

CCSC Mail Committee

Summary of E-mails

Tracking Numbers and Packages

- Lerner claims not to have received packages with tracking numbers after they have been signed for
- Lerner loses packages with tracking numbers after they have been signed for
- Lerner takes several days to a week to notify students of receipt of packages with tracking numbers
- Priority Mail packages arrive several days to weeks late
- Packages without tracking numbers are routinely lost or received weeks late
- Students cannot pick up packages when they check online as whether or not they have been signed for: students are told to come back the next day and wait in line again
- First floor package room appears disorganized

Notification

- Accidental e-mails sent constantly
- Students receive an e-mail but no slip in mailbox, then they are reproached by service person for not bringing a slip
- Students receive multiple slips in mailbox and on e-mail after package has been picked up
- Students receive slips and e-mails late, well after package has been received

Hours and Service

- Weekend hours removed
- Hours shorter, therefore lines longer
- Waiting in long lines to find out the package has already been picked up or that notification was an accident
- Rude and inattentive service people: service people joke with each other instead of helping students
- Inefficient service people: one person scans tickets then sits while other person looks for package
- Package rooms do not open on time
- Miscommunication between package rooms: students are sent to first floor and third floor for same package
- Service people refuse to call the other package room to find out if the package is located there
- Service people take inordinate amounts of time to get new mailbox keys for students
- Missing door on a student's mailbox was not replaced for six weeks
- Student taken offline for no reason: mailroom did not respond to student's inquiry until intervention by a class dean

Summer Mail

- No summer mail forwarded after filling out card
- Mail over the summer shoved into box, some damaged
- Mail not fitting into box over the summer returned to sender instead of being held
- Confusion about packages being held or sent back over the summer

Miscellaneous

- Students receiving bundles of overstuffed mail, none of which is theirs: their own mail lost by Lerner
- Someone else's mail in box
- Someone else's mail in box after switching boxes
- Missing and late magazines
- Mail from nearby taking over a week to arrive
- Tickets being received late and orders having to be canceled

Special Concern

- Six students reported not receiving credit cards in their mailboxes but then used by someone other than themselves elsewhere

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