

# Top 5 Higher Ed Mail Center Challenges in 2021

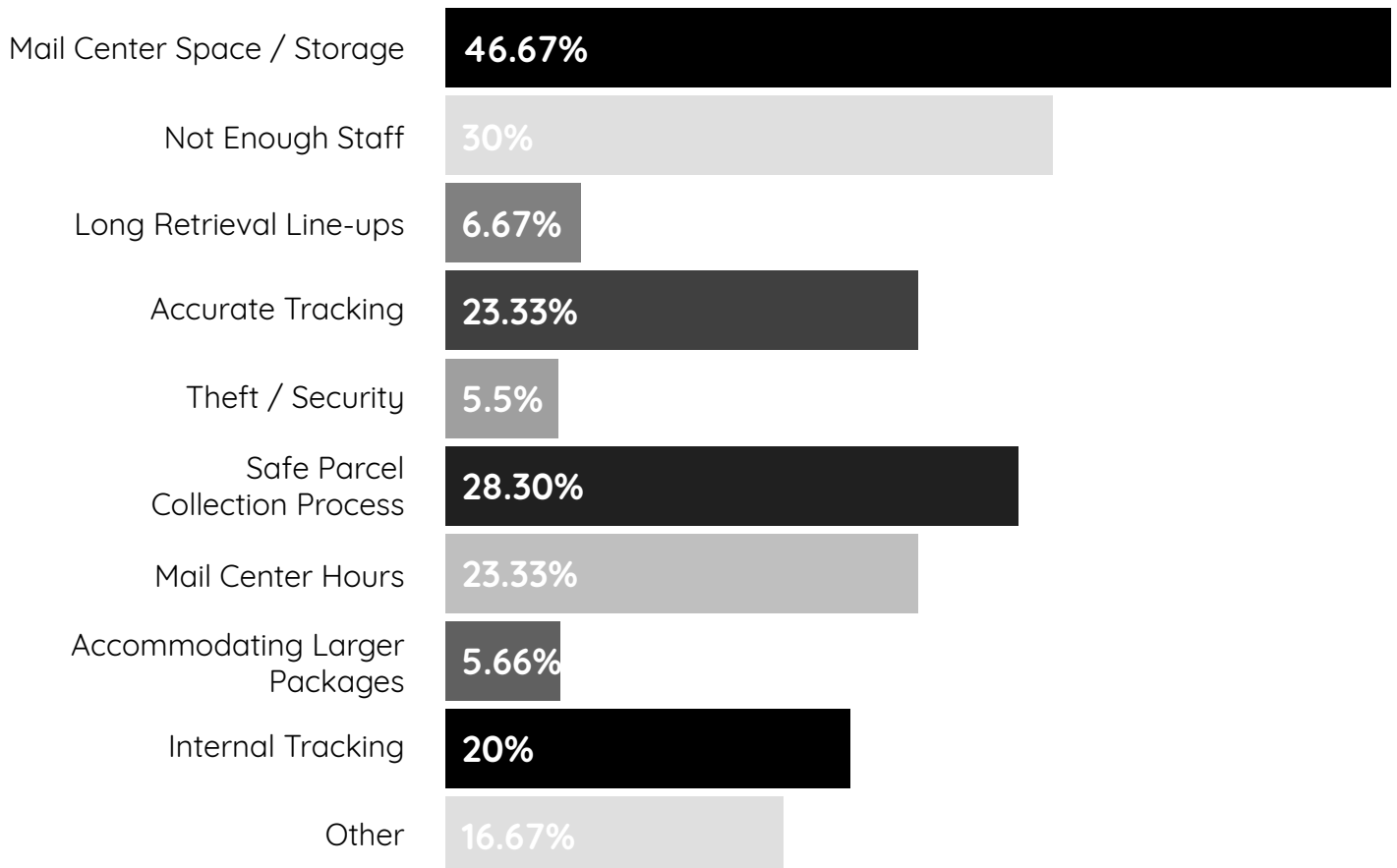
As colleges and universities toggle between remote, hybrid and in-person model, the physical side of campus operations remain active and in-person. Quadient and Spaces4Learning teamed up to learn more about the most critical mail center operational challenges for higher education institutions in a post pandemic world.

To read the full research report, download the complimentary

[Spaces4Learning White Paper: Campus Operations During The Pandemic](#)



## Top concerns of mail centers



Note: Percentages do not add up to 100 because respondents choose all responses that apply.

# Mail center storage space

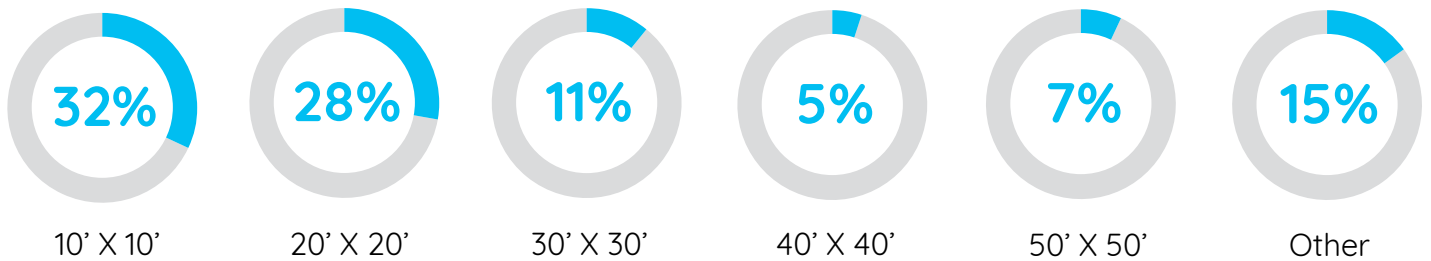


**47%**

of respondents cited mail center space as a major concern, with about half of respondents limited to a 10' X 10' or 20' X 20' of mail center space.



## Dedicated mail center storage space



Note: Measurements in square feet.

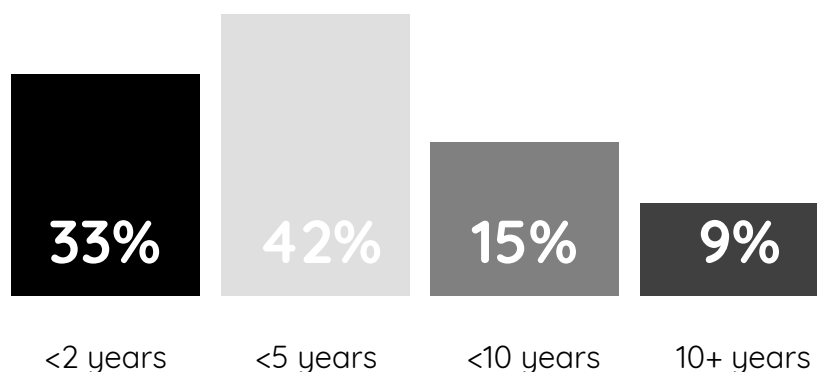
# Parcel tracking



**20%**

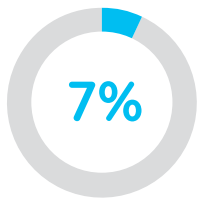
of respondents cited accurate tracking and internal tracking as a critical challenge.

## Age of current tracking system

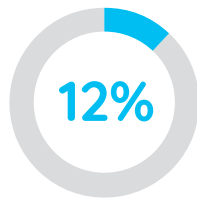


# Headcount and mail center hours

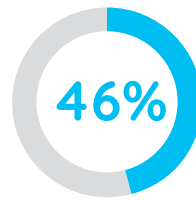
Staff shortage was the second-most-cited challenge among respondents and less than 8% of mail center are open 24/7 – a majority being open for limited hours during the week and no weekend hours.



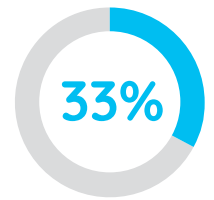
Open 24/7



Open business hours, limited weekend hours



Open business hours during the week (No weekend hours)

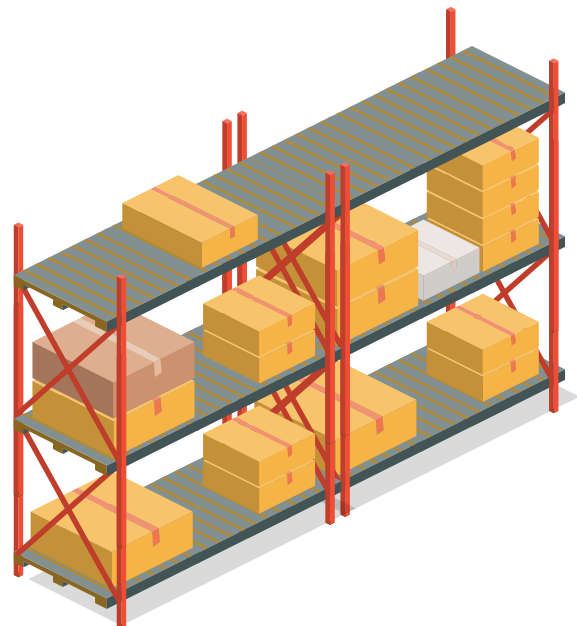


Open limited hours during the week (No weekend hours)

# Daily campus mail center parcel operations

The parcels are delivered typically by one to five different carriers. Only about a quarter said that more than five carriers delivered packages to their mail center.

A majority of parcel pickups occur quickly, many pickups are within five days, which is a lengthy amount of time to store parcels and manage intake.








DOWNLOAD THE COMPLIMENTARY SPACES4LEARNING WHITE PAPER: CAMPUS OPERATIONS DURING THE PANDEMIC








# Benefits of Parcel Lockers and a Web Tracking System

Parcel Pending by Quadient Lockers integrated with Web Tracking System (WTS) help mail centers around the world reduce operational expenses and facilitate the parcel process.

## Parcel Pending by Quadient Lockers

-  Free up time and space for a more organized package process
-  Allow for 24/7 secure, convenient access
-  Offer contactless handoff of parcels and internal equipment
-  Reduce labor as fewer resources are required for parcel management
-  Are carrier-agnostic – any courier agent can make a delivery to the locker

## Web Tracking System (WTS)

-  Reduce processing time and employ rapid pickup/delivery turnaround cycles
-  Enable the staff to respond quickly to inquiries and special requests
-  Manage, track and view history of parcels and other important mail in real-time
-  Plan deliveries and initiate inter-office pickup/deliveries
-  Ensure security of packages from receipt to delivery

To learn more about how Quadient solutions can transform the experience on your campus contact Quadient today.