

# COLLEGE Planning & Management

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ALARM MONITORING**

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TECHNOLOGY ON CAMPUS**

## Mail Delivery Services for University Housing

When Kennesaw State University Foundation (KSUF) Housing Management, LLC (a private company formed under the KSUF) learned that their on-campus housing locations totaling 3,044 beds would not receive mail delivery by the United States Postal Service (common on most campuses throughout the US), they turned to Postal Solutions.

US Postal Solutions, Inc is headquartered in Gainesville, FL, and has serviced the United States since 2000. "The risk associated with mail handling, six-day-per-week distribution, mail forwarding, and package delivery were factors in deciding to outsource mail management," explained Donna Passow, general manager.

Postal Solutions manages the retrieval

of mail at the local USPS station daily and completes all aspects of mail delivery for residents, including online package assistance, change-of-address, and 24/7/365 toll-free live-operator customer service while accepting receipt and liability for mail and package delivery.

"We have peace of mind knowing that our customer's mail is being handled professionally and properly, and we are able to continue our focus on servicing the needs of our customer, our growth, and our university," said Passow.

Postal Solutions now services over 35,000 beds in on- and off-campus, publicly and privately owned/managed, student and military housing throughout the US. Postal Solutions has recently launched a

Residence Hall Mail Management Program for universities to utilize their services while implementing a highly profitable ancillary income source. It is becoming common for university residence life or housing programs to include a "mail delivery fee" as part of the annual cost of housing (\$60 to \$100 per year), yielding a high ancillary income return for their programs.

"With our continual growth, we have found it imperative that we focus on servicing our customers," said Passow, making Postal Solutions an excellent fit for on-campus residence life/housing programs nationwide.

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## University System of Ohio Consolidates Resources and Increases Collaboration

The University System of Ohio has partnered with *Microsoft* to establish an integrated technology infrastructure that consolidates its resources and creates a collaborative environment while giving more choice and flexibility to its schools. Microsoft's cloud-based approach to messaging and collaboration paired with existing on-premise solutions are now being used for the state's entire K-12 and higher education systems.

"Technology and innovation have been top of mind for our schools — but we also knew we needed a system to better share resources, cut costs, and implement savings strategies that would allow us to serve more students and contribute to the economic development of the state, as outlined in our 10-year Strategic Plan for

Higher Education," said Eric D. Fingerhut, chancellor of the Ohio Board of Regents. "Through our partnership with Microsoft, we are now able to do all of this."

The University System of Ohio is leveraging Microsoft's complete Online Services suite. They are now using Microsoft's Exchange Online, an e-mail, calendar, contact, and task service; the Live@edu collaboration and communications service; and soon, Office Web Apps, a lightweight version of Microsoft's Office applications. Since Exchange Online is based on a cloud-computing model where vendors own and maintain the servers that host the software applications, the state is able maximize limited resources and redirect funds that will be directly passed onto current and prospective students.

"During these times when budgets are tight, the education system is faced with difficult decisions. By looking at cost-effective methods, we are able to ensure that those decisions never jeopardize the quality of education that Ohio's students receive," said Fingerhut. "At a state level, our relationship with Microsoft is instrumental in helping to streamline management efficiencies, but moreover we will also equip students with tools that give them flexibility and allow them to work together. Ultimately, our commitment is to our students, and this partnership ensures that we equip them with the necessary tools to prepare them to be productive members of tomorrow's workforce." 

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