

# STUDENT RESIDENCE MAIL SURVEY RESULTS & ANALYSIS



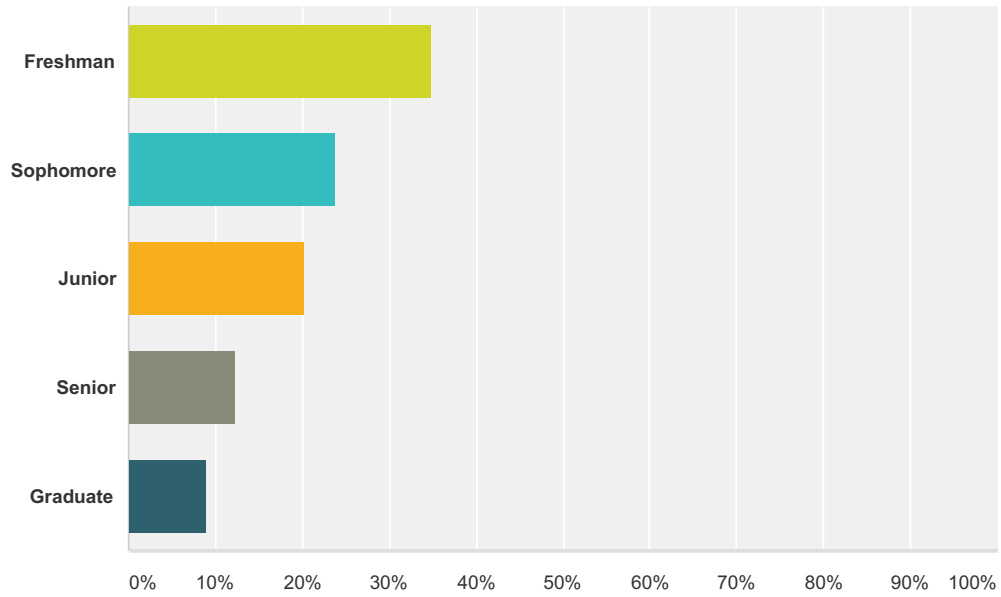
**SPRING 2016**

UNIVERSITY of **HOUSTON**

Postal Services

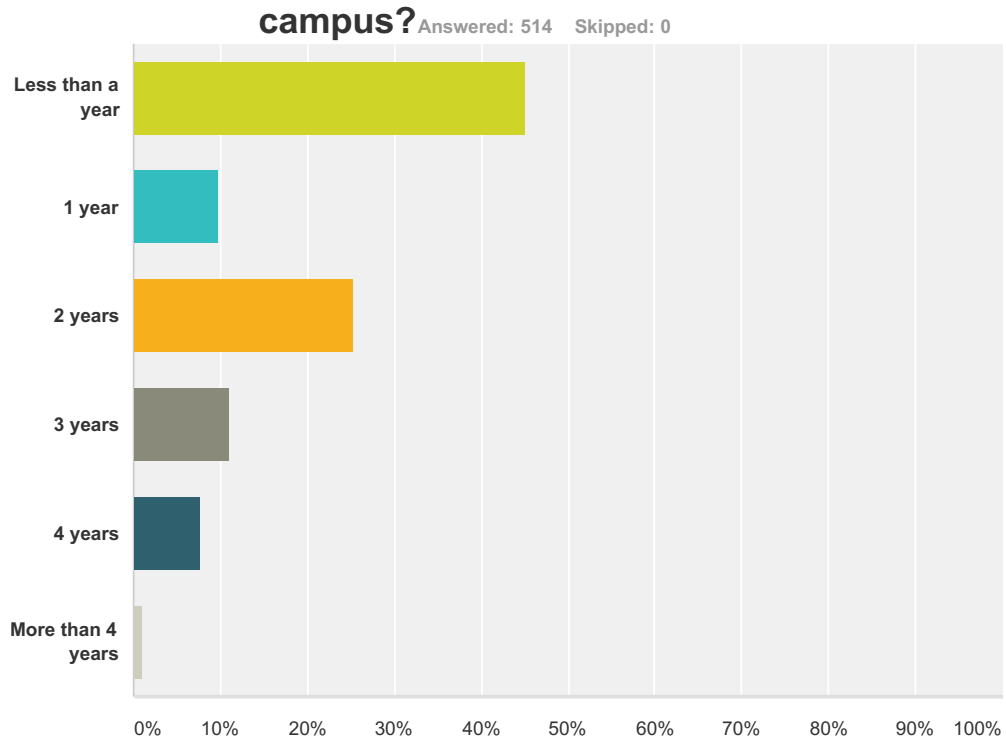
### Q1 Classification:

Answered: 514 Skipped: 0



| Answer Choices | Responses  |
|----------------|------------|
| Freshman       | 34.82% 179 |
| Sophomore      | 23.74% 122 |
| Junior         | 20.23% 104 |
| Senior         | 12.26% 63  |
| Graduate       | 8.95% 46   |
| <b>Total</b>   | <b>514</b> |

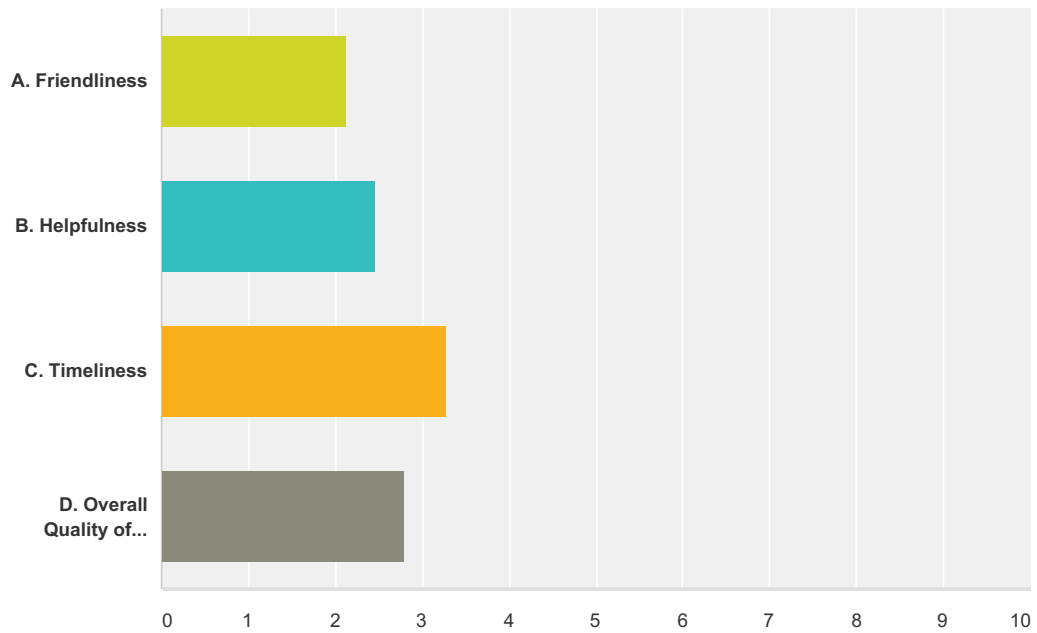
**Q2 How long have you lived on**



| Answer Choices    | Responses  |
|-------------------|------------|
| Less than a year  | 45.14% 232 |
| 1 year            | 9.73% 50   |
| 2 years           | 25.29% 130 |
| 3 years           | 11.09% 57  |
| 4 years           | 7.78% 40   |
| More than 4 years | 0.97% 5    |
| <b>Total</b>      | <b>514</b> |

**Q3 Please rate the UH Postal Services staff  
on the following attributes.**

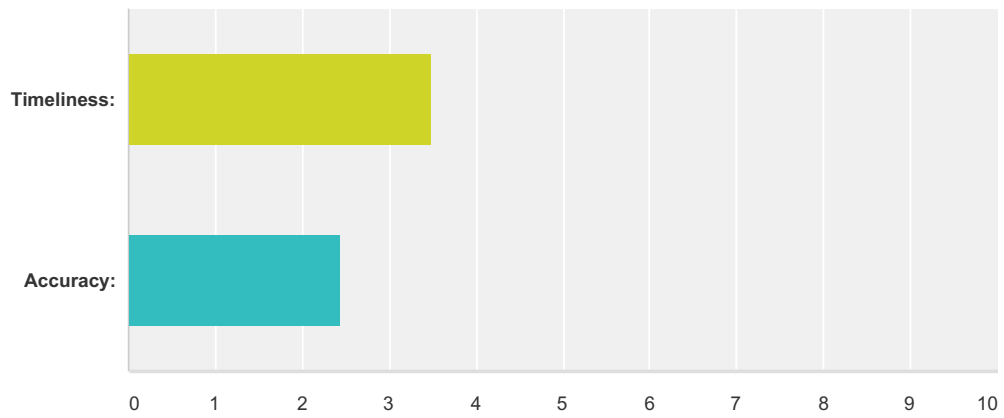
Answered: 503 Skipped: 11



|                               | Excellent     | Good          | Average       | Fair         | Poor          | N/A         | Total | Weighted Average |
|-------------------------------|---------------|---------------|---------------|--------------|---------------|-------------|-------|------------------|
| A. Friendliness               | 27.44%<br>138 | 35.79%<br>180 | 20.08%<br>101 | 6.76%<br>34  | 1.99%<br>10   | 7.95%<br>40 | 503   | 2.13             |
| B. Helpfulness                | 21.07%<br>106 | 31.81%<br>160 | 23.26%<br>117 | 9.94%<br>50  | 7.16%<br>36   | 6.76%<br>34 | 503   | 2.47             |
| C. Timeliness                 | 10.34%<br>52  | 19.48%<br>98  | 25.05%<br>126 | 14.51%<br>73 | 26.44%<br>133 | 4.17%<br>21 | 503   | 3.28             |
| D. Overall Quality of Service | 13.52%<br>68  | 32.80%<br>165 | 21.67%<br>109 | 15.90%<br>80 | 11.93%<br>60  | 4.17%<br>21 | 503   | 2.79             |

**Q4 Please rate the timeliness and accuracy of letter mail and package delivery:**

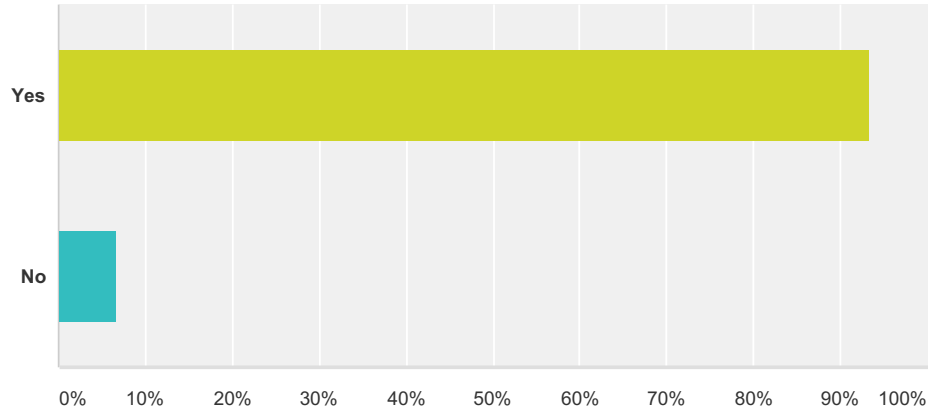
Answered: 497 Skipped: 17



|             | Excellent     | Good          | Average       | Fair         | Poor          | N/A         | Total | Weighted Average |
|-------------|---------------|---------------|---------------|--------------|---------------|-------------|-------|------------------|
| Timeliness: | 8.85%<br>44   | 15.29%<br>76  | 23.54%<br>117 | 17.30%<br>86 | 30.58%<br>152 | 4.43%<br>22 | 497   | 3.48             |
| Accuracy:   | 24.35%<br>121 | 29.98%<br>149 | 21.93%<br>109 | 11.87%<br>59 | 7.04%<br>35   | 4.83%<br>24 | 497   | 2.45             |

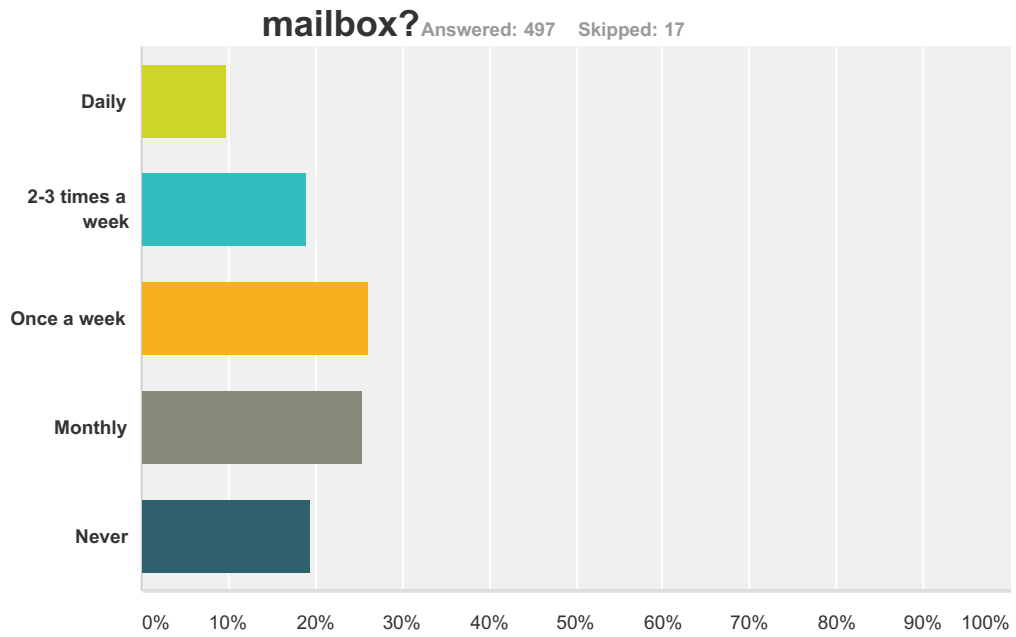
### Q5 Would you be in favor of Saturday service hours in residential package distribution rooms?

Answered: 497 Skipped: 17



| Answer Choices | Responses  |
|----------------|------------|
| Yes            | 93.36% 464 |
| No             | 6.64% 33   |
| <b>Total</b>   | <b>497</b> |

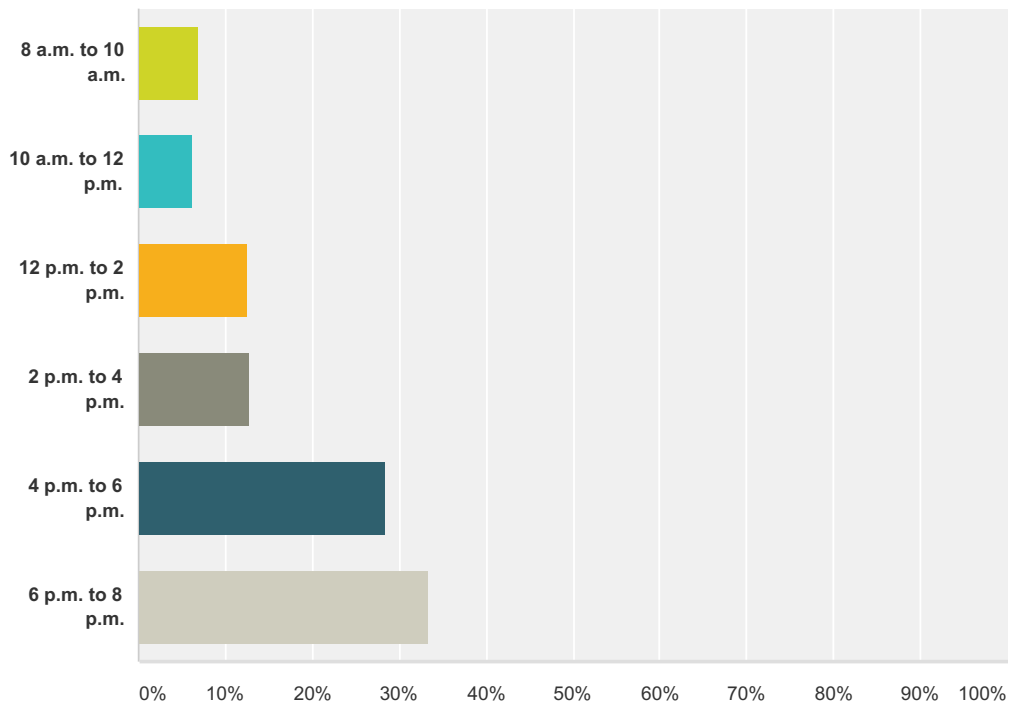
**Q6 How often do you check your**



| Answer Choices   | Responses  |
|------------------|------------|
| Daily            | 9.86% 49   |
| 2-3 times a week | 18.91% 94  |
| Once a week      | 26.16% 130 |
| Monthly          | 25.55% 127 |
| Never            | 19.52% 97  |
| <b>Total</b>     | <b>497</b> |

### Q7 What time frame is best for you to pick up your packages?

Answered: 497 Skipped: 17

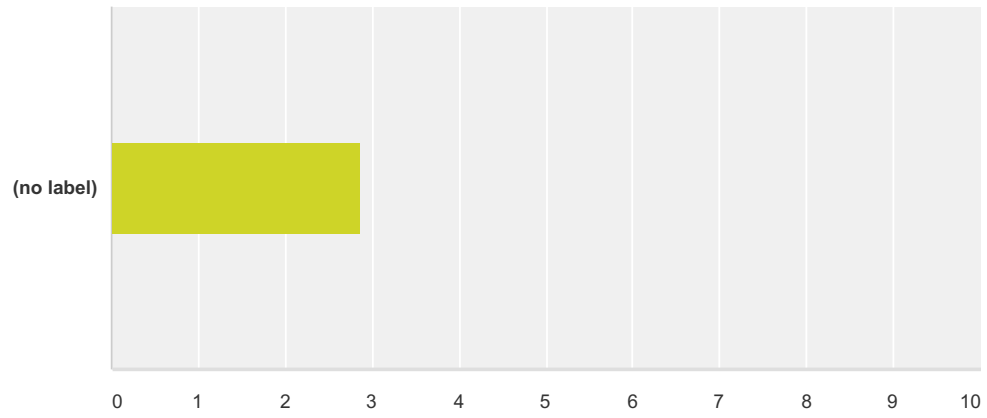


| Answer Choices     | Responses |            |
|--------------------|-----------|------------|
| 8 a.m. to 10 a.m.  | 6.84%     | 34         |
| 10 a.m. to 12 p.m. | 6.24%     | 31         |
| 12 p.m. to 2 p.m.  | 12.47%    | 62         |
| 2 p.m. to 4 p.m.   | 12.68%    | 63         |
| 4 p.m. to 6 p.m.   | 28.37%    | 141        |
| 6 p.m. to 8 p.m.   | 33.40%    | 166        |
| <b>Total</b>       |           | <b>497</b> |



**Q8 Are you satisfied with the arrival time of your packages to your community?**

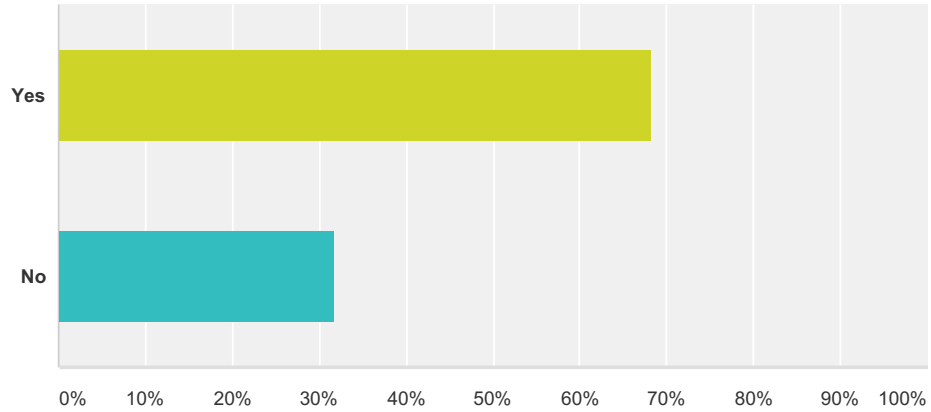
Answered: 495 Skipped: 19



|            | Very dissatisfied | Somewhat dissatisfied | Neutral       | Somewhat satisfied | Very satisfied | Total | Weighted Average |
|------------|-------------------|-----------------------|---------------|--------------------|----------------|-------|------------------|
| (no label) | 19.19%<br>95      | 23.64%<br>117         | 20.20%<br>100 | 24.65%<br>122      | 12.32%<br>61   | 495   | 2.87             |

**Q9 Are you aware that incoming mail and packages will be returned to sender if not addressed using recipient's full name?**

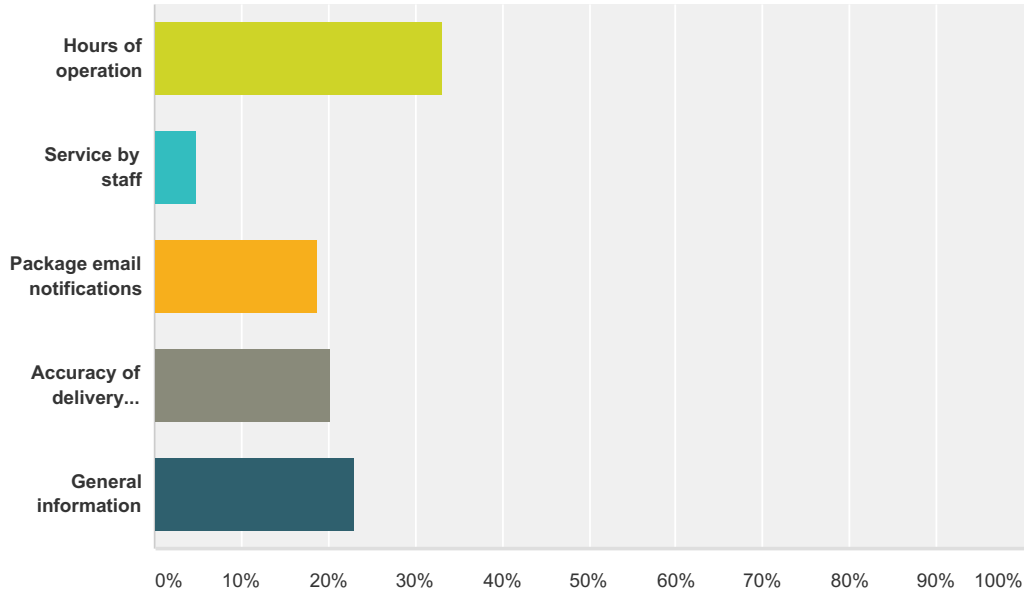
Answered: 495 Skipped: 19



| Answer Choices | Responses |            |
|----------------|-----------|------------|
| Yes            | 68.28%    | 338        |
| No             | 31.72%    | 157        |
| <b>Total</b>   |           | <b>495</b> |

**Q10 In order to better serve you, what changes and improvements would you suggest for the UH Postal Services? Type of feedback-**

Answered: 479 Skipped: 35



| Answer Choices               | Responses |            |
|------------------------------|-----------|------------|
| Hours of operation           | 33.19%    | 159        |
| Service by staff             | 4.80%     | 23         |
| Package email notifications  | 18.79%    | 90         |
| Accuracy of delivery service | 20.25%    | 97         |
| General information          | 22.96%    | 110        |
| <b>Total</b>                 |           | <b>479</b> |