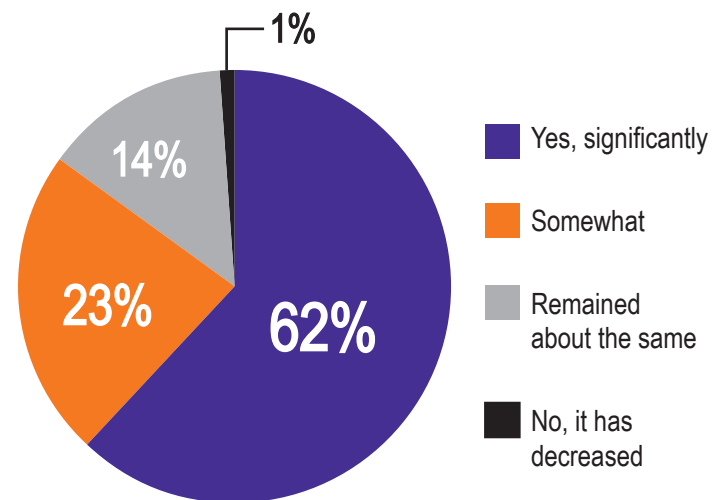


Improving Campus Package Delivery

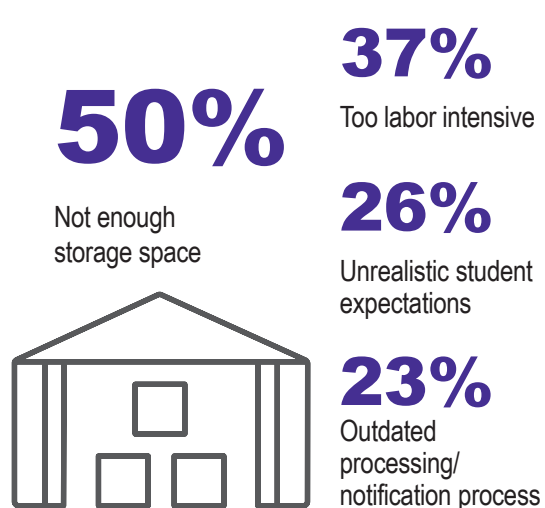
University Business collaborated with FedEx Office to develop and deploy this survey of higher ed leaders, exploring the changing environment on campuses when it comes to campus mail and package delivery. Deployed on March 1, 2018, some 348 college and university leaders from a variety of institution types and sizes responded.



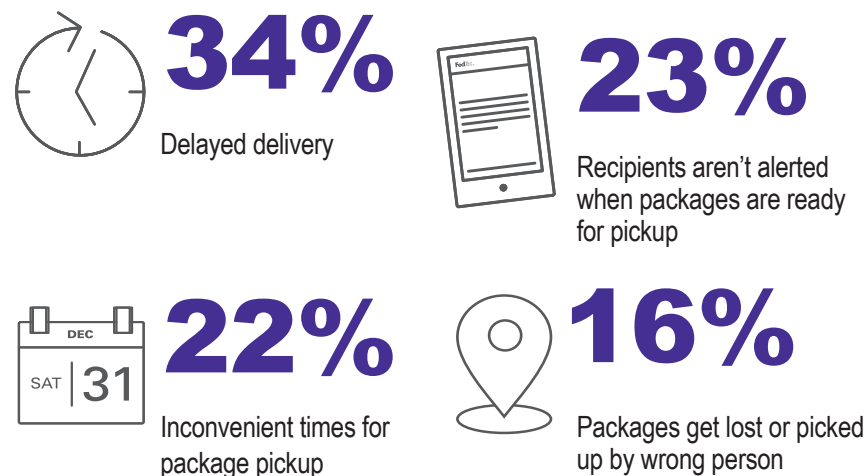
Has the volume of parcel or package delivery to students and faculty increased on your campus in the last 2–4 years, due to online shopping and ordering?



What would you say are the biggest complaints about package delivery by the people responsible for processing them?

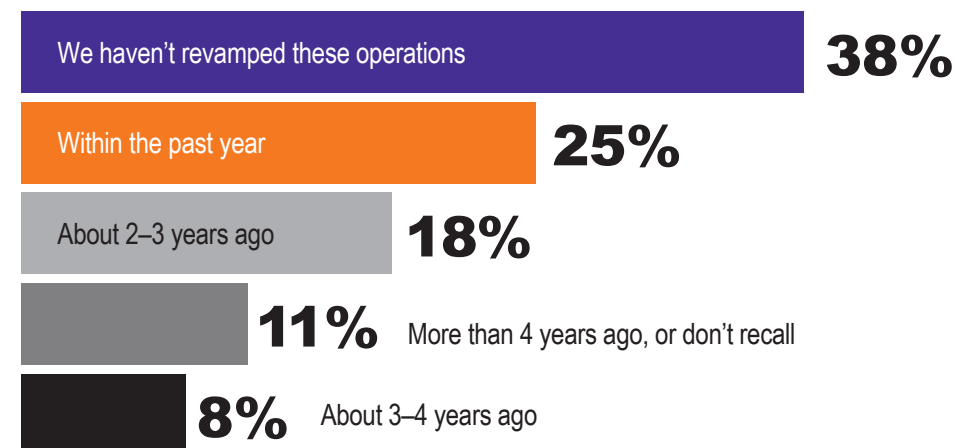


What would you say are the biggest complaints about package delivery on your campus by recipients?



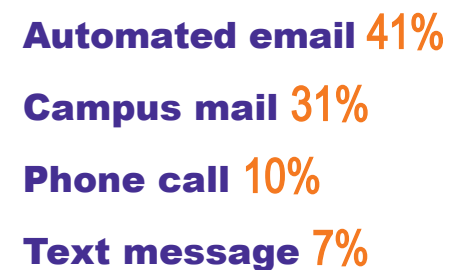
“This survey identified a variety of logistical challenges that a partner like FedEx Office can provide expertise in addressing,” says Lisa Honaker, Managing Director, FedEx Office. “We can offer solutions for adding storage space, improving the efficiency of operations and updating package delivery and notification systems on campus.”

How recently has your institution revamped the way it processes package delivery to accommodate the growth of e-commerce by students, faculty and staff?

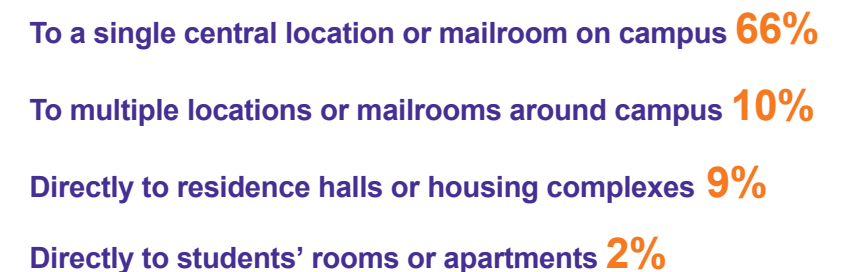


“The rapid growth of e-commerce has resulted in a tremendous increase in the number of packages received on college campuses,” says Lisa Honaker, Managing Director, FedEx Office. “While this survey certainly illustrated this trend, it also highlighted the fact that many institutions have yet to take steps to improve these operations to keep pace.”

When a student or faculty member receives a package on campus, how are they notified that it has arrived?



When students at your institution order packages, where are they delivered?



To learn more about how FedEx Office can provide package and mail support for your campus, go to [fedex.com/oncampus](https://www.fedex.com/oncampus).

To watch the web seminar about this survey, go to www.universitybusiness.com/ws032718