

Campus Mail Package Pickup



A Code+ Project Overview

After COVID, private carriers stopped dorm deliveries at Duke, leading to major changes in the undergraduate mail delivery system. Faced with **155,000** packages a year and over **2,000** packages coming in on any given day, the Bryan Center mail staff is increasingly burdened. Consequently, students face long wait times of up to an hour to pick up a package. The delays are only worsened by confusing emails and scattered information that leave students unprepared when they arrive at the mail center.



THE PROBLEM

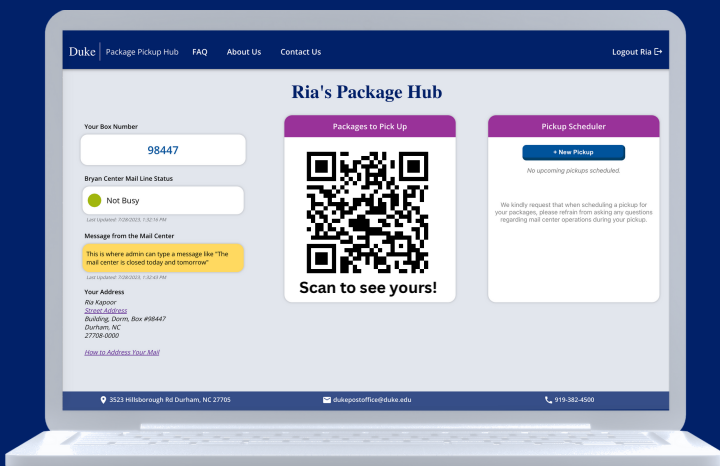


OUR SOLUTION

- Establish a **fast lane** that is exclusive to students who have scheduled a package for pickup
- Develop a mobile responsive **web app** that centralizes a student's mailing and package information

A **student portal** where students can **receive information** about their packages and **schedule** preferred pickup times AND...
....an **admin portal** where staff can see an **overview** of scheduled pickups, **edit** available timeslots, and **update** messages and line statuses for anyone with our website link!

THE RESULTS: Package Pickup Hub



WHAT NEXT?

- Ensure proper compatibility with **satellite locations** to allow for the growth of mail center operations
- Run user and accessibility **tests** at beginning of school year before our deployment to the entire undergraduate population

With huge thanks for the support we received from:

