

THE ROGUE ONES STUDENT SERVICES LOCKER HUBS LEAP PROJECT SPRING 2023



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Team Mentor:

- Dr. Jasmine Ruys

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Business Overview

College of the Canyons "delivers an accessible, holistic education for students to earn associate degrees, certificates, and credentials, to prepare for transfer, and to attain workforce skills. The College champions diversity, equity, inclusion, and global responsibility, while providing clear pathways in an engaging, supportive environment where all students can successfully achieve their educational goals." That is our mission at this institution. And what better way to contribute to this mission than by setting up a secure, self-serve, fully automated locker hub providing a convenient solution for students to pick up their materials and resources?

College of the Canyons is located in Santa Clarita, California. We have three campuses that serve well over 30,000 students: Valencia Campus, Canyon Country Campus, and our Online Campus. That's three locations to support our widespread students. Community leaders describe this college as an "innovative, cutting-edge, responsive, flexible, resourceful, high-quality institution of higher learning." CEO of the Santa Clarita Community College District and College of the Canyons, Dr. Dianne Van Hook, is a builder of places, community, resources, possibilities, partnerships, opportunities, and most importantly, people. Her leadership has shaped the students who have counted on College of the Canyons to deliver life-changing access to higher education.

Providing a locker hub service will add to the life-changing support that College of the Canyons continues to implement. This locker hub service offers a contactless experience to our audience, which is an ideal way to address the "new normal." In addition, the lockers provide a convenient solution to resource management; when a student cannot visit a department during

operating hours, the locker hub is available after said operating hours to access their required materials.

Currently, we are seeking an investment to help scale this service. We also aim to use those funds to continue innovating the equipment to create an exciting and even a rewarding experience for our students. The focus is to help students achieve what is most important to them and provide the resources that help them put their values into action. To do this, we will conduct a trial run with one department and observe the effects of this new service. In doing so, we will pursue our vision as a college to continue being recognized as *the* college that "maximizes student access and for the sense of community that we provide to our students and staff."

Executive Summary

College of the Canyons (COC) has a diverse student population of approximately 30,000 students annually. COC is committed to providing equitable support through different Student Services departments. However, there are still challenges to overcome to assist with the student's need for access to services outside operating hours. To address these issues, our Rogue Ones LEAP team proposes creating the Student Services Locker Hub, which will provide students with access to Student Services outside of office hours and encourage more students to utilize the Basic Needs Center.

The Student Services Locker Hub is a self-serve, fully automated locker hub allowing students to conveniently pick up imperative materials and resources. The lockers will be available after and

during operating hours and will be tested with the Basic Needs Center before branching out the service to other departments. The lockers will be conveniently located across each campus, allowing students and staff to exchange materials across various departments.

The Student Services Locker Hub is a solution to provide students with access to Student Services outside of office hours and help to remove any self-consciousness that students may feel when utilizing the Basic Needs Center. The target audience is the students at COC. Initially, there will be lockers in both Valencia and Canyon Country Campuses where staff can leave agreed-upon items for students.

Our Rogue Ones' LEAP team is seeking an investment to scale this service and continue innovating the equipment to provide our students with an even more rewarding experience. This is on par with the COC mission statement, which aims to continue being recognized as a college that delivers an accessible, holistic education, provides a sense of equity and inclusion, and provides clear pathways so that students can successfully achieve their academic goals.

Our Rogue Ones' LEAP team has determined that the Student Services Locker Hub will require start-up and yearly operating expenses per campus. The initial cost is estimated to be \$39,500, including the locker system purchase. We have calculated the annual operating costs to be \$3,250 after that. These ongoing costs include software upkeep, phone support, and onsite maintenance. Additionally, our team has included an additional 20% contingency cost in our financial projection plan. We have determined that the Student Services Locker Hub project will cost \$39,300 in its first year per campus. In summary, the Student Services Locker Hub is an innovative solution that will address the challenges of providing equitable support to COC's

diverse student population. With this solution, The Rogue Ones aim to maximize student access and provide a sense of community to its students, faculty, and staff.

Analysis of Problem/Need

Student Services departments are often the first point of contact a student makes when interacting with College of the Canyons for their enrollment needs. The student population at College of the Canyons varies from recent High School graduates to students who are concurrently enrolled in High School, to working adults, to student veterans, to students with familial obligations, and so on.

We know that students have the same goal when deciding to attend College of the Canyons: to better themselves and enrich their lives through higher education. We also know that not everyone's path to attaining this goal is the same. Understanding the challenges our student population may face, we, as a college, always look for ways to provide equity to our students. Some of the Student Services departments that provide equity are the Basic Needs Center, the Academic Accommodations Center, Extended Opportunities Program & Services, and several others. By embracing the differences of our students, we provide them with the support and equity they need in order to succeed.

One problem that our LEAP Team is trying to address is the student's need to access student services outside of their operating hours. There is no "average" student anymore. Some students must work full-time or part-time jobs while taking classes at College of the Canyons. Some working parents find courses to take between their work and parental obligations. Some

students can only take online courses because of their transportation or personal needs. So many students have specific situations that prevent them from being on campus during the normal operating hours of our student services departments.

Another problem that our LEAP team is trying to address is the stigma that comes with utilizing the Basic Needs Center. While this amazing department provides Food Support, Financial Support, Hygiene Support, Clothing Support, Housing Support, and on and off Campus Referrals (amongst so much more), there are still qualifying students who are either embarrassed to be seen at the Basic Needs Center and/or do not want to be associated with needing to use the resources provided by the Basic Needs Center.

Even though our campus is constantly looking for new resources that our students could utilize to assist in reaching their academic goals, there is still a stigma that exists in asking for or accepting help.

Analysis of Solutions

Our LEAP team solution for providing students with the accessibility of Student Services outside of office hours and to remove the stigma associated with utilizing Basic Needs Resources is to do so with the implementation of the Student Services Locker Hub.

The way the Student Services Locker Hub would function is that a student would put in a request for an agreed-upon item (such as an official transcript, a graduation sash from the Veterans Resource Center, or grab-and-go items from the Basic Needs Center, etc.). The

Student Services Department official would then put the item for the student in a locker. The locker hub would then generate a code that is sent to the student via text or email.

The student will come, enter the code, and retrieve the item from the locker hub whenever possible.

Utilizing a Student Services Locker Hub would eliminate the need for a student to come into the Student Services Department during specified operating hours. The student will have additional flexibility to come when they are available to pick up an item. The Student Services Locker Hub will also assist a student on a time crunch who does not have time to wait in line if there is one. The student would go to the locker hub, pick up their items without waiting in line, and attend class or their following obligation.

The following table displays the different departments in the Student Services Division that a student could receive items from. Our test department for this LEAP project will be the Basic Needs Center.

Student Services Departments:	
Academic Advising	Extended Opportunities Program & Services
Academic Accommodation Center	Financial Aid
Admissions, Records & Online Services	Inspire Scholars
Adult Reentry	International Students Programs
Alliances	Internships
Assessment Center	Library
Basic Needs Center (BaNC)	Multicultural Center
Behavioral Intervention Team (BIT)	Outreach
Bookstore	Personal and Professional Learning
CalWORKs	RISE/Inspire Scholars
Campus Life & Student Engagement	Service Learning Program
Campus Safety	Student Business Office
Canyons Complete	Student Employment
Canyons Connects	Student Health & Wellness Center
Cooperative Work Experience	The Learning Center
Counseling	Transfer Center
Dreamers	Undocumented Resource Center
Employment Center	Veterans Resource Center
Empowerment Programs	Volunteer Bureau
Experiential Learning	

Target Market/Audience

On a broad scale, our target audience is the students we serve here at the College of the Canyons. Initially, there will be one set of lockers in both the Valencia Campus and Canyon Country Campus, where staff across the Student Services division can leave agreed-upon items for students in this Student Services Locker Hub. We would also like Locker Hubs to be conveniently located across each campus to allow students and staff members to exchange materials with each other across various departments as needed.

As we enroll approximately 30,000 students annually, current and prospective students will benefit from the Student Services Locker Hubs throughout the following departments at the Valencia and Canyon Country Campuses.

Prospective Departments	Prospective Items
Basic Needs Center (BaNC)	<ul style="list-style-type: none"> • Refrigerated or Pantry Items • Clothing • Personal Hygiene Products
Bookstore	<ul style="list-style-type: none"> • Textbooks • Course Materials • Classroom Supplies
Canyons Hall	<ul style="list-style-type: none"> • Transcripts • Paperwork
Library	<ul style="list-style-type: none"> • Book Rentals • Textbook Rentals • Classroom Materials
Student Housing	<ul style="list-style-type: none"> • Package Deliveries • Food/Grocery Deliveries

Competition and Comparisons

College of the Canyons does not compete with other community colleges or in-house departments. The sales representative at Parcel Pending by Quadient provided our team with information of five community colleges throughout California that use Quadient Pending Parcel lockers on their campuses. Our team contacted all five colleges (Palomar Community College, Southwestern College, Mt. San Jacinto College, Solano Community College, and Cerritos College) to see how their use of the student locker hubs has helped cater to their student needs after business hours. Unfortunately, we did not hear back from any colleges except Palomar

Community College. They provided us with preliminary information, and we are waiting to hear back regarding their detailed trial of the lockers.

Palomar Community College has been helping its student population for 34 years with its campus Basic Need Pantry. This department helps every student needing food, essentials, community connections, and other resources. Recently, Palomar ran a trial for their food pantry, providing non-perishable items/food to students using non-insulated lockers. With the success of the lockers, in March/April 2023, Palomar Community College was able to purchase insulated Pending Parcel Lockers and is currently working on that trial run. We hope to hear from them soon.

Quadient provided our team with additional information on the successful use of the student locker hubs at Palomar College. For example, from November 2019 – June 2020, 63% of the lockers were used (the number of lockers was not provided). There were 6,305 inputs of items into the parcel lockers; of the 6,305, there were 6,271 outputs, meaning that more than half of the students successfully obtained their items. The average time it took students to pick up their packages was 1.08 days. About 75.5% of the students would pick up their items on the same day, 18.9% were picked up between 1 – 3 days, and 5.6% were collected within 4+ days. The locker system can break down per month how many of the delivery of items were placed in the parcel lockers. The idea of lockers is not only to provide services to students in a more private manner but also to allow them to pick up things they need after office hours. The locker software system can average when the items are picked up. For example, between 9 am – 5 pm, 638 items were picked up. During the hours of 6 pm – 11 pm, 1,077 items were collected

by students. To better analyze how many products are being student collected, the system can separate items in 2-hour increments, which provides the department details on students picking up business hours.

Our team hopes that once we receive feedback from Palomar Community College, we will have a clearer idea of how their initial trial went.

Financial Projections

The financial cost for the Student Services Locker Hub would be both one-time and ongoing expenses.

One-time costs would be for the lockers purchased from Parcel Pending by Quadient. The base locker has a touch screen and 6 to 12 parcel lockers. We would then add another set of lockers and a refrigerated locker option for the Basic Needs Center items if needed.

Ongoing expenses would consist of software, phone support, and onsite maintenance.

Start-Up/One-Time and Ongoing expenses are detailed below:

Expense	Description	Cost
Base Locker (with screen)	One-time purchase	\$17,000.00
Additional Base Locker (no screen)	One-time purchase	\$4,500.00
Refrigerated Locker	One-time purchase	\$8,000.00
Software	On-going Annually	\$1,500.00
Phone Support	On-gong Annually	\$750.00
Onsite Maintenance	On-going as needed	\$1,000.00
Subtotal:		\$32,750.00
Contingency:	Add 20% to Subtotal	\$6,550.00
Total Start-Up Cost:		\$39,300.00

Meet the Team

Dr. Jasmine Ruys - Mentor

Assistant Superintendent/Vice President of Student Services

Rachael Velarde – Team Leader

Student Services Coordinator III (Veteran’s Resource Center)

Daiana Bogosian

Student Services Coordinator III (Off-Site Education)

Brandon Thompson

Student Services Coordinator II (Academic Advisor)

Denise Flores-Vasquez

Student Services Specialist II (Student Health & Wellness)

Desiree Chairez

Human Resources Technician (Systems Support)

Appendix A

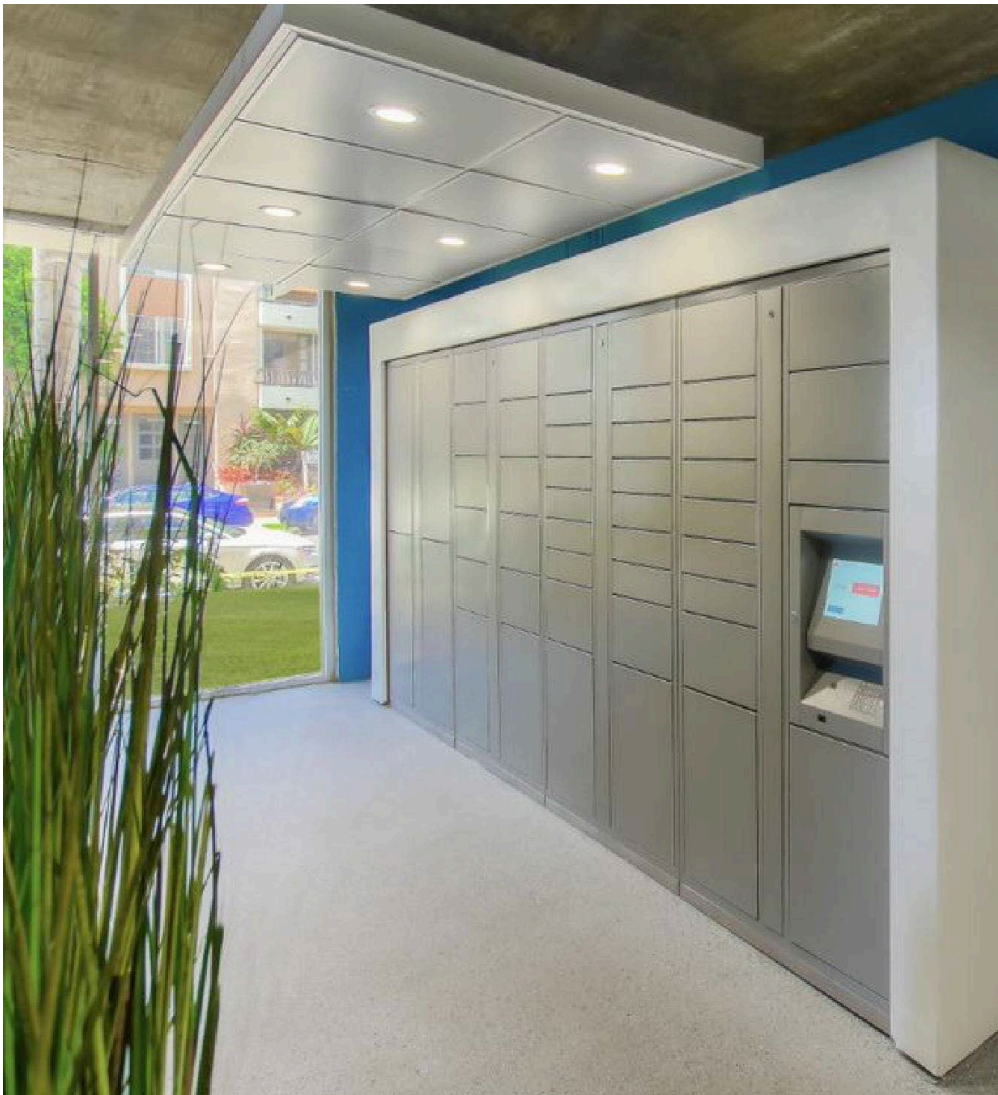
Additional Locker Hub Images

Appendix A1: Standard Locker Hub with Accessible Touch Screen and Keypad



This is an image of the standard indoor parcel locker from Parcel Pending by Quadient. It features 13 versatile locker spaces and an ADA-compliant accessible keypad for package retrieval.

Appendix A2: Locker Hubs Located in an Apartment Complex



Large set of indoor parcel lockers located in the lobby of an apartment complex. Features a variety of locker sizes for large and small deliveries, and an ADA-compliant accessible keypad for easy package retrieval.

Appendix A3: Example of Lockers Installed with Wrapping

Example #1 of Wrapped Lockers



Student lockers that are customized with the school logo and mascot. Features a variety of locker sizes for large and small deliveries, and an ADA-compliant accessible keypad for easy package retrieval. Lockers are black, white, and teal with two students standing in front of them holding the books and documents they retrieved from the locker.

Example #2 of Wrapped Lockers



Student lockers that are customized with a logo and contact information. Features a variety of locker sizes for large and small deliveries, and an ADA-compliant accessible keypad for easy package retrieval. Lockers are white, red, and gray with a picture of a bulldog covering the left side.

Appendix A5: Example of Refrigerated Lockers



The refrigerated lockers from Parcel Pending have a total of 8 compartments. Locker specifications include 18-gauge rolled steel construction that can be mounted to the ground with concrete anchors. Each tower is securely bolted together and can withstand weather conditions from 4° to 158° Fahrenheit. Perishable items are stored in cool temperatures between 35° to 46° Fahrenheit.