

— The Summer Issue - 2026 —

CUMSA CHRONICLE

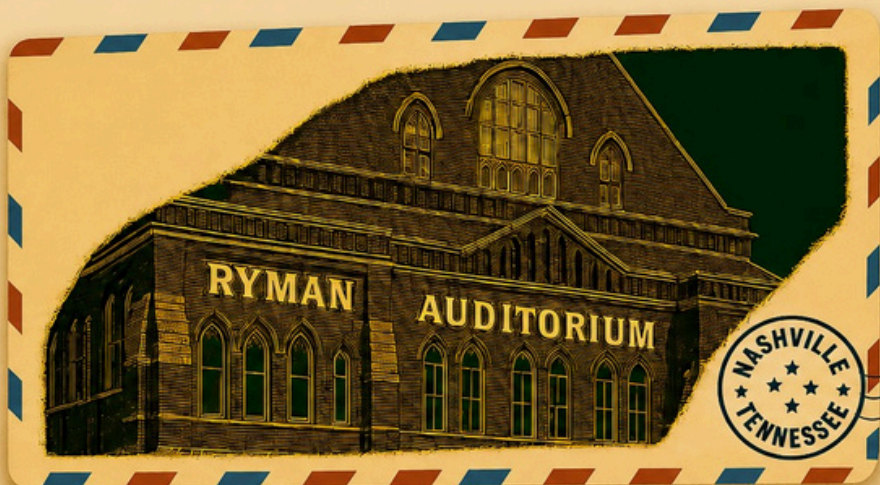
Designed to inform, connect, and inspire members of the
College and University Mail Services Association



SAVE THE DATE!

*More details
to come!*

SEE YA'LL
in
NASHVILLE
2027



HOSTED BY:
LIPSCOMB UNIVERSITY
— NASHVILLE, TENNESSEE —

April 11 - 14, 2027

THEME: *More Than Mail*
★ WHERE INNOVATION TAKES CENTER STAGE.

INSIDE THIS ISSUE OF THE CUMSA CHRONICLE:

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Poetry Pep Talk:
The Summer
Before Move In

President's Letter

Dear CUMSA Colleagues,

I swear I blinked and summer is almost over! I hope you're all prepping and getting in those last summer vacations before the students descend upon us. It'll be here before we know it.

I very much hope that everyone reading this newsletter is feeling prepared for Fall. I think my office is, but I'm not mentally ready. I don't think I ever truly am, but once it's here, we'll get it done.

This newsletter has some great advice and a pep talk, and I hope it is helpful to some. We also have details about our new board members! Please remember that you can call anyone on the board if you have questions

President's letter continued...

or concerns. We may not all be able to answer your questions, but we can certainly get you in touch with someone who can!

On the front page, you'll see that we have a location and dates established for our next Conference. Please keep those dates open so we can see you then!

All the Best,

Haley



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Book time to meet with me (via Teams)

Renew Your CUMSA Dues!

DUES ARE \$75 PER INSTITUTION

**IF YOU ARE ALSO RENEWING YOUR
MEMBERSHIP IN NACUMS, YOU MAY USE THE
COUPON CODE CUM\$A2026! HERE FOR A
\$50 DISCOUNT OFF YOUR NACUMS DUES**

If you are only renewing your
CUMSA dues, you can renew your
annual membership in CUMSA by
clicking [HERE](#)

Gearing Up for Move In

*Submitted by Tracey Copeland, Director
Mail & Package Service & FXO
University of North Carolina at Charlotte*



We all know that summer is much slower than the academic year, so we use this time to reset, prepare, and position ourselves for a successful Fall Semester.

Our department consists of four distinct operations: Retail and Student Mail, Departmental Delivery, Bulk Mail, and Passport Services. Each area has specific priorities during the summer to ensure we're ready when students, faculty, and staff return.

For our Retail and Student Mail operation, we focus on stocking essential supplies such as postage stamps, meter supplies, shipping materials, and receipt tape.

We also update and post information about our services, hours of operation, mail addressing guidelines, and package pickup procedures in the residence halls and across our social media platforms. Our automated Smart Locker email notifications are reviewed and updated to ensure students receive accurate information. Another major priority is hiring our Federal Work-Study students, who are an instrumental part of our operation during the academic year.

For Departmental Delivery, we take the opportunity to review our campus mail routes for potential improvements and efficiencies. We also update information and forms located in the centralized departmental mailrooms across campus.

In our Bulk Mail operation, our primary focus is restocking the equipment needed to support campus mailings, including mail tubs, trays, and sleeves, so we're fully prepared for the increased volume in the fall.

Cross-training is another major priority during the summer. We believe it's one of the keys to maintaining an efficient operation. During our slower months, we train our retail window clerks and student mail employees on at least one departmental delivery route, and all of our mail carriers are trained to process student mail. This allows everyone to contribute wherever the workload is greatest. If student mail needs to be processed, everyone pitches in rather than having some employees waiting while others are overwhelmed. That flexibility has been invaluable during our busiest times of the year.

One of the most effective practices we've implemented is our attendance policy that includes what we call "Blackout Dates." During the first several weeks of both the Fall and Spring semesters, our workload increases dramatically. Even one employee being absent can create a noticeable strain on the rest of the team.

To help ensure we have adequate staffing during these critical periods, employees are not permitted to

schedule vacation, and routine medical appointments are expected to be arranged outside of the blackout period. The blackout period typically begins three to four days before the start of the semester and extends four to six weeks into the term. Of course, we recognize that unforeseen or mitigating circumstances do occur, but overall, our employees have embraced the policy because they understand how important it is to the success of the entire operation.



Meet Your New Board Members

Porsha Walker, Elected Member

North Carolina Central University
Duham, NC

Years in the Industry: 5

Contact: pwalke18@nccu.edu | 919-530-7262



Best advice: Live life to the fullest..do what makes you happy!

Favorite aspect of your job: Working with the students, seeing them through their years at NCCU, and meeting new travelers (through passport services)

Guiding principle: Proverbs 3:5-6 “Trust in the LORD with all your heart, and do not lean on your own understanding. In all your ways acknowledge him, and he will make straight your paths.”

Dream USPS stamp: Hip hop music genre group

If not in Mail Services, I would want a career in: TV/Radio

Kirio Watson, Elected Member

Medical University of South Carolina

Years in the Industry: 18

Contact: watsok@musc.edu | 843-792-8284

Guiding Principle: Remember every piece of mail matters to someone. Treat each delivery like it's personal--not just a package.

Favorite aspect of your job: Seeing and interacting with a diverse group of peers.

Best Advice: Every day is not going to be the same or your best day, but showing up matters.

If not in Mail Services, I would want a career in: After working with a teaching hospital for this long, I would probably be in the medical field. If not that, I would start my own business involving patient care.

Dream USPS Stamp: Scenes from popular 90's TV shows





'Twas the summer before move-in, and all through the school,
The Mail Center was quiet... students all at the pool.

The shelves had been emptied, the bins put away,
But the veterans knew what was coming someday.

For peace in a mail center means one thing, you see:
A storm made of cardboard is brewing quietly.

The tape guns were loaded and scanners were charged,
The signage grew bigger, then somehow enlarged.

"PLEASE INCLUDE BOX NUMBERS," one banner declared,
Though deep down the workers knew nobody cared.

The lockers stood waiting in neat little rows,
Like soldiers preparing for package overloads.

And there by the counter, with coffee in hand,
Stood CUMSA pros making their last summer stand.

They reorganized shelves and relabeled each cart,
Because move-in week chaos requires strong heart.

They counted supplies by the flickering light,
And whispered, "Please let Amazon do what's right."

Then out in the distance arose such a clatter,
The workers all froze to see what was the matter.

Away to the windows they flew in a dash—
But it was only one FedEx van making a stash.

But soon came another.
Then six deliveries more.
And suddenly there really was no way to keep score.

The boxes arrived in great towering stacks,
With names half cut off and mysterious facts.

“I don’t know my box number.”
“Can I pick it up now?”
“No, I haven’t gotten an email...
Does that matter somehow?”

Yet still the mail center workers kept giving a smile
Though their feet were sore from going the extra mile.

For they knew behind every package and tote
Was a student beginning a chapter remote.



A care package sent by a mother back home.
A blanket for nights spent away and alone.

A box full of snacks.
A late textbook rush.
Cookies from grandma and a new toothbrush.

And though no one sees all the work it can take
Starting prep in June and barely taking a break—

The sorting, the lifting, the scanning each day,
The calming confused people kindly midway—

The mail staff keeps moving through pure grit and grace,
The heartbeat of campus in one little space.

So here's to the workers preparing this year,
Who know chaos is coming, but still persevere.

May your shelves stay unbroken, your scanners stay true,
And may all missing mini fridges be claimed in a week or two.

And as students arrive with excitement and awe,
May they see what mail people already saw:

That beyond every barcode and package and bin,
What you really deliver is excellence with a grin.

