

Staying Connected with Campus Services

There is more good news in vaccinations this week. As of Apr. 1, Vermonters who identify as Black, Indigenous or people of color, along with members of their household, are eligible to be vaccinated. NH is also scheduling appointments for all residents over 16 as of Apr. 2. We're definitely getting there. Hope and spring are in the air!



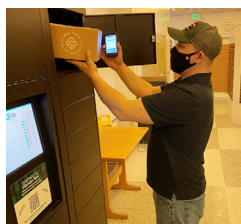
Hinman Mail Goes Outside the Box

Throughout the pandemic, Hinman Mail Services has modified its operations to keep students and employees safe. Now, they're really changing things up—not just for safety, but also to gain efficiencies through technology.

The big news is that Hinman boxes are not being used. Really! Instead, the Hinman team scans each incoming letter—just like they do with packages—into the SQBX software system which generates an email notification to the student who then picks up their letter at the Hinman window. Johnathon Nadeau, Lead Mail and Delivery Specialist, reports that this is more efficient for Hinman employees as there is less mail remaining in the Hinman boxes to forward to students at the end of each term.

A new system called QTraks is being implemented to provide quicker, more efficient processing of mail items. QTraks will be accessed via an App that can be downloaded to a smartphone or other mobile device. When an item is received, Hinman employees will use the phone's camera to scan the item into the App and indicate whether the item is a letter/package ready for pick-up or a parcel available in a locker, and then send a notification.

- Students will be notified via the App that a mail item has arrived, so no worries about email messages getting lost in Junk folders.
- Letters and large packages can be picked up by students at the Hinman Mail window where one student at a time is served.
- Small parcels will be placed by employees into one of 54 parcel lockers for students to access during or outside of normal business hours. With QTracks, students can scan the locker code to open it touchfree.



This is exciting use of technology to improve our mail operations, and is a win/win for Hinman employees and Dartmouth students. A HUGE thanks to the Hinman team's willingness to adapt!

Change to IT Service Model

The Dartmouth Service Desk (otherwise known as "The IT Help Desk") has shifted to a team-based support model to give you a broader range of expertise and coverage. Your team is the Elm Team which includes the following experienced professionals: Rob Johnson, Nick Nunn, Caroline Prefontaine, and Lisa Smith.

HOW TO CONTACT YOUR TEAM

- Submit a ticket through the Dartmouth Services Portal: services.dartmouth.edu.
- Tickets are automatically routed to the consultants of the Elm Team.
- Use the ticketing system to ensure a timely response to all your technical needs.

WHEN YOUR NEED IS URGENT WHO DO I "CALL"

We know there are times when you need technical expertise immediately. Your computer is frozen, your password will not work, you are at an impasse and unable to work. When this happens, call the Service Desk.

The Service Desk is supported by all four Support Teams (Birch, Maple, Elm and Ash) M-F, 8-5 EST and after hours by our partners at Vitalyst.

- Local: 603-646-2999
- Toll-free: 1-855-764-2485

Sexual Misconduct Climate Survey

This Friday, all faculty, staff and students will be invited to participate in a confidential climate survey to document sexual misconduct. As noted in a [Dartmouth News article](#), "The information collected in the [survey] will help Dartmouth foster a healthy and inclusive campus environment."

All Campus Services employees are encouraged to take the survey so the College can achieve a high response rate and, therefore, have the best data possible to inform our policies and practices. The survey can be taken from April 2-23; all participants will receive a \$10 gift card as incentive to participate.