

Textbook Affordability Committee Meeting

Meeting Minutes

March 3, 2020

Present: Jackie Griggs (chair), Todd Cimino-Johnson, Cindy Fritsch, Angie Cummings, Chrystal McDonald, Rebecca Moore (minutes), Ann Price, Steve Shank, and Craig Smith.

Follett Representatives: Mark Russell, Jessica Hartwick, and Makenzie Francis

Next meeting: Tentative Date in September or October 2020

The meeting was called to order. The minutes were reviewed. Craig Smith motioned and Chrystal McDonald seconded the approval of the minutes. The minutes were approved unanimously.

I. Follett Update

The Chair introduced the new Follett Regional Manager, Mark Russell, and two associates representing the Bookstore, Jessica Hartwick and Makenzie Francis. The Chair asked the committee for updates about book distribution. A few committee members mentioned that the Bookstore did not have supplies to meet student needs. For example, Rebecca Moore shared that students in COMM 202 revealed that the CONNECT Access Card was out-of-stock in the Bookstore. She counted 37 students in Fall 2019 and about 25 in Spring 2020 in class that said they had to wait to purchase the CONNECT Access Card. (As an aside, CONNECT offers a two-week free trial. This “work-around” allows the students to work on CONNECT for two weeks. Additionally, the access card can be purchased directly from McGraw-Hill for about the same price as the Bookstore.) Members discussed how new editions are automatically substituted when a book order is entered into the Follett Discover system. Mark Russell said that in some cases the publisher is the issue. He is going to look-into the “Do Not Substitute New Edition” option when adopting books. Customer service complaints have diminished since the last meeting. At this time, customer service at the Bookstore is not an issue.

II. Report to Chancellor / Board of Governors

The Chair provided the committee an informative chart about textbook adoptions. This report is submitted to the Board. The chart is attached to these minutes.

III. Summer and Fall 2020 Textbook Adoptions

- a. Processes & Deadlines – The registrar, who is a member of the committee, inquired about the dates and deadlines for adoptions as they relate to Series 51 specifically the dates that textbook lists are available to students that coordinate with when registration occurs for those semesters. The Summer 2020 adoption due date is Friday, March 13. Registration for Summer 2020 begins Monday, March 23. The Fall 2020 adoption due date is Wednesday, April 15. Registration for Fall 2020 begins on Wednesday, March 25. The Chair reported that most faculty adopt both summer and fall textbooks at the same time. This usually occurs by the earlier summer due date. The Chair will inquire about the

Series 51 implications and will move the Fall 2020 textbook adoption deadline date to Friday, March 13.

- b. Follett Discover Training – The Chair said that new employees will be offered training on the use of Follett Discover via the Bookstore.

IV. Finance Update

Cindy Fritsch, committee member and representative from the Finance office, said there were no issues to report. She said that communication with the Bookstore was smooth.

V. Faculty and Student Bookstore Surveys

The Chair shared the surveys that will be administered to both faculty and students in April 2020. A brief discussion about the faculty survey took place about how the survey focused only on the Bookstore. The committee agreed that the survey was specific to the bookstore for the purpose of gathering that information. The committee also confirmed that the student survey is focused on books and not just those acquired at the bookstore.

VI. Annual Scholarship Award

The Chair asked the Follett representatives to consider creating a Foundation textbook scholarship similar to the \$1,000 grant offered by the previous Bookstore vendor, Barnes & Noble. The Chair also asked the Follett representatives to be involved (possibly with special event pricing, prizes, etc.) in the Employee Recognition Day event scheduled this year for Thursday, May 21.

VII. Additional Items

No additional items were announced.

The next meeting will be held in Fall 2020. The meeting was adjourned.