

Bookstore Advisory Committee
9/27/2023 Academic Senate Report

A Summary

1. Updated charge and membership
2. We have received many positive comments on the “ease” of ordering books.
3. Key issues encountered during this 1st semester with eCampus/University Gear Shop
 - 3.1. Major failure to deliver course materials on-time or within 2-3 days as promised (after BAC was told by eCampus in person and in email that all orders were fulfilled!) *Known* departments impacted:* biology, astronomy, math, English, philosophy, agriculture, and possibly more from whom we haven’t heard.
 - eCampus emailed the faculty members of one particular department to say “they [the course materials] should be here any day now!”. Yet, it turns out “We are 5 weeks into semester and [the department] still no books!!”
 - Lab Manuals/Course Packs: these seem to have universally been either delivered unacceptably late into the semester, or still yet not delivered.
 - 3.2. Failure to supply basic supplies at Bookstore: A department chair wrote "Personally, I've been assured (for weeks) that the bookstore would have "Large Blue Books" available for purchase for examinations. Do they have them in the bookstore....? NO.”
 - 3.3. Higher prices for lab manuals and lecture course packs
 - 3.4. Access Code problems:
 - eCampus purchases publishers access codes, opens the sealed materials, and manually types codes into their database. Many access codes were inputted incorrectly, which means they provided students with the wrong Access Codes, causing major chaos to students, faculty and publishers.
 - eCampus disregarded publishers’ instructions and literally “made up” their own set of instructions which were obviously wrong. Students confused ISBN with Access Codes.
 - Messages were not sent to students explaining how to access the digital access codes (Dashboard "Digital Bookshelf")
 - 3.5. Changing original title of textbooks.
 - 3.6. Students don't have a meaningful way to contact eCampus: only a 1-800 number, live chat, or sending an email.
 - 3.7. Lack of consultation with or asking permission from authors, publishers or BC to modify course materials.
 - 3.8. Inaccurate database: misspelling of some publisher's names.
 - 3.9. Not being entirely truthful in speech or fully transparent with BAC, faculty members & some publishers.

Action Items

1. Please email BAC if you have encountered any of these problems so we can help better ensure that these issues do not impact your classes again: BC_BAC@bakersfieldcollege.edu
2. Please notify your department that eCampus has built in many contractual caveats to their original promise that students would receive all course materials in 2-3 days max and that we should not anticipate this type of quick turn-around. BAC set up a meeting with eCampus to get a more reasonable and accurate turn-around expectation. We will keep you informed.
3. **Please ask your department and report back to BAC how your department feels about using the Graphic Center for all future Course Packs and Lab Manuals. BAC is working with VP of Finance and Administrative Services to make this happen for next semester.**

* By “known” we only mean those departments that have contacted our committee to share their concerns.