

Book Advisory Committee Meeting

Minutes

4/3/24

**Roll Call:** Andrea Thorson, Rita Jones, Melissa Ysais, Fabiola Butcher, Liliana Linares, Frank Lizarde, Sara Wallace, Julian Navarrete, Patrick Staten, Michael McNellis.

**Old Business:**

- None

**New Business:**

- Bookstore was closed during grad fair, causing confusion.

**Continuation of Contract Review**

- Item 6 of Customer service requirements. Hours are still questionable if bookstore is not open during events like Grad Fair.
- Item 7. Refund policy is one line. The wording “sensitive to the needs of KCCD Students and customers” is incredibly vague. Need to get the entire formal policy. Julian reports that policy is 30 days with receipt and he believes the policy is printed on the receipt. Returns after 30 days are at bookstore discretion. With no receipt, cash cannot be refunded. Cards can be refunded without receipt if they have the card used to purchase, since orders can be looked up by card.
- What do we expect as far as advertising? Larger signs need to be made. Hours should be more visible/posted in other places than the store itself. Refund policy should be posted at register and highly visible. **Action item:** Julian to work on posters/signs.
- Item 5, customer feedback yearly at minimum. Has anything been done as far as seeking customer feedback? Julian reports that there are surveys on the receipt, and he will work on getting that information. He has never seen it before.
- Michael could float idea of forming Districtwide Campus Store Advisory Committee at Senate. Committee should have two team members from each of the institutions and a student rep. Drea moved to have Michael present a resolution for Senate support to form committee. Fabiola seconded. All agreed, none opposed. Michael will introduce at next senate meeting on 4/17, not the one scheduled for today.
- List of Low-cost and OER (online education resource) needed as part of an audit.
- Wording in Item 3 “Faculty shall not add hyperlinks or information to publishers or alternative course material providers on their course page within the online bookstore.” Discussion determined that syllabus, canvas, etc., should be ok.
- Rental program. Julian reports it is better than process under Barnes and Noble for students returning books.

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- Item 11. What is “inclusive access”? Item says program will be piloted “if requested by the district and as defined by the district”. Julian to reach out and find what company does to address access right now. Based on wording, we need to request an Inclusive Access Program and tell them what we’d want them to do, since it would be a pilot program.
- Item 13, page 24. Students with disabilities. What is the current process and what are they doing to help students with disabilities?
- Item 16, are written buyback conditions being met as written? Julian says he believes they are.
- Item 17. What is the process for letting faculty know about the material adoption process and where they are in it? **Action item:** We need to have a conversation with eCampus about this and getting those details. Both the timing of material adoption and the timing of communications regarding the process of adoption.
- Books should be in 2 months early for accessibility accommodations to be done by the first day of class. Many instructors are not getting book orders in on time, but there is little recourse on that.
- **Action Item:** Follow up with DSPS on Frank Lizarde and his future attendance at meetings.

### Agenda Items for Next Meeting

- Get the list of low-cost, OER, and Zero Textbook Cost courses. Pg. 24
- Review of official return policy
- District Campus Store Advisory Committee.

Left off on pg. 25, Item 19.

Meeting closed. Next meeting scheduled for 4/17/24.