

UNIVERSITY of HOUSTON

Bookstore Advisory Committee Auxiliary Services

Date: September 19, 2012

Place: FFCo. Private Conference Room

Time: 12 pm-1:30 pm

Attendees: Rosie Guajardo, Billy Garner, Marcella Norwood, Deborah Davis, Kelli Getz, Ramona Taylor, Cheryl Grew-Gillen, Felix Robinson, B. Renae Milton, Lili Zamarano, Heidi Kennedy, Kirsten Yon, Esmeralda Valdez

Meeting Minutes

I. Introductions

II. Roles and Responsibilities

- a. By-Laws Review
- b. Committee
 - i. 8 voting members
- c. Committee Purpose
 - i. Advise Executive Management Team for Admin & Finance
 - ii. Engage with Campus Constituencies
 - iii. Provide feedback on current book store services
 - iv. Build consensus for new program initiatives
 - v. Facilitate campus dialogue on all book store issues
- d. Bookstore Purpose
 - i. Conduit for exchanging information regarding bookstore services
 - ii. Provide advice and assistance related to:
 - 1. Textbook pricing
 - 2. Buy-Back rates and policies
 - 3. Timeliness of submitting textbook orders
- e. Committee By-Laws
 - i. 2012 By-Laws sent to current members
 - 1. http://www.uh.edu/af/docs/BAC/BAC_bylaws.pdf
 - ii. Online agenda request process
 - 1. http://www.uh.edu/af/committees/bookstore_agenda.htm

III. Chair and Vice-Chair Elections

- a. Chair and Vice-Chair will be decided at next meeting

IV. UH Bookstore FY12 Overview

a. Summer Updates & Information

i. B&N Management Team

1. Felix Robinson: General Manager
2. Lil Zamarano: Assistant General Manager
3. Tameka Eugene – Assistant Textbook Operations Manager
4. Glenda Stubblefield: Shipping and Receiving Manager
5. Rhonda Spradley: Operations Manager
6. Akeila Francis: General Merchandise Manager
7. Katy Hajek: General Merchandise Assistant Manager
8. Maria Gamboa: Law Store Manager
9. Kanitra Taylor: Fan Shop Manager
10. Laura Uriarte: Sugar Land Store Manager

ii. Our Path This Year

1. University Center – Store changes during UC renovations
 - a. Lost 5,295 square feet due to UC construction
 - b. Gained 1,728 square feet for new storage area constructed in back of main store.
 - c. All on-line, refunds, & sales were conducted on the main sales floor for Fall 2012 Back-ToSchool.
2. UH Fan Shop – Stadium Parking Garage
 - a. Over 3,00 square feet of space
 - b. Increasing Partnership with UH Athletics
 - c. Opened Summer 2012
 - d. Held a 25% off Merchandise and sidewalk sale of up to 50% off on September 19, 2012
 - e. Enhance Fan Experience for all UH Sports
 - i. 37% Fan Shop increased sales over last year mostly due to Alumni support
 1. (May-September 2011 vs. May-September 2012)
 - ii. Added wireless touch screen hand held registers in August 2012
 - iii. Systems talk to main store
 - iv. Technology has been working great and sales have increased during the first two home games
 - v. Goal is to meet or beat 57% for Spring 2012
3. Textbook Adoptions
 - a. Fall 2012 at 100% by the first day of class
 - i. First Due Date: March 23, 2012

1. 7% submitted vs. 19% submitted last LY (March 2011)
- b. Key Targets for Spring 2013
 - i. First Due Date: October 26, 2012
 1. Registration estimated start date mid-November
 2. 57% by December 2011 for Spring 2012
4. NOOKstudy (software) Free Download!
 - a. The Bookstore Management Team is available to demo NOOKstudy and NOOK devices to any UH College, department, faculty, and students.
 - b. Flash drives with NOOKstudy preload
 - c. Inventory available for in-store purchase (main only)
5. Live NOOK Device Display at Main Campus Store
 - a. NOOKstudy now on iPad
 - b. NOOKstudy platform is already integrated into Blackboard
6. Marketing – Getting the Word Out!
 - a. Bookstore and SGA are working together to improve book adoption submission and processes.
 - b. Participated in New Faculty Conference, share bookstore programs like Faculty Center Network, and NOOKstudy LMS Blackboard Integration.
 - c. Partnered with UH Parking to provide NOOKstudy ads at the new bus shelters
 - d. Student textbook email campaign, Facebook & Twitter
 - e. Support student newspaper through back to school ads and ads in the freshmen transition magazine.
 - f. Participated in New Student O-Team Leadership training
 - g. Partnered with Enrollment Services for presentations during all orientations and ads for Parent's Guide – Igniting Freshman Communication
- b. Textbook Sub-committee
 - i. Will be decided at the next meeting

V. Member Items

- a. None

VI. Adjourn

- a. Next Meeting
 - i. October 10, 2012
 - ii. 12 pm to 1:30 pm
 - iii. Fresh Food Company private conference room