

Bookstore Advisory Committee Auxiliary Services

Date: Wednesday, Oct. 23, 2013

Place: Fresh Food Co. at Moody Towers small conference room

Time: 1-2:30 p.m.

Attendees: Rosie Ashley, Felix Robinson, Deborah A. Davis, Mark Badgett, Richard Zagrzecki, Jessica Mize, Kelli Getz, Marcella Norwood, Heidi Kennedy, Chris Foster, Leiser Silva, Nhan Pham, Cheryl Grew-Gillen

Meeting Minutes

I. Introductions

- a. Everyone went around the table and introduced themselves to the group

II. Roles and responsibilities

- a. Committee
 - i. Eight voting members who come from SGA, Staff Council and Faculty Senate
 - 1. Also includes ex-officio members who are there to support the committee
- b. Committee purpose
 - i. Advise executive management team for Administration & Finance
 - ii. Engage with campus constituencies
 - iii. Provide feedback on current bookstore services
 - iv. Build consensus for new program initiatives
 - v. Facilitate campus dialogue on all bookstore issues
- c. Bookstore purpose
 - i. Conduit for exchanging information regarding bookstore services
 - ii. Provide advice and assistance related to several items
 - 1. Textbook pricing
 - 2. Buyback rates and policies
 - 3. Timeliness of submitting textbook orders

III. Committee bylaws

- a. The 2013 proposed bylaws sent by Nancy Nguyen to current members via email
 - i. Only change was to how often the group meets
 - 1. Used to be monthly
 - 2. Now will be at least twice a semester
 - ii. Bylaw change is approved by vote of the committee
- b. Online agenda request process
 - i. Posted at www.uh.edu/af/committees/bookstore_agenda.htm

IV. Chair and vice-chair elections

- a. Chair has several roles and responsibilities
 - i. Working with the committee and partners in developing meeting agendas

- ii. Leading meetings
 - iii. Making sure there is adequate participation from members
- b. Role of the vice-chair
 - i. In absence of the chair, the vice-chair will preside with the full authority of the chair
- c. Nominations sought for the chair and vice-chair
 - i. Usually ask that at least one of the roles be filled by a student
 - ii. Student terms last for only one year
 - iii. Marcella Norwood volunteered to serve as the chair
 - iv. B Chris Foster agreed to serve as vice-chair in the interim until student who was not at meeting (Shadi Rafeedie) could be asked if he would serve

V. B & N updates and information

- a. Store changes during University Center renovations
 - i. Textbook department now part of the construction zone
 - 1. Still open for business
 - 2. Committee members encouraged to let people know store still open
 - 3. Have received phone calls during construction asking if store is still open
 - ii. Several new managers now on board
 - 1. Mark Badgett, assistant manager
 - 2. L'erin Holmes, textbook manager (Comes from UH-Downtown)
 - 3. Rochelle Osborne, operations manager
 - 4. Patricia Turner, assistant merchandise manager
 - 5. Surashri Pahi, new law manager at Calhoun Lofts store
 - iii. Tameka Eugene no longer at store
 - 1. She is now the assistant manager at UHSSL
 - 2. She was the bookstore textbook manager for 20 years
 - iv. Timeline for move to new store location in UC
 - 1. Scheduled to begin Dec. 21 and continue through Jan. 1
 - 2. Soft opening set for Jan. 2
- b. Store sales/stats for August-September
 - i. Main store
 - 1. Rental availability now at 53 percent (has grown every semester)
 - A. Most students choose to rent a used rental book because of cheaper price
 - 2. Digital availability now at 25 percent
 - 3. Addition stats provided on how much students saved this year compared to last, general merchandise sales, online sales, and the number of new, used, rental and digital textbook units sold or rented
 - 4. Sales down, which could partially be attributed to not being part of orientations because of miscommunication and because of construction
 - A. Orientation problem has since been corrected
 - ii. Law
 - 1. Rental availability now at 84 percent
 - 2. Digital availability now at 10 percent
 - 3. Addition stats provided on how much students saved this year compared to last, general merchandise sales, online sales, and the number of new, used, rental and digital textbook units sold or rented
 - iii. UHSL
 - 1. Rental availability now at 49 percent

2. Digital availability now at 36 percent
3. Addition stats provided on how much students saved this year compared to last, general merchandise sales, online sales, and the number of new, used, rental and digital textbook units sold or rented

VI. Textbook adoptions

- a. Key target dates for spring 2014
 - i. First due date: Oct. 25
 - ii. Registration start date: Early November
 - iii. For spring 2013 campaign, 72 percent had submitted by Dec. 1, 2012
 - iv. Spring 2014 campaign began in September with emails, fliers, letters, reminders and a video
 1. First email sent on Oct. 9 to 4,022 faculty members
 2. Only 1,400 of those 4,022 emails were opened (36 percent)
 3. Last fall, 4,009 emails, and 964 people opened the email
 - v. As of Oct. 22, the adoption rate for the spring 2014 campaign was 10 percent
 1. Heidi Kennedy suggested sending her the list of those who have not submitted adoptions so they can be sent to the dean's offices of those schools represented
 2. Suggestion made that an additional letter from the provost may be helpful in raising the numbers
 3. Suggestion made that the closer you can get to the faculty level with the reminders/prompts, the more successful it will be in getting adoptions submitted
 4. Leiser Silva said some faculty work better through office administrator representatives to get tasks completed such as book adoption submittals

VII. B & N upcoming events

- a. Fall end-of-the-semester textbook buyback
 - i. Will run Dec. 2 through Dec. 19
 - ii. Location will be the UH Bookstore
 - iii. Less people buy books than in past, so the buyback isn't as big as it used to be
- b. Textbook rental check-ins
 - i. Will run Dec. 9 through Dec. 19
 - ii. Notifications will be sent out
- c. Cap and gown distribution
 - i. Will run Nov. 26 through graduation day for all fall 2013 graduates
- d. Last day existing store location will be open to the public is Dec. 20
- e. Soft opening of the new location will be Jan. 2
- f. Grand opening and ribbon-cutting ceremony scheduled for Jan. 28
- g. A tour can be arranged for the committee of the new bookstore

VIII. Textbook subcommittee

- a. Created annually to focus on textbook adoptions and affordability
- b. Charged this year with ensuring that the Student Government Association has standard protocols for textbook adoptions
- c. Roles and responsibilities
 - i. Increase awareness and help others understand the textbook adoption and affordability parameters
 - ii. Continue to work on creating the document for the SGA standards
 - iii. Review and develop communication plan

- iv. Review video for distribution
- v. Determine the date and agenda for the next town hall meeting
- vi. Volunteers needed for the committee

1. Committee members include Nhan Phan, Leiser Silva, Marcella Norwood, Chris Foster, Rosie Ashley, Deborah Davis, Felix Robinson, Mark Badgett

IX. New business/member items

- a. Cheryl Grew Gillen commended Felix Robinson and his staff for being flexible during the UC renovation project
- b. Question raised: Will there be larger space for the tradebook area in the new store?
 - i. It will grow again
- c. Compliment from B Chris Foster regarding the large selection of merchandise with UH logo

X. Adjourn

Next meeting

Date: Dec. 4, 2013

Time: 1-2:30 p.m.

Location: Fresh Food Co. at Moody Towers, conference room