

MEETING MINUTES

Bookstore Advisory Committee

2/20/19 11:00 AM – 12:00 PM

1. Advisory Committee Members Present
 - a. Nancy Ferguson, Mary Hensel, Ann Marie Johnson, Matt Sirinek, Tim Sterneke, Pam Watters
2. Transition
 - a. Continue to provide feedback on process
 - b. Communicate changes to effectively process for the better
3. Book Delivery
 - a. No complaints from Physical Therapy Department
 - b. No news is good news
 - c. Don't have any issues they had in past with prior provider Online Textbooks
4. Returns of Unused books
 - a. Not too many issues with returns for books not needed
 - b. Have returns for dropped classes
 - c. Returns are processed through MBS Direct
 - i. Free Shipping on returns for first 14 days
 - ii. Different channel after 14 days and shipping fees are charged to student
5. Survey for Staff, Faculty and Students
 - a. Use the National Assessment of College Stores for benchmarking
 - b. Do surveys periodically
 - c. Look at surveying at this time next year to compare snapshot
 - d. Student Union survey also has questions regarding bookstore on annual assessment
 - e. Tim suggests different survey options with questions specifically directed to staff, faculty and students
6. Faculty Enlight
 - a. Faculty are not doing own adoptions
 - b. Admins are processing the adoptions
 - c. Haven't heard of any issues
7. Education Ideas

- a. Put on seminar for Freshmen class on how to order books
 - i. Review how to find items and prepare them
 - b. Preview days in July
 - i. Setup kiosks and computers
 - ii. Have staff or Orientation Menors available to assist
 - c. Create tutorial (simple and easy to follow)
 - d. Orientation overview of shared services
 - e. Looking at ways to better service students with customized course materials
8. Adoptions
- a. Went fairly well
 - i. Retrain to educate about best process
 - b. Issues continues to be late adoptions
 - i. Lag time before it's visible to students
 - ii. Can take up to a week
 - iii. Bigger issues if MBS has problems sourcing the books
 - iv. Late custom public adoption continue to be difficult
 - 1. Set CU up as a vendor
 - c. Adjunct Faculty may need to do themselves instead of relying on administrative staff
 - i. Exceptions when access to admin isn't possible
 - ii. Tim can also assist if necessary
 - d. Backup Scenario
 - i. How to cover for each other
 - ii. Share info to assist when necessary
 - iii. Cross train college Admins
9. Out of Print Materials
- a. Tim gets weekly report on adoptions that have issues
 - i. Can make some fixes
 - ii. Sends email to admin that placed adoption
 - b. May not be aware of old editions until trying to source materials
 - c. Not always a way to get around
 - d. Looking at ways to make this process easier
 - i. Make list available for Admins to view
 - ii. Correct info will be listed
10. Format for Missing Adoption Reports
- a. Current file format?
 - b. Can it be printed to PDF format?
 - i. Excel also an option if possible
 - ii. Legibility of current document is hard to view

- c. Find out before meeting next week

11. Sales Volume

- a. Not sure of status vs prior period
- b. Reports to follow

12. Bookstore Hours

- a. Confusion about lower level bookstore and when it's open
 - i. What should that area be called?
- b. Post both hours for clearance area and Pioneer Shop hours

13. Pioneer Shop

- a. T-shirt Design Ideas
 - i. Pio Pete logo with CU key words on Wisconsin State outline
 - ii. CU International Students
 - 1. Make the shirt tagline inviting for all students to promote – not just International
 - iii. Hockey Shirts and Football Jerseys
 - iv. All items need branding and approval from Communications & Marketing
- b. Cutter & Buck Catalog
 - i. Drop ship program to select a large number of items on website
 - ii. Advantage for faculty and staff to order exclusive items
 - iii. Also carry four items in store (two each for women and men)
 - 1. Men
 - a. Striped Polo with solid orange collar
 - b. Gray Polo
 - 2. Women
 - a. Tailored Gray Polo
 - b. Academy Stripe Button Up Orange Shirt
- c. Items with Ethos Design for Pioneer Shop
 - i. Focus for faculty and staff
 - ii. Can we get products that display CU Ethos?
- d. Carroll University Promoversity
 - i. Custom Online Store for Promotional Products and Apparel
 - ii. Tool to build store front specific to departments, teams, alumni, smaller groups etc.
 - iii. Allows for customization and unique products
 - iv. <https://www.costore.com/CARROLLCOMMPROMOS/welcome.asp#>

14. Next Meeting

- a. April 3, 2019