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9-11-2019

### Bookstore

Joshua Williams

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# Senate Executive Committee Request Form

SEC via campus mail: PO Box 8033-1

E-Mail: [fsoffice@georgiasouthern.edu](mailto:fsoffice@georgiasouthern.edu)

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## Request for Information

9/11/2019

### SHORT TITLE:

(Please provide a short descriptive title.)

Bookstore

### QUESTION(s):

(Please state your request or requests in question form as concisely as possible.)

Question:


Is there a plan in place to have the bookstores on the Statesboro and Armstrong campuses, which currently operate as separate entities, consolidate as the rest of the university has? Am I correct in assuming the reason that this has not already occurred is due to a contractual obligation?


### RATIONALE(s):


(Please explain why this issue is one of general concern for the Faculty Senate or for the University and not a matter concerning only an individual college or administrative area. Please note what other, if any, attempts you have made to garner this information before submitting this request to the Faculty Senate.)


This is a general concern for the entire university because regardless of discipline, having bookstores that do not communicate, nor share inventory, can have negative ramifications on student success, among other key strategic pillars. As an example of this situation, I have students who have been awaiting access codes for my textbook for three weeks because the Armstrong campus bookstore made the order but then shared their inventory with another, affiliated bookstore. So, the codes slated for students in my course were not given priority and sent somewhere else - that was the initial delay. Then, upon the next order there was a mix-up in where the codes were shipped (I'm unsure of who was at fault here) and I was told they arrived in Statesboro. Upon inquiry, I was told that since the order arrived at the Statesboro bookstore, it could not simply be moved to the Armstrong store as they are separate entities. So, yet again, the Armstrong bookstore had to place another order. In the interim, I was told that the Statesboro campus did have access codes (200 of them) that would work for my course, but they could not transfer them over to the Armstrong store (essentially, the students would have to cancel their current order and order from the other bookstore if they wanted to take that route). After all of this, a great number of my students just received their access codes (3-4 weeks into the semester). Ultimately, had the bookstores been able to communicate and work as one, the problem could have been resolved much more efficiently. To me, having bookstores across our campuses that function as one cohesive unit would go a long way to helping our students. This is especially true for students who may be required to purchase their textbooks through the bookstore.

**If you have an attachment, press the button below to attach to form and send.**

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SUBMITTED BY:

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**Note to faculty users: Double-check your data before submitting, because the data cannot be edited afterward**

### SENATE EXECUTIVE COMMITTEE ACTION

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11/15/2019 

Response:

Approved 

Executive Committee Response:

Response provided by Rob Whitaker, VP of Business & Finance (on 11/15/2019). The university met with representatives from Follet Higher Education Group and the University Store. Efforts are being made to create consistent pricing on both campuses and create an avenue to share resources so that books are available for students on both campuses. The university will continue to monitor bookstore operations and make decisions that are guided by student success outcomes. You can also access this response in the Faculty Senate Agenda 12/2/2019 at <https://digitalcommons.georgiasouthern.edu/faculty-senate-agendas/18>