

# Bronco Bookstore UPDATES

Spring 2018



Fall 2018  
Adoptions Due Date:  
**April 20, 2018**

Textbook Inventory:  
**June 29, 2018**  
**Book Dept. Closed**

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## Incentives for Timely Submission of Instructional Materials

### Why are we doing this? The Timely Submission of Instructional Materials:

- It is a win-win situation for all students, faculty and departments.
- Guarantees that all instructional materials will be available in the bookstore by the start of classes.
- Allows us time to caption and convert textbooks and other instructional materials, and to make other accommodations for students registered with the Disability Resource Center.
- Allows students to get higher buyback rates for their used textbooks if the bookstore is aware the textbook will be used again the following semester.
- Ensures compliance with state and federal regulations that require higher education institutions to communicate the price of course materials to the student at the time of registration. Complying with requirements is a condition for the CSU receiving student financial aid from the federal government.



### Program Overview:

- Departments who submit their fall and spring instructional materials orders by the published deadlines for all class sections (all course classifications) can earn incentives!
- There are three departmental incentive tiers:
  - Tier 1: 100+ sections - Departments can earn up to a \$1,000 campus gift card
  - Tier 2: 50 to 99 sections – Departments can earn up to a \$500 campus gift card
  - Tier 3: Less than 49 sections – Departments can earn up to a \$300 campus gift card

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	Tier 1	Tier 2	Tier 3
	100 or more sections	50-99 sections	1-49 sections
<b>Departments</b>			
Gold (90-100%)	\$1,000	\$500	\$300
Silver (80-89%)	\$250	\$150	\$100

- College/Department Administrative Coordinators that assist with instructional materials submissions can earn up to a \$50 campus gift card:
  - Gold - \$50 campus gift card – Instructional materials submitted for 90-100% of all course sections (all classifications)
  - Silver - \$40 campus gift card – Instructional materials submitted for 80-89% of all course sections (all classifications)
- Partner with the deans to assist with messaging and timely submission requirements.
- Recognition by the Provost at an Academic Senate meeting each semester and/or in writing.
- Incentives are distributed via campus gift cards that never expire, can be tracked and be used anywhere on campus.
- Expectation that department incentives are shared with department faculty/staff (e.g., hospitality for dept. meetings) and not intended for Dept. Chairs sole use.
- IRPA to develop a dashboard to track metrics by term.

### Funding:

A portion of the Foundation Designated Gift will fund the Pilot incentive program for the 2018-19 Academic Year.





## Bronco Bookstore's 'Instant Access @ CPP' Pilot Saves Students More than \$177K YTD

### What is Instant Access?

Instant Access is a growing model for course materials that address both access and affordability.

In this model:

- All students enrolled in a course have access to required course materials in a digital format on or before the first day of class.
- Student accounts are billed for the course materials at the same time as other registration costs.
- Students may opt out of the materials within the first two weeks of class and get the cost refunded.

### Advantages: Access and Affordability

This model eliminates barriers to learning caused by delayed access to course materials or students trying to get by without getting books at all. Access to required reading and use of adaptive learning content facilitates innovative teaching that improves student engagement, which in turn improves retention and learning outcomes and contributes to higher class passage rates and timely student progress to degree.

The increased sales volume and reduced production costs allow publishers to **significantly** discount wholesale costs for these materials, and the bookstore can afford to take lower margins due to their increased market share. This means instant access materials can be substantially less expensive than regular e-books, used books or rentals.

### Bookstore and Mechanical Engineering Partnership on Pilot of Inclusive Access at Cal Poly Pomona

Department Chair, Angela Shih, has actively championed the use of digital content to reduce textbook costs and improve student learning for years. In 2015-16, she secured large grants from the Chancellor's Office to purchase e-text licenses and pay for academic study of effectiveness in a couple of classes. For her efforts, the ME Department won the Online Learning Consortium's Digital Innovators award.

Over the same period, the Bronco Bookstore had seen extremely low print book sales for ME courses varying between 5-25% of enrollment. The store and ME decided to partner to promote digital materials to ME students. That cooperation led to the effort to pilot the Instant Access model for four courses. The CPP fee committee and Dr. Coley approved implementing the pilot for AY 2017-18 for four courses (ME 214, 218, 301 and 311).

The materials in the pilot all include the "SmartBook" e-text and incorporate LearnSmart adaptive learning content and the Connect homework/assessments question bank. The Connect platform also provides analytics to the faculty to target students who need additional assistance.

**So far in AY 2017-18, the program has provisioned 1,242 digital resources to 1,682 enrolled students and saved students \$177,211 compared to buying the printed books and Connect access.**



## When “No Text” Really Means “Suprise, Students Need to Buy Something They Didn’t Know About!”

Every quarter we discover up to a dozen courses which were initially submitted as “Not Text Required” by professors/department administrative support staff that end up using books, readers, courseware or other academic materials that bear costs or acquire accessibility accommodations.

Sometimes, there is a perfectly valid reason (instructor changes, last-minute change of mind on the part of faculty, etc.) Too often this is because the professor either assumed students would buy from another source, so there was no point informing us.

Unfortunately, this causes a lot of stress and extra work for students and campus support staff and puts the institution at risk for regulatory or legal action if a student’s ability to obtain and access their required academic materials is delayed because of incorrect/missing misinformation.

### **What Happens When the “No Text” Class Turns Out to be “Materials Required, Just Not at the Bookstore:”**

- A student with text-related disabilities is forced to wait until the third or fourth week of class to have required materials converted to accessible versions because the DRC was unaware materials were adopted.
- A student veteran whose books are paid for by the VA via vouchers to the bookstore has to request additional vouchers or checks because the cost of the unexpected books exceeds their original authorization, and they have to wait to receive materials the bookstore has to special order for them after classes start.
- A student client of the Department of Rehab whose materials are paid for via purchase orders to our bookstore has to request a supplemental voucher, and also wait to receive materials we had to special order the first or second week of classes.
- A student who thought they had budgeted enough for materials based on the price-comparison function on our website, then finds out one of their classes that was listed “no text required” actually requires a book listed on Amazon for \$50. The student may then end up either dropping one or more classes or skipping some of the required books at the risk of their academic success.

All of these situations impact students’ ability to learn and their likelihood to persist. There is no good reason to withhold adoption information from the bookstore. Submitting accurate adoptions to us does not preclude students shopping from online retailers/publishers/specialized associations or whatever other source applies. It simply allows us to provide students the complete picture of what they need for the coming term.

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If you expect students to use academic materials that are either print-based or have a cost in your class, we ask that you include that information with your course adoption. If you are unsure how to indicate that you are using an unusual or nontraditional resource, please contact a Bronco Bookstore staff member.

“No Text Required” should **only** be indicated for courses that do not utilize any of the following either as required or recommended resources:

- Traditional print textbook
- Printed course-pack/reader/manual
- Digital textbook
- Digital course-pack
- Courseware/Assessment software with or without accompanying e-book
- Online homework products
- Free digital or OER textbooks





## Textbooks Refunds

### Summer 2018

#### **SESSION A: 10-WEEK SESSION (6/18-7/24)**

Last day to return fall course material is **June 22**. Register receipt dated between 5/14 and 6/22 and photo I.D. required for refunds on textbook purchases or rentals.

#### **RENTAL REFUNDS:**

June 22 is the last day for regular refunds on textbook rentals. June 22 is the last day for dropped class refund on rentals. June 22 is also the last day to convert the rental to a sale for the difference between the purchase and rental price. After June 22, all rentals are final and returned books will not be due a refund.

**Students who decide they want to keep a rented book after that date must pay the full used retail price in addition to the previous rental price.**

#### **RENTAL DUE DATES:**

Spring rentals due back to store by the close of business on July 24, no exceptions. Students are responsible for non-return charges after that date.





## Textbooks Refunds

### Fall 2018

#### REGULAR REFUNDS

Last day to return spring course material is August 29. Register receipt dated between 7/1 and 8/29 and photo I.D. required for refunds on textbook purchases or rentals.

#### DROPPED CLASS REFUND PERIOD

Last day to return fall course materials from dropped classes is September 6. Register receipt dated between 7/1 and 9/6, proof of dropped class and photo I.D. required for refunds of textbook purchases or rentals.

#### RENTAL REFUNDS:

September 6 is the last day for regular refunds on textbook rentals, and September 6 is the last day for dropped class refunds. September 6 is also the last day to convert a textbook rental to a sale.

After September 6, all rentals are final and returned books will not be due a refund.

**Students who decide they want to keep a rented book after that date must pay the full used retail price in addition to the previous rental price.**

#### RENTAL DUE DATES:

Spring rentals due back to store by the close of business on December 20. Students are responsible for non-return charges after that date.

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## Dates to Remember: Spring 2018 — Fall 2018

DATE	
4/2/18-6/8/18	Spring 2018 Regular Hours M-Th: 7:45 a.m. – 6:30 p.m. Fridays: 9:00 a.m. – 4:30 p.m.
<b>4/6/18</b>	<b>Summer 2018 adoptions due</b>
4/17/18	Summer books available on Bronco Bookstore website for preorder
<b>4/20/18</b>	<b>Fall 2018 adoptions due</b>
4/24/18	Last day to order rental commencement regalia without rush charge
4/27/18	Textbook Department <b>CLOSED</b> for quarterly inventory
4/30/18	Bookstore begins shipping back unsold Spring 2018 texts not adopted for Summer 2018 or Fall 2018
5/14/18	Summer 2018 textbooks start to arrive
5/31/18-6/8/18	Spring 2018 quarter finals buyback
6/8/18	<b>Rental return due date for Spring 2018 textbook rentals</b>
6/8/18-6/10/18	COMMENCEMENT - Bronco Bookstore open special hours
6/11/18-6/15/18	Break hours
6/18/18	Summer 2018 5-week classes begin
6/22/18	Last day for textbook refunds for Summer 2018
6/29/18	Bookstore <b>CLOSED</b> for annual inventory
7/2/18	Bookstore begins shipping back unsold Summer 2018 texts not adopted for Fall 2018
7/2/18	Fall 2018 shipments start to arrive
7/4/18	<b>CLOSED</b> for Independence Day
7/9/18	Deadline for late adoptions of custom/bundled materials with a guarantee of arrival by the start of Fall 2018 classes
7/23/18-7/27/18	Summer 2018 finals buyback
7/30/18	Store starts fulfilling Fall 2018 online preorders



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## Dates to Remember: Spring 2018 — Fall 2018

DATE	
8/6/18	Last day for faculty to submit requests for regular course materials with arrival by Welcome Week
8/23/18	Fall 2018 classes begin
8/29/18	Last day for regular refunds for Fall 2018 textbooks
9/3/18	<b>CLOSED</b> for Labor Day
9/6/18	Last day for dropped class refunds
<b>10/3/18</b>	<b>Winter 2019 adoptions due</b>
10/26/18	Textbook Dept. <b>CLOSED</b> for inventory
10/29/18	Bookstore begins shipping back unsold books not requested again for Winter 2018
12/6/18-12/17/18	Fall 2018 finals buyback
12/20/18	Last day to return Fall 2018 rental textbooks