

Bookstore Advisory Committee
01/31/2024 Academic Senate Report

A Summary

1. BAC had their first meeting 01/24/2024.
2. Print shop is still located in the M&O building and we will update you as we receive more information about a possible relocation of the Print Shop to the current bookstore location.
3. BAC is working out due dates for summer and fall book orders. We will update you as we solidify the dates. We will know next update. Stay tuned.
4. BAC welcomes feedback from our new process for submitting coursepacks and lab manuals.
5. University Gear Shop changed the bookstore hours without consulting with anyone at BC admin, BAC committee or the District. Current hours are from 10:00 AM to 5:00 PM
6. Next activities: Go through the contract

Trending Issues

1. Trending book order issues:
 - a. Book refunds are problematic in processing and taking a long time to get refunds back in the the hands of the students. Supposed to take 3-7 days.
 - b. Student book orders that contain multiple items are being mailed in separate boxes with different order numbers without notifying students.
 - c. Strange occurrence: eCampus replaced some original book orders with a different textbook that eCampus chose. We are investigating this phenomenon so it doesn't happen again. Please inform BAC if this happened to you!
 - d. eCampus incurred late-fees by missing publisher ordering deadlines and then imposed these fees on students. In some cases, eCampus is now markup some books up to 60% higher than the original price of the textbook. Please inform BAC if you find your book is being sold higher than usual.

Reminders and Thanks

1. Book orders go through eCampus, except for dual enrollment and Rising Scholars programs.
2. Summer 2024 book orders are due soon.
3. Lab packets go through BC Print Shop:
<https://www.bakersfieldcollege.edu/employees/printsshop/index.html>
4. Send complaints/concerns about book or supply orders to eCampus and CC BAC:
bakersfieldcollege@ecampus.com , BC_BAC@bakersfieldcollege.edu

Please send us your feedback anytime!

Andrea Thorson, Michael McNellis