

BAC Meeting Minutes

2/5/25

Call to Order: Meeting called to order by Andrea Thorson

Roll Call:

- **In attendance:** Andrea Thorson, Michael McNellis, Fabiola Butcher, Sara Wallace, Melissa Ysais, Ashlea Wagner Ward, Senator Arlene Vargas, Julian Navarrette, Proxy for Financial Aid: Ruthie Welborn. Guest: Professor Greg Cluff

Old Business:

1. None

New Business:

1. **Update on Bookstore**
 - a. Faculty materials with bookstore concern/GearShop/eCampus
 - i. Visiting professor reported that he continues to have students without materials due to eCampus and bookstore issues. This professor has been working for three semesters with eCampus (Katie) and Bookstore manager (Julian) without resolution despite promises things would improve.
 - ii. Students are not getting their packets until 3 weeks or more into the semester. Soil B1 lab manual and crops B5 lab manual.
 - iii. The books/manuals are less than 100 pages... there are about 80 students impacted this semester.
 - iv. These are ebooks and they wait to ship them. Students are required to have it printed and pulled out and turned in for the class. This delay in print/ship impacts the learning environment and ability to ensure educational objectives in a timely manner.
 - v. The bookstore manager “can only check the orders” and claims he processes as fast as he can once eCampus sends him items.

- vi. LAD is the printer used by eCampus and continues to be behind.
- vii. Michael and Drea will find a solution by next week which may involve printing at BC for a Fee.

2. **FAST Reports** - delivery reports and ship to store comprehensive reports that Bookstore Manager has access to this and can get it for our committee. He gave us one in the meeting.

- a. A committee member needs OER report numbers for her other role. Her numbers do not align with numbers given by Institutional Effectiveness
 - i. Katie used to send these reports. Co-chairs will see if there is a way to make things easier for her reporting.
 - ii. The co-chairs will try to get this access as well.

3. **Bookstore Continued** - Student traffic, materials, clothing, branding

- a. Bookstore hours do not match what our committee asked for and what we were promised.
- b. The bookstore posted hours, website hours, actual hours, and agreed upon hours do not match and causes confusion for students. The bookstore manager was asked to fix this again.
- c. Noticeable issues:
 - i. Materials and advertising for bookstore hours are needed.
 - ii. There is a lack of signage. Many students do not seem to know where it is.
 - iii. The hours changing has been confusing and do not meet student need as they still do not open during needed hours.
 - iv. Students are lined up outside the bookstore during lunch hours because no staff is there during the common lunch break.
- d. SGA representative will work with student leaders to get communication to students regarding location and hours.
 - i. The BAC is considering creating emails for professors and students to ensure notifications.
 - ii. The bookstore is asking to have the new logo from the BC marketing department.
 - iii. The bookstore manager requests the committee to again send him the agreed upon hours that the company has not managed to comply with. The manager met with VP King about the hours but not the BAC and no change in hours was affirmed by anyone.
 - iv. Given the constant issues and failure to meet the requirements for staffing and hours the co-chairs are expected to represent the interests of the committee in a meeting with the president to ensure all concerns are clearly expressed.
 - v. The bookstore manager wants a formal request from the committee to his regarding the lunch hours. This request has been communicated many times. As such, co-chairs offer a meeting with the bookstore supervisor with executive team member present.
 - vi. The committee would like Nicky to add the bookstore location, supplies, and hours to his syllabus.

- vii. The co-chairs will meet with the President and VP King regarding the deep concern with the bookstore including but not limited to the ongoing failure to staff properly and eCampus failing to get materials to students in a timely manner. They will also express the concerns of the committee regarding quality of items, supply issues, and marketing failures.
- viii. Co-chairs will ensure FCDC and senate presentations are given to ensure clear communication of bookstore hours and ask for faculty support in communication efforts.
- ix. Concerns regarding pricing were expressed by the committee.
 - 1. The bookstore offers 25 dollar shirts and 55 dollar sweaters. hats/beanies/back packs
 - 2. Hoodies prices ranges: \$54/74 - LA City College offers lower priced items. The committee again requests the bookstore have reasonable options.
- e. 3 day report: we still do not have. eCampus promises to get it to the committee.
- f. SGA input on bookstore
 - i. Students want actual textbooks in the books and prefer physical textbooks over ebooks. They want to see “real books” available in the bookstore.
 - ii. Course materials need to be in the bookstore.
 - iii. There are limited supplies especially during testing times.
 - iv. They need more calculators, markers, pencils... (generally supply is sparse and runs out quickly on the critical test days)
 - v. They want more marketing: Hours and what to expect from the bookstore
 - vi. Processes are problematic and overall the experience in the bookstore is not meeting student need
 - vii. Utilizing the Pulse for advertisement like pantry uses.
 - viii. The committee again requests the bookstore have supplies students need and be open during the hours the BAC asked for and were promised last semester.
- g. update on access for Fabiola, Ximena, and Michael
- 4. Update on Financial Aid book waivers being granted sooner
 - a. Working on the earlier waiver
 - b. Director of FA, needs to have a bill twice a month from eCampus because we can't get the payment from students and we can't use waivers appropriately. They can take it as a financial aid bill. eCampus refuses to bill twice a month. We need this most in the first months of the semesters.
 - c. The committee asked Financial Aid to be sure the website and materials have eCampus listed as the entity.
- 5. BAC recommendation conversion into formal resolution
 - a. “Every course will have a default textbook with an ISBN on record with the chair, dean, and BAC by April 1.”
 - b. A subgroup meeting was arranged for Friday and organized by the faculty co-chair to workout the final language for the voted on resolution from BAC.

Action Items:

1. Co-chairs will meet with the president to discuss the bookstores failure to meet student needs as discussed in this and other meetings.
2. Co-chairs will ensure FCDC and senate presentations are given to ensure clear communication of bookstore hours and ask for faculty support in communication efforts.
3. Faculty co-chair will ensure submission of the BAC resolution for senate read by Sunday

Meeting Closed. Next meeting scheduled 2/19/25.