

## Improving compliance with textbook ordering procedure: addressing lapses and delays.

Three main issues:

1. Instructors who won't use the selected text or will use it only very minimally
2. Instructors who change their minds about using a text once it's been ordered
3. Bookstore is reluctant to turn away orders even if (especially if) they are very late)

The following message was copied to the deans 5/12/11:

Hi Jena', We are trying to edit the lists that we sent out on the 5<sup>th</sup> and should get those emailed to the Deans today.

The other issues about ordering for faculty and getting the OK from the Dean first are things we would like to put our "2cents" worth in the process as ultimately it will affect the students.

Submitting orders for instructors not yet hired-----Our experience has been about 50% success as the incoming instructor may have a very different approach and though "they will not be allowed to change it" they simply won't use the book. They may have the students return them all(leaving the Bookstore with shipping both ways and lots of labor). They may use what they can in the text and the students are out the purchase price for minimal use(students may purchase them elsewhere and just have to keep them). We may buyback lots of copies from our students and then it is not used as "required" and we are stuck with unwanted books. We have dealt with these things for years and tried to be accommodating to the changes. It would probably help if they are objecting to the choice made for them that they could ask the Deans for "permission to change" if it is done in a timely manner, considering ADRC's requirements, how long the information has been available to the students, and whether the Bookstore is stuck with numerous copies.

We typically have 5 instructors who just "can't use" what they have ordered for various reasons(not enough time in the term, just the wrong book, just changed their mind)and if they are not allowed to change it the students and the Bookstore suffer the consequences. I don't know that there is ever an easy answer to this. Can they submit their request to the Dean and it goes from there? And, that brings up the issue of how do we know if it has been OK'd? We get orders online, in the mail, by phone and in person and it puts us in a position of policing these late instructors. Maybe any late order has to be submitted in writing with a "signed permission" from the Dean. If we are expecting that and the instructors are expecting that then it may go smoothly.

There could be new classes that we have no history on and would not know if we are missing orders. We have to leave those up to the departments and they would not be included in any list that we might give the Deans. **We can easily show them what orders we do have.** Also, anyone can look up what texts are being used in what classes by clicking on the "Text" link on the right hand edge of the online schedule. It has been a very handy tool for instructors to check.

This time of year when buyback is going on we need those orders now, sometimes not an hour from now or a day from now.

For example..... there is a student leaving town and is selling that Span 105 text for gas money at the counter. If we can reach the instructor and put the order and quantity in the student may get \$60 instead of \$3. It is an immediate need on our side for the student and counterproductive if we can't do it in a timely manner. I know the goal is not to have these situations exist but for this term we didn't have much of a choice as everyone is adjusting to an earlier date and official procedures.

When we are fighting so hard to get requests from instructors(it's like pulling teeth sometimes), if we send them away saying "please get permission from the Dean" they may not be back for a week, a month, or ever. I'm not saying that that is true of all instructors but we don't want any further delays with any orders, most especially before and during buyback! I'd like to think that next Fall they will all be perfect! Something to strive for!

Sincerely,

Clarinda

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