

**Minutes of the 10th
Students' Association of Red Deer College
2016-2017 Winter Council Meeting
March 14, 2017**

Present:

Ben Fleury; President
Aiden Bridger; VP Student Life
Anne Marie Watson; Chairperson
Lindsay Currie; Student, Voting
Shelby Dushanek; Student, Voting
Owen Wyatt; Student, Ex-Officio

Nonso Onwuekwe; VP Operations
Liz Sweiger; Executive Director
Jessica Walker; Secretary
Faith MacIntrye; Student, Voting
Nandini Sharma; Student, Voting
Sylvie Masson; Student, Voting

Absent with Notice:

Kara Canning; Students, Voting
William Baliko; Student, Voting
Chaise Combs; Student, Ex-Officio
Robin Chiles; Board of Governors

Marian Young; Student, Voting
Braden Alm; Student, Voting
Esther Oliva-Dzib; Student, Ex-Officio

Gallery:

William Baliko

Other Attendance Notes:

Sylvie left the meeting at 8:18pm.

Before the meeting was called to order Kathleen Lindsay, Facilities Coordinator, and Wendy Zimmerman, Campus Store Manager joined the meeting on behalf of the Campus Store Advisory Committee to discuss concerns regarding the responses from the Campus Store in the Campus Store Feedback Q&A document. Please see the attached notes.

10.0 Call to Order

Meeting was called to order at 7:57pm, chaired by Anne Marie Watson.

10.1 Approval of Agenda

16-17-113-W

Nonso Onwuekwe, Sylvie Masson

Motion: Approve the agenda as presented.

CARRIED.

10.2 Approval of Meeting Minutes

10.2.1 16-17-114-W

Ben Fleury, Nandini Sharma

Motion: Approve the Winter Council Minutes #9 as written.

CARRIED.

10.2.2 16-17-115-W

Lindsay Currie, Aiden Bridger

Motion: Approve the Spring General Meeting Minutes as written.

CARRIED.

- 10.2.3 **16-17-116-W**
Shelby Dushanek, Sylvie Masson
Motion: Approve the 2016-2017 Executive Minutes #40-41 as written.
CARRIED.

10.3 New Business

10.3.1

10.4 Discussion

10.4.1

10.5 Executive Reports

16-17-117-W

Lindsay Currie, Nandini Sharma

Motion: Accept the Executive Reports as presented.

CARRIED.

10.6 Committee Reports

16-17-118-W

Nonso Onwuekwe, Faith MacIntrye

Motion: Accept the following committee reports as presented: CAT Fund, Events, Issues, BARC, and Mental Health.

CARRIED.

10.7 Council Reports

BOG Report – Robin Chiles

*Robin was absent

Academic Council – Ben Fleury

*Ben presented an oral report (written report will be attached to minutes)

16-17-119-W

Nandini Sharma, Faith MacIntrye

Motion: Accept the Council reports as presented.

CARRIED.

10.8 Information Items

16-17-120-W

Shelby Dushanek, Nandini Sharma

Motion: Accept the following as information:

10.8.1 – Food Bank Stats

10.8.2 – January & February Financial Statements.

CARRIED.

10.9 Adjournment

16-17-121-W

Nonso Onwuekwe, Faith MacIntrye
Motion: Adjourn at 9:26pm.
CARRIED.

Ben Fleury, President

Elizabeth Sweiger, Executive Director

Anne Marie Watson, Chairperson

Jessica Walker, Secretary

Campus Store Feedback

Comment 1: The textbooks are overpriced when compared to alternative suppliers.

Contracts between Follett and the book vendor dictate the price increase required on texts. Students are able to take advantage of the price matching system or the rental service. Council brought up concerns about the price of rentals, they feel the price of rentals should be more comparable to Amazon.ca. Additionally, Council recommends that the Campus Store advertise the rental service more as they feel it is underutilized and that many students are unaware of the service.

The Campus Store can only price match up to a \$100.00 difference from Amazon.ca. The difference will be given back in the form of a Campus Store gift card. If the price difference is larger than \$100.00 between the Campus Store and Amazon.ca, the store will contact the supplier and inquiry about the inconsistency.

Comment 2: Price Matching – There is not a real price matching system, as the Campus Store gives the student store credit on a gift cards.

Students feel that the credit being put on a gift cards is a way for Follett to ensure they can still make revenue. Concerns were brought forwards about students who price match in their last year, as they would likely not find the gift card useful. Wendy suggested the student could sell the card.

Comment 3: Price matching – Unless the UPC matches exactly, even if the textbook is the same book and edition, the store will not price match.

No additional comments.

Comment 4: Price Matching – The store will not price match if the alternative supplier i.e Amazon.ca is out of stock.

At this time the Campus Store can only price match with Amazon.ca.

Comment 5: Their buybacks system is not advantageous to students, as they get a fraction of what the costs of the text was.

Follett's corporate office is responsible for setting the buyback prices. Wendy believes that from her experience the best time to do a buyback is 3 weeks before the end of the term to ensure the students receive the best offer. The Campus Store does offer buybacks for textbooks that were not originally purchases at their store, as long as they can be resold at any of Follett's locations. Texts that were initially sold with an access code have a much lower buyback price as the access code is a one-time use and increases the cost of the text significantly.

Comment 6: The store is consistently under stock in regards to textbooks.

Once the instructor submits their adoptions for the course, 14% of those books are order. An additional 80% of the texts are ordered closer to the beginning of the semester. The Campus Store receives daily reports on each class's enrollment to ensure books are always on the shelves. However, human error does error with students purchases the wrong texts (i.e, instructor is asking for the text WITHOUT an access code and a different instructor for the same course is asking for the same book WITH the access code, so both texts are ordered but the majority of students purchase the text WITH the access code), shipping or printing issues from the publisher, last minute orders, instructors submitting adoptions for the wrong semesters, etc.

The Campus Store Advisory Committee is wanting to change their terms of reference to have one representative from each school be the liaison with the respective instructors from the school to ensure adoptions are place in a timely manner and that adoptions are always submitted. This person would likely be an administrative staff to guarantee consistency each year. Currently, the Vice President Academic, Associate Deans and Instructors receive regular updates from the Campus Store with the courses which have submitted adoptions and updates on such information.

Adoptions are able to place well in advance from instructors and there are step-by-step instructions on the Loop. The Campus Store also offers workshops to instructors on how to place adoptions, and they are even willing to have one-on-one's and/or place the adoption on behalf of the instructor.

Follett's will not alter the quantity of books requested, it is the instructor's responsibility to request the amount of only the enrolled students. With the Campus Store receiving daily updates they can order more material when required.

For instructors who are hired near the beginning of the term, they should be in constant communication with the Campus Store and their students regarding book orders. Associate Deans are able to select the texts for the incoming instructor but this option is rarely utilized.

Comment 7: Courses where materials were understocked for Winter 2017 Semester start date: January 4, 2017.

Students are able to pre-order their required material. They have the option of delivery to their house or the campus store.

Lab kits for the nursing students are made by a Red Deer College staff member. This staffer recommends the asking price to the store. As well, the Campus Store only receives the exact number of kits as students enrolled.

Comment 8: There should be a bookstore at the DSB for the Business Students similar to "The Pulse" the bookstore for the nursing students.

All students have the option of ordering their course material prior to the beginning of classes. The store also offers longer hours during rush (first 2 weeks of each semester.)

Donald School of Business students would like to see a week of having a mobile bookstore where they can purchase just the required course material. This would also give the students the opportunity to make any necessary refunds. However, Wendy and Kathleen see many potential issues with offering such a service (i.e, manpower, issues with the refunding or rental process, quantity of texts to take, etc.)

Comment 9: If the Campus store practices a price matching system which is more advantageous to the student and had enough texts needed for the number of students enrolled in a course, it would enable students to succeed at their studies and would prompt more people to turn to the campus bookstore rather than Amazon, thus mitigating some loss.

Unfortunately, the Campus Store is unable to compete for other avenues to purchase books from such as Kijiji, or the Facebook page, additionally Follett's head office is responsible for pricing the used books and they are restricted by contracts for pricing new books.

The Campus Store would like to participate in NSO so make students more aware of options such as rentals, and used books. Students' Association Executives expressed interest in assisting the Campus Store with creating more knowledge around its services. The SA has also offered to conduct a survey on behalf of the store.