



Overview Information

Follett Bookstore is under “special” contract with the District until May 2025 only.

- Follett Bookstore no longer wants to provide a brick-and-mortar bookstore services due to monetary loss
- No other brick and mortar bookstore companies want to contract out with California community colleges due to rapid loss in revenue as a result of other online options available to students for purchase
- For Follett to continue their on-ground services they will only agree to a new contract if we pay them **\$1,900/month each campus until May 2025.**

According to Follett only 11% of students used the bookstore – suggesting 89% of students will not be affected

New Potential Vendor (online bookstore) - Akademos offers an integrated online experience for students thru Canvas and Colleague

- It will take 4-6 months to fully transition to a complete virtual bookstore – goal would be to do all planning and book adoptions in Spring 2025 (March) to go live in Summer 2025 with the Online Bookstore.
- EVC will need a plan to receive and distribute any books sent to campus for unhoused students only through our Basic Needs Initiative.
 - All other students would get books and supplies shipped to their home using Akademos
- We will need to update several of our webpages to reflect the Virtual Bookstore once we have processes aligned.

Note on Amazon Prime Free for Students (6-month trial)

[https://www.amazon.com/gp/help/customer/display.html?nodeId=GWMNXPTL3482JPHC#:~:text=As%20a%20Prime%20Student%20member,verification%20or%20student%20status%20verification\).](https://www.amazon.com/gp/help/customer/display.html?nodeId=GWMNXPTL3482JPHC#:~:text=As%20a%20Prime%20Student%20member,verification%20or%20student%20status%20verification).)

Frequently Asked Questions:

Is the website used 'accessible' by CA standards and is it secure?

- YES – THROUGH BROWSER TOOLS

How will instructional supplies (e.g., kits, art supplies, school supplies, etc.) be sold to students?

- ART AND KITS - CAN BE DONE THRU VIRTUAL BOOKSTORE AND ALSO DIRECTLY WITH VENDORS IN SOME CASES
 - Working with Faculty to ensure supplies can be purchased through large body vendors alike Amazon
- DAILY SCHOOL SUPPLIES - Working on getting vendor machines for needed readily (most used) school supplies

How will the virtual bookstore work with college programs including, but not limited to, the Extended Opportunity Programs & Services (EOPS) that provides financial assistance to purchase textbooks for eligible students? Financial Aid?

- VIRTUAL BOOKSTORE CAN ACCOMMODATE VOUCHERS FOR FINANCIAL AID, SPECIAL PROGRAMMES, SCHOLARSHIPS, etc...

How will the virtual bookstore ensure compliance with federal law (Higher Education Opportunity Act - HEOA) that mandates disclosure of textbook information including pricing? This is required to participate in the federal student aid program (financial aid).

- YES – AKADEMOS SPECIFICALLY STATED THIS AND UNDERSTANDS THIS REQUIREMENT – HAPPENS AUTOMATICALLY ON THEIR END WHEN BOOK IS ADPTED AND LINK APPEARS IN COLLEAGUE

Will the virtual bookstore provide the college with no-cost vending machines to sell instructional supplies including, but not limited to, pencils, pens, etc.?

- NO – THEY DO HAVE PARTNERS TO ASSIST US
- VPs of Administrative Services are working to getting vending machines on campus by roll out to deal with immediate daily school supply needs

Will the virtual bookstore rent textbooks to students? Shipping and return costs? How long from order to receive?

- YES

Will the virtual bookstore sell both new and used textbooks to students? Shipping and return costs? How long from order to receive? How accommodate ZTC/OER materials?

- YES – AKADEMOS FREE SHIPPING ORDER \$49+ (FOLLETT \$99+) – THERE IS A RETURN COST OF MAILING – 3-5 DAYS TYPICAL TIMELINE FOR DELIVERY BUT CAN BE AFFECTED BY WHERE IT IS COMING FROM

Will the virtual bookstore sell college gear including, but not limited to, backpacks, binders, notebooks, sweatshirts, t-shirts, and other clothing and items that promote the college?

- YES THEY CAN – PRINTABLE ITEMS LIKE CLOTHING, SWAG, BACKPACKS, etc... ARE DONE ON A PRINT-PER-ORDER BASIS SO NO STOCK ON HAND

What is the return policy for textbooks purchased by students if they add/drop courses during the first two weeks of primary terms or their equivalent during intersession and summer terms? What is the cost to return a book if class dropped etc...?

- THERE IS A RETURN MAILING COST AND TIME LIMIT TO RETURN THE TEXTBOOKS

Where or how will the virtual bookstore send textbooks ordered online to students who are unhousted or at risk of being unhousted?

- THE OPTION FOR THIS IS BEING SENT TO OUR MAIL ROOM AND BEING SORTED OUT – STUDENT SERVICES COULD PICK UP THE BOOKS – STUDENT WOULD PICK THEM UP WITH A PIN NUMBER AND ID – WE COULD PAY STIDENTS TO PROVIDE THIS SERVICE THE FIRST COUPLE WEEKS OF SCHOOL AND STUDENT CENTRE FRONT RECEPTION – AKADEMOS WILL PAY STUDENTS TO ACT AS THEIR AMBASSADORS – ORDER PAGE WILL HAVE “SHIPPING TIPS” TO ASSIST UNHOUSED

How will the virtual college support the college’s annual commencement/graduation with regards to selling caps, gowns, and tassels along with other ceremony related items?

- WE WOULD NEED TO DO THIS DIRECTLY THRU A VENDOR WE CHOOSE – AKADEMOS WOULD HELP US SET THAT UP – (eg. HERFF JONES)

How will faculty order their adopted/assigned textbooks and according to what deadlines or timelines?

- THERE IS A FACULTY ADOPTION PLATFORM THAT IS INTUITIVE TO USE AND ALSO PROVIDES A DASHBOARD SO PEOPLE CAN SEE WHO HAS UPDATED/CONFIRMED AND WHO HAS NOT – FACULTY CAN ADD COURSE NOTES, LINKS OTHER MATERIALS TO THE ADOPTION PAGE FOR STUDENTS TO BE ABLE TO ACCESS – MINIMUM OF 2-MONTHS LEAD TIME FOR ADOPTION

How will changes to faculty assignments to courses resulting in new textbooks be addressed just prior to the start of each term? Timeline?

- THERE IS LEAD TIME FOR TEXTBOOKS AS THERE IS WITH ON-GROUND BOOKSTORE – NO CHANGE HERE – THAT IS TO SAY LATE ADOPTIONS ARE A CHALLENGE AND WILL DEPEND IF THERE IS STOCK ON HAND

If and how does the virtual bookstore compete with other online textbook vendors or providers with regards to cost and availability of textbooks? Do you price match?

- AKADEMOS HAS PRICE MATCHING – FOLLETT DOES NOT – AKADEMOS ALSO HAS THIRD PARTY OPTIONS ON THEIR WEBSITE TO PURCHASE – VIRTUAL BOOKSTORE HAS AN EXCLUSIVE AGREEMENT FOR BOOKS AND OFFICIAL SUPPLIES BUT THAT DOES NOT STOP STUDENTS FROM SHOPPING WHEREVER THEY WANT – JUST THE COLLEGE CAN NOT ENTER INTO A COMPETING AGREEMENT

What will the business days and hours of operation be for the virtual bookstore?

- Will it operate on Pacific Time? 24/7/365(6)

Is there such a clause as a “first right of refusal” in case the virtual bookstore is unable or unwilling to acquire and sell textbooks, instructional supplies, or college gear?

- FOR CLASS MATERIALS LIKE BOOKS AND OTHER REQUIRED MATERIALS THEY HAVE EXCLUSIVE RIGHTS - BUT THAT DOES NOT STOP STUDENTS FROM SHOPPING WHEREVER THEY WANT

Will the virtual college pay a residual to the college for the total volume of sales made during a fiscal year or by term?

- YES – THERE IS COMMISSION PAID BY VOLUME – UP TO 15% ON DIGITAL AND 10% ON HARD GOODS – AMOUNT DETERMINED BY LAST 3 YEARS VOLUME

How will the virtual bookstore sell digital textbooks and what will the policy be for requesting refunds?

- THEY ARE #1 SELLER OF DIGITAL RESOURCES – RETURN EASY AND NO COST AS LONG AS STUDENT HAS NOT ‘OPENED’ MORE THAN THE MAX ALLOWED FOR A RETURN (TIME AND # CHAPTERS)

Will the virtual bookstore sell technology including, but not limited to, calculators, desktop computer, iPads, laptops, printers, etc.?

- THEY CAN DO AT OUR REQUEST – WE ALSO WOULD GET COMMISSION

Will there be a local bookstore company representative/manager assigned to the college in the event that an in-person activity requires/requests the presence of a virtual bookstore representative or for the start of each term?

- AKADEMOS LOCAL REP IS BASED IN MONTEREY BUT THEY WILL BE AVAILABLE DURING CERTAIN DAYS DURING THE FIRST WEEK OF THE SEMESTER.

Will the virtual bookstore offer an array or variety of shipping methods for students (e.g., overnight, expedited, etc.) for receipt of their textbooks and instructional supplies?

- YES

Has there been an instance where a college or university has transitioned back to a brick-and-mortar bookstore model after having attempted a virtual bookstore model?

- THERE WAS ONE THAT WENT 100% ONLINE BUT THEN ADDED A SMALL SHOP FOR SMALL SUPPLIES. WE ARE NOT LOOKING TO DO THIS GIVEN THE COST

Will the virtual bookstore allow for post office boxes (PO Boxes) to be used for the receipt of textbooks and supplies?

- NO

Can students request a refund if a professor decides to change their assigned textbooks for the term?

- NO

What happens to students who rent their textbooks and they do not return their textbooks at the end of the term within a specified period?

- TWO POSSIBILITIES – THE RENTAL IS CONTINUED OR THE COST OF A REPLACEMENT IS CHARGED

Will the virtual bookstore offer students the opportunity to resell their textbooks at the conclusion of the term for cash or credit?

- YES – AKADEMOS HAS A GUARANTEED BUY-BACK PROGRAMME - \$\$\$ DEPENDING ON CONDITION

What is the virtual bookstore's policy in case a student claims that they did not receive the textbooks or instructional supplies in the mail?

- FILE A CLAIM

How will the virtual bookstore help students who do not have a credit card or debit card purchase textbooks or instructional supplies? Have cash only?

- BUYING A TEMPORARY DEBIT CARD TO PUT THE MONEY ONTO FOR PURCHASE - VPG AND VPH HAS SOME POSSIBLE SOLUTIONS

What is the policy of the virtual bookstore if the textbooks or instructional supplies arrive damaged or missing to the student in the mail?

- FILE A CLAIM

Will the virtual bookstore have ease of use regardless of technological device used to purchase textbooks and instructional supplies (e.g., cellphone, desktop computer, iPad, laptop, etc.)?

- IT IS CLOUD BASED ON A WEBSITE SO CAN BE ACCESSED FROM ANY DEVICE THAT HAS INTERNET ACCESS

What is the virtual bookstore policy of responding to textbooks that are no longer available in the event the professor did not order sufficient copies, or the publisher is no longer printing previous editions of textbooks?

- WHEN A FACULTY COMPLETES THE ADOPTION PROCESS THEY WILL RECEIVE A WARNING OF NO LONGER IN PRINT, LOW STOCK, A NEW EDITION IS AVAILABLE, etc...TIMELINE FOR FACULTY TO COMPLETE ADOPTIONS VERY POOR AND THAT TENDS TO BE THE CHALLENGE NOT AVAILABILITY OF BOOKS IF MEET TIMELINE – EASIEST SOLUTION IS TO GO TO A DIGITAL BOOK

Can the College buy in bulk? YES - SPECIAL PROGRAMMES WITHIN THE COLLEGE CAN FOR THEIR STUDENTS BUT THE COLLEGE AS A WHOLE WILL NOT BUY BOOKS IN BULK