2014-15 GRCC Team Charter

Updated January, 2014
Team Name: GRCC Bookstore Liaison Team (BLT)
Team Leader: Mike Vargo

1. Purpose of the Team (What is this team expected to accomplish?)
   The BLT provides an administrative connection between the institution and the for-profit Bookstore servicing the College, with the intention of representing the College’s interests in this relationship. This team provides oversight to Bookstore-related processes that impact students, faculty and the broader College mission. Most specifically, this team provides leadership in assessing, developing and facilitating the textbook adoption and ordering process such that, to the greatest extent possible, textbooks are available for students before the semester begins, and in a manner consistent with the guidelines of relevant federal regulations (i.e., HEOA).

   The work of the BLT is primarily systemic and oriented toward developing and assessing process-level systems functioning. To be clear, the BLT is NOT charged with the resolution of individual textbook issues, as those are most appropriately handled at the level of the department head and affected faculty member, supported by their operational associate dean, as needed.

2. Decision-making Context and Scope (What level of decision making authority does this team hold?)
   The BLT works collaboratively with College administration and Bookstore management to clarify its mission and achieve its goals. The BLT provides updates and makes recommendations to academic administration and the Academic Governing Council (AGC).

3. Team Goals, Action Projects, and Timelines (How will this team proceed to accomplish their purpose? I.e. what will they do?)
   The BLT will generally meet at least once each semester to review the metrics of the semester start-up (e.g., compliance with HEOA guidelines, compliance with established ordering protocols and timelines, books ordered, books available when classes begin, etc.). A survey of department heads and program directors will typically be conducted each semester and will inform this meeting, as will data provided by the Bookstore management.

4. Stakeholders and their Key Requirements (For whom is this team doing their work? What do they want?)
   The BLT works primarily for the students and faculty at GRCC. Both of these groups want essentially the same thing: textbooks made available in a timely fashion and in sufficient numbers to facilitate student educational and faculty curricular goals. An ancillary goal may be an attempt to keep textbook pricing affordable, also a goal that would be shared by students and many faculty (this, of course, will potentially place this team at-odds with the management of a for-profit entity like the bookstore in its current incarnation).

   Another stakeholder is the academic and broader College administration, charged with supporting needs of both students and faculty, and upholding guidelines for textbook availability provided by the federal government.

5. Resources Needed (both people and budget)
   Resources needed include, but are not limited to, dedicated time of College personnel to staff and support this committee, as well as appropriate infrastructure support (e.g., equipment, technology, and supplies).
6. Troubleshooting Path *(How will unresolved issues or roadblocks be handled?)*
Unresolved issues will be reviewed by the committee and strategies for addressing them will be discussed. If additional input is required, the committee reserves the right to recruit additional expertise or solicit additional input from College and/or Bookstore leadership.

7. Requirements for Integration with other Departments or Teams *(How does this Team interface with others doing concurrent work?)*
This team provides regular updates to academic leadership (Deans’ Council, AGC). Additional integration with other College systems is available on an ad hoc basis.

8. Review Progress *(How and when will the work of this team be reviewed?)*
This team provides regular updates to academic leadership (Deans’ Council, AGC).

9. Team Leader, Current Members, and Membership Specifications *(Are team members appointed? Volunteers? Is team membership permanent? Term-limited?)*
Leadership of this team is apparently appointed by the Provost. Other team members include representatives from Bookstore management, and representatives from GRCC Financial Services, Printing Services and academic faculty. With the exception of the team leader, team membership is voluntary and members serve as long as they are willing to do so.

10. List the major team accomplishments over the past year. *(What are your outcomes?)*
- Assessment of previous semester’s textbook ordering outcomes.
- Recommendation for, and implementation of, transition to College-wide online textbook adoption.
- Development and delivery of online textbook adoption training for department heads and ESPs.
- Revision and dissemination of textbook ordering process and process deadlines.
- Implementation of online textbook status reports: missing adoptions and missing titles. Encouraging use of these status reports.
- Enhancing awareness of the role existing College practices play in textbook difficulties.

11. List the major team goals for the upcoming year. *(What do you plan to accomplish as a team in 2014-2015?)*
This team will continue to provide oversight to Bookstore-related processes that impact students, faculty and the broader College mission. The team will maintain an intentional, constructive liaison relationship between the College and Bookstore management. The team will also continue its assessment of the semester start-ups as they occur, providing regular updates to College leadership, and consultation to resolve issues as identified.

12. Please describe any current challenges the team is facing.
There has been pretty significant upheaval on the corporate side of the campus bookstore; both the store manager and textbook manager were fired. We have had to deal with these poorly-timed personnel changes and what seems to be general institutional dysfunction. Aside from this (maybe “despite this”, is more accurate), we have nevertheless made some important changes this year that I think will provide effective process improvements. We have also pointed out, from our assessment, College practices that actually contribute to our own difficulties. Our primary challenge at present will be encouraging adherence to process changes and to established timelines, and trying to continue our good work as Follett works through their own corporate problems.