Bookstore Operations & Equitable Access Program Proposal

March 13, 2024
First Day Complete (FDC)

Key Benefits

With First Day Complete, BNC’s equitable access program, students receive their required course materials, in both physical and digital formats, before the first day of class. Instead of purchasing materials a la carte, the rental cost is applied to the student’s account at the same time tuition is charged, **typically saving students an average of 35-50%**.

First Day Complete (FDC) allows full-time and part-time undergraduate students to receive required course materials for all classes for a flat fee, regardless of how much each individual textbook or digital access would cost to rent or purchase separately.

**ZERO** change in faculty adoption

Faculty maintain full academic freedom without any restrictions on format or publisher selection.
2022 Student Survey Results

Percentage of students surveyed that would like course materials bundled with tuition and fees
(and at lower cost than they are paying when purchasing separately)

- CCSU: 86%
  - Sample Size: 299 Students

- ECSU: 86%
  - Sample Size: 77 Students

- SCSU: 85%
  - Sample Size: 267 Students
Percentage of students said they would have a somewhat or much more positive perception of their school if their school offered complete access to all their course materials – for a lower price – that would be included in tuition and/or fees.

- **CCSU**: 73% (Sample Size: 299 Students)
- **ECSU**: 71% (Sample Size: 77 Students)
- **SCSU**: 67% (Sample Size: 267 Students)
48 PERCENT of students did not have all their course materials by the first day of class in Fall 2022*

“Cost sometimes gets in the way of me purchasing a textbook. For some textbooks that are multiple hundreds of dollars, I thought I could just wing it.”

Jonathan D’Ercole, Student
Campbell University

85 PERCENT of students delay or avoid purchasing course materials and 39 PERCENT of them said that it has negatively impacted their grades*

83% of CSCU students said they were interested in bundling course materials with tuition**

*Fall 2022 FDC Student Opt-Out Survey, BNC Insights™ **Source: BNC Insights™, ECSU/CCSU/SCSU Roll-Up Student Pulse 2023, N=701
First Day Complete students are **15.58 PERCENT** more likely to complete the course than students not in an equitable access program.*

* Independent Inclusive/Equitable Access Research Study, Dr. Michael Moore, University of New Hampshire, July 2022
83% of CSCU students said they were interested in bundling course materials with tuition.

Source: BNC Insights™, ECSU/CCSU/SCSU Roll-Up Student Pulse 2023, N=701

Full-time and part-time undergraduate students would spend:

- $168.75 per semester (9 credit hours)
- $225.00 per semester (12 credit hours)
- $281.25 per semester (15 credit hours)
Upon registering for classes, both full and part-time undergraduate students at participating institutions will automatically be enrolled in the program.

Starting 30 days before the first day of classes, students will receive an email to confirm their materials and select your fulfillment preferences (delivery vs pick-up) or opt out.

An email notification will be sent when the order is ready for pick up or when it ships. Digital materials will be delivered for their course(s) within their learning management system (LMS).
The program provides **all** required textbooks, lab manuals, access codes and digital course materials to eligible students in the delivery format (physical or digital) selected by faculty.

The program does not include consumables that cannot be returned and reused such as lab goggles, dissection kits, molecular model kits, engineering kits or nursing kits.
Can students opt out of the program?

YES, opting out is easy! Students have the option to opt-out of this program each semester.

How do students opt out?

The opt-out period for each semester is open 30 days prior to the first day of class and ends on the last day of the add/drop period each semester. To opt out, student will follow a simple process that tracks this choice.
“Guide Me” with Integrated History, Search, and Recommendations

Affordability Solutions like OER Options Featured

Industry’s First One-Click Re-Adopt Functionality

Adoption Insights with High-Impact Reporting Dashboards By Class, Department & School

Adopt Ancillary Course Materials like Lab Coats and Calculators

Live Faculty Support 7 Days/Week Via Chat/Phone

Faculty maintain full academic freedom without any restrictions on format, publisher selection, or concerns related to burdening students with additional costs.

ZERO change in faculty adoption process

96% Adoption Rate Fall '23 ECSU

94% Adoption Rate Fall '23 CCSU

82% Adoption Rate Fall '23 SCSU
Bookstore Project Timeline

January 2023
Significant interest related to bookstore operations alignment and equitable access program from multiple campuses

February 2023
Introduction of a Systemwide Bookstore Request for Proposal (RFP) presented to the Presidents and Provosts, with subsequent approval to proceed.

March 2023
Systemwide Bookstore RFP Developed

April 2023
Bookstore RFP Publicly Posted

May 2023
Bookstore RFP Process Continues

June 2023
Virtual campus meetings scheduled to gain feedback and questions regarding bookstore vendor proposals.

Jul/Aug 2023
Selections for vendors for campus presentations

Sep/Oct 2023
Bookstore vendor presentations

Nov/Dec 2023
Final selection/Notice of intent to award
2023 System Participants

- Lisa Bucher
  - Chief Budget & Compliance Officer
- Tom King
  - Director of Auxiliary Services for IT Card Office
- David McGraw
  - Fiscal Affairs
- Tom Pincince
  - Director of Athletics

- David Ferreira
  - Provost
- Mike Moriarty
  - Chief Financial Officer
- Susana Orozco
  - Director, Academic Programs

- Beatrice Fevry
  - VP for Finance & Administration, CFO
- Amy Lopez
  - Director of Administrative Services

- James Howarth
  - Vice President for Finance and Administration
- Kate Rotella
  - Director of Fiscal Affairs/Acquisitions
- Bill Salka
  - Provost and Vice President for Academic Affairs

- Robert DeMezzo
  - Senior Director of Conferences, Events and Student Affairs Auxiliaries
- Mark Rozewski
  - Executive Vice President, Finance & Administration
- Cynthia Shea-Luzik
  - Manager, Contract Compliance and Purchasing
## Leverage the Power of the System for both Students and Institutions

<table>
<thead>
<tr>
<th>Individual Institution</th>
<th>System Proposal</th>
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<tbody>
<tr>
<td><strong>Per Credit Cost:</strong> $24.00</td>
<td><strong>Per Credit Cost:</strong> $18.75</td>
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<tr>
<td><strong>Commission Rate:</strong></td>
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<td>- 7% for course materials</td>
<td>- 10% for First Day Complete &amp; Digital</td>
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<td>- 13% -16.5% for General Merchandise</td>
<td>- 12.1% other printed materials</td>
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<td>- 16% for General Merchandise</td>
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<td><strong>Capital Improvements:</strong></td>
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<tr>
<td>- N/A</td>
<td>- $800,000 (Divided by 4 CSUs)</td>
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