

President's Response
Campus Issue 24-25-04

Committee or Individual: Cady Daly for Johni Quinn Berry
Date Submitted: 11/07/24

Issue or Concern: Bookstore

Summary of Issue: The College Store was not open, hours were not posted, and phone calls were not answered nor messages responded to.

Action Taken:

11/07/24: Campus Issue was submitted to Executive Council.

12/04/24: Executive Council discussed the issue and decided to refer the issue to VPA Mitch Campbell and the Bookstore Committee.

01/24/05: After having reached out to management of the College Store vendor, VPA Mitch Campbell gathered information and responded to President Garcia.

President's Response to Executive Council:

Executive Council has discussed this issue, and, given their guidance, I have received feedback from VPA Mitch Campbell. (It was more expedient for him to get information directly from the vendor, Follett, than from the Bookstore Committee.) Here are feedback and steps forward:

Store being closed:

Unfortunately we have had a great deal of turnover with SCC bookstore managers and the time of year you submitted this CI coincided with their manager and team leads both being absent without them properly following protocol. It is our understanding that both are no longer employed by Follett. SCC commits to working with Follett to make sure the store is open during posted hours, that they indeed post the hours at the front of the store and online, and that they have staffing to keep the store open. Hours of operation do change throughout the semester; Follett commits to updating the online information weekly.

Phone Service:

Follett contends that they receive too many phone calls simultaneously to answer all of them; they content that they do respond to messages when a message is left. SCC commits to ensure that this basic service is met.

Going Forward:

If SCC students or staff find that the College Store closed during operating hours, that hours are not posted, or that calls/messages are not responded to, they should contact VPA Mitch Campbell so he can

follow up with the vendor, Follett. SCC administration and Executive Council agree that the lack of service described in the Campus Issue form is not acceptable.

Campus Issue 24-25-04 is closed.

Albert Garcia
Albert Garcia, President

01/24/25
Date