

**Meeting Minutes**  
**Senate Student Welfare Committee**  
**March 9, 2017**

**Members Present:**

\*Peter Gogarten, Molecular & Cell Biology  
\*Shareen Hertel, Political Science  
\*Patricia Jepson, CAHNR Academic Advisory  
\*Jaci VanHeest, Education  
\*Christine Wilson, Student Activities  
Thomas Briggs, Graduate Student Senate  
Kate Fuller, UConn Libraries  
Erin Mason, Registrar's Office  
David Mrotek, ISS-Academic Program Center  
Shelly Reel, Office of Admissions

Introductions

Report from the Diversity Committee- Pat Jepson

Pat said the minutes are not yet available. Pat will send the minutes to Karen.

Report from the Growth and Development Committee- Tina McCarthy

Christine Wilson shared an email to the Committee with notes from Tina.

Brief Student Affairs Update- Michael Gilbert

Christine Wilson provided a brief update: Interviews happening for the Associate Dean of Students and the Assistant Dean of Students.

“Not Anymore” training (Sexual Assault Prevention Training), a hold placed on student accounts, students must complete this online training prior to registration.

Topic for Today- The UConn Bookstore Group

Len Oser, General Manager at the UConn Bookstore and Neil LeBeau, Regional Manager at Barnes and Noble shared information about the Barnes and Noble transition to UConn over the past ten months. Len and Neil stated that student welfare is very important to Barnes and Noble as a company. Barnes and Noble transitioned all co-op employees who wanted to continue working over to Barnes & Noble employees. Len and Neil said Barnes and Noble had a successful back to school rush. The company looks to get feedback on how they are doing and conducted a survey with about 1700 UConn students, receiving about an 80% response rate. Barnes and Noble is pleased with the responses including a 93% customer service satisfaction and an 84% overall performance rating. The survey responses will also help guide Barnes and Noble going forward and the company is looking to hold more events at the Bookstore. Barnes and Noble looks forward to commencement and is the place where students will buy their caps and gowns.

Len and Neil shared that renovation to the Bookstore will begin over the summer (immediately following commencement), a full-licensed Starbucks café will be added, three separate rooms will be created for community/study space. Barnes and Noble will work with University events on scheduling the space to be used for a variety of purposes. The company would like the Bookstore to be more than just transactional and is focused on building more community spaces. A full-licensed Starbucks will also be added to the Storrs Center location.

In regard to a question raised about the mission of the Bookstore: Barnes and Noble wants to be fully integrated into the campus, helping students have a successful education, and provides additional revenue to the school earmarked for student support, the Bookstore is also committed to affordability and access.

Barnes and Noble started a price match program to match textbook prices on Amazon.com and barnesandnoble.com. Barnes and Noble currently has a Bookstore Advisory Group which has already met a couple of times, the goal is to meet once a quarter to get feedback on what the company is doing well and how the company can improve.

A question was raised about textbook prices versus the co-op prices- Barnes and Noble is proud of success of rental program and used textbooks program, students love the value of used textbooks. There are about 3300 titles of books on campus and about 80% are available as a used book or a rental book. In the first year of operation, Barnes and Noble has

saved students over \$1 million dollars. Barnes and Noble recently purchased a large used textbook distributor that will provide more used textbooks options for students.

There was a question regarding the logistics of students ordering used books and receiving new books instead. Len and Neil stated there is a disclaimer on the website that appears four times throughout the transaction that if a used book is not available when the student's order is filled then a new book will be substituted. Students have the option to return the book if they are not satisfied with this.

There was also a concern shared about the price of course packs—Len and Neil stated that a company vets all the copyright clearances for Barnes and Noble, and a University campus printer is used to print the course packs. For course packs that were available at less expensive rates, there were issues with copyright clearances.

Concerning Barnes and Noble human rights and social responsibility policy—the company is a FLA member and insists that all manufacturers of any products sold or purchased comply with FLA standards of human rights. This is very important to the company. Barnes and Noble is also interested in being part of the President's Committee on Social Responsibility.

In regard to concerns about healthy food options at the Bookstore, Barnes and Noble sells sandwiches and salads, removed the frying machine, and with the addition of the full Starbucks the Bookstore will have more healthy food options.

Barnes and Noble wants to work with campus partners, the company wants to be a resource for people on campus.

### Old Items

Academic Integrity Policy- Scholastic Standards reviewing. Visit with FSC- Karen

Karen provided an update to the Committee via email:

Regarding my update on Academic Integrity, Cathy Cocks and I met with Faculty Standards and explained our concerns. They agreed that it is an issue that needs to be addressed, agreed that they could potentially be instrumental in the piece about faculty compliance to utilizing the policy, but certainly agree that they major share of any exploration of the revision of the policy or administration of the process should start with Scholastic Standards. SEC agreed and sent that over to Hedley. We will stay involved in the aspect that are a student welfare concern and I will keep you updated.

### New Items

#### Tabled items

Safety concerns regarding motorbikes, lack of crosswalks and lighting around campus

Finals Schedule and Finals Rescheduling By-Laws- Waiting on SEC request

Academic Integrity Policy- Scholastic Standards reviewing

#### **Future meeting schedule- Thursdays, 9:30am-11:00am**

All meetings will be held in the Senate Conference Room (Hall Dorm Building, Room 123). Call in option is always available.

April 13, 2017- Donna Korb, Center for Students with Disabilities

May 11, 2017 (if needed)