

***Roane State Community College***  
**Minutes of the Monthly Meeting of the Faculty Senate**  
**January 24, 2020**

**Location of Meeting:** Oak Ridge Campus, 2:00 pm Eastern

**Attendees:**

|                                   |                 |                   |
|-----------------------------------|-----------------|-------------------|
| Deborah Miles, President          | Elizabeth Lewis | Ralph Monday      |
| Sue Sain, Vice-President          | Valerie Herd    | Geol Greenlee     |
| Pat Wurth, Secretary              | Casey Cobb      | Laura Vaughn      |
| John Brown, TBR Faculty Sub-Coun. | Cody Miller     | Jala Daniel       |
| Kathy Arcangeli                   | April Insko     | Bryan Wilkerson   |
| Pam Siergiej                      | Dan Hyder       | Jillian Miller    |
| Ryan Campbell                     | Becky Fields    | Krysten Anderson  |
| Michelle Jones                    | Marianna Mabry  | Abby Schoolfield  |
| Vickie Pierce                     | Robert Alfonso  | Guest, Steve Ward |

- I. Established Quorum at 2:05 pm
- II. December 6<sup>th</sup> Faculty Senate Minutes approved
- III. January 13<sup>th</sup> Faculty Senate Minutes approved with revision
- IV. TBR Faculty Sub-Council Update – John Brown; No update until February meeting
- V. Vice President's Report – Sue Sain
  - A. Benroth Award
    1. Proposed change to the timeline so that nominees are identified before winter break.
    2. Motion made and passed to move forward without sending redundant email announcing eligible faculty.
    3. Motion made to amend the portfolio rules regarding late submissions and including three of the criteria rather than the required two. Motion tabled until input is gathered on the issues.
- VI. AAUP Update – Kathy Arcangeli

Motion to go forward with the survey was made and passed. The chapter will ask input from the national AAUP President.
- VII. President's Report
  - A. Faculty Senate General Elections
    1. Election Committee: Laura (Chair), Deborah, Sue, Pat, Elizabeth, John, Mike, Ted
    2. Senators were nominated during division meetings per new procedures.
    3. Next Step: Laura will send an email to all faculty on 1/31 re: P/VP nominations
  - B. Work Group Updates
    1. Current Work Groups
      - a. Adjunct Representation on Senate – Jala Daniel and Geol Greenlee  
Jala is working on a draft proposal.

b. Advising – Stacie Bradshaw and April Insko

This is now a standing committee and will be included on the calendar. April will find out when the next meeting will be held.

c. Availability of Committee Minutes – Deborah Miles

Corresponded with committee members; Hopes to have resolution next month

d. Bookstore Issues – Jala Daniel and Steve Carriger

i. Steve Carriger emailed Senators the Google doc containing questions and the responses from Tim Myers bookstore manager. See Appendix I with Myers' responses in blue. Now that we have statements from the manager, we need to document any violations of stated policy that occur.

ii. Marsha Mathews sent an email to the bookstore manager and copied Jala stating that ordering numbers below enrollment is not acceptable. The group plans to present a proposal at the next meeting.

e. Email Integration – Steve Carriger

After gathering input, there may no longer be a strong interest in taking this any further. Steve will update at the next meeting.

f. Faculty Workload – Sue Sain and Michelle Jones

The group is putting together a policy statement and a cost analysis.

g. Syllabus – Ted Stryk

Update at the February meeting.

h. Zoom Room Update

i. Report sent to President Whaley on 12/16. Response: "Thank you for your email and for the work that's been done relating to Zoom Room issues our students and faculty have been experiencing. I will review and work toward addressing the issues that have been raised." The report included a request for a response and a plan to improve Zoom Rooms. There is no time line for President Whaley's response. Some improvements were apparently made over the holidays.

ii. Convocation Announcements: An alternate interpretation of the survey data which appeared more favorable was presented. Manley & Summer Grants involving class delivery utilizing Zoom Rooms will be the #1 priority.

iii. Decision-making regarding Zoom classes: Faculty opinion should be heard regarding what courses are appropriate for Zoom Room instruction.

iv. Valerie Herd recommended that the survey be repeated this semester or in the fall.

v. Administration is planning to survey students about the Zoom Rooms. Deborah Miles will ask Dr. Ward to allow faculty input on the survey.

2. Suggested Future Work Groups

a. Academic Integrity

i. Emails sent at the end of fall semester indicate concerns.

ii. Online classes without proctored exams provide ample opportunities for cheating

- iii. Faculty sharing names of students caught cheating – FERPA Violation? We need a policy in writing. Deborah Miles will follow up with the TBR lawyer.
- iv. In-class & Online resources for cheating – Do we need to collect a list of these resources to share with faculty?
- v. Support of Dean of Students – Is there an interest in documenting concerns to be shared with the Dean of Students?
- vi. Types of Testing Available – Jala will investigate other testing formats used by PSCC and Walters State.

b. Faculty Senate Constitution

Pat Wurth will chair a constitution work group. She will review the entire constitution and identify areas in need of updating.

C. New Business

- 1. There was a discussion regarding timeline for acknowledgement of Faculty Leave and Compensation (FLAC) contracts. Specific concerns include legal ramifications of teaching without a contract and faculty's desire to have time to review their contracts before classes begin. Senators will send FLAC concerns to President Miles. President Miles will email them to Dr. Ward.
- 2. Geol Greenlee was asked to formulate a statement regarding Academic Festival attendance by faculty. He will bring it to the next meeting.

VIII. Adjourned at 3:25 pm

### Bookstore Concerns

1. Ordering one version of a text, but having a variety of digital options available when the student purchases the book, a variety of versions students don't need for the class and that the prof didn't choose. Does this violate the bookstore's contract?

**We do try to provide choices for our customers. When possible, we provide new, used, rental, and digital versions of a title.**

2. Probably should also try to understand where some problems are specific to a publisher or the bookstore

**Once purchase orders are placed with publishers, we try to relay any problem information we receive to the faculty member or department as soon as we are notified.**

3. In my experience the bookstore appears to be unable to have enough copies of the text and if the student orders through them it sometimes takes them weeks (not days) to fulfill the student order. I don't like the outsourcing of the bookstore. Problems were minimal when it really was a RSCC bookstore and if there were mistakes, they were quickly resolved.

**We work very hard to remain in stock on all titles. When we do run out of a title, we reorder daily and use express shipping on each order. There have been times when the bookstore was out of a title and the publisher was out of the same title. When this happens replacement is delayed. The bookstore has been outsourced since 1991.**

4. I believe that there should not be a time limit on when students are allowed to rent a textbook. For example, in Comp classes, there is a *Prentice Hall Reference Guide* we require which is not often needed until halfway through the semester. However, when my students try to rent it then, the bookstore does not allow them to do so. This forces them to buy it, when some of them – like those going into health fields – will not need to take any more English classes after Comp I. Thus, I just don't see the reason why the bookstore only allows them to rent for a short period of time.

**Students are allowed to rent titles every day throughout the semester.**

5. Since we're in an anonymous format, I will express my frustration that, despite multiple turnovers with the ownership of the bookstore, they insist on keeping the same management. It would be my hope that efforts are made to address the problems with bookstore's employees to improve performance - otherwise, terminate these employees. I do not wish anyone to lose their jobs, however, I do expect problems to be addressed and corrected - that has not been my experience thus far. Please, everyone, correct me if you feel I am not representing your experience.

**I continually work to improve my bookstore knowledge. I work very hard to be responsive to request made to me. I have greatly increase my comfort level with bookstore computer programs versus where I was when the new management company arrived 18 months ago.**

6. I don't like that Tim literally drops F bombs on students, parents of students, and other people. The irony: he does this when he was the one at fault. I don't understand why Harriman campus used to have more than enough space for books but now "there's not enough room to order properly." (We have the same number of students, same number of classes, sections.) I don't like when Tim makes snarky comments blaming Roane State for his own failures and oversights, making statements that Roane State is this and that, as if it is the college's fault that he cannot do his job. I don't understand why books are "sold out" several weeks before the term. When books are "sold out" I don't understand why Tim tells them that a book will come in "in a week or two" and then a month later, it's not there. I don't understand how MANY MANY MANY book orders "got lost" when you can show proof that you ordered them. I don't understand why I ask all of the

other community colleges if they have serious bookstore issues and they just shrug no. I don't understand how we as faculty order books ridiculously early and then wham bam six weeks before the semester "they're on back order and won't be here." How about plan ahead? I don't understand how ANYONE could think keeping Tim and his other employee would result in improvements. I don't understand why we keep seeing the same awful incompetence and the same awful customer service but accept it as the new norm. I don't understand how a bookstore can deny a student access to get her own book, hand her the WRONG book, swear that it's right when she questions it, and then one day later say "NO REFUNDS" when it was the bookstore employee who handed her the WRONG book. I don't understand why RSCC allows this to continue. In the real world, there is accountability and customer service. In the real world, Tim and his other employee and his supervisor would all have been fired years ago. I do understand how the bookstore is run. I have worked there, albeit long ago. I do understand that Sandra and Maryanne and others before made it work and work well. This group couldn't catch a cold in a pneumonia epidemic. Oak Ridge is slightly better, but the Harriman bookstore is a textbook prototype of how NOT to run a business. Most of the faculty have given up and started telling students "don't use them unless you have no choice." Students tell one another the same.

**Bookstore employees are not allowed to use cuss words in the bookstore. Further, all bookstore employees are required to treat everyone who enters the bookstore in a respectful manner. The Harriman Bookstore has plenty of space to carry all needed course materials and supplies.**

7. The online ordering system has issues.

**Our online website was upgraded over the summer of 2019. Last year we processed over 6500 online orders. So far this year we have processed over 4700 online orders. Students who go to our website can enter their R number and their entire course list is available. Our service level agreement is to process online orders within 24 hours.**

8. I requested that a novel be ordered for use in my Composition II classes. The bookstore apparently couldn't order it because it was between printings. No one ever informed me of this problem. The bookstore has had long-running problems that apparently no one is motivated to correct.

**It is the responsibility of the Bookstore Manager to notify Faculty if there are any problems with obtaining their course materials. Our notification is via college email. If the specific title is provided, I will research the bookstore's failure to notify faculty.**

9. Instead of offering Cengage Unlimited subscription (that matches the publisher of the textbook), students are sold another company's "subscription" package without knowing. Then, with my directions on syllabus for Cengage Unlimited, they are confused. The other subscription works but the point of Cengage Unlimited is to buy their subscription and all other books from Cengage are free for the semester.

**In response to organization feedback from customers and institutions, we will not auto-adopt Cengage Unlimited subscriptions. We will still adopt these subscriptions and sell in the bookstore when specifically requested by faculty. Cengage Unlimited is the only subscription service we think we sell in the bookstore.**

10. If the edition of a textbook that we request is not available, or if the company automatically ships the bookstore the newer addition (as I am told they do), someone from the bookstore should send faculty an email to let us know that students will have a different edition. Sometimes that is a huge issue when the editions change the order of chapters, etc.

**It is the responsibility of the Bookstore Manager to notify Faculty if there are any problems with obtaining their course materials. This includes when editions are automatically substituted by the publisher. Our normal method of notification via email.**

11. Each semester, it is the same issue - there are never enough books for the students to purchase. 3 weeks into the start of the semester without books for a student that charged them against financial aid to me is unacceptable. I would like to say that it was limited to this past semester, but it is not, it is the same issue semester after semester. There are never enough books for the students. I agree with the statements above. If we have to order books for the students well in advance, why are there never enough books for the students? Why is it that we have 10 books for 25 students and then we have to squirm to get more ordered or the students have to go somewhere else? I do tell my students to go elsewhere due to the bookstore issues; however some cannot for financial aid reasons. I was told that when we went to Follett that if there were books, they would be ordered and received within 2 days, no more waiting weeks. That does NOT happen. 3 weeks, seriously???

**We work very hard to remain in stock on all titles. When we do run out of a title, we reorder daily and use express shipping on each order. There have been times when the bookstore was out of a title and the publisher was out of the same title. When this happens replacement is delayed.**

12. Many of you have already mentioned that the bookstore frequently does not manage inventory and ordering well enough to supply students with texts when needed. This is a common occurrence that should not be happening. When I was a RSCC student I purchased a required portion of my student nurse uniform and the nurse pack from the bookstore. Both of these items were not sold anywhere else so the bookstore was my only option. I was hopeful I could obtain a list of items in the nurse pack from the bookstore and make my own pack, but after asking the bookstore to publish the items included in the pack I never received an answer. I purchased the items and received a call a week later from the bookstore stating I would need to come back to the bookstore and pay for the nurse pack. I had not been charged for the item on my initial trip. I realize the bookstore can, at times, have a hectic atmosphere, but how rattled must an employee be (I believe it was Tim) to omit a charge for an item? Additionally, this semester I have a student that erroneously purchased our class text as a digital copy rather than hard copy. The student explained that when purchasing texts that the digital copy was the least inexpensive text type offered on the bookstore's site. The student was contacted by the bookstore and told they would need to purchase a hard copy of our text, but that they would not be refunded the purchase price of the mistakenly purchased digital copy of the text. How is the bookstore allowed to withhold refunds from students? Especially if the bookstore was the one to offer both texts to students.

**The change in bookstore management in summer 2018 caused a delay in acquiring some course related supply items – namely Nursing kits, Nursing uniforms, and EMS uniforms. Students are able to receive textbook refunds up to two weeks after the first day of class. A mistake was made when the student picked up the nursing pack and was not properly charge. Once the nursing department the bookstore not to carry a digital title of a certain book, we remove the digital from the class listing and process a refund to any student who return their digital purchase.**

13. I wish I had something positive to say... I do not. The bookstore's ability to meet the needs of faculty/students is abysmal.

**We work very hard in the bookstore to meet all the needs of Roane State students, faculty, and staff.**