



## **Bookstore Advisory Committee: Annual Report**

The Bookstore Advisory Committee (BAC) met two times during the fall term to determine our priorities. It became clear that the most pressing concern was the introduction of the new bookstore ordering software. According to Michaelle Dirubio, our bookstore manager, there were technical issues in the initial launch of the textbook ordering software in PeopleSoft. This new software is now entirely outside the control of the campus bookstore and is handled by our IT department. This led to some delays in faculty being able to place their orders. Michaelle's primary concern about the delay was that it would cause a shortage of used textbooks, which are important to our student population. Moreover, some faculty at RIC reported that their orders were never processed, and in turn, that their textbooks were not available for purchase at the bookstore at the beginning of the term.

The committee decided we should survey the faculty about their experience with the new textbook-ordering software to determine how satisfied faculty are with the system, how the new ordering process compares to the previous one, and how the system could be improved moving forward. In order to evaluate faculty satisfaction with the new system, we adapted a peer-reviewed computer usability satisfaction questionnaire from IBM. We also added several questions after e-mail exchanges throughout the spring semester.

Lewis, J. R. (1995). IBM computer usability satisfaction questionnaires: Psychometric evaluation and instructions for use. *International Journal of Human-Computer Interaction*, 7(1), 57–78.  
<https://doi.org/10.1080/10447319509526110>

The product was a 14-item questionnaire to administer to our faculty. The BAC chair decided that it would be most appropriate to launch the survey in the middle of May after faculty have recently placed their summer and fall orders using the software, which are due Friday, May 5th.

We crafted the following survey recruitment e-mail:

Dear Faculty:

We appreciate that this is a demanding time of year, but the Bookstore Advisory Committee hopes to get your confidential feedback on the new textbook ordering process through the PeopleSoft system. The survey will take about 10 minutes to complete depending on how much qualitative input you decide to provide. The Bookstore Advisory Committee will analyze the survey data and present the findings to the RIC council.

Please complete the survey by May 26th at midnight.

Here is a link to the survey:

[https://ric.qualtrics.com/jfe/form/SV\\_02RcVkg0sIHxobk](https://ric.qualtrics.com/jfe/form/SV_02RcVkg0sIHxobk)

Kind Regards,

Bookstore Advisory Committee

The survey can be previewed using the following link:

[https://ric.qualtrics.com/jfe/form/SV\\_02RcVkg0sIHxobk](https://ric.qualtrics.com/jfe/form/SV_02RcVkg0sIHxobk)

We aim to launch this survey by May 15th and have results analyzed by the end of June.

**Committee Membership:**

Michaëlle Dirubio (Store Manager)

Justin Feeney (Chair)

Brian Knoth

Nelia Kruger

Beth Pinheiro

Geoff Stilwell

Susan Zoll