

Program: Bookstore		Date: 4/27/2018	Submitted By: Margot Casson
Action Item 1	Textbook rental program		
Proposed Action	Launch a textbook rental program, providing students with an alternative to purchasing textbooks		
Responsible Party	Margot Casson and Administrative Services		
Success Criteria	All rentals must be returned by the deadline in order for the program to be successful and remain viable		
Resources	Rental software must be purchased for \$999. The Business Office may need collect on delinquent accounts		
Timeline	Implement pilot program Fall 2018. Return rate will be known at the end of each term		
Action Item 2	Increase product and payment options to offset loss of revenue due to Open Education Resources		
Proposed Action	Once moved to the new location in Founders Hall, increase product selections to better serve stakeholders		
Responsible Party	Margot Casson and Administrative Services		
Success Criteria	Reports generated from the bookstore’s point-of-sale system will show sales trends		
Resources	Order refillable gift cards. Work with campus food services/catering to sell grab-and-go items		
Timeline	Moving to new location July 2018		
Action Item 3	Staffing improvements. Cross-train other campus employees and hire non-benefitted student workers		
Proposed Action	Increase pool of trained student workers. Eliminate .5 FTE position to maximize resources		
Responsible Party	Margot Casson and Administrative Services		
Success Criteria	An overall reduction in personnel expenses (benefits paid to part-time staff) without sacrificing operation functions		
Resources	Use funding previously allocated for .5 FTE position to pay student workers		
Timeline	Staffing changings began April 2018		

Program Action Plan Template

Signatures:

Program Lead

Date

Dean of Instruction

Date

Dean of CTE (when applicable)

Date

VP of Academic Affairs

Date