

Business Operations Leadership Team
April 18, 2024
Lincoln Trail College

Minutes

1. The meeting convened at 9:00 am in the conference room of Williams Hall at LTC.
 - a. Present were Chris Simpson, Mary Johnston, Jamie Henry, Doug Shipman, and Lyn Huey.
 - b. The minutes from the March 21, 2024, meeting was reviewed and approved and the agenda for the meeting was discussed.

2. There was a lengthy review of the meeting with IECC bookstore managers from April 10, 2024. This meeting addressed the following topics.
 - a. One of the strategic goals associated with bookstores is uniform textbook adoption procedures across the four campus bookstores. This goal is to implement a consistent process on each campus.
 - i. This process will also involve the Student Affairs Division, so no action is being taken yet in this area.
 - ii. Chris Simpson is developing a draft textbook adoption form that will be shared with bookstore managers for their review and input.
 - b. Another strategic goal of the Business Operations Division is an in-depth auxiliary unit review. This review includes the current model of textbook purchases that exists with most bookstores.
 - i. There is a plan to move to a district bookstore structure with a bookstore outlet on each of the four campuses. This will include the hiring of a district bookstore manager to facilitate this change and to implement the new structure. A new job description is being developed for the district bookstore manager.
 - ii. The business officers stated that they believe it is wise to develop a team to research different options to determine the best approach as we move away from the current model of textbook purchases. Some of these options include textbook rental, using an e-textbook platform, or equitable/inclusive access.
 - c. As the IECC moves further into synchronous classrooms and a one-college format, students will have increased access to courses on another campus. There has been ongoing discussion about how to manage textbook ordering and distribution to ensure that students have textbooks delivered to their campus bookstore.
 - i. One goal is to eliminate situations where a student must travel to another campus to pick up his/her textbooks. During the summer term, bookstores will pilot a shuttle delivery service among the four campuses.
 - ii. Textbooks will be ordered from the campus bookstore where the instructor is located. These books will be shuttled to the bookstore on the campus where the student is located.
 - d. An ongoing challenge is managing student-athletes with an LOI and the difference in what the LOI provides for textbooks. There is a different approach for funding textbooks for LOI student-athletes on each campus, which will be problematic as textbooks are provided from a different campus bookstore.
 - i. Many student-athletes receive textbooks that have been previously used. However, the course often requires an updated access code, which is not included with the used book. The LOI needs to indicate that the access code or

other course materials such as a lab kit, workbook, or any other consumable materials are not included.

- ii. If these materials are included in the LOI, it must be determined who is paying for the materials, so it is not a cost to be absorbed by the bookstore.
3. A discussion was held on the Graduation Auxiliary Account. Some campuses indicated that their account was in the red. Two topics were discussed in relation to this.
 - a. The timing of the transfer from the district office to the Graduation Auxiliary Account may contribute to the negative balance.
 - b. The graduation fee is \$30 and it has been this amount for as long as any of the business officers can remember. If expenses for the graduation program have escalated, it may be time to make an adjustment to the graduation fee.
4. There was a review of the shared timeline that was created for the business offices, financial aid office, and records office. The timeline will be adjusted to include the agency billing schedule from each business officer.
5. There was discussion about club courses that have a waiver applied.
 - a. It was noted that Ryan Hawkins has developed a committee to review all waivers. Any decisions about waivers will be dependent on the recommendations that come out of this committee.
 - b. A question came up about the authority of the business officer to apply the waiver to the student account without a written form or other communication from the dean's office.
6. During open discussion, the following topics were addressed.
 - a. The business officers will schedule a Teams call to develop a list of scholarship categories.
 - b. There was a review of the billing process for students with an outstanding balance.
 - c. There was discussion about the new Dual Credit Model Partnership Agreement and the role of the business officers in billing area high schools.
7. The next BOLT meeting will be held on Thursday, May 16th at Olney Central College.