

Rogers State University
RFP2324-04 Questions

SALES

- Please provide a category breakdown of the units sold and gross sales for course materials over the past 3 fiscal years, 2023, 2022, and 2021. Categories include new, used, rental, digital inclusive access.

Rogers State
FY21 to FY23

	Actual FY21	Actual FY22	Actual FY23
Inclusive Access Sales	358,337	360,105	473,823
66 New Textbooks	623,263	537,029	404,888
67 Used Textbooks	163,323	136,370	115,002
36 Publisher Rentals	22,262	30,609	30,998
46 New Textbook Rentals	78,169	39,189	38,494
47 Used Textbook Rentals	85,224	59,492	51,259
62 Printed Access Cards	101,771	40,623	22,353
64 Digital Courseware	3,657	0	0
65 eTextbooks	46,924	66,998	131,864
70 School Supplies	20,482	22,900	23,472
71 Electronics	0	6,626	13,787
72 Computer Peripherals	64,192	46,810	55,683
Total	1,567,604	1,346,751	1,361,623

- Provide merchandise sales over the last three fiscal years.
 - Are there any limitations on graduation related sales? **NO**
 - Is there any other provider of campus store services or merchandise sales that the school works with? (Off campus store, athletic website, publisher content provider etc.) **HILLCATGEAR.MERCHORDERS.COM**
 - Will there be a campus store for general merchandise? **UNDECIDED AT THIS TIME, RESPONSES MAY INCLUDE SUCH A STORE IN THEIR PROPOSAL**
 - If so, will it be a self-operated store, or will there be a separate RFP issued for a general merchandise solution? **UNDECIDED AT THIS TIME, RESPONSES MAY INCLUDE SUCH A SOLUTION IN THEIR PROPOSAL**
 - Is there interest in an online-only general merchandise solution? **UNDECIDED AT THIS TIME, RESPONSES MAY INCLUDE SUCH A SOLUTION IN THEIR PROPOSAL**

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- What are the current auxiliary revenues and/or commissions generated by the online bookstore? **THIS INFORMATION WILL NOT BE PROVIDED AT THIS TIME**
- What are the current challenges with your existing online bookstore operations that you would like to see addressed by this RFP? **THIS INFORMATION WILL NOT BE PROVIDED AT THIS TIME**
- What signing bonus was paid by the incumbent bookstore vendor? **THIS INFORMATION WILL NOT BE PROVIDED AT THIS TIME**
 - In what year was this paid?
 - What scholarships were paid for by the incumbent bookstore vendor? □ In what year was this paid?
 - Were there any sponsorships or other financial incentives offered? □ If so, what was the total and year paid?
- Are there any sales reflected in the historical sales numbers that were a result of a one-time grant or other funding that will not occur in the future? **NO**

FINANCIAL AID

- Is Financial Aid allocated to students for textbooks and course materials and used as a tender type in the current bookstore? If so, can you describe the process for how Financial Aid is distributed and then used for course materials/textbooks? **REGULAR UNDERGRADUATE AND GRADUATE STUDENTS MAY CHARGE AT THE BOOKSTORE IF THEY HAVE APPROVED FINANCIAL AID FUNDS IN THEIR ACCOUNT IN AN ACCEPTED OR DISBURSED STATUS. THEY ARE REQUIRED TO HAVE COMPLETED ALL REQUIRED DOCUMENTS WITH THE FINANCIAL AID OFFICE. FOR EXAMPLE, A STUDENT USING DIRECT LOANS WOULD NEED A COMPLETED FAFSA FOR THE AWARD YEAR AND HAVE PROVIDED ALL RELATED VERIFICATION ITEMS, ACCEPTED THEIR DESIRED LOANS, COMPLETED A MASTER PROMISSORY NOTE, ENTRANCE COUNSELING, AND ANNUAL STUDENT LOAN ACKNOWLEDGEMENT. AND PROVIDED AN OFFICIAL COPY OF THEIR FINAL HIGH SCHOOL TRANSCRIPT OR GED. WE HAVE A DOLLAR LIMIT IN PLACE THAT MAY BE INCREASED BY THE FINANCIAL AID OFFICE UPON RECEIPT OF A WRITTEN REQUEST FROM THE STUDENT WITH THE REASON FOR THE INCREASE. THERE IS A LIMITED AMOUNT OF TIME FOR THESE STUDENTS TO CHARGE AGAINST THEIR EXCESS FINANCIAL AID, TO ALLOW TIME FOR EXCESS FUNDS REFUNDS TO BE CALCULATED AND ISSUED BY THE BURSAR OFFICE.**
- In the last 12 months what is the total dollar value spent on textbooks and course materials with financial aid? **\$537,581.03**

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- What percentage of Rogers State University students receive Financial Aid?
APPROXIMATELY 80%
- What, if any, Financial Aid Management software is utilized by Rogers State University?
WE WILL BE USING JENZABAR FINANCIAL AID (JFA) STARTING FALL 2024
- Does the university utilize a third-party financial aid service? (i.e. TrimData FA Link, Total Computing Solutions POS Connect). **NO**
- Are there any restrictions on how students use their financial aid in the bookstore? **YES.**
WE START WITH A BUDGET OF \$400/SEMESTER. IF THEY NEED MORE, FINANCIAL AID WILL CONSIDER AFTER MEETING WITH THE INDIVIDUAL

INFORMATION TECHNOLOGY

- What is the current Student Information System (SIS) in use at Rogers State University?
JENZABAR J1
- What is the current Learning Management System (LMS) in use at Rogers State University? **BLACKBOARD**
- Are there any plans to change your LMS or SIS within the next 18 months? **NO**
- Does Rogers State University have a proprietary “One Card” or “Campus Card” that can be used for purchases at the campus store? If so, who is the backend provider for that card? **NO**
- Does the university currently have a Single Sign On (SSO) solution in place? **YES**

INCLUSIVE ACCESS AND EQUITABLE ACCESS

- Is the University currently implementing an Inclusive Access Program? **YES**
- If so, what is the student opt-out rate? **UNKNOWN, WE BELIEVE IT TO BE 10%.**
 - Does the Institution require the ability for students to “Opt Out” of Equitable Access/First Day of Class models? **YES**
- How many courses/sections are currently using adopted inclusive access materials? What is the annual sales volume of inclusive access? **\$578,236**
- Does IA go through the bookstore provider or directly through the publisher? **THROUGH THE BOOKSTORE PROVIDER**

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- Would the university be interested in implementing an equitable access solution, an intuition solution where all course materials are automatically delivered to all students with the costs included as part of the cost of attendance? **WOULD CONSIDER**
- Are there any state laws preventing the institution from enacting an Inclusive or Equitable Access model on campus? **NO**
- What are the adoption rates for Inclusive Access? **WE HAVE A FEW COURSES THAT ADD THE COST OF DIGITAL COURSE CONTENT INTO STUDENTS' TUITION AND FEES. I BELIEVE NURSING MAY FOR SOME OF THEIR COURSES.**
- In an Equitable Access Model, the vendor charges a standard per student/per text cost. The institution can then consider adding (or not) additional revenue to the vendor price and consider this auxiliary revenue. Is a model like this currently active at the institution or is such a model open for consideration? **WOULD CONSIDER**

OPEN EDUCATION RESOURCES (OER)

- What % of courses with materials use OER? **RSU CONDUCTED AN OER SURVEY IN AUGUST 2023, AND 19 OUT 181 (10.5%) OF FACULTY RESPONDED, AND ALL RESPONDENTS INDICATED THEY USE OER. I ASSUME NON-RESPONDENTS DON'T USE OER.**
- What is the goal of OER % for the following 4 years of the contract? **NO GOAL SET**

ENROLLMENT

- Provide the total credit hours utilized in Fall 2023 and Spring 2024? **36,140 and 33,890 RESPECTIVELY**
- What is the enrollment growth rate projection for the next 5 years? **5% PER YEAR**
- What % of courses use courseware materials? (i.e., My Pearson Lab, Cengage Now, Wiley Plus, etc) **MATH AND STATISTICS CLASSES USE MYMATHLAB AND MYSTATLAB. IN REVIEWING AN ENROLLMENT REPORT FROM TWO FALLS SEMESTERS AGO, THERE WERE 810 STUDENTS ENROLLED IN A MATH OR STAT CLASS AND 50 SECTIONS OF THESE COURSES. REGARDING THE # OF FACULTY USING CENGAGE, THAT WOULD TAKE A SURVEY OF FACULTY TO DETERMINE.**
- What is the current enrollment for concurrent high school students (Dual Enrollment/Dual)? **APPROXIMATELY 525 STUDENTS**

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- Do these students use the same course materials as the other students at the institution? **YES**
- Do these students receive their materials through the bookstore vendor? **THEY MAY PURCHASE AT THE CAMPUS BOOKSTORE OR ELSEWHERE**
- Is the institution able to and interested in including Dual Credit Students as a part of the scope of content coverage through a vendor? **WOULD CONSIDER**

MISCELLANEOUS

- Are book costs included in tuition or a separate billed fee? **BOOKS ARE BILLED SEPERATELY IN ALMOST ALL CLASSES.**
- Will you provide the most recent Text Adoptions book list -preferably in Google Sheet or Excel format? **THIS IS NOT CURRENTLY AVAILABLE – WILL ATTEMPT TO ADD IT LATER.**

- Page 3 of the Solicitation Packet:
 - Section 2: Response to Specifications and Requirements
 - Is this where we respond to the Solicitation Specifications outlined on pages 6-7? **YES**
 - Is this entire section limited to 2 pages? **PLEASE PROVIDE A TWO-PAGE SUMMARY. IF YOU WISH TO ELABORATE FURTHER, PROVIDE AN EXHIBIT OR ATTACHMENT**

- Page 5 of the Solicitation Packet:
 - Responses must be submitted on the forms provided, where applicable. Where a form is not provided, responses must be submitted in MS Word format (.doc or .docx) or Adobe PDF (.pdf).
 - I don't see any forms listed anywhere. Are there forms that were not included in the packet that need to be provided? **THERE ARE NO SPECIFIC FORMS PROVIDED IN THIS RFP**

- Would the institution consider two separate vendors with two separate agreements to work in partnership to provide textbook operations and retail services if it deemed more beneficial to the institution as opposed to a single vendors? **YES**
- Is the institution open to self-operating a spirit store (apparel, merchandise, sundry items, etc) with an online bookstore vendor providing all student-purchased materials

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shipped directly to the campus bookstore for student pickup? **POSSIBLY, PREFER BOOKS BE SHIPPED DIRECTLY TO STUDENTS**

- Would the college be open to a full-service online solution where the apparel, merchandise, and course materials are all sold through an interactive online platform with no permanent physical presence on campus? **YES**
- Could you kindly provide us with the current booklist, including details such as course, section, author, title, ISBN, and current enrollment figures for each course? **THIS INFORMATION WILL ALLOW US TO BETTER ALIGN OUR OFFERINGS WITH YOUR CURRICULUM REQUIREMENTS.**

TIMELINE

- When does the existing BNED contract expire? **EXPIRES JUNE 30, 2024**
- Please confirm the contract commencement date. **JULY1, 2024**
- Which term will students begin purchasing from the new bookstore and new vendor? **BEGIN PURCHASING FALL 2024 (IF TIMELINE PERMITS) OR SPRING 2025**