

## TEXTBOOK ACCESS DISCUSSION

Thank you to everyone who participated in the SBCTC-hosted Textbook Access Discussion on April 17, 2020! Below are notes from the discussion. You'll find below descriptions of challenges that colleges are experiencing in ensuring students have access to textbooks during the COVID-19 pandemic, as well as solutions that colleges have successfully utilized to get books to students. Resources are available at the end of the document.

Have a challenge or solution that you'd like to share here? Do you have any suggestions as to what SBCTC should be advocating for on this topic? Please contact Dylan Jilek ([djilek@sbctc.edu](mailto:djilek@sbctc.edu)) to have your item(s) added.

## DISCUSSION TOPICS

### Access to Books

#### Challenges

- Even with colleges who are shipping for free, not all addressees can safely receive deliveries for a myriad of reasons.
- Several colleges are covering the cost of shipping fees and the cost of delivering to students who cannot get UPS deliveries, but the coverage of these costs is not sustainable and they are looking for funds to cover this.
- FedEx put the wrong labels on one school's boxes so they shipped the wrong books to students. Definitely an unforeseeable problem.
- Many BFET students rely on the bus, which is restricted to essential travel. The BFET program at WCC has been delivering textbooks county wide.
- Accommodating all the individual grant needs, regarding what is required for Opportunity Grant vs BFET, vs other funding sources, has been a challenge.

#### Solutions

- Green River College is doing free shipping to all students. There is an additional shipping fee, but they have found it worth it for their students. Financial aid was able to get funds a week before the spring quarter started. They were able to put online orders in and the college was able to take care of them right away.
  - For those using third party, whose funding didn't come right away (student funding and all of the other groups):

- The students could make an online order and then write in the comments what organization they're getting the funds from so the college would know what to look for to be able to process their order.
- Or departments would actually email lists and the college team would work on these lists and get those textbooks out to the students. So, we did find some ways to be able to still assist all of those students.
- When doing free shipping, the bookstore is currently covering the shipping cost. The bookstore has brought the issue forward to their VP of Student Affairs, and they're looking at getting funding to help with some of the costs.
- For those that did not have credit cards to use or sometimes it's just a difficult transaction, we had them come to the bookstore. We use the entrance on our dock. We put blue tape down so everybody is six feet away. We never had mass crowds which was great. People really did follow the social distancing but we would let these people come in. We had the blue lines inside of the store. We would just end, two or three customers or students at a time and we would be able to help them get their textbooks whether it's cash or just a difficult transaction. Or they needed help just deciphering what they really needed. So that's what we have been doing here to try to get – to help all of our students.
- Another bookstore is also comping the shipping at the bookstore as of now. They also did arrange for delivery locally to students. That is how they got around the students who couldn't have UPS deliveries to their door.
- One college has homeless students who are currently on their roster, as well as students who live in neighborhoods or have housemate situations where they can't receive packages and reasonably expect to get them. They created a bookmobile and delivered our textbooks and calculators county wide. Only two students were late. It worked really well.
- One bookstore did a drive through pick up for students who were unable to have things shipped to them. And they did it in such a way that the materials were put into bags or containers and then through the drive through, the materials were delivered by staff to the student's trunk of the car. So that there was not any direct contact between students and staff through that process and that worked very well for the students who were unable to have shipping.
  - Need to work on a solution for what to do if students can't pop their trunk from inside their car
- One library has been checking out term textbooks, iPads, and graphing calculators, etc. They have a physical set up where it allows them to put something outside of their office window in a plastic crate and then the students can show a photo ID through the window as well. That's been working excellently, and they've been able to schedule in such a way that only one student is scheduled at a time for each pickup. The due dates are the end of term.
- One bookstore has the student call and someone meets them at the bus loop with their books.
- Another bookstore also has the students pick up at their bus loop. They call the store, the bookstore took it out and put it in their trunk.

- At Clark College, we were also able to work with our Bookstore to have students place online orders and be billed to our Workforce programs. We did a massive email and phone campaign to alert students and due to the delayed term start, the majority of our students should receive their books on time. Shipping was free for all students, regardless of funding.
- Highline College Bookstore shipped books to students at no charge.
- OC bookstore created a third party payment option, the code for the third party payment was BFET-(student id and name). Then the bookstore shipped books to students with no shipping costs. Their bookstore manager was so willing to help programs that use the vouchers.
- If you don't need signatures for your items:
  - Consider checking items out through your library computer system, then just have individuals show photo ID through your window to verify who they are.

## Credit Card Issues

### Challenges

- Students who do not have a credit card to make online purchases or are using a 3rd party voucher to purchase books are experiencing difficulty ordering their textbooks and colleges are finding work arounds to make accommodations.

### Solutions

- In regards to students who do not have credit cards - Peninsula College business office arranged for cash to be turned into cashier's checks at their local bank for free.

## eBooks

### Solutions

- Green River College did inclusive access prior to the virus incident happening. They got with a provider and became a white label store so they could offer eBooks in all of the textbooks for those students who are interested in that way of learning. Students did choose -- 340 different titles that they decided to go with eBooks instead of the textbooks. So, there was an increase there. It also helped that they had textbooks and the eBooks so the students could choose which one was better for them.
- WCC offered more eTextbooks this quarter and has been making that shift across the past few years. eTextbooks don't work well for many of their students' learning styles, though, so they try to offer other options.
- Autodesk has free access to software for students and teachers, for more info visit <https://www.autodesk.com/education/covid19?mktvar004=3621887006&internalc=true>
- [Cengage](#) is providing Cengage Unlimited free as long as we are online due to COVID 19. Students just need to use a 14-day free trial, and will be able to re-up the free trials again and again. This

covers all Cengage textbooks, WebAssign, and any other online homework systems they use. Cengage is offering unlimited free trials to students at any college affected by COVID-19.

- Matlab, please visit: [https://www.mathworks.com/licensecenter/classroom/COVID-19\\_Access/](https://www.mathworks.com/licensecenter/classroom/COVID-19_Access/)
- Solid Edge has software download for students, for more details visit <https://solidedge.siemens.com/en/solutions/users/students/>

## Financial Aid Disbursements

### Challenges

- Colleges believe the delayed start of the quarter prevented students from having issues with waiting for financial aid to disburse before they could purchase books. This may be an issue in the future.

### Solutions

- One college dispersed their aid for the original planned quarter start date, although they pushed the date back. So, students had a week to use that refund to buy textbooks when they had financial aid.

## Internet Access

### Challenges

- Students not having access to the internet is a challenge. Even if they park in a business that has access to the internet, they don't have bathrooms. And of course, hot spots are sold out globally, but we have had students reporting that their local phone providers were saying free internet if they could document that they're students.
- At WCC students log onto a virtual desktop to access specialized software. The problem of remote desktop access volume/capacity and student internet quality makes this challenging.

### Solutions

- One college opened up a parking lot for Wi-Fi. It has a portable toilet with a hand washing station for sanitation.
- This doesn't address the bathroom issues, but Clark College did add a hotspot to one of the main parking lots to a Wi-Fi hotspot. The school also began a massive laptop/hotspot loaner program with 500 laptops that will be distributed to students for spring.

## Lending Books

### Challenges

- One of the challenges with lending books is that for some students returning books from winter quarter was a challenge. Partly just because our book drop box kept getting really full. This is

particularly a challenge for those who ride the bus.

## Solutions

- Penalties for not returning textbooks have been waived.
- One college's library book drop is being shared at the moment with a few other offices around campus. It is working ok so far.

## Signatures

### Challenges

- It is currently not possible to get around signature requirements in some programs. One college had students sign a participant reimbursement form. The college employee interacting with the student wears gloves and a mask, and has sanitizer ready for the clipboard for each interaction. Students received a free community college pen that they didn't return. The staff member handed students an extra-long clipboard, so as little physical interaction as possible happened, but there is no way to get around physical interaction if you need a signature for your program.
- A big challenge is getting signatures from those who are new to the BFET program. They need to be enrolled officially in the program before a college can do any disbursements, and so the reimbursement form (which requires a signature) has been providing a challenge in being able to expend funds for tuition or textbooks.

### Solutions

- SBCTC is aware of this issue, and is working with DSHS to advocate for the CTC system's needs.

## Online Labs

### Challenges

- Some courses require an online lab component. There's no code that a student can purchase for the online lab. They have to login and supply credit card information. This is a challenge because an employee would need to create an account for the student and then tell them, here's your temporary password and – and if they have created an account, there's no way for the employee to log in as them. So the school has had to work with the bookstore to get them to purchase the code that could be sent to the student because there was no code for purchase. It was just, whatever account that is logged in gets access.

### Solutions

- The [Journal of Visualized Experiments](#) (JoVE) has free access until June 15th for their videos. The site contains a Lab Manual. Worth checking out if faculty are having challenges regarding labs and lab support materials.

## Open Educational Resources

- Can you have OER books bound like traditional books?
  - Absolutely. Download the PDF and turn it into any type of the print out version that college needs and then place it in the library or bookstore.

## Testing

### Challenges

- At the end of the quarter, one college had students that needed to do GED exams. The college had to use the college's company credit card. Now they don't have a way to pay for GED exam fees until they have access to the college.

## Technology Issues

### Challenges

- Technical support systems are spread very thin as the volume of students new to technology increased so dramatically, many being new to technology.
- People new to technology will often just give up. Some will try seeking help but don't even know what to ask/how to describe their problem.
- Loss of some students already because they were simply too overwhelmed with getting technology, learning technology, and then starting the actual academic work.
- Ensuring that students have equipment that they can use to study remotely is a challenge. This can be more of a challenge with new English language learners. One college is having some difficulty transitioning brand new English learners to their new laptops, including working them through how they turn the laptop on, how they operate it, do they have internet access?

### Solutions

- Consider having your learning center offer online tutoring, and faculty having online office hours, with Zoom or Canvas conferencing.

## ADDITIONAL RESOURCES

1. [Open Educational Resources 101 Google Slide Presentation](#)
  - A. Please connect with [Boyoung Chae \(bchae@sbctc.edu\)](mailto:bchae@sbctc.edu) for any questions on OER
  - B. Boyoung is available for OER webinars with your staff and faculty
2. [Textbook Access Discussion Google Slide Presentation](#)
  - A. Please contact [Dylan Jilek \(djilek@sbctc.edu\)](mailto:djilek@sbctc.edu) for questions on this presentation

# OPEN QUESTIONS & STANDING REQUESTS OF SBCTC

1. Continue to share out resources.
2. Make sure materials and virtual labs are accessible to all students.
3. Bargaining with vendors for eBooks.
4. Share our notes from this meeting with the VPs of Academic Affairs.