BOOKSTORE UPDATE
By Larry Barnhill, Vice President for Finance and Administration

New River Community and Technical College has partnered with Follett Corporation to provide an on-line, virtual bookstore to provide all required course materials in support of academic programs for students at all New River locations starting August 1, 2009.

Follett is a family-owned, privately held company which has been an innovator and leader in the educational marketplace since 1873. Follett prides itself in excellent customer service and expertise with virtual bookstore operations. Follett’s responsibility will be to ensure that all required course materials are available via the New River virtual bookstore site before the opening of each academic semester. Merchandise will be of high quality, including specialty publishers and university presses.

This initial report will be followed with additional information in the Transition Update regarding the program, the transition plan, timeline and any questions and answers that arise during this process. In the coming weeks, we will focus on web site construction with New River branding and collecting book adoption lists from faculty.

The bookstore implementation team consists of Dr. David Ayersman, Nick Bassett, Roger Griffith, Tracy Evans, Donna Lewis, Libby Sturm, Heike Culicerto, and Sandra Dixon. These individuals will be working with Follett to answer questions and establish our virtual bookstore.

A Web page with frequently asked questions about the new Bookstore operations has been created to assist students with transition questions. A sampling of questions can be found on the next page. Please visit the newly created web site at http://www.newriver.edu/index.php/current-students-/academic-services/bookstore to see if there are other questions that need to be added to the list. We encourage you to email any questions to Larry Barnhill.
NEW RIVER VIRTUAL BOOKSTORE:
FREQUENTLY ASKED QUESTIONS

Can I still buy books on campus?
Beginning Fall Semester 2009 textbooks will be available online through the Bookstores website only.

Why is New River moving to an online system?
There are a number of reasons for going to an online system. Providing lower prices students and improved services are the main reasons. Many students already use the internet for purchases. This approach will allow us to be more flexible and provide easier access for our students. This new option will add the convenience of 24 hour ordering and other comprehensive services including access to more used books, eBooks when available, discounted computer products, and 24 hour online buyback.

My computer connection at home is ridiculously slow. Is there any other way?
Offline ordering is available through the virtual Bookstore’s 800 phone and fax service as well as by mail.

Can my books be delivered to my Post Office Box?
Yes, you can have them shipped to your PO Box, or use one of the other shipping choices to have them delivered to your home. Shipping options include USPS and FedEx.

How many days will it take to get my books?
The virtual bookstore offers all forms of shipping, so the choice is yours. Shipping can take from two days to three weeks, depending on the method selected. Air orders received before noon Central Standard Time will be shipped the same day. All orders are shipped within 24 hours.

Are my books going to be more expensive now that I have to pay shipping?
No. The shipping charges were included in the price of the books before and will now be separate. Students will now see a separate price for the book, and the shipping charges. In addition, there will be more used books available, significantly reducing the price of books.

Now that I can’t look at the books before I buy them, just how used is “used”?
Follett offers the highest quality used books of any online book retailer. Every book passes a quality inspection which includes a check for damage, excessive marking or highlighting, and that all pages, bindings and covers are intact.

What about buyback?
End of semester buyback will still be conducted on campus. Buyback will also be available any time via the Virtual Bookstore website. A prepaid shipping label is created at the completion of online buyback so that you do not have to pay to ship the books you have sold.

When can we start using the New River Virtual Bookstore?
The site is scheduled to launch August 1.
BOARD OF GOVERNORS UPDATE

New Board of Governors members were inducted at the annual meeting of the New River Board of Governors on Thursday, June 4.

New Board of Governors representative members: (L-R) Dr. John Mark Walkup (faculty), Rondah Lowe (student) and Donna Feijo (classified staff).

Board of Governors Student Representative, FY 10: Ms. Rondah Lowe

Ms. Lowe, a student on our Beckley campus, was elected to serve her peers. She is majoring in Social Service Management with a concentration in Psychology. She is a 12-year veteran of the United States Army and the proud mother of four young men. She has five grandchildren.

Ms. Lowe has a CNA certification and is a Laubauch Literacy trained and certified instructor. She is also a graduate of the Women’s Step-Up-Program, a program to provide training for women in the areas of carpentry, welding, ceramic tiling, painting, dry-wall, heavy equipment operation, and electrical skills.

Board of Governors Classified Staff Representative, FY 10-12: Ms. Donna Feijo

Ms. Donna Feijo, a student recruiter, is located on our Beckley campus. She has been with the college since April 2008. Ms. Feijo holds a Bachelors of Science in Organizational Leadership. Her leadership continues to help the college reach a wide range of individuals who can benefit from the programs and services of the college.

Board of Governors Faculty Representative, FY 10-12: Dr. John Mark Walkup

Dr. John Mark Walkup is an Associate Professor of Music and the Chairman of Humanities and Social Science Division. He has also served as Assistant Dean of New River’s Beckley Campus. He has been with the college since August 2003, and his office is located on the Nicholas County Campus.

Dr. Walkup earned his bachelors’ degree in Music Education from Glenville State College and a master’s degree in Piano Performance and Pedagogy from the University of Illinois. Last November, Dr. Walkup performed a recital as a final requirement to fulfill his doctorate of Musical Arts degree in Piano Performance and Literature from West Virginia University. This recital also served to benefit the Make-a-Wish Foundation and the New River Community and Technical College Foundation.
**Resolutions of Appreciation**
Board of Governors Chairman Robert Farley presented Resolutions of Appreciation to the three outgoing representative members of the board: Gerald Hough (faculty); Mary Igo (classified staff) and Christopher Pennington (student).

**Advisory Council Members**
Dr. Spring announced that Dr. Lucie Refsland, Professor of Math on the Greenbrier Valley Campus, has been elected to the Advisory Council of Faculty Representatives for FY 2010-12. Mary Igo, program specialist on the Nicholas County Campus, has been re-elected to serve as the representative to the West Virginia Advisory Council of Classified Employees.

**Officer Elections**
Robert Farley of Princeton, chairman of the board for the past two years, expressed his desire to step down from the chairmanship. Leslie Baker of Beckley, who has served as vice chair during Farley’s tenure, was elected to succeed him in the post. Edward Knight of Lewisburg was elected vice chairman and David Nalker of Lewisburg was re-elected secretary. All were elected to one-year terms. Mr. Farley was commended for his outstanding service as chairman. He will remain on the board.