



Office of the Dean of Students

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MEMORANDUM

TO: Deans, Department Executive Officers, Administrative Support Staff, and Faculty
FROM: Bill Nelson, Associate Dean of Students and Executive Director, Iowa Memorial Union
DATE: April 14, 2021
RE: Iowa Hawk Shop and University Bookstore Transition

As you know, the Board of Regents, State of Iowa, approved a request from the university to enter into a partnership with Follett Higher Education Group, Inc., to manage the day-to-day operations of the Iowa Hawk Shop and University Bookstore. The Iowa Hawk Shop will open under Follett management on Monday, April 26, 2021.

This is the culmination of a process started in September 2020, when a Request for Qualifications (RFQL) was issued to explore whether partnering with a large national provider of college and university bookstore services would offer a unique opportunity to enhance student-centered programs, services, and initiatives by increasing the financial base of the Iowa Memorial Union and Division of Student Life.

The RFQL evaluation and selection committee included representatives from the following areas:

- Office of the Provost
- Finance and Operations
- Graduate College
- IT/Teaching, Learning, and Technology
- Division of Student Life
- Office of the Dean of Students and Iowa Memorial Union
- Iowa Hawk Shop and University Bookstore
- Purchasing

Follett was selected by the committee because of their industry expertise, genuine concern for current bookstore staff, demonstrated support to faculty and course material sourcing and adoptions, priority on course material affordability options for students, record of customer service, and the best financial terms. This partnership allows the university to fulfill its strategic priority related to student success within an environment of limited financial resources.

Follett representatives are on campus for the transition process and are joining me in presenting to various groups and committees affiliated with the Office of the Provost and provost-reporting areas. Throughout these presentations, we have heard common themes and questions related to the transition. In response, we are providing a list of frequently asked questions (FAQs) and responses. The list follows below.

Additionally, I am pleased to share representatives from Follett Higher Education Group, Inc., led by Jennifer Hatton, executive vice president, Follett Higher Education, Inc., are offering **two informational sessions on Tuesday, April 27, and Wednesday, April 28. Both sessions will be offered from 12 to 12:45 PM.** These sessions will focus on the ongoing support Follett provides to faculty and course material sourcing and adoption processes. There will be ample opportunity for questions. The zoom links follow:

April 27:

<https://uiowa.zoom.us/j/92094978978?pwd=dGQ3RXFYcExKUjhTeHVZGR3UzRtQT09>

April 28:

<https://uiowa.zoom.us/j/99402721138?pwd=NUNnL2lVc3MzUGVWdG5URk9LbTc4QT09>

The following FAQs are intended to provide you with the best information on the impact of the transition and what that means for you. Departmental administrators: Please distribute this communication in its entirety to faculty and staff in your department.

Am I now required to list my course materials with the Iowa Hawk Shop and University Bookstore?

Yes. It has been the university's goal for the Iowa Hawk Shop and University Bookstore to be the primary source for course material listings. Now, under the agreement with Follett, you are required to list with the Iowa Hawk Shop and University Bookstore. In addition to listing with the Iowa Hawk Shop, you may also list your course materials with Prairie Lights, Iowa Book, or other vendors.

What if I've already listed my course materials with Prairie Lights, Iowa Book, or another vendor for summer or fall 2021? Have those listings been conveyed to the Iowa Hawk Shop? Yes. Listings already placed at Prairie Lights or Iowa Book have been provided to the Office of the Registrar. That information is tracked in MAUI and has been provided to the Iowa Hawk Shop. Any processes for setting up ICON Direct (Unizin) or UI Libraries' access to materials remains the same.

Can I still recommend vendors other than the Iowa Hawk Shop in syllabi? Yes. You can continue listing other vendors in syllabi.

Will Prairie Lights, Iowa Book, or other vendors be listed on MyUI as available options for course materials and textbooks? No. The Iowa Hawk Shop, ICON Direct, and College of Law Bookstore are now the only options listed in MyUI in textbook availability.

Will Iowa Book or Prairie Lights be allowed or able to send textbook orders or information to the UI? Yes. It continues to be important for Prairie Lights and Iowa Book to provide course material and textbook adoption information with the Office of the Registrar for HEOA compliance tracking. However, the adoption information provided by Prairie Lights and Iowa Book will not be listed in MyUI.

Do students have to purchase their course materials and textbooks at the Iowa Hawk Shop? No. Students can still purchase their textbooks from the vendor(s) of their choice.

When do these changes become effective? These changes are currently in process.

Have Prairie Lights and Iowa Book been informed of the university's partnership with Follett? Yes. A letter was sent to Prairie Lights and Iowa Book announcing the UI's new partnership with Follett Higher Education Group, Inc. and provided the points of contact for new management.

Will sales tax now be charged unlike before? Yes. Any private vendor operating the bookstore would be obligated to collect and remit state and local sales taxes. They do not fall under the university's exemption, which is similar to other external parties conducting business on campus.

Please let me know if you have any questions. We hope you are able to attend one of the informational sessions on April 27th or 28th. Thank you.

cc: Kevin Kregel
Tanya Uden-Holman
Lois Geist
Joe Yockey