

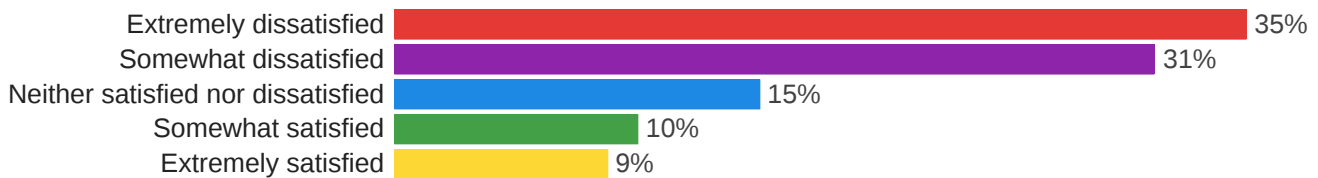
Did you participate in the BookSmart program in the Fall 2023 semester?

113 Responses



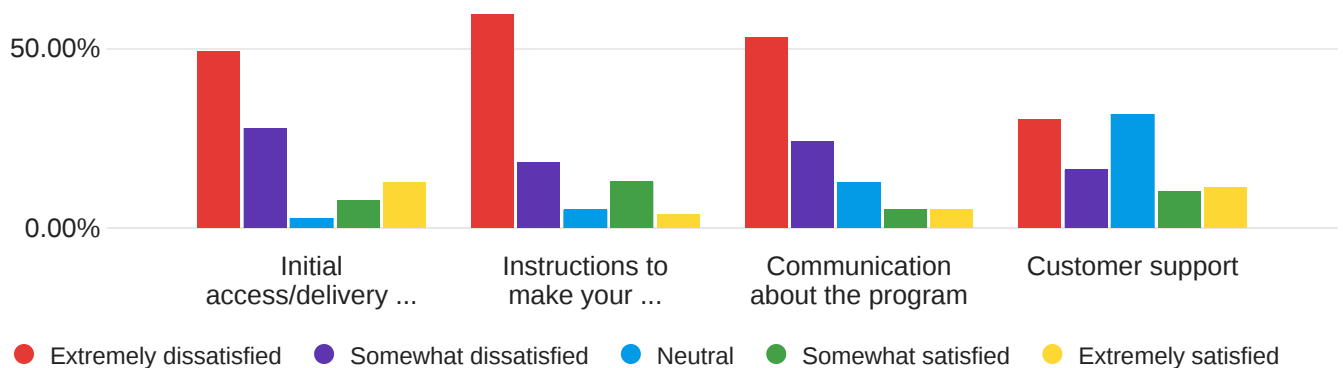
How would you rate your overall level of satisfaction with the BookSmart program in the Fall 2023 semester?

80 Responses



Please rate your level of satisfaction with the BookSmart program in each of the following areas.

79 Responses



Did you experience any difficulties with your online order for BookSmart learning materials for the Fall 2023 semester?

78 Responses



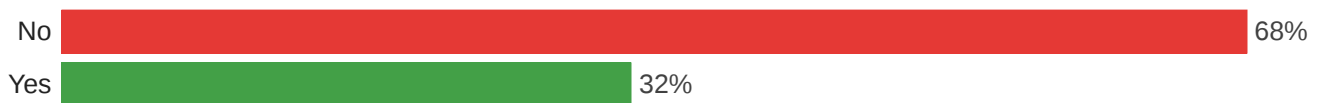
Did you experience any difficulties with making your BookSmart course materials available to students?

76 Responses



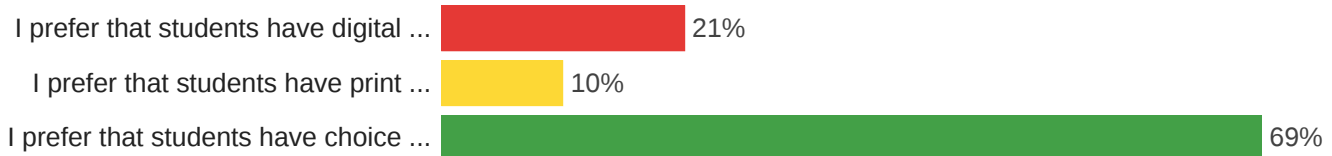
Did all of your students have access to the required course materials ordered through the BookSmart program on the first day of class in all of the courses you teach?

77 Responses



Which of the following best describes how you prefer to deliver your course materials?

78 Responses



Descriptions of Problems with the Online Ordering Process

Yes (please describe) - Text

I didn't have any complaints, so that is a positive outcome; however; I don't know how to receive copies of the texts I use.

I thought my students were going to be given access by the bookstore. I thought they would be able to access it and I wouldn't be something I had to spend some much time on in class.

The order did not apply to multiple sections of the same course.

I emailed about how to do this and got no response. My students were never able to get the book I drama anthology I tried to order for them

Students had trouble accessing the textbook if they had an email alias.

Books are older so Bookstore never stocked them. Told students that since they were old, I probably wouldn't require them. So, students had to purchase on their own through Amazon... like they always have. Ridiculous that the bookstore is dictating how we run our classes.

Some of our books were not included originally-as if they were not linked from our Follett order to the bookstore website.

Issues with initial set-up

Yes.

1. I had no idea about this program when the semester started.
2. Students were unable to access book for first week of classes.
3. Students were unhappy with only having a digital book.

My order was changed by the bookstore, which did not inform me of the change. The bookstore ordered a different version of the textbook than the one I requested and planned to use. That different edition was significantly different, and I had to make substantive unplanned changes to my course and lectures at the start of the semester, which I didn't really have time to do.

I never received any information regarding the materials that I ordered. I assumed they were made available to students at the beginning of the semester, it wasn't until students asked that I found out I needed to add access to Canvas. That was a process to figure out as well.

Assigned books were not available online (ebook) nor in print for students.

In the Spring of 2023, there was confusion about purchasing the textbook for BA-5100 C. Some students were charged twice or couldn't get the book for some reason.

I received NO instructions on how to sync (i.e., have the book appear) on my Canvas site for the students. After I received instructions from a colleague, I was able to complete the instructions, yet the book only appeared for me, not for my students. When I contacted Follett, they referred me to the bookstore and offered NO real suggestions. Upon follow-up, I received an auto-generated email indicating the ticket had been closed out and was remedied.

Students went to the bookstore hoping to get a text only to be sent away, sometimes several times. We are now practically at midterm, and some of my students do not have the text. This has been a disastrous roll out.

I ordered an earlier edition of a textbook, but a later edition was sent to my students.

I found out at the last minute that Booksmart would not offer the text for the class digitally. There was no proactive communication about the text not being available and that the hardcopy texts were on backorder. Then there was a backlog in distributing hard-copy texts to the students. Several students did not have their texts 3 weeks into the class. The bookstore and Booksmart were not in synch with backorder issues and distribution issues with the texts. If I would not have stepped in for some of these students, students would not have their texts now.

The wrong edition was ordered even though the correct issue was entered into Follette.

Incorrect editions of texts.

Software access ISBN items not included correctly.

My course uses Expert TA online homework and the process for getting my students access---posting a link on Canvas to the bookstore where they could get access codes to then copy/paste into the ETA system---was both convoluted and not clearly communicated to me at the start of the semester. This was compounded by the fact that the bookstore initially set me up with the incorrect ETA problem set. And I continued to run into difficulties when students couldn't access their access codes.

Now that I know the process, it will hopefully be easier in future semesters.

Q4_28_TEXT - Yes (please describe) - Text

Yes (please describe) - Text

I have no idea how that went.

Cengage told me that it was working on allowing access and I never got it.

I had no idea how to make these available to students and students didn't know anything about it either. We were told about the program in our department meeting days before the semester began and we were told we would get more information to share with students. To my knowledge, this only came through other faculty members who had figured it out. Students knew more about the program than we did, but even then, many were still lost. I had students who had gained access to the materials show others how to get to them, but they either had to go through the bookstore or another course that knew how to link it to their site. I feel this is a great opportunity, but was rushed, lacked communication, and was not executed well.

Extremely confusing to everyone. Students had no idea what was going on.

I didn't have any information to give them just that it was available to them.

I use an online homework system, and it took almost a week to get the access code from Booksmart.

I didn't try to make course materials available, just a Norton short Drama anthology

I had some trouble figuring out how to properly embed them in Canvas

There was a problem with access to Pearson's MySpanishLab, the website with the e-book and the e-workbook. Previously, our textbook was expensive, but all students had free access for the first two weeks of class. With BookSmart, students did not have access until partway through the second week at the earliest and some didn't access the text until a month into the semester. The combination of Pearson and BookSmart didn't work. Sabrina Heatherly at Follett did a lot of work quickly to fix the problem, but the solution was complicated enough that it took a while for all students to figure it out, and at that point it mostly was their classmates walking them through the process. I believe at least one student who had not planned to opt out paid for Pearson access in the first week of class.

Not on canvas, just at bookstore

Yes, there was not a clear understanding or communication as to which website was needed for each book making it difficult to get the material into Canvas. For example, one of my Elsevier books was actually under BryteWave. The Texas State BookSmart website said conflicting information, as well.

Further, we had trouble getting the students access EHRGo. There was a very bit misunderstanding as to whether their access code would be online or if we needed to get them a physical copy.

Materials weren't available on time

I was completely on my own for this and luckily figured it out after some searching and trial and error.

The lab manuals were backordered/not enough were ordered for students to have the first two weeks of school.

I never received any information regarding the materials that I ordered. I assumed they were made available to students at the beginning of the semester, it wasn't until students asked that I found out I needed to add access to Canvas. That was a process to figure out as well.

Assigned books were not available online nor given to students in print.

There was zero communication or clarity provided on how to integrate materials into Canvas. Through the help of a student, I was able to figure it out and provide guidance to other faculty, but I was at a loss and it set my course back a week or so until all students could access their materials.

I had to lend extra copies of the text to a few of my students who even at this date still do not have the text even though they have been to the bookstore a few times trying to buy it.

I had no idea I was supposed to make the materials available. There were no instructions on how any of this works.

The instructions for making digital materials in Canvas were long and complicated (not user-friendly).

What areas of the BookSmart program would you like to see improved in future semesters?

What areas of the BookSmart program would you like to see improved in future semesters?

Students in some of my classes participate in book groups, so they don't all need copies of the individual books. How could I have some students purchase the one book they need and not all? also these groups are made in the middle semester.

Let faculty know how to access materials. I had to purchase the course text added to my class this semester.

I would like to remind students to use BookSmart, but I don't want to spend a bunch of class time trying to help students figure out what they need to have, nor do I want to do more than put in anymore than what books I'm going to use for the semester. Sorry if that sounds uncooperative.

Not all students do well with digital copies. For example, I get migraines with too much screen time. As a student, I also liked to write or highlight in my textbooks, which provides kinesthetic learning opportunities too. This is not possible with the use of a screen/keyboard and research shows students do better when they can physically write.

I feel the option of online or hard copy should be provided. As a student, I would have been at a large disadvantage medically and educationally.

Instructors need clear explanations and instructions on how to link the materials and help students gain access. I felt helpless not being able to get my students to our textbooks.

Student should have to opt in, not opt out.

There should be clarity and maybe a calculator to help them figure out if it is a good choice for them.

Education on product/program
Audiobooks

Communication and more education.

COMMUNICATION!!!!

Better communication.

Communicate with clearer instructions and something standard to fill out.

I want to be able to assign physical copies of books in those cases where it would benefit the student to have a book in hand, and I want the students to otherwise have the option of purchasing or renting physical or digital, based on their preferences.

Really, though, the whole program is terrible. It involves taking money from humanities and social sciences students to subsidize science textbooks. It prevents students who have budget limitations (as most do) from deciding that they may want to keep particular books long-term. It limits faculty options in assigning texts.

Ultimately, it raises prices for students by preventing competition for sales.

Budget-conscious students willing to seek out used copies have generally been able to save substantial money over bookstore, and reselling unwanted used books can recover a substantial portion of the money spent on them, resulting in lower costs in the end.

Most importantly, though, this is a program designed to generate profits for a third-party vendor at the expense of the university and the students, and that is absolutely unconscionable. The program should be canceled as soon as it possibly can.

Perhaps more direct communication with students. My students didn't seem to know the program existed or that they should be on the lookout for their books there.

I personally had a login issue because my canvas email didn't match my netid email, so I couldn't see my shelf until I got that straightened out. This made it hard to embed the course book on Canvas because I couldn't test out how it worked with my own account. I think we need to verify everyone has access to their books before the beginning of the semester and have better instructions and support for when things go wrong.

Na

Anticipate problems in the interface between BookSmart and Publisher before the semester begins. In my course, it was probably the publisher's fault, but the BookSmart people seemed to have no idea of a potential issue (or even the problems after the semester started, until a student complained to the dean).

Get the materials, old or new, get the materials so student can be prepared.

-A more concise understanding of how to get the digital copies on Canvas.

-Clear directions on the Texas State BookSmart website for reference.

-A more efficient process for EHRGo access codes.

Communication; access to print materials; improved dashboard/ access to electronic materials

Communication, training, students access to materials,

The bookstore should not change the textbook from what is requested by the instructor. In addition, more detailed instructions should be provided to show how to find and set up access to the digital materials.

Q8 - Is there anything else you would like to tell us about your experience with the BookSmart program?

Is there anything else you would like to tell us about your experience with the BookSmart program?

I need a new hard copy of my texts. Or if that is not possible, tell me how to get a copy.

If you already have, I apologize and would now appreciate the information.

I like the idea. I want to save students money, but this isn't for everyone. I think there is room for improvement, but can be very helpful/successful by addressing items mentioned previously.

Thank you for taking the time to gather feedback!

I don't think students fully understood this program, and the poor communication in my opinion was unethical. The lost money, and they did not understand that they would not get to keep the books.

I was extremely disappointed by the decisions made by the university related to BookSmart.

Nope

The best part is student get access on very first day.

I think if we had communication about the program and how to use it properly, we would have had way more positive experiences.

No.

It was terrible and I never received responses to my queries.

This fall, the only undergraduate class I am teaching (and consequently the only one using SmartBooks) is a large introductory lecture class with standardized books, so I have not used the system much yet. But I am very worried about the Spring, when I will be assigning books for a class that includes reading novels and short stories, where students often want to keep the assigned books afterwards. Requiring students to read digital copies will reduce the quality of the learning experience, but most students will not pay for print copies when they have already been charged for digital ones. This program will reduce the quality of the course and harm the education of these students if I cannot obtain some kind of exemption, something I very much doubt that I will be able to get.

My students had many of the same issues I did.

No

In general, I think it's a good option for students. Second-year Spanish's textbook's digital access is \$109 for five months of access. For other courses I teach, I use open access materials. The problem is I feel my students were the beta testers for the program and it affected their ability to learn the material.

Nice to see that the book companies are dictating how we do business. TXST really dropped the ball on this one. Embarrassing!

The bookstore was a huge help and provided very valuable information. They did a wonderful job with helping us through this transition!

N/A

Fortunately, my publisher's service reps were on top of this and got me through the process easily.

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Make the process run much smoother for Spring 2024.

In theory, it's a wonderful idea. In practice, this roll out was a disaster.

It is a wonderful initiative.