Bookstore employees were handing students the wrong textbooks for their classes and/or not giving them all their necessary textbooks when students gave them their schedule and requested to be given all of their books.

Online bookstore site did not show books as being in stock, even though they were. Bookstore employee told me that the online site was not "updating"

Bookstore area never seems to pick up the phone, and not just during the starting week of classes, when they are understandably very busy.

Books are not ordered in sufficient quantities for classes.

- --Losing book orders for classes
- --Switching books for two sections of a class
- --In the switch, changing editions of the book
- --Charging students significantly more than the suggested retail price of the book
- -- Taking 5 weeks to correct the problems

required custom text was not ordered in sufficient quantities, and it took three weeks for students to get the book in some cases. Many just dropped the class, which harms freshman retention. \ upper-level course text was also not ordered correctly, even though I submitted it months in advance and checked the online site.

I can echo what others have said about having to submit orders multiple times. And it has happened during other semesters, too. [confusion regarding ordering through topnet]

I also have found the process of verifying my orders to be confusing. There isn't a clear notification that the verifications have gone through.

I have found the bookstore staff to be courteous and responsive when I've had problems.

I initially ordered my books for this semester through TopNet, but the order was not filled until I emailed the information to Emily

I uploaded all my textbook info via TopNet and it still listed the wrong book. I also emailed to let them know (and this was before the semester even started). This caused a few students to purchase the wrong edition. Until they receive the correct workbook, I'm having to upload pictures of assignments from the workbook because it is all different from the previous edition. That's the only issue I've experienced.

Yes the WKU bookstore has been awful. They make a huge production of making you get your book orders to them early and then don't bother to order them. Case in point, one of my classes still does not have books in and they were ordered in April. I'm really frustrated with the bookstore as I'm sure many of my colleagues are.

I have not run into any difficulty with the bookstore.

I am teaching an online class this fall. I called the bookstore to order a faculty edition at the very beginning of July. I called back again around August 1st to see if it had arrived, and I was told it had not been ordered. It was like they knew nothing about my request. I had given the person on the phone the class number, department, and contact number. They were going to try to get me a copy at that time, but I could never get the book section of the store to pick up the phone in the book department. I was frustrated, and I just contacted the book's publisher, Pearson, and requested a copy. They sent it, and I never did hear from the WKU bookstore about my request. I could have gone to the store in person, but it just was not worth the effort.

I stopped using them last year because of so many errors (not stocking correct book, not getting my submitted request forms, sending back correct books and ordering ones from previous semesters). I just tell my students to order online from Amazon or half.com. So I can't speak to this semester, but it doesn't sound like things have improved.

I never had any difficulty until Forrest Halford retired this past April/May. For the May semester, the listing of texts on the Online Store was not the same as that posted on the Faculty course materials request page. I sent two e-mails and phoned once before any change was made. The e-mail for verification was not received until my May class had already been in session for two weeks. For Fall 2014, one of my classes was posted appropriately, the other had disappeared into cyberspace. I have taken to advising students to look for texts online.

If I did not have so many freshmen who have book scholarships, I would not use the bookstore. I never know if my book order has been accepted/logged. I would say for the last 4 semesters they have run out of books even though all the courses are full. There is no way, as a Coordinator of a program, to order books for the entire program without sending them an email.

Well, the problem seems to be that if you follow the instructions for ordering textbooks at the bookstore webpage, <a href="http://www.wku.edu/wkustore/faculty\_textbook\_requests.php">http://www.wku.edu/wkustore/faculty\_textbook\_requests.php</a>, it tells you to order them through topnet. If you do that, however, they completely ignore it. Instead, you have to email your order to them. I emailed Emily Ruby at the bookstore. She put the orders through, and everything was okay. The issue is, they don't tell you to do it that way – if you follow their directions, your books never get ordered.

Where do I start? None of the books I adopted were ordered, save for those that I rolled over from the previous semester (which was one class). When I caught the problem at the beginning of August (!!), I contacted the bookstore and was assured the problem would be taken care of. As of this week, the third week into the semester, I am still getting reports from students saying the bookstore still does not have the books they need for my class. (Many have acquired their books from other sources.)

It's been absolutely awful dealing with this mess. But it seems I'm not alone, at least. I am glad the matter is being addressed by the Senate. Someone ought to be fired, quite frankly.

This issue also came up at the (PCAL) department heads meeting yesterday. I know a number of us have had the experience of ordering books through TopNet and then discovering that the bookstore didn't order the books.

I've actually had no problems with the bookstore and my ordering, but I know others have.

Ordering books using the topnet link, as we are instructed to do, led to a series of mistakes that were only corrected with repeated e-mails directly with someone at the bookstore. The mistake was usually

the bookstore not catching whatever changed in my order from the previous time I taught the class. On the positive side, I caught the bookstore mistakes because of the confirmation phase of ordering AND the bookstore person (Emily Ruby?) I dealt with via e-mail apologized and did eventually fix the order.