

AFFORDABLE LEARNING \$OLUTIONS

Procedures and Business Practices

Auxiliaries and Bookstore Programs

(Updated July 2025)

Documentation of the processes developed for the deployment and sustainability of AL\$ commercial programs. The design accommodates amendments and additions as they develop.

AL\$ and Bookstores

While campus bookstores were one of the few campus entities not represented within a department at the Office of the Chancellor, Academic Technology Services embraced the campus stores and invited them to participate in the Digital Marketplace program in 2009. Digital Marketplace was a development program for delivering technology-based formats of course materials for students. That development evolved into the deployment program Affordable Learning \$olutions (AL\$.) Throughout the years, the campus stores have been included in AL\$ efforts including encouragement to participate in programs, invitation to provide input on issues and programs, support of store positions, and access to store-specific resources and tools.

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I.ACCESSIBILITY

The California State University and MERLOT has designed a framework that will provide the accessibility community a systematic and easy-to-use method to evaluate the accessibility of course materials. This framework was designed to enable the accessibility community to be able to quickly ascertain useful and quality information concerning digital course materials so they will be usable by all students irrespective of disability status. These methods can be used by publishers to improve the accessibility of their e-textbooks, and by faculty and students in their selection of e-textbooks. For information, please visit https://als.calstate.edu/accessibility_framework.

Disability Student Services (DSS) on each campus is available to convert required course materials to accommodate student disabilities. This includes Braille, large print, and other formats. Commercial materials require the purchase of the materials. Students must first notify and establish themselves as in need of the service and the materials should be available to DSS as early as possible in order to be provided in converted form. Timely adoption of materials and such notification to the campus store is critical to avoid delays in students receiving their materials.

II. BOOKSTORES

- a. Bookstore Advisory Team was established in 2012 with input invited from the campus bookstores. The committee meets once annually during fall term and via phone/email as needed for reviews, recommendations, and other issues. The team includes bookstore directors, course materials managers, regional managers. The 2025-2026 team members are Suzanne Donnelly (Pomona), Rick Dorsey (Dominguez Hills), Steve Higginbotham (Sonoma), Ben Compton (San Diego), Robert Munck (Northridge), Rico Ovalles (Long Beach), Dana Hagge (Barnes&Noble) and Kathleen Hayes (Follett.) Qualifications include quick email response to questions, availability to attend an annual meeting, and willingness to review and comment on programs.
- b. Affordable Learning Solutions hosts an annual meeting for all bookstore directors, course materials managers, and regional managers. The meeting was held March 7, 2025 at Cal State Long Beach. The date for 2026 meeting will be distributed in December 2025.

III. BOOKSTORE WEB SITES: : <https://als.calstate.edu/bookstores>

IV. FACULTY SUPPORT

- a. Affordable Learning Solutions home page: <https://als.calstate.edu/>
- b. Faculty Resource Page: <https://als.calstate.edu/faculty>
- c. Free/OER materials: https://als.calstate.edu/open_educational_resources
- d. Lower Cost Materials: https://als.calstate.edu/lower_cost_course_materials
- e. Campus bookstores and programs: <https://als.calstate.edu/bookstores>
- f. Immediate Access programs: https://als.calstate.edu/immediate_access_programs
- g. Equitable Access/Flat Fee programs: https://als.calstate.edu/equitable_access
- h. Campus Showcases: https://als.calstate.edu/campus_showcases
- i. Campus Coordinators: https://als.calstate.edu/campus_contacts
- j. Library Resources: https://als.calstate.edu/library_resources

V. LEGISLATION: [http:// https://als.calstate.edu/legislation](http://https://als.calstate.edu/legislation)

- AB607 (previously AB2624) proposed amended <https://legiscan.com/CA/text/AB607/2023>
- AB403 Kaira/Bonta/Salas Amendment to College Textbook Act
<https://openstates.org/ca/bills/20212022/AB403/>
- AB960 Brough Exempt sales tax
https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201720180AB960
- SB727 Galgiani Materials Innovative pricing
https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201720180SB727
- SB1359 Medina
http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160SB1359
- AB 798 Bonilla, Textbook Affordability Act
http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520160AB798
- SB 1052/1053 Steinberg, Open Education Council Cool4ed
http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201120120SB1052
- AB 317 Soloria, Textbook Affordability:
- AB 1548 Solorio, Textbook Transparency: www.leginfo.ca.gov/pub/07-08/bill/asm/ab_1501-1550/ab_1548_bill_20071013_chaptered.pdf
- AB 2471 Lara, Transparency and Fairness:
http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201120120AB247
- AB 2477 Liu, Pricing: www.leginfo.ca.gov/pub/03-04/bill/asm/ab_2451-2500/ab_2477_bill_20040916_chaptered.pdf
- SB 48 Alquist, Electronic Alternative: http://www.leginfo.ca.gov/pub/09-10/bill/sen/sb_0001-0050/sb_48_bill_20090825_enrolled.html
- SB 216 Liu, Notice of textbook prices:
http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=200920100SB216
- SB 388 Calderon, Edition and Content: http://www.leginfo.ca.gov/pub/09-10/bill/sen/sb_0351-0400/sb_388_bill_20090416_amended_sen_v97.html
- SB 1328 DeLeon, Format and search engine:
http://leginfo.legislature.ca.gov/faces/billTextClient.xhtml;jsessionid=0ce123f796363a149457b33fdcf8?bill_id=201120120SB1328
- SB850 Zero Degree Programs:
http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201320140SB850

VI. MARKETING:

Various marketing materials are available to download and reproduce from the AL\$ websites. In addition, there is a set of exhibit materials including a medium-sized banner that bookstores may loan for their campus events.

The AL\$ webpage offers tools and resources to plan and market communications and events at https://als.calstate.edu/supporting_materials

For further assistance with marketing resources and to reserve the bookstore loan items, please email sehrhorn@calstate.edu

VII. LISTS**CSU CAMPUS STORE DIRECTORS**

| Campus | Name | Email | Phone |
|------------------|---------------------|----------------------------|--------------|
| Bakersfield. | Richard Salcedo | r.salcedo@follett.com | 661-654-2273 |
| Channel Islands | Kellee Fishman | k.fishman@follett | 805-437-2668 |
| Chico | Steven Novo | s.novo@follett.com | 530-898-4988 |
| Dominguez Hills | Rick Dorsey | r.dorsey@follett.com | 626-715-8904 |
| East Bay | Michelle Duarte | m.duarte@follett.com | 510-885-2726 |
| Fresno | Katherine Whiteside | k.whiteside@follett.com | 559-278-4271 |
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| Long Beach | Cyndi Farrington | Cyndi.farrington@csulb.edu | 562-985-4003 |
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| San Marcos | Yvonne Vega | y.vega@follett.com | 760-750-4730 |
| Sonoma | Steve Higginbotham | sm499@bncollege.com | 707-664-2329 |
| Stanislaus | Gabrielle Archuleta | sm525@bncollege.com | 209-667-3813 |

CSU STORES COURSE MATERIALS MANAGERS

| | | | |
|------------------|-------------------|--------------------------------|--------------|
| Bakersfield MN | Rachel Angon | r.angon@follett.com | 661-654-2273 |
| Channel Island | Angel Covarrubias | a.covarrubiasroble@follett.com | 805-482-5456 |
| Chico SO | Ruxy Machal | r.machal@follett.com | 530-391-5744 |
| Dominguez Hills | Angel Covarrubias | a.covarrubiasroble@follett.com | 310-704-2945 |
| East Bay | Joyce Bold | j.bold@follett.com | 510-885-3507 |
| Fresno | Eva Carmona | ecarmona@csufresno.edu | 559-278-4277 |
| Fullerton | Claude Damsa | cdamsa@fullerton.edu | 657-278-2474 |
| Humboldt | Ruxy Machal | r.machal@follett.com | 530-391-5744 |
| Long Beach | Rico Ovalles | rico.ovalles@csulb.edu | 562-985-7705 |
| Los Angeles | Megan Johnson | TM670@bncollege.com | 323-343-2500 |
| Maritime Academy | Irene Tjorko | bookstore@csum.edu | 707-654-1186 |
| Monterey Bay | Jared Isaef | j.isaef@follett.com | 831-582-5262 |
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| San Diego | Ben Compton | bcompton@sdsu.edu | 619-594-7543 |
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| Stanislaus | | tm525@bncollege.com | 209-667-3161 |

CSU CONTRACT STORES REGIONAL MANAGERS

| | |
|------------------|----------------------|
| Bakersfield MN | Amie Mellinger Watts |
| Channel Island | Mario Villafan |
| Chico SO | Paul Klays |
| Dominguez Hills | Mario Villafan |
| East Bay | Amie Mellinger Watts |
| Fresno | Paul Klays |
| Fullerton | Independent |
| Humboldt | Paul Klays |
| Long Beach | Independent |
| Los Angeles | Stacy Weidner |
| Maritime Academy | Independent |
| Monterey Bay | Amie Mellinger Watts |
| Northridge | Jerry Gonto |
| Pomona | Independent |
| Sacramento | Paul Klays |
| San Bernardino | Jerry Gonto |
| San Diego | Independent |
| San Francisco | Amie Mellinger Watts |
| San Jose | Dana Hagge |
| San Luis Obispo | Amie Mellinger Watts |
| San Marcos | Jerry Gonto |
| Sonoma | Dana Hagge |
| Stanislaus | Dana Hagge |

AVP OR EXECUTIVE DIRECTOR OF AUXILIARY

| Campus | Name | Email |
|------------------|-----------------------|----------------------------------|
| Bakersfield | Wayne Narine | vpsa@csub.edu |
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VIII. CSU INTERACTIVE OPEN TEXTBOOKS

California State University Academic Technologies partnered with Vital Source and developed vibrant interactive versions of Open Stax titles for faculty consideration and adoption. The goal is a more effective (than pdf format) resource at a very low cost designed to result in improved learning experiences and outcomes. <https://get.vitalsource.com/press/oer-adoption-made-easy-through-vitalsource-and-california-state-university>

Open Stax is an initiative at Rice University that has created peer-reviewed open (free) textbooks in digital format. Aimed to compete with major publishers' offerings, content is licensed under Creative Commons Attributions licenses and can be modified to suit different purposes by users.

Student benefits include highlighting and reviewing text easily; sharing notes with peers; end of chapter embedded quizzes; easy mobile device access; direct LMS links; interactive embedded vocabulary; complete accessibility for users with disabilities; standardized ereader; vibrant versus static pdf format.

Faculty benefits include viewing student interaction via an instructor dashboard; monitoring student progress throughout the materials; identifying students who may be falling behind; learning what content students find most relevant or most challenging; reviewing when students are reading and on what devices; monitoring assigned readings and learning who read before class; direct integration/linking into the LMS; improved student comprehension of content.

IX. PRESENTATIONS

The presentations by Affordable Learning Solutions regarding Campus Store support, participation, programs and successes are available on request. Please contact the Auxiliary and Bookstore Liaison at sehrhorn@calstate.edu for these resources.

X. AL\$ WEB PAGE LINKS

WEBINARS: <https://als.calstate.edu/webinar-archives>

CAMPUS COORDINATORS: http://als.csuprojects.org/campus_contacts

STORE MEETING ARCHIVES:

<https://drive.google.com/drive/folders/12k0x7khZkyDf12m92dN99pcOKC-AaifJ>

LIBRARIES: http://als.csuprojects.org/library_resources

XI. ADDITIONAL RESOURCES: AL\$ maintains resources for bookstores to participate in all AL\$ programs and CSU/legal directives. Many may be accessed via the web. For assistance, contact the AL\$ bookstore liaison at sehrhorn@calstate.edu

Auxiliary policy, Title 5: <https://www.calstate.edu/csu-system/auxiliary-organizations> and <https://casetext.com/regulation/california-code-of-regulations/title-5-education/division-5-board-of-trustees-of-the-california-state-universities/chapter-1-california-state-university/subchapter-6-auxiliary-organizations/article-2-functions-of-auxiliary-organizations-and-requirement-for-written-agreements/section-42500-functions-of-auxiliary-organizations>

Course Fees Executive order 1102: <https://calstate.policystat.com/policy/14548905/latest/>

Higher Education Opportunity Act: <http://www2.ed.gov/policy/highered/leg/hea08/index.html>

XII. ACCESS PROGRAMS: Access programs provide access to required course materials to students on or before their first day of class. The opportunity to have access to materials on the first day of classes is critical to students' success. The inability to purchase and/or access materials in a timely manner due to incremental purchases as money is available has been a disadvantage to many students. Access programs alleviate that disadvantage. **In the past five years Access programs have saved CSU students over \$150 million dollars on course materials. The following describes the programs.**

XIII. EQUITABLE ACCESS:

Equitable Access EA (also available under various other names) is a flat fee program for all students and is usually adopted by the campus in whole or by a cohort. In EA, all students are provided all of their required course materials for a term for one flat fee charged at registration. These materials are a one-stop shop via the LMS and provide significant savings overall and one access to all commercial and OER free content. Students who have experienced EA report that the convenience, accuracy, and savings minimize start-of-term stress and improve their learning experience. Faculty are not required to change their selected materials. SDSU was the first CSU campus to launch an EA program for the 2022-23 academic year. SDSU's program charges by the unit enrolled and that costs has decreased as the program progresses. In other campuses, a flat fee for the term is charged. In compliance with CSU Executive Order 1102, students may opt-out of EA. Many programs across the US also identify students who would not benefit from EA and either automatically opt them out or advise them on 'cascading' to an IA program or to pursue direct access to materials. The following campuses had successful EA programs during the 2024-25 academic year: Pomona, San Diego, Long Beach, Sonoma, San Bernardino, and San Jose. In that one year those six EA programs saved students over \$28 million dollars.

XIV. IMMEDIATE ACCESS:

Immediate/Inclusive Access programs are digital only and are at the choice of individual faculty or departments for a class section. Traditional major publisher course materials are digitally delivered to all enrolled students in the class no later than the first day of class at no charge. A free trial period is available for the students. Prior to the end of the free trial period, which is usually the add/drop date, the student will have the option to 'opt-out' electronically and discontinue access to the materials. Students receive multiple notices of the opt-out information, date, and easy opt-out link. The cost is significantly lower than new, used, open market digital, and rental materials. **CSU Affordable Learning \$olutions Immediate Access Programs are available via all campus bookstores and can be delivered through various software applications within the stores' systems.**

The opportunity to have access to materials on the first day of classes without having to pay for them is critically important to students who can only pay for their needs incrementally. The ability to actually use the product without cost and self-determine preferences in format is unique and students report that it proves to be an excellent way for them to try out vibrant digital materials without first paying. Materials in Immediate Access programs are digitally-delivered full versions of traditional major-market textbooks thus faculty do not have to change their preferred content.

All of these improvements are extremely valuable to students and instrumental in students' success which are basics of the Affordable Learning \$olutions goals. The CSU campus stores negotiate prices with publishers and provide access to students.

XV. COURSE FEE SUGGESTIONS:

Course fees are mandatory fees (without an opt-out condition) for content or materials that students are required to have and use in a class and are charged at registration along with registration fee and are collected per policy. Frequently mandatory materials include lab wear and goggles, tickets, devices, art supplies, etc. The use of course fee material is determined by academic departments/faculty. Course materials fees are described via Executive Order as Category III Fees: "Fees associated with state-supported courses specifically for materials and services used in concert with the basic foundation an academic course offering."

Category III Course Fees must be submitted for approval on a campus-specific form from the department chair and the dean to the campus COURSE FEE COMMITTEE. The committees have different names on campuses but are generically referred as Course Fee Approval Committees.

AL\$ has developed 'Five Easy Steps' for faculty/departments to obtain course fee approval in collaboration with the campus store. Planning ahead is critical as the process has been noted take up to six months before start of classes. The campus store is in a position to assist faculty with pricing negotiations, delivery options, alternative formats, and determination of potential student saving

Easy "Five Steps" to Obtain Approval for Course Fees: stores will help with these:

1. Select materials you wish students to have
2. Contact publisher/provider rep and request best CSU pricing
3. Complete the CSU AL\$ standardized form
4. Attach to your campus' course fee approval request form
5. Submit to your department office for chairperson's approval and submission to provost