

10/31/2016

Dear Faculty and Staff Members:

As you may already know, Washington University School of Medicine in St. Louis has selected Follett Higher Education Group to manage your campus store operations - effective 12/8/2016. Follett was chosen as the provider with the best resources, product selection and technology to meet the unique needs of the Washington University School of Medicine community. Follett has provided the Danforth Campus with exemplary service since 1997 and looks forward to doing the same for your campus.

With this new partnership, you can expect the following from Follett:

A Passion for Service: Follett is devoted to delivering a hassle-free shopping experience with a clean and bright store environment, efficient check out and knowledgeable associates that are ready to help you find what you need. At every level, and from each and every person staffing the campus store, expect the highest levels of service.

Choices: Follett is dedicated to delivering access and affordability with an extensive course materials assortment. As a leader in the higher education industry, Follett feels strongly that providing faculty and students with options enhances education—driving access to both products and services that consistently add value in and out of the classroom.

- **New, Used, Print or Digital:** When the cost of higher education is on everyone's mind, you'll be able to leverage new programs and services to help students save. With access to content from more than 6,000 publishers and providers, Follett serves as an on-campus resource to help you and your students navigate the growing number of options.
- **Rental:** Follett brings its text rental program, which saves students up to 80 percent compared to purchasing new. The campus store will offer a risk-free rental experience with the ability to highlight, take notes and easily convert a rental to a purchase should the student decide to keep the text.
- **Digital:** Follett believes that no single format, device or publisher can meet the varied needs of students and faculty. Therefore, the campus store will provide a host of device-agnostic learning technologies - including Follett's BryteWave powered by VitalSource digital reader. Digital materials provide students anywhere, anytime access and often feature engaging learning tools.
- **eFollett.com:** As part of the transition, your online campus store will join the eFollett network. eFollett.com connects all Follett campus stores, Follett's distribution center and a range of vendors to streamline community access to needed materials on any device - including smartphones and tablets.

- **Adoptions:** Follett brings an enhanced online adoption tool that supports faculty exploration and streamlines adoption submission. In the interim, faculty and staff are encouraged to contact the current Danforth Store Management Team directly via phone at (314) 935-5500 or email at 0582mgr@follett.com or 0582txt@follett.com

As part of the transition, short term, we will have an online presence fulfilled from the Danforth campus. We will be operating this virtual bookstore where students will be able to purchase their materials prior to the Spring Semester. A link to the store will be provided to you and your students shortly.

Going forward, in collaboration with your facilities group, we are pleased to announce that we will reopen in February/March in a new bookstore location at 4590 Children's Place St. Louis, MO 63110.

In our effort to serve you better, we would like to solicit your feedback regarding particular items needed inside your new store. We encourage everyone's feedback. After completion, you will be entered into a raffle for a \$100 store gift card.

Please take a moment to complete the following survey prior to November 13, 2016:

<https://www.surveymonkey.com/r/DH67W3J>

If you have any questions regarding the transition, please feel free to contact Rodney Jones, Store Manager at Washington University in St. Louis- Danforth Campus. His phone number is (314) 935-5500.

We look forward to working with you to create a superior campus store that helps deliver on your commitment to patient care, research, and education and enhance the overall Washington University School of Medicine experience.

Sincerely,

Jennifer Shore
Regional Manager - Follett
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