

PACK READY

Supporting Student Success Through Day-One Access to Course Materials

Commitment to Campus Principles

Auxiliary Services is committed to enhancing the student experience and supporting the mission of CSU Pueblo through exceptional service, responsible stewardship, and collaborative partnerships. We strive to create welcoming, accessible, and sustainable programs that contribute to student success, foster campus pride, and strengthen our university community. In every interaction and decision, we are guided by the principles of integrity, accountability, innovation, inclusivity, and service excellence.

Guiding Principle	Commitment	Operational Practice
Student-Centered Service	Ensure every student has equitable access to required course material on the first day of class.	• Annual student orientation and awareness campaigns • Multiple communication touch points before each semester • Easy access to support resources and FAQs • Ongoing assessment of student experience
Integrity & Accountability	Operate the program transparently, ethically, and responsibly.	• Clearly communicate pricing and deadlines • Publish participation and savings data annually • Regularly review program effectiveness and financial sustainability • Maintain compliance with university policies
Collaboration & Partnership	Engage stakeholders in shared responsibility for student success.	• Partner with staff, faculty, Academic Affairs, and Barnes & Noble College • Gather student feedback regularly • Communicate program updates across campus
Excellence & Innovation	Continuously improve the program through assessment and best practices.	• Review participation and adoption data each semester • Explore emerging course material delivery models • Benchmark against peer institutions
Belongings & Respect	Ensure all students can access learning materials regardless of background or circumstance.	• Provide accessible formats and accommodations • Use inclusive and understandable communications • Monitor equity and access outcomes

Our Shared Goal

Together, faculty, staff, and campus partners can ensure every student begins the semester prepared, supported, and ready to learn. Pack Ready is one tool that helps CSU Pueblo advance its commitment to student success, affordability, retention, and academic excellence.

Support Resources

On the [Pack Ready Page](#), please find [this video](#) that shows the experience from the student portal and provides step-by-step instructions with explanation to help the student through the process.

The [Faculty Page](#) has several FAQs and a [faculty navigation guide](#) with links to resources to address challenges.

Referral Guide

Need	Referral	Contact Information
Access code not working	Bookstore	Phone: 719Phone: 719.549.2146 Email: sm8565@bncollege.com
Missing rental materials	Bookstore	Phone: 719.549.2146 Email: sm8565@bncollege.com
Opt-out questions	Pack Ready Portal or Director of Campus Services: Gwen Young	Portal: https://sso.bncollege.com/bes-sp/bessso/saml/csupuebloedu/aip/logon Phone: 719.549.2577 Email: gwen.young@csupueblo.edu
Billing questions	Student Financial Services	Administration Building, room 212 Phone: 719.549.2753 Email: financialaid@csupueblo.edu
Disability-related material accommodations	Disability Resource & Support Center	Occhiato Center, Suite 104 Phone: 719.549.2648 Email: csup_dro@csupueblo.edu
Course material adoption support	Bookstore Textbook Manager: Teresa Stevens	Phone: 719.549.2146 Email: tstevens@bncollege.com

Bookstore General Manager:

Phone: 719.549.2146

Email: sm8565@bncollege.com

Sr. Director Auxiliary Services:

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