

Community Name	Follett Higher Education Group Retail Members
Community Type	Retail workers that I work with
Community Description	Community Purpose

Follett is a company that provides textbooks and materials to university students throughout the country. We provide these services in person at a storefront, and online through the local store website.

Retail Members provide service to students and faculty to provide the materials they need both in and out of the classroom.

Why does this community interest you?	I am a member of this community, having worked for Follett for many years.
What are the key entities involved with this community?	Locations – Follett stores are located throughout the country Customers – Customers are the backbone of any retail industry Inventory – Books and materials for students and teachers
How is data being used, can data be used, or should data be used by this community?	Data can be used to determine QTC (quantity to cover) for certain books based on enrollment. Also, it can be useful for determining whether it is more profitable for schools running their own campus bookstores to contract out to a vendor, such as FHEG, based on size of the college.

Course	IT 340
Student	Chris Green
Key Products & Services created by, offered by, or used by the community	Key Community Needs that your Business Intelligence (BI) System will support
Helping people find their books Filling orders from the website Shipping to customers when needed	Knowing what materials are required for specific classes taught at the school.