

DUAL ENROLLMENT FAQs SPRING 2021

1. Is a contract required to borrow the books?

Yes, there is a required agreement. You, the recipient of loaned textbook(s), must be either 1.) 18 years of age or older or 2.) If under 18 years of age, your parent or legal guardian must sign the agreement as outlined below. They become responsible for the return of the loaned textbook(s).

NO ONE UNDER 18 WILL BE LOANED A BOOK WITHOUT A SIGNED AGREEMENT AS OUTLINED BELOW.

2. I understand I get to borrow books for free. Do I have to pay for any materials for my classes?

The DUAL ENROLLMENT book award covers required textbooks, some access codes, and e-books only. The Loch Shop is only required to provide the least expensive version of a required book, which may be an e-book or online access. The Loch Shop will not provide print versions of textbooks for classes using OpenStax or other online materials. The Loch Shop is not responsible for providing course-related items like lab kits, recommended books, study aids, etc. Non-book items required for class are considered a “course-related fee or supply” that students will need to pay for out of pocket.

3. What is a course-related fee or supply?

Per the definition provided by Georgia Student Finance Commission, course-related fees or supplies are those “fees or supply items required for participation in a specific course and all students enrolled in the specific course are required to pay a fee or purchase such items.” Examples of course-related fees are materials, software, supplies, tools and equipment required for a specific course.

4. Am I responsible for bringing back the textbooks I borrow for DUAL ENROLLMENT classes?

Yes, physical books will be **loaned** to you and will remain the property of Clayton State University. You should never attempt to sell these books or give them away. They are your responsibility to return to the Loch Shop, and you may incur penalties for not returning your physical textbooks. You do not need to return the physical packaging for any access codes you may have issued, only printed materials.

5. What if I lose the book? What if I damage the book?

The student will be charged a late/damaged fee plus a “registration hold” which could result in you not being able to register for classes or receive your current grades until your late/damaged fee has been settled. Damaged books remain the property of Clayton State University and should still be turned in, and a late/damaged fee will be assessed.

6. When must I return the loaned books to the Loch Shop?

For the SPRING 2021 term, on or before MAY 3, 2021. Any damages that might occur during shipping are the responsibility of the party who was loaned the textbook at the beginning of the semester. The Loch Shop is not responsible for mailed books received late or books damaged during shipment. These loaned books remain the property of the Clayton State University and you will be charged the late/damaged fee.

7. What if I drop a class?

If you drop a class, you are no longer considered a Dual Enrollment student for that particular class, and, as such, you will need to ship your loaned textbook back to the Loch Shop within one week of dropping the class to avoid being billed the full retail price of the book. You may contact LochShop@clayton.edu to schedule to drop off your book if you are unable to pay for shipping. You will not be allowed to pick up books for any newly added class(es) if you have not returned the book(s) for the dropped classes.

8. What if I have sequential classes, do I have to bring back any loaned books after finals?

It depends on whether your book is a physical print book, or an e-book:

- If you are in a sequential class and the sequential class is using the same physical print book, you must return the book by the deadline of May 3, 2021, and you will be reissued the book for the next class at the beginning of the SPRING 2021 semester.
- If you are in a sequential class and the sequential class is using the same digital e-book with a one-year access, **you will need to reuse the same login credentials for both classes.** Otherwise, if you create a new log in, you will lose your previous data.
- You will not be issued a second code for a sequential course.
- If you are in a sequential class and the sequential class is using a digital e-book with only a 6-month activation period, you may need to create a new login for the new digital e-text being used in the next class.
- NOTE: *Please check with your professor to see if the digital e-text being used is for a one-year activation period or a six-month activation period.*

9. How do I receive my books for SPRING semester?

You may come to the Loch Shop located at our main campus in Morrow beginning December 17th. Please check online at <https://www.clayton.edu/aux-services/the-loch-shop/> to verify our December and January store hours.

If you are unable to come to the store, you may order your books online. Please review the instructions in Question 11 regarding how to place an online order. **PLEASE NOTE, you will be responsible for paying for shipping.**

10. When will I receive my books for SPRING semester?

You may come to the store to pick up your books beginning December 17th. We strongly urge you to pick up your books as soon as possible. Occasionally, we have issues getting enough books from our suppliers and we want to ensure our Dual Enrollment students are provided with their course materials at the beginning of the semester. Picking up early can help ensure we have your book in stock.

Orders for shipping will be processed in the order that we receive them. Once your order is filled, you will receive a shipping confirmation email. Typically, you should receive your books within 5-7 business days following receipt of the shipping confirmation email. We did experience shipping and fulfillment delays in fall semester related to Covid-19, so please pick up or order your books as soon as possible.

11. How do I place an online order?

Visit www.lochshop.bncollege.com and have your schedule available to enter your course information. When choosing your books, please follow these tips to choose the correct low price option:

- If there are multiple options of the same title, always choose the lowest priced option. This will typically be the access code.
- If there is a book that also has an e-book option, choose the e-book. It should be the lowest priced option. The digital e-book access will be sent to your email account. Always use your Clayton State email address. Be sure to check your spam/junk mail for the digital book access.
- If there is an option to either purchase or rent, please choose Purchase for the online order. This may be a higher priced option but we will update the book to rental during processing.

During checkout, be sure to use your Clayton State student email for the order. Select Gift Card as your payment option and enter your 900# as the card number and pin number. If you are having the books shipped to you, you will also need to enter a credit/debit card to pay for the shipping charge.

You will receive a confirmation email as soon as your order is placed. You will receive a second email when your order is ready to pick up or has shipped. If your order contains a digital e-book, you will receive the digital access email once processed.

*There are no physical textbooks required for the following courses. These books can be found as a free download at www.openstax.org. Please reach out to your professor for more information.

POLS 1101

MATH 1111/1112/1113/1401/1501/2502

ECON 2105/2106 with Professor Zinn

Please do not place multiple orders. If you have questions about your order, email LochShop@clayton.edu.

12. I haven't received my e-books. What do I do?

Always use your Clayton State email address when placing an order. Check your spam/junk mail folder for your digital access email. The subject line will say "**Your Digital Learning**". Contact LochShop@clayton.edu if you have not received your order.