

DUAL ENROLLMENT FAQs FALL 2019

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, have government issued ID, plus LakerCard, and a copy of your schedule from the DUCK, 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.

PLEASE NOTE THAT STUDENTS MUST PICK UP THEIR OWN LAKERCARD AT THE LAKERCARD CENTER (678-466-4215).

If you are 18 years of age or older, please skip to #3.

2. I am under 18 years old. Do I have to bring a parent with me to sign the loan agreement?

No. The Loch Shop has made a change to this policy. While your parent or guardian must still sign the agreement, there are now three ways for them to sign the agreement. Please note that the form must be in hand at the time of pickup.

- a. Forms may be printed from the link on www.clayton.edu/auxservices/the-loch-shop.
- b. Forms may be picked up at the Loch Shop or at the PTC and Henry campuses and taken home for your parent or guardian to sign, then brought with you at the time of pickup.
- c. Your parent or guardian may still accompany you to pick up your books and sign the agreement at that time.

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

The University provides “required” course materials for DUAL ENROLLMENT students. 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 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.

4. 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.

5. 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. Some textbooks or bundled courseware packs may not need to be returned. The cashier will notify you which materials you may keep and which materials are to be returned. **Your loaned books will have a sticker on the back of the book which informs you of the rental return due date.**

Please note: Parents and legal guardians may pick up loaned books for their student as long as they can provide the student's LakerCard and a copy of their schedule.

6. 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.

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

For the Fall 201 term, on or before 5 pm on December 9, 2019. Please make arrangements to have books returned on or before that date. Loaned items may be mailed in, but must arrive to the Loch Shop by that same deadline. 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.

8. What if I drop a class? Why is August 15, 2019, an important date if I drop a class?

If you drop a class during the normal Clayton State University drop/add period (August 12-15, 2019), you are no longer considered a Dual Enrollment student for that particular class, and, as such, you will need to bring your loaned textbook back to the Loch Shop by 2 pm on Friday, August 15, 2019, the last day for textbook refunds/exchanges to avoid being billed the full retail price of the book. 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 by 2 pm on August 15, 2019.

If you are allowed to add a class after the drop/add period, please ask the person who permitted you to add the class to provide to you a note on department letterhead stating that this exception was made. No books will be loaned without an accompanying note.

When dropping any class after the drop/add deadline, you are still responsible for returning the book that is no longer needed along with the note by 2 pm on Friday, August 15, 2019.

9. What if I have already bought the required book for my class for Fall 2019 semester?

Books purchased before the Fall 2019 DUAL ENROLLMENT book pick-up period of August 5 – September 3 from the Loch Shop are not eligible for exchange or refund. Any book purchased in a previous term is not available for return in the following term. Example: if you purchased a textbook for Summer 2019 Term, that book cannot be returned during the Fall 2019 Term for exchange or refund.

10. What if I have sequential classes?

- 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.*

11. Are there certain dates and times when I need to pick up my loaned books?

All DUAL ENROLLMENT students will be able to pick up their books at the Loch Shop on the main Clayton State University campus as follows:

August 5 through September 3, 2019 (Visit www.LochShop.bncollege.com for dates and hours of operation).

12. Can my parent pick up my books for me?

Yes, but they must bring with them a copy of your class schedule, your LakerID, and their photo ID. **PLEASE NOTE THAT STUDENTS MUST PICK UP THEIR OWN LAKERCARD AT THE LAKERCARD CENTER—678-466-4215.**

13. Why can't I pick up my books at the PTC or Henry County Campus?

Unfortunately, due to the fact that the Loch Shop does not have a full-time store location at PTC or Henry County campuses, we are unable to distribute books outside the Loch Shop. We will be on-site at the PTC and Henry County campuses for select days at the end of the semester for book returns. Please contact your Dual Enrollment Coordinator for the exact dates and time.

14. Can't my books just be shipped to me?

No, unfortunately, loaned books for DUAL ENROLLMENT must be picked up in person at the Loch Shop as outlined above. They may, however, for your convenience, be shipped back to the Loch Shop at the end of the term as long as they are received in good, saleable condition on or before 5 pm on December 9, 2019 for the Fall 2019 Term. Books received after December 9, 2019, or in unsaleable condition may result in a registration hold.