

Textbook FAQs

Frequently Asked Questions regarding textbooks

Wesleyan College provides to our students a rental of all required textbooks and online learning materials. Students will receive a shipment or online access to these materials at the beginning of each semester.

Auditor, transient, and cross-registered student books are not provided by the rental program. You will need to source the books on your own.

May students write or highlight in the books?

Absolutely. But it is asked that they be kind to the next student who will get the book. A reasonable amount of writing and highlighting is definitely ok – just don't turn it into a work of art.

What is the format of the books?

Books may be in print or electronic (eBook) format, depending on the format the instructor chooses to adopt for the course.

What is the condition of the books?

Many books are brand new, and all used books are in good-or-better condition.

What if students add or change a class?

If students add a class after they've received their book shipment, they should expect another shipment to get the books for their added classes. If students add a class and haven't received their books, the books for the added class will most likely be included when the rest of their books arrive.

What if students drop a class?

They will receive an email reminder to return the book. Shipping labels will be provided via the personal course materials dashboard online. See next page for details.

When do the books have to be returned?

Books need to be returned by the last day of finals, or within seven days of dropping a course. Students will receive email reminders to help them remember. Graduating seniors will have an earlier deadline than the rest of the student body after their final semester.

Can students go online to view information on their course materials?

Yes. Students may access their personal course materials dashboard online. They will also receive email confirmations when they receive and return books. See next page for login details.

What if students lose or forget to return a book?

Students will be charged 50% of the list price so that the book can be replaced. If you need a replacement book, the textbook manager will coordinate a replacement order.

What if a book was accidentally damaged?

Some normal wear and tear is expected, but if the book is damaged to the point of not being acceptable, students will be charged a non-returned item charge (50% of list price).

What if a student wants to buy or keep a book?

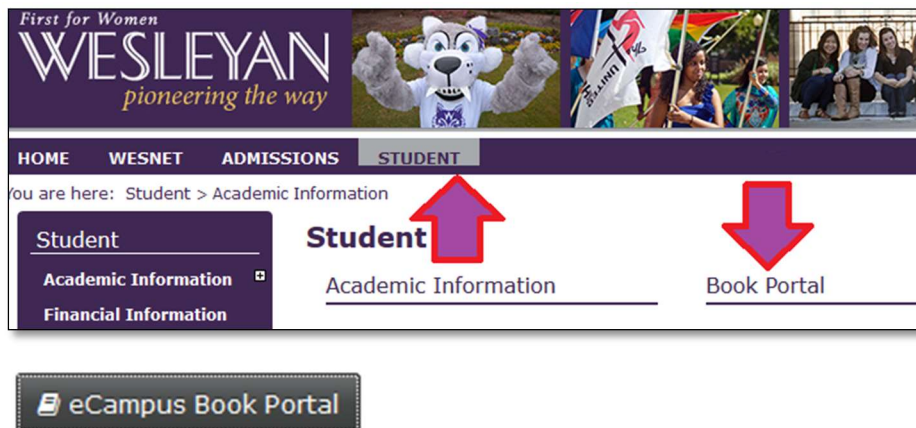
Students may keep any of the books they receive. Some books (e.g. workbooks and access codes) can be kept at no additional cost, and marked "Yours to Keep." For others that need to be returned, students would pay 50% of list price to keep any book – a discount of 20-35% (or more) off the retail price for used books.

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How do students find out the exact cost for keeping, losing or damaging a book? A textbook list is made available on WesPortal so students will be able to determine the item charge for each of their books.

How do I provide my preferred shipping address to receive books? Enter WesPortal and login to your account. <https://wesportal.wesleyancollege.edu/ICS/>

Go to the *Student* tab, and click on the *Book Portal*, then *eCampus Book Portal*.



When you enter the *eCampus Book Portal*, click **My Account, Account Summary, Edit, Account Information, Edit, enter your preferred address and click Save**. Enter your preferred address or **ship directly to campus!** If you ship to campus, your books may be picked up with ease at the campus post office before classes start.

How do I generate a shipping label? From the *eCampus Book Portal*, click on **Return Rentals**, click on **Return My Rental for Free**, and **select the quantity** of the books you would like to return, click **Print Label & Complete Return**. Print the shipping label and packing slip. **THE PACKING SLIP MUST BE INSIDE THE BOX WITH THE RETURN**. Tape up box, place the label on the outside of the box, and ship!

What if I am an auditor or transient student? A textbook list is made available on WesPortal so students will be able to determine the books required for each class. Auditor, transient, and cross-registered student books are not provided by the rental program. You will need to source the books on your own.

More questions? Contact customer service directly at 1-877-284-6744 or email bookstore@ecampus.com.

