

Dual Enrollment Book Process - Frequently Asked Questions:

- 1. What are the business hours for each bookstore location?**
 - a. The hours are available on the LTC Bookstore website. Visit <https://bookstore.laniertech.edu/> for all your LTC Bookstore needs.
- 2. What is the LTC bookstore contact information and campus locations?**
 - a. All LTC Bookstore contact information is available at: https://bookstore.laniertech.edu/site_about_us.asp?
- 3. What is the best time to pick up my dual enrollment textbook?**
 - a. The week prior to classes beginning is the best time each semester to retrieve your textbooks. It is essential that you check the LTC Academic Calendar for all important dates. <https://www.laniertech.edu/academic-calendar/>
- 4. I attend class at the high school or site location. How will I receive my textbooks at the beginning of the semester?**
 - a. LTC will deliver your textbook to the high school or site location representative. If you add or drop classes after the LTC book delivery date, you will be responsible for visiting the campus nearest you to retrieve the dual enrollment textbooks.
- 5. My course uses an Open Education Resource (OER). How do I access this?**
 - a. An Open Education Resource is an electronic textbook available through your LTC Blackboard account. Login and review instructions provided by your LTC instructor.
 - b. If you are unable to locate your virtual textbook, email your instructor from your LTC student email for assistance.
- 6. How do I get a physical textbook if my class utilizes an electronic version?**
 - a. A physical textbook is only provided as an accommodation for a documented disability with the LTC Office of Disability Services at ahaynes@laniertech.edu
 - b. You may purchase a textbook, through a third party, by reviewing the book information provided in the course syllabus! *This is not covered through the Dual Enrollment Funding Program.*
- 7. What is Top Hat and how do I access this software?**
 - a. Top Hat is an online learning platform that will be used in **anatomy and physiology** courses in coordination with your **Open Education Resource textbook!** See question 5 for further information regarding OER.
 - b. *You will receive your unique Top Hat access code from the campus bookstore!*
 - c. If you are unable to locate your virtual textbook or login to Top Hat, email your instructor from your LTC student email for assistance.
- 8. I received a receipt in my textbook. What should I do?**
 - a. The receipt must be signed and returned to LTC. If you attend class at the high school or site location, return the signed receipt to the site representative as soon as possible.

9. I have damaged my dual enrollment textbook. Am I *financially* responsible?

- a. You may be charged up to \$75.00 for a lost or damaged book. It is your responsibility, as the student, to ensure the dual enrollment book is returned in good condition to the campus bookstore at the end of the term.

10. When should I return my dual enrollment textbook?

- a. Each book will have the **deadline to return** on the DE rental sticker. It is important to not remove or damage the rental sticker. The DE Rental Sticker is placed on the barcode of each rented textbook.

11. The campus bookstore was closed when I visited campus to return my textbook. What should I do?

- a. Always verify online the most up to date bookstore location hours before visiting campus: <https://bookstore.laniertech.edu/>
- b. It is important you do not return your dual enrollment textbooks to anyone other than a LTC bookstore representative. It is your responsibility, as the student, to ensure the textbook is returned.

12. I attend class at the high school or site location. How will I return my textbooks at the end of the semester?

- a. The high school or site location representative will collect all textbooks. If you do not return the textbook to the high school or site representative by the set deadline, you will be responsible for returning your textbook to the LTC bookstore.

13. I missed the return deadline. Am I still able to return my textbook?

- a. Yes! However, you are responsible for returning the textbook to the campus bookstore as soon as possible. No one may return the textbook in your place.

14. A "Books Not Returned" hold is on my BannerWeb account. What should I do?

- a. If you have the undamaged textbook, return it to the nearest campus bookstore.
- b. If you have lost or damaged the textbook, you are *financially* responsible for the cost. The student account hold will remain until the outstanding balance is paid in full.