

## Obtaining Course Materials

### **Will I automatically receive course materials?**

Unlike the Fall 2021 semester where books were mailed directly to students by default, students will have to order their textbooks through the PPCC bookstore website <https://ppcc.bncollege.com/> This a result of lessons learned and student feedback. Many students prefer to have their books sooner than the start of the semester. By ordering directly from the bookstore, students can choose to pick up their books as soon as they order them. Also, ordering ensures that a student can validate their address or have their books sent to an address of their choosing.

### **When I order online, how do ensure that I'm getting my free textbooks?**

After selecting your required textbook on the Barnes and Noble website and entering your order information, be sure to select the "PPCC Cares Fund" and submit your Student Number **without the "S"**. You will still see a total, but the required textbooks will be charged to the school, making it free for the students.

### **How are course materials received in person?**

Students that opt to pick up their texts in person will be able to do so once their order is fulfilled and made ready for pickup (typically 24 to 48 hours after ordering) at one of our physical bookstore locations at either the Centennial or Rampart Range campuses. Email notifications will be sent to the email used at the time of ordering when ready to pick up and when digital items are available to access.

### **I have not received an email confirmation regarding my order. Is it ready for pick up?**

You will receive two emails from Barnes and Noble after your order has been placed. The first is confirming that we received your order and will notify you when its ready. And the second stating that your order is ready for pick up. If you cannot find this email, please check your junk/spam folder for emails from Barnes and Noble.

### **Why do I have to pay for shipping?**

PPCC is partnering with Barnes and Noble to run our campus bookstores, their partnership with PPCC excludes free shipping as a part of their services. Because of student feedback – book pickups are expected to be the primary means of students receiving their books. Shipping rates are competitive and can be covered by financial aid (if a student has excess funds available) or at the student's own cost.

### **What if I add or drop a course after ordering my textbooks?**

If you add a course, you will need to complete an additional order with Barnes & Noble. If you drop a course, you have 7 days from the start of class to return any physical books to the PPCC Bookstore. Digital course materials are automatically removed from your digital bookshelf. If you add a course after dropping a course – you will be asked to return the textbook from the course, you dropped before your order for additional textbooks is fulfilled.

## Digital Course Materials

### **How do I access digital items?**

eBooks (likely an access code) will be received via email notification once your order is processed through one of the digital content providers used by Barnes and noble – along with access instructions for the content. Many additional digital items (such as embedded textbooks and open education resources) could be accessible directly in the course - D2L. **Be sure to check your spam/junk-mail folders of the email used when ordering your textbooks.** eBooks are on a website called YUZU which is available in the app store. It is extremely important that you have placed your order with the correct email address. You will log into YUZU with the same email address you used to place your order and you can retrieve your order on the digital library. If your email address is incorrect, you will need to contact YUZU support as the Barnes and Noble team cannot make changes to that account.

## Other Questions

### **How do I get assistance with my online book order?**

Barnes and Noble has personnel at both the centennial and Rampart Bookstores that can assist students in ordering their books. You can also call (719) 502-2665 for support – or you can come into the bookstore to order your books; there are computer kiosks available for students to use in ordering their books in the store – as well associates available to walk you through the process.

**I have an error message with my order, how do I fix this?**

The most common reason for errors is when orders have shipping selected or recommended (not required) materials included in the order without a payment method available (if you either don't have financial aid funds available or didn't have an alternative payment method identified in your order). If you receive error messages, contact Barnes and Noble at (719) 502-2665 or visit a campus bookstore location for assistance.

**Can I use financial aid to purchase items from the bookstore?**

Financial Aid can be used to purchase anything in the bookstore except for food and drink.