

Textbook ordering information

Where do I order my textbooks from? <https://cobleskill.ecampus.com/>

All faculty required and recommended textbook(s) are available through ecampus, our campus partner for textbooks, and can be accessed via the students' banner web account or <https://cobleskill.ecampus.com/>

Textbooks ship free to the college store on campus for the students to pick up. Please allow 2-3 business days for the textbooks to arrive as they are shipped from Kentucky. This is why early ordering is very important, there are no physical textbooks on site to purchase. Once the textbooks have arrived, the student will receive an email (or text if the student selects that option at the time of ordering).

What are the Textbook format options?

- Textbooks may be available in the following textbook options depending on the course.
- **Rental option:** rental option is a contractual option that allows the student to rent the textbook for the semester term. Rental purchases require a credit card to be placed on file at the time of purchase. You may pay with excess financial aid funds applied on your account however credit card information must be entered to secure the textbook. If the textbook is not returned by the due date the credit card on file will be charged to replace the textbook. Rentals do have a return date and must be returned by that date to avoid replacement fees that will be applied to the credit card placed on file at the time the order was placed. Please be sure to read your emails towards the end of semester as reminders of rentals due will be sent out.
- **New format:** Some courses require the materials to be purchased new. Some of these courses, but not limited to, are courses requiring access codes or lab materials. Access codes are a one-time use course material and cannot be purchased used. If purchasing outside of the ecampus site,

please be cautious of any seller who is offering an access code at a low cost. If that code has already been used it has zero value.

- **Used format:** Often course materials are offered in used textbook format. These textbooks do not come with access codes or other materials offered in a new textbook format. However, those materials are not required by the faculty and a used format textbook is a great money saving option for the course.
- **Digital format:** Digital format textbooks/access codes can be purchased for most courses, except for lab manuals and packets. If selecting a digital format textbook, please use your SUNY Cobleskill email. Personal emails often cause access issues and are not recommended. Some digital offer a digital rental option. If choosing this option, the textbook will expire by the due date and you will not have to do anything further.

When should I order my textbooks?

- Ideally students should be prepared on the first day of class for the greatest start to their fall semester.
- Students should **not** wait until the first day of classes before ordering their textbooks. There is a processing and shipping factor that can take 2-3 days before the textbooks arrive on campus. If assignments are due within that time frame the student will not have the materials to successfully complete the assignment.
- Preparation is the greatest tool for success! 😊

How can I pay for my textbooks?

Textbooks may be purchased with a credit card, Coby cash, SFA funds, or other 3rd party payer (ACCESS VR/VA).

- Credit card purchases may be placed at any time.
- SFA (Student Financial Aid) becomes active on the student's banner web/ecampus account 2 weeks prior to the start of classes on August 15, 2023. If you do not see the SFA option on the payment section of ordering,

please reach out to financial services with inquiries. Excess financial aid funds will be applied to the students ecampus account up to \$650.00. Any monies not used will be returned to the financial services office and refunded to the student later in the semester.

- ACCESS VR/VA 3rd party pay purchases are contingent on the start date assigned to the voucher. If you do not see ACCESS VR or VA in the payment section, please reach out to your counselor for start date information. Purchases cannot be made prior to the start date. Also, the rental option is not available with ACCESS VR vouchers. Students will need to purchase new, used, or digital options when selecting if using ACCESS VR.
- Scholarship grants are packaged by student accounts with the student's full awards package. Any scholarship funds for textbooks will be included in this package and those monies applied to the students ecampus account for textbook ordering.
- Coby Cash: Coby cash funds are funds directly paid onto the students' campus Coby card by the student or someone on their behalf. Funds are not part of the meal plan and must be added for ecampus use.

Where do I pick up my textbook order?

- Textbook order(s) can be picked up from the college store if 'ship to store' option is selected. The ship to store option is set as default on the ecampus ordering site for customer convenience. If shipping to home, a flat rate shipping fee will be applied to the order.
- A series of email/text notifications will go out to the student once the order is placed. The first email/text will be the order acknowledgement. A second email/text will be sent out once the order ships from Kentucky. A third email/text will be sent out once the order has arrived at the college store and is ready for pick up. Once you receive this 3rd notification you may stop by and pick up your textbook order.
- Please note: some textbooks will ship separately from the initial order. Please watch your email to ensure you will know when the package arrives at the store if items ship separately.

What if I drop/add a class?

- If a student adds or drops a class, they may request a refund via their ecampus account for the textbook(s) they no longer need. The request must be made within 5 days of dropping the class and the textbook(s) needs to ship back to ecampus via a UPS label that will be provided at the time a return request is made.
- Once the textbook(s) is/are boxed up and the return label affixed to the box, the student may take the box to the college mail room for UPS pick up. Textbooks cannot be returned to the on-campus college store.

Where are my digital textbooks located?

- When an eBook or other digital course materials are ordered, they will appear in the students ecampus account under 'digital library'.
- Please make sure your college email is used when placing ALL digital format orders. Using personal emails causes confusion and if there is an issue, using outside emails makes identifying the issue more difficult, therefore causing delays in resolution.
- Please reach out to ecampus directly with any digital purchase issues at 1-859-209-6958.

What is a marketplace vendor?

- You will notice when selecting your textbooks that some may offer "marketplace" purchasing option(s). A marketplace is an outside entity that is not affiliated with the college.
- Purchases made through the marketplace can be risky, as some items may ship in from out of the country and not arrive in a timely fashion or have delivery issues.

- If ordering via a marketplace vendor. Please reach out to the vendor directly for assistance. We are unable to track packages in the store when they are purchased from a marketplace vendor.

I am here for any questions or concerns you may have, please do not hesitate to reach out 😊 ~Jeri 518-255-5227

***** CULINARY STUDENTS*****

What do I need to pre-order?

- Chef Coat(s), 2 chef coats are recommended to ensure a clean coat for class. Chef coats will ship directly to college store for pick up when you arrive in August.
- Service Bistro shirt, 1 required.

Both items ship from California and can take up to 3 weeks to arrive at the on-campus store. Please preorder both items on our website at <https://collegestore.cobleskill.edu/> no later than July 20th.

All other required culinary supplies are available at the college store for purchase and pick up. Knife kits are in limited stock and should be ordered/purchased soon to avoid selling through prior to the start of classes.

Please watch your Cobleskill email for a letter of required supplies that will be sent out by Chef Campbell.

If you can imagine it,
you can achieve it.

If you
can dream it, you
can become it.

— *William Arthur Ward* —

