

Program Questions

1. Where can I find one list with everything I need for the term?
A. Visit the Online Bookstore at quincy.textbookx.com and log into the website with your QU username and password. Your "My Courses" page will appear which will list all of the courses that you are registered for plus all of the materials that you will receive.
2. Is this a campus-wide program?
A. No: The Online Bookstore supports many models including a combination of student choice and bundled textbooks-in-tuition programs. At Quincy, undergraduate students follow the textbooks-in-tuition format for Fall and Spring terms (summer courses not included) while graduate students make their own choice on what type of textbook to order, when to order, etc.
3. Does this cover all terms?
A. No, Fall and Spring terms follow the textbooks-in-tuition program for undergraduate students. Students are responsible for obtaining course materials for any courses taken for summer courses. The Online Bookstore will contact students registered for these courses once items are available to buy.
4. Can I choose not to participate and order books from someplace else?
A. All students are included in this model and do not need to order textbooks from other vendors.
5. Do I have to verify my order before it is delivered?
A. Nope! The bookstore will send you a confirmation email so that you know what materials you will be receiving, but you do not need to take any action to ensure the materials are delivered.
6. Are the course materials associated with my courses physical or digital?
A. This program provides a mix of physical and digital texts and often depends on faculty choice and availability. You can log into your bookstore account to see which of your items are physical and which are digital.
7. Can I buy other things at the Online Bookstore?
A. Yes! The Online Bookstore sells branded merchandise like apparel and gifts as well as course supplies and other items. Visit it at quincy.textbookx.com/merch. You can browse and order other items like you would on any other online retail store.

Access Questions

1. Where do I pick up my physical books?
A. Your books will be available for pick up at check-in or at the Hawk Shop. Watch your QU email for details
2. What happens if I don't pick up my books?
A. The school will send out several notifications reminding you to pick up your books. If you do not pick them up, you will still be charged for the materials via your tuition bill. Abandoned items will become property of the school.
3. How do I access my digital course materials?
A. All digital course material access information will be emailed to students on or before the first day of class. Depending on the item, materials will be available through a student's LMS account, a publisher website, or through VitalSource. If you need a

reminder about what digital course materials you have access to, visit your bookstore eLibrary account to see a master list.

Payment Questions

1. How much does this cost?
A. The cost is included in tuition and calculated on a flat fee per student per credit hour, regardless of how much each individual textbook costs.
2. How is payment processed?
A. Charges are included with tuition/fee per credit hour; so students will receive a bill from the registrar office or to their student account. L
3. What happens if I drop a class?
A. Refunds will be processed in accordance with existing deadlines and procedures through the school's registrar's office.

Customer Experience Questions

1. What happens if I drop or add a course?
A. Adding a class: The bookstore will continually check for new enrollments in classes up until the add/drop date, so any new materials that are needed will continue to be processed. To check the delivery status, visit your bookstore account and click on "Track."
A. Dropping a class: If physical items were delivered to you, you will receive an email that will contain a packing slip/label that you can print and use to send the books back. If you have already accessed digital course materials for dropped courses, please contact the Customer Experience team for further instructions.

Other Questions

1. Who do I contact if I have additional questions about my course materials?
A. Contact the Online Bookstore's Customer Experience team at quincy.textbookx.com/help
2. It's the first day of class and my textbooks aren't available for pickup or I don't see the digital materials in my Bookstore eLibrary account.
A. Contact our Customer Experience team. If you've recently added a course, then the order might still be on its way. Customer Experience will give you a status update or review your account in case there is a discrepancy.
3. What happens if physical items are damaged or destroyed?
A. If there is a problem with the items that were delivered, our Customer Experience team will replace them as needed. Contact them via the Help page on the website.
4. What happens if I am missing a textbook or received the wrong one?
A. Contact Customer Experience via the Help page on the website and they will assist you. Make sure to include your email, course name, course section, and the isbn of the missing item.