Chattahoochee Tech Dual Enrollment & Dual Achievement Textbook FAQ
Picking up Textbooks and Access Codes:

When can I pick up my textbooks and access codes? DUAL ENROLLMENT & DUAL ACHIEVEMENT (DE/DAP) textbook pick up begins at 9am on the 4th day of the semester or term.

Where do I go to pick up my textbooks and access codes? It varies depending on where your classes are taught. On the first day of the semester (A and B Terms), the Director of Libraries will send an email that includes detailed textbook pick up information.

- In Person Classes – The library on the campus where your classes meet, the College and Career Academy where your classes meet, or the high school where your CTC classes meet
  - If you take classes on multiple CTC campuses then you will have to pick up textbooks and access codes at multiple CTC libraries
- In Person & Online Classes – The library on the campus where your classes are taught, the College and Career Academy where your classes meet, or high school where your CTC classes meet
- Online Only Classes – Please use our DE/DAP Textbook Pick Up Survey to find out where you need to go to pick your textbooks
  - Public & Private High School Students - the library at the campus closest to your High School
  - Online High School or Home School Students – the library at the campus closest to your address on file with the college (shortest distance according to google maps)
- If you make any last minute changes to your schedule, especially during drop/add, it may take additional time to get the textbooks and access codes to your assigned pick up location
- You can call any library to verify where to go to pick your textbooks and access codes
- Do Not purchase your textbooks from the bookstore, if you do you will not be reimbursed
- Do check your syllabus before making a trip to the library, many classes use free online textbooks. For those classes the library will not have anything to give you

What if my class uses instant access codes? Students in classes that use digital/instant access codes will have those emailed to their @students.ChattahoocheeTech.Edu email account beginning the week before classes start through the end of the Drop/Add period.

- **Emails come from one of these three addresses:**

  - **Brytewave: donotreply@redshelf.com Subject:** New Digital Materials Added to Your Library

  - **Cengage Unlimited: @cengage.com** for classes that use Cengage Unlimited as the required textbook for all students

  - **Library Services:** For exceptions where the bookstore system can't email out the codes, where the library decided to purchase a Cengage Unlimited Subscription for a student, or if the library has a code on hand that needs to be used

What if I am taking C-Term classes? If you are also taking A or B term classes then you will pickup all your textbooks and access codes at the same time. If you are only taking C-Term classes or add a C-term class later you can pick up your textbooks and access codes on the 4th day of C-Term.

Do you supply supplemental materials like novels for literature classes, calculators, scantrons, models for cosmetology classes, etc.? No, the college only supplies the required textbook or access code.

Do you supply books/supplies for those classes I am taking that are NOT funded through the Dual Enrollment Program like ARTS 1101, THEA 1101, or MUSC 1101? No, the college only supplies books/supplies for those courses covered under DE funding, it is the student's responsibility to buy books/supplies for those courses not covered under the DE state funding.

Can my Parent, Siblings, Roommate, etc. pick up my textbooks and access codes? No, we can only give textbooks and access codes directly to CTC students.

What do I need to bring with me to pick up my textbooks and access codes? A Photo ID. Acceptable IDs include CTC ID, High School ID, Driver's License, Learner's Permit, or any ID with your Name and Photo on it.

Are any access codes good for more than one semester? Yes, 1 example is the AIRC 1005 Refrigeration Fundamentals class. The code is good for the entire program. These textbooks must be returned at the end of every semester and another copy picked up at the beginning of the next semester. Failure to return these books each semester may results in a Library Hold on your Banner account.

Can I highlight or write in my textbooks? Yes, within reason. If you mark out words, or damage the textbook so it can't be used again you may be billed for the textbook.

Can I sign up for temporary access if I want to access the online content before I can pick up my access code? Most access codes allow a 2 or 3-week free trial. You can get the information you need to sign up for a free trial from your instructor.

What happens if I lose a textbook or access code? The college only supplies one copy of a textbook or access code. If you lose a returnable textbook or an access code then you are responsible for purchasing a replacement. If you lose a returnable textbook you may be billed if you keep the replacement copy you purchase.

If the required textbook is the ebook or access code, can you supply a print copy of the books? No, if the required format is an ebook or access code then we only supply that format. In some cases we have a printed copy of the textbook on reserve, but those reserve items can only be used in the library. Students wanting a print copy of the book that they can take home will have to buy their own copy.

What happens if I don't pick up my materials? There is no punishment for not picking up your materials, but not having the textbook or online access can have a negative impact on your grades.

Technical Problems:

Where do I go if it says my code has already been used? Please contact the library as soon as possible. Occasionally there are problems with the codes we purchase. If it is a library error we will give you a replacement.

Where do I go if I think I have the wrong book or code for my class? Please contact the library. We will double check the textbook order and confirm. If you could supply us with a copy of your syllabus that can help us resolve the problem faster.

What do I do If have technical problems accessing the online content? Contact your instructor.

What do I do if I spell my email address wrong when I setup my access code? Contact your instructor.

Returning Books:

Do I have to return my books? If you are given a textbook with a Chattahoochee Tech Library barcode on it, then yes you have to return it. You do not have to return: Access codes, most textbooks with access codes, or textbooks that are only a packet of loose-leaf pages.

When are my books due? Textbooks are due by the last day of finals for the Full Term.

Where do I return my books? In person to the library where you picked them up, but your next option is in person to another campus library. If you can't return them when the library is open please contact the library as soon as possible to make other arrangements.

What happens if I forget to return my books? We will send you an overdue notice and place a Library Hold on your Banner account. The Banner hold will prevent you from viewing your grades, registering for the next semester, and block transcript orders. You may also be billed for the lost textbook.

Can I return my books early? Yes, if you are done with a textbook then you can return it early.