



WHEN ARE MY TEXTBOOK ORDERS DUE? AND WHY SO EARLY?

Adoptions are due prior to the semester's course registration date. This allows the Duke Online Bookstore Team adequate time to perform publisher availability checks prior to student ordering.

The Higher Education Opportunity Act (HEOA) has provisions to reduce costs to students while supporting instructors' ability to select high-quality course materials. HEOA requires that course book information be made available to students before they enroll in a course. Duke University complies with HEOA by asking faculty to submit book orders via DukeHub so that they can be listed accordingly.

Providing book lists to the Duke Online Bookstore before the deadline makes it possible for us to buy back textbooks at the best prices for your students at the end of the semester and offer them at a discount in the future as used or rental textbooks.

HOW DO I SUBMIT MY TEXTBOOK ADOPTIONS?

You can access the FAST adoption portal from within DukeHub. An instructional guide is available by scanning the QR code in the document header.

Upon logging in, your course list should automatically appear. Choose the course you wish to edit. Select the **Add Adoption** button to add your selected **ISBN** along with the **Importance** level and option to designate the adoption as required to be purchased in new condition.

HOW AM I ASSIGNED TO A COURSE? DO YOU NEED MY COURSE INFORMATION?

The FAST adoption portal receives automatic updates directly from DukeHub throughout the day. The information shown in FAST is the information we are receiving directly from the Registrar at Duke University. Cancelled courses, course names, sections, instructors and enrollment are all part of this automatic integration. You will never need to update this information manually. If you do not see courses listed in FAST that you are responsible for, please email the Duke Online Bookstore Team and let them know which courses you are missing.

MY COURSE SAYS TEXTBOOKS TO BE DETERMINED. WHAT DOES THAT MEAN?

Until an adoption is added to a course or "Textbooks are not required for this course" is selected, each course will default to TBD. This allows Duke University to remain HEOA compliant, while also informing the students to check back at a later time. If books are added after the deadline, a course will automatically be marked as TBD for 24-48 hours. This allows the Duke Online Bookstore Team enough time to confirm publisher availability. You will only be notified if an issue with a book exists.

I WANT TO USE THE SAME BOOK AS LAST SEMESTER, BUT I CAN'T REMEMBER THE ISBN. HOW DO I ADD THIS BOOK?

You may view past adoptions by selecting the **View Adoption History** button located under the **Course Adoption Details** bar. Simply check the **Adopt this item** box of the book you wish to add, and select **Add Adoptions**.

I WOULD LIKE TO HAVE A COURSE PACK OR OTHER CUSTOM LEARNING MATERIAL CREATED; CAN YOU ASSIST?

We will work with LAD Custom Publishing to have an ISBN assigned to your course pack. The course pack production will be to your specifications. Print and eBook options are available. Please contact the Duke Online Bookstore Team for an order form and file share instructions.



I TRIED TO ADD A CUSTOM BOOK, BUT IT SAID THE ITEM WAS NOT IN THE PRODUCT CATALOG. HOW DO I LIST THIS BOOK? HOW DO I LIST MATERIALS THAT ARE NOT BOOKS?

If you try to add a book or product that is not in our product catalog – custom books, course packs, foreign titles, calculators, lab coats, clickers, etc. – select the **Click here** link in the notification to send your bookstore team a message. We ask that you provide any information that may be helpful to assist us in adding this book or product to our catalog. After the item is created, we will add it to the course on your behalf and email you confirmation once complete.

I ALREADY SUBMITTED MY ADOPTIONS. WHAT HAPPENS IF THE INSTRUCTOR CHANGES?

Course adoptions will remain per course, not per instructor. Therefore, even if an instructor changes for a course, the adoption(s) you submitted will remain listed for that course. If the new instructor wishes to change adoptions after the deadline, the Duke Online Bookstore Team will need to be informed.

I SUBMITTED MY ADOPTION FOR ONE COURSE, BUT ALL SECTIONS WILL BE USING IT. DO I HAVE TO ADD THIS TO EVERY COURSE INDIVIDUALLY?

No, you may add the same adoption(s) to multiple sections. After you have added the adoption(s) to one course, select the **Copy All** button, and choose the course(s) to which you wish to copy the adoption(s).

HOW DO I REMOVE AN ADOPTION FROM MY COURSE?

Adoptions may only be removed through FAST before the deadline. To remove, select the black and white X to the right of the book information. To remove after the deadline, you must email the Duke Online Bookstore Team. This allows our customer service team to contact students who may have already ordered.

HOW CAN I CHECK THE PRICE OF A BOOK BEFORE I ADD IT TO MY COURSE?

Prices and purchasing options may be reviewed by using the **Catalog** tool at the top of the FAST page. Enter the ISBN in the search bar, then select **Details**.

WHERE DO STUDENTS PICK UP THEIR BOOKS? HOW ARE THEY DELIVERED?

Duke University students receive free expedited shipping for all orders shipped to the University Store and Medical Center Bookstore. Orders placed before 1PM ET will ship same-day. These features exclude marketplace orders. Students have the choice to ship to their home/dorm, The Duke University Store at Bryan Center, or the Medical Center Bookstore.

HOW DO I GET A DESK COPY OF A BOOK??

After a book is added to a course, a **Request Desk Copy** button will appear. You may also search any book in the **Catalog** tool at the top of the FAST page and request a desk copy from the book's **Details** page. After a request is submitted, the Duke Online Bookstore Team will receive an automated email and request it directly from the publisher on your behalf. Please note, desk copies are distributed at the compliance of the publisher and are never guaranteed.