HAVERFORD COLLEGE | **ONLINE BOOKSTORE**

FAQs *for Faculty*

When are my textbook orders due? And why so early?

Adoptions are due approximately six weeks prior to the scheduled site live date. This allows the Online Bookstore Team adequate time to check publisher availability and communicate problem titles prior to students ordering course materials. 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. The Online Bookstore complies with HEOA by asking faculty to submit course adoptions to their Online Bookstore Team so they can be listed accordingly. This act requires that textbooks be listed as accurately as possible prior to student registration. Receiving course adoptions prior to the adoption deadline allows us to buy back textbooks from your students at premium pricing at the end of each semester and resell them at a discounted price in the future as used or rental textbooks.

How do I submit my textbook adoptions?

Log in to the FAST portal by entering your school credentials at fast.ecampus.com/school/haverford. Upon logging in, your course list should automatically appear. Choose the course you wish to edit. You may also use the search bar to locate a specific course or change the semester by selecting the filters underneath it. To add an adoption, select the **Add Adoptions** button. If there are no course materials required, select the box next to **Textbooks are not required for this course**. Enter the ISBN into the ISBN/UPC/Product field and choose the Importance level.

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 **Textbooks to be determined** status. This allows the online bookstore to remain HEOA compliant, while also informing the students to return to the Online Bookstore at a later date. If books are added after the deadline, a course will automatically be marked as **Textbooks to be determined** for 24-48 hours. This allows the Online Bookstore Team enough time to confirm publisher availability. You will be notified if an issue with your selected text adoption exists.

I want to use the same book as last semester but 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 Adoptions Details** bar. Simply check the box to 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?

Yes. We will work with a custom publishing company to have an ISBN assigned to your course pack. Please contact your Online Bookstore Team for additional 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 attempt 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 to send your Online Bookstore Team a message. We ask that you provide all information you find may be helpful to assist us in adding this book or product to our catalog. After this item is created, we will add it to the course on your behalf and email you confirmation once this is complete.

I submitted my adoption for one course, but all sections will be using it. Do I have to add this into every course individually?

No, you may add the same book into several sections by entering one course. After you have added an adoption and approved it for one section, select the **Copy All** button and choose the course(s) you wish to duplicate the adoption(s) to.

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How do I remove an adoption from my course?
Adoptions may only be removed through FAST before the deadline. To remove, select the **X** to the right of the book comments textbox. To remove adoptions after the deadline, you must email your Online Bookstore Team. This allows our customer service team to contact students who may have already ordered the item.

How can I check the price of a book before I add it to my course?
Prices as well as purchasing options may be reviewed by using the **Adoption 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?
Students may ship to any valid shipping address. Students will receive email and text message alerts (if they choose to opt in) when their package is shipped and delivered. Books are shipped based on availability. The availability of each book will be indicated under the condition of each item during the ordering process. If a book is in stock and the order is placed before 11 AM ET, it will ship the same day. Any orders placed after 11 AM ET will ship the next business day. Books will be shipped via the shipping method selected at checkout Monday through Friday. Books are delivered Monday through Saturday.

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 near it. You may also search any book in the **Adoption Tool** at the top of the **FAST** screen and request a desk copy from the Details page. After a request is submitted, the Online Bookstore Team will receive an automatic 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.