



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 checks prior to student ordering. The eCampus.com Online Bookstore Team is available to assist at princeton@ecampus.com if you cannot meet these dates.

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. Your school complies with HEOA by asking faculty to submit course adoptions to the Online Bookstore Team so that they can be listed accordingly. This act requires that textbooks be listed as accurately as possible at the time of student registration.

Providing course adoptions to the Online Bookstore at princeton.ecampus.com prior to the deadline allows us to buyback 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 REQUEST DELEGATE ACCESS FOR MYSELF OR OTHERS IN THE DEPARTMENT?

If you need to request delegate access, please contact the Online Bookstore Team directly princeton@ecampus.com.

WHERE SHOULD FACULTY AND THEIR DELEGATES GO TO ADOPT COURSE MATERIALS?

Faculty and staff can access the Faculty Administration Support Tool (FAST) easily and securely through a single sign-on process. To do so, please log into the FAST adoption portal with your Princeton NetID and password using the following link: fast.ecampus.com/school/princeton. Once logged in, you can view, select, and adopt purchasing options that best fit your needs. eCampus.com provides a variety of course materials at digital, new, used, and rental pricing, with different shipping options available for your convenience. To request delegate (textbook admin) access, contact the Online Bookstore Team directly at princeton@ecampus.com.

HOW DO I SUBMIT MY TEXTBOOK ADOPTIONS?

Visit <https://www.fast.ecampus.com/school/princeton> and log in using your Princeton NetID and password.

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. You can also use the **View Adoption History** button to easily readopt materials that have been used in previous academic years.

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 next to 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. If you have additional questions, please contact the Online Bookstore Team at princeton@ecampus.com.

WHAT TRAINING AND SUPPORT RESOURCES CAN FACULTY AND STAFF TAKE ADVANTAGE OF?

Training resources and support links are available in the Help section of the FAST adoption portal at fast.ecampus.com/school/princeton or the Canvas website.

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

The Faculty Administration Support Tool (FAST) adoption portal receives automatic updates directly from your school. The information shown in the FAST adoption portal is the information eCampus.com receives directly from the Registrar. Canceled 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 your Online Bookstore at princeton@ecampus.com 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 the **Textbooks are not required for this course** checkbox is selected, each course will default to **Textbooks to be determined**. This allows your school to remain in HEOA compliance while also informing 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 your Online Bookstore Team 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 CANNOT 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 select 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?

Yes. We will work with a custom publishing company to have an ISBN assigned to your course pack. Please contact your Online Bookstore Team at princeton@ecampus.com 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 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 Online 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 the same per course, not per instructor. Therefore, even if an instructor changes for a course, the adoption(s) submitted will remain listed for that course. If the new instructor wishes to change adoptions after the deadline, your Online Bookstore Team at princeton@ecampus.com will need to be informed.

HOW DO I REMOVE AN ADOPTION FROM MY COURSE?

Adoptions may only be removed through the FAST adoption portal before the deadline. To remove, select the X to the right of the book information. To remove after the deadline, you can select **Request Adoption Change** within the FAST adoption portal on the book(s) in question or email your Online Bookstore Team at princeton@ecampus.com. This allows our customer service team to contact students who may have already ordered.

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 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 adoption portal. Enter the ISBN in the search bar, then select **Details**. The Online Bookstore's goal is to offer students the most competitive price for their textbooks. With our dynamic pricing model, textbook prices are subject to change based on market prices and inventory conditions. With our price match guarantee, we will price match a new, used or rental textbook within seven days of purchase from the Online Bookstore. For more information on price matching, please visit princeton.ecampus.com/price-match.

WHERE DO STUDENTS PICK UP THEIR BOOKS? WHEN ARE THEY SHIPPED AND 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 a.m. ET, it will ship the same day. Any orders placed after 11 a.m. ET will ship the next business day. Books will be shipped via the method selected at checkout Monday through Friday and are delivered Monday through Friday.