

# AP144. Services of the Bookstore

Associated Board Policy: 144.00

Procedure Owner: Director of Auxiliary Services

Related Procedure: None

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## I. Procedure Scope and Purpose

Cowley College recognizes that the Cowley Bookstore is an essential resource for all the products and services that promote academic achievement and a vibrant campus. The Bookstore is owned and operated by Cowley College and is proud to support the educational mission of the institution.

## II. Definitions

**Cowley Digital Access** – A course content solution where whole classes of students automatically receive digital course materials at a discounted rate. Every student has the same materials on the first day of class with the charge added to each student bill.

**Financial Aid** – Federal funding available to students to cover the costs of attending college. Students who have completed the FAFSA and eligible to receive financial aid may charge ~~textbooks~~ course materials to pending aid.

**General Merchandise** – All merchandise categorized as non-textbook.

**Gift Card** – A prepaid stored-value money card that is used as an alternative to cash for purchases at a store.

**Online Bookstore** – A form of electronic commerce which allows consumers to directly buy goods and services from a seller over the Internet using a web browser.

**Rental Textbook** – Students may enter into a rental agreement, where payment is made for the temporary use of a textbook, that is owned by Cowley College.

**Scholarship** – Cowley College awards textbook scholarships to students who wish to further their education. Scholarship students are required to return all textbooks, in good used condition, at the conclusion of each semester.

**Textbook Sellback** - Textbook sellback is a service provided by the Cowley Bookstore to students, who purchased and wish to sell back textbooks, that they do not wish to keep for future reference.

**Third-Party Authorization** – An entity, other than the student, that reimburses or manages educational expenses on behalf of the student. Third-party payers include employers, schools, organizations and governmental agencies.

### III. Procedure

- A. Bookstore Locations** - Cowley College operates ~~four~~ three store locations for the convenience of our students, employees and communities we serve.
1. The **Sid Regnier Bookstore**, located at 207 W. 5<sup>th</sup> Fifth Avenue on the Arkansas City Main campus, is Cowley headquarters for required textbooks, computer software school supplies and large selection of Cowley apparel and gift ideas. The Bookstore is open Monday through Friday from 7:30 a.m. to 4:30 p.m.
  2. **Cowley Store at Sumner** is located inside the Short General Education Center at 2208 Davis-White Loop in Wellington. The Cowley Store at Sumner promotes campus spirit by offering collegiate apparel, gift items and school supplies. Students in the Sumner County area can order course materials online and enjoy free delivery to the Short General Education Center.
  3. **Cowley College Online Bookstore** is located at [www.cowleycollegebooks.com](http://www.cowleycollegebooks.com). Cowley students can shop the Online Bookstore from the convenience of home or office to make purchases 24 hours a day, seven days a week.
- B. Course Materials** - The Cowley Bookstore is the source for academic materials while attending Cowley College. Cowley Bookstore staff work closely with Cowley faculty to guarantee that students receive the correct materials for their coursework. To ensure that course materials are available to students at the lowest possible cost, the Bookstore sources with multiple suppliers including students, publishers, used textbook suppliers and the online marketplace.
1. **Purchase Textbooks** – The best time to purchase textbooks is one or two weeks prior to the first day of class as this will be when the optimum quantities of textbooks are available.
  2. **Used Textbooks** – The Cowley Bookstore understands that used textbooks are an important part of making the college experience more affordable. The Cowley Bookstore strives to provide as many used textbooks for each course whenever possible.
  3. **Rental Textbooks** – Cowley students can opt to rent textbooks as a lower cost alternative to purchasing textbooks. All rental textbooks are **REQUIRED to be returned** at the conclusion of the semester.
  4. **Cowley Digital Access** – The Cowley Digital Access program is a new textbook model in collaboration with top publishers that converts traditional textbooks into digital content. Students enrolled in a course that used a Digital Access title will receive required course materials when logging into Blackboard on the first day of class.
- C. General Merchandise** - In addition to required course materials, the Cowley Bookstore also has a variety of school supplies available so you never need to leave campus; computers, software, calculators, small electronic accessories, backpacks, pens, pencils, notebooks, etc. The Cowley Bookstore also offers a large selection of Cowley logo apparel and gifts available for Tiger fans. Bookstore staff work with a variety of vendors to ensure that optimum quantity, quality, assortment and pricing of merchandise is available to customers.
- D. Payments Accepted** - The Cowley Bookstore accepts cash, check, VISA, MasterCard, Discover, American Express and Cowley Gift Cards. In addition, the Cowley Bookstore also accepts Scholarship Awards, Financial Aid and Third-Party Authorizations as form of payment.
- E. Gift Cards** - The Bookstore offers gift cards which can be purchased in any denomination at all Bookstore locations.
- F. Store Promotions** - Throughout the year, the Bookstore hosts unique promotions tied to

seasonal events such as back-to-school, homecoming, holiday seasons, birthday coupons, textbook sellback and graduation. The Bookstore also maintains a social media presence on Facebook, Instagram and Twitter to provide timely information about upcoming events and in store promotions.

**G. Refunds**

1. Textbook Refund Policy - Students whose class has been cancelled or who have withdrawn from class are entitled to a 100% textbook refund based on the Cowley Bookstore refund schedule below:

16-Week Course

100% refund through the first two weeks of semester

8-Week Course

100% refund through the first week of class

Short Term Courses less than 8-Weeks

100% refund through the first two days of class

Regardless of when the class was cancelled or dropped from the schedule, students assume responsibility for returning course materials to the Bookstore prior to the last day for full refund. Textbooks should be returned in the same condition in which they were purchased. All refunds are processed according to the original method of payment. The original Bookstore register receipt or packing slip is REQUIRED for all refunds and exchanges.

2. General Merchandise Refund Policy - Supplies, clothing and gift items are returnable within 30 days of the date of purchase. Some merchandise may be non-returnable including clearance merchandise, computers and software. The original bookstore register receipt or packing slip is always REQUIRED for a 100% refund.

**H. Textbook Sellback** - Students can return unwanted textbooks any day, but can expect to receive the best pricing for used textbooks during the posted sellback period, typically held during finals exam week at the conclusion of each semester. Students whose textbooks are in re-sellable used condition can expect to receive up to 50% of the new textbook price.

**I. Employee Benefits** - All Cowley College employees are eligible to receive a 10% discount off any regular priced clothing or gift purchase. In addition, full-time employees may charge purchases toward their next paycheck, using the convenient payroll deduction option. Employee ID card is required.

Textbook scholarships are also granted to each full-time employee, spouse and/or dependent child enrolled at Cowley College. All textbooks must be returned back to the Bookstore at the conclusion of each semester.

**J. Student Work Opportunities** - The Cowley Bookstore employs dynamic customer service individuals to work at our bookstores as part-time work study employees and also as seasonal employees during our busy seasons. The Bookstore offers flexible schedules, competitive pay, great discounts, fun place to work and future career and referral opportunities.

**IV. Effective Date(s)**

This procedure first became effective:

This procedure was revised on: **February 28, 2023.**

**V. Signature and Title**

This procedure is implemented by: Shannon O'Toole

Title: Director of Auxiliary Services