



## **The ACHIEVE Program**

### ***Concordia College's Affordable and Convenient Solution to course materials!***

Concordia College, in partnership with the Cobber Bookstore, offers students an innovative solution to the challenge most college students encounter, obtaining correct course materials at an affordable price, we call it the Achieve program.

The Achieve program combines the conveniences of a subscription-like service with the vast inventory of digital, rental and consumable course materials to Concordia's students. The Achieve program delivers ISBN-required course materials direct to students for the first day of class at an affordable fee per semester.

### **The ACHIEVE program levels the cost of course material expenses for all students.**

ALL undergraduate-seeking students pay the same flat-rate fee per semester.

No need to worry about unknown course material expenses: the cost of materials is locked in place each semester – no matter what.

- No matter the number of credits a student takes
- No matter the student's major or minor
- No matter any schedule changes that take place during the drop/add period each semester

**The Achieve program fee for the 2023-24 school year is \$350.00 per semester and includes ALL faculty-submitted, required ISBN course materials for ALL students!**

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## **GENERAL INFORMATION**

Skip the hassle of tracking down the correct edition or buying and selling your textbooks every semester. The Achieve program is an integrated program designed to deliver student course materials directly to students at the beginning of each semester.

Once students register for their courses an order will populate to send all ISBN-required course materials to the student. All ISBN-required course materials will conveniently ship directly to the Cobber Bookstore where the student can stop in to pick up their box that contains printed materials (rental and consumable formats). Course materials not included in a student's box will be provided in digital format and will be available to access on the first day of the semester.

To see your course material order and information, please go to the textbook page located at [Cobberbookstore.com](http://Cobberbookstore.com) and login use your Cobbernet login credentials.

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## **FREQUENTLY ASKED QUESTIONS:**

### **Can I write or highlight in the print books?**

*Absolutely.*

However, be kind to the next student who will get the book. A reasonable amount of writing and highlighting is definitely acceptable.

### **How do I know the status of my course material order?**

You will receive automated updates and reminders in your Concordia Email account. The Cobber Bookstore and eCampus send important information to the assigned Concordia email. If you do not check your cord email account, you won't see important information and cost-saving reminders. Be sure to check for emails from Concordia College, Cobber Bookstore, and eCampus at your cord account or forward to an account routinely monitored. Log in, via Cobbernet for immediate access to digital materials or to check order status.

### **How do I receive books?**

When you register, drop or add a course, your course material order generates and ships from the vendor's warehouse. You will receive an email notification when your order is ready for pickup at the Cobber Bookstore. At the start of each semester, you will receive an email a few days prior to the first day of the semester that alerts you that your box of printed materials is ready for pickup. Remember to bring your Student ID as it required to receive your box of course materials.

### **Do students have to pay for shipping?**

*No.*

Shipping costs both ways are included. Students can return rental textbooks by checking them back in at the Cobber Bookstore OR use a free return shipping label. Access and print shipping labels 24/7 from the "Manage My Returns" screen on your Achieve Dashboard. For convenience, students can decide to return rentals to the Cobber Bookstore or print a return shipping label from the Achieve Dashboard at any point during the semester but remember all rentals are due back by 5 p.m. on the last day of finals.

### **What if I want to keep books?**

Students may keep any books they receive by paying the book buyout price. Some textbooks (e.g. workbooks, course packs, and some reference materials) can be kept at no additional cost, and are indicated as "Yours to Keep" or "gift" on your order screen. After the end of semester, non-returned items result in automatic replacement fees being charged to the Student ID account.

### **What if I forgot to return a book by the return deadline?**

Return deadlines are strict and charges associated with books not returned are non-refundable. It is the responsibility of the student to use the free return process by the stated deadline. The deadline is an important part of the process to maintain the educational materials library and to prepare for upcoming semesters. Once deadlines have passed, textbooks are considered purchases. To offset replacement charges, students can try to re-sell on the open market or utilize the "sell my textbooks" feature within the Achieve Dashboard.

The Achieve program prepares and sources for upcoming semesters and unfortunately late returns cannot be refunded. Non-returned or damaged items charges are placed on the Student ID account and payment policies apply.

### **When do the books have to be returned at the end of a semester?**

Books **MUST** be returned by stated deadlines!

**At the end of each semester, rental books MUST be checked in at the Cobber Bookstore by 5 p.m. on the last day of finals.** If you are no longer physically on campus on the last day of finals, then you will need to access the "Manage My Returns" screen on the Achieve Dashboard and print a free return label. Books being returned using a free return label will need to be scanned by the shipping carrier by the end of the next business day.

Please remember – regardless of which of the two options you select to return your rental books it is required to be completed by 5 p.m. on the last day of finals. If you do not return

books by this deadline your Student ID account will be charged the new book price for each book not returned plus a \$25 processing fee per book. Concordia College does not own the course materials that are included in the Achieve program, so Concordia College and the Cobber Bookstore are not able to make exceptions for students that do not follow the strict return deadlines.

### **When do books have to be returned if I drop a class or if one of my classes is canceled?**

If you are dropping a class or if a class is canceled, you will need to check in your course materials for those classes within seven days at the Cobber Bookstore. You can also print a free label by accessing the "Manage My Returns" screen on the Achieve Dashboard. Books being returned using a free return label will need to be scanned by the shipping carrier by the end of the next business day.

Please remember – regardless of which of the two options you select to return your rental books it is required to be completed within seven days. If you do not return books by this deadline your Student ID account will be charged \$25.00 per credit hour associated with the dropped or canceled class plus a \$25.00 processing fee. For example: if you drop a four-credit class and don't return materials within the seven-day deadline the Materials Not Returned fee would total \$125.00. In addition, the outstanding materials not returned will need to be returned by 5pm on the last day of finals to avoid additional fees related to rentals not returned. Concordia College does not own the course materials that are included in the Achieve program, so Concordia College and the Cobber Bookstore are not able to make exceptions for students that do not follow the strict return deadlines.

### **Can I buy a textbook I want to keep?**

You can also voluntarily choose to buy out any textbooks you want to own from the "Manage My Returns" screen which can be found on the Achieve Dashboard.

### **What if a book is accidentally damaged?**

Some normal wear and tear are expected, but if the book is damaged to the point of not being acceptable for the next student to use, a non-returned item/damaged materials fee will apply. Examples of damage are water, removed binders, torn covers and pages.

How do students find out the replacement fee for keeping, losing, or damaging a book? eCampus Customer Service located in the "Help" area of the Achieve Dashboard screen can inform students of the replacement and processing fees for books at any time. Replacement and buy-out charges appear on the Achieve Dashboard. The most comprehensive fee

information is posted on your Student ID account as this will include replacement, buy-out and processing fees.

### **What if I drop classes or make changes?**

Students can drop and add classes during the first 10 days of the semester without having any additional expense for the new course's required ISBN course materials. Return all textbooks from dropped courses and receive new ones. Remember to return all course materials for your dropped courses within seven days to avoid non-returned charges. Newly added course material orders are processed and shipped as an expedited shipment free of charge and will be available for pickup at the Cobber Bookstore. Students can track orders when logged into their Achieve Dashboard.

### **What is the format of the books?**

Course material formats are determined by which format is most readily available on the publisher/open market and which format provides the most cost savings for the Achieve program. Students will automatically receive the Achieve program's predetermined format of required ISBN course materials in electronic, print rental and consumable format. On occasion when a new edition of a course material has been selected by your professor, you might see "gift" eBooks while you wait for actual textbooks or a delayed shipment.

### **How do I receive access codes?**

Access codes are pre-loaded as a courtesy to Concordia's Achieve program students and found in Moodle and on your "digital dashboard" in the Achieve Dashboard. Log in to your Moodle account and/or [concordiacollege.ecampus.com](http://concordiacollege.ecampus.com) to access everything. No more lost envelopes with lost access codes. They are safe and secure in Moodle and on your Achieve Dashboard!

### **Do you provide a shipping box along with my free return label?**

If you happened to keep the box your books came in, use that. Otherwise, use other packaging you might have. Return shipment boxes are not automatically provided but the convenient free label is. But keep in mind, the simplest and easiest way to return your dropped, canceled or end-of-semester rental books is to return them to the Cobber Bookstore.

### **What if I have an issue (e.g. missing or damaged items) or a question?**

First, be sure to check your packing slip included with your order to see if the item you are looking for is being provided in electronic format or is noted to have a shipping delay.

Second, please direct all inquiries to eCampus customer service by calling 844.523.9055.

Third, additional support is available by sending an email to [ConcordiaCollege@ecampus.com](mailto:ConcordiaCollege@ecampus.com)

Fourth, if you have any remaining questions or comments after completing the above steps, please contact the Cobber Bookstore at [CobberBookstore@cord.edu](mailto:CobberBookstore@cord.edu) or 218.299.3017.

### **How do I access the Achieve Dashboard?**

On the Textbook page located on [CobberBookstore.com](http://CobberBookstore.com), click on the link called "Achieve Program" and sign in using your Cobbernet login/password. This is direct, single sign-on access to manage the Achieve program and view your customized order of learning materials.

### **Are any undergraduate course's ISBN-required materials excluded from the semester flat fee and not included in the Achieve program?**

*No.*

The Achieve program is for ALL Concordia College's undergraduate-seeking students. Regardless of what major or minor a student is seeking they will automatically receive all Concordia faculty-submitted ISBN-required course materials as part of the Achieve program. Please note, the Achieve program does not include course materials for Tri-College and other non-Concordia courses. Students and parents may want to budget for some additional expenses for non-ISBN-required materials such as course/lab packets and items such as lab goggles, calculators, music lesson items and art class supplies.

### **Can master's and certification-seeking degree students take part in the Achieve program?**

*No.*

Due to small class cohorts, Concordia College's master's and certification-seeking programs are excluded from Achieve program participation.

### **Can I choose to "opt out" or not participate in the Achieve program?**

*Yes – but an opt-out request must be submitted during the opt-out period each semester. All undergraduate-seeking students are automatically opted into the Achieve program each semester they are enrolled at Concordia College.* Prior to each semester starting, a

Semester Statement is issued by Concordia College. A posting on the Semester Statement will notate the flat-rate-semester fee as “Achieve Bookstore Fee.”

**The Achieve program fee for the 2023-24 school year is \$350.00 per semester and will include ALL faculty-submitted required ISBN course materials for ALL students.**

If a student does not find convenience and financial value in the Achieve program and would like to opt out, they will need to do so during the designated opt-out period prior to each semester they are enrolled at Concordia College.

Students enrolled at Concordia will receive a courtesy opt-out reminder email from the Cobber Bookstore or eCampus when the opt-out period begins each semester.

### **Achieve Opt-Out Periods:**

First Semester: July 15-July 31: Students that have not opted out on Aug. 1 will remain in the Achieve program for the duration of first semester.

Second Semester: Nov.15-Nov. 30: Students that have not opted out on Dec. 1 will remain in the Achieve program for the duration of second semester.

It is a student’s responsibility to submit an opt-out request within the date ranges noted above. No late opt-out requests will be processed by Concordia College, the Cobber Bookstore or eCampus.

For students that completely withdraw from enrollment at Concordia College, the Achieve program fee is non-refundable for students that were enrolled on and after the first day of the semester.

Students that would like to opt out of the next semester of the Achieve program can click here to fill out an opt-out request during the open opt-out periods:

<https://concordiacollege.ecampus.com/> When the request has been reviewed, an email will be sent to the student’s Concordia email address with additional information.

### **What happens if I request to be opted out and then later decide I want to opt back into the Achieve program all in the same semester?**

Unfortunately, once a student has submitted an opt-out request and the request has been approved and processed on the Student ID account, a reinstatement into the Achieve program cannot be processed. But the good news is that next semester, the student will automatically be opted into of the Achieve program again.

**If I opt out of the Achieve program what are my options for purchasing my course materials from Concordia College? And what about using my Student ID for payment for books? And what if I need to place a special order for a textbook?**

The program has a high value for the large majority of students, but we recognize there are certain situations where a student may want to opt out. Students who exercise this option may purchase their required course materials on our vendor partner's website:

<https://concordiacollege.ecampus.com/>

The Student ID charge tender option is only available for use with the Achieve program's semester fee so a credit card will be necessary for purchase and rental of course materials on our vendor partner's website. Here is the link to our vendor partner website:

<https://concordiacollege.ecampus.com/>

It is also important to note, if you decide to opt out of a semester of the Achieve program, that you understand that Concordia College will not have course materials available for purchase or rental on the shelves located at the Cobber Bookstore. All course materials Concordia College receives will be provided electronically or in boxes to Achieve program participants.

Course materials will not be available for purchase or rental to students that are not Achieve program participants. The Cobber Bookstore will not be able to process special order course material orders and/or provide Student ID tender payment options to students not enrolled in the Achieve program.