



Central Christian College of Kansas

Books4U FAQ Sheet

Who is a part of this program?

All online students, with limited services to Legacy CJ and EXCEL students

What is the purpose of the program?

A Portal, A Professor, A Book – Just as the College is committed to ensuring that every student has equal access to the technology and staff needed to enhance academic success, the College also recognizes that students should be provided equal access to learning materials. The Books4U Program is the College's way of battling the escalating costs of course related materials and the tendency those costs have on restricting academic freedom.

In a very real way, Books4U Program is a hybrid solution leveraging the flexibility of a library, with the benefits of a bookstore – resulting in significant savings to the student and an enhanced academic environment. Students simply register for courses, and all of the required learning materials are included – no worries - no hassle.

When and how do I get my books?

Students receive instructions via email about how to confirm your preferred address. Books will be shipped 1-2 weeks prior to the start of your course with the goal of all materials arriving before the first day of class.

Can I keep my books?

Students may keep any of the books they receive forever. Some books can be kept at no additional cost, and are marked "Yours to Keep" For others, the student may choose to keep the book for a replacement fee of 50% off of list price.

May I write or highlight in the books?

Absolutely. But students are asked to be kind to the next student who will get the book. A reasonable amount of writing and highlighting is definitely OK.

What if I lose or forget to return a book?

Students will be charged 50% of the list price so that the book can be replaced. Call customer service for a replacement book.

What if a book was accidentally damaged?

Some normal wear and tear is expected, but if the book is damaged to the point of not being acceptable for the next student to use, the student returning the book will be charged a replacement fee (50% of list price).

How do I find out the replacement fee for keeping, losing, or damaging a book?

The customer service team will be able to tell students the replacement fee for each of their books at any time. Please contact customer service by phone 888-203-7796 or by email 360support@rafter.com.

What if I add/drop or change classes?

Within a day of the class schedule change entered by the Registrar, a new text will be forwarded with priority shipping. Students will receive an email reminder to return materials for dropped classes. A new text will be forwarded with priority shipping.

What is the format of the books?

Books may be in print or electronic (eBook) format, depending on the preference of the Faculty member. Some faculty may adopt both the print and electronic formats for the same title, thus giving students the choice of which to use.

What is the condition of the books?

Many books are brand new, and all used books are in good-or-better condition.

When do the books have to be returned? Books need to be returned within seven days of completing the course. Students will receive email reminders to help them remember to return materials.

How are books returned?

Students can print the pre-paid shipping label from the Student Dashboard by logging into <http://360.rafter.com>. Materials need to be in the possession of an authorized mail carrier within seven days of the end of the course or dropping a course.

What if I want to opt-out?

The program does allow for students receiving Title IV Aid to opt-out. However, students should carefully investigate the consequences of opting out, as it may result in extra cost to you. More information concerning the opt-out policy is available through the Financial Aid Office and is described on the [Conditions of Award](#), available on the College website.

