

# Frequently Asked Questions

## General Questions:

1. What types of payment does the bookstore accept? The bookstore accepts cash, cadet accounts, financial aid/third party accounts (during specific dates at the start of term), checks (with ID), and credit cards (Master Card, Visa and Discover only).
2. What are the store hours? The bookstore is open during the term, except for summer; Monday, Tuesday, Thursday: 7:30-5, Wednesday: 7:30-7:00 and Friday: 7:30-3:00. During the summer, the bookstore is open Monday-Friday from 7:30-4:30. The bookstore has extended hours during the first week of school. These hours are posted on the website and in the store. The bookstore is also open during weekends for special events. Check out the calendar for these dates.
3. Does the bookstore have sales? The bookstore has regular sales throughout the year. In the Fall, there are three sales scheduled (Fall Harvest, Dead Merchandise, and Holiday). In the Spring, there are two sales scheduled (60s Day/Sale and Spring Clearance sale). In the summer, there is a sale in July. Other sales and promotions are added which are unique to an event or the current year.
4. Does the bookstore have an online catalog? Yes. We offer diploma frames, clothing, military, Greek items and supplies through this service. Click on the link and it will take you to the online catalog
5. What kind of products does the bookstore carry? The bookstore has a variety of NGCSU imprinted merchandise-including clothing, military issue and general interest, reference books and textbooks, gift merchandise including a large selection of Greek items, and general school supplies (including test booklets, pens and paper products).
6. What services do the bookstore offer? The bookstore does engraving, which includes plaques, name tags, signs, paddles, discs, and other mediums. The bookstore also provides tailoring, textbook reservations, online catalog, gift wrapping and balloons.

## Textbooks Questions:

1. Why do textbooks cost so much? Why does it seem like the store is gouging me? In reality, the bookstore doesn't make much on textbooks. On average, 75% of the retail price on new books goes back to the publisher, mostly to cover development of the book and normal business expenses. The author gets about 12% in royalties. The rest goes to the bookstore to cover their expenses; staff wages and benefits, freight, shelving, check out systems, utilities, repairs and other expenses. On average just 4.9 cents (before taxes) on every dollar you pay for new textbooks represents profit to the university.
2. Why doesn't the store pick cheaper books? The store is not involved in the textbook selection. Your professors spend many hours reviewing many texts to find just the right ones for your classes. The professors then tell the store which books to order.

3. Why are novels and other books not as expensive as other texts? Textbooks are not like novels or general interest books, which sell to a broader audience. Most textbooks are specialized and will be purchased by only a relatively small number of people. To give you perspective-textbooks would never reach the New York Times Bestseller lists and be mass published. Additionally, textbooks include photos, color, graphics, charts, exercises and quizzes which add to the production cost of the textbooks. Statistics show that professors are most likely to use textbooks with these features in their classes and students are more likely to buy them.
4. Why should I buy my textbooks at the campus bookstore? All profits from sales in the bookstore will go back to the university. Many programs and improvements on campus are funded by the bookstore-where funding would not be available through state funds. One example of these improvements was Lewis Hall a few years back-this would not have been made possible without the funds from the bookstore. These funds, as well as other revenue generated on campus are audited by the office of Auxiliary Services. Whenever you purchase your books elsewhere, the whole university community (including the students) essentially is hurt.
5. Can I reserve my textbooks? Yes. The bookstore offers this service through the website or you can pick up a form in the bookstore. We offer this service for Fall and Spring semesters. More information can be found under textbook reservations.
6. Is buying textbooks online a good idea? Be sure to read the fine print. Some online sellers offer old editions. Often, they do not have the books in stock and have to order from a distributor-which adds long delays to shipments. Also, you have to figure shipping costs, which vary, and costly returns-when they are allowed. Many online sellers do not give refunds or have restrictive requirements. Lastly, be wary of advertising claims. Some online sellers promise huge discounts that don't actually exist. If you really want to save money, be sure to compare the price of each book.
7. What are some tips to buying the right textbooks? Bring your class schedule or course syllabus with you. Courses have similar names and often professors will use different books for the same course. Utilize the book lists which are posted online as well as by department in textbook area. Avoid the crowd by shopping during less busy times-like first thing in the morning. Don't hesitate to ask bookstore staff for assistance.
8. When is buyback scheduled? Buybacks are scheduled for the first couple days of classes in the fall and spring terms as well as during finals. Every day buyback is also available during the term (except for the first two weeks of school). Dates and times for the major buybacks (the ones during finals) are posted the week before the end of terms.
9. Why do I get more money for some books than others at buyback? The value of a used book depends on whether that particular book is going to be assigned by an instructor the next term. Books which are going to be used on campus generally have a higher value than books that will be bought at wholesale. The wholesale price is determined by the demand of that book on a national level. It is the same principle used for cars-a Toyota will have more value than a Chrysler. Wholesalers buy used books that will be resold for use at other campuses in the U.S. or Canada. The national market value is set by these companies, not the bookstore.

10. Why are some textbooks not bought back? There are many reasons why a book might be turned down for buyback. The store or wholesaler may have reached a quota or possibly the book is not being used anywhere next term. The publisher may be replacing the book with a new, updated edition and there is no demand for the old edition. The wholesaler that NGCSU uses, Nebraska Book Company, often will buy old editions if statistics show a need but at a very low amount due to the risk. The book may also require a CD or another part that was packaged with the textbook to have any value.
11. Why doesn't the store give me more money for those books being used again on campus? Used books are provided by the bookstore as a less expensive alternative for students. Paying more at buyback means the store would have to raise the retail prices of used books.
12. Why doesn't the store sell the used book for the same price I received at buyback? The store must add an amount to the price of all merchandise to help cover the operating expenses for the store-which includes staff wages, utilities, checkout systems, shelving, repairs and other expenses.

### **Uniform Issue and Military Questions:**

1. I am an incoming student and will be in corps, how do I make an appointment to be fitted for my uniforms? Uniform appointments can be set up by calling (706-864-1636) or by e-mail [twholeman@ngcsu.edu](mailto:twholeman@ngcsu.edu). Please include full name, NGCSU Assigned number (if available), and indicate whether the cadet is male or female when making the appointment. This appointment should be made at least **two weeks prior to Frog Week**. If the cadet is attending Basic Training, it is suggested that the cadet wait until after training to make the appointment. In that case, most of the cadet's uniform items would be issued by the Army. If the cadet can only come to NGCSU is during the scheduled INTRO session, the cadet will automatically be scheduled on the Monday of that session. It is highly suggested, because of the number of cadets being fitted during INTRO sessions, that the cadet schedules a personal appointment.
2. How much is the uniform fee and when do I pay it? The uniform fee is \$1305.00. If the student has had prior service, the fee would be \$950. This amount is deposited into an account for the student to purchase from.
3. What if I have funds left over after I purchase the uniform requirements? Once the cadet has all uniform items required, the remainder of the uniform fee can be used for other merchandise in the bookstore. If requested, a refund check can be issued at the end of the term for any positive balance in a cadet's account.
4. In the letter from the military department, I am required to have a trunk and other personal items; can I purchase these items in the bookstore? The bookstore does sell the trunk and other military type items. You can order this through the Trunk Order form. Items such as flipflops (shower shoes), sheets, bath towels, underwear and other such items are not available in the bookstore.

5. I was told that I would be refunded money for my uniforms. How do I get this and when? First of all, this refund does not come from the bookstore. The uniform commutation pay is set up in the following way:
  - a. The first semester of a new freshman cadet is considered a probation period. The cadet must complete the full semester in the corps and pass the physical training (P.T.) test to receive any reimbursement. If this first semester is the Fall semester, the cadet will receive a refund up to \$365 within the first 45 days of the spring semester. If this first semester is the Spring semester, the cadet will receive a refund up to \$365 within the first 45 days of the fall semester. The student who begins in the spring will receive only this amount in the next academic year.
  - b. Every year after this initial commutation pay, the cadet will receive \$365 in the spring semester-within the first 45 days.
  - c. The uniform commutation pay will be direct deposited into the account set up by the cadet when he first arrived to NGCSU.
  - d. Any other questions concerning the uniform commutation pay can be directed to Elayne Dowdy, Military department, at 706-864-1785 or [edowdy@ngcsu.edu](mailto:edowdy@ngcsu.edu).

**Financial Aid/Third Party Charges Questions** (check out information at this link:

### **Graduation Questions:**

1. How do I order my academic regalia for graduation? Graduation order forms are available at the bookstore registers. These must be filled out at the register (you can take a form with you) along with payment. Information required is height, weight, phone number and the degree that you will be receiving.
2. When do I need to order the academic regalia? The best time is early in the term in which you will graduate. Deadlines are in October (Fall), March (Spring) and June (Summer). Orders after the deadline will be subject to a late fee. Deadline dates are posted on the website (and through the registrar's office).
3. When will the academic regalia be ready for pick up in the store? The academic regalia can be picked up the week leading into graduation. Often, the company will have these delivered the week before this. You can check with the store prior to this week to see if they have arrived yet.
4. Will I get to keep the academic regalia? Yes. All academic regalia is for purchase, not rental.
5. Can I get a refund for the academic regalia if I find out I am not graduating? No. These orders are done especially for you. The store has limited space and can not stock these.
6. Where do I order honor stoles? Honor stoles are ordered through the business office, not the bookstore. You will be notified via email of the location for picking up your order.
7. I am graduating with honors (i.e. Cum Laude), where do I get my honor hood? The registrar will first provide the bookstore a list of graduates who are graduating with honor status. This is done after all grades are posted-usually on Thursday afternoon during the week of graduation. When the bookstore receives this list, honor hoods may be purchased in the store. You can call the store Thursday afternoon for honor status at 706-864-1635.

8. How do I order a class ring? The bookstore sponsors the class ring company which has the NGCSU contract. The company will be on campus at various times through out the term. Check out the bookstore calendar and watch for signs when they will be on campus. They will set up in the student center lobby in front of the store (usually from 10-3). You may also call the company directly or check out their website at <http://www.balfour.com/>.
  
9. Why are there limited choices for a class ring? The Student Government Association, representing the campus community, decides on the specifications for class rings. This is reviewed and/or updated at the time when the university bids out to ring companies to get the current contract. This is done usually every 5 years. Neither the bookstore or ring company decide on the ring styles made available. Both the bookstore and the ring company have to honor the specifications in the ring contract.