

Bookstore FAQs : Supporting Remote Learning

Q: How will students return rental texts or sell books back?

A: Students are asked to mail their rentals back to the bookstore. The bookstore provides free shipping labels to all rental customers. Students wishing to sell books back can do so through the bookstores websites – for detailed rental and sellback instructions please visit [this link](#)

Q: If a student is unable to ship their rentals, is there an in-person service available?

A: If a student is unable to ship their rentals, the bookstore is offering curbside rental check in. Curbside check in will be available M-F 9am – 4pm. Upon arrival, please call the Santa Rosa bookstore at 707.527.4321 option 3 and inform the team member you are returning your rental. Petaluma students please call 707.778.4119. You will need to park in one of the designated “bookstore” curbside pick up parking spots. A team member will meet you at your vehicle and check in your rental.

Q: How will students participating in the 2020 Virtual Commencement Ceremony purchase a cap and gown?

A: The bookstore is taking phone orders for regalia and shipping directly to our graduating students. For pricing and detailed information please visit [this link](#)

Q: How will students obtain course materials for the summer semester?

A: Students can order their course materials through the bookstores websites: [Santa Rosa Campus Website](#) -- [Petaluma Campus Website](#), and we will ship directly to our students. We are offering FREE GROUND SHIPPING on domestic orders over \$100, restrictions apply; Use PayPal Credit with no Interest if paid in full in 6 months on purchases of \$99+(Subject to credit approval).

Q: If a student orders textbooks and supplies online, will there be an option for curbside pickup?

A: Curbside pickup for the Bookstore will be available Monday - Friday 9am -4pm. Once the confirmation email is received, students will need to bring a valid photo ID/Student ID and order confirmation number/email. Detailed pick up instructions will be emailed to the student when their order has been confirmed.

Q: Will the bookstore have a curbside order/pick up option for students that are unable to use the website?

A: Yes, the bookstore is providing curbside pickup for students Monday - Friday 9am -4pm. Students should contact the bookstore to place their order, a team member will take the order and inform them when their order will be ready for pick up. Please call the Santa Rosa bookstore at 707.527.4321 option 3 and inform the team member you are returning your rental. Petaluma students please call 707.778.4119.

Q: Can students call the bookstore and order books and supplies?

A: Students can call the Santa Rosa bookstore at 707.527.4321 option 3 .Petaluma students please call 707.778.4119. A bookstore team member will take the order and ship items directly to our students. For hours and contact information please visit the bookstores websites ([Santa Rosa Campus Website](#) -- [Petaluma Campus Website](#))

Q: I have an account in the bookstore to pay for books and supplies. Can I use my account online?

A: Some bookstore accounts will be available to use online, however, students will need to check with the source of the aid to see if their account is available online.

Q: My bookstore account is not available online. How can I use my aid to buy books and supplies?

A: If your account is not available online please call the Santa Rosa bookstore at 707.527.4321 option 3. Petaluma students please call 707.778.4119 to place your orders. A team member will take your order and ship your items directly to the student.