



FAQ for Spring Bookstore Operations

To protect each other, all students/visitors are required to wear face coverings (masks) when it is not possible to maintain social distancing of at least six feet. Social distancing is often not possible in the bookstores. Remember your mask and please follow signs and instructions regarding entrances and exits.

Will there be a buyback for books?

- Yes.
- Here is the schedule for book buyback:
 - Valdosta, December 7 – December 15, 8AM – 5PM
 - Coffee, December 7 – December 15, Monday – Tuesday 8AM – 3:30PM & Wednesday – Thursday 9AM – 5PM
 - Ben Hill-Irwin, December 7 – December 15, 8AM – 5PM
 - There will not be a book buyback on Cook Campus.

What books and other items are needed for my courses?

- See the Spring term booklist at <https://www.wiregrass.edu/mycampus/bookstore> beginning December 15 for the required and optional items.

What options are available to purchase books, laptops, and supplies?

- The bookstores will be open January 4 – January 7 during the hours below.
 - Valdosta Campus: Monday – Thursday 7:30AM – 6PM
 - Cook Campus: Monday – Thursday, 7:30AM – 6PM
 - Coffee Campus: Monday – Thursday, 8AM – 5PM
 - Ben Hill-Irwin Campus: Monday – Thursday 7:30AM – 6PM
 - Beginning January 11, the Valdosta, Cook, Ben Hill - Irwin bookstores will close at 5:30PM. Coffee bookstore hours Monday – Tuesday – 8:00AM – 3:30PM and Wednesday – Thursday - 9:00AM – 5PM
- Bring your student ID with you.
- To protect each other, all students and visitors are required to wear face coverings (masks) when social distancing of six feet is not possible. Social distancing is often not possible in the bookstores. Remember your mask and please follow signs and instructions regarding entrances and exits.
- If you prefer to have your books and supplies shipped, you can complete an online textbook order form at <https://www.wiregrass.edu/textbook-order-form>. Details and shipping charges are included on the order form. Laptops and large kits cannot be shipped.

Can I choose to have my order shipped to an address other than the one on my Banner account?

- In order to prevent fraud and verify the correct student receives the order that was charged, we must be able to ensure the items are being shipped to an authorized address.
- We will verify the shipping address on the order form as listed in Banner. If you need to ship to an alternate address, you must login to myBanWeb and update the address on Personal Information tab, even if it is only a temporary address.

When can I use my financial aid to pay for the order?

- Financial aid can be used January 4 – January 25 and again February 18 – March 4 for Express Term.
- On the final days of financial aid (January 25 and March 4), online orders must be placed by 3pm.
- Aid balances for students who did not meet the financial aid priority deadline may be delayed.

How do I pay for the amount financial aid does not cover?

- You can pay with cash, check, money order, or debit/credit card (Visa, MasterCard, and Discover).

When can I place my order for shipping and what is the timeline for shipping?

- You can place an order for shipping at <https://www.wiregrass.edu/textbook-order-form> as soon as the booklist is available on December 15.
- If using financial aid, orders can only be processed during financial aid period. On the final days of the financial aid period (January 25 and March 4), online orders must be placed by 3pm.
- Our staff will work as quickly as possible but please allow up to 2 to 3 days to prepare for shipment depending on the volume of orders pending.
- We will notify you at your student email address when your order has shipped.

What options are available if I cannot go to the bookstore during the established times?

- Contact the bookstore for your campus and staff will work with you on an alternate time.
- If you want to have someone pick up the books for you, email bookstore@wiregrass.edu from your student email account and include the name and phone number of someone you authorize to make the pickup. Include your student ID number and phone number so we may contact you with any questions. The authorized person must provide identification to match the name specified in your email to ensure the items charged to you are released to the correct person.

How can I pay my tuition and fees?

- You may pay tuition more quickly online following the instructions at <https://www.wiregrass.edu/admissions/pay-tuition-and-fees>.
- You may also come in to the bookstore or pay over the phone.