

JMPHS Dual Enrollment FAQs 2017-18

1. When will my course materials arrive?

Dual enrollment course materials are ordered the week that NFCC classes start. Due to the volume of course materials needed and the number of schedule changes that occur before the week these courses start, it takes several days to organize the course material information as accurately as possible prior to ordering. For example, Fall 2017 currently has 34 different dual enrollment courses with an estimated 300 credit hours. A total of 68 sets of course materials must be ordered for these courses. Once course materials are ordered, most should arrive within two business days. However, it is extremely common for some course materials to have later arrival dates. We cannot control when materials arrive after they are ordered.

NOTE: NFCC does not require students to have their course materials the first day of class. Most course materials should arrive by the end of the first week of classes (barring unforeseen issues). See below for what to do if course materials arrive at a later date.

2. What do I do if my course materials arrive later than I need them?

If your course materials arrive later than the anticipated delivery date, contact your instructor(s) and discuss what resources are available to you so you are able to complete the required work for the course. Courses with required digital access programs, such as MyLab and Connect, often have temporary codes that you may use for 14 – 21 days until your access code arrives. Your instructors should have these temporary codes. Instructors are used to students having issues with getting course materials, particularly dual enrollment students and students on financial aid.

3. How do I receive and return my course materials?

Because JMPHS provides the course materials to you at no cost, you **MUST** follow the proper procedures for receiving and returning course materials.

A. To receive course materials, you must fill out a separate form for each course that requires a textbook and/or digital access. The form must include the Course Number, Course Title, Textbook Title, and ISBN for all textbooks. Courses that only require a digital access code **MUST STILL BE CHECKED OUT** using the proper form. Even though you do not return these, it is important that we have an accurate record of how many digital access cards were distributed for each course.

B. To return course materials, you must sign the original check out form for all print textbooks. **YOU SHOULD RETURN ALL BOOKS WITHIN TWO DAYS OF THE END OF THE NFCC TERM.** Because these materials are loaned to you, it is expected they will be returned in a timely manner and in useable condition. Not returning them is tantamount to theft and returning them in an un-useable condition is tantamount to neglect. Fees may apply if books are not returned in useable condition to help with the cost of replacing them.

4. What if I have a digital eBook rental?

Digital eBook rentals are available to you for 180 days after which they may no longer be accessed. If a digital eBook rental is ordered for you, then you should receive an email to your JMPHS account within 24 hours of the order being confirmed with a link to access the book. If you do not get the email or delete it, you should be able to access it using the following steps:

- A. Go to nfcc.ecampus.com
- B. Go to the bottom of the page and click “My Account” under Quick Links
- C. On the next page, create an account using JMPHS email.

5. What if I have an older print edition of the required textbook?

Instructors often upgrade to a newer edition of the required textbook. If a course requires digital access, such as MyLab or Connect, then this access typically includes the required new version of the eBook. New editions often are not much different than the previous edition. Therefore, the older print edition may still be used for reference since you will have the new edition in eBook form. All instructors in courses with both print and digital access requirements are contacted to ensure the older version of the print textbook is acceptable for use if you have the digital access with new edition of the eBook.