

# FREQUENTLY ASKED QUESTIONS:

## ***Books***

### **What will my books cost?**

You should plan on spending \$200.00 to \$700.00 on average for the year, depending on the program you are taking. Some instructors require you to purchase your books by the quarter while others require you to purchase all of your books at the beginning of the course. The BookList on the M.T.I. Website may offer more specific information. Go to [www.manateetechnicalinstitute.org/bookstore.html](http://www.manateetechnicalinstitute.org/bookstore.html).

### **Why are the books so expensive?**

There are many reasons for the cost. There are vast amounts of research that goes into technology that can change overnight. When these changes occur the information has to be updated and new editions published. Diagrams, pictures, charts, drawings, graphics, etc. are all expensive additions to books. The manufacturing cost is not the only cost that goes into the final price of the textbook. There are always the delivery charges which depend a lot on the price of gasoline. From the first idea for the book until the day it is purchased a lot of time and money goes into it.

### **Is there anyone to help me with the cost of my books?**

There are many sponsors that might help with the cost of books, such as the Financial Aid Trust Fund. There are Financial Advisors at each Campus to help you find out if you qualify for any type of financial aid.

### **I like to read books on my iPhone (iPad, Kindle, Blackberry, laptop.) Are my books online? How do I download them?**

Beginning in August, 2011 the BookStore will be offering a few books in Kindle format. Some books can be downloaded directly from the publisher. You would need to be prepared to pay

by your own personal credit card to do this. BookStore personnel can help you determine if your textbook is offered in an e-format and help you with ordering choices.

## How does the BookStore figure its profit and where does the money go?

The Bookstore takes the cost we pay the publisher and adds a small percentage to that cost, and then adds pro-rated shipping and handling fees. That percentage is not all profit; the money goes toward operating expenses not only for the Bookstore but for the entire school.

## Do you have used books?

Yes, for some of the classes we do. Our book buyback program is new and we don't have as many used books as we would like. However, our used books are in good condition. We recommend when you purchase a book from us to keep in mind you might want to sell it back to us and we only accept books in good condition for resale. Please check with us about buying a used book because it can save you money.

## Who chooses the books for each course? Does the BookStore Manager select the books?

The texts are chosen by the instructor in charge of each program. The BookStore Manager does not select what books you need for your program. The instructor turns in a requisition and the BookStore orders the texts.

## I came to buy my book and you didn't have it! What gives?

There can be several reasons for a text not to be in stock. Some of the reasons are:

- The instructor orders books based on the estimated number of students tentatively enrolled in a program. There are times we have students registering late. At that time the instructor will re-evaluate the number of texts needed and may place another order. Usually a rush is put on the order to get the student the textbook as soon as possible.
- The publisher is out of stock.

- After placing the order, the instructor changed his or her mind and decided on a different text; one that better meets the needs of the students. This causes a delay in ordering and delivery time.
- Honest mistakes are sometimes made

Whatever the reason may be, we always try to make sure the student is not inconvenienced for very long.

### **What is a book bundle? I bought the textbook from a former student and only need the workbook – why can't I buy just the one I need?**

A bundle consists of two or more books that are chosen by the instructor and put together by the publishing company, at the instructor's request. The bundles are never broken up and only one book sold because the pricing is set for all books combined. The individual book has not been priced for resale alone. If all the books were bought individually the cost to the student would be greater than the cost of the bundle.

### **Can I buy any book?**

Yes, anyone has the right to purchase a book for any program.

### **The BookStore does not carry a specific book. Can I special order it?**

Yes, the Bookstore can special order any book. The student must pay the estimated price of the book in advance. Special order books are very expensive because the student bears the entire cost of shipping and handling charges. Once the book is received, if it is more expensive than estimated, the student will pay the difference. If the price of the book is less than the student pre-paid, the difference will be refunded to the student.

## **When I went to purchase my books, some of the prices were different than on the acceptance letter. Why was there a difference?**

The prices mentioned in the letter are estimates used at the time the letter was created. Prices are subject to change without notice. Particularly during registration periods, book shipments are received on a daily basis and prices change often. We make every effort to ensure the accuracy of the information on the BookStore portion of the M.T.I. Website. You will be charged the correct price of the item on the day of purchase.

## **If my book is missing pages or defective in any way or my kit is broken or missing pieces what do I do?**

If you purchased the item from the M.T.I. BookStore, return the book or kit to the Bookstore and the staff will take care of it for you. The book or kit can be exchanged, but remember that if it is a kit then the entire kit has to be returned to the BookStore. If you purchased the item online, from another student, or from another department here at M.T.I., you will need to discuss a replacement with that specific seller.

## **Uniforms**

### **Does the Bookstore carry uniforms for all classes?**

We carry uniforms for almost all programs. Criminal Justice and Law Enforcement students purchase their uniforms from another source. We stock and sell only the PT uniforms for the Fire Science program. We stock and sell program patches for the Healthcare programs at M.T.I. East; scrubs are purchased individually from any vendor who sells the needed style. Because we are a Vocational Training school our uniforms vary for the Main Campus. Each program administrator chooses the uniform for the specific program. The uniform could consist of as little as a t-shirt and ID to a full uniform of jacket, pants, hats, scarves and ID. Again, it depends on what program you are enrolled in and what is required for that specific program.

## **Why do I have to wear the ID every day? After I am in class for awhile my instructor knows who I am.**

The ID is for security for the entire school. It is true that after awhile your instructor and fellow classmates will know you, however, when you leave that classroom you are one of hundreds and the school needs to know that you belong on our campus.

## **Other frequently asked questions:**

### **Why aren't you always open when the students are here?**

The BookStore tries to accommodate all of the programs and be available when the classes are in session. However, because of budget cuts we do not have the staff to run both campus BookStores day and evening. We have worked out a schedule to try to cover as many hours as we can and we post the calendar online every month and at each BookStore location. We then ask the instructors to post the calendar somewhere in the classes so the students will know when we are open. Unfortunately, there are times when one of us might be sick or have to take time off for other reasons. We then post this information as quickly as possible on First Class (the school's e-mail system) and ask the instructors to let their students know so they won't come to the BookStore and be disappointed. We also post a notice at the BookStore. Your in-put is important to us; if you have suggestions of what days and times would better serve this Campus's needs, please complete the Customer Survey Form which is on the counter.