



## OBTAINING COURSE MATERIALS

### **Will I automatically receive course materials?**

Yes. Just like a subscription service, when you register for class at CGCC Slingshot will send you all required course materials automatically at the beginning of the term. Your CGCC Student Account will be charged for any course materials you receive allowing you to use Financial Aid and other Scholarship awards to pay for course materials.

### **How are course materials delivered?**

By default, all Slingshot accounts are set to prefer digital format and all other course materials will be delivered to the Campus Store and available for pick up. Log into your Slingshot portal to update your account preferences including delivery address and format preference (digital or print). We will fulfill to your preference whenever that format is available for the required content. Email notifications will be sent to your [CGCC email](#) when digital items are available to access in your Slingshot portal and when your course materials arrive at the Campus Store.

### **What if an item is missing from my package?**

Check if the book is listed in the “**Items not in this Shipment**” section of your packing list. If it is, this item will either be digital or coming in a separate box. You will receive updates through your [CGCC email](#) about additional item(s). If you are missing a book and it is not listed in the “Items not in this shipment,” contact Slingshot support for assistance as soon as possible. <https://www.slingshotedu.com/support>

### **What if I ADD a course?**

If you add a course, we will automatically receive your enrollment information and process an order for any required materials you need. An email notification will be sent as soon as the item(s) is available.

### **What if I DROP a course?**

If you drop a course, you have 7 days from the start of class to return any physical books to the CGCC Campus Store. Digital course materials are automatically removed from your digital bookshelf.

### **Should I just “OPT Out?”**

“Opting out” means you will no longer receive any required course materials through Slingshot automatically, and you will be responsible for sourcing all of you own course materials before class starts. By “opting out” you also loose the ability to have your student account charged and use Financial Aid and other Scholarship awards to pay for course materials; paying with your student account is only available to “opted in” students. A better practice is to log in to your Slingshot portal 2 weeks prior to the start of classes to update your format and delivery preferences. You can return any unneeded course material within 7 day at the Campus Store for a full refund to your student account. If items are digital, please contact customer support to return.

### **What is the return policy?**

Any item provided through Slingshot may be returned during the first week of class for any reason for a full refund, with some additional restrictions for digital materials. Digital items are refundable within 14 days of the first day of access, or thirty (30) days after the purchase is made, whichever occurs first. Additionally, we cannot fulfill refund requests if more than 10% of the product has been viewed and/or if any page(s) of the product has been printed. We recommend contacting Customer Support as soon as possible if you think you will need to return a digital item.

### **How do I return my rental books?**

Return your books to the Campus Store at the end of the semester. It’s a quick and simple process. Alternatively, you can ship your books back to us for free. Just log in to your online account, indicate the books you’d like to return, and click “Return”. The system will walk you through the process.

### **How do I access digital items?**

Ebooks will be accessed through the Slingshot website under the “My Course Materials” page after log in. Once a digital item is available, an email notification will be sent (it may come after a physical shipment has gone out). Additional you can access your Slingshot portal on the myCGCC page from the “Course Materials” link on the left side of the page.

### What is a digital “Expiration” date?

Digital items vary based on publisher license duration. Some will have an expiration date (viewable under “My Course Materials”) while others have a lifetime license. If there is an expiration date, that item will no longer be accessible after the date. If the same item is needed again under the same account, all notations you make will still be present, but it can only be accessed while you have an active license for the material.

## OTHER QUESTIONS

### How can I contact you with other questions?

Feel free to contact Customer Support anytime at [support@slingshotedu.com](mailto:support@slingshotedu.com), where our estimated response time is under 24 hours. Alternatively, we have staff available by chat or phone every Monday through Friday, **8 AM -9 PM EST**, Saturday **10AM – 2PM EST** and chat available Sunday **5PM-9PM EST**. Please utilize the chat box below or call us at **1.888.392.2930**



Scan me! to access the CGCC Student Course Material Portal



**TAKE A GLIMPSE AT YOUR SLINGSHOT ACCOUNT**

The screenshot shows the Slingshot user interface. At the top, there is a navigation bar with the Slingshot logo, a 'Have more questions? Find answers here.' button, and links for HOME, FAQs, CART, and LOG OUT (Click here for Support). Below this is a secondary navigation bar with MY ACCOUNT, TRANSACTION HISTORY, MY COURSE MATERIALS, and BUY BOOKS. The main content area displays a welcome message for a student with ID 123456 and email student@slingshotedu.com. Two primary sections are visible: 'Default Shipping Address' (1500 S Western Ave, Marion, IN 46953) with a 'Change Address' button, and 'Textbook Preference' (Traditional Undergraduate Rent/Standard) with a 'My Account Preferences' button. Callout boxes with arrows point to these sections, asking 'Are you getting books delivered to your home? Update address here!' and 'Need to change your course material preference?'.