



Frequently Asked Questions (FAQs) Book Voucher Request Process

Beginning Fall 2023, Victor Valley College has partnered with Books by eCampus as the new official bookstore provider. Below are frequently asked questions that will be useful to you as we go through this transition together.

Q: Why should I buy my course materials through the VVC online bookstore?

A: **1)** The VVC Online Bookstore has worked with faculty to ensure the correct course materials are available for your classes, **2)** Enjoy a convenient online experience at vvc.ecampus.com with competitive pricing on new, used, rental, eBook, and marketplace options, **3)** Take advantage of risk-free early ordering with returns accepted up to 30 days after the start of classes, and **4)** Get instant access to your eBooks and digital content through a personalized digital bookshelf.

Q: How do I pay for my books?

A: eCampus.com offers the following payment options for students:

1. PayPal, PayPal CREDIT, Discover, Visa, Mastercard, and American Express, Apple Pay
2. VVC Book Voucher Program using financial aid (Pell Grant)
3. VVC Book Voucher from another categorical program (E.O.P.S, CalWorks, MESA, CARE, etc.)

Q: How do I get a VVC Book Voucher?

A: VVC Book Vouchers are offered to students who have financial aid awards or other programmatic funds available to use. Below are some of the common financial aid funds that students can use for books:

1. Extended Opportunity Programs and Services (E.O.P.S)
 - a. Includes Cooperative Agencies Resources for Education (CARE)
2. CalWorks
3. NextUp
4. DREAMer
5. Veterans (includes VR&E students)
6. Scholarships (includes VVC Foundation Scholarships)
7. Associated Student Body (ASB)
8. Pell Grant

- a. **NOTE:** To use Pell Grant funding to purchase books, students must complete a [Book Voucher Authorization Form](#)

b. The book amount used will be deducted from the 70% Pell disbursement

Q: How do I know if I have any of the funding types above to get a VVC Book Voucher?

A: If you are working with any of the departments on campus that are associated with the funding listed above, they will inform you if you are eligible to receive book voucher funding. If you would like to find out more about any of the programs listed above, please visit vvc.edu or call 760-245-4271 for more information.

If you are a financial aid student, you must have submitted all necessary documents, you're your file reviewed and processed, and have been awarded the Pell Grant. For more information on applying for financial aid, please visit <https://www.vvc.edu/how-apply-get-started-now>. You can view your financial aid status and awards via your FA Self Service Portal in myVVC. For questions, please contact 760-245-4271.

For VVC Foundation funding, you must contact the Bursar Office prior to any disbursement of these funds to let them know you want to use the scholarship funds as a book voucher and how much. The Bursar Office can be reached at 760-245-4271-choose one of the following extensions: 2370, 2243, 2244, and 2249.

Important Question Alert

Q: What if I have multiple funding types are available to me-which do I use first?

A: This is very common. **It is important that you select "Pell Grant" as your last option to purchase your books.** Pell Grant funding can be sent back to students as a refund to use toward educational expenses, while other funding can be limited to just the purchase of books. Using the other funding types before your Pell Grant award will ensure that you get the most out of all of the financial aid you are receiving.

Q: Will I be notified if a book voucher is available for me?

A: Yes, an email will be sent to you within 15 minutes of the authorized amount being sent over to eCampus. Notification times can vary during peak volume periods for eCampus.

Q: How do I login to purchase my books?

A: All students and VVC staff and faculty have a single-sign on account to access vvc.eCampus.com. The link is also located in MyVVC for students, staff & faculty.

Q: How do I search for my books once I login?

A: Students are able to look for their books by selecting **Shop by Schedule**, **Shop by Course**, or **Search by Title**.

Important Question Alert

Q: Does it cost to have my book(s) shipped to me?

A: It is free to have your books shipped to the VVC Rams Bookstore (any order amount) **OR** to your home address if your order is over \$59.00. If your order is under \$59.00, shipping is approximately \$4.00 per book.

Important Question Alert

Q: How long does shipping take?

A: Shipping takes about 3-4 days on average. Expedited shipping is available for an additional cost of \$7.00.

Q: Does eCampus allow returns?

A: Yes. Returns are allowed up to 30 days from the start of the class, or 30 days from the ship date, whichever is later. The student is responsible for the cost to return the book(s), which is \$7.00 for each order (not each book). When packages arrive in the eCampus warehouse they are processed, and a refund is applied to the original payment method.

Q: Does eCampus buyback books?

A: Yes. A student has two options for a book buyback:

1. Via the vvc.ecampus.com website
 2. Sell back in the Rams Bookstore during finals week of a term (***not available for Fall 23***)
- *Funds for the return are sent back using direct deposit (if a student has set this option up, PayPal, or have a check mailed to them.

Important Question Alert

Q: How do I contact eCampus for questions, concerns, or assistance purchasing my books?

A: There are several ways to contact* eCampus:

1. Start a Live Chat using the "Contact Us" link in your eCampus - Available 7 days a week
2. Email at bookstore@ecampus.com
3. Call at 859-209-6958 - Available Monday-Friday 8:30am-6:00pm

*Response times vary based on chat/email/call volumes.



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