

The Learning Materials Program: A Convenient and Affordable Solution to Textbooks

CMC offers students an innovative solution to the challenge most college students encounter, obtaining the correct textbooks, we call it the Learning Materials Program or the LMP. The Learning Materials Program combines the conveniences of a subscription-like service with the vast inventory of a library to our students, delivering all required textbooks direct to students before the first day of class at a very affordable rental rate per credit hour.

GENERAL INFORMATION

Skip the hassle of tracking down the correct edition or buying and selling your textbooks every semester! The Colorado Mountain College Learning Materials Program is an integrated program designed to deliver student textbooks directly to their residence at the beginning of the semester. Once students register for their courses an order will populate to send all the required materials and books to the student. But before that can happen, students will need to verify their physical mailing address. Once this has been completed, all required textbooks will conveniently ship directly to the student or the campus location where the student resides prior to course start. To see your textbook order and information, please go to Basecamp (login required), then access the Learning Materials Program under Student Resources.

FREQUENTLY ASKED QUESTIONS:

Can I write or highlight in the books?

Absolutely.

However, be kind to the next student who will get the book. A reasonable amount of writing and highlighting is definitely OK.

How do I know the status of my textbook order?

You will receive automated updates and reminders in your CMC Email account. CMC sends important information to the assigned CMC email. If you do not check this email you won't see important information and cost saving reminders. Be sure to check CMC emails or forward to an account routinely monitored. Log in, via Basecamp for immediate access to digital materials or check order status.

How do I receive books?

When you register, drop or add a course, your textbook order generates and ships from the vendor's warehouse. They begin shipping approximately 10 days prior to Semester start and continue through the term. If you are a residential student in Leadville, Spring Valley or Steamboat pick up your textbooks from the Campus Store or designated location. ALL other students, and Campus locations, receive orders directly shipped to their physical address. You are notified when your order is ready for pick up. (CMC Email Account or by Text.)

Please go into your digital dashboard and “verify address”. (this is often a different address than your U.S. Mailing address) or contact your home Campus representative so your textbook shipping address for UPS with tracking can be updated in the system. Orders will be on hold if you do not verify your address.

Do students have to pay for shipping?

No.

Shipping costs both ways are included. Return textbooks by dropping off to the Campus Store or Campus location OR use the free return shipping label provided. Access and print shipping labels 24/7 from the “Manage My Returns” screen on your CMC Learning Materials Program dashboard. Students can print a return shipping label from the Dashboard (access via Basecamp) anytime.

What if I want to keep books?

Students may keep any books they receive by paying the book buyout price. Some textbooks (e.g. workbooks, course packs, and some reference materials) can be kept at no additional cost, and are indicated as “Yours to Keep” or “gift” on your order screen. After the end of semester and any grace period, non-returned items result in an automatic replacement fee to the student account.

What if I forgot to return a book after the time limit?

We are happy to work with you and make returning your textbooks as easy and convenient as possible. Return time limits are strict and charges become non-refundable. It is the responsibility of the student to use the free return process by the deadline. It is an important part of the process to maintain the educational materials library and to prepare for upcoming semesters. Once deadlines have passed, textbooks are considered purchases. To offset replacement charges, students can try to re-sell on the open market, utilizing the “sell my textbooks” feature within the Learning Materials Portal.

The Program prepares and sources for upcoming semesters and unfortunately late returns cannot be refunded. Non-returned or damaged items charges are placed on the student account and payment policies apply.

When do the books have to be returned?

Books MUST be returned by strict deadlines. The last day of finals, or within seven days of dropping a course. Students receive multiple email reminders. Drop off at participating home Campus locations (Leadville, Spring Valley or Steamboat Springs) or use a free return label and drop off to UPS.

Can I buy a textbook I want to keep?

You can also voluntarily choose to buy-out any textbooks you want to own from the “Manage My Returns” screen which can be found on the learning material’s program dashboard.

What if a book is accidentally damaged?

Some normal wear and tear is expected, but if the book is damaged to the point of not being acceptable for the next student to use, a non-returned item/damaged materials fee will apply. Examples of damage are water, removed binders, torn covers and pages.

How do students find out the replacement fee for keeping, losing, or damaging a book?

Campus staff or the customer service team can inform students the replacement fee for books at any time. Replacement or buy out charges also appear on both the LMP order page and student account.

What if I drop classes or make changes?

Return all textbooks from dropped courses and receive new ones! Newly added course orders are processed and shipped as an expedited shipment free of charge. Track orders from your dashboard.

What is the format of the books?

Formats are determined by individual course instructors. You may receive textbooks in print or electronic (eBook) format. Some faculty may adopt both print and electronic formats for the same title, thus giving students the choice of which to use but normally just one format is provided. When available from the publisher, you might see “gift” e-books while you wait for actual textbooks or a delayed shipment.

How do I get the long format access codes?

Access codes are pre-loaded as a courtesy to CMC students and found on your “digital dashboard” in the Learning Materials Program portal. Log in from Basecamp to access everything there. No more lost envelopes with lost access codes! They are safe and secure on your portal.

Do you provide a shipping box along with my free return label?

If you happened to keep the box your books came in, use that. Otherwise, use other packaging you might have. Return shipment boxes are not automatically provided but the convenient free label is!

What if I have an issue (e.g. missing or damaged items) or a question?

Be sure to check your order and direct all inquiries to your home Campus OR call customer service 844-523-9056. Additional support is available by sending an email to cmclmp@ecampus.com All orders come with an instruction booklet that is a great resource so hold onto those instructions.

How do I access the Learning Materials Program Student Account dashboard?

Log into Basecamp, click the link called “Learning Materials Program” from MY CMC APPS (located on the right side of your screen) – this is direct, single sign on access to manage the LMP and view your customized order of learning materials.

Are any courses or materials EXCLUDED from the flat fee and not included in the LMP?

Yes.

Please consult The Learning Materials Program Homepage for the most updated list of excluded programs.

<https://coloradomtn.edu/classes/textbooks/>

*Some specialized materials and lab kits may be required to be purchased separately.

Can I choose to “opt out” or not participate?

Yes.

The program does include an option for non-participation. The completed waiver form is required and is submitted by email or in person in order to refund fees and remove orders from the system. A student must indicate this preference at least 7 days PRIOR to the start of semester or before an order is generated. (Opt out prior to registration.) If a student misses the semester deadline, they can opt out for the upcoming semester. To get more information find Opt Out instructions and waiver form on Basecamp or contact a staff member. Email questions and/or completed waiver form to cmclmp@coloradomtn.edu. The Form must be received by specified deadline in order to credit LMP schedule fees. The OPT OUT status is permanent until rescinded. A student CAN opt back into the Program with notice at least 7 days prior to semester start. Contact your home Campus or email cmclmp@coloradomtn.edu to make any changes to Program status.

The program has a high value for the large majority of students but we recognize there are certain situations where a student may want to opt out. Students who exercise this option must still acquire an individual copy of all required materials by the first day of class.

