



FAQ - Student Book and Equipment Return

What will I need to return?

- Books and/or any equipment that were rented from the following programs/departments: Bookstore, Library, OASIS, SEASSE, AFFIRM/UMOJAA, ENLACE, ASPIRE, EOP&S, CARE, STEM/CTE and Math/Science and DSPS.
- Any rented or borrowed Laptops, iPads and hotspots

When and where will this take place?

- Thursday, May 21st & Friday, May 22nd, 9am-1pm
- In the below chart, please find the program/location details for drop-off:

Follet Bookstore & Library Returns	AFFIRM/UMOJAA - ASPIRE- CARE- DSPS – ENLACE – EOP&S - OASIS – STEM/CTE - SEASSE Returns	ALL Laptop, iPad and Hotspot Returns
Enter through the San Felipe/Paso De Arobles Road entrance and follow the signs to staging area in Parking Lot 3.	Enter through Yerba Buena/Villa Del Lago Rd and follow signs for staging area in the Campus Police Circle.	Enter through the Yerba Buena/Valle Del Lago entrance and follow the signs to Reprographics. Park in Lot 6.
Limited contract Drive-thru system to return books and equipment.	Limited contract Drive-thru system to return books and equipment.	Limited contact Walk-up System to return laptops, iPads and hotspots.

How will the return process work?

- **Laptops, iPads and Hotspots for Walk-up System at Reprographics:**
 - Please be sure to return powercords/chargers that were provided with all equipment.
 - There will be signs outside of Reprographics to line up; please line up on the taped lines to practice social distancing (6foot distance). Staff will call students in one at a time.
- **Books and other equipment for Drive-thru system:**
 - Please have return items placed in the backseat on the passenger side or in the trunk. Staff will grab items that need to be returned if in trunk and need to be handed items through the car windows for those items on the backseat or on the passenger side.
 - Staff will only grab items for their specific program/departments. If you rented items from multiple programs, you will need to visit each of those department drive up sites to return books and other equipment.
 - Have all necessary documents and/or completed paperwork ready for return.

What if I don't drive and utilize public transportation?

- There will be a walk-up line that will allow you to go to each station needed to return items.
- Signs will be posted and staff will help direct students.

Requirements for all students

- Everyone must wear a face mask or face covering to ensure the safety of everyone at all times even if remaining in your car for the safety of our staff members.
- Students must remain in their vehicle at all times; unless they are returning a laptop, Ipad or Hotspot to Reprographics or using public transportation.
- **Students must leave immediately after items have been returned and cannot linger on campus under any circumstances.**



Entrance and Routes

