

VA FAQ

- **How will our VA students get their books?**

OSU Marion has partnered with the OSU Newark Campus Bookstore OSU-Newark.bncollege.com to service our students. Unless students drive 1.5 hours to our location, they will need to order on our website. Our order guide directs students to select standard ground as their shipping method as UPS standard ground is one day service anywhere in Ohio. Our website indicates allowing 24-48 hours for processing, not including weekends. We currently fulfill 90-95% of our orders before the end of the first week of class including those students that waited to order the first week of class.

- **To which location do the Tungsten PO's need to be made out to?**

The location will need to be changed to Barnes & Noble College store #230 Central Ohio Technical College and Ohio State Newark. Email is SM230@bncollege.com

- **How will rentals be handled?**

Rentals will need to be returned to the Newark Campus Bookstore no later than 5 days after the last day of finals. THERE WILL BE NO PHYSICAL LOCATION IN MARION TO RETURN THE RENTALS TO. Unless driving to Newark, most students will need to print off the UPS rental return label from our website that is not included in the cost of the rental.

- **Are there any issues we need to be made aware of?**

Yes, while the VA will cover any course required books and supplies and \$50.00 worth of incidental supplies each semester, our system has no way of differentiating between a course required supply and an incidental supply; therefore, the student will need to reach out to us in advance before ordering if:

1. The student needs a course required supply, so that we can add that dollar amount to the \$50 already there as to not take away from their incidental fund.
2. If they have spent the \$50 in one term and need additional funding for either of the next two semesters within the Academic year.

- **Who do we reach out to for any questions, concerns or issues?**

For any questions or concerns, please don't hesitate to reach out to me. My name is Christopher Gasser, I am the store manager for this location and have been with B&N for almost 30 years. If I don't have the answer, I will get the answer for you. My assistant's name is Kyle Kennedy. I can be reached at 740-755-7677 or emailed at cgasser@bncollege.com. We are absolutely committed to assisting your VA students and will typically get back to you with a response within 24 hours. While there may be some unanticipated outcomes as we transition, we are resolved to fix any that should occur. We truly appreciate your partnership as we establish this new relationship servicing your institution.