
Student Textbook Policy and Procedures

2013-2014

Rationale:

The Qatar University Student Textbook policy sets out and defines the student procedures for providing textbooks to them.

Policy:

- A. The University provides textbook services on campus for registered students.
- B. Registered students may purchase textbooks on campus at a subsidy equal to 50% of the price, for textbooks costing over QR50.
- C. Complaints relating to textbook services are dealt with in accordance to the University Student Complaint Policy and Procedures.

Procedures:

Responsibility for Textbooks

The Textbook Section is responsible for providing textbook services, distribution to students.

Confidentiality

The Section is responsible for maintaining the confidentiality of student data in the service records.

Information relating to any student is not released without the student's written consent.

D. Textbook Distribution to Students

- a. The Textbook Section announces the textbook distribution schedule in the beginning each semester.
- b. Students may purchase only one copy of the textbook required for a registered course at the subsidized rate.

E. Students must follow the procedure below to receive their textbooks:

- a. Print out the textbook list marked with required books.
- b. Visit the book distribution hall in person to collect the books, excepting students registered with the Special Needs Section who can fill the form to received books on behalf of special needs only.
- c. Present his/her Campus Card (QU Student ID card).
- d. Follow the distribution schedule announced by textbook section.
- e. If a student's member wishes to purchase textbooks for courses in which s/he is not registered, s/he must obtain the approval of his/her College to purchase it, after checking

the availability in the store. Subsidy is not available.

- f. Payment for the textbook is due from the student receiving the textbook.
- g. Scholarships payment depends of the conditions agreed during the grant.
- h. Student payments can be made online by Visa Card or Master Card, or direct payments to the Cashier's Office at the Men's/Women's Activities Building.
- i. Students can pay during the current academic year or at the beginning of the next academic year.
- j. Payment by scholarship students for textbooks is as outlined per scholarship conditions.
- k. Once the book is sold, it may not be returned except in the following cases:
 - i. Repeating a failed course.
 - ii. Loss of textbooks.

And Priority will be given for the students who are registered in the course.

- l. Textbooks may be returned under the following conditions:
 - 1. Return will be accepted during the period specified by Textbooks section.
 - 2. Textbooks are found to have pages missing, print mistakes, or be in poor condition (from time of purchase).
 - 3. Due to the cancellation of the course by the department / college.
- m. Electronic books are not returnable after logging in and download eBooks on student's devices.
- n. Students can access to the e-books through Blackboards and fees will be charged to their account.

Owner

Student Services Department

Stakeholder Impact

This policy affects all registered students. All textbook section Staff of the University should be familiar with this policy and the procedures and be able to advice students if asked.

Review Date

Sept 20TH -2014

END