



Kettering University

Kettering is a fully-accredited university offering undergraduate and graduate degrees in a variety of fields in engineering, manufacturing, and computer science. All undergraduate programs and many graduate programs are offered at the Kettering campus in Flint, Michigan. In addition, Kettering offers graduate degrees through learning centers around the world, located primarily at manufacturing plants where employees are able to gain advanced degrees in conjunction with full-time employment.

"Before we started working with Specialty Books, providing books to our distance learning students was a logistics nightmare.

"Now with Specialty, we just tell them what we want. They scout the publishers, get us a good deal, and handle all the details. Shipments generally go out the same day students order.

"I love Specialty Books and our students are really happy too."

"Specialty Books has been our fulfillment partner since 1998. We rely on them to distribute course materials to our graduate program students studying at over 150 locations in North America, Europe, and Asia.

"Before we started working with Specialty Books, we handled all the ordering, repackaging, and shipping ourselves. It was a logistics nightmare and it was taking us way too long to get books to students. Now, with Specialty, we just tell them what we want. They scout the publishers, locate the hard-to-find books we want, get us a good deal, and handle all the details. They are really good at what they do.

"Specialty Books has also customized the way they work with us. We have some students who pay for their own books and others who are in programs where the price of course materials is included in tuition. Specialty has developed a system that syncs perfectly with ours. All we have to do is give them the names of pre-paid students, Specialty takes care of the rest.

"Our students love Specialty Books too. The turnaround is fantastic, with shipments generally going out the same day they order. And as far as customer service, well, they really take care of our students. Everyone at Specialty seems to be empowered to solve any problem that may arise.

"I really love Specialty Books. They have made our lives so much easier. And our students are really happy too."

Mary Sue Morris
Information Specialist
Kettering University
Flint, Michigan



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