**Curriculum Changes**

**Q. Why did you combine everything together?**

A. We believe the inclusion of these additional element s provide the best educational experience for a family.

**Q. Can I opt out of Bible and LA like in the past?**

A. Unfortunately you are not allowed to “opt out” of these items within the core. However, we have made our package price extremely competitive so that you can receive the full “Sonlight” experience at a comparable cost to previous Cores.

**Q. You are increasing your prices because you are adding all these items. Do you not care about the economic times we are in?**

A. Because we wanted customers to truly experience “Sonlight” and our improved product, we chose to include these additional items. However, we worked very hard to made our package prices even more competitive.

**Q. Why are you making it more difficult for me to customize my purchase?**

A.

**Q. If you were able to keep the package cost down while including these additional items, why can’t you remove Bible and LA and make the Core even less than it has been?**

A. Because we wanted customers to truly experience “Sonlight” and our improved product, we chose to include these additional items. However, we worked very hard to made our package prices even more competitive.

**Q. You are making our IGs simpler? Does that mean I am receiving less content or less educational value?**

A. You are receiving no less content and even greater value. By simpler, we mean the same great content is now more readily accessed and easier to use. You are receiving equal content streamlined for busy moms. Regarding value, we fully believe you are going to receive much greater value, as the full content can be accessed, understood, shared, and tracked with less effort and more clarity. The value is increased as the whole of the content is at your fingertips.

**Q. Sonlight’s Language Arts program has long been its weakest link. Knowing that, why would you force me to purchase it when I have no desire to use it.**

A. Our Language Arts have always been tied to the readers in every Core. Now we have integrated them seamlessly within the Core. We sought both to improve the LA and to give that product to you at virtually no charge, so you can fully experience our curriculum as it was designed to be used.

**Q. You advertise the flexibility of your curriculum to meet a student’s unique needs, yet you take away even more of my “choices” when you force me to purchase not only the Core package, but also the LA and Bible. The only “choice” I’m left with is Math and Science.**

A. You still have all the choices of any LA and Core that makes sense for you. They are now integrated. The Bible has been included to complete our curriculum, as it is a key component of the learning experience. They may be skipped as with any component. And we are offering them in the package at virtually no additional charge.

**Q. Am I still able to receive a repurchase discount on my LA guide?**

A.

**Q. Moving the Study Guides in with the weekly schedules will make it much more difficult to “tweak” or substitute one book for another. Removes my ability to be flexible**

A. Our Cores are complete curriculums, which you are free to adjust or tweak as you will. We put our best curriculum together as we always have.

**Q. The ability to pull a book’s entire Study Guide and keep it with the book makes school more “portable”. Dividing up the study guide by week will make that more difficult**

A. Of course, any arrangement has advantages and disadvantages. Providing a seamless week of study for the entire curriculum was a choice we opted to meet.

**Q. Putting both 4-day and 5-day titles on the same schedule page confuses customers. Those who order the 4-day package contact us asking why we left titles out of their order that are scheduled in their IG.**

A. We have clearly noted that the 5 day program is not part of the 4 day program, and hence remind users in the IG regularly that books on Day 5 are for 5 day purchasers only.

**Q. I am not a Christian homeschooler … you are forcing me to purchase Bible materials I will never use (if I want the Core package discount/scholarship eligibility/discounts)**

A. We are a full orbed curriculum provider and Bible is integral to our curriculum. As with all portions of our IG, you are still free to ignore or skip or rearrange the way in which you take advantage of the full curriculum we have packaged as a whole.

**Q. Between family Bible study and church-related activities such as AWANA, we will have no time or need for the Bible materials. Why force me to buy them?**

A. We believe our curriculum is complete only when the Bible is a part of the curriculum. Hence, we have once again, as we did once upon a time, included Bible as part of the whole. As with all portions of our IG, you are still free to ignore or skip or rearrange the way in which you take advantage of the full curriculum we have packaged as a whole.

**Q. PO Agencies – I need to purchase your items but cannot purchase your Bible materials. Can I purchase the core without the bible materials?**

A.

**Q. Why are you no longer giving me rewards points for my IG review? Don’t you give enough money already?**

A. We wanted to give our customers an opportunity to “give back”. While we understand you could do this on your own, it is our desire that the entire Sonlight Community be involved in something unique that can impact the world.

**Catalog Changes**

**Q. Why are there no book descriptions or individual prices for titles within the core? We told you last year that you made a mistake and needed to bring it back in. You are going to lose more customers. I can’t add up the prices of the titles in the catalog**

A. We have chosen to continue to concentrate in the print catalog on the fullness and robustness of a full-orbed curriculum, packages that will free busy moms to learn at home together across the full spectrum of subjects and that enable moms to help their children do whatever God calls them to do. Hence, we have moved all book descriptions to the web site, or if one cannot access the web site, we will send a list of book descriptions (including prices, trimester indicators, etc.) to you. They continue to be available without added cost and will continue to be the best of the best selections they have always been.

**Q. Is there a reason why we can’t face a new catalog year, just once, without you making so many changes? If your products and service are so good, why do you keep changing them?**

A. We believe regular change is the reason our products and services are good. We never settle, there is always a better way. We admit we miss the mark sometimes. But many times we improve things. And we do that for the sake of making our customers experience better.

**Q. Catalog book descriptions – What good is a catalog if it doesn’t give me the most basic information of price and product description?**

A. We have chosen to continue to concentrate in the print catalog on the fullness and robustness of a full-orbed curriculum, packages that will free busy moms to learn at home together across the full spectrum of subjects and that enable moms to help their children do whatever God calls them to do. Hence, we have moved all book descriptions to the web site, or if one cannot access the web site, we will send a list of book descriptions (including prices, trimester indicators, etc.) to you. They continue to be available without added cost and will continue to be the best of the best selections they have always been.

**Q. Catalog book descriptions - My favorite part of planning the next year, is to curl up with the catalog, reading the descriptions of each book, evaluating the prices of each item, and then selecting what I want. Under this new system I can't do that. Sonlight is a literature rich curriculum, people who like it, are people who like to curl up with a real book, (as opposed to Kindle etc.), not with a computer.**

A.

**Q. Catalog book descriptions – I’m a veteran Sonlight user … have used Sonlight for years. Without book descriptions, I can’t go back to compare what I already own to what I may need to purchase for a younger student (i.e. book titles change, etc…). as a long-time Sonlight user, I need individual item prices and subject (ie 310-00) prices so that I can make choices about purchasing new/changed books and completing cores which I already own a significant amount of**

A. We have placed indicators in the catalog as to which titles are “New”. While that may not help entirely, you can go into your account on sonlight.com and view the titles you currently own (if you purchased them from us) under “my library”. And you can always review the full list of books on our website.

**Q. Catalog book descriptions – I’m an international Sonlight user and don’t have reliable Internet service. The catalog book descriptions and pricing were my only resource for making curriculum decisions**

A. Our CR team would be delighted to pass along any information you need to help you make your curriculum decisions. Please email our team and we will be glad to provide you with descriptions, lists, etc.

**Q. Catalog book descriptions - Before, the Sonlight catalog felt like it was all about the books and the other materials were there to make the journey more pleasurable. Now the catalog seems like the books are only incidental. As someone that loves books, this made me sad**

A. We love books a lot! Books are an essential and vital part of our curriculum. That’s why we include the many excellent books in each curriculum package.

**Q. Catalog book descriptions – Is Sonlight trying to make it more difficult for families who do not buy all of the books or an entire curriculum directly from you? Even in purchasing the entire core, you've stripped the catalog of the ability to give parents a good feel for the books in each core.**

A. We continue to offer the best of the best curriculum to current and future homeschooling families, emphasizing our complete curriculum packages because they offer the most value for raising life-long learners. In this age of computing, we have made the review of all books and the host of materials and options not in the catalog straightforward and easily accessible on line.

**Q. Catalog book descriptions - I've been considering supplementing homeschool curriculum or possibly switching to your format, all except for a few subjects such as Math and Science. After receiving the new catalog, I cannot find the individual prices or book descriptions I was seeking. I am not able to get on the Internet for long periods of time to research each book you have available and was hoping your catalog would have had what I needed. Are you not concerned that you will lose customers such as me as a result of the changes you’ve made?**

A. Our CR team would be delighted to pass along any information you need to help you make your curriculum decisions. Please email our team and we will be glad to provide you with descriptions, lists, etc.

**Q. Catalog book descriptions – Why would you remove the very thing that made Sonlight’s catalog unique and longed for? I carry the catalog to pick up kids, sporting events, etc. and peruse the book titles, sometimes reminiscing, and sometimes just looking forward to future titles. It's what made the Sonlight catalog so different than all my others.**

A. Many of the topics, subjects, etc. covered in our titles are written about in our curriculum overview.

**Q. Catalog book descriptions - If I am going to spend hundreds of dollars on a curriculum package, I want to know what is in it. Why replace so much important information with advertising?**

A. All of the information in our catalog and online is to inform customers and prospective customers of the content that Sonlight offers. We “advertise” in order to engage our audience, so they have both an emotional and mental connection to the host of products and services we offer.

**Q. Catalog book descriptions – You advertise yourself as doing the work for mom, yet you force us to go to the Internet to find something as simple as product descriptions and pricing. I am an avid online user and have a high speed connection. Even so, to read, evaluate and compare each title in a Core online requires multiple click throughs and much more time than simply reading in a catalog.**

A. With just a few clicks you can download all of the "details" found on our website. You can view, and even print, book lists, book descriptions, tri-mester indications, etc.

**Q. Catalog book descriptions – Busy homeschool moms research and make curriculum decisions “on the move” (i.e. doctor’s offices, waiting at the garage, at music lessons). I can’t make an informed decision about purchasing your curriculum just from your catalog any longer and I can’t take the Internet with me when running errands.**

A. We understand this can be frustrating. However, with just a few clicks you can download all of the "details" found on our website. You can view, and even print, book lists, book descriptions, tri-mester indications, etc.

**Q. Catalog book descriptions – Why do you no longer value your veteran customers? Even though your catalogue is very pretty, it is really meant for NEW homeschoolers, not me. And your web site is nice looking too, but I still have to click around too much to figure out where to find lists of readers, read-alouds, history, and science in different cores, in order to figure out what I want when checking for changes and updates on my older cores. TOO MUCH WORK.**

A.

**Q. Catalog book descriptions - I am almost in tears trying to order for next year. I am about ready to say forget it!! This year you all have made a terrible mistake by changing the catalog and web site. I can't find what I am looking for (usborne history of the world encylcopedia). This is not a friendly ordering process!**

A. Looking for a specific item? Use the search tool.

**Q. Catalog book descriptions – choosing what I need for my three students (i.e. consumables, etc…) should not be this hard or time consuming. You may have simplified things for your new users, but why make it so difficult for veterans?**

A.

**Q. Catalog book descriptions – Why did you shrink the catalog index? As a veteran user, I check on titles we’ve used previously to see which Core package they’re from. Now I have to hunt around on your web site to find that information. Very time consuming.**

A. We are expanding the index to a 3 page index with all of the titles. This issue should be resolved.