

Inclusive ACCESS

FAQ'S:

Q: What is Inclusive Access?

A: Inclusive Access is the system used to provide the access and billing when an instructor uses digital content in their course. Access is provided electronically before the first day of class, and the discounted access cost is billed to the student's financial aid account after the opt out deadline for the current term.

Q: What is the difference between Opt Out courses and Opt In courses?

A: All text materials required by the instructor would have auto-access, meaning you have access by default and must opt out if you do not wish to use it. Optional texts would have no default access and you must opt in if you wish to use them. Ideally, your status and opt choice for each text will be displayed in BCourses. The posted access charge for all texts with a status of "Opted In" after the opt out deadline for the term would be billed to your student account.

Q: Would students need to opt-out of an e-book?

A: All required texts will be provided as e-books with default access. If a student wishes to use an alternate resource, they would need to opt-out before the deadline (drop/add period) to avoid being billed.

Q: What are Interactive or Adaptive Courseware Platforms?

A: Interactive Courseware is much more than just an e-book. While platforms like Mastering, MindTap, Connect, and LaunchPad typically include a full digital text, they have added interactive content designed to make the reading more engaging, which increases comprehension and retention of the material and can ultimately lead to greater student success. They can include videos and interactive animations, quizzes, and homework sets which can include hints and/or links to the related text for incorrect answers, serving as a virtual tutor. They also allow for various levels of customization

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by the instructor, peer-to-peer sharing of notes, and the creation of digital flashcards you can use with smartphone apps.

Q: How much does Inclusive Access cost?

A: The price varies depending upon the platform and content used by the instructor, but Inclusive Access prices are lower than the cost of purchasing access direct from the publisher, and average 50% to 70% below the cost of a new, printed text.

Q: How will students gain access?

A: If your instructor is using a required homework platform or using a text that is available as an e-book, you will find access instructions, pricing and opt-out information in your Inclusive Access portal. Ideally this platform will integrate with BCourses.

Q: How will students pay for my access?

A: The access charge in both Opt Out (courseware) and Opt In (e-book only) courses will be billed to student financial aid accounts after the drop/add date. Students who opt out by the posted deadline for the current term or who drop the course are not billed.

Q: What does it mean to opt-out?

A: When you opt out, access to all online content is disconnected and you are removed from the billing schedule. In a course with default access, you must opt out if you choose to purchase your access through a different source. In a course with optional access, if you have opted in to the e-book access, you can opt out in the IA portal where you opted in originally.

Q: If a student drops the drops course do they still need to opt out?

A: Students who drop the course during the normal drop/add period for the course will automatically be “opted out” and will not be billed. Students who drop after drop/add and after being billed will have five days to notify the Inclusive Access team to request a

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refund. Students may not opt-out after the drop/add period if they are remaining in the class.

Q: If a student is wait-listed for a course will they have access to the online platform and do they need to opt out if they don't get into the course?

A: All enrolled and wait-listed students have access to the content on day one of class. If the student is dropped from the wait-list without getting in, they will automatically be opted out before billing happens.

Q: Why should students and academic departments go through the Cal Student Store for digital access?

A: Publishers are beginning to use a digital-only direct to student solution in order to circumvent the Cal Student Store. This severely cuts the support the Student Store can provide to student organizations and programs. More importantly, the direct-to-student model costs more to the students as it is circumventing the Student Store's buying power and ability to negotiate prices.

Q: Will publishers still provide copies to libraries?

A: The major publishers we spoke to replied that they would still provide copies as they have in the past. Clarification was not provided as to whether this was a digital or hardcopy.