



STUDENT FAQ'S:

Q: What is Inclusive Access?

A: Inclusive Access is a program that provides more affordable access to digital textbooks and course materials to students when an instructor uses digital content in their course through the Inclusive Access program. Access is provided electronically before the first day of class, and the discounted access cost is billed to the student's account after the add/drop deadline for the current term.

Q: Can you decide to not use Inclusive Access e-materials in an Inclusive Access course if you don't want to?

A: All course materials required by the instructor and provided through Inclusive Access are automatically available before the first day of class. Access to these materials are provided by default and you must "opt out" if you do not wish to use them. You can opt in or out as many times as you want before the add/drop period without losing access to the Inclusive Access materials. Your status and opt in or out choice for each text will be displayed in BCourses along with the access charge amount for each text. The posted access charge for all texts with a status of "opted In" after the add/drop deadline for the term has passed would be billed to your student account. If you wish to use an alternate resource, you would need to opt-out before the deadline (drop/add period) to avoid being billed. If you are not "opted in" after the add/drop deadline, you will lose access to the Inclusive Access e-materials for that course and will need to obtain those materials through other means.

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,

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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 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 on average are 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 text that is available as an Inclusive Access e-book, you will find access instructions, pricing and opt-out information in your BCourses portal.

Q: How will students pay for access?

A: The access charge for Inclusive Access materials will be billed to your student financial account after the drop/add deadline. Students who opt out by the posted deadline for the current term will not be billed.

Q: What does it mean to opt-out?

A: When you opt out, access to all online content is discontinued after the add/drop deadline for that term has passed. In an Inclusive Access course, you must opt out if you choose to purchase your materials or access through a different source.

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

A: Students who drop the course before the drop/add deadline has passed 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 refund. Students may not opt-out after the drop/add period if they are remaining in the class.

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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. By doing this, publishers can charge more for their access than by going through an Inclusive Access program by circumventing the Student Store's buying power and ability to negotiate prices. This severely cuts the support the Student Store can provide to student organizations and programs

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. The library manages this relationship with publishers and is separate from the Inclusive Access program.