



## **1<sup>st</sup> Day Access**

The 1<sup>st</sup> Day Access Program is a new textbook model in collaboration with top publishers that provides textbooks in a digital content. The cost of the textbook/digital content is included as an additional course charge on your schedule and fee statement. You will have access to the textbook/digital content on the first day of class. The digital content also will include interactive learning platforms.

### **What is an interactive or Adaptive Learning Platform?**

Interactive Learning Platforms are much more than just e-books. They are interactive software platforms developed to provide an enhanced learning experience beyond reading the text. They may include multi-media video and audio presentations and animation, and adaptive quizzes and homework sets, which link directly to the related section of text when incorrect answers are given. They also allow for various levels of customization by the instructor.

### **Do I need an access code? How will I get my access code?**

**1<sup>st</sup> Day Access** course materials will not require an access code. Content will automatically be placed in the course and will be accessible when you sign into your course through Canvas.

### **How much does 1<sup>st</sup> Day access cost?**

The price varies depending upon the course materials chosen by the instructor, but 1<sup>st</sup> Day Access prices are lower than the cost to access the materials directly through the publisher or bookstore, and average more than 50% off the cost of printed text. The price for each course is shown on each course during the registration process.

### **How do I pay for my access?**

A course materials charge will be assessed when you register for the course and posted to your account. It will become part of your registration bill. No need to stand in line to purchase a book at the bookstore!

**I do not have all the money to pay for the course charge at the time my tuition is due. Can I make payments on the additional charge?**

Yes. Since the additional charge is part of your tuition bill, the charge may be included as part of your tuition payment plan. However, the charge must be fully funded in compliance with payment deadline requirements to ensure your registration status in your courses.

## **Will financial aid funds pay for my digital course materials?**

Yes for undergraduate students, if you do not opt-out by the deadline.  
No for continuing education students.

## **Will VA Post 9/11 (Ch. 33) funds pay for the digital course materials?**

No. Just as with your other books and course materials, you are responsible for paying the digital materials charge. This fee cannot be directly billed to the VA since it is an optional charge. If you receive a book stipend or housing allowance (BAH), it may help defray the personal expense you incurred.

## **Will my tuition exemption/waiver apply to the digital course materials?**

No, you are responsible for paying the digital materials charge.

## **How do I opt-out of the course charge and what does that mean?**

If you do not want to participate in 1<sup>st</sup> Day Access, you have until the official day of record (census date) to opt-out of the program. Instructions will appear in Canvas. Your course fee will be refunded in two to three weeks.

## **Can I purchase a paperback version of the digital text?**

In most cases, yes. Discounted copies of the paper textbook will be available for purchase in the campus bookstore if you're in a 1<sup>st</sup> Day Access course. These copies will have text only and will not include the required e-learning support materials.

## **I dropped the course. Do I still need to opt-out?**

No, you will automatically be removed from the course and access to the materials. Any resulting credit balance for the course materials will be included in scheduled refund processes for the term, if the drop occurs on or before the official day of record (census date).

## **Is there help available?**

Yes! Each faculty member is trained to help you with your digital course materials and can provide instructions on how to access the materials through your campuses LMS. The Campus Bookstore also offers 24/7 Support via:

**Web:** [customercare.bncollege.com](http://customercare.bncollege.com)

**Toll Free:** 1-844-9-EBOOKS (1-844-932-6657)

**Email:** [bookstorecustomercare@bncollege.com](mailto:bookstorecustomercare@bncollege.com)