

Inclusive Access FAQs for Students

Q: What is Inclusive Access?

A: Inclusive Access, or IA, is a course material delivery model where faculty adopt an eBook or Courseware, and the digital content is sent automatically to students on or before the first day of class. Inclusive Access is a fraction of the cost of printed materials and eliminates the need to shop for textbooks. Charge(s) for IA material(s) are posted to your student account (MyUCSC > My Account\$).

Q: How do I access my Inclusive Access digital material?

A: Materials will be made available through Canvas. Click on the Course Materials button located on the left-hand side of the page. You should see your list of courses. Click on each course to see your available materials.

Q: How do I opt out of the IA digital course material if I am not interested?

A: If you would like to opt-out of the Inclusive Access material, and pay for the material at the regular, undiscounted rate, click on the Course Materials button located on the left-hand side of the page, in Canvas, then click on each course to see your available course materials. For IA, you should see an Opt Out button under the eBook or courseware, with the deadline for opting out. Click on this button and complete the steps to opt out of your course material. Once your opt out is recorded, the information will be sent in a daily file to the Campus Store staff and a reversal of your student charge will occur as soon as possible, usually within 24 to 72 hours of opt out.

Q: I opted out of the Inclusive Access program, but want to opt back in?

A: Students can choose to opt back in before the add/drop deadline. Follow the same steps as opting out, see above. Charge(s) will be applied to your Student Account.

Q: I see charge(s) for Inclusive Access Digital listed on my Student Account/eBill, what are these charges?

A: Inclusive Access Digital charge(s) on your student account/eBill are for the IA course material requested by your instructor. The amount of the charge(s) will vary by each course, based on the negotiated rate for the item. If you are participating in more than one IA course, then you will see multiple items listed as Inclusive Access Digital, with varying amounts.

Q: What are the Inclusive Access Digital charge(s) and what do they include?

A: Inclusive Access Digital charge(s) are for the IA course material for each class. Materials will be provided via Canvas. Click on the Course Materials button located on the left-hand side of the landing page. Click on each course to see any available course materials. Additional access information will be emailed.

Q: Are Inclusive Access Digital charge(s) included in my tuition?

A: No, IA charge(s) are not included with tuition. The initial charge(s) are submitted prior to the start of class each quarter. Financial Aid disbursed to your account will pay towards Inclusive Access charge(s)

on your account if the charges were on the account when the Aid was disbursed and there were sufficient funds available. Any charges remaining unpaid on the account are your responsibility to pay by the due date, shown on MyUCSC > My Account \$ > Charges Due and/or on your eBill.

Q: I have a Voucher, can I use this as payment for my IA course material?

A: At this time, the system is not integrated for Voucher payment. Vouchers will need to be used on non-IA course materials or school supplies.

Q: Do I have to participate in Inclusive Access?

A: Participating in Inclusive Access is **optional**. Your instructor has chosen Inclusive Access because it is the most cost-effective course material option and has features that improve the overall learning experience and outcomes. It is highly recommended that you participate in the program, since the course material is required by your instructor, and the price has been negotiated to be better than purchasing outside of the program, but if you already own the required course material, or have other reasons for not wanting to participate, you can opt-out of the program any time before the add/drop date. For how to opt-out, please see above.

Q: Do I have to pay for Inclusive Access?

A: If you do not opt out of the IA course material prior to the add/drop date then you will be responsible for payment.

Q: I already have access to the digital material, do I have to pay for it again?

A: If you already own the digital material required for the course, then you should opt out of the program prior to the add/drop date. It is recommended that you confirm with your instructor that your previous purchase meets the requirements of the course, to be sure that you have what you need to complete the class.

Q: I don't need the digital material, how do I get the charge(s) reversed?

A: Follow the directions for opting out of the course material, listed above. Once the Bay Tree Campus Store team receives confirmation of the opt out, the charge(s), related to the specific item, will be reversed. You can view your student account information such as charge(s) due and account activity by going to:

MyUCSC > My Account \$. If you have additional questions about your account (charges, due dates, refunds, etc.), please email Student Business Services at sbs@ucsc.edu, or visit the [SBS Website](#).

Q: Is there someone with the Bay Tree Campus Store that I can work with to answer additional questions?

A: Yes, send your email to txtbooks@ucsc.edu with any questions or concerns, and you will be contacted as soon as possible.