

## Faculty Guide – First Day® Inclusive Access Program

### 2-3 Weeks Before Class Starts

- Ensure that the Barnes & Noble College *Course Materials* link is installed in your First Day course(s) so students can access their course materials. If your Canvas Admin did not install for you, please follow the instructions under *Canvas External Tool Configuration*. Please check your course on the following dates so that any changes needed can be made before the first day of class:  
**Summer A,C,D: March 25, 2024** **Summer B: June 10, 2024**
- If using a publisher courseware product (i.e. MyLab, Connect, MindTap) be sure you have completed the course setup/pairing. Contact your publisher representative for assistance.



Merged courses can cause student access issues. If you are merging your courses within Canvas, **please let your bookstore manager know your new merged Canvas Course ID at least one week before the start of class. If you do not merge before the start of class, please wait until the 2<sup>nd</sup> Monday of class to merge sections. Merging sections during the Opt-In window can drop students from First Day.**

### 1-2 Weeks Before Class Starts

- Ensure messaging is added to your syllabus and Canvas course describing the program and the benefits. This messaging is available under *Sample Student Messaging*.
- Let students know where to access their course material.
  - eBooks are accessed through the Course Materials link.
  - Courseware access varies by publisher. Some publishers install a separate LTI link while others integrate materials into the Modules. Students need to Opt-In first on the Course Materials screen and then navigate to their courseware link. If courseware registration is required, instruct students to register using their knights.ucf.edu email address.

### First Day of Class


- Let students know about this program that will save them money on their course materials!
- Ensure students know that they can Opt-In within Webcourses@UCF using the *Course Materials* link.

- Direct any student concerns or questions to the Barnes & Noble College Customer Care team and provide students with the Customer Care Contact Information in this document.

## Canvas External Tool Configuration

As an instructor for a First Day/Inclusive Access course, you will need to add the following Tool Link in Canvas so that students can Opt-In to the program if they wish, during the Opt-In period only, and Courseware and eTextbook materials can be accessed by students through this link. (**Note:** Your LMS may have slight variations in these steps or naming.)

### Setup for “Course Materials” Link

Steps	
1.	Log into Canvas with your instructor username and password and navigate to the course that requires the Course Materials link.
2.	Click <b>Settings</b> from the left-hand navigation. <ul style="list-style-type: none"><li>a. If Settings is not available, make sure that you are in the course as a teacher. Once you are, Settings will appear.</li></ul>
3.	Click the <b>Navigation</b> tab, and scroll down to the hidden items, at the bottom of the list.
4.	Look for <b>Course Materials</b> in the list.
5.	Click and hold <b>Course Materials</b> and drag it up to the list of active navigation links.
	If the <b>Buy Materials</b> link is an active navigation link, select it and drag it down to the hidden items, to prevent student confusion for this course only.
6.	Click <b>Save</b> .
7.	The <b>Course Materials</b> link will now be available in the left-hand navigation of your course. You may have to refresh your window to see it.
8.	Repeat these steps any additional sections that require the Course Materials link.
(Note: Your LMS (UCF Webcourses) may have slight variations in these steps or naming.)	

### Setup Course Materials Link Tutorial

<https://vimeo.com/303360564>

## Sample Student Messaging.

Please include in syllabus messaging and/or an announcement in Webcourses@UCF.

For best practices, please visit the UCF Pegasus iLab: <https://digitallearning.ucf.edu/ilab/aim/first-day/>

To enhance your learning experience and provide affordable access to the right course material, this course is part of an inclusive access model called First Day™. You can easily access the required materials for this course at a discounted price, and benefit from single sign-on access with no codes required in UCF Webcourses.

After you **Opt-In** for the required course materials, *UCF Student Accounts* will bill you at the discounted price as a “digital course charge” for this course.

It is recommended that you Opt-In as these materials are required to complete the course. You can choose to Opt-In on the first day of class, right within Canvas. Be sure to Opt-In before the Add/Drop deadline to have access to your course materials at the discounted price.

**Attention: VA/VR/DBS and Dual Enrollment students, DO NOT Opt-In. You will need to contact the bookstore for your course materials.**

### ***Additional Messaging for Summer 2024:***

By placing your digital course materials on Webcourses@UCF, the UCF Campus Store and the publisher of your textbooks have discounted your course materials to bring you the **lowest price available**. To take advantage of this **discounted rate**, you will need to **Opt-In** to have the cost of these materials billed to your UCF Student Account under a fee called “Digital Course Materials”. This means you can access the course materials today, and will not have to pay for them until the UCF fee payment deadline on your UCF Student Account. The Opt-In deadline is this Friday of the first week of class at 11:59pm.

It is recommended that you Opt-In as these materials are required to complete the course. You can choose to Opt-In on the first day of class, right within UCF Webcourses. Be sure to Opt-In before the deadline term deadline to have access to your course materials at the discounted price. If you do not Opt-In or miss the deadline, you will have to purchase your materials at the UCF Campus Store or other vendor at a significantly higher rate.

### **Summer A, C, D 2024**

Summer A,C,D Opt-In Deadline: **May 19, 2024**

First Day charges will post to UCF Student Accounts as “Digital Course Material” fee: **May 21, 2024**

### **Summer B 2024**

Summer B Opt-In Deadline: **June 30, 2024**

First Day charges will post to UCF Student Accounts as “Digital Course Material” fee: **July 2, 2024**

If you are still deciding, you can Opt-In or Opt-out as many times as you like during the Add/Drop period, but once the deadline passes, the Opt-In option is removed and students are directed to purchase in-store or at [ucf.bncollege.com](http://ucf.bncollege.com) and the retail price. We cannot add you back into the program once the deadline closes.

After the Opt-In deadline passes, all sales are final. Refunds are not available on First Day course materials.

Most financial aid sources will cover First Day Digital Course Materials, but please check with your financial aid/scholarship provider to ensure these fees will be covered before Opt-ing In. If you are unsure, please Opt-Out and obtain your course materials from the UCF Campus Store. **If you Opt-In and your financial aid does not cover Digital Course Materials, you will be responsible for paying your UCF Student Account.**

**If you are paying for tuition/books with a Veteran Affairs, Vocational Rehabilitation, Dual Enrollment, Division of Blind Services or other third-party voucher, you will need to obtain your course materials from the UCF Campus Store. Do not Opt-In for the First Day program.**

Please keep in mind, that while the two programs sound similar, the First Day program is separate from the Textbook Purchase Program. Textbook Purchase Program funds do not cover the First Day Inclusive Access program and will be a separate fee.

If you are a self-pay student, you will pay for this fee on your UCF Student Account how you would normally pay for tuition and fees.

The First Day Digital Course Materials charge will be placed on your account during the second week of class, so even if you Opt-In today, you will not see the charge until after the Add/Drop period.

As part of the First Day program, the publisher content will be available for everyone during the first week of class. **If you do not take any action to Opt-In or you choose to Opt-Out, your access will be deactivated, and you will need to pay the retail price for reactivation.** Please do not assume you have Opt-In if you access the publisher content first during this period without clicking on “Course Materials” and selecting to Opt-In. Please make sure you Opt-In by this Friday at 11:59pm.

If you are using McGraw-Hill courseware [Connect, SIMnet, or ALEKS], **you MUST activate your digital account after you complete your Opt-In confirmation by the Opt-In deadline.** This means you must log into the courseware platform to enter your username and password. If you are new to McGraw-Hill digital, you'll be guided through setting up your account. If you do not activate your account after you opt in, you may encounter a “pay screen” in the future.

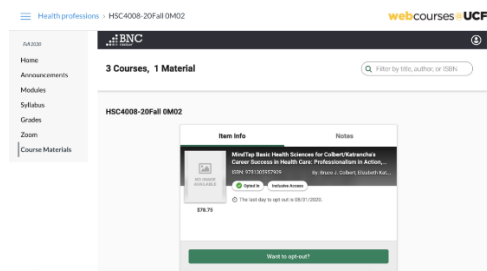
If you are using Pearson or Cengage courseware, your course materials will be loaded into the Modules. **Safari is not compatible.**

Compatible web browsers: Google Chrome, Firefox, Internet Explorer. **Safari is NOT compatible.**

For more information and FAQs go to [customerare.bncollege.com](https://customerare.bncollege.com).

## Student Tutorial Video

- Student Experience Video: <https://youtu.be/bNhSdKueifU>



Sample of Course Materials screen after a student has selected to Opt-In.

## Customer Care Contact Information

Customer Care is available to help students with questions about accessing their course material, using their eTextbook, or opting-out or in to the First Day program. Be sure to share the below information with your students.

*Customer Care hours of operation are 11pm Sunday – 12am Saturday (Central Time).  
Phone assistance is available Monday – Friday, 8am to 8pm (Central Time)*

- Link to Customer Care website and FAQs: <https://tinyurl.com/firstdayfaq>
- Open a ticket Online for the Customer Care team: <https://tinyurl.com/customercarerequest>
- Email the Customer Care team: [bookstorecustomercare@bncollege.com](mailto:bookstorecustomercare@bncollege.com)
- Call the Customer Care team: 1-844-9-EBOOKS (1-844-932-6657)

**Important Note:** The **Course Materials screen is tied to UCF Student SIS data making instructors unable to access the Student View.** If an instructor is able to see the materials in the **Instructor View** as in the screenshot provided, students will have the same view with an added **Opt-In** button. Instructors are not charged for materials and do not get an Opt-In button in their view.

