## WHAT IS INCLUSIVE ACCESS?

Inclusive Access (IA) is more than just a course materials program; it's a paradigm shift in course material acquisition and delivery. By integrating your course materials directly into Brightspace, students are ready for success on day one of class.

Inclusive Access course material fees are charged to the students when they enroll in the course. Students who choose to opt out of the IA program will receive a refund after the opt out deadline.

## WHAT MAKES A GOOD INCLUSIVE ACCESS ADOPTION?

There are two requirements for adding an adoption to the Inclusive Access program: 1) your course material must be required (not recommended or optional) and 2) your course material must be digital. If any of the situations below apply to you, your course may be a good candidate for the IA program.
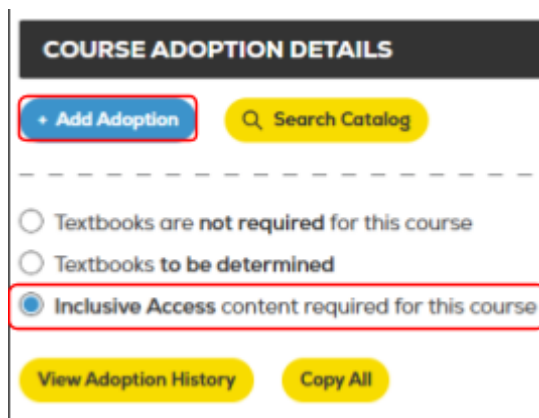
- You utilize digital courseware
- You utilize or are willing to utilize a digital eBook
- Students often show up to the first day of your class without the required materials
- Your students run into issues with access codes that they've purchased online

If you are interested in adding your course to the IA program but are not sure if it is a good fit, please email the eCampus IA team at inclusiveaccess@ecampus.com. Please include as much information as possible in terms of your course and adoption(s).

# ADOPTING INCLUSIVE ACCESS MATERIALS

To submit an Inclusive Access adoption in FAST, follow the steps below:
1. Login to FAST
2. Choose the course you would like to submit an adoption for
3. Under Course Adoption Details select **Inclusive Access content required for this course**
4. Next, select **Add Adoption** or view & copy previous adoptions by selecting the **View Adoption History** button
5. Enter the adoption information
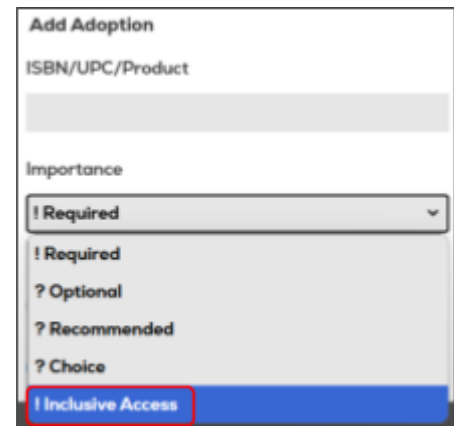6. Update the **Importance** field to **Inclusive Access**
7. Select **Save**

After submission, the adoption will be reviewed by the eCampus Inclusive Access team. They will contact you should they have any questions or need additional information.

# STUDENT PARTICIPATION & ACCESS

Students must use the links provided in your Brightspace course to access the required material. If a student wishes to opt out of the Inclusive Access program, they will do so through the "Course Materials by eCampus" link in Brightspace. Students have fourteen (14) days from the start of classes to opt out. Students who opt out, drop, or withdraw from your course will receive a refund after the opt-out deadline.

- Students may opt in and out as many times as they wish until the 14-day deadline.

- As an instructor, you will not be able to see the opt out button.

# STUDENT COMMUNICATION

Students will receive notices through the dashboard linked in Brightspace and directly to their official student email address. One week prior to the scheduled course start date or at the time of enrollment, whichever comes later, students will receive a "Welcome to Inclusive Access" email. The email will include basic IA information, a list of their participating courses, and the associated materials and prices. Students will also receive a confirmation email when they choose to opt out or opt into the Inclusive Access program.

- The number and timing of direct notices to students varies in a variety of circumstances, such as when the student enrolls in the course.

# RECOMMENDED SYLLABUS LANGUAGE

It is recommended that you place the following language in your course syllabus:

*SUNY Morrisville has partnered with eCampus.com to deliver the required course materials directly within Brightspace. To access your materials, go to your Brightspace course site and select the "Course Materials by eCampus" link for eBooks or the courseware link added by your instructor. If you would like to opt-out of participation in this program, you may do so through the same link. The cost of materials will be applied to your student account.*

# AUTOMATIC IA LINK PLACEMENT

After your Brightspace course has been created, an IA link titled "Course Materials by eCampus" will automatically be added. This link is typically placed on the Wednesday before the course start date. The link will open the IA Dashboard, where students can access their material and change their IA participation preference.

- Materials are generally associated with classes 1-2 weeks before the course start date. Before this time, you will receive a message that no materials are associated with your class.

- If you would prefer to manually add the IA link to your Brightspace course, please see the instructions in the next section of this document.

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# MANUALLY ADDING THE IA LINK TO BRIGHTSPACE

If you would prefer to manually add the Inclusive Access link in your Brightspace course instead of waiting for the automatic link placement, please follow the steps outlined below.

- Please note that this may result in a duplicate link being automatically placed by our system, however, it will not cause any issues and both links will function properly.

1. Within your Brightspace course, navigate to the **Table of Contents**
2. Navigate to or a create the module in which you'd like to place your link
3. Select on **Existing Activities > External Learning Tools**
4. Select the **VitalSource** option
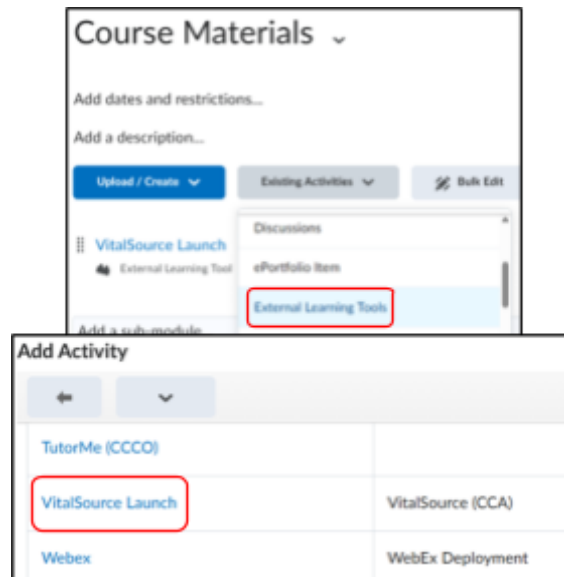


**Note: Materials are generally associated with classes 1-2 weeks before the course start date. Before this time, you will receive a message that no materials are associated with your class.**

# INSTRUCTOR DASHBOARD

The Instructor Dashboard can be accessed through the "Course Materials by eCampus" link in Brightspace. The dashboard allows you to view your courses and materials that are part of the Inclusive Access program. You can also access learning analytics about your course through the Instructor Portal. For detailed information about these analytics, please view VitalSource's Instructor Dashboard User Guide.
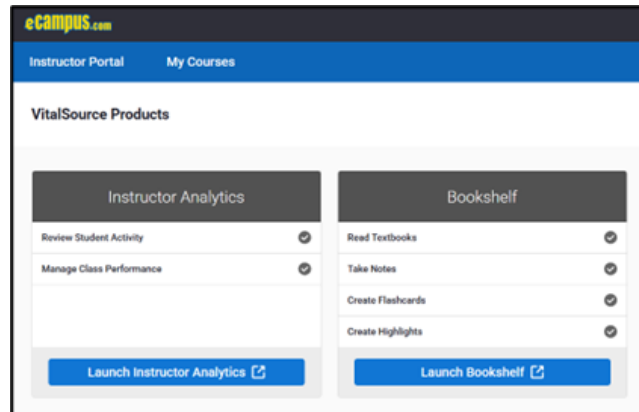


For assistance with the Inclusive Access link in your Brightspace course, please contact the IA Support Team at iasupport@ecampus.com.

# COURSE MATERIAL SETUP

The steps for setting up and accessing the course material vary upon the specific content you are using.
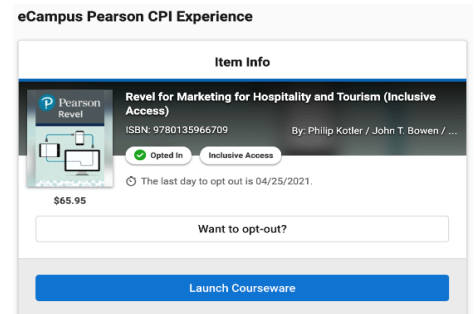
### eBooks
- A link to the eBook will automatically show up inside of the "Course Materials by eCampus" link.
  - Students will access the eBook through this link.
- The bookshelf eReader allows students to read, highlight, and take notes.

### Courseware
Setting up and accessing courseware is dependent upon the delivery method used by the publisher. Please see below for details on the 3 delivery methods. For additional information and setup assistance, please contact your publisher representative. The eCampus support team can also help connect you with your rep.
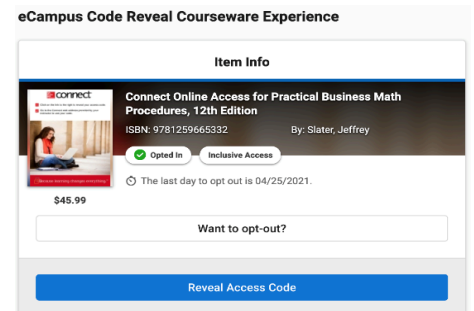
| **Single Sign-On Courseware** | • A link to the courseware will automatically show up inside of the "Course Materials by eCampus" link. <br>• Students must access the material through this link, and then select the "Launch Courseware" button. |  |
|---|---|---|
| **Code Reveal Courseware** | • Students will use the eCampus dashboard to obtain an access code for their courseware. The access code will be redeemed at the URL provided by the publisher. <br>• Instructors are unable to retrieve an access code. The publisher will provide you access. |  |
| **Publisher Direct Courseware** | • Your students will access courseware through a separate publisher integration in Brightspace. The "Course Materials by eCampus" link will only be used for opting in/out and invoicing. |  |
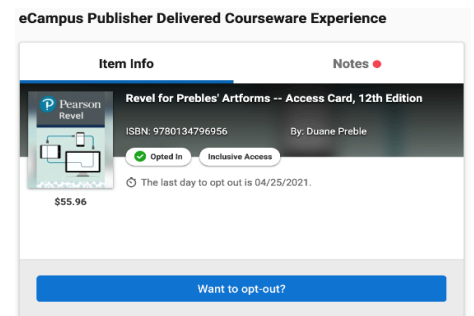
For assistance with setting up courseware, please contact your publisher representative.

# COMMON TROUBLESHOOTING TIPS

- Students will sometimes attempt to access their material directly through publisher websites. For IA material, students must use the links in Brightspace.
- Occasionally device and/or browser settings will prevent students from accessing materials. Recommendations include trying a different browser, clearing cache/cookies, restarting the device, or possibly using a different device.
    - For Apple devices, please make sure that "Cross-site tracking" and "Allow tracking cookies" are enabled (especially for vitalsource.com).
- Sometimes students will use the same material in class that they used in a previous term and may receive a notice that their access has expired. If this is the case, please have your student contact IA Support.

# INCLUSIVE ACCESS SUPPORT

If you have questions or would like more information about the Inclusive Access program, please email us at [iasupport@ecampus.com](mailto:iasupport@ecampus.com).

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## WHERE DO I FIND THE "COURSE MATERIALS BY ECAMPUS" LINK?

After your course has been created in Brightspace, a link titled "Course Materials by eCampus" will automatically be added. This link is typically placed on the Wednesday before the course start date. It will open the IA Dashboard, where students can access their material and change their IA participation preference.

Note: If you select the "Course Materials by eCampus" link and receive an error message stating that there is no material associated with your course, please try again in a few days. Materials are generally associated with classes 1-2 weeks before the course start date.

## CAN I ADD THE "COURSE MATERIALS BY ECAMPUS" LINK MYSELF?

Yes, you can add the link manually instead of waiting for the automatic process to run. Please note that this may result in a duplicate link being automatically placed by our system. This will not cause any issues and both links will function properly. To add the link, please follow the instructions below:

1. Within your Brightspace course, navigate to the **Table of Contents**.
2. Navigate to or create the module in which you'd like to place your link.
3. Select on E**xisting Activities > External Learning Tools**
4. Select the **VitalSource** option.
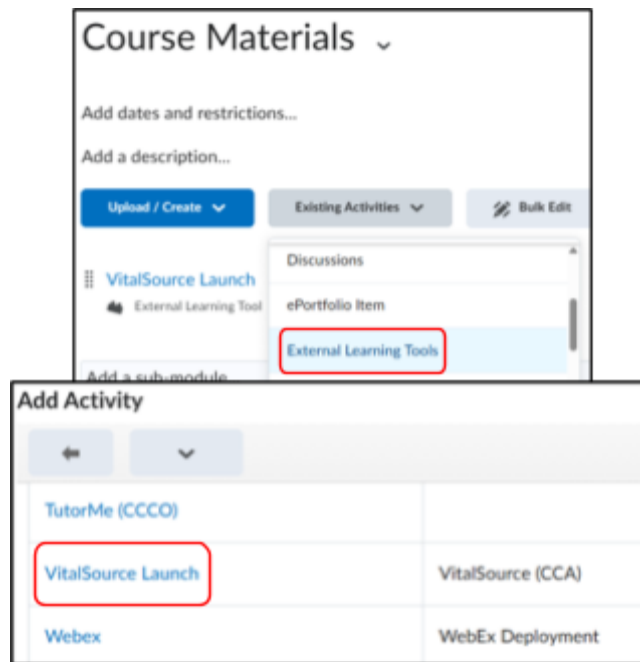
## WHY ARE STUDENTS ALLOWED TO OPT OUT IF THE MATERIAL IS REQUIRED?

As per federal regulations, students must have the option to opt out of the Inclusive Access program. If a student chooses to opt out of the required IA material, they will be expected to purchase the material elsewhere in order to fulfill the requirements of your course.

## HOW DO MY STUDENTS OPT OUT OF THE IA PROGRAM?

Students have 14 days after the start of the class to opt out and receive a refund. They can opt out by accessing the "Course Materials by eCampus" link found inside of your Brightspace course, and then selecting the "Want to opt-out?" option. A refund will be applied to the student's account.

## HOW DO MY STUDENTS OPT BACK IN IF THEY MADE A MISTAKE?

Students can easily opt back into the IA program within the first 14 days of class. To opt back in, they'll navigate to the "Course Materials by eCampus" link found in your Brightspace course and select the "Opt-In" option.

## WHY DOESN'T THE ISBN ON THE IA DASHBOARD MATCH THE ISBN THAT I ADOPTED?

Based on several factors, the ISBN may need to be adjusted to facilitate content delivery. ISBN changes will not affect content, only the manner of delivery and/or product pricing (discounted pricing is often assigned by custom ISBNs).

# HOW DO I SET UP MY COURSEWARE?

For most publisher courseware you will need to add a separate link in your Brightspace course for students to access the material. Please see the popular help articles below or contact your publisher representative for specific instructions.

- Cengage Instructor Help
- Macmillan Support
- McGraw Hill Instructor Support
- Norton Instructor Help
- Pearson Instructor Support
- WileyPLUS First Day of Class Checklist

# WHAT TYPE OF REPORTS & ANALYTICS DO I HAVE ACCESS TO?

The reports and analytics that are available to you depend upon the material you've chosen to use. See the links below for more information.

eBooks:
- VitalSource Instructor Dashboard

Courseware:
- Cengage CNOWv2 Analytics
- Cengage MindTap Analytics
- McGraw Hill Connect Reports
- Pearson MyLab & Mastering Analytics

# HOW DO I OR MY STUDENTS CONTACT IA SUPPORT?

The eCampus Inclusive Access support team can be reached by email at at iasupport@ecampus.com.