Inclusive Access

What is Inclusive Access?

The Inclusive Access program is a new textbook model in collaboration with top publishers that seeks to provide timely course materials to all students at the lowest possible price. All students in a class buy into the content, lowering the cost for everyone. All students in that class also get access to the content on the first day, and won't be billed for it until after the tenth day of class. This digital content may also include Interactive Learning Platforms.

What is an Interactive or Adaptive Learning Platform?

Interactive Learning Platforms, or ILPs, 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, peer-to-peer sharing of notes, and the creation of digital flashcards you can use with smartphone apps.

How much does Inclusive Access cost?

The price varies depending upon the course materials chosen by the instructor, but most Inclusive Access prices are lower than the cost to access the material direct through the publisher, and average 50% to 70% off the cost of the printed text.

How will I get my access code?

If your instructor is using Inclusive Access, you are already enrolled. You will be notified via email prior to the start of class with access instructions, the discounted pricing and information on opting out. This information is often also provided in the instructor’s syllabus.

How do I pay for my access?

The access is free for the first 10 days of the course. After 10 days, all enrolled students who have not opted out of the program or dropped the course will have the discounted price billed to their student account. No waiting in line with a heavy, expensive book!

What does it mean to opt-out?
If you do not wish to participate in Inclusive Access, you have the first 10 days of class to opt out of the program online (the opt-out procedure will be outlined in your emailed information). If you opt out by the deadline given, access to the online content will be turned off and you will not be billed.

**I opted out by mistake and realized that I still need my access. Can I opt back in?**

Yes. Simply email the Inclusive Access team at textbooks@ucsd.edu to request that your access be reinstated.

**I did not opt out, but I did not register my access or use the online platform. Will I still be billed?**

Yes. All students who are enrolled in a course using Inclusive Access are automatically considered part of the program. To avoid being billed you must opt out online during the first 10 days of class.

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

Students who drop the course during the first 10 days of class will automatically be “opted out” and will not be billed. Students who drop after the tenth day will have five days to notify the Inclusive Access team at textbooks@ucsd.edu to request a refund.

**I forgot to opt out and missed the deadline. Can I get a refund now?**

Once billing has been completed, the only option for a retroactive refund is with documented withdrawal by the official last day to add/drop from the class. Please email the Inclusive Access team at textbooks@ucsd.edu with documentation of withdrawal (a printout or screen shot of confirmation of the drop) to request a refund. The last day to withdraw and be eligible for a refund is <changes by quarter>.

**I am wait-listed for the course. Will I still have access to the digital course material and do I need to opt out if I don’t get into the course?**

All enrolled and wait-listed students have access to the content on day one of class. If you are dropped from the wait-list without getting in, you will automatically be opted out.

**Who should I contact if I am having trouble with access to the online content?**

First, try the online help desk of the publisher for your course’s content (see links below). The publisher of your content should be listed in the initial email you received about your inclusion in Inclusive Access. If you can’t find who your publisher is, or if
you are unable to get a resolution from the publisher, please email the Inclusive Access team at textbooks@ucsd.edu for further assistance.

- Pearson Publishing: http://247pearsoned.custhelp.com/app/contact
- Cengage Learning:
- W.W. Norton Publishing:

I already have access to the online platform from a previous course. Can I continue without paying twice?

If you are in a continuing series course (for example, if you took SPAN 101-02 and paid for access, and you are now taking SPAN 102-02 and your access is still good), you can log in with your original account and simply assign your new course ID to access the homework. If your current section does not require the homework, you can still use the platform’s self-study tools and do not need a new course ID.

I added the class late. Do I still have 10 days before being billed?

If you added the class on the ninth day or later, the opt-out date still applies: you will need to opt-out by the deadline provided in the welcome email.

I didn’t get an email about my course, but other students in my class did. Was I sent an email?

All enrolled and wait-listed students are emailed about the program. If it is not in a spam folder or was accidentally deleted, email the Inclusive Access team at textbooks@ucsd.edu for access instructions.

I have further questions that were not addressed. Who do I contact?

If your question wasn’t answered in this FAQ, please email textbooks@ucsd.edu for more information.