

CCAC ACCESS PROGRAM FAQ

What Is the CCAC ACCESS Program?

The ACCESS program, which is being piloted through a partnership between CCAC and our bookstore operator, Follett Corporation, is a program designed to help our students get the course materials they need to succeed before their first day of class at a reduced cost.

Students who enroll in courses that are participating in the ACCESS program will pay a flat fee at the time of registration which will cover the cost of all required textbooks and materials for that course. This means that the student will no longer need to shop for required course materials at their campus bookstore or from other retailers. Digital course materials will be available to students directly within the College's Blackboard Learning Management System following registration for a participating course. If the digital materials are provisioned through the *BryteWave Redshelf* platform, the student will also receive an email at their established @ccac.edu account with instructions for accessing the materials. Physical textbooks and course materials, if required for the course, will be made available for pick up at the student's designated campus bookstore, usually within 24 to 48 hours of registration for the course.

Special shipping options for physical materials may be available upon request. Please contact your campus bookstore location for further details.

What Are the Benefits of the ACCESS Program?

- You will have all of your required course materials on the first day of class.
- Receiving materials is hassle free.
- Easy access and management of digital course materials.
- Zero stress about getting the wrong book or wrong edition.

Will I Save Money?

Yes! Publishers provide significant discounts to participate in this program and those discounts are passed on to you via this program. Course material charges will be included as part of the tuition and fee structure for the CCAC courses that are participating in the program. You can continue to use your financial aid and other tuition payment options made available to you through your enrollment at CCAC.

How Do I Get My Course Materials?

For materials and content provided in digital format, course materials will be available to you in the Blackboard Learning Management System once the course begins. If the required textbooks and materials for your course are not available in digital format or include physical textbooks and materials, then a confirmation email will be sent to your CCAC student email address notifying you that the materials have been gathered and packaged for you by the campus bookstore staff and are available for pick up.

Questions regarding pickup times and locations can be directed to your campus Bookstore.

Are Recommended Materials Included in the ACCESS Program?

No. The ACCESS program only includes those materials which the instructor has designated as required for the course. Recommended and other supplementary materials will continue to be made available for purchase through the CCAC online bookstore and at your campus bookstore.

How Do I Get Materials for Courses That Are Not Participating in the ACCESS Program?

Materials for courses that are not part of the ACCESS program will continue to be available for purchase through the CCAC online bookstore and your campus bookstore.

What If I Add or Drop a Course?

If you drop a course that is participating in the ACCESS program, you will be required to return any physical textbooks and materials to your campus bookstore by the communicated deadline provided to you when you picked up your materials. Physical textbooks and materials should be in reusable condition. Digital materials will be automatically refunded, and your access to the material will be removed upon confirmation of your section drop.

If you add a new course that is part of the ACCESS program, digital course materials will automatically be available to you in the Blackboard Learning Management System once the course begins. If the course requires physical textbooks or materials, then you will go to the campus bookstore once you receive a confirmation that your order is available for pick up. This will generally be within 24-48 hours of your new enrollment. If you add a course that is not part of the program, then you will still be able to shop for the materials through the campus bookstore or the CCAC online bookstore.

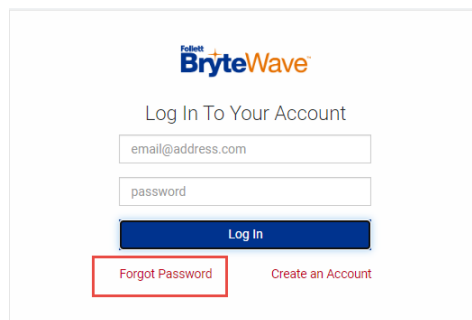
Is There an Opt-Out Option?

Yes. Following registration in an ACCESS-participating course, a confirmation email will be sent to your CCAC student email account which will include instructions for how to opt out of the ACCESS program. You may also contact your campus bookstore directly if you have questions about how to opt out of the program. Opt-out elections must be made prior to the last day of the DROP/ADD period for the term (check the academic calendar [here](#)). Account adjustments and refunds for opt-outs will be processed within 14 days after the last day of the DROP/ADD period for the term.

What If I Can't Access My Digital BryteWave Account Online?

Follett utilizes the BryteWave e-reader platform to access and view digital textbooks. If you are receiving digital textbooks and materials as part of the ACCESS program, and have not previously set up a BryteWave account in connection with a prior purchase of digital textbooks, then a BryteWave account will be established for you to access the materials. BryteWave accounts are set up under your CCAC student email address.

You may use the "Forgot Password" option at <https://brytewave.redshelf.com/accounts/login/> and your CCAC student email address to request a password change and to access your BryteWave account.



The image shows a login form for BryteWave. At the top is the BryteWave logo. Below it is the text "Log In To Your Account". There are two input fields: the first is labeled "email@address.com" and the second is labeled "password". Below the password field is a blue button labeled "Log In". At the bottom of the form, there are two links: "Forgot Password" (which is highlighted with a red box) and "Create an Account".

If for whatever reason the system does not recognize your CCAC student email address, please contact your campus bookstore to request assistance in confirming what email address was used to fulfill your digital course materials.