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Instant Access Program Complete Fall 2023 Launch a Success!

This semester marked a huge shift in how CPP students access and pay for required textbooks/course materials. We took our highly successful Instant Access program and expanded it to include all required materials for a flat subscription fee that would apply to all enrolled students instead of book-by-book charges.

The goal was to automate and simplify course materials acquisition for students and lower the cost of delivering those materials. We also wanted to make it easier for students and their families to know what their full costs for the semester would be up front.

Getting ready to launch this big of a program took support and collaboration from across campus, including the University Library, IT, CAFÉ and the LMS team, Student Financial Services, StratComm, ASI, Orientation Services and more. Thanks to all of their support and cooperation, we were able make sure that all the necessary integrations between our systems, Canvas and PeopleSoft were ready, that the burden on faculty to add links to materials was minimized as much as possible, and that student-facing staff in these areas knew where to direct students with issues or concerns.

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BRONCO BOOKSTORE

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To get the word out to students and families that Instant Access Complete was coming and what to expect we participated in Orientation resource fairs and online town halls regularly during the summer. We also did an iPad give-away where students had to answer a few questions about the program correctly in order to enter, with nearly 5000 valid student entries.
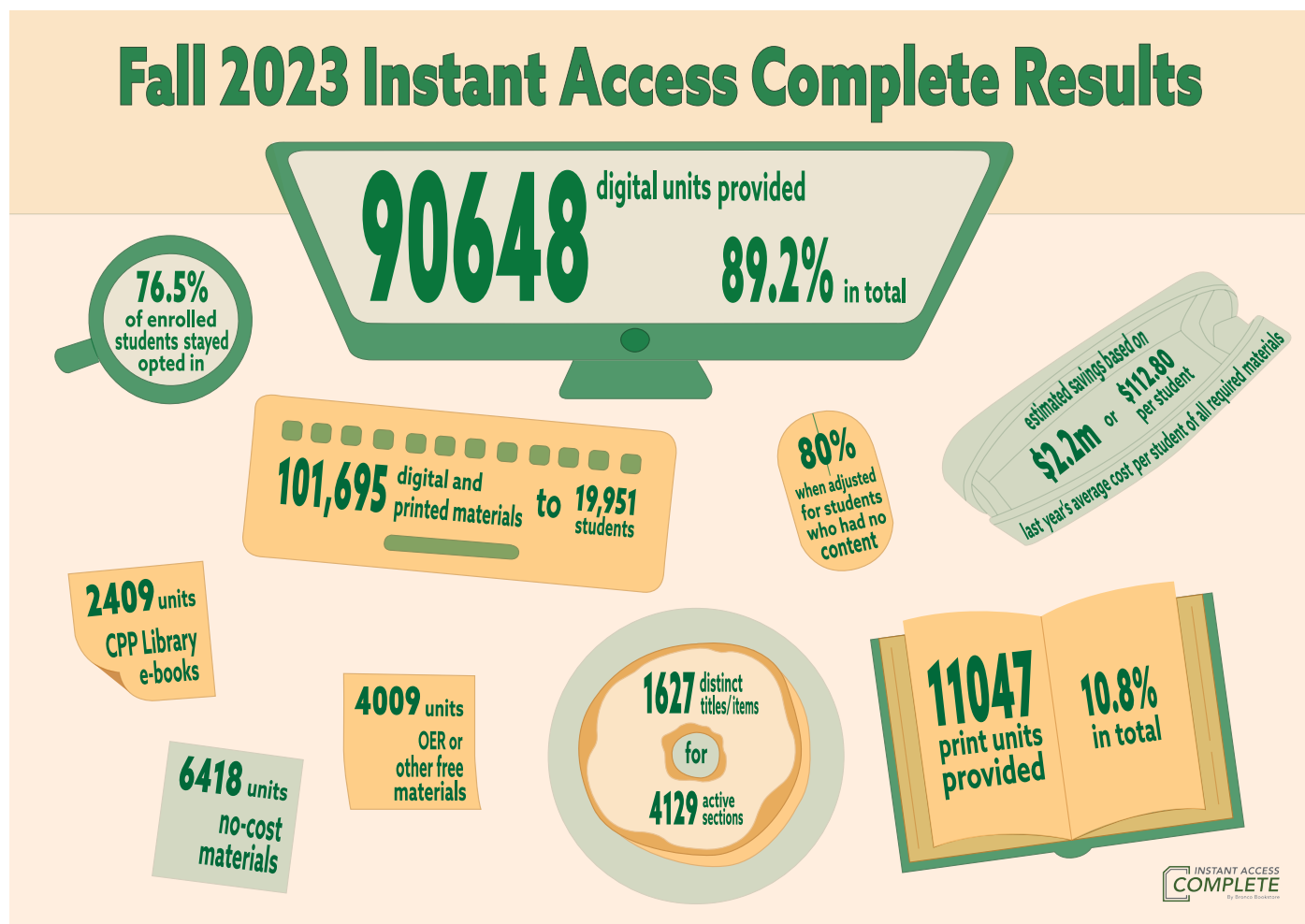
Now that Fall semester is nearly complete we can share that all these efforts paid off, and the IAC launch succeeded beyond our expectations! The majority of students remained opted in to the program, there were very few complaints, and only a very small fraction of classes encountered any access issues. Most of those issues were related to new online materials or vendors that we hadn't previously worked with, but we worked quickly to incorporate those when they came up.

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Fall 2023 Instant Access Complete Results

90648 digital units provided

89.2% in total

76.5% of enrolled students stayed opted in

101,695 digital and printed materials **to 19,951** students

80% when adjusted for students who had no content

estimated savings based on **$2.2m** or **$112.80** per student last year's average cost per student of all required materials

2409 units CPP Library e-books

4009 units OER or other free materials

6418 units no-cost materials

1627 distinct titles/items for **4129** active sections

11047 print units provided

10.8% in total

INSTANT ACCESS COMPLETE
By Bronco Bookstore

As we look ahead to future semesters, we'll be surveying students about their reasons for staying opted in or choosing to opt out and using what we learn to make improvements. We also will continue to work with faculty and departments to find lower or no-cost materials to continue to drive down the program costs and offset future publisher price increases.

Important Upcoming Dates:
Fall 2023 - Spring 2024

DATE	IMPORTANT DATE DESCRIPTION
09/05/23 - 12/15/23	Regular Fall Hours: M - Th 8:00 am - 6:00 pm F 8:00 am - 4:00 pm
10/09/23	**Spring 2024 Course Materials Adoptions Due**
10/11/23	Bookstore starts returning physical Fall texts not picked up or adopted for Spring
10/31/23	Spring 2024 books available for students to look up on https://pomona.verbacompare.com
12/11/23 - 12/25/23	**Fall finals buyback**
12/18/23 - 12/21/23	Winter Break Hours: M - Th 9:00 am - 5:00 pm
12/22/23 - 01/01/24	CLOSED FOR HOLIDAY
01/02/24 - 01/19/24	Intersession hours: 9:00 am - 4:00 pm
01/15/24	CLOSED FOR MLK DAY
01/21/24 - 01/27/24	Spring Semester Rush Extended Hours: Sun 10:00 am - 4:00 pm M - F 8:00 am - 7:00 pm Sat 10:00 am - 4:00 pm
01/29/24 - 05/17/24	Regular Hours: M - Th 8:00 am - 6:00 pm F 9:00 am - 4:00 pm
02/03/24	**LAST DAY STUDENTS CAN OPT OUT OF INSTANT ACCESS COMPLETE CHARGE**
03/01/24	**Summer 2024 Course Materials Adoptions Due**
03/29/24	**Fall 2024 Course Materials Adoptions Due**
04/01/24	CLOSED FOR CESAR CHAVEZ DAY
04/02/24 - 04/05/24	Spring Break hours: 10:00 am - 4:00 pm
05/13/24 - 05/17/24	Finals Week Textbook Buyback
05/20/24 - 05/22/24	Commencement

Important Upcoming Dates:
Fall 2023 – Spring 2024

SPRING SEMESTER 2024 TEXTBOOK REFUNDS for non-IAC Purchase
REGULAR REFUNDS: Last day to return Spring course material is 01/26/24. Register receipt dated 11/06/23 - 01/26/24 and photo I.D. required for refunds on textbook purchases. DROPPED CLASS REFUND PERIOD: Last day to return Spring course materials from dropped classes is 02/02/24. Register receipt dated 11/06/23 - 02/02/24, proof of dropped class and photo I.D. required for refunds of textbook purchases.
INSTANT ACCESS COMPLETE OPT OUT DEADLINE:
02/03/24 is the last day for students to opt out and have the e-books charge on their student account reversed.