INSTANT ACCESS COMPLETE
By Bronco Bookstore

Instant Access Complete
Annual Report

Letter from the Provost

I am delighted to share with you the outstanding success of the Instant Access Complete (IAC) program implemented at Cal Poly Pomona during the 2023 fall semester. As part of our commitment to enhancing student success and accessibility to education, the IAC program has significantly impacted our students and contributed to a more equitable learning environment.

This report provides a comprehensive overview of the achievements and impact of the IAC program during its inaugural semester along with preliminary results for Spring 2024. Through collaborative efforts with strategic partners including faculty, Associated Students Incorporated, publishers, the University Library, University IT, Academic Senate, CPGE Marketing, and others, the Bronco Bookstore has successfully revolutionized the distribution of digital course materials, resulting in tangible benefits for our Bronco community.

As we look ahead to the future, I encourage you to delve into this report and discover how initiatives like IAC exemplify our ongoing commitment to student-centered innovation and excellence in higher education.

S. Terri Gomez

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Provost
Cal Poly Pomona

Instant Access

During the 2023 fall semester, Cal Poly Pomona launched the **Instant Access Complete** (IAC) program, a comprehensive initiative designed to provide students with seamless and affordable access to all required course materials at a flat rate.

Through strategic partnerships with publishers, the library, university IT and faculty, the Bronco Bookstore has revolutionized the distribution of digital textbooks and course materials, saving students **over $2 million** each semester.
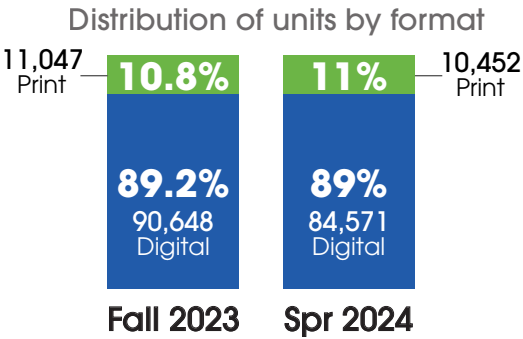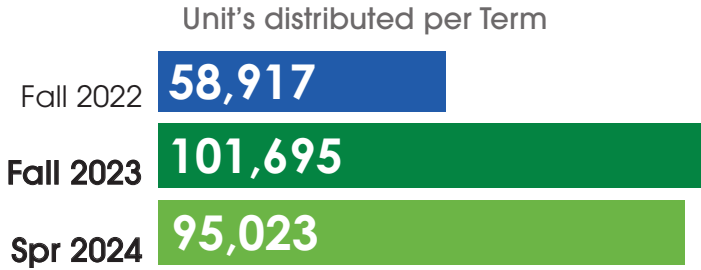
In addition, Instant Access Complete ensures that all students have access to their course materials by the first day of classes, while faculty retain their academic freedom to select required course materials.

Unit's distributed per Term

Term	Units
Fall 2022	**58,917**
Fall 2023	**101,695**
Spr 2024	**95,023**

Distribution of units by format

Fall 2023
- 11,047 Print — **10.8%**
- 90,648 Digital — **89.2%**

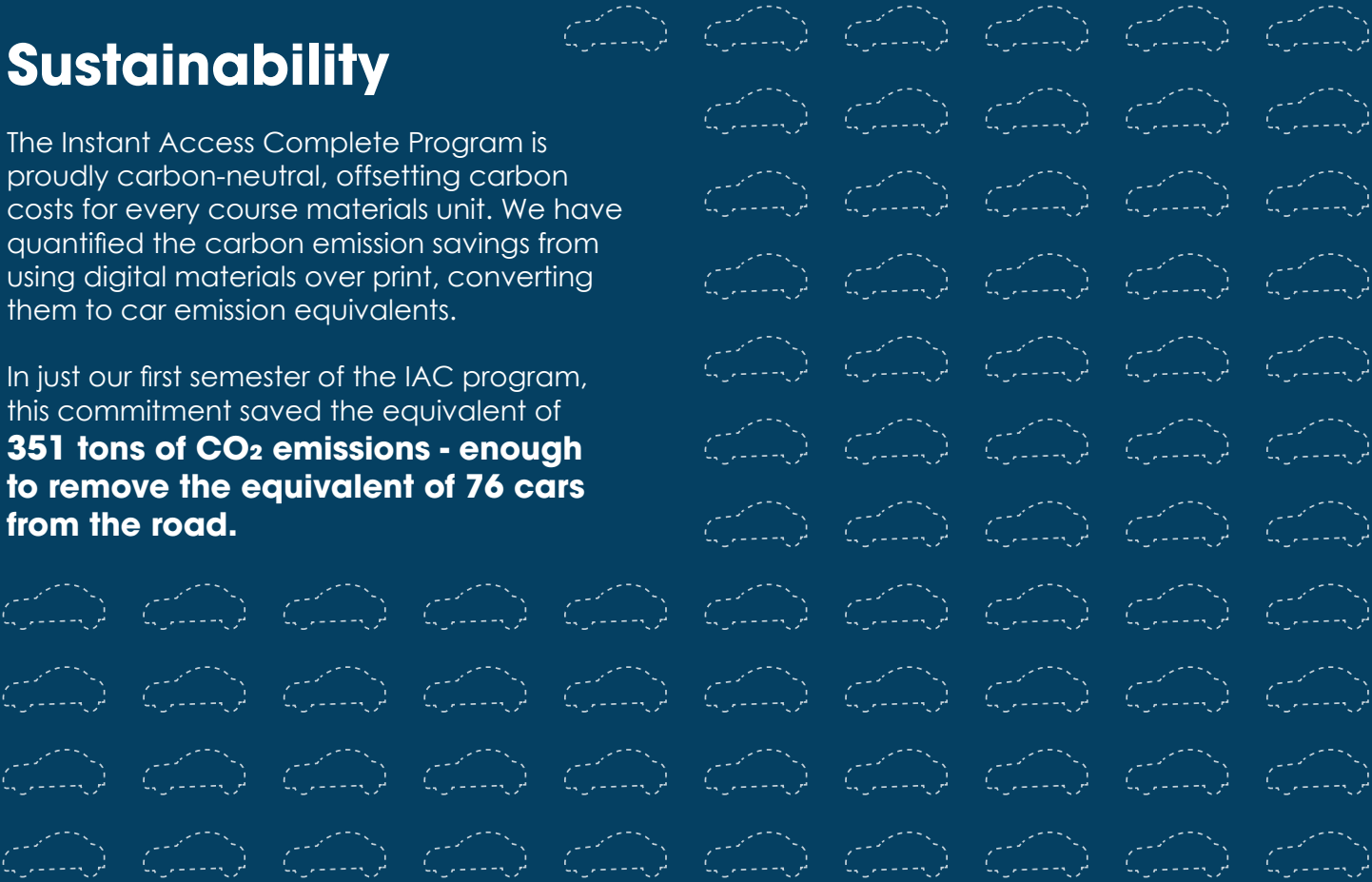**Spr 2024**
- 10,452 Print — **11%**
- 84,571 Digital — **89%**

In Fall 2023 76.5% of students opted to stay in the program, in which rose to 77.7% during Spring 2024.

Access and Equity

Instant Access Complete is available for **ALL** courses with required materials, with charges set at $250 per semester for undergraduate students and $150 per semester for graduate students. This fee encompasses access to **100%** of required course materials, including faculty-created content, open educational resources, and library e-books.

Fall 2023	Spring 2024
Estimated savings of **$2.2 million** based on the previous year's average cost of all required materials per student, translating to savings of **$112.80** per student.	Estimated savings of **$2.1 million** based on the previous year's average cost of all required materials per student, translating to savings of **$105.25** per student.
$25k in scholarships provided & funded by IAC	**$29k** in scholarships provided & funded by IAC

Sustainability

The Instant Access Complete Program is proudly carbon-neutral, offsetting carbon costs for every course materials unit. We have quantified the carbon emission savings from using digital materials over print, converting them to car emission equivalents.

In just our first semester of the IAC program, this commitment saved the equivalent of **351 tons of CO_2 emissions - enough to remove the equivalent of 76 cars from the road.**

Student Feedback

Student feedback plays a pivotal role in shaping and refining the Instant Access Complete by actively seeking and incorporating student perspectives, we gain valuable insights into their experiences, preferences, and challenges related to course materials. This feedback enables us to make informed decisions, enhance program features, and address any concerns promptly, ultimately ensuring that IAC continues to meet the evolving needs of our diverse student body

The Bronco Bookstore partnered with the National Association of College Stores (NACS) to survey over 2,000 students. The survey results indicate that convenience and ease were the biggest factors in remaining opted-in to IAC, with cost savings being the second most important factor. For students who opted out, program cost, followed by piracy were the biggest factors for opting out.

- **Over 87% of students found IAC easier or the same as finding books on their own.**

- **Only 9.3% of surveyed students exclusively prefer print only materials**

- **39.6% of surveyed students exclusively prefer digital materials**

- **Over 66% of opted-out students did not acquire at least one required material**

- **The percentage of students who went without at least one required material decreased from 33% to 23% compared to 2022-2023**

Looking Ahead

Several structured initiatives are being proposed to enhance the effectiveness of the IAC program and ensure its continued success. An expanded partnership with the library to promote the adoption of Open Educational Resources (OER) will help control program costs, encourage faculty feedback, and contribute to the ongoing development and improvement of the IAC program.

Efficient distribution and utilization of print materials are crucial for the program's success. Therefore, a collaborative effort is required from all stakeholders to implement strategies that enhance print pick-up rates and streamline the distribution process.

In-person workshops are planned during Welcome Week for transparency and guidance for students. These workshops will specifically address topics such as "How to Opt Out of IAC/How to Access Materials." By providing clear guidance and information to students, these workshops aim to promote transparency, informed decision-making, and engagement with the program.

There is a proposal to explore the feasibility of introducing a "flexible access" option within the IAC framework. This option would allow students who opt out of the program to still access Instant Access (Legacy) discounting on specific items they require, creating a more tailored and accessible experience for students while maintaining the program's overall benefits and cost-efficiency.