USI CAMPUS STORE
<u>First Day Access</u> FAQ

- **What is the First Day Access program?**
  The First Day Access program is a new textbook model in collaboration with top publishers that converts books into digital content. All students enrolled in a class buy into the content, lowering the cost for everyone. All students enrolled in that class acquire an access code for their digital content **when the instructor opens the class on Blackboard.**

- **How much does First Day Access cost?**
  Prices vary depending upon the course materials chosen by the instructor. The USI Campus Store and your instructor have worked together to ensure this is the lowest cost way to receive the course materials. The price is guaranteed to be lower than purchasing directly from the publisher.

- **How will I get my First Day Access digital content code?**
  First Day Access program information will be emailed to your USI email account prior to the start of class. **You will be able to access the content through Blackboard when your instructor opens Blackboard for your course.**

- **How do I pay for my First Day Access?**
  Everyone enrolled in the class has free access through the University's 100% refund period. After that time, your student account will be billed. The charge will appear on your student account as "First Day Access" Students who have opted out of the program or dropped the course during the 100% refund period will not be billed.

- **What does it mean to opt out?**
  Your instructor selected the First Day Access digital content that you need to complete your course successfully. The price is guaranteed to be lower than purchasing directly from the publisher. If you do not wish to purchase the First Day Access, you may opt out of the program. The opt out button will be visible when you select and view your access code on Blackboard. Opt out is only available until the end of the University's 100% refund period. You must complete your opt out online by the end of the 100% refund period.
  https://www.usi.edu/registrar/academic-calendar/

- **I opted out by mistake and realized that I still need my access. Can I opt back in?**
  Yes, until the end of the 100% refund period, you will have the option to opt back in.

- **I did not opt out, but I did not use the online platform. Do I still have to pay?**
  Yes, all students enrolled in a course using First Day Access are part of the program. You must opt out online before the end of the University's 100% refund period or you will be billed.

- **I dropped the course. Do I still need to opt out?**
  Students who drop the course before the end of the 100% refund period will automatically be "opted out" and will not be billed. Students who drop after 100% refund period will not receive a refund for First Day Access.
  https://www.usi.edu/registrar/academic-calendar/

- **I forgot to opt out and missed the deadline. Can I get a refund now?**
  There are no refunds after the 100% refund period.

- **I did not get an email about my course, but other students in my class did. Was I sent an email?**
  An email was sent to the official university email address of every student enrolled in the course. If it is not in a spam folder or was accidentally deleted, email the First Day Access team at firstdayaccess@usi.edu for access instructions.