

INSTANT ACCESS COMPLETE AY 23-24

PROGRAM RESULTS & UPDATES

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CPP INSTANT ACCESS COMPLETE PROGRAM: LAUNCHED FALL 2023

- ▶ Program provides access to **all required** materials for all classes
 - ▶ Classes with OER materials or with multi-user Library e-book licenses included
- ▶ Program Charge is flat fee per term, which is determined by enrollment status:
 - ▶ \$250 per semester for undergraduate students taking 7+ units per semester.
 - ▶ \$150 per semester for undergraduate students taking 6 or fewer units, and for all graduate students
- ▶ Charges posted prior to start of term, refunded on opt-out, scholarships disbursed.
 - ▶ More than \$25K+ in scholarships provided and funded by IAC.
- ▶ Average opt in rate approximately 77% across both Fall and Spring Terms.
- ▶ Program launch successful due in part by Faculty support.



GENERAL TAKEAWAYS - INSTANT ACCESS COMPLETE

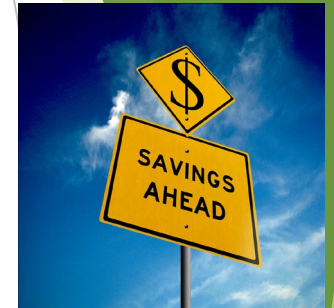
- ▶ IAC met today's generation of student where they were at start of term.
- ▶ Course material costs became predictable and stable for our students.
- ▶ IAC became recruitment & retention tool (an amenity) offered by CPP.
- ▶ Automated access to course materials on "Day 1".
- ▶ All students started out with accessing the same course material in the classroom.
- ▶ Faculty continued to have academic freedom to choose required course materials

- ▶ **Note: defaulting to digital delivery as much as possible is what enables automatic access. Print delivery inherently is less efficient/convenient.*

Deeper Dive - IAC Results for AY 23-24

Fall 2023:

- ▶ Participation rate was 76.5% of enrolled students, 80% when adjusted for students who had no content
- ▶ Provided 101695 total course materials to 19,951 students (compared to providing 58917 units Fall 2022)
- ▶ 11047 print units provided (10.8% of total) (of these only 7819 actually picked up or ~71%)
- ▶ 90648 digital units provided (89.2% of total)
- ▶ Total billed to students: \$4.8M
- ▶ Estimated savings based on AY 22-23's average cost per student of all required materials: \$2.2M or \$112.87 per student – every penny counts for our students!



DEEPER DIVE - IAC RESULTS: SPRING 2024 PRELIMINARY RESULTS

- ▶ 77.7% participation rate, 81.7% when considering only these students who had content.
- ▶ Provided 95,023 course material units to 18,939 students.
- ▶ 89% of units were digital, 11% print.
 - ▶ Of the 10,736 print units that are eligible, only 7200, or ~67%, have been picked up as of the beginning of March.
- ▶ Preliminary savings estimate is \$2.1 million
- ▶ Total of 150 Bookstore IAC Scholarships awarded, totaling \$29,750

IAC PRELIMINARY SUSTAINABILITY IMPACT FALL 2023



Instant Access Complete Program

Pomona, CA

The Instant Access Complete program is proudly carbon-neutral, offsetting every course materials unit.

<https://www.broncobookstore.com/>



48.5 tCO₂e

Carbon-neutralized emissions from
print & digital materials



76 cars off the road
Print-to-digital emission
savings 351 tCO₂e

LESSONS LEARNED FROM FALL 2023

- ▶ Lots of “hidden” adoptions came to light at the last minute
- ▶ Lots of “optional” books turned out to be required after all!
- ▶ The “opt out” from Canvas option isn’t available for students until LMS administrators make a semester’s Canvas courses available to students so we had to add instructions for requesting their portal link prior to that.
- ▶ Most faculty who previously had not participated in IA accepted the program and the default to provide digital materials, but there were some challenging conversations, and we made exceptions as needed.
- ▶ **About 30% of print units that were eligible for distribution were never picked up.**
- ▶ **This was true even for classes where we made an exception to the “digital default” mode at faculty request**



FALL STUDENT EXPERIENCE SURVEY RESULTS: OPTED IN STUDENTS

Q1 What was your primary reason for remaining in Instant Access Complete?		618	
It saved me money on my textboks	168	27.2%	
It was easier and more convenient than finding textbooks	309	50.0%	
A friend/fellow student recommended it	4	0.6%	
A professor recommended it	28	4.5%	
Other	109	17.6%	

Convenience and ease were the biggest factors for remaining opted in but cost savings was second most important.

FALL STUDENT EXPERIENCE SURVEY RESULTS: OPTED IN STUDENTS

Q2 Was using Instant Access Complete easier than shopping for textbooks on your own?

618

Yes	457	73.9%
No	75	12.1%
About the same	86	13.9%

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

FALL STUDENT EXPERIENCE SURVEY RESULTS: OPTED IN STUDENTS

Q3 Did using Instant Access Complete make it easier for you to choose your classes?		618
Yes	84	13.6%
No	116	18.8%
Instant Access Complete made no difference in my choice of classes	418	67.6%

IAC was not a significant factor in students decision making for which/how many courses to take - probably because most students had begun registering when program was approved.

FALL STUDENT EXPERIENCE SURVEY RESULTS: OPTED OUT STUDENTS

Q1 What was your primary reason for opting out of Instant Access Complete?

448

I was able to buy or rent all my required textbooks for less than how much Instant Access Complete would have cost (1)	220	49.1%
My professors said I did not need textbook/s for my classes	47	10.5%
I was able to find free PDFs/materials online	86	19.2%
I don't need textbooks because I can get my information from other sources	16	3.6%
Other	79	17.6%

Unsurprisingly cost was the biggest factor for opting out, followed by piracy.

FALL STUDENT EXPERIENCE SURVEY RESULTS: OPTED OUT STUDENTS

Q2 Were you aware that you could opt back into the Instant Access Complete program after you opted out?

448

Yes	289	64.5%
No	159	35.5%

Nearly 65% of students were aware that they could opt back in.

FALL STUDENT EXPERIENCE SURVEY RESULTS: OPTED OUT STUDENTS

Q3 When did you acquire your course materials (either print textbooks or digital content) for the Fall 2023 semester?		448
Before the first day of class	117	26.1%
On the first day of class	26	5.8%
After the first day of class, but within the first week of class	139	31.0%
After the first week of class, but within the first two weeks of class	83	18.5%
After the first two weeks of class	40	8.9%
I didn't acquire course materials for the Fall 2023 semester	43	9.6%
Only 32% of opted out students acquired their materials on or before the first day of class.		
37% acquired them after the first week, and nearly 10% didn't acquire materials at all		

FALL STUDENT EXPERIENCE SURVEY RESULTS: OPTED OUT STUDENTS

Q4 For the Fall 2023 semester, how many courses did you take for which you did NOT purchase, rent, or acquire the required course content (either print textbook or digital content)?

448

No courses (i.e., you obtained materials for all your courses)	149	33.3%
One Course	71	15.8%
Two courses	84	18.8%
Three courses (4)	67	15.0%
Four or more courses (5)	77	17.2%

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

Highlights from the Student Watch Survey by the National Association of College Stores

- ▶ Of the 2,071 responses to the survey conducted by NACS, only 9.3% exclusively preferred print only materials.
- ▶ Other NACS Survey Results:
 - ▶ 39.6% of students indicated digital format was preferred; 30% said their preference varied by course; 4% had no preference; 16% preferred print with digital component.
 - ▶ % of students who did without at least 1 required material decreased from 33% to 23% compared to 2022-23

CPP INSTANT ACCESS COMPLETE:FALL 2023 - OTHER FEEDBACK

- ▶ Lots of discussion on Social Media – some positive, some negative, most pragmatic.

- ▶ Typical Reddit post, which was very reasonable:

[smashmonster1268](#)

- ▶ “My opinion on this is mixed. I much prefer the old system where you can opt out by class, but I understand that Instant Access Complete can be useful for some students. Ultimately, you’re gonna have to do the math and decide if purchasing IAC is better than getting course materials from other sources. If you find that IAC is cheaper than buying or sourcing everything manually, then go for it. If you find that getting your course materials alacarte is cheaper, then by all means opt out of IAC. It also depends on your use case and what the professor will require. Online homework access can probably be bought manually at a cheaper price. if you actually need a physical textbook then you can get it used from Amazon/eBay/another student who took the class. In the end, you will be the one to make that decision.”



reddit

CPP INSTANT ACCESS COMPLETE:FALL 2023 - OTHER FEEDBACK

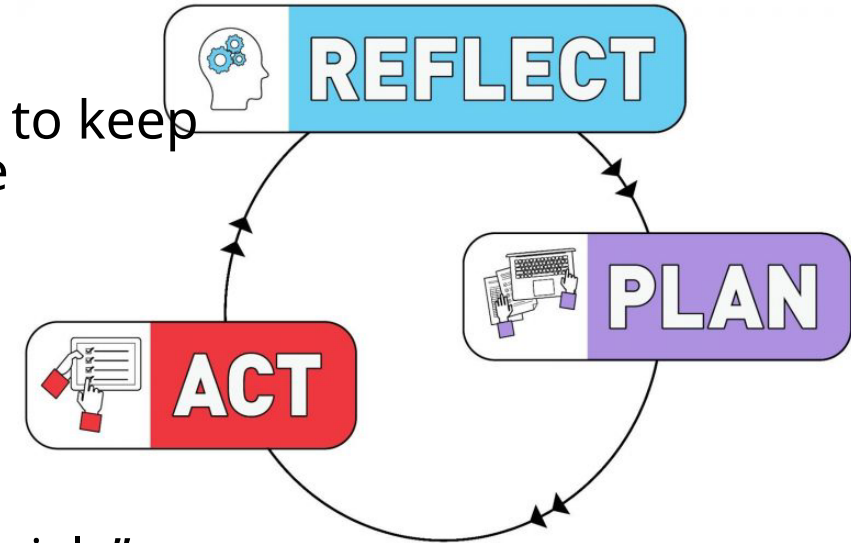
THE POLY POST

CAL POLY POMONA'S STUDENT NEWSPAPER

- ▶ Poly Post coverage Article 2/13/24- Student experiences
 - ▶ “Freshman starting in fall 2023 had the opportunity to begin their college experience with the program available.”
 - ▶ “Axel Sernas, a business student, shared how Instant Access made his semester easier by allowing him to find all his course materials in one place.”
 - ▶ “Isabel Recinos, a child development student, echoed how it was better she didn’t have to go scavenging for textbooks or buy each one individually.”
 - ▶ “Stephanie Sanchez, a graduate student in education, said the program has been vital to her current educational career.”

CPP INSTANT ACCESS COMPLETE: WHAT'S NEXT?

- ▶ Expand partnership with library and promote OER adoption to keep program costs down, receive faculty feedback, and continue building IAC's future TOGETHER.
- ▶ Improve print pick-up rates! We need your help!
- ▶ Be EVEN MORE transparent:
 - ▶ Hold in-person "How to Opt Out of IAC/How to Access Materials" workshops during Welcome Week.
- ▶ Explore feasibility of adding "flexible access" option that would allow opted out students to still get IA discounting on the items they do need (a la carte).
 - ▶ Ex.: perfect for a student who only has one class with a textbook or course material to avoid paying the full IAC price, and only pay the discounted IA rate!
- ▶ Other ideas? We're open to your feedback.



Questions?

