

Faculty Guide – First Day® Inclusive Access Program

2 – 4 Weeks Before Class Starts

- Ensure that the Barnes & Noble College *First Day Course Materials* link is installed in your First Day course(s) so students can access their course materials. If your Canvas Admin did not install for you, please follow the instructions under *Canvas External Tool Configuration* below.
- If using a publisher courseware product (i.e. MyLab, Connect, MindTap) be sure you have completed the course setup/pairing. Contact your publisher representative for assistance.



Merged courses can cause student access issues. If you are merging your courses within Canvas, please let your bookstore manager know ASAP.

2 Weeks Before Class Starts

- Ensure messaging is added to your syllabus and Canvas course describing the program and the benefits. This messaging is available under *Sample Student Messaging* below.

First Day of Class

- Let students know about this program that will save them money on their course materials!
- Ensure students know that they don't have to do anything to participate other than access their course materials within Canvas using the *First Day Course Materials* link. This is also where they can opt-out if they do not want to participate in the First Day program.
- Direct any student concerns or questions to the Barnes & Noble College Customer Care team and provide students the Customer Care Contact Information in this document.

Sample Student Messaging

To enhance your learning experience and provide affordable access to the right course material, this course is part of an inclusive access model called First Day. You can easily access the required materials for this course at a discounted price, and benefit from single sign-on access with no codes required in Canvas.

FIU will bill you at the discounted price as a course material charge for this course.


It is recommended that you participate, as these materials are required to complete the course, and this is the most affordable option for purchase. You can choose to opt-out during the opt-out window, which ends fourteen (14) days after the start of classes, but you will be responsible for purchasing your course materials at the full retail price and access to your materials may be suspended.

For more information and FAQs go to customercare.bncollege.com or visit the First Day at FIU web page at (shopFIU page link).

Canvas External Tool Configuration

As an instructor for a First Day course, you will need to add the following Tool Link in Canvas so that students can access the Courseware and eTextbook materials and to provide them with the opt-out option, if they would prefer not to participate.

Setup for “First Day Course Materials” Link

Steps	
1.	Log into Canvas with your instructor username and password and navigate to the course that requires the First Day Course Materials link.
2.	Click Settings from the left-hand navigation. a. If Settings is not available, make sure that you are in the course as a teacher. Once you are, Settings will appear.
3.	Click the Navigation tab, and scroll down to the hidden items, at the bottom of the list.
4.	Look for First Day Course Materials in the list.
5.	Click and hold First Day Course Materials and drag it up to the list of active navigation links.
	If the Purchase Course Materials link is an active navigation link, select it and drag it down to the hidden items, to prevent student confusion for this course only.
6.	Click Save .
7.	The First Day Course Materials link will now be available in the left-hand navigation of your course. You may have to refresh your window to see it.
8.	Repeat these steps any additional sections that require the First Day Course Materials link.

Setup First Day Course Materials Link Tutorial

<https://vimeo.com/303360564>

Please note that the video refers to the *First Day Course Materials* as Course Materials. FIU Faculty will see *First Day Course Materials* NOT *Course Materials*.

Customer Care Contact Information

Customer Care is available to help students with questions about accessing their course material, using their eTextbook, or opting-out of the First Day program. Be sure to share the below information with your students.

Customer Care hours of operation are 11pm Sunday – 12am Saturday (Central Time).

Phone assistance is available Monday – Friday, 8am to 8pm (Central Time)

- Student Experience Video: <https://youtu.be/bNhSdKueifU>
- Link to Customer Care website and FAQs: <https://tinyurl.com/firstdayfaq>
- Open a ticket Online for the Customer Care team: <https://tinyurl.com/customercaererequest>
- Email the Customer Care team: bookstorecustomer@bncollege.com
- Call the Customer Care team: 1-844-9-EBOOKS (1-844-932-6657)

Questions? Contact your Bookstore Manager

Mike Comiskey

bksfiu@bncollege.com

305-348-3925