

Baylor University Course Materials Access Program

Baylor provides students with a low-cost price for course materials (e.g., digital textbooks, lab manuals, etc.) before the first day of class. With only a few exceptions, the program provides access to all required course materials in a digital format.

How it Works

Register for Courses

- When students register for participating classes, the corresponding course material fees are reflected for the required material for the classes.
- The fee for the course materials will be added to the term bill of students who register for participating classes.
- Students will automatically be enrolled in the digital access program and necessary materials will be ordered and prepared without any additional steps required from the students.
- While students can choose to opt-out of the program prior to the materials fee being assessed on the student account, the program is a cost-effective option to consider.

Receive Digital Materials

- Students will be able to access digital materials for most courses in the program.
- Once the materials are available in Canvas or via direct weblink download, students will receive an email notification at their baylor.edu address.
- In the event the required course item is only available in hard copy, students will receive an email notification when it is ready for pickup at the Baylor Bookstore.

Frequently Asked Questions

Why should I use the Baylor University Course Materials Access Program?

- This program provides students with access to all of the necessary course materials, including digital textbooks and lab manuals, at a low-cost before the first day of classes.
- It's an easy and economical option for purchasing materials and ensures students are prepared for academic success from day one.

Is my class participating in the program?

- The University's online [Schedule of Classes](#) will indicate participating courses with a Follett Access designation.

Will I save money?

- Course material charges are included in the students' Baylor semester billing, and are based on discounted costs offered through Follett Access.
- Students can utilize their financial aid and other tuition payment options to cover the expenses of the low-cost digital course materials.

Will I have to pay for any other course materials or supplies?

- Faculty members have identified the required course materials covered by this program.
- Please note, however, there may be extra expenses for supplies, equipment, and any additional recommended course materials.

How do I get my required course materials?

- Students will be able to access digital materials for most courses in the program.

- Once the materials are available in Canvas or can be downloaded directly from a weblink, students will receive an email notification at their baylor.edu address.
- In the event the required course item is only available in hard copy, students will receive an email notification when it is ready for pickup at the Baylor Bookstore.

What if I need an accessible format due to an impairment or disability?

- Accessible Format Materials are available for students with disabilities.
- Baylor's Office of Access and Learning Accommodations manages eligibility and handles requests for these materials.

What if I add or drop a course?

Dropping a Course

- If students drop a course, students will then need to return any physical materials to the Baylor Bookstore by the specified deadline.
 - These materials must be in their original condition.
- Digital materials will be automatically refunded and the student's access to them will be removed upon confirmation of the dropped class.

Adding a Course

- Students adding a course that is part of the program can expect to receive digital materials within 24 to 48 hours after enrolling in the course.
- If the course requires physical materials, students should visit the Baylor Bookstore after receiving an email confirmation the materials are ready for pick up.

If I register after the semester has already started, when can I expect to have access to materials?

- Students will have access to digital materials within 24 hours after enrolling in the course.

Will I have access to my digital materials after the semester is finished?

- To ensure ample time for a single semester, digital course materials will typically remain available for a minimum of 180 days.

Can I Opt-Out of participating in the Baylor University Course Materials Access Program?

- Students are encouraged to take advantage of the heavily discounted course material; however, the University acknowledges this may not meet the needs of all students.
- If students choose not to participate, they must opt out of the program since the courses are automatically enrolled in the low-cost program.
- Prior to the start of classes, students will be sent an email notification with instructions on how to opt-out.
 - The email will include a link to the Baylor Bookstore Customer Portal, where students can choose to not participate in the program.
 - Email Subject: "Welcome to Baylor Bookstore Customer Portal!"
 - To ensure the fees are removed from the student account, students must opt-out before the specified deadline reflected in the email.
- Students may also click [here](#) to be redirected to the opt-out webpage.

Support Channel

For assistance with the Learning Management System (LMS) login and website issues, students should reach out to the Baylor University Help Desk. If the Help Desk is unable to resolve the issue,

students should email Sonia_Platt@Baylor.edu to reach the Main Follett Campus Support team. The Baylor Bookstore will forward any issues to publishers for additional assistance.

- **Courseware Link missing in LMS/Project not available in LMS**
 - IT Helpdesk / LMS support should review Tier 1 support issues.
 - Browser related challenges with LMS/Product
 - Review LTI set up and faculty pairing using details below from product instructor set up support.
 - If set up is complete and accurate, then IT Helpdesk should escalate to Follett Campus Support Email for Follett to review.
 - Follett will review and if Store can't correct the issue, then the issue will be escalated to publisher contacts based on the situation.

- **Contact Store via: Store Customer Support**
 - 0461txt@follett.com
 - 254.710.3171
 - ShopBaylor.com