

## The Benefits of Follett ACCESS

- Having required course materials makes it easier to be more successful in class
- Receive all course materials through a stress-free purchasing experience
- Easily access, manage and use digital course materials (internet accessible equipment, as well as internet access, will be needed to access these materials throughout the semester)
- Minimize the time spent searching for deals on course materials
- Don't worry about getting the wrong book or wrong edition

## Follett ACCESS FAQs

### How does Follett ACCESS work?

Follett ACCESS takes the hassle out of course material buying because course material costs are covered as part of the tuition. This allows every enrolled student access to all required materials on day one. Once you have selected your courses, your course list will be sent to Mayland Community College Bookstore. The bookstore gets everything ready for you unless you decide to opt-out of Follett Access.

### Will this affect you?

Beginning with the 2021-2022 academic year, all enrolled adult curriculum students will be automatically enrolled in Follett ACCESS at the start of each semester. High school curriculum students or workforce students will not be affected.

### Will I save money?

Yes! You will not pay out of pocket for your required course materials, as costs are covered in your tuition (unless you choose to opt-out of the Follett ACCESS program). Those who do not opt-out of Follett ACCESS will be charged \$23.75 (plus NC sales tax of 6.75%) per credit hour. (Please see the following page for a Total Charges per Credit Hour chart. If you are enrolled in more than 16 credit hours, your ESTIMATED charges can be calculated by multiplying your total credit hours for the semester by \$25.35. For the exact charge amount, please contact the Business Office.)

Registered Credit Hours	Follett ACCESS Charges
1	\$25.35
2	\$50.70
3	\$76.05
4	\$101.40
5	\$126.75
6	\$152.10
7	\$177.45
8	\$202.80
9	\$228.15
10	\$253.50
11	\$278.85
12	\$304.20
13	\$329.55
14	\$354.90
15	\$380.25
16	\$405.60

**Can I use financial aid to pay for the Follett ACCESS program?**

If you are qualified for financial aid for the associated semester, the Follett ACCESS charge of \$23.75 (plus NC sales tax of 6.75%) per credit hour will be paid with financial aid funds, while funds are available.

**I would like to set up a payment plan for the semester. Will the Follett ACCESS fees be included in the charges in my payment plan?**

Yes, since the Follett ACCESS fee will be a covered cost under your semester tuition and fees, the Follett ACCESS fees will be included in your total tuition and fees for your payment plan calculation.

**If I choose to pay out of pocket at the start of the semester and I drop a course, will I be refunded the Follett ACCESS fee for the dropped course?**

Since the Follett ACCESS fee will be a covered cost under your semester tuition and fees, any dropped courses and possible associated refunds will be processed the same as any other curriculum tuition and fees. For more information, please visit

[https://www.mayland.edu/blog/catalog\\_post/tuition-and-fees-refunds/](https://www.mayland.edu/blog/catalog_post/tuition-and-fees-refunds/).

**If I already have a Cengage subscription, should I opt-out of Follett ACCESS?**

There are many factors that can cause different answers for this question. Please contact the MCC Bookstore for guidance.

**How will I know which of my courses are participating in the Follett ACCESS program?**

At [www.mayland.bkstr.com](http://www.mayland.bkstr.com), you can review your course list by entering your MCC Student ID and selecting the appropriate semester. You can also search for each course if you are not already registered under the “Shop by Courses” box. If a course is covered under the Follett ACCESS program, “Follett ACCESS” will be listed under the “Section Note” of the course.

**If my professor has recommended course materials, will those be included in the program?**

Only materials identified by your professor or campus as “required” are included as part of the program. All “recommended” materials will be available for purchase at the bookstore and on line at [www.mayland.bkstr.com](http://www.mayland.bkstr.com).

**Will the REQUIRED texts be digital or hard copy for the Follett ACCESS program?**

A majority of REQUIRED texts will be digital in the Follett ACCESS program. Please contact the MCC Bookstore to determine which are digital and which are hard copy. With all digital course materials, internet accessible equipment, as well as internet access, will be needed to complete your course work.

**Will I need access to a computer with Follett ACCESS?**

Yes, since most of the required course materials will be digital, it is recommended that students have readily available access to an internet accessible piece of equipment. For example, laptop or desktop computers, etc. Do not have an internet accessible piece of equipment? Please contact the MCC Bookstore for more information.

**Will I need access to the internet with Follett ACCESS?**

Yes, since most of the required course materials will be digital, it is recommended that students have readily available internet access.

**If a textbook is offered in a digital format through Follett ACCESS, will I be able to request a**

### **hard copy version?**

If a text is offered in a digital format for Follett ACCESS, students must use the digital version or opt-out of Follett ACCESS and pay for ALL REQUIRED texts for ALL classes during the semester with financial aid or out-of-pocket.

### **How do I get my course materials?**

Once you have selected your courses, your course materials list will be sent to the campus store and they will get everything ready for you! All you need to do is pick up any required hard copy textbooks and materials at the college bookstore. Once your order is ready to pick up, you will receive an email from the MCC Bookstore.

### **I have ordered my books on the MCC Bookstore website in past. Must I do this with Follett ACCESS?**

No. With Follett ACCESS, the MCC Bookstore will access your course list and prepare all REQUIRED course materials so you will be ready to go on day one of your classes! If you have any hard copy or physical REQUIRED course materials, the MCC Bookstore will email you at your MCC Student Email account when these items are ready for pick-up at the MCC Bookstore.

### **Can I opt-out of one course rather than all of my courses in a semester?**

No, if you choose to use Follett ACCESS, you must use this for all of your courses in the semester. If you choose to opt-out of Follett ACCESS, you must purchase or rent your textbooks through an alternate method. (Please see the Opt-Out section for more information.)

### **How do I access my Follett ACCESS digital course materials?**

Your professor will load a link into your course Moodle account to be accessed the first day of your course and you will need internet access through the semester to complete your course work.

### **Can I request to access digital course materials prior to the first day of class so I can work ahead in the course?**

Students will not be able to access digital course materials prior to the first day of class. Please plan accordingly to ensure you will have sufficient time to complete your first week of assignments.

### **What if I add or drop a course?**

If you drop a course, return materials to the campus store before the end of drop/add schedule for the dropped course. If you add a new course after you have already picked up your materials, go to the campus store one day after enrollment to pick up additional course materials.

### **What do I do after finals?**

All hard copy books without access codes must be returned to the campus store when the semester ends. You ARE NOT required to return hard copy books with access codes. After finals, please return your materials to the campus store by last day of classes.

### **I like keeping my books at the end of term; can I do that with this program?**

After the term is complete, rented textbooks must be returned to the campus store. However, you can choose to keep the book by paying an additional fee at the campus store checkout. Just contact the campus bookstore for details.

### **What are students saying about Follett ACCESS?**

Students at other campuses who have participated in a similar program love the convenience and ease of accessing their course materials...and being ready for classes on day one!

## **Follett ACCESS Opt-Out FAQs**

### **How do I opt out of Follett ACCESS?**

You must opt-out under the Follett ACCESS Customer Portal at <https://includedcp.follett.com/>.

### **How do I create a Follett ACCESS Customer Portal account?**

Click the "Create an Account" link, enter your MCC student email and click "Submit". Follett will send an email to your MCC student email account with more information. You may also enroll through the Follett ACCESS Welcome email sent to your MCC student email account.

### **How do I reset my password?**

Click the "Forgot Password" link on the Follett ACCESS Customer Portal login screen. Enter your MCC student email account and you will receive an email with needed information.

### **How do I know if I should opt-out of Follett ACCESS?**

There are many factors that can cause different answers for this question. Please contact the MCC Bookstore for guidance.

### **How frequently must I opt-out of Follett ACCESS?**

Each semester, at least. All enrolled adult curriculum students will be automatically enrolled in Follett ACCESS at the start of each semester. (High school curriculum students or workforce students will not be affected.) This means students should review needed course materials at the start of each semester to determine if the Follett ACCESS program is the best option.

**When is the latest I can opt-out of Follett ACCESS each semester?**

In order to ensure you are not charged for Follett ACCESS, you should opt-out of the program no later than the last day of Drop/Add for your earliest class. This information can be found in the Academic Calendar provided each year at [https://www.mayland.edu/blog/catalog\\_post/academic-calendar/](https://www.mayland.edu/blog/catalog_post/academic-calendar/). For instance, if you are enrolled in a 16 week, a 12 week and a second 8 week course for a semester, you would want to opt-out of Follett ACCESS no later than the last day of Drop/Add for the 16 week course.

**If I opt-out of Follett ACCESS, will I still be able to purchase needed course materials for the semester at the MCC Bookstore?**

Yes, however, there may be a delay in receipt of your course materials. If you choose to opt-out of Follett ACCESS, please place your order online at [www.mayland.bkstr.com](http://www.mayland.bkstr.com). Remember to opt-out and place order online within sufficient time to ensure your course materials will be shipped and received by your first day of classes.

**Once I opt-out of Follett ACCESS, how quickly will the MCC Bookstore website update so I can order my course materials online?**

Please wait 24 hours for the MCC Bookstore website to update. If you are still enrolled in Follett ACCESS after 24 hours, please contact the MCC Bookstore.

**If I opt-out of Follett ACCESS, should I wait for the refund to be applied to my total charges for the semester before setting up a payment plan?**

Yes, please wait at least 24 hours. If you choose to opt-out of Follett ACCESS for the semester, please contact the Business Office at 828.766.1220 to be sure the \$23.75 (plus NC sales tax of 6.75%) per credit hour has been removed from your semester total charges before setting up a payment plan.

**Once I opt-out of Follett ACCESS, will I still be able to use Financial Aid to pay for any MCC Bookstore purchases of course materials?**

If you are qualified for financial aid for the semester, you will be able to utilize financial aid for any MCC Bookstore course material purchases outside of the Follett ACCESS program, while funds are available.

**If I opt out of Follett ACCESS, can I pay for my online MCC Bookstore purchases out of pocket?**

Yes.

**I have a question that isn't listed above?**

For any questions not listed above, please do not hesitate to reach out to the MCC Bookstore at 828.766.1206.

### **Beyond Course Materials**

You have your course materials. What's next? The **Mayland Community College Bookstore** has all the best selection of officially licensed **Mayland Community College** gear around. We are ready to outfit you head to toe with school spirit. We also look forward to seeing you in the store to grab all your supplies and technology. Don't forget, we even have snacks for those extra-long days!