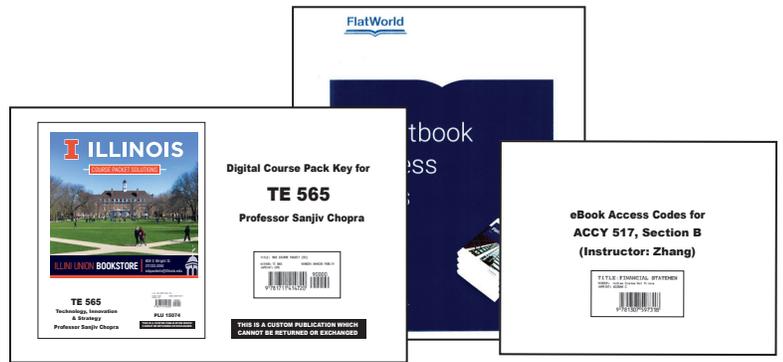


FREQUENTLY ASKED QUESTIONS (FAQS) ABOUT DIGITAL COURSE MATERIALS



Digital course materials are an increasingly popular alternative to traditional printed textbooks and other printed course materials. These digital materials can be purchased through the Illini Union Bookstore (IUB) website just as printed textbooks and printed course materials are purchased.

What is an eBook? What is an ePacket?

An eBook is a digital version of your textbook that can be read on your computer or favorite handheld device (laptops, tablets, and smartphones). An ePacket is a digital version of a printed course packet which is a custom publication developed by instructors (also viewable on a computer or handheld device).

What is an access code for digital content?

An access code is a password that you use to access digital course content on a designated website. The course content can include supplemental learning materials for your course such as chapter reviews, study aids, labs, quizzes, or assignments. IUB has stand-alone access codes available for purchase as well as access codes that are sometimes bundled with printed materials.

A few things to note about access codes:

- Access codes cannot be returned if they have been activated, redeemed, scratched, revealed, or accessed.
- Access codes accompany newest edition textbooks only. IUB cannot guarantee access codes with used or older editions because of the likelihood that a previous student has already redeemed the code or editions have changed.

Are there advantages to using eBooks and other digital content?

eBooks and digital content are typically less expensive than traditional printed textbooks and many offer interactive features such as study guides, practice tests, and embedded audio and video for enhanced learning. Digital content can be used on multiple devices (laptops, tablets, and smartphones) so it is great for convenience and mobility. For most students, digital content provides more flexibility, accessibility, and can offer a more engaging educational experience.

Are there any disadvantages to using eBooks and other digital course content?

eBooks and digital content are yours to keep after the semester ends, but most will probably expire after a specified length of time because of limited access timeframes (often 180 days). Digital content and eBooks

are also material that cannot be sold back for money at the end of the semester. Frequently, there are also restrictions on printing eBooks and digital content, so if you need a physical copy, then these might not be your best option.

If I purchase an eBook, do I get access to it immediately?

Our primary partner for eBooks is RedShelf who works with our Textbook Department staff to ensure that students are purchasing the right digital materials for their classes.

After you order a RedShelf eBook or ePacket, you will receive an email (within an hour of placing the order) from RedShelf containing information you'll need to gain access to your digital content. The message can be filtered as spam, so if you do not receive an email soon afterward, be sure to check your junk or spam folder. From there, any time you'd like to access the materials you can simply navigate back to www.redshelf.com and log in. If you have any eBook or ePacket questions, just email us at iubtextorders@illinois.edu and we will be happy to assist you with your purchase.

What about immediate access to other digital content?

Some digital materials are available in physical form including cards with access codes which have to be scratched off and redeemed by the student on a publisher's website. This is dependent on the item(s) that the student selects. These items might have to be picked up or shipped directly to the student after the order has been processed.

Can I return my eBook or my access code?

Yes, usually only non-activated eBooks are refundable. Once an eBook is activated, refunds are not available, Access codes are non-returnable once they have been redeemed on the publisher's website or if the code has been scratched off the card.

Can I share my eBook or digital content?

eBooks and digital content are typically created for one-time/limited term access for a single user. Many eBooks have Encoded Digital Rights Management rules in place to discourage shared access.

Can I print my eBook or digital content?

Printing rules vary by publisher, and if printing is allowed, typically it is limited to a certain number of pages per week. This should be spelled out in the product description or in the Digital Rights Management rules.

Do I have to select shipping options with eBooks or digital content?

Our website requires you to select a shipping or pick up option for anything you purchase. If you purchase an eBook or digital content and this is the only item on your order, we can scan and email your code to you and remove your shipping charge at that time. If you have an eBook or digital content with other printed materials, you will need to choose either the shipping option to your specified address or the pick up at the bookstore option. If you purchase a eBook from RedShelf and you will automatically receive the access code, we will also remove your shipping charge at the time your order is processed.