

Frequently Asked Questions

What is Digital Access?

Digital Access is the system used to provide the access and billing when an instructor uses digital content in their course. Access is provided electronically on or even before the first day of class, depending on your instructor, and the discounted access cost is billed to the student's account after the 10th day of instruction.

What does it mean to opt-out?

The opt-out deadline for all Digital Access courses is the 10th day of instruction (The 5th day for summer-3rd day for Minimester) When you opt out, access to all online content is disconnected and you are removed from the billing schedule. To opt out, see opt out instructions below- your Instructor should also provide opt out instructions

What are Interactive or Adaptive Courseware Platforms?

Interactive Courseware is much more than just an e-book. Examples of digital courseware you may be using here include: Revel, Connect, Simnet, MyMath Lab, and Mastering. Typically these include a full digital text, but they have extra added interactive content designed to make the reading more engaging, which increases comprehension and retention of the material and can ultimately lead to greater student success.

They can include videos and interactive animations, quizzes, and homework sets which can include hints and/or links to the related text for incorrect answers, serving as a virtual tutor. They also allow for various levels of customization by the instructor, peer-to-peer sharing of notes, and the creation of digital flashcards you can use with smartphone apps.

How much does Digital Access cost?

The price varies depending upon the platform and content used by the instructor, but Direct Access prices are lower than the cost of purchasing access directly from the publisher, and average 50% to 70% below the cost of a new, printed text. See this semester's pricing schedule below.

How do I gain access?

If your instructor is using a required homework platform, they will provide access instructions either in their syllabus, or when meeting on the first day of class. Most integrate it right through Canvas, our BHC learning management system.

What if I prefer a print book?

Most courses require digital content that is something a print book can't provide. But you can add on a "print upgrade" which is a loose leaf copy of the book-it can only be purchased in addition to the Digital Access Cost- not instead of. All of the print upgrades currently sell for 40.00 or less and can be purchased in the bookstore. If your course has adopted an E-book only- then you do not NEED the digital content, it was just the cheapest option for that book. You may choose to opt-out and acquire the book a different way. But you will need to opt out to avoid the charges.

How do I pay for my access?

Payments can be made online through the student's myBlackHawk account or in person at either the Bursar's Office on the Quad Cities campus or the Business Office on the East campus. The Digital access charge will be placed on the student's College account approximately 11 business days after the start the semester (subject to change). After the Digital access charges are posted to the student account, a bill reflecting these new charges will be sent to the student's myBlackHawk email account if a balance is due. The payment due date for Digital access charges will be published each semester on the bhc.edu website and in the student billing tab of MyBlackHawk. Please note that the Digital charges cannot be bundled into a deferred payment plan and will be expected to be paid in full by the published due date each semester. If a student opts out of purchasing Digital Access through the Opt-Out instructions provided before the 10th day of class, they will not be charged or billed. The Digital Access charge is non-refundable after the 10th business day of the semester.

I added the class late. Do I still have 10 days to opt out?

The deadline to opt out is the 10th day of instruction. Students who add the course after the 9th day of class will have 48 hours from the time they appear in the roster to opt out.

I have further questions that were not addressed. Who do I contact?

Your Instructor should be your first resource, but if they can't answer your questions, please contact the bookstore at textbooks@bhc.edu they can find your answer or put you in touch with someone who can