First Day® Complete Faculty Kickoff Guide

At USCA, Barnes & Noble College First Day® Complete program is branded as Off the Shelf.

As part of Off the Shelf, the bookstore will provide each student with a convenient package for their printed materials, and digitally delivered materials will be accessed directly in Blackboard.

Students can review all their included courses and materials via the Off the Shelf Student Portal, accessible at https://sso.bncollege.com/bes-sp/bessso/saml/uscaedu/aip/logon.

Please note, all students will have access to digitally delivered materials until the opt-out date or deadline for the term. Students who have chosen to opt out of the program will lose access to all their digitally delivered materials after their opt-out has been processed. They will then be responsible for purchasing access to the materials outside of the program.

4 Weeks Before Class Starts:

Below are the steps needed to be taken by faculty to ensure digitally delivered materials are available for students in Blackboard.

1. Ensure that the 'BNC USC Aiken Course Materials' link is added to the Blackboard course so students can access their digital course materials. If the link is not added, please follow the instructions below under Blackboard External Tool Configuration (ULTRA VIEW).

2. Make sure you have completed the course setup/pairing for your digital courseware products by following up the adoption email sent to you. If you need assistance, please contact your publisher representative.

   If you merged your courses in Blackboard and any students encounter issues in accessing materials due to the course merge, please contact the Registrar's office.

3. Please add the student instructions below to your syllabus and Blackboard course.

Student Instructions:

This course is part of our course material delivery program, Off the Shelf. The bookstore will provide each student with a convenient package containing all required physical materials. All digitally delivered materials for this course will be integrated into Blackboard.

You should have received an email from the bookstore confirming materials provided for each of your courses and asking you to select how you would like to receive any printed components (in-store pick up or home delivery). If you have not done so already, please confirm your fulfillment preference so the bookstore can prepare your materials.

For more information about Off the Shelf, please go to the Campus Landing Page at https://www.usca.edu/departments/business-services/off-the-shelf/.

Configuration for the BNC USC Aiken Course Materials Link

Any courses that are using Off the Shelf digital courseware materials will need to include the 'BNC USC Aiken Course Materials' link in Blackboard so that students can access their digital materials.

If the link has not been added already, please follow the instructions below for configuration.

Blackboard External Tool Configuration (ULTRA VIEW)

1. Navigate to the desired course in Blackboard.
2. Under 'Books & Tools' in the right-hand navigation, click 'View course & institution tools'
3. Locate the 'BNC USC Aiken Course Materials' tool and click the + sign.

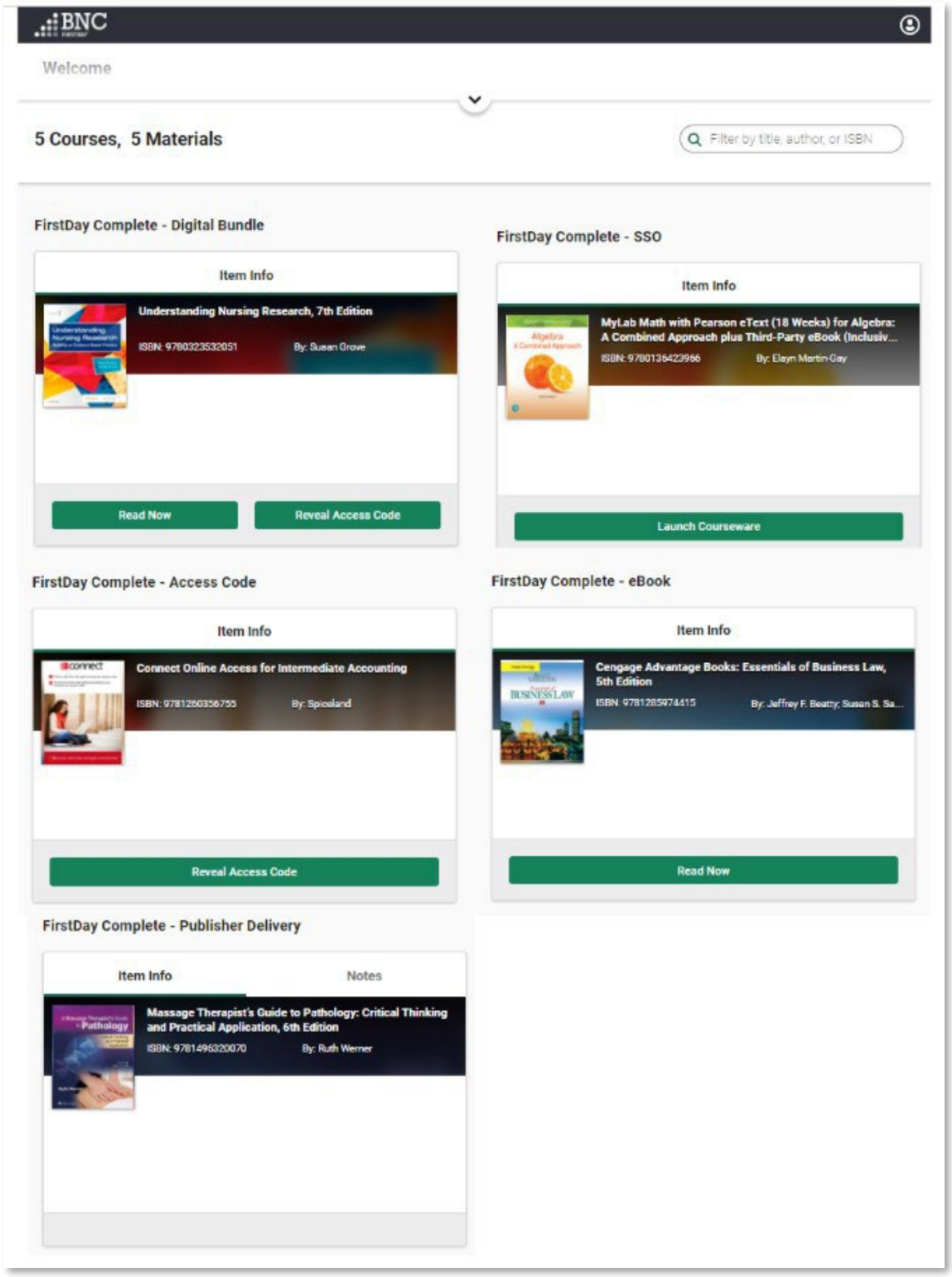
The above steps will add a link to your 'Course Content' area. The link will be hidden from students by default. Click the eye icon to make the link available to students.

Student Experience for Digitally Delivered Publisher Courseware and eBooks:

1. Student signs into their Blackboard to access their course.
2. Student clicks the 'BNC USC Aiken Course Materials' link in the Blackboard course. All digitally delivered materials for a student's enrolled courses will be shown in this link.
3. Students would simply click the green actionable button to navigate to their material.

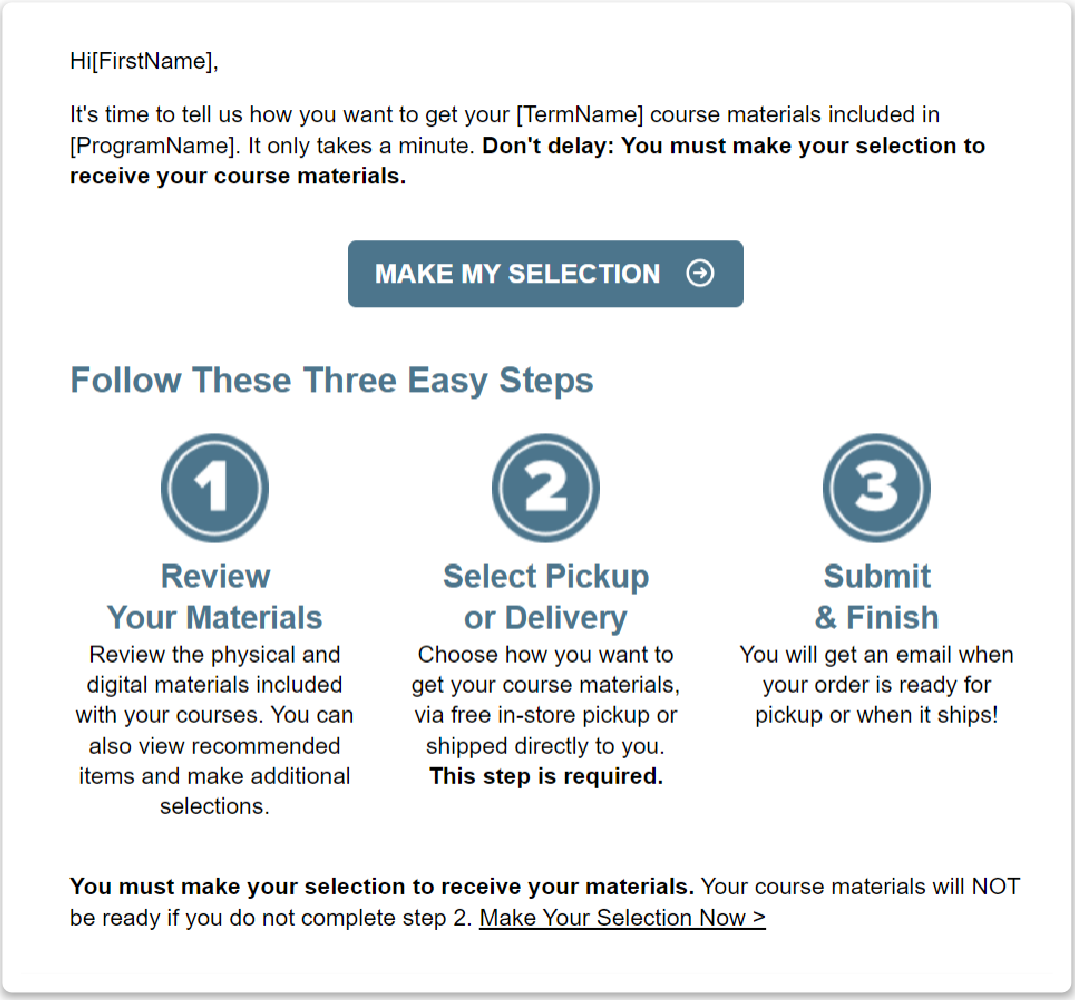
Depending on the content type, some additional steps may be required by the student. Please note with Publisher Delivery, the student will not see any actionable buttons. Students will need to navigate to the Publisher's link to access their materials.

Below are screenshot examples of what your student should see in the 'BNC USC Aiken Course Materials' link based on the content type and delivery method for the digitally delivered materials.


BNC
Welcome
5 Courses, 5 Materials
Filter by title, author, or ISBN
FirstDay Complete - Digital Bundle
Item Info
Understanding Nursing Research, 7th Edition
ISBN: 9780323532051
By: Susan Grove
Read Now
Reveal Access Code
FirstDay Complete - SSO
Item Info
MyLab Math with Pearson eText (18 Weeks) for Algebra: A Combined Approach plus Third-Party eBook (Inclusiv...
ISBN: 9780136423966
By: Elayn Martin-Gay
Launch Courseware
FirstDay Complete - Access Code
Item Info
Connect Online Access for Intermediate Accounting
ISBN: 9781260356755
By: Spiceland
Reveal Access Code
FirstDay Complete - eBook
Item Info
Cengage Advantage Books: Essentials of Business Law, 5th Edition
ISBN: 9781285974415
By: Jeffrey F. Beatty; Susan S. Sa...
Read Now
FirstDay Complete - Publisher Delivery
Item Info
Notes
Massage Therapist's Guide to Pathology: Critical Thinking and Practical Application, 6th Edition
ISBN: 9781496320070
By: Ruth Werner

Student Experience for Printed Materials:

Students will receive a Selection email 30 days prior to the start of semester with a link to make their Student Selection and confirm how they would like to receive any printed materials (in-store pick up or home delivery).



Hi[FirstName],

It's time to tell us how you want to get your [TermName] course materials included in [ProgramName]. It only takes a minute. **Don't delay: You must make your selection to receive your course materials.**

MAKE MY SELECTION

Follow These Three Easy Steps

1 **Review Your Materials**
Review the physical and digital materials included with your courses. You can also view recommended items and make additional selections.

2 **Select Pickup or Delivery**
Choose how you want to get your course materials, via free in-store pickup or shipped directly to you. **This step is required.**

3 **Submit & Finish**
You will get an email when your order is ready for pickup or when it ships!

You must make your selection to receive your materials. Your course materials will NOT be ready if you do not complete step 2. Make Your Selection Now >

If students cannot find the email, they can visit the Off the Shelf Campus Landing Page at https://www.usca.edu/departments/business-services/off-the-shelf/ for the link to make their selection.

Student Support for Course Materials:

We suggest that students provide their name, school email address, school name, course information, and screenshots of the issue if applicable for any request submitted.

Digitally Delivered Materials:

Customer Care is available to help students with questions about accessing their course materials or using their eBooks. Be sure to share the information below with your students.

- Open a ticket Online for the Customer Care team: https://tinyurl.com/customercarerequest
- Email the Customer Care team: bookstorecustomercare@bncollege.com
- Call the Customer Care team: 1-844-9-EBOOKS (1-844-932-6657)
- Customer Care is available 24 hours a day, seven days a week - 24/7

Printed Materials:

Students experiencing issues with accessing their print materials via the Off the Shelf Student Portal at https://sso.bncollege.com/bes-sp/bessso/saml/uscaedu/aip/logon, should be directed to the BNC FDC Support Team

- Email the BNC FDC Support Team: FDCSupport@bncservices.com

Questions?

Contact your Bookstore Manager

- Name: Ken Duthie
- Email: Ken.Duthie@usca.edu
- Phone: 803-641-3464