



OER Advisory Council

2022 Inclusive Access Survey Results

Survey Results

Survey was conducted Winter 2022.

Participation rate was 79% (23/29). That is, six institutions did not respond.

Actual use of Inclusive Access is still quite small: 4 out of 29 = 14%. All community colleges.

- Holyoke Community, Middlesex Community, North Shore Community and Northern Essex Community

Cengage and Follett are the most prevalent providers.

- Follett appears to be the most aggressive as there are being used at three of the four institutions and currently pushing at Mass. Maritime Academy.
- Follett pushed for a \$30-40 flat fee per credit hour for all students at Northern Essex through the CFO. President Glenn overrode this.
- Follett's opt-out is punitive. If a student chooses to opt-out, they not only opt-out of the textbook, but the course as well. The decision is irreversible.

Price range is \$50-100 (it is unknown how many are at the top of this range), yet it is as high as \$138 (Biology textbook).

Most prevalent community college users are Northern Essex Community who is using five and North Shore Community that is using four vendors.

How are the vendors gaining access? In addition to the CFO, the vendors also access the Bookstore, CAO, VP of student Affairs, and faculty and department chairs.

Half of the four institutions notify the students about Inclusive Access and half do not.

Open Comments

Of the four institutions that have adopted inclusive access:

- Our inclusive access is per course. We have varying ranges of process as high as \$138. These conversations happen between the course instructor, the publisher and the bookstore.
- Students are being charged \$8-10 to access Lumen Learning in addition to the standard \$25 Lumen Learning fee.
- Our entire math department uses inclusive access. Students are told the cost is included in their cost fee and is billed to their financial aid.
- Opting out has negative consequences. The decision to opt-out is by course, not by item. Opting out of Follett Access cannot be reversed. Your course registration may be canceled and any work done will be lost. You risk not being able to complete your course.

From other institutions who do not (or currently do not) have inclusive access:

- We do not have inclusive access, but we have an incentive program where if students take more than one course using a Cengage text, they supposedly save money with a Cengage account. However, you do not retain access to the materials after the course ends.
- An assistant provost had a conversation with a publisher four years ago and decided not to at that time.
- We have attempted to stop inclusive access and we have been successful in our efforts.
- Our institution is considering inclusive access packages from Follett and Cengage at present. Nothing has yet been decided.
- I'm on the lookout for discussions about potential inclusive access deals so I can be included in the conversation.
- We had an inclusive access adaptive learning pilot. The program was discontinued in summer 2022.