

Faculty FAQs

Laker Ready Program

What is the Laker Ready Program?

As part of Barnes and Noble's First Day Complete program, the Laker Ready initiative is a course material model that lowers the cost of materials for students and ensures students have access to all of their required course materials on or before the first day of class. Through this new program, physical books will be conveniently packaged and provided to students on a rental basis, and digital materials will be delivered directly within the campus LMS. At the end of the term, students will receive email reminders to return their physical course materials to the bookstore.

How does Laker Ready benefit students?

Laker Ready is an equitable access program that makes getting course materials easier for students. Students will receive their course materials by the first day of class, and they will save an average of 35-50% on the cost of textbooks.

Which students are eligible for the program?

All undergraduate students are automatically enrolled in Laker Ready. Exclusions include dual-enrolled high school students, STEP UP program students, and graduate students enrolled in 500+ level courses.

What is the cost for students?

The Laker Ready program will cost \$30 per credit hour.

How can faculty contribute to the success of the program?

Faculty contribute to the program's success by submitting their course materials selections to the bookstore before the adoption deadline each semester and selecting course materials that can be provided to students through the program.

Do I need to submit both my physical and digital course adoptions to the bookstore?

Yes, digital course material adoptions also need to be communicated to the bookstore, just like physical course materials. If you are working with a publisher for digital content, the bookstore will need to be aware of the content required in order to include it in the Laker Ready program.

Can faculty opt their courses out of the program?

Students are given the opportunity to review their individual course materials and opt out of the program every semester. Faculty do not have the ability to opt their courses out of the program.

How does Barnes and Noble College ensure that students are getting their required course materials?

Approximately one month before classes start, students will receive an email from Barnes and Noble instructing them to select their fulfillment preference (in-store or

shipped directly). A second email notification will be sent when the student's order is ready for pickup or when it ships. Any digital materials delivered through Moodle will be available when the student has access to their course.

What if a student opts out of the Laker Ready program?

If a student opts out, they are choosing to obtain their required course materials outside of the program. They will lose any electronic course material access they may have had and will not receive any printed material. Students may still purchase these items a la carte from the bookstore, or from wherever they choose.

Can students buy their rented textbook?

Yes. The program provides them with the option to purchase textbooks at a reduced rate during the return period.

What happens if a faculty member changes their course material adoption?

If a faculty member changes their course material adoption, faculty should promptly notify the bookstore of the new adoption and the bookstore will ensure that students receive the corrected course materials.

What happens if a student drops/adds a course?

When a student changes their course schedule, instructions are provided for returning course materials, and they will be prompted via email to select a delivery preference for any new courses added.

If I don't require a textbook for my course, do my students still have to pay the fee?

Yes. Students are charged a flat per-credit hour rate for all of their course materials, regardless of whether one of their classes requires books or not. In order to not be charged, students will need to opt out of the program and will be responsible for purchasing materials for their courses.

Who do I contact for support?

If you have questions regarding the Laker Ready course materials program or course adoptions, please contact:

Dominique Sams

Barnes and Noble College

dsams@bncollege.com

(419) 409-3434

For general questions about Laker Ready, contact or visit the bookstore:

- Phone: 906-635-2645
- Located on the first floor of the Walker Cisler Student Center on campus

For technical assistance with digital materials:

- Open a ticket online for the Customer Care Team:
<https://customercare.bncollege.com/hc/en-us/requests/new>

- Email the Customer Care Team:
customercare@bncservices.com
- Call the Customer Care Team: 1-844-9-EBOOKS (1-844-932-6657)

For Student Account questions, contact the Business Operations Office:

- Phone: 906-635-2600
- Email: busops@lssu.edu