



Training for Course Materials Connection Program

Saint Leo University and
Barnes and Noble College

July 2024

How It Works

- With the Course Materials Connection Program, ordering materials for students is as easy as few clicks. One month before classes start, students will receive an email instructing them to select their delivery preference (in-store pickup or shipped directly to them at home). When the order is ready for pickup or when it ships, they will receive an email. Any digital materials will automatically be available to them from the links in the courses in LionsShare.
- Please note that not all materials will be digital.
- Some courses have physical books that are shipped to the students. It is important that students click on the email from Barnes and Noble and check the CMC selection screen to see the material formats.
- Note: If a student does not want to participate, they must access the Barnes and Noble Opt Out tool at:
<https://www.saintleo.edu/student-experience/support/bookstore-merchandise>
- Instructions for accessing digital materials are in the courses on the Start Here Module along with the course materials link where they will access them.



How It Works Continued

- Opted in students can access the selection screen to reserve CMC materials through the Bookstore website.

<https://saintleo.bncollege.com/>



Ordering from Barnes and Noble if the student Opt Out

- If participating in the Course Materials Connection Program is not a good fit for a student in a particular term/semester, they can still order from our Barnes and Noble store at:
- <https://saintleo.bncollege.com/>
- They will Click on **Course Materials and Textbooks** / and then **Find Course Materials** from the drop down menu
- They will then Select the appropriate Opt Out term/semester, and choose the courses they are enrolled in. They will be able to place the orders here. (Students with scholarships, or Financial Aid vouchers will be able to use those funds to place orders.)



SU23 16 WKS CMC
SU23 1st 8wks CMC
SU23 2nd 8wks CMC
SU23 1st 8wks OPTOU
F23 2nd 8 wks CMC
F23 1st 8wks CMC
F23 16 wks CMC
Select


Department: Select
Course #: Select
Section: Select

Ordering from Barnes and Noble if the student Opts Out

- It is important that opted out students select the drop down terms labeled “opt-out”. There are terms labeled “CMC”, but students should not order from those. The orders will be automatically canceled.

Saint Leo University


Select your course(s)

Term	Department	Course #	Section	
SU22 16wk CMC 	Select	Select	Select	Clear
Select	Select	Select	Select	Clear
Select	Select	Select	Select	Clear
Select	Select	Select	Select	Clear

[ADD ANOTHER COURSE](#) [RETRIEVE MATERIALS](#)

Saint Leo University

Select your course(s)

Term	Department	Course #	Section	
SU22 16wk OptOut 	Select	Select	Select	Clear
Select	Select	Select	Select	Clear
Select	Select	Select	Select	Clear
Select	Select	Select	Select	Clear

Program Students that are automatically opted out

- OCICU consortium students
- AVENU Learning International class students
- ACADEUM consortium students
- CAPS
- Dual Enrollment students (with the exception of Bishop McLaughlin)
- Students who have VOC Rehab / that pays for textbooks
- Graduate Creative Writing program decides on texts and readings during the class session



The students in these programs will not receive the communications from Barnes and Nobles regarding the Course Materials Connection Program. They will be directed to order from Opt Out Term on the online bookstore at:

<https://saintleo.bncollege.com/>

What if students change their mind about participating?

- If they are currently Opted out, and decide that they want to participate in the Course Materials Connection Program, they will need to access the Barnes and Noble Opt In/Opt Out tool:
- <https://www.saintleo.edu/student-experience/support/bookstore-merchandise>
- This needs to be submitted before the end of drop / add for the term/semester.



Messaging added to D2L (LionsShare)



Important Course Materials Connection Announcement

Effective December 8, 2023 enhancements were made to the Course Materials Connection Program.

Each term, students need to decide if they would like to participate in Course Materials Connection or if they want to Opt Out. *(Previously, if you Opted Out/Opted In you would remain in that status until you submitted a form to change it.)*

You will have until the close of the drop/add period for the term to decide if you want to participate or Opt Out of CMC.

Students will now use the following link to access the BNC Opt Out tool from the program landing page:

<https://sso.bncollege.com/bes-sp/bessso/saml/saintleoedu/fdcopt/logon>

CMC Program landing page Link:

<https://www.saintleo.edu/student-experience/support/bookstore-merchandise>

(This informational website includes a list of FAQs with all the information on our equitable access program.)

Messaging in D2L (LionsShare) continued..



- In week 7 we post messaging similar to this in Courses so students have these reminders:

Good afternoon Students,

You should be receiving emails regarding the print rental returns for 2022SU1 to your SLU email accounts. When you access the email, the instructions for purchasing and printing the return label will be included. The rental returns should be sent once the 2022SU1 term ends on July 3rd. (The messaging may indicate an earlier time frame / there is a grace period for the returns. As long as they are sent as soon as the term ends, you should be fine.) Keep the tracking number for your records. If there is an issue or your receive charges for non-returns in error, please contact the Learning Resource team for assistance at student.textbooks@saintleo.edu.

You will also be receiving notifications for the 2022SU2 term course materials selection. Be sure to reserve your materials (or order them now if you are Opted Out) through the Course Materials Connection Program. For more information on Course Materials Connection go to: <https://www.saintleo.edu/bookstores-merchandise>

What if a student needs support or they have questions about an order?

Student Support:

- Customer Care is available to help students with questions about accessing their course material or using their eTextbook.
- Customer Care at Barnes and Nobles College is available 24 hours a day, seven days a week - 24/7.
 - Open a ticket Online for the Customer Care team: <https://tinyurl.com/customerrequest>
 - Email the Customer Care team: bookstorecustomer@bncollege.com
 - Call the Customer Care team: 1-844-9-EBOOKS (1-844-932-6657)

We suggest that students provide Customer Care with their name, school email address, school, course information and screenshots of issue if applicable.

Questions? Contact our Bookstore Manager

352-588-8344

GlenAlice Biansco

SM8418@bncollege.com



You can also contact the Learning Resource Team

- Students, and Staff assisting students can contact the Textbook and Resource Team at our University for assistance:
- Tapia College of Business: traci.dunlap@saintleo.edu (352)588-7545
- CARDS: traci.dunlap@saintleo.edu (352)588-7545
- College of Arts, Sciences, and Allied Services: jessica.moreira@saintleo.edu
(352)588-8569 & abbie.luoma@saintleo.edu (352)588-8674
- College of Health Professions: abbie.luoma@Saintleo.edu (352)588-8674
- All Colleges: abbie.luoma@saintleo.edu (352)588-8674 /
student.textbooks@Saintleo.edu



Trouble shooting tips

- Student should not use a Mobile device to access the Bookstore ordering site or the CMC Links. For best results they should use a Computer.
- Google chrome is the recommended Browser for use of the Bookstore site, the CMC links, and digital materials from B&N.
- When attempting to access the return labels to purchase, the students need to use the same email address and order number for the materials they are attempting to send back. If they have an issue they need to contact the store managers.

Additional Resources and FAQs for students, faculty and staff

- There is a dedicated website where you can access additional resources for our Course Materials Connection Program. Visit the site at:
- <https://www.saintleo.edu/student-experience/support/bookstore-merchandise>



Student Responsibility

- The student is responsible for reviewing the materials that are required for the courses they are enrolled in each term.
- When they receive the email from Barnes and Nobles College (30 days before the term begins) they decide if the Course Materials Connection program is a good fit for them.
- If the program does not work for them that term/semester, they can elect to Opt Out of the program.
- They need to access the Opt Out tool before drop/add ends to avoid having his or her student account billed for the materials.



Once the Opt Out is completed by the Student

- Once a student completes the Opt out process they will receive an emailed notification.
- Students must make an Opt In/Opt Out designation each term.
- If you need to verify if a student is showing as Opted out or Opted into CMC please contact abbie.luoma@saintleo.edu



Talking points for conversations with students who have opted out

- Accessibility: Get all your materials before the first day of class and have a little time to pay.
- Convenience: Get all your materials at once via pick up or delivery. Have your student account billed for the materials and pay through your eLion account.
- Affordability: at \$30.00 per credit hour (or \$90.00 per 3 credit hour course) the materials discount equals between a thirty to fifty percent lower price than the national product pricing.
- It's not too late, you can Opt Back In / if it is before drop/add ends





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Thank you for your time and attention.

To access our FAQ page don't forget to visit:

<https://www.saintleo.edu/student-experience/support/bookstore-merchandise>