



Barnes
& Noble
College

ADOPTION & INSIGHTS PORTAL

STORE GUIDE



Contents

Adoption & Insights Portal (AIP) Overview.....	2
Benefits of SIS Connect - Roster Export	2
Registered Users.....	2
Access Levels	2
Department Administrator Access to AIP	2
AIP Dashboard	3
Bookstore Manager Experience in AIP	10
Setting Terms in TA2 and AIP	10
Deactivating Automated Emails.....	23
Updating User Permissions	23
Adding an Adoption for Faculty	25
Active Affirmation	32
Frequently Asked Questions (FAQs)	34
Transitioning to AIP	34
Adoption History	34
User Access	35
Configuration & Set-up	36
Site & Email Customizations	38
Adoption Submissions.....	39
SIS Data	40
Email Communications.....	41
Adoption Insights.....	42
Technical & Non-Technical Support.....	43
Privacy & Security of Information	44
Technical Support.....	44

Adoption & Insights Portal (AIP) Overview

AIP is a web-based platform built exclusively for faculty and department administrators that enables them to research and adopt course materials in one, convenient place. Powered by your school's student information system (SIS), AIP delivers a highly personalized, streamlined, action-oriented user experience for faculty, staff, administrators, and academic leadership.

- Personalized **Course List** for Faculty to easily search, research, and submit their adoptions
- **Dashboard** with **Adoption Insights** to track, monitor, and report on adoptions in real-time
- In-line **Affordability** recommendations as a complement or substitute to traditional course materials
- **Communication tools**, including automated reminders, on-demand emails, and on-site messaging
- **24/7** Adoption Support via website chat or toll-free number
- **Integration** with your institution's **Student Information System** for a personalized, real-time experience

Benefits of SIS Connect - Roster Export

AIP is powered by the institution's SIS Roster data to provide a personalized and seamless experience to the faculty and administration. The SIS Roster Export provides BNC a seamless export of a school's course skeleton and their student and faculty roster for each term to AIP and is an essential step to using AIP. The institution works with BNC to set-up a daily feed to ensure the course list, down to the section level, is updated as changes are made to faculty course assignments, added or deleted section numbers, and enrollment data. Updated course, enrollment, and roster information is reflected in AIP within two business days after the data is received.

Registered Users

AIP is integrated with the institution's Single Sign On (SSO) technology. A link to AIP will be available within the institution's SIS or LMS (depending on their preference). Faculty and administration will be able to click on the link and be authenticated with their institution credentials.

Access Levels

Each user type will have a different permission level which differs based on how they will use AIP. AIP has a tier-based permission system comprising of three tiers. A higher tier has access to all the features of the tier below it. An overview of the three tiers is provided below.

Tier	Accessibility
Tier 1	For general users (i.e. faculty) who are entering adoption information. Offers access to the following features: Course List, Affordability Solutions, Adoption Support, Search, and Chat.
Tier 2	For supervisors of the users entering adoptions (i.e. department administrators, department heads, etc.) Offers access to all tier 1 features as well as: bulk upload on Course List, Adoption Overview on Course List, and Insights Dashboard.
Tier 3	For Provost, Technical Administrator, Bookstore Manager Offers access to all tier 1 and tier 2 features as well as: Timing & Triggers, On-Demand Communications, Site Messaging, and Permissions & Settings.

Department Administrator Access to AIP

Institutional Leadership (Provost, IT Admin, etc.) user information is not always included in the SIS export; therefore, Bookstore Managers will be responsible for contacting AIP support to request Institutional Leadership user access to AIP with the Tier 3 access level as needed.

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Store Guide

Note: With the 2.1 Release, all non-student users with institutional credentials will be able to access AIP even if they are not included in the SIS export. The Bookstore Manager may need to update the user's permission level on the User Permissions tab (see: Updating User Permissions)

AIP Dashboard

Upon accessing AIP, Bookstore Managers land on the AIP dashboard with multiple menu options.

1. **Dashboard:** View status of all course adoptions for the campus. Results can be filtered by Campus (if available), Schools (if available), Departments (if available), and Term.

Adoption Insights

Filter: ALL CAMPUSES | ALL SCHOOLS | ALL DEPARTMENTS | FALL 2021 | [Reset Filters](#)

- 35 Total Courses
- 30 Courses Not Submitted
- 14% Courses Submitted
- ↑ 100% Compared To SUMMER 2021

Course Submission Status
35 Total Courses

Submission Rate Trend
Fall 2021 Vs. Summer 2021

2. **Course List:** View all school courses and submit adoptions for the respective term filtered by Campus (if available), Schools (if available), Department (if available), or Term. Courses can be searched by Course ID, Course name or Faculty Name.

Adoptions Overview

Campus: ALL CAMPUSES | Schools: ALL SCHOOLS | Department: ALL DEPARTMENTS | Term: FALL 2021

Filter By: CATALOG NUMBE... | Search | Show: ALL COURSES

[Reset Filters](#)

1 | 2 | 3 | 4 | Next

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93% of Polk State College students would recommend First Day to their peers

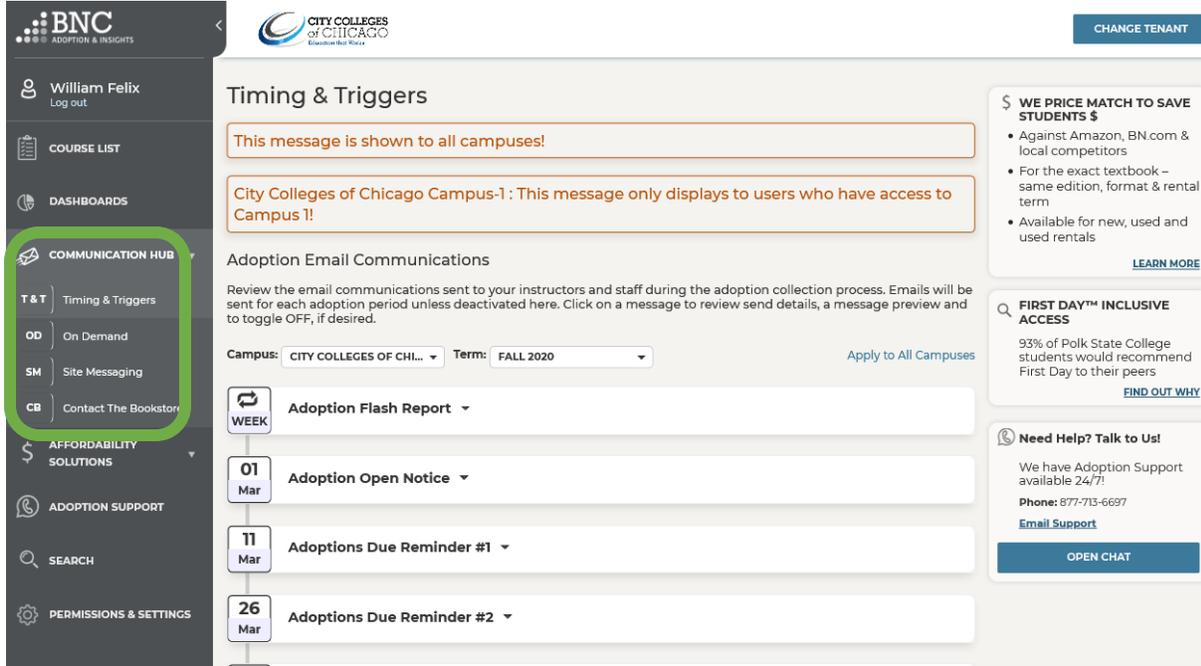
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Need Help? Talk to Us!

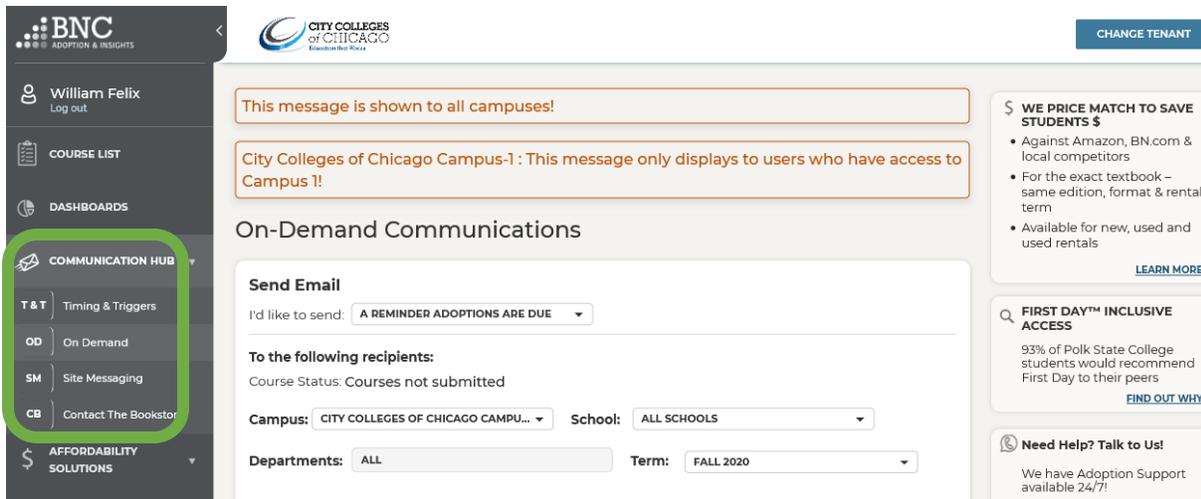
Adoption & Insights Portal

Store Guide

- 3. **Communication Hub:** Tier 3 users can send automated and On-Demand emails and reminders to Faculty and administration and add site message to display to all users. All users have the ability to submit emails and questions to the bookstore.
 - a. **Timing & Triggers:** Bookstore can set up (turn on/off) automated messages to be sent to faculty during the open adoption period.

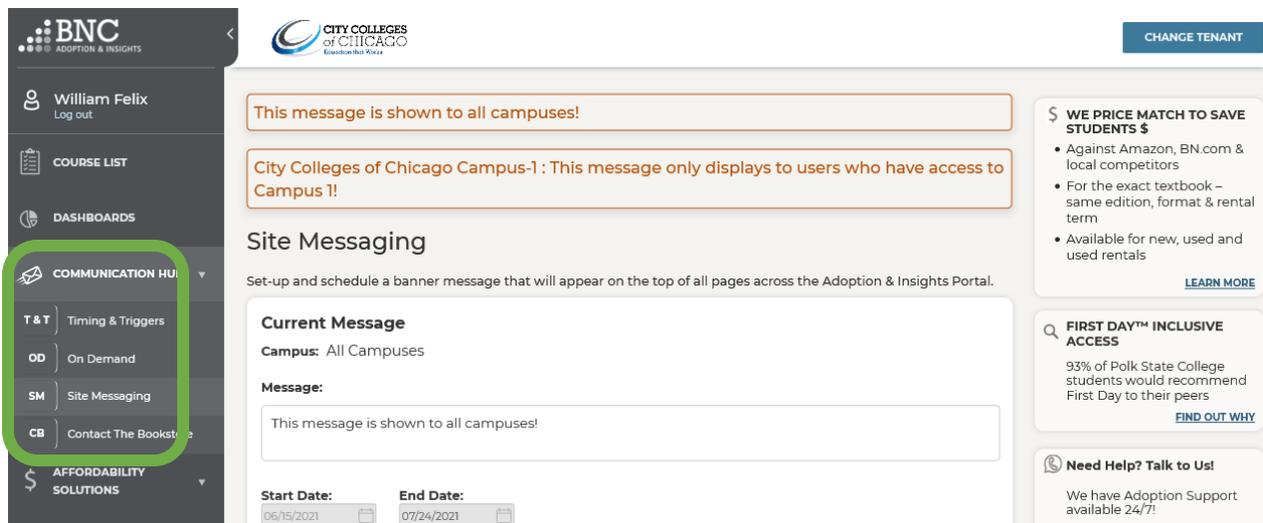


- b. **On Demand:** Send a reminder that adoptions are due to faculty or craft your own email to go to all faculty or a selection of members across the campus.



Adoption & Insights Portal Store Guide

- c. **Site Messaging:** Set up and schedule a message that will appear in a banner on top of all pages across the Adoption & Insights Portal.



- d. **Contact the Bookstore:** Provides all users access to submit a question or email to the bookstore from within AIP.



4. **Affordability Solutions:** Detailed information regarding OER, OER+ Courseware, Price Match Guarantee, and Course Pack Creation option.

Adoption & Insights Portal Store Guide

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COURSE LIST

DASHBOARDS

COMMUNICATION HUB

AFFORDABILITY SOLUTIONS

- FDIA First Day Inclusive Access
- OER OER
- OER+ OER + Courseware
- PMG Price Match Guarantee
- CPC Course Pack Creation

First Day Inclusive Access

First Day™ is Barnes & Noble College's inclusive access program offering students first day-of-class access to affordable, high-quality course materials* and providing institutions and faculty with analytics that support academic achievement.

Benefits to Students:

- First Day saves students an average of 40% on course materials and the cost of materials are included in tuition or student fees, ensuring that no additional textbook budgeting is required.
- Students are guaranteed to have access to their course materials on day one of class as materials are delivered through your school's learning management system (LMS).
- With immediate access to materials, textbooks, and courseware, a barrier to success is removed for your students.

[CLICK HERE TO LEARN MORE ABOUT USING FIRST DAY AT YOUR INSTITUTION.](#)

FIRST DAY CASE STUDIES

WRIGHT STATE UNIVERSITY

POLK STATE COLLEGE

Like many institutions, Polk State College has seen a trend of

Adoptions Due!
Your adoptions are overdue. Please contact your Bookstore Manager as soon as possible

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Need Help? Talk to Us!

5. **Adoption Support:** Provides all users access to the support team via online chat, Bookstore contact information, and Frequently Asked Questions.

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ADOPTION SUPPORT

SEARCH

PERMISSIONS & SETTINGS

Adoption Support

Contact Adoption Support

Call us: 877-713-6697
Hours: Mon-Sun 8:00 am - 5:00 pm (CST)

[OPEN CHAT](#)

Your Bookstore

Your bookstore manager is

Phone: --, ext. --
Email: --

If you would like to send an email to the Bookstore Manager, please visit the [Contact The Bookstore page](#).

Technical Support

For support with technical issues, please call Adoption Support or send an email via the [Contact The Bookstore page](#)

Frequently Asked Questions

Placing Adoptions

Re-adoption

I would like to re-adopt course materials from a previous term. How can I do that?

I don't see the option to re-adopt materials from a previous term. What should I do?

There is a book I used previously when teaching a different course. How can I adopt that book?

Last term I adopted two different course materials but this term, I only want to adopt one of those materials. Can I use one click re-adopt?

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Need Help? Talk to Us!

We have Adoption Support available 24/7!

Phone: 877-713-6697

[Email Support](#)

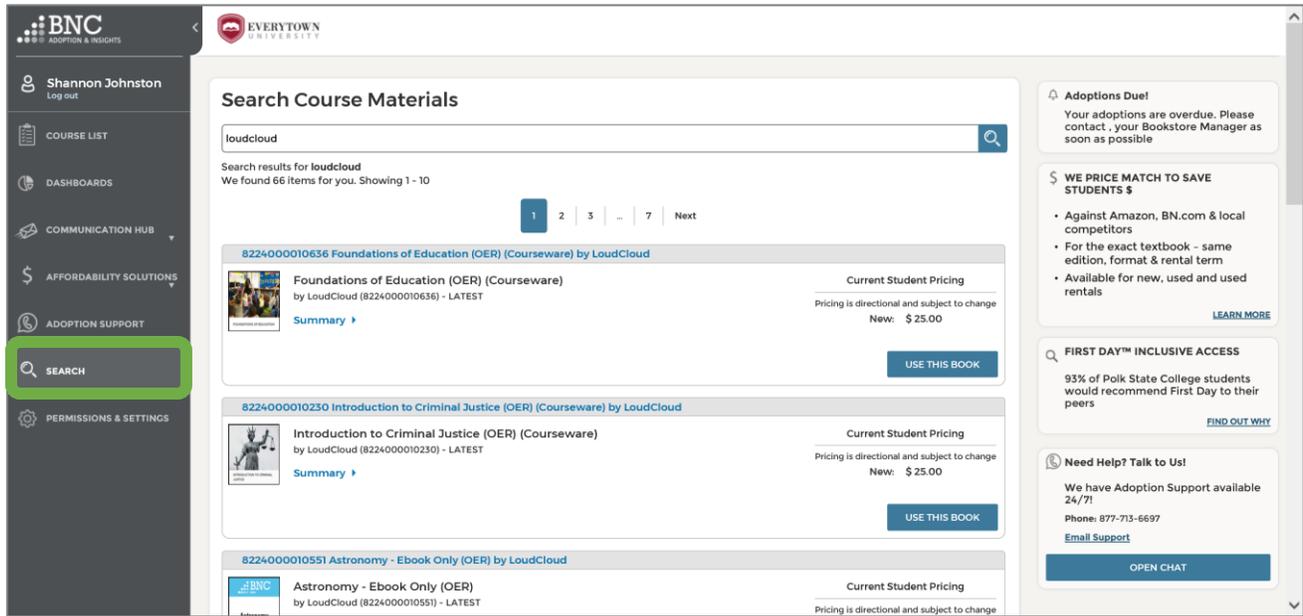
[OPEN CHAT](#)

6. **Search:** Research materials by ISBN or Keyword. Bookstore Manager can add materials to a specific course from the search screen.

NOTE: Use OER Courseware or OpenStax as a search term to see all OER options and add to a course.

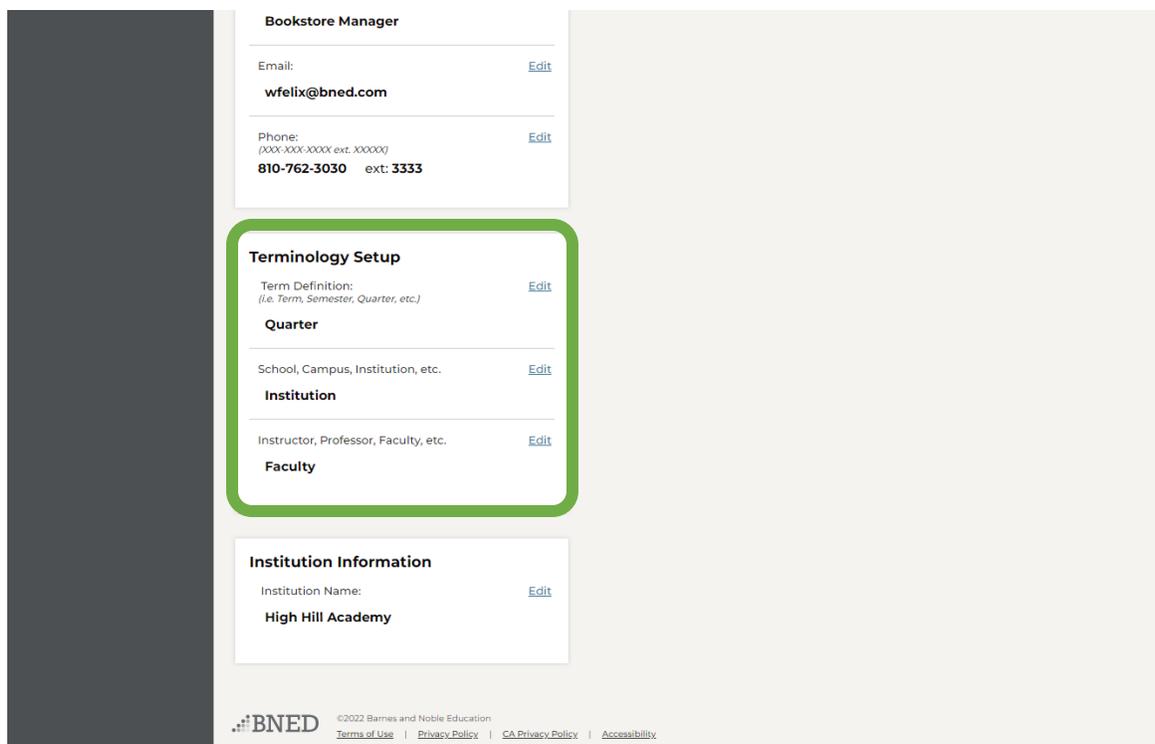
Adoption & Insights Portal

Store Guide



7. Permissions & Settings: Allows the Bookstore Manager to configure terminology and settings used on AIP.

Within the **Site Information** tab, the Bookstore Manager can edit terminology such as Term vs. Quarter, Campus vs. School, or Faculty vs. Instructor. The Bookstore is also responsible for setting the Adoption Start date and deadline for each adoption period. This should be done after the Term is set up in TA2.



In addition, the Bookstore Manager can edit the Bookstore Manager information such as name, email address, and phone number. This information appears on the Contact the Bookstore page as well as within automated emails.

The screenshot shows the 'Permissions & Settings' page for High Hill Academy. The 'Bookstore Manager Information' section is highlighted with a green border. It contains the following information:

- Name:** William Felix
- Title:** Bookstore Manager
- Email:** wfelix@bned.com
- Phone:** 810-762-3030 ext: 3333

Other sections visible include 'Email Settings' (Friendly from name for triggered messages: High Hill Academy), 'Active Affirmation' (OFF), 'Change Justification' (OFF), and 'Terminology Setup'.

From the **Site Settings** tab the Bookstore Manager can turn on or off select Affordability options that appear on AIP.

The screenshot shows the 'Permissions And Settings' page for High Hill Academy, with the 'SITE SETTINGS' tab selected. The 'Site Content to Display' section contains the following options:

- First Day™ Inclusive Access:** ON
- Course Pack Creation:** OFF
- OER+:** ON
- Price Match Guarantee:** OFF

Each option includes a brief description of the feature and its benefits. For example, 'First Day™ Inclusive Access' is described as a model where course materials are included in the cost of tuition. 'Price Match Guarantee' reimburses students the cost difference if they find a lower price on Amazon, BN.com, or a local competitor.

Turning the option on or off will add or remove the affordability option from the menu on the left and the right panel.

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ADOPTION SUPPORT

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[CLICK HERE TO LEARN MORE ABOUT USING FIRST DAY AT YOUR INSTITUTION.](#)

FIRST DAY CASE STUDIES



When the state of Ohio required all institutions to lower course material costs for students, Wright State University found success with First Day and saved students more than \$675,000 across 40 courses and 120 sections in one semester.

“ Inclusive access is a fantastic way to help students save money on course materials ... Inclusive access not only addresses textbook costs, but it promotes student success at Wright State University.”

Meredith Dodger, M.Ed., Sr. Lecturer, Biological Sciences Div., College of



Like many institutions, Polk State College has seen a trend of students not purchasing a required textbook due to price. With First Day, students saved 57% on their required materials with an average savings of \$132 per course material. Pleased with the program, an astounding 93% of participating students said they would recommend First Day to their peers.

“ In an online course, it is even more important that the students start their course with a textbook. The program increases the likelihood that students will be proactive and purchase the book before the class starts, enabling

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Bookstore Manager Experience in AIP

Setting Terms in TA2 and AIP

All aspects with TA2 remain the same with the AIP integration. Adoptions will flow automatically to TA2 and you should check TA2 every day to ensure that you review your alerts and manage all your "In Process" adoptions (See the TA2 Guide for more details). The Textbook team is responsible for creating terms in TA2 and activating the term on the web and creating the term in TA2 allows adoptions to flow from AIP to TA2.

AIP Term SIS Feed

Confirm that the term course enrollment file generated from the SIS feed is being sent. The course enrollment SIS feed cadence for new terms should be similar to the course skeleton cadence for new terms in TA2. If it is not there, the term is most likely not being sent in the SIS Feed by the campus. Reach out to the campus SIS Administrator to have the term added to the SIS Feed. Once the campus adds it, contact AIPSupport@bncservices.com if the term continues not to display.

Step 1 - TA2 and Web Setup

For future terms to be available for faculty to start the adoption process, the terms must be setup in TA2.

- Terms need to be named and have their term dates setup for adoptions to flow through TA2 integration.

Term Options Dates	
Term code	F16
Date Adoptions Are Due	9/01/16 (MMDDYY)
First day of class	9/02/16 (MMDDYY)
Mid term date	9/03/16 (MMDDYY)
First day of finals	9/04/16 (MMDDYY)
Last day of finals	9/05/16 (MMDDYY)
Course - Export	INACTIVE

- Terms also must be activated on the web for faculty to start adoptions in AIP. The flag must be changed to Y and verified before the Adoption Start date in AIP.

Term	Description	Web Flag
A14	srv test tacourin	N
A15	Summer 2015	Y
A16	Release 15,4	N
B15	Charlie's TA format	N
C15	steves copy term	N
D15	Summer 15 Online	N
F14	FALL 2014	N
F15	Fall 2015	Y
F16	copy term test 2	N
G15	Temp Vendor Term	N

More

- A course skeleton does not have to be loaded for a term to be set up in TA2. With AIP the bookstore will still need to upload a course skeleton to TA2.

Step 2 – Term Setup in AIP

The Bookstore Manager is now responsible for setting the Adoption Start Date and Deadline date in AIP to trigger automated emails to faculty members to start the adoption process. This must be done after the term is setup in TA2 and the web is activated.

Permissions & Settings

Setting the Adoption Start and Deadline dates in AIP will trigger automated emails to faculty to start the adoption process.

Bookstore Managers must do this after the term is setup in TA2 and the web is activated.

You can also enable the Adoption Cutoff toggle to limit adoptions from being submitted after the adoption deadline has passed.

Permissions & Settings

The 'From Name' information entered in Email Settings will display within the automated emails to faculty.

The email addresses entered will be the recipients of the automated Adoption Flash Report.

The screenshot shows the 'Permissions And Settings' interface for High Hill Academy. The 'Email Settings' section is highlighted with a green box. It includes the following information:

- Adoption Time Frame:** Enable Adoption Cutoff: OFF. Available Quarter: Summer 2020. Adoption Start date: 02/06/2022. Adoption Deadline: 02/14/2022. Make Available for Re-adoption: ON.
- Email Settings:** Friendly from name for triggered messages: High Hill Academy. Flash report recipients: nilesh.wagh@bnedcloud.com, 27sarahryan@gmail.com, filwelix@gmail.com.
- Active Affirmation:** OFF. Turn on this feature to document the intent of the course instructor or academic department to use all items adopted for a course and section.
- Change Justification:** OFF. Turn on this feature to collect a justification for an adoption submission or change to an adoption after the Adoption Deadline.

This terminology will be used across the entire portal as well as within automated and on-demand emails.

The screenshot shows the 'Terminology Setup' page. The 'Terminology Setup' section is highlighted with a green box. It includes the following information:

- Bookstore Manager:** Email: wfelix@bned.com. Phone: 810-762-3030 ext: 3333.
- Terminology Setup:** Term Definition: Quarter. School, Campus, Institution, etc.: Institution. Instructor, Professor, Faculty, etc.: Faculty.
- Institution Information:** Institution Name: High Hill Academy.

Permissions & Settings

Bookstore Manager Information can be edited and is displayed in the **Contact The Bookstore** in the Communication Hub. This email is also included in several automated emails.

The screenshot shows the 'Permissions & Settings' interface. A sidebar on the left contains 'ADOPTION SUPPORT', 'SEARCH', and 'PERMISSIONS & SETTINGS'. The main content area has several sections:

- Email Settings:** Friendly from name for triggered messages: **High Hill Academy**. Flash report recipients: **nilesh.wagh@bnedcloud.com, 27sarahryan@gmail.com, willfelix@gmail.com**.
- Active Affirmation:** Turn on this feature to document the intent of the course instructor or academic department to use all items adopted for a course and section. Statement can be edited as needed. (Toggle: OFF)
- Change Justification:** Turn on this feature to collect a justification for an adoption submission or change to an adoption after the adoption Deadline. Display message and dropdown options can be edited/added as needed. (Toggle: OFF)
- Bookstore Manager Information (highlighted):**
 - Name: **William Felix**
 - Title: **Bookstore Manager**
 - Email: **wfelix@bned.com**
 - Phone: **810-762-3030 ext: 3333**
- Terminology Setup:** Term Definition: (i.e. Term, Semester, Quarter, etc.)

Institution Information can be edited and is displayed within the platform.

This screenshot shows a different view of the 'Permissions & Settings' page, focusing on the 'Institution Information' section which is highlighted with a green border. It shows the Institution Name as **High Hill Academy**. Other visible sections include:

- Bookstore Manager:** Email: **wfelix@bned.com**, Phone: **810-762-3030 ext: 3333**.
- Terminology Setup:** Term Definition: (i.e. Term, Semester, Quarter, etc.)
 - Quarter:** School, Campus, Institution, etc.
 - Institution:** Instructor, Professor, Faculty, etc.
 - Faculty:**

The footer includes the BNEB logo and copyright information: ©2022 Barnes and Noble Education. Links for Terms of Use, Privacy Policy, CA Privacy Policy, and Accessibility are also present.

Permissions & Settings

Bookstore Manager can edit the Affordability options within Site Settings.

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PERMISSIONS & SETTINGS

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CHANGE TENANT

Permissions And Settings

SITE INF... **SITE SETTINGS** USER PE... FIRST DA...

Site Content to Display:

First Day™ Inclusive Access

First Day is an inclusive access model in which course materials are included in the cost of tuition (or similar student fees) and delivered through a school's learning management system (LMS), ensuring students have their course materials on the first day of class. Students don't have to enter an access code – or wait to get their materials.

Course Pack Creation

A course pack is a compilation of course materials put into one easy-to-access place for students. Course Packs can act as a supplement to a textbook or as a replacement. Our publisher-neutral approach lets you combine content from virtually anywhere including:

- Journal and scholarly articles
- Book chapters
- Business cases
- Multimedia
- Original or self-authored material
- OER
- and more!

OER+

OER+ Courseware provides instructors with a high quality, easy to use course solution that is affordable, accessible, and helps drive student engagement. It utilizes OER plus original content that is curated by subject matter.

Price Match Guarantee

Students save money with Price Match Guarantee! Price Match Guarantee reimburses students the cost difference of a new or used print book if they find the exact textbook at a lower price on Amazon, BN.com, or a

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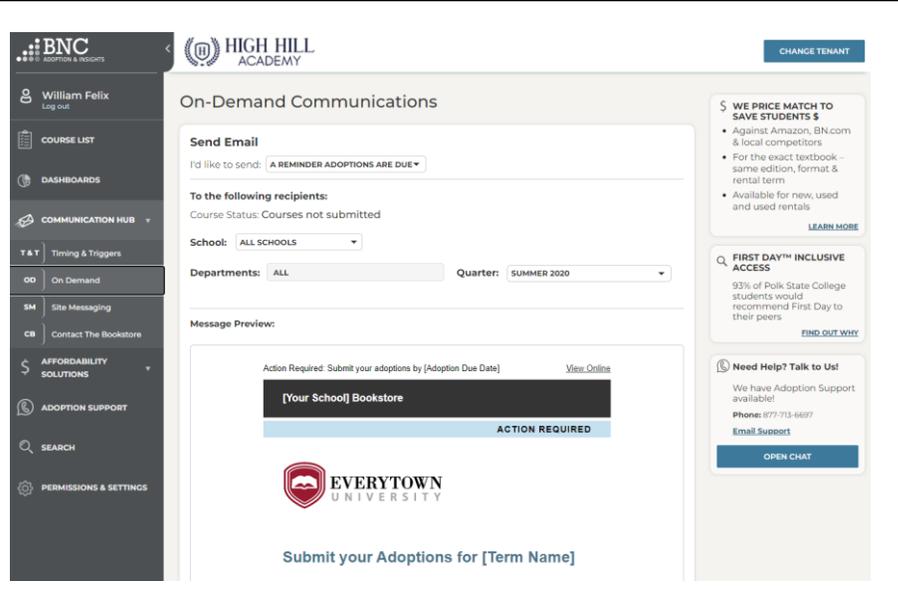
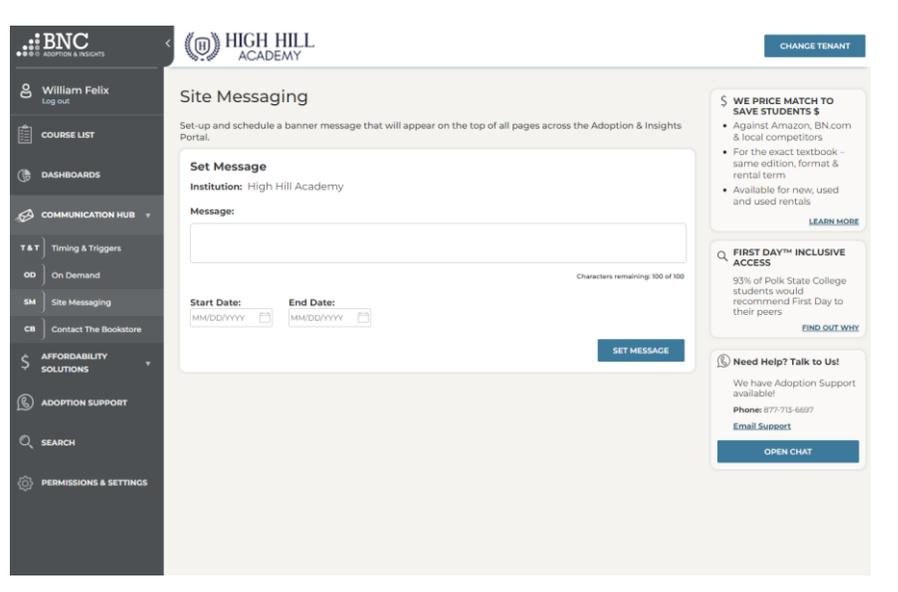
[OPEN CHAT](#)

Faculty Communications

A highlight of the Adoptions and Insights Portal is the ability to send automated reminders and on-demand emails, and to post site messaging to faculty from within the system. These emails and messages can be set up from the Communication Hub in the navigation pane.

The emails send faculty information around the Adoption process, and can include a list of courses they are assigned to that need adoptions submitted, the date in which adoptions are due, and the ability to click through to their personalized Course List so they may begin the submission process.

Once the faculty or staff member submits all their courses for the term, they will not receive any additional reminders.

Email Notifications/Timing & Triggers	
<p>Departmental and academic leaders can send customized emails to faculty on-demand directly from the portal.</p>	
<p>A site-wide message can be shown to all users logged into the portal as an additional alert and reminder that adoptions are due.</p> <p>If your institution has multiple campuses, there will be an “All Campus” message which will be shown on all campuses in addition to any campus-specific message</p>	

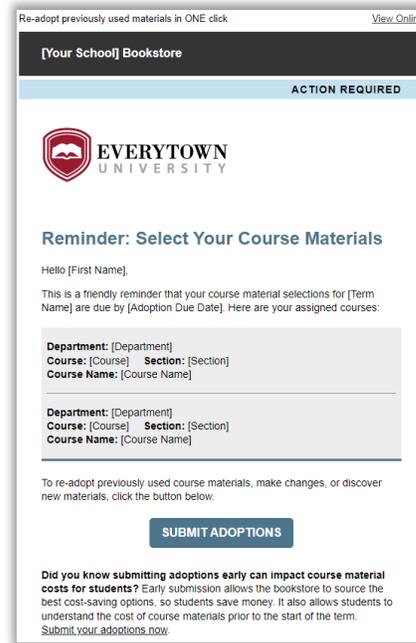
Email Notifications/Timing & Triggers

Adoption Flash Report is an email to inform recipients of the adoption progress for a given term. Recipients are set-up on the Permissions & Settings page. Frequency can be adjusted on the Timing & Triggers page.

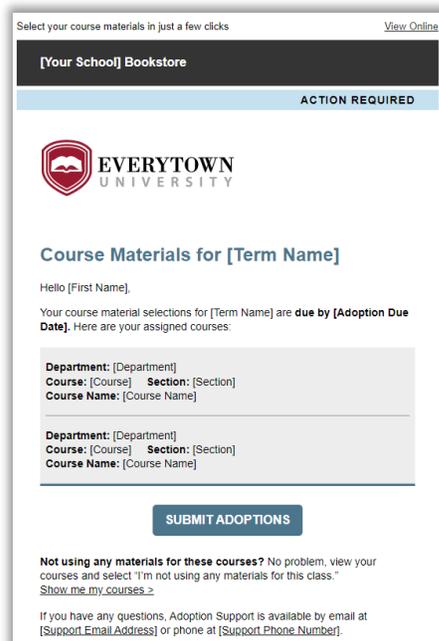
Adoption Open Notice is sent on 'Adoption Open' date. Frequency is one notification per user per term.

Email Notifications/Timing & Triggers

Adoptions Due Reminder #1 is sent 10 days after 'Adoption Open' date. Frequency is one reminder per user per term.

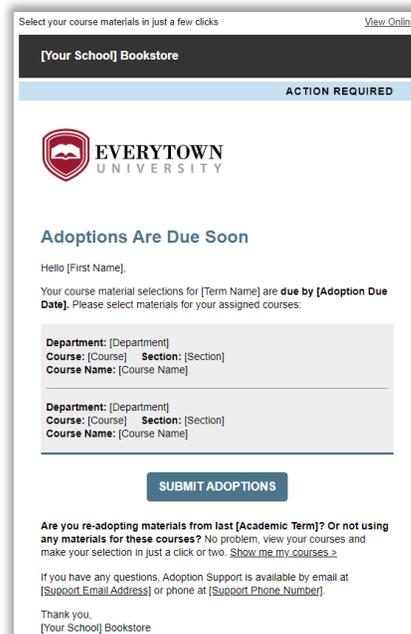


Adoptions Due Reminder #2 is sent halfway between the 'Adoption Open' date and 'Adoption Deadline' date. Frequency is one reminder per user per term.

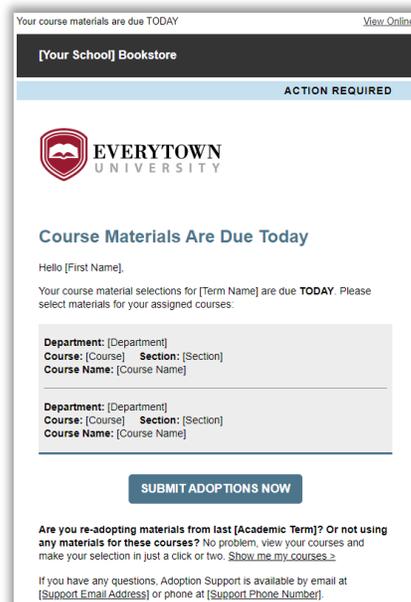


Email Notifications/Timing & Triggers

Adoptions Due Reminder #3 is sent with 25% of time remaining between the 'Adoption Open' date and 'Adoption Deadline' date. Frequency is one reminder per user per term.

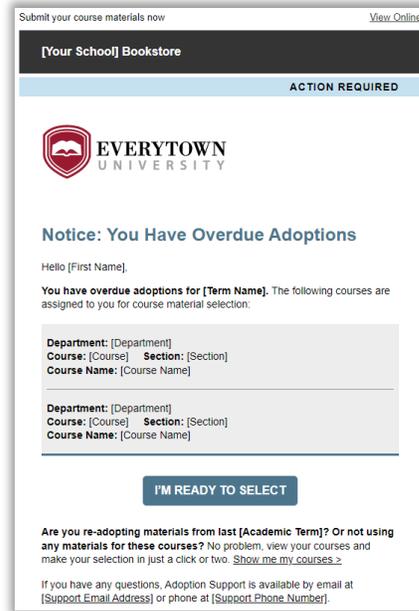


Adoptions Due Today Notice is sent on 'Adoption Deadline' date. Frequency is one notification per user per term.

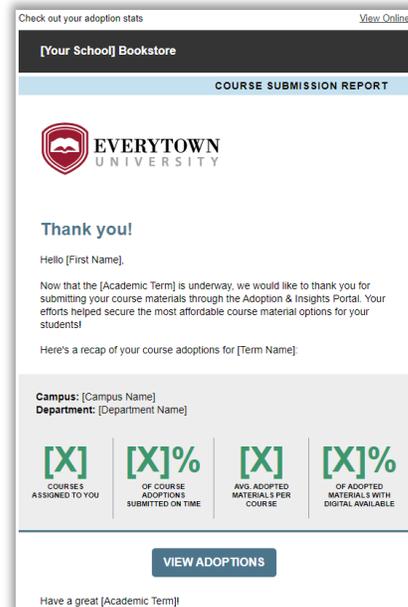


Email Notifications/Timing & Triggers

Adoptions Overdue Notice is sent 4 days after 'Adoption Deadline' date. Frequency is one notification per user per term.

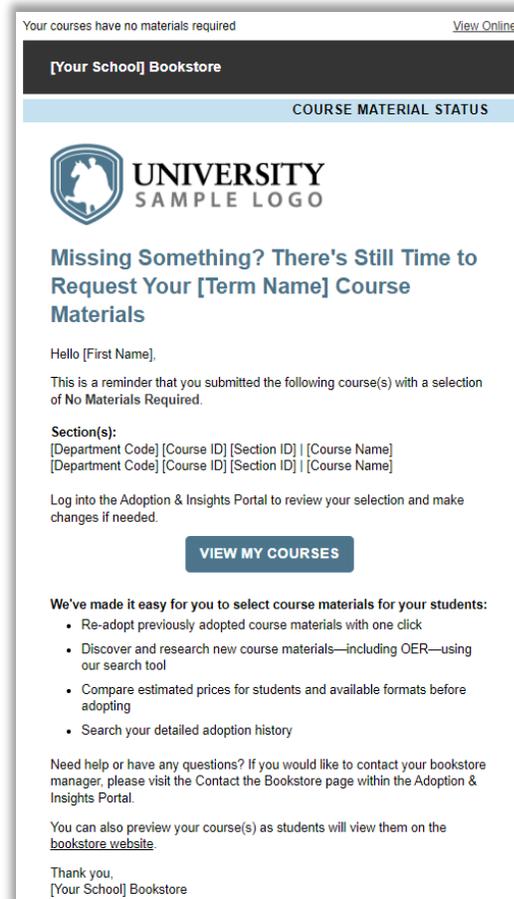


Start of Term 'Thank You' is sent 14 days after 'Term Start' date. Frequency is one notification per user per term.



Email Notifications/Timing & Triggers

No Materials Required Reminder has a customizable date before the adoption end date and is sent once per term to users who have submitted courses with no materials required.



Email Notifications/Timing & Triggers

Course Materials in Process is sent once per user per term and has a customizable date after the adoption end date and before the term start.

The screenshot shows an email notification from "[Your School] Bookstore" with the subject "COURSE MATERIAL STATUS UPDATE". The email features the university's logo and the text: "We are processing your course materials for [Term Name]". It greets the user as "Hello [First Name]" and explains that course materials are being processed and are typically available two weeks before the start of the term. A progress bar shows three stages: "Submitted" (checked), "Working On It" (checked), and "Available for Students" (dashed circle). Below the progress bar, it lists submitted sections with a "VIEW MY COURSE MATERIALS ON AIP" button. The email concludes with a link to the bookstore website, contact information for the bookstore manager, and a sign-off from the bookstore.

Email Notifications/Timing & Triggers

Course Materials Available for Students is sent 7 days before the term start date and includes a link where faculty can view their submitted course materials on the bookstore website.

The screenshot shows an email notification from a bookstore. At the top, it says "Your course materials are available for students!" with a "View Online" link. Below this is a header for "[Your School] Bookstore" and a sub-header "COURSE MATERIAL STATUS UPDATE". The main content features the university's logo and the text "UNIVERSITY SAMPLE LOGO". The primary message is "Course Materials are Available for Your Students!". It addresses the recipient as "Hello [First Name]" and states that course materials for a specific term have been processed and are available for ordering. A progress bar with three steps is shown: "Submitted" (checked), "Working On It" (checked), and "Available for Students" (checked). Below the progress bar, it lists "Section(s)" with placeholder text for department code, course ID, section ID, and course name. A prominent button reads "VIEW MY COURSES ON THE BOOKSTORE". At the bottom, there is a note about contacting the bookstore manager and a thank you message from the bookstore.

Deactivating Automated Emails

To turn off automated messages, go to the Timing & Triggers page within the Communication Hub.

1. Select the email you would like to turn off and click on the downward arrow.
2. Click on the ON toggle
3. The toggle will change to OFF when you have deactivated the email

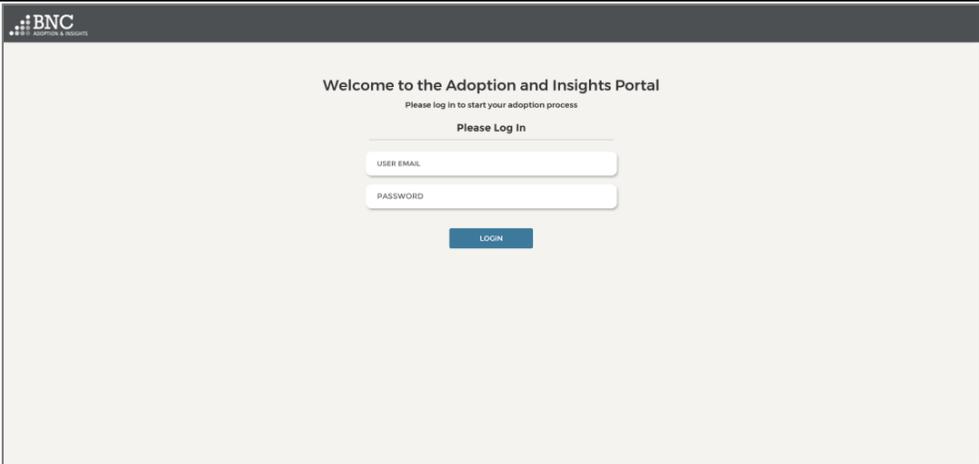
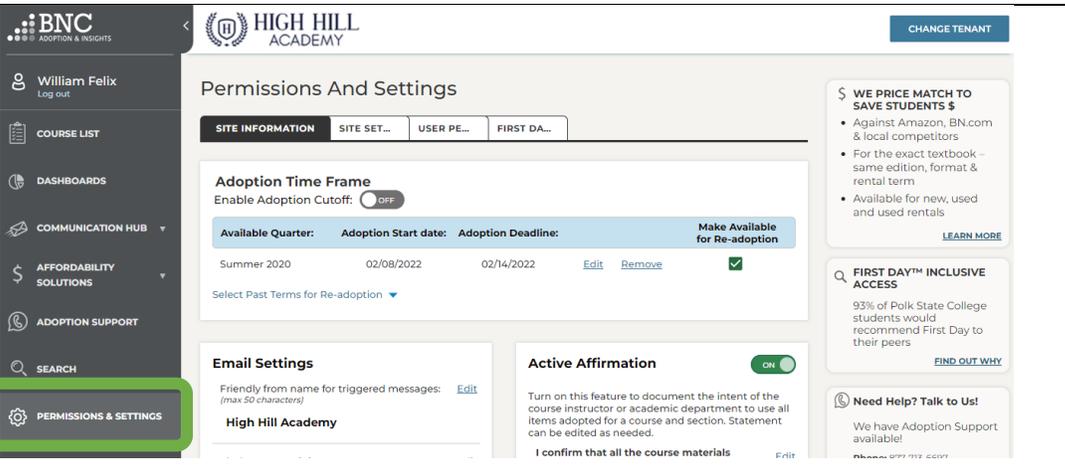
If you wish to deactivate all messages, follow these steps for each email message.

Notes:

- Deactivating an email will turn it off for ALL users. If you wish to reactivate an email, follow the steps above to change the toggle from OFF to ON.
- You can use the Term drop-down menu to review automated messages by term. Changing the toggle to OFF for one term will NOT update the other terms. If you would like to deactivate this message for all terms, you must turn the message OFF for each term individually.

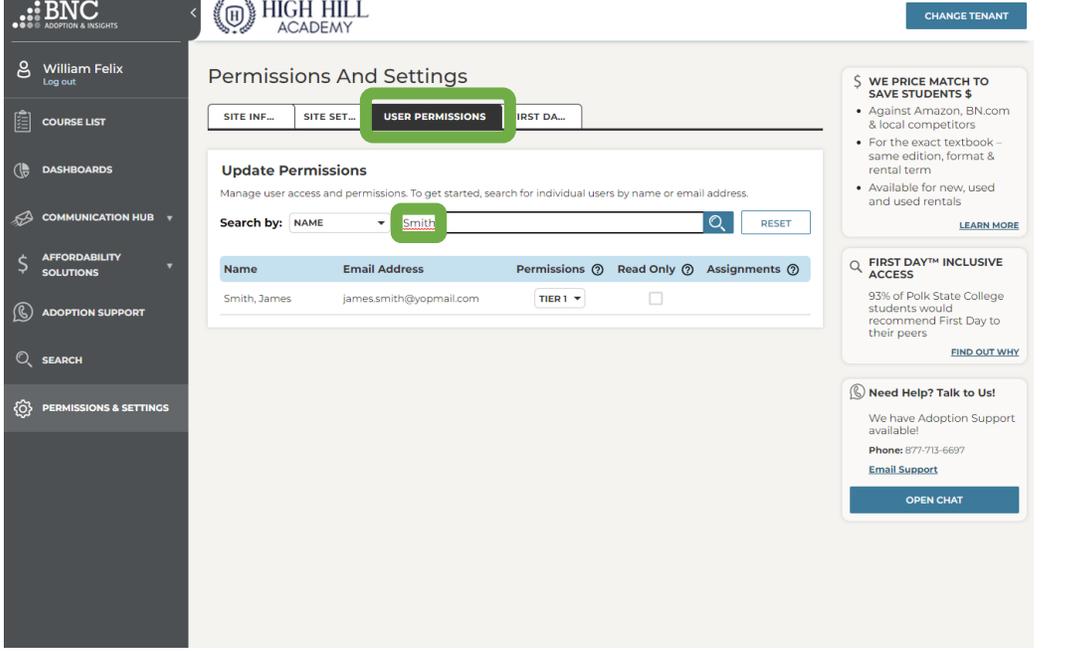
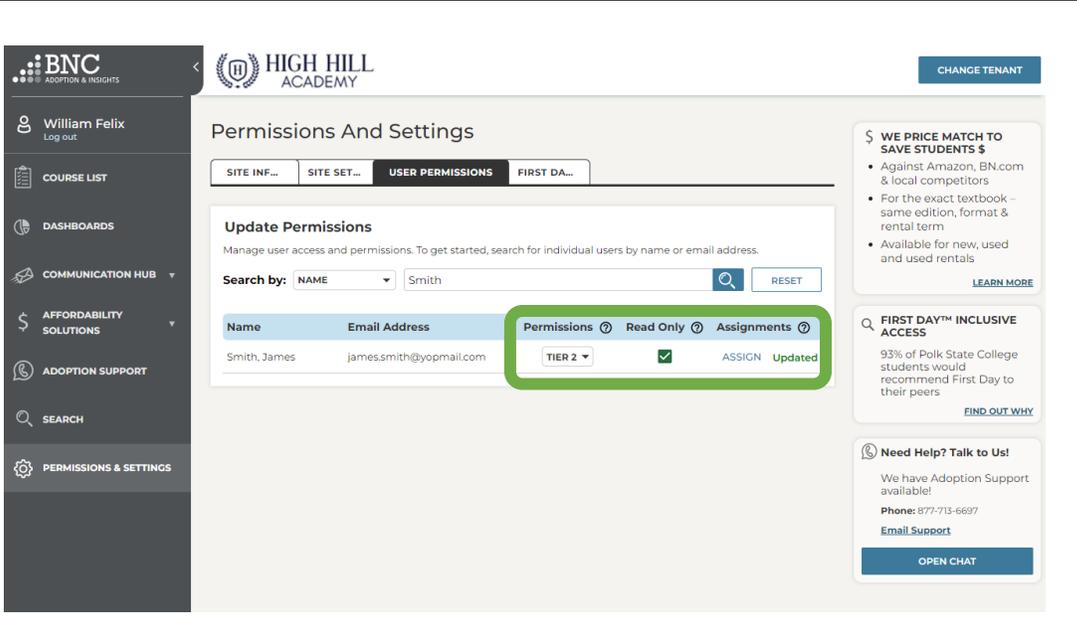
Updating User Permissions

Institutions can move all users between different permission levels to control their access to courses, insights, and communication within AIP. Bookstore managers and Tier 3 users will be able to move users between permission levels (tiers) directly in AIP to best support that user’s role in the adoption cycle.

Step	Screen
<p>1. Sign into AIP using your bookstore credentials.</p>	
<p>2. Select Permissions & Settings</p>	

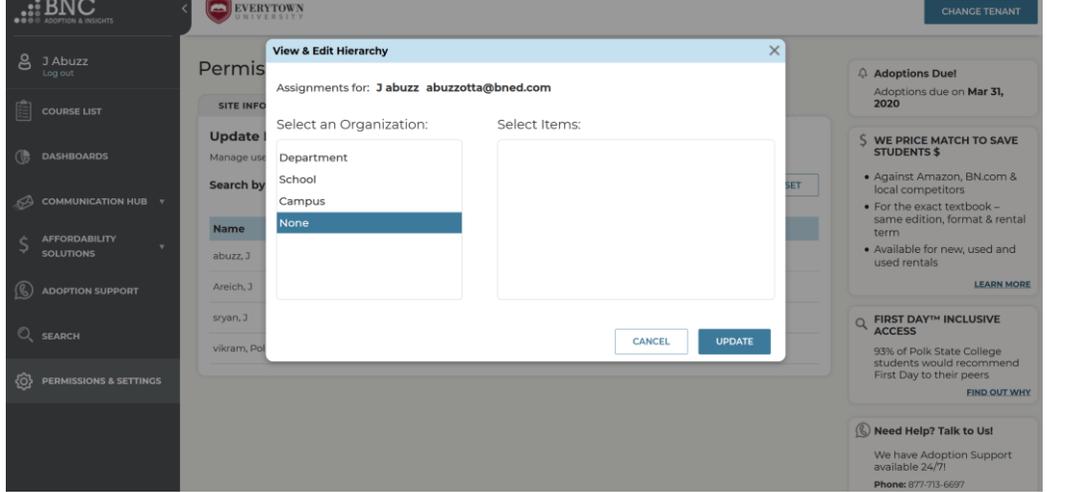
Adoption & Insights Portal

Store Guide

Step	Screen
<p>3. Select the User Permissions tab</p> <p>4. Search any user to update their permissions.</p>	 <p>The screenshot shows the 'Permissions And Settings' interface for High Hill Academy. The 'USER PERMISSIONS' tab is selected and highlighted with a green box. Below the tabs, there is a search bar with 'NAME' selected and 'Smith' entered. A table below shows user permissions for 'Smith, James' with a 'TIER 1' dropdown and a 'Read Only' checkbox.</p>
<p>5. Using the dropdown menu, update a user to Tiers 1, 2, or 3.</p> <p>6. Click Assign to refine a user's access to only specific campuses, schools, or departments (Note: Only Tier 2 and Tier 3 users can be limited to specific campuses, schools, or departments)</p> <p>7. You can also check the "Read Only" box to limit the user to only view adotio</p>	 <p>The screenshot shows the same 'Permissions And Settings' interface. The 'Permissions' dropdown is now set to 'TIER 2'. The 'Read Only' checkbox is checked. The 'Assign' button is highlighted with a green box. The table shows 'Updated' next to the 'Assign' button.</p>

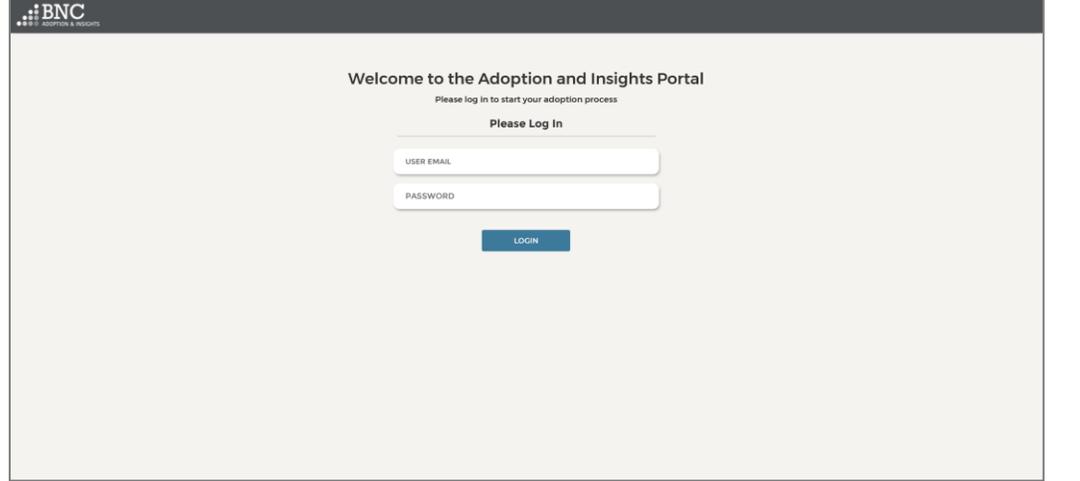
Adoption & Insights Portal

Store Guide

Step	Screen
<p>8. Select which department, school, or campus and click Update to save changes. This user will now have the selected Tier access for only the chosen schools, departments, or campuses.</p>	

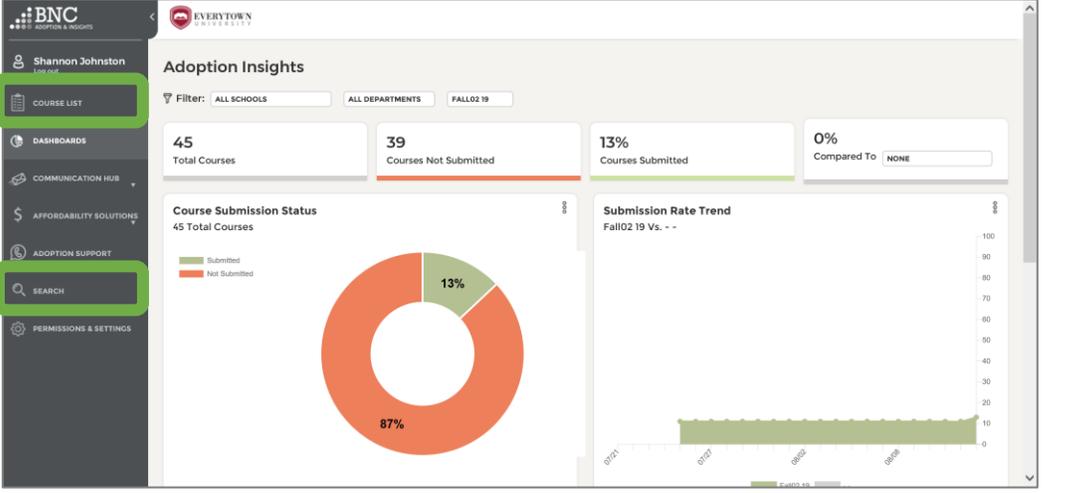
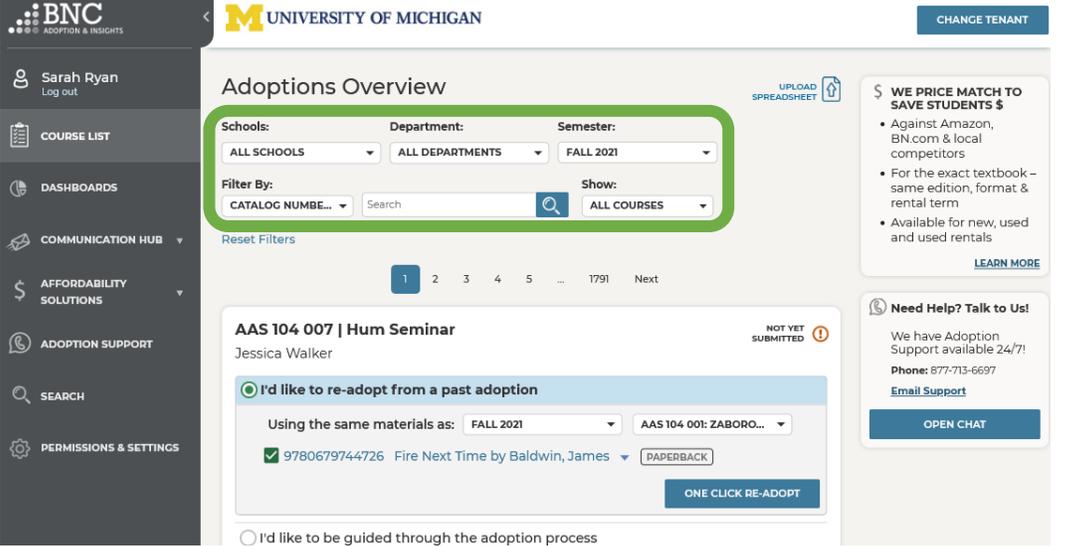
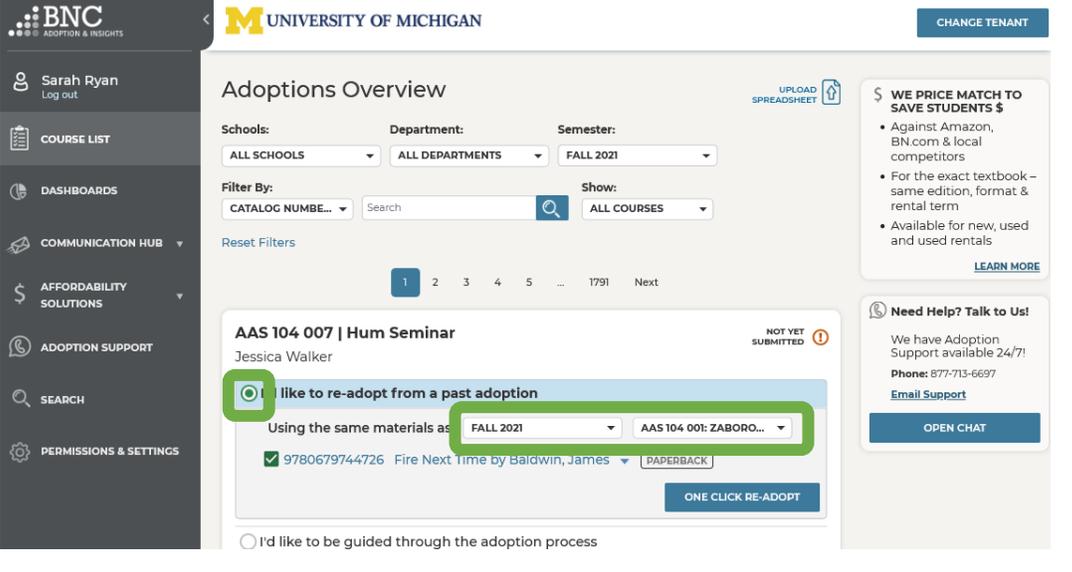
Adding an Adoption for Faculty

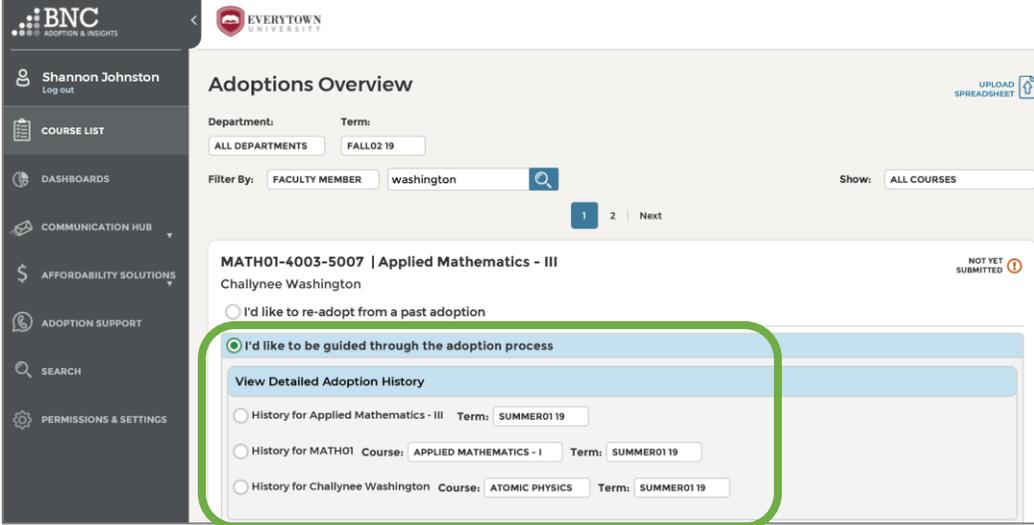
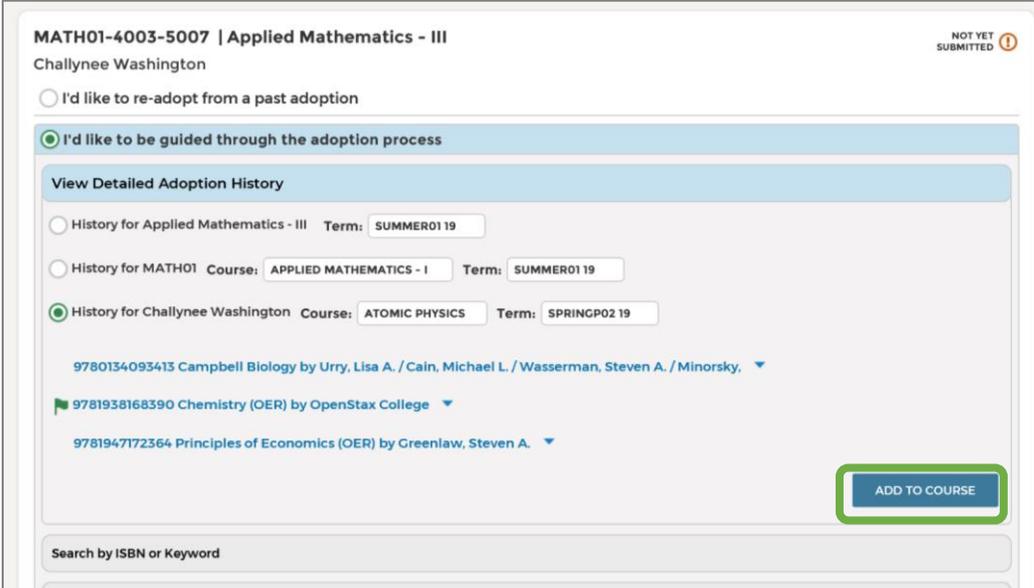
The Adoptions and Insights Portal is the source for all adoptions. Adoptions should be added to AIP by faculty, department admins, or the bookstore textbook team. If a faculty member contacts the bookstore with an adoption the adoption should be entered into AIP to maintain the adoption integrity of the system. AIP will push the information to TA2 to allow the store to submit book orders.

Step	Screen
<p>9. Sign into AIP using your bookstore credentials.</p>	

Adoption & Insights Portal

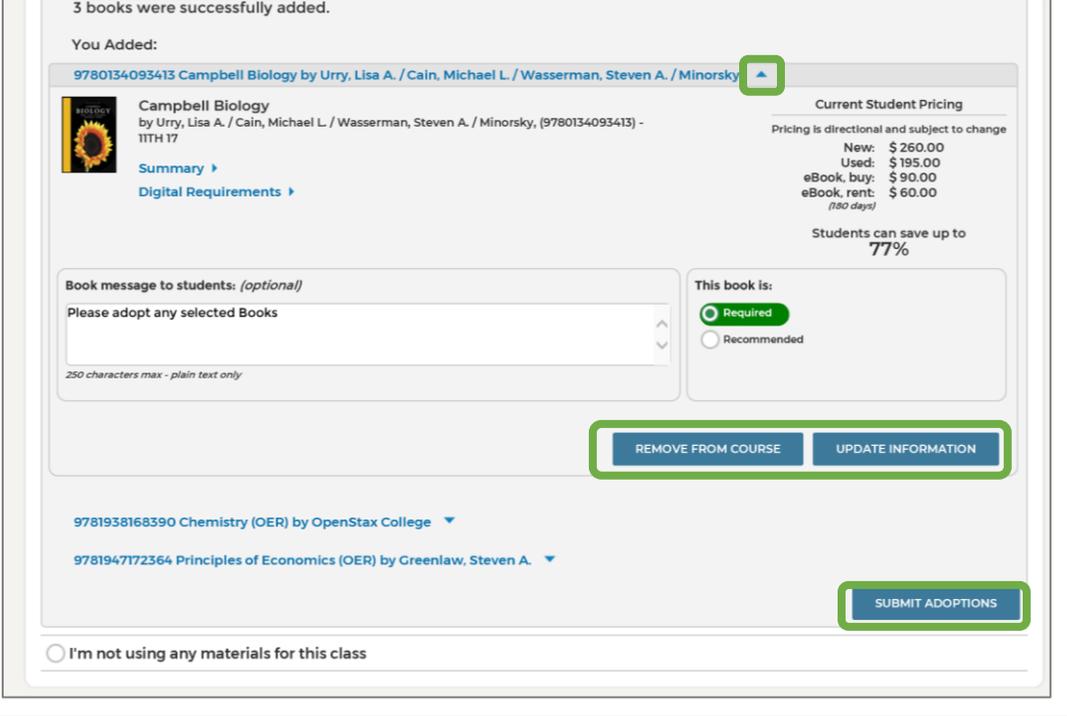
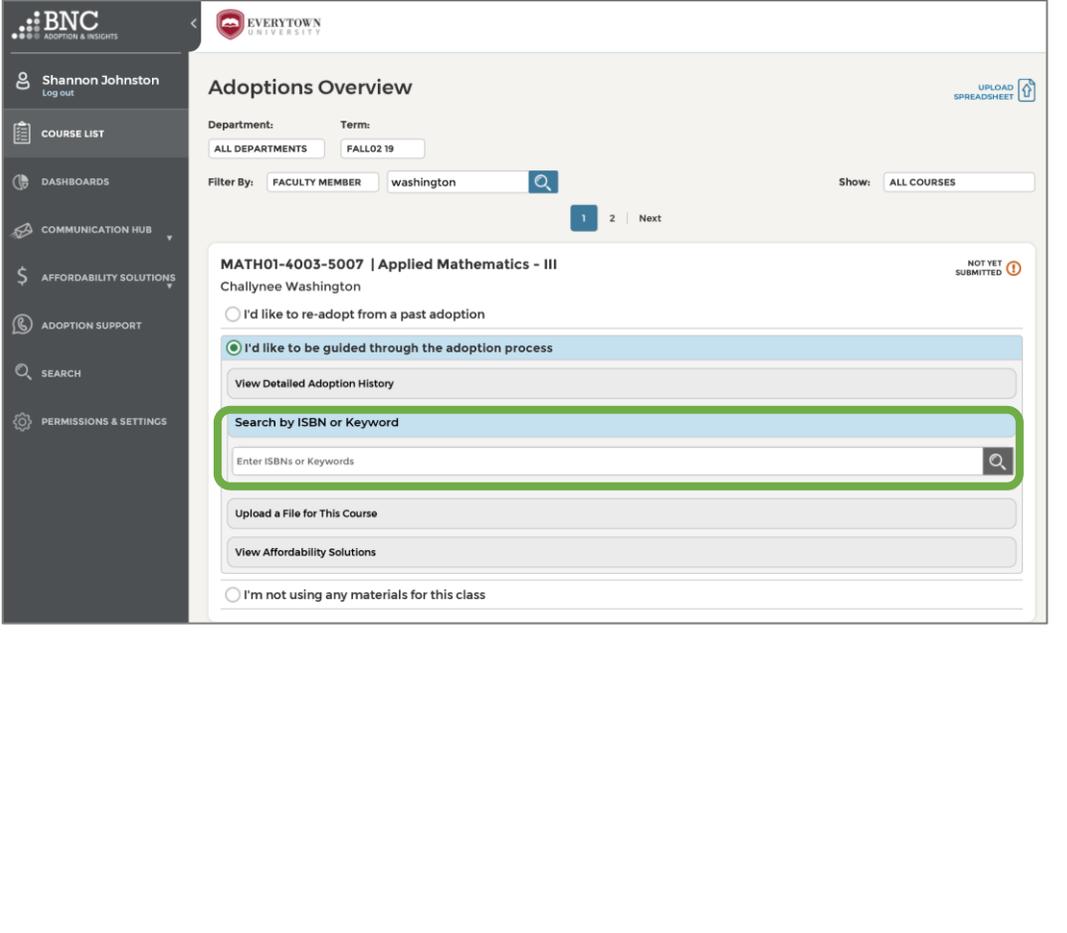
Store Guide

Step	Screen
<p>To search for materials by keyword, title, or ISBN you can access the Course List or Search tool.</p> <p>To re-adopt from previous term, select Course List.</p> <p>10. Select Course List.</p>	
<p>11. Use the filters at the top of the screen to locate the specific Course or Faculty member to enter the adoption.</p> <p>The <i>Filter by</i> field allows you to search by Catalog Number/Course ID, Course Name, or Faculty Member Last Name.</p>	
<p>To use materials from a previous term.</p> <p>12. Select the radio button for re-adopting, then select a Term and Section to select the past term to re-adopt.</p> <p>If there is adoption history available, selecting the blue down arrows next to each textbook allows you to review each title, change adoption type (required or recommended) and leave notes for students on their</p>	

Step	Screen
<p>school website when selecting their books.</p> <p>13. Select One Click Re-Adopt to process the adoption. Only selected materials will be re-adopted</p>	
<p>To use materials from adoption history for course, term, or faculty member.</p> <p>14. Select the radio button for Guided Adoption Process.</p> <p>15. Select View Detailed Adoption history button.</p> <p>16. Select the applicable radio button to search by:</p> <ol style="list-style-type: none"> Course name and Term Course ID, course name, and term Faculty Member, Course, and Term <p>17. Select Add to Course button.</p>	 

Adoption & Insights Portal

Store Guide

Step	Screen
<p>18. Select the blue down arrow next to individual items to remove them from the course or update their individual adoption information.</p> <p>19. Once all changes have been made, select the Submit Adoptions button.</p>	 <p>3 books were successfully added.</p> <p>You Added:</p> <p>9780134093413 Campbell Biology by Urry, Lisa A. / Cain, Michael L. / Wasserman, Steven A. / Minorsky</p> <p>Campbell Biology by Urry, Lisa A. / Cain, Michael L. / Wasserman, Steven A. / Minorsky, (9780134093413) - 11TH 17</p> <p>Summary ▶ Digital Requirements ▶</p> <p>Current Student Pricing Pricing is directional and subject to change New: \$260.00 Used: \$195.00 eBook, buy: \$90.00 eBook, rent: \$60.00 (180 days) Students can save up to 77%</p> <p>Book message to students: (optional) Please adopt any selected Books 250 characters max - plain text only</p> <p>This book is: <input checked="" type="radio"/> Required <input type="radio"/> Recommended</p> <p>REMOVE FROM COURSE UPDATE INFORMATION</p> <p>97819358168390 Chemistry (OER) by OpenStax College ▼ 9781947172364 Principles of Economics (OER) by Greenlaw, Steven A. ▼</p> <p>SUBMIT ADOPTIONS</p> <p><input type="radio"/> I'm not using any materials for this class</p>
<p>To use materials with a known ISBN or keyword.</p> <p>20. Select the Search by ISBN or Keyword box.</p> <p>21. Type search terms into search field and hit Enter.</p> <p>Multiple options or the exact course material will return for you to add to the adoption.</p>	 <p>BNC Adoption & Insights</p> <p>EVERYTOWN UNIVERSITY</p> <p>Shannon Johnston Log out</p> <p>Adoptions Overview</p> <p>Department: ALL DEPARTMENTS Term: FALL02 19</p> <p>Filter By: FACULTY MEMBER washington</p> <p>Show: ALL COURSES</p> <p>1 2 Next</p> <p>MATH01-4003-5007 Applied Mathematics - III Challynee Washington NOT YET SUBMITTED</p> <p><input type="radio"/> I'd like to re-adopt from a past adoption <input checked="" type="radio"/> I'd like to be guided through the adoption process</p> <p>View Detailed Adoption History</p> <p>Search by ISBN or Keyword Enter ISBNs or Keywords</p> <p>Upload a File for This Course View Affordability Solutions</p> <p><input type="radio"/> I'm not using any materials for this class</p>

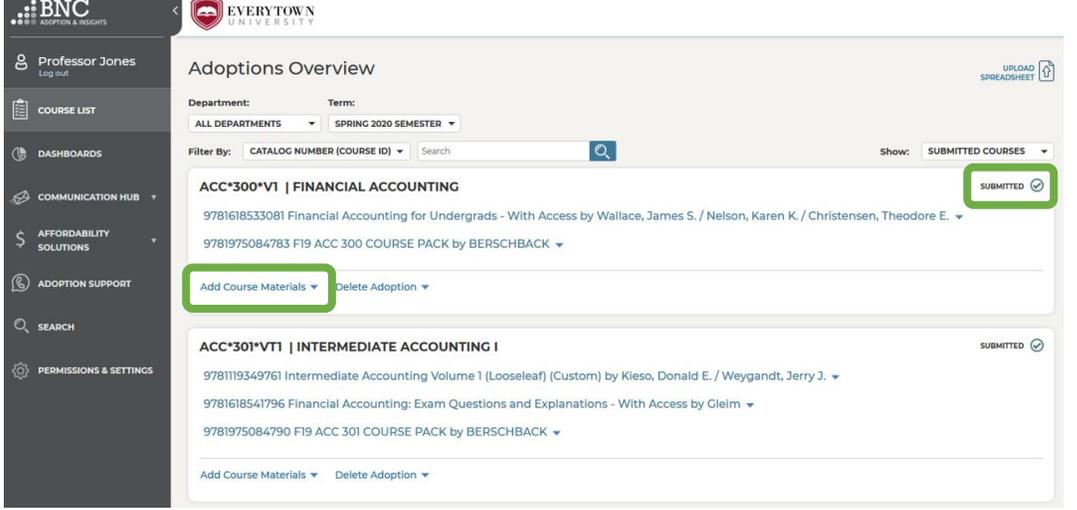
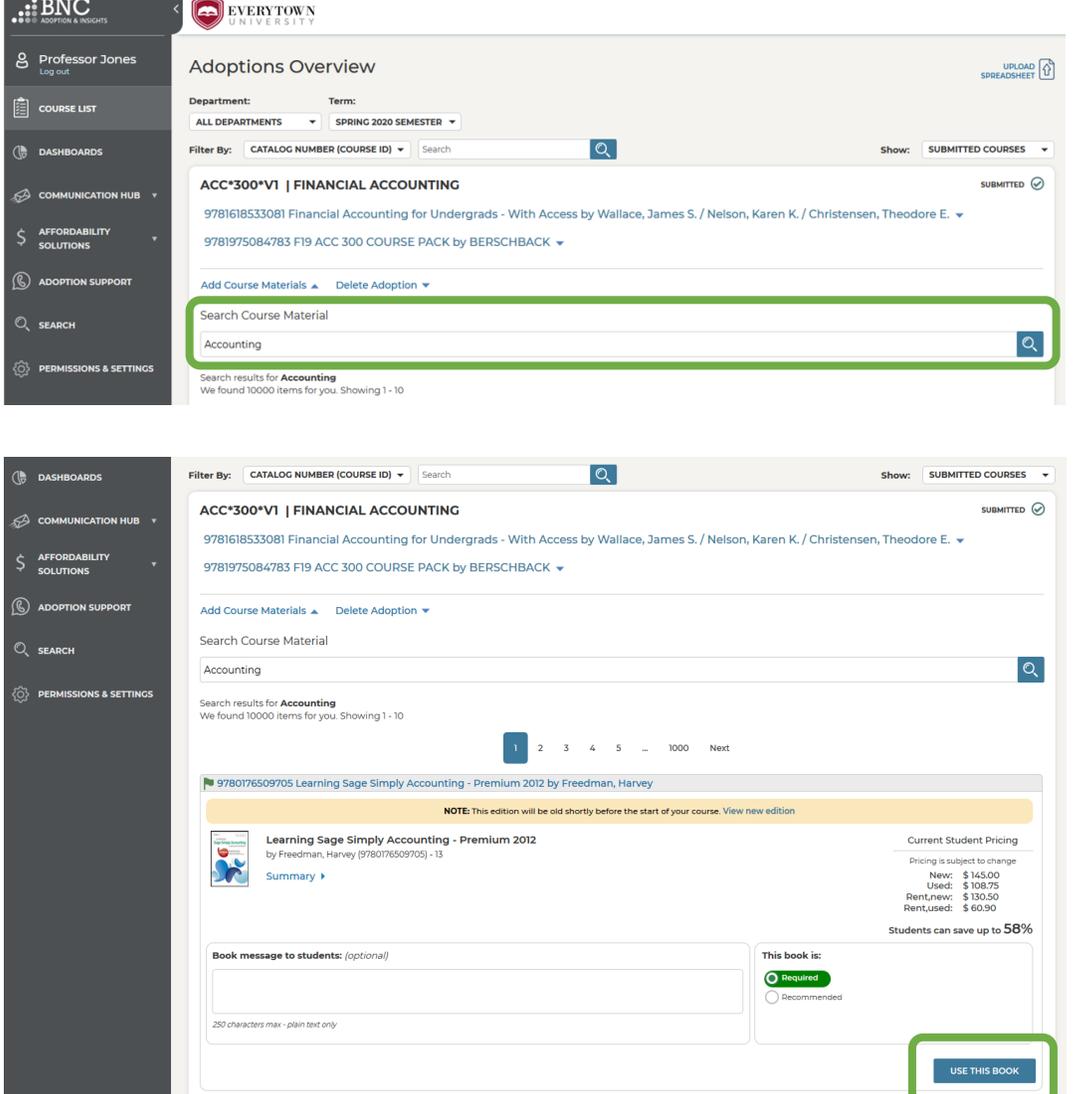
Adoption & Insights Portal

Store Guide

Step	Screen
<p>22. Select the Use This Book box.</p> <p>Note: Change the adoption type from Required to Recommended or add a note to students before selecting the book.</p>	<p>View Detailed Adoption History</p> <p>Search by ISBN or Keyword</p> <p>advanced mathematics</p> <p>Search results for advanced mathematics We found 10000 items for you. Showing 1 - 10</p> <p>1 2 3 ... 1000 Next</p> <p>9780133214314 Advanced Engineering Mathematics by Greenberg, Michael</p> <p> Advanced Engineering Mathematics by Greenberg, Michael (9780133214314) - 2ND 98</p> <p>Summary ▶ Table of Contents ▶</p> <p>Current Student Pricing Pricing is directional and subject to change New: \$ 253.30 Used: \$ 190.00</p> <p>Students can save up to 25%</p> <p>Book message to students: <i>(optional)</i></p> <p>250 characters max - plain text only</p> <p>This book is: <input checked="" type="radio"/> Required <input type="radio"/> Recommended</p> <p>USE THIS BOOK</p> <p>9781119446842 Advanced Engineering Mathematics, Enhanced eText by Kreyszig, Erwin</p> <p> Advanced Engineering Mathematics, Enhanced eText by Kreyszig, Erwin (9781119446842) - 10TH 11</p> <p>Summary ▶ Digital Requirements ▶</p> <p>Current Student Pricing Pricing is directional and subject to change buy: \$ 132.00 Print. New: \$ 294.65 Print. Used: \$ 221.00</p>
<p>23. Search for and select additional materials as needed by repeating the previous steps.</p> <p>24. Select Submit Adoptions button.</p>	<p>1 2 Next</p> <p>MATH01-4003-5007 Applied Mathematics - III NOT YET SUBMITTED</p> <p>Challynee Washington</p> <p><input type="radio"/> I'd like to re-adopt from a past adoption</p> <p><input checked="" type="radio"/> I'd like to be guided through the adoption process</p> <p>View Detailed Adoption History</p> <p>Search by ISBN or Keyword</p> <p>advanced mathematics</p> <p>Upload a File for This Course</p> <p>View Affordability Solutions</p> <p>Advanced Engineering Mathematics was successfully added.</p> <p>You Added: 9780133214314 Advanced Engineering Mathematics by Greenberg, Michael</p> <p>SUBMIT ADOPTIONS</p> <p><input type="radio"/> I'm not using any materials for this class</p>

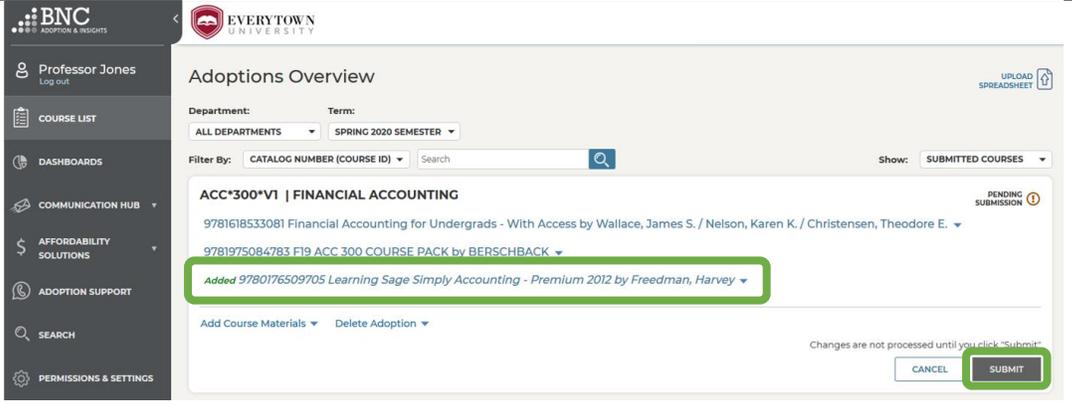
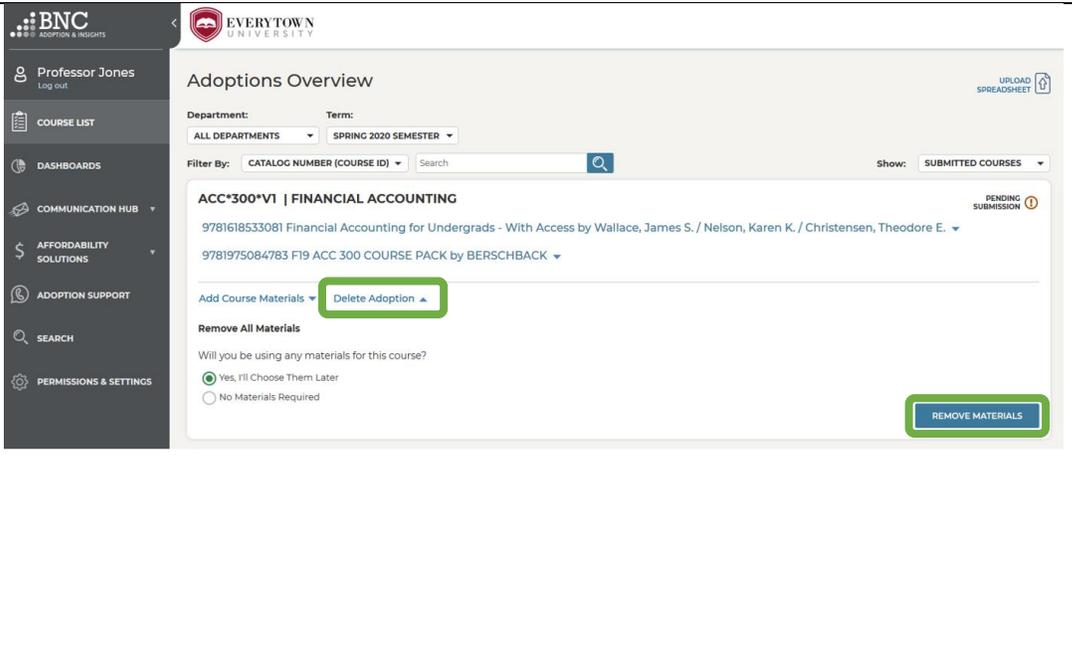
Adoption & Insights Portal

Store Guide

Step	Screen
<p>To edit an adoption after submitting.</p> <ol style="list-style-type: none"> Find the course in the course list, keeping in mind submitted courses appear at the bottom of the list Click “Add Course Materials” to add materials to this course 	 <p>The screenshot shows the 'Adoptions Overview' page for the course 'ACC*300*V1 FINANCIAL ACCOUNTING'. The course is marked as 'SUBMITTED' with a green checkmark. Below the course title, there are two entries: '9781618533081 Financial Accounting for Undergrads - With Access by Wallace, James S. / Nelson, Karen K. / Christensen, Theodore E.' and '9781975084783 F19 ACC 300 COURSE PACK by BERSCHBACK'. The 'Add Course Materials' button is highlighted with a green box.</p>
<ol style="list-style-type: none"> Search by ISBN or keyword and add materials to the course Click “Use This Book” to add it to your course. 	 <p>The first screenshot shows the search results for 'Accounting'. The top result is '9780176509705 Learning Sage Simply Accounting - Premium 2012 by Freedman, Harvey'. A note indicates this edition will be old shortly. The current student pricing is shown as: New: \$145.00, Used: \$108.75, Rent, New: \$130.50, Rent, Used: \$60.90. The 'USE THIS BOOK' button is highlighted in green.</p> <p>The second screenshot shows the same search results, but with the 'USE THIS BOOK' button highlighted in green.</p>

Adoption & Insights Portal

Store Guide

Step	Screen
<p>5. You will see added materials with a green indicator</p> <p>6. Click “Submit” to save changes.</p>	 <p>The screenshot shows the 'Adoptions Overview' page for 'ACC*300*V1 FINANCIAL ACCOUNTING'. It lists several materials, with one highlighted in green: 'Added 9780176509705 Learning Sage Simply Accounting - Premium 2012 by Freedman, Harvey'. At the bottom right, there is a 'SUBMIT' button also highlighted in green.</p>
<p>To delete materials and start over.</p> <ol style="list-style-type: none"> 1. Click “Delete Adoption” 2. Select “Yes, I’ll Choose Them Later” if you wish to use other materials for this course 3. Select “No Materials Required” if you do not wish to use any course materials 4. Click “Remove Materials” to save changes. 	 <p>The screenshot shows the 'Delete Adoption' dialog box. The 'Delete Adoption' button is highlighted in green. Below it, the 'Yes, I’ll Choose Them Later' radio button is selected. At the bottom right, there is a 'REMOVE MATERIALS' button highlighted in green.</p>

Active Affirmation

Some states require that faculty responsible for submitting adoptions affirm that all materials they submit will be used in their course section.

Step	Screen
<ol style="list-style-type: none"> On the Permissions & Settings page, scroll down to the Active Affirmation section Clicking “Edit” will allow you to change the message to match your state’s requirements 	
<ol style="list-style-type: none"> When faculty submit adoptions, they will now see this message and must check a box confirming all their materials will be used in their course sections 	

Adoption & Insights Portal

Store Guide

Step	Screen																																																																																																																			
<p>4. In the Dashboards, administration can view a report of affirmations in the Department Summary – Submitted courses table</p>	<p>The screenshot displays a dashboard with four donut charts at the top: 'Courses With No Professor Assigned' (94%), 'Courses Not Using Materials' (42%), 'Adopted Materials With Digital Available' (27%), and 'Affirmation Solutions Summary' (OER 0%, OER+ 0%). Below these is a 'Department Summary - Submitted Courses' table. The table has columns for School, Department, Courses Submitted, % Use OER, % Use OER+, % With Digital Available, and % Not Using Materials. Below the summary table is a detailed table of courses with columns for Section, Title, Professor, Status, and Affirmation. The 'Affirmation' column is highlighted with a green border.</p> <table border="1"> <thead> <tr> <th>School</th> <th>Department</th> <th>Courses Submitted</th> <th>% Use OER</th> <th>% Use OER+</th> <th>% With Digital Available</th> <th>% Not Using Materials</th> </tr> </thead> <tbody> <tr> <td>▲ Institutional Org</td> <td></td> <td>412</td> <td>0%</td> <td>0%</td> <td>27%</td> <td>42%</td> </tr> <tr> <td>▼</td> <td>Aerospace Engineering</td> <td>2</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>100%</td> </tr> <tr> <td>▼</td> <td>Air Force Officer Education Pg</td> <td>0</td> <td>0%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td>▲</td> <td>All Orgs (Org Security Only)</td> <td>111</td> <td>0%</td> <td>0%</td> <td>25%</td> <td>35%</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Section</th> <th>Title</th> <th>Professor</th> <th>Status</th> <th>Affirmation</th> </tr> </thead> <tbody> <tr><td>ACC 300 012</td><td>Accounting</td><td>Beth Walker</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 300 013</td><td>Accounting</td><td>John Har</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 001</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 002</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 003</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 004</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 005</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 006</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 007</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 008</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 009</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 010</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 310</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 301 319</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> <tr><td>ACC 312 001</td><td>Accounting</td><td>Not assigned</td><td>Submitted</td><td>Yes</td></tr> </tbody> </table>	School	Department	Courses Submitted	% Use OER	% Use OER+	% With Digital Available	% Not Using Materials	▲ Institutional Org		412	0%	0%	27%	42%	▼	Aerospace Engineering	2	0%	0%	0%	100%	▼	Air Force Officer Education Pg	0	0%	0%	0%	0%	▲	All Orgs (Org Security Only)	111	0%	0%	25%	35%	Section	Title	Professor	Status	Affirmation	ACC 300 012	Accounting	Beth Walker	Submitted	Yes	ACC 300 013	Accounting	John Har	Submitted	Yes	ACC 301 001	Accounting	Not assigned	Submitted	Yes	ACC 301 002	Accounting	Not assigned	Submitted	Yes	ACC 301 003	Accounting	Not assigned	Submitted	Yes	ACC 301 004	Accounting	Not assigned	Submitted	Yes	ACC 301 005	Accounting	Not assigned	Submitted	Yes	ACC 301 006	Accounting	Not assigned	Submitted	Yes	ACC 301 007	Accounting	Not assigned	Submitted	Yes	ACC 301 008	Accounting	Not assigned	Submitted	Yes	ACC 301 009	Accounting	Not assigned	Submitted	Yes	ACC 301 010	Accounting	Not assigned	Submitted	Yes	ACC 301 310	Accounting	Not assigned	Submitted	Yes	ACC 301 319	Accounting	Not assigned	Submitted	Yes	ACC 312 001	Accounting	Not assigned	Submitted	Yes
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ACC 312 001	Accounting	Not assigned	Submitted	Yes																																																																																																																

Adoption Change Justification

Step	Screen
<p>1. Click on the toggle to enable Change Justification in AIP. Click "Edit" to customize the message for your institution</p> <p>2. Once activated, various change justifications can be shown in the dropdown menu, use the toggles to customize the reasons.</p>	<p>The screenshot shows the 'PERMISSIONS & SETTINGS' configuration page. It includes sections for 'Friendly name for triggered messages' (High Hill Academy), 'Flash report recipients' (nilesh.wagh@bncdcloud.com, 27sarahryan@gmail.com, filwelix@gmail.com), 'Bookstore Manager Information' (Name: William Felix, Title: Bookstore Manager, Email: wfelix@bncd.com, Phone: 810-762-3030 ext: 3333), and 'Terminology Setup' (Term Definition: Quarter, School: School, Campus, Institution, etc.). A 'Change Justification' section is highlighted with a green border, containing a toggle set to 'ON' and several dropdown items with their own site visibility toggles: 'Course section was added to the schedule' (ON), 'New instructor assigned to course section' (OFF), 'Course section was merged with other section' (OFF), 'Originally adopted material could not be sourced by BNC' (ON), 'Changing adoption to lower- or no-cost material' (ON), 'Other reason (please describe)' (ON), and 'Test1' (ON).</p>

Frequently Asked Questions (FAQs)

Transitioning to AIP

Timing

How long will it take to make the transition to AIP from FacultyEnlight or Course Director?

While the transition will be different for every institution, it will take approximately 4-8 weeks in total. The first 4-6 weeks in the process are typically focused around SIS Roster Export set-up. Once that milestone is completed, the remaining time is for AIP set-up and configuration.

How many labor hours will the campus IT team need to commit to the launch of AIP?

Labor hours would vary based upon the resources that the IT team on campus will dedicate to the project. To get an overview of the timeframe and labor hours needed, please review the AIP Simple Onboarding Plan in the AIP Resources OneDrive folder to get a high-level overview of dates and milestones.

Cutover

When the transition occurs, will users still have access to FacultyEnlight or Course Director?

No, after the transition occurs, users will NOT have access to FacultyEnlight or Course Director.

Are users automatically redirected from FacultyEnlight once AIP is live?

No, the school's FE account is disabled. Users can still log-in but won't see the school listed in their profile.

If the school refuses to move forward with sharing SIS files, will we still have FacultyEnlight or Course Director available for the adoption process? If not, when is it going away?

BNC: No, FacultyEnlight will be sunsetted in December 2020.

MBS: Currently, there is no hard date for sunsetting Course Director.

If LMS integration was never launched for a school, will that affect the transition to AIP at all?

Not having an LMS integration has no impact on launching AIP.

Adoption History

Will adoption history be available within AIP at transition?

BNC: For existing customers, historical adoption history will be available within AIP as it is carried over from TA2. Schools will need to provide a one-time export of historical SIS data in order to utilize full functionality of the portal. Details are included in the *SIS Roster Export Overview*.

MBS: Wherever possible, historical adoption data will be available in AIP. However, there may be instances where it is not possible due to data complications. In those instances, the current term's adoption data will be uploaded so the school can use the one click re-adopt feature for future terms.

Does AIP pull adoption history from TA2 or from their previous adoption submissions within AIP?

BNC: History can come from several sources, including:

1. Two years of historical data requested as part of the SIS Roster Export set-up
2. TA2 which includes adoptions submitted in FacultyEnlight previously
3. AIP, for courses submitted in AIP during previous adoption periods

MBS: History comes from a file conversion of data from OP and Course Director.

User Access

What users at an institution should have access to AIP?

AIP was created for users responsible for **submitting course adoptions** or **monitoring adoption submission** at an institution. Each institution can determine who should access AIP and what their permission level should be. Here are some common user roles which might need AIP access:

- For submitting adoptions: faculty, department administrators, department leaders or heads
- For monitoring adoption submissions: department heads, deans, academic leadership such as provost, VP of Academic Affairs, etc., members of Textbook Affordability groups or committees
- Bookstore Managers and Textbook Managers should also have access

Who is the academic leader at an institution?

The academic leader is whomever the campus designates.

Will users have different permission levels?

Yes, each user type will have a different permission level which differs based on how they will use AIP. AIP has a tier-based permission system comprising of three tiers. A higher tier has access to all the features of the tier below it. An overview of the three tiers is provided below.

- **Tier 1:** For general users (i.e. faculty) who are entering adoption information.
 - Offers access to the following features: Course List, Affordability Solutions, Adoption Support, Search, and Chat.
- **Tier 2:** For supervisors of the users entering adoptions (i.e. department administrators, department heads, etc.)
 - Offers access to all tier 1 features as well as: bulk upload on course list, campus and department dropdowns on Course List, Insights Dashboard
- **Tier 3:** For Provost and Bookstore Manager
 - Offers access to all tier 1 and tier 2 features as well as: Timing & Triggers, On Demand Messaging, Site Messaging, and Permissions & Settings

Can an admin view their professors' courses within AIP? Or can only the person listed as the instructor view those courses?

Yes, an admin will have the appropriate permissions to view courses for their professors.

Who set-ups the user permissions?

User permissions are determined by the user role in the institution's SIS. If a user is a faculty in the institution's SIS, they will be a Tier 1 user in AIP. If a user is an admin in the institution's SIS, they will be a Tier 2 user. If changes are required to user permissions, Tier 3 users can update permissions via the "User Permissions" tab on the Permissions & Settings page, or contact Customer Care.

How are user permissions set-up within AIP?

A Tier 3 user can determine and manage permissions. These permissions should be set during onboarding, but can be made at any time in the platform. Any changes or additional users can be made by Tier 3 users on the User Permissions tab in the Permissions & Settings page.

How do I delete or downgrade a user's permissions?

Tier 3 users can update permissions via the "User Permissions" tab on the Permissions & Settings page, or contact Customer Care.

How is AIP accessed by users at an institution?

AIP is integrated with the institution's Single Sign On (SSO) technology. A link to AIP will be available within the institution's SIS or LMS (depending on their preference). Faculty and administration will be able to click on the link and be authenticated with their institution credentials. If a user is not in the provided SIS data, they will default to a Tier 1 user with no assigned courses. The bookstore manager can then update the user's permissions from the User Permissions tab.

How does a user reset their password?

Since AIP is integrated with the institution's SSO technology, there is no need for a separate AIP password. If a user needs to reset their password for their SSO login, they should do so through their institution.

Configuration & Set-up

What information needs to be set-up prior to the transition to / launch on AIP?

As an institution prepares to launch on AIP, there are **site information**, **site settings** and **user mapping configurations** which need to be set-up. Most of these settings need to be configured only once. To get started, visit the Permissions & Settings page within AIP.

What information needs to be configured every academic term?

For each academic term, an adoption collection period should be set-up.

Will all adoption history be in the system?

If available, AIP can access adoption history for up to the past two years if the institution has been a partner BNC institution.

How do I set-up adoption collection periods?

On the Permissions & Settings page, view the 'Site Information' tab. Terms are pulled in automatically from the institution's SIS integration. Once a term appears in this list, the Adoption Start and Adoption Deadline dates can be set or edited here. These dates can only be edited by users with Tier 3 permissions.

How should I determine the Adoption Start and Adoption Deadline dates?

When determining the Adoption Start and Adoption Deadline dates, first consider when you would like to start receiving adoptions from users for the given term. Enter that date as the Adoption Start date.

For the Adoption Deadline date, enter the date by when you would ideally like to receive 100% of adoptions. Consider:

- Creating a buffer so that if you have time to follow-up with users who might miss the adoption deadline. For example, if you would like to receive all adoptions by June 15th, consider using June 1st as the Adoption Deadline date.
- Give users a reasonable amount of time to research and submit their adoptions. **We recommend creating an adoption period that is 30 days or longer.** If you create an adoption collection period that is shorter than 30 days, users may receive automated email reminders every few days. In certain cases, some automated emails may be automatically disabled if the adoption collection period is very short.

These are only suggested considerations. Use your discretion and your knowledge of the institution to determine the best dates.

If academic administrators elect to not engage with AIP as far as setting up faculty communication, can the bookstore team set communication dates and timelines?

Yes, the Bookstore Manager can set the Adoption Start Date and Adoption Deadline date to trigger automated emails to faculty members to start the adoption process.

How do the Adoption Start and Adoption Deadline dates impact a user's ability to submit adoptions?

Once the Adoption Start date is reached for an active term, users can begin submitting their course adoptions. They will be notified via an automated email.

Users may submit adoptions prior to the adoption start date. If they are viewing the course list for a future term, they will see a message letting them know that the adoption start date is in the future. AIP does not lock or prohibit adoptions from being submitted. This date is primarily used to create urgency to compel users to research and submit their adoptions in a timely manner.

How do the Adoption Start and Adoption Deadline dates impact the automated emails?

The automated emails are scheduled to send at various points during the Adoption Collection Period.

- The first email (Adoptions Open Notice) is triggered by the Adoption Start date being reached.
- Reminder emails are sent at various points between the Adoption Start and Adoption Deadline dates.
- Once the Adoption Deadline date has passed, the Adoptions Overdue Notice is sent as a final notification to users who have not submitted all their course adoptions.

Are the Adoption Start and Adoption Deadline dates set up in AIP automatically after an updated enrollment file is processed?

BNC: No, these dates are not set-up automatically in AIP. Once a term is active in TA2, the adoption dates can be set in AIP.

MBS: No, these dates are not set-up automatically in AIP. Once a term is active it can be set manually within AIP.

How is adoption history accessed?

Select the 'I'd like to be guided through the adoption process' option and then 'View Detailed Adoption History'. From here, you can view your own adoption history by course.

An upcoming term is not displaying on AIP. How do I get an upcoming term activated?

The first thing to do is check TA2. Make sure that the term has everything set up that is normally needed for it to display on the web: term dates entered, Web Flag set to activate the term for the web, and at least one course created. Allow 48 hours for these changes to update AIP. You should also confirm if the term is coming through the Course Enrollment file generated from the SIS feed. If it is not there, the term is most likely not being sent in the SIS Feed by the campus. Reach out to the campus SIS Administrator to have the term added to the SIS Feed. Once the campus adds it, contact AIPsupport@bncservices.com if the term continues not to display.

Site & Email Customizations

What can be customized within AIP?

Certain site information can be customized from the Permissions & Settings page by accessing the 'Site Information' and 'Site Settings' tabs. Here is an overview of what can be customized on AIP.

- Terminology
 - How the institution defines a term (i.e. term, semester, quarter, etc.)
 - How the institution defines a campus (i.e. campus, school, institution, etc.)
 - How the institution defines instructors (i.e. instructor, professor, faculty, etc.)

Note: the terminology configured for each of these three elements should be the singular form of the word. For example, input 'professor' not 'professors'

- Bookstore Manager Information
 - Enter name, email and phone number of the Bookstore Manager
- Institution Information
 - Enter the institution's name
- Site Settings
 - Turn On/Off certain pages within the Affordability Solutions section of AIP.
 - First Day Inclusive Access
 - Course Pack Creation
 - BNC OER+

Can the automated emails sent by AIP be customized?

At this time, limited elements of the automated emails can be customized. Go to the Permissions & Settings page and select the 'Site Information' tab. Scroll down to 'Email Settings.' Here you can customize the following elements which will affect the automated email messages:

- Friendly From
 - When an automated email message is sent by AIP to your instructors, this is the name which the email appears to come from. This name is also used in the email sign-off.
 - We recommend that you use your institution's name, but you can also use an individual's name such as the Provost or Bookstore Manager.

Note: There is a 50-character limit.

- Flash Report recipients
 - Enter the email addresses of those people who should receive the Flash Report. You can enter multiple email addresses by separating them with a comma or semicolon. A user does not need to have access to AIP in order to receive the Flash Report.

Adoption Submissions

Does AIP prevent other users from adoption for courses that are not assigned to them?

Yes, faculty members and/or instructors will only see courses assigned to them. However, admins and other higher permissioned user roles have the ability to submit adoptions for courses not assigned to them.

How can I look up the adoptions which a user has already submitted?

Tier 1 users can review their submitted adoptions from their course list. When logged in as a Tier 2 or above user, users can review all submitted adoptions across the institution. The user can use the search feature or filters to find a specific course adoption.

How can I edit or delete an adoption which a user has already submitted?

A user can edit or delete an adoption from the Course List page. Find the submitted course on the course list and select the individual course materials you want to edit or delete by selecting the arrow to the right of the title. Users can also add or delete materials directly in AIP using the buttons on the bottom of each submitted course.

Does AIP support administrators creating a list of available textbooks for part-time faculty to choose from when submitting their adoptions?

AIP does not support a list of available textbooks for faculty to choose from. However, within AIP, administrators can reference previous term adoptions with the one click re-adopt feature. Alternatively, administrators have the option to submit adoptions on behalf of their faculty.

Can we send a list of adoptions from AIP to our competitors?

This functionality isn't supported by AIP at this time, but we can provide a work-around to support the need.

How do I add an item to my adoptions that is not an actual book?

In the Search box, you can search for non-book materials and add those to your course. If the item could not be found in our database, you may request the book be added. To make this request, click on the link provided on the 'No Results Found' page. Complete the required fields and then click the 'Add Title' button to submit this material to the Bookstore Manager.

I teach across multiple [campuses]. How does the Adoption & Insights Portal solve for this?

Your Course List within the portal is centered around you, not the course. All your assigned courses, regardless of [campus], will be visible in your Course List.

If a title is not found, how can it be adopted?

When there are no results, the faculty member is prompted with a message to provide the Title, Author, Publisher, ISBN, Edition, and Format for the book they would like to add to the course.

If a faculty member wants students to choose from a list of titles, do they select Required or Recommended?

Faculty should select "Required" for the list of books they want in their "Go To Class First" list, but in the notes section on the Review/Submit Order page, they should specify that this is a "Go To Class First" list. Since these adoptions will flow into TA2 as "Required", the bookstore staff will have to make edits within TA2 by changing the adoption to "Go To Class First" and include any comparable TA2 book note(s).

SIS Data

How long will it take for an adoption entered in AIP to appear in TA2?

Between 1.5 hours and 25.5 hours. Example: An adoption entered in AIP on a Monday afternoon will be in TA2 the start of business Tuesday.

How long will it take for an adoption entered in AIP to appear in MBS Course Director?

Up to 6 hours (AIP exports data to MBS Course Director four times a day).

How long will it take an adoption entered in TA2 to appear in AIP?

Between 23.5 hours and 48.5 hours. Example: An adoption entered during business hours on a Monday in TA2 will be available in AIP at the start of business on a Wednesday.

How long will it take for a SIS update to be reflected in AIP?

Between 11.5 hours and 36.5 hours. Example: SIS changes made during business hours on a Monday would be available in AIP start of business Wednesday.

How will updates to the course file be handled and by whom?

BNC: Course file updates will still need to be submitted by the existing process to TA2.

MBS: The school provides a daily feed from the SIS which imports into AIP and updates courses accordingly. The information from the initial feed is passed into OP and automatically updated. Any course additions after that point will be handled manually in OP by the Account Manager upon receiving notification from the instructor.

Will there be reporting available to show courses that were removed?

BNC: No, changes to the data are not reported out. You should refer to TA2 to manually view courses that are cancelled and/or removed.

MBS: No, changes to the data are not reported out. We receive a daily feed from the school's SIS which imports into AIP. Courses are added/removed from AIP based on this file. If courses were already submitted and are in OP, then these need to be manually removed from OP.

Does the SIS information provided for AIP include non-credit and credit hour courses? If non-credit hour courses are included, will those courses show in AIP?

BNC receives all courses in the SIS data, including non-credit hour courses and these will show in AIP.

When there are changes in the SIS, is AIP automatically updated?

Yes.

If courses have been cancelled, will those update automatically in AIP?

BNC: Cancelled classes will be automatically removed from AIP by ingestion of the updated SIS data. Cancelled classes will have to be removed manually from TA2.

MBS: Cancelled courses will be automatically removed from AIP by ingestion of the updated SIS data. Cancelled courses will have to be manually removed from OP.

Is the data required in the SIS Roster Export the same information needed for AIP and First Day?

Yes, we have one SIS Roster Export specification for all products.

Are adoptions identified by the instructor or by the section number? If the adoption is identified by the instructor, will stores be notified if the instructor is changed and will the section/adoption have to be switched?

In AIP, you can see both course and section information AND instructor name. You can search by both fields. A faculty (Tier 1 user) will only see the courses they are assigned to. Currently, there is no notification when a faculty assignment is updated, but it would automatically change in AIP after the updated files are processed.

Are stores notified if sections are changed?

No, at this time stores are not notified when sections are changed.

Email Communications

Can the automated emails be deactivated or turned off?

Yes, the automated emails can be turned off. To turn off the messages, go to the Timing & Triggers page within the Communication Hub.

1. Select the email you would like to turn off and click on the downward arrow.
2. Click on the ON toggle.
3. The toggle will change to OFF when you have deactivated the email.

If you wish to deactivate all messages, follow these steps for each email message.

Notes:

- Deactivating an email will turn it off for ALL users. If you wish to reactivate an email, follow the steps above to change the toggle from OFF to ON.
- You can use the Term drop-down menu to review automated messages by term. Changing the toggle to OFF for one term will NOT update the other terms. If you would like to deactivate this message for all terms, you must turn the message OFF for each term individually.

Can an institution customize the content of these automated emails?

Currently, only the From Name can be customized by the institution. The email content was carefully written to provide personalized, timely reminders to users responsible for submitting adoptions.

If you have suggested changes to the email messages, submit those to the BNED Product Development team for consideration.

Can an institution adjust the timing of these automated emails?

The timing of the *Adoption Flash Report* can be adjusted from the Timing & Triggers page of the Communication Hub. Currently, the timing of the other automated emails cannot be adjusted. The timing is determined based on the Adoption Start date, Adoption Deadline date and Term Start dates entered for a given term on the Permissions & Settings page.

What email address and name do the automated emails come from?

The From Name is customizable by a tier 3 user. See [Site & Email Customizations](#) for more information. The email address that the automated emails are sent from is:

adoptions@adopt.bncollege.com

Does the institution need to whitelist AIP as a permitted sender?

To ensure that both automated and on-demand emails from AIP are delivered to recipients, the institution's IT group should whitelist AIP's IP addresses and from domain. That information is provided below.

- Email IP: 66.231.88.146, 66.231.88.82
- Email sending domain: email.bncollege.com

Other Related domains:

- *Click.email.bncollege.com*
- *View.email.bncollege.com*
- *Image.email.bncollege.com*

Does turning off the automated emails have any effect on the On-Demand Communications feature?

No, the On-Demand Communications feature is independent of the automated email messages. If the automated emails are turned off, users (with the appropriate permissions) can still send messages on demand.

Can an email sent on-demand be customized?

At this time, the Reminders sent from the On-Demand page cannot be customized by the sender. In a future release, we will allow for edits. If a user selects the 'A Message I Compose', they can write their own message entirely. The message can only be text based and cannot include images, links or attachments.

Can I opt-out of the automated email reminders?

These reminders are sent to assist you with adhering to adoption submission deadlines for compliance. Therefore, you cannot opt-out of these reminders.

Adoption Insights

Who will have access to the dashboard?

Access will be based on permission settings.

What is the Estimated Student Price?

If a book has been sold locally, the estimated student price is the price it was sold for on your campus, from last receipt. If a book hasn't been adopted locally, the estimated student price comes from the MBS database. Users must be logged in to view local prices.

How does AIP fit in with my campus's commitment to affordability?

AIP allows faculty to identify which titles are available in various formats for their students, including OER. Every title will display available formats and prices, allowing them to make the decision to adopt materials that may be more affordable for their students.

Who will have access to the dashboard?

Tier 2 users and above have access to the dashboard.

How many previous terms will be available to view in the dashboard?

Terms that started and/or completed during the previous 24 months (if 24 months of data is available).

What will the filter options be?

The term filter will be based on the 24 month threshold, and the other filters will be based on permissions.

How do the filter options change the dashboard?

When the filters are changed, the visualizations and tables will update accordingly.

What is the source of the data shown in the dashboard?

Course level data is originally sourced from the Student Information System (SIS). Certain data points (i.e. course status) are updated and affected by actions taken within AIP.

How do you download the underlying data for the visualizations?

Click on the 3 dots in the upper right hand corner of the visualization and select download. This will generate a csv file with the data.

How do you share the visualization?

Click on the 3 dots in the upper right hand corner of the visualization and select Share Report. You can then select to share the report with users associated with the courses based on the dashboard filter or enter one or multiple email address manually.

Technical & Non-Technical Support

Who should be contacted if a Bookstore has questions?

Bookstores can email internal questions to AIPsupport@bncservices.com and someone will respond.

What browser is supported with AIP?

The Adoption & Insights Portal is a web-based portal that requires an internet connection and an updated web browser. Here are system and software recommendations for the best web experience:

Operating system:

- Windows Vista or earlier
- Mac OS X 10.8 (Mountain Lion) or earlier
- Google Chrome OS

Web Browser:

- Google Chrome (most recent 2 versions)
- Mozilla Firefox (most recent 2 versions)
- Apple Safari (most recent 2 versions)
- Microsoft Edge (most recent 2 versions)

Internet connection: 1 Mbps or better

Additional Software: None

How are bugs or technical difficulties addressed?

If you are experiencing technical issues, contact the Adoption Support team via 24/7 chat or phone. There are two places to find the Support contact information and several ways to contact the them.

- Along the right-hand side of the portal, view the Support callout.
- Visit the Adoption Support page (from the left-hand navigation).

From both places, you can: Click on the 'Open Chat' button to start a chat, call the phone number, or send an email.

Who should be contacted if a user needs additional assistance using the *Adoption & Insights Portal*?

If general assistance is needed while using the portal, users can contact the Support team via chat, phone or email.

If a user needs assistance regarding their adoption materials, they may also contact the Bookstore Manager. Visit the 'Contact the Bookstore' page by clicking in 'Communication Hub' on the left-hand navigation then 'Contact the Bookstore'. From here, you can send an email directly to the Bookstore Manager.

Privacy & Security of Information

Our university has recently grown concerned with FERPA, specifically with our ability to access student information. Is this something that you foresee being an issue with AIP?

No, and you can provide the campus with the [BNED Privacy Policy](#) to address any security questions.

Technical Support

For support with technical issues, including trouble logging in, AIP users can call or email the Customer Care Team.

(877) 713-6697

AIPsupport@bncservices.com

Hours: Monday to Sunday, 8 am to 5 pm CST