Campus Store Pearson+ FAQs

Web resource for Pearson+ in your Campus Store: pearson.com/en-us/pearsonplus/support/bookstoreresources.html

What are all the improvements for Fall 2023? All starting June 29, 2023

- **Streamlined eTextbooks in Pearson+ access plan offer** – Pearson will no longer sell Multi-tier subscriptions via the campus store or on our website. Instead, **students can "stack" multiple single subscriptions in their Pearson+ account!** (Each title will have its own unique 4-month (120 day) subscription term and can be managed in user account settings.
- **Simplified redemption** journey for students – their eTextbook is automatically populated in their library
- **Improved Customer Service & Support** with updated FAQ pages and enhanced Chatbot prompts
- **Faster Returns:** sped up from days to minutes
- **14-day title switch**: Students can switch their own title once within the first 14 days – this will help reduce returns if they've purchased the wrong title (users will be informed on the "My account" page, banner on home page, confirmation email, etc. Title switch will also be available when there are 21 days remaining at the end of their term provided, they enter their credit card details and commit to 4 months of the new title.
- **Price update:** The price for a single eTextbook access plan will increase from $9.99 to $10.99 per month ($43.96 for the 4-mo term).

What are eTextbooks in Pearson+?

Pearson+ is a learning hub that offers students instant access to their eTextbooks, videos and study tools, all in one place. eTextbooks in Pearson+ give students upgraded study tools, including enhanced search, highlights and notes, audio, flashcards, and embedded video.

How do Campus stores sell eTextbooks in Pearson+?

Pearson+ eTextbook access codes are available on demand through campus stores via your digital fulfillment partner (e.g, RedShelf, VitalSource, etc). An API call is used to generate an access code for each student purchase. Please note, eTextbooks in Pearson+ are not available for bulk buys.

What is the access model for Pearson+ eTextbooks? New for Fall 2023!

Starting June 29, 2023, we are moving to single subscriptions only with the ability to 'stack' multiple access plan subscriptions! (We will no longer be selling Multi-tier access codes through campus stores or directly on our website.)

This improvement will make for a much easier and smoother process in-store for your students and staff alike! No more needing to 'return a Single to purchase a Multi' – students will just buy a separate code for each eTextbook they need.

- Single access plan subscription price goes from $9.99 to $10.99 ($43.96 for the 4-month term)
- Each eTextbook title will be aligned with its own unique 4-month (120 day) term
- Each eTextbook subscription can be managed individually within the users account settings

Note: Previously, users were only permitted to have one active subscription in their account at one time.

How is Inclusive Access/Equitable Access impacted by Pearson+ eTextbooks?

For the majority of campus stores, there is **NO CHANGE to IA/EA for Fall 2023**. You will continue to use perpetual (lifetime) access eBooks for IA/EA adoptions.

We are excited to announce that this summer we are beginning a phased rollout of our LTI 1.3 LMS integration implementation that will enable Pearson+ eTextbooks in IA programs.

Phase one of the LMS integration implementation roll out will consist of a select list of campuses that are being notified in June/July. We will be expanding the program to additional stores in the coming terms. Institutions must be on LTI 1.3 for LMS integrations to enable the Access Pearson tool which allows for codeless standard integration of Pearson+ eTextbooks.

Is the subscription term four (4) months or 120 days?

It is a four-month subscription that is calendar based. The expiration date is four (4) months from the day the student redeems their access code.

- For example, if a student redeems an access code on September 10, the last day of the 4-month subscription is January 10.

When the student redeems their access code, will they need to search for their ISBN(s)?

The eTextbook is automatically populated in the Pearson+ library when students register their access code at redeem.pearsonplus.com.

How does the registration process differ from the current eBook process?

The Pearson+ eTextbook process follows the same registration path you currently use. Students will receive the digital fulfillment partner PIN or access code on the receipt or via email and follow those instructions to get to redeem.pearsonplus.com to enter the Pearson+ eTextbook code.

What is the return period for the retail purchase of Pearson+ eTextbooks from the campus store?

A student has fourteen (14) days to return to the campus store from the day the code is requested via API (point of purchase).

How does a student contact Pearson Customer Support?

The student can reach out to Pearson Support via the Chat icon on pearsonplus.com. In the Help center, they can find answers to the most commonly asked questions.

Returns or cancellations for access codes purchased in the campus store must be handled by the campus store.

What support is needed from my campus store?

Pearson Support will be handling all support aspects of eTextbooks in Pearson+. Escalations that come through the campus store to the store's digital fulfillment partner (VitalSource or RedShelf) will also be routed back to Pearson Support.

What if the student already has a Pearson+ subscription that was purchased directly via www.PearsonPlus.com but wants to pay with financial aid instead?

The student will need to:
- Cancel their existing Pearson+ subscription by contacting Pearson Customer Support through the Pearson Virtual Assistant Chat function on PearsonPlus.com
- Purchase an access code from their campus store using their financial aid account
- Redeem the new access code

Can a student use two Pearson+ access codes at the same time? New for Fall 2023

YES! Starting June 29, 2023, students can have more than one subscription per Pearson+ account. They will simply purchase a single access code for every title they need to access.

What if the student already purchased and redeemed a Single subscription but needs more Pearson eTextbooks?

Starting June 29, 2023, students can 'stack' unlimited Single eTextbook subscriptions in their Pearson+ account. All they have to do is purchase an additional code from your campus store for the new eTextbook needed. Each title will have its own unique 4-month (120 day) term and can be individually managed (renew, switch titles, etc.) from their account settings. (If a student tries to redeem an unredeemed Multi subscription after June 29th, they will need to contact customer service for assistance.)

What happens if a student buys the wrong Pearson+ title?

New starting June 29, 2023, students can switch their own title once in the first 14 days of access. No more needing to return the code to the campus store and purchase the correct title.

How does a student get a refund for their Pearson+ access code?

Students can get a full refund during the first 14 days of their subscription term (from the date of purchase). To get a refund, they must return the access codes purchased from the campus store to the campus store.

What happens at the end of the four-month period?

There are 3 options students can take at the end of the access period:
- Students can let the subscription end.
- Students can purchase a new access code through their local campus store and start a new eTextbook subscription.
- Before the initial term ends, students can extend their subscription from their Pearson+ My account page.

Can my campus store order bulk Pearson+ eTextbook codes through Pearson or OASIS?

No. Pearson+ eTextbooks are only saleable through your digital fulfillment partner, such as RedShelf or VitalSource.

Do Pearson+ eTextbooks include Courseware (Revel, Mastering or MyLab)?

No. Pearson+ eTextbook subscriptions do not include access to MyLab, Mastering or Revel products. You'll continue to purchase these as you currently do.

However, if students are using MyLab or Mastering with an integrated eTextbook, they will get access to the eTextbook via Pearson+ without having to do or pay anything extra.

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