

Pearson's Access Advantage Program

FAQs for Campus Stores

As our company continues to move forward to address the needs of today's learners, we are changing the way we deliver content to students. The aim of Pearson's Access Advantage program is to increase Access, Affordability and Achievement for all learners.

What is the Pearson Access Advantage program?

For titles in this program, no standalone printed textbooks are available. This model enables students to purchase access to Pearson course materials via the platform relevant to their course/area of study (MyLab, Mastering, Revel, Pearson eText), giving them **simplified access** to their course materials, **better learning outcomes** at a significant **cost savings** relative to printed materials.

What's the timing of the Access Advantage Program?

Pearson will be heading into the third year of the Access Advantage program this Fall 2020. Previous editions of the affected titles will go out of print as of June 1 of the new version's publishing year. All digital versions will continue to be available for at least 18 months. A full list of titles is [available here](#) (with one tab for Canadian titles, a second for imported titles).

Where will students purchase access to titles in the Access Advantage Program?

The program is designed to allow students to purchase their course materials at the **same campus bookstores** that they use today. Through the program, students will save time and money with simplified access to high quality course materials without spending hours searching for the best price. This will increase the likelihood of students purchasing their required materials, earlier in the semester - benefitting all stakeholders.

Do instructors know about this program?

Our teams have been communicating details about this program as they meet with instructors using these course resources. We are providing the content instructors trust, in a format students want and can afford. This model is generally well received by instructors who are more willing and able to assign digital resources 'for grades'.

How do I order the digital access codes?

If you have CEI or Kivuto, the ISBN number will be available in CEI for the bookstore to order. If you don't have CEI or Kivuto, you will have to order printed access codes.

How will access be sold in my store?

Access to Pearson Digital Platforms can be sold by campus and other retailers in the following ways: students can purchase printed access codes, students can purchase directly at the point of sale in the bookstore, or students can purchase through eCommerce.

Can students still purchase a print version of their title?

Yes, refer to the Student Access Advantage FAQs handout for details.

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Will pricing differ for digital products across sales channels?

Pricing will be consistent across all channels, including direct to consumer sales on Pearson platforms. We value our relationship with campus retailers and aim to drive increased student participation in course materials through digital platforms and the Access Advantage Program.

What about returns?

All Pearson products – including Access Code Cards for Access Advantage products – follow Pearson's standard Higher Education returns policy. Please consult the returns policy or contact one of our customer service representatives for more information.

How do we address students who have problems registering their access code card?

All Access Code Cards come with clear instructions and details. Students can also visit <https://www.pearson.com/ca/en/higher-education/get-started/faq.html> for FAQs and other guides and resources. Pearson also offers 24/7 technical support here: <https://support.pearson.com/getsupport/s/>

Are Access Advantage products accessible?

Revel, MyLab, and Mastering meet the current AODA guidelines for accessibility, including font resizing, audio content, closed captioning, and other tools for student support and learning. Please see <https://www.pearson.com/ca/en/accessibility.html> for more information including contact details.

Extra Support

You are an important partner with Pearson in delivering the best resources possible to students at an affordable price. If you have any questions or concerns about Pearson's Access Advantage program, please reach out to your local Pearson Sales Representative or one of the contacts below.

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