MEMORANDUM

DATE: April 25, 2016

TO: Elliot Hirshman
    President

VIA: Tom McCarron
     Vice President for Business and Financial Affairs & CFO

FROM: Kimberlee Reilly
      Chair, Campus Fee Advisory Committee

SUBJECT: CFAC Recommendation and Minutes from the April 15, 2016 Meeting

This is to forward for your approval the attached Campus Fee Advisory Committee recommendation and minutes from the April 15, 2016 meeting. The committee recommends approval of the proposed IRA Budget for 2016/17.

Please let me know if you have any questions.

Attachments
CAMPUS FEE ADVISORY COMMITTEE

April 15, 2016

RECOMMENDATION

1. Approve 2016/17 IRA Budget – see attached.

Approved

Elliot Hirshman

Date: 4/16/16
MEMORANDUM

DATE: April 15, 2016

TO: Elliot Hirshman
President

From: Tom McCarron
Vice President for Business and Financial Affairs & CFO

SUBJECT: Recommendation for Approval of Category III Course Materials Immediate Access Fee

Please find attached for your approval the Category III fee request from Academic Affairs per Executive Order 1102. This request is to add two courses to the Category III Course Materials Immediate Access fee. This is a pilot program that will allow all students access to class materials on the first day of class. Students may remain in the program or opt-out by the add/drop deadline. Only those students that remain in the program will pay the fee. This is a pilot program and the request is to add for GEOG 102 and GEOG 312 courses in the Fall 2016. The Campus Fee Advisory Committee recommends approval of this fee.

The committee voted to recommend approval of this fee at the CFAC meeting on April 15, 2016. Attached please find the minutes from this meeting.

Please let me know if you have any questions. I recommend approval.

Attachments
Category III Fee Request

April 15, 2016

RECOMMENDATION

Approve addition of two courses to the pilot Category III Course Materials Immediate Access Fee effective Fall 2016 as follows:

<table>
<thead>
<tr>
<th>Category III Fee</th>
<th>Fee Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>GEOG 102</td>
<td>$73.00</td>
</tr>
<tr>
<td>GEOG 312</td>
<td>$76.00</td>
</tr>
</tbody>
</table>

Approved

Elliot Hirshman

Date: 4/22/16
CAMPUS FEE ADVISORY COMMITTEE
April 15, 2016

ATTENDEES

Members:
Kimberlee Reilly
Leo Carrillo III
Andrea Byrd
Jose Preciado

Radmila Prislin
David Ely
Patty Masengale
Jamie Miller

Non-voting member:
Crystal Little

Guests:
Agnes Wong Nickerson, Kathy Brown, and Todd Summer

The meeting was called to order at 2:14 P.M. by Kimberlee Reilly, CFAC Chair.

Approval of February 26, 2016 CFAC Meeting Minutes
The minutes were reviewed. Mr. Preciado motioned to approve the minutes, which was seconded by Ms. Byrd. The minutes were approved unanimously.

Informational Items

a. Proposed 2016/17 IRA Budget
Director Little presented the proposed budget to the committee. Dr. Ely made the motion to move this item to a vote, which was seconded by Ms. Byrd. The motion was approved unanimously. Mr. Preciado made the motion to approve the 2016/17 IRA budget as proposed, which was seconded by Ms. Byrd. The motion was approved unanimously.

Fee Requests

a. Cat III – Pilot Course Materials Immediate Access fee recommendation
Kathy Brown and Todd Summer presented the Pilot Course Materials Immediate Access fee recommendation to add two additional courses to the pilot program. The committee discussed the proposed fees. Mr. Preciado made the motion to move to approve the fee request, which was seconded by Ms. Byrd. The motion was approved unanimously.

New Business

a. Student Success Fee Process
Mr. Preciado requested that at the next meeting the committee discuss the Student Success Fee process and what challenges and opportunities there may be as we move closer to full implementation of the fee.

Ms. Byrd made the motion to adjourn the meeting, which was seconded by Dr. Ely. The motion was approved unanimously. The meeting adjourned at 2:48 P.M.

Reminder: Next Meeting is scheduled for Friday, April 29, 2016 at 2:00 PM in Lipinsky Hospitality Center – Room SS-1608
AGENDA
CFAC Meeting

April 15, 2016
2:00 P.M.
Lipinsky Hospitality Center – Room SS 1608

1. Review and Approval of minutes for February 26, 2016 (Attachment 1)

2. Informational Item
   a. Proposed 2016/17 IRA Budget (Attachment 2)

3. Fee Requests
   a. Cat III – Pilot Course Materials Immediate Access fee recommendation (Attachment 3)

4. Action Items
   a. None

5. New Business

6. Reminder – Next Meeting Date - Friday, April 29, 2016 at 2:00 p.m. Lipinsky Hospitality Center – Room SS 1608
CAMPUS FEE ADVISORY COMMITTEE
February 26, 2016

ATTENDEES

Members: Kimberlee Reilly
Tyler Aguilar
Andrea Byrd
Jose Preciado

Tony Chung
Dominic Bilotti
Andrea Bauer

Non-voting member: Crystal Little

Guests: Antionette Marbray, John Mark Shorack, Agnes Wong Nickerson, Colby Tunick

The meeting was called to order at 2:08 P.M. by Kimberlee Reilly, CFAC Chair.

Approval of December 4, 2015 CFAC Meeting Minutes
The minutes were reviewed. Mr. Preciado motioned to approve the minutes, which was seconded by Ms. Byrd. The minutes were approved unanimously.

Informational Items
a. Student Health Services presentation
AVP Marbray and AVP Chung discussed with CFAC the Student Health Service (SHS) reserve building report and in general Student Health Services operations and building/maintenance funds.

New Business
a. Report on Immediate Access
Ms. Reilly shared the report on immediate access which is aimed to reduce pricing for course materials. CFAC reviewed and discussed the report. Ms. Reilly reiterated that there will be more information and results after the semester ends.

Mr. Aguilar made the motion to adjourn the meeting, which was seconded by Ms. Byrd. The motion was approved unanimously. The meeting adjourned at 2:58 P.M.

Reminder: Next Meeting is scheduled for Friday, March 25, 2016 at 2:00 PM in Lipinsky Hospitality Center – Room SS-1608
## SAN DIEGO STATE UNIVERSITY
Proposed 2016/17 IRA BUDGET

<table>
<thead>
<tr>
<th></th>
<th>2015/16</th>
<th>2015/16</th>
<th>2015/16</th>
<th>2016/17</th>
</tr>
</thead>
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<tr>
<td></td>
<td>Approved</td>
<td>3/31/16</td>
<td>Est. 6/30</td>
<td>Proposed</td>
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<tr>
<td></td>
<td>BUDGET</td>
<td>ACTUAL</td>
<td>PROJECTIONS</td>
<td>BUDGET</td>
</tr>
<tr>
<td><strong>REVENUE:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>FEES - MAIN CAMPUS</td>
<td>$1,108,795</td>
<td>$1,053,021</td>
<td>$1,099,685</td>
<td>$1,135,522</td>
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<td>FEES - IVC</td>
<td>26,626</td>
<td>28,714</td>
<td>28,714</td>
<td>28,714</td>
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<tr>
<td><strong>SUBTOTAL</strong></td>
<td>$1,135,420</td>
<td>$1,081,735</td>
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<td>TRANSFER IN/(OUT) - RESERVE</td>
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<tr>
<td><strong>TOTAL REVENUE:</strong></td>
<td>$1,137,420</td>
<td>$1,081,735</td>
<td>$1,130,399</td>
<td>$1,166,235</td>
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<td><strong>COMMITMENTS:</strong></td>
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<tr>
<td>ATHLETICS INSURANCE</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>SPORTS CLUB INSURANCE</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
<td>$0</td>
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<td>DEDUCTIBLES-SPORTS CLUBS</td>
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<td>27,346</td>
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<td>530</td>
<td>550</td>
<td>550</td>
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<td>OVERHEAD (6% OF EXPENSES)</td>
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<td><strong>PROGRAM ALLOCATIONS:</strong></td>
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<tr>
<td>ACADEMIC AFFAIRS</td>
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<td>537,255</td>
<td>537,255</td>
<td>537,255</td>
<td>537,255</td>
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<tr>
<td>ATHLETICS - INSURANCE</td>
<td>230,000</td>
<td>230,000</td>
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<td>250,000</td>
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<td><strong>SUBTOTAL ALLOCATIONS:</strong></td>
<td>$992,255</td>
<td>$893,219</td>
<td>$992,255</td>
<td>$1,032,255</td>
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<td><strong>TOTAL EXPENSES</strong></td>
<td>$1,112,375</td>
<td>$1,006,074</td>
<td>$1,114,976</td>
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<td><strong>BALANCE:</strong></td>
<td>$25,045</td>
<td>$75,661</td>
<td>$15,422</td>
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### EST RESERVE STATUS 2015/16

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<tr>
<td>RESERVE AS OF 6/30/15</td>
<td>$79,368</td>
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<tr>
<td>2015/16 ALLOCATION</td>
<td>15,422</td>
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<tr>
<td>EST RESERVE AS OF 6/30/16</td>
<td>$94,790</td>
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</tbody>
</table>

### EST RESERVE STATUS 2016/17

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>EST RESERVE AS OF 6/30/16</td>
<td>$94,790</td>
</tr>
<tr>
<td>2016/17 ALLOCATION</td>
<td>0</td>
</tr>
<tr>
<td>2016/17 BALANCE</td>
<td>8,166</td>
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<tr>
<td>EST RESERVE AS OF 6/30/17</td>
<td>$102,956</td>
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</tbody>
</table>

[a] Revenues projection based on enrollment estimate provided by Academic Affairs on 2/16/2016.
[b] Interest earnings estimate based on historical trend.
[c] Athletics paid $25,000 of insurance premium in 11/12, 12/13, 13/14 & 14/15 to mitigate budget deficit. For 15/16, Athletics paid the Athletics insurance premium and was allocated $230,000 to partially support this cost with the UOF paying a portion to mitigate the impact of this change on the Athletics budget. 16/17 estimated cost is $540,577 per CSIURMA.
[d] Sports Clubs paid insurance premium in 11/12, 12/13, 13/14, 14/15 & 15/16 to mitigate budget deficit. For 16/17, Sports Clubs will continue to pay insurance premium. 16/17 estimated cost is $28,000.
[e] Music-licensing fees estimate based on historical trend.
[f] Sports Clubs base allocation reduction of $5,000 in 11/12, 12/13, 13/14, 14/15 & 15/16. Base allocation reduction of $5,000 will remain for 16/17.
[g] For information only - Sports Clubs IRA3 allocation budgeted at $365,277
[h] For information only - Athletics IRA2 and IRA3 allocation budgeted at $10,347,451
[i] Increase in 16/17 program allocations based on additional funds from HEPI.

"Assumes ongoing payment of insurance premiums by Athletics and Sports Clubs"
### Information Only - Total 16/17 IRA Fee Distribution

<table>
<thead>
<tr>
<th></th>
<th>IRA1 (Base)</th>
<th>IRA2 (Spr 04)</th>
<th>IRA3 (Fall 09)</th>
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</thead>
<tbody>
<tr>
<td>IRA Fees - Main Campus</td>
<td>1,028,649</td>
<td></td>
<td>106,873</td>
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<tr>
<td>($15.80 IRA1)</td>
<td></td>
<td></td>
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<tr>
<td>IRA Fees - Main Campus</td>
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<td>5,531,221</td>
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<tr>
<td>($1.60 IRA3)</td>
<td></td>
<td></td>
<td>4,843,472</td>
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<tr>
<td>Athletics (IRA2 - $84.10)</td>
<td></td>
<td></td>
<td>366,260</td>
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<tr>
<td>Athletics (IRA3 - $76.70)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Sports Clubs (IRA3 - $5.80)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>1,028,649</td>
<td>5,531,221</td>
<td>5,316,604</td>
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</tbody>
</table>

Amount permanently transferred from Athletics
UOF to Academic Affairs UOF
(50% of IRA2) 2,765,610
Request to Establish or Revise Student Fee

Name of Requestor: Radmila Praisin
Organization/Department Name: Academic Affairs
Requestor’s Email: praisin@mail.sdsu.edu
Requestor’s Phone Number: 819-594-5166

Purpose or Name of Student Fee: Pilot Project Course Materials Immediate Access Opt-Out for GEOG 102 with Stuart Aitken
Revision to an Existing Student Fee
Establish a New Student Fee

Proposed Revised Fee Amount: 
Proposed New Fee Amount: 73.00
Effective Date: 8/29/2016

JUSTIFICATION for new fee or to revise existing fee:

Piloting a program that allows all students in class to get access to materials first day of classes. Program allows students to remain in program or opt-out. The opt-out deadline is equal to the deadline to add/drop and will be at 11:59PM on 9/12/2016. Students opting out of program will not be charged for the materials. Students remaining in program will be charged. The cost for students being charged will be $73.00. Immediate access to materials should help to improve learning outcomes. A goal of the pilot is to research this possibility. This course has been selected because of the instructor’s interest and full use of the materials in class. Please see attachments for more details.

Statement of Revenues & Expenditures is attached (REQUIRED)
Additional documentation is attached (attached additional documentation as necessary to justify proposed fee)

Please refer to SDSU Fee Policy & Procedures tab for further information and guidance.

APPROVALS:
Radmila Praisin
Requestor
Date: 4/1/2016

Provost or Vice President
Date:

Dean/Administrator
Date:

Budget & Finance Use Only

Fee Category: Category II
Action Items: Student Fee Referendum/Alt. Consultation

Category III
CFAC recommendation

Category IV
President’s Approval

Category V
Chancellor’s Office Approval

Budget & Finance
Date: 6/19/2015
Request to Establish or Revise a Student Fee

Purpose or Name of Student Fee: Pilot Project Course Materials Immediate Access Opt-Out for GEOG 102 with Stuart Aitken

## STATEMENT OF REVENUES & EXPENDITURES

**Please provide one year of current revenues and expenditures (if applicable) and two years of projected revenues and expenditure:**

<table>
<thead>
<tr>
<th>Fiscal/Calendar Year</th>
<th>Projected</th>
<th>Projected</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>YEAR ONE</td>
<td>YEAR TWO</td>
</tr>
<tr>
<td>Number of Students Paying Fee:</td>
<td>120</td>
<td>120</td>
</tr>
<tr>
<td>Fee Amount:</td>
<td>73.00</td>
<td>73.00</td>
</tr>
<tr>
<td>Revenues</td>
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<tr>
<td>TOTAL REVENUES:</td>
<td>$</td>
<td>$ 8,760.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>ACTUAL</th>
<th>PROJECTED</th>
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</thead>
<tbody>
<tr>
<td>Faculty Salary &amp; Benefits</td>
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<td>0.00</td>
</tr>
<tr>
<td>Staff/Management Salary &amp; Benefits</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Student Salary &amp; Benefits</td>
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<td>0.00</td>
</tr>
<tr>
<td>Supplies</td>
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<tr>
<td>Services</td>
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<td>525.60</td>
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</tr>
<tr>
<td></td>
<td>$</td>
<td>$ 8,760.00</td>
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<tr>
<td>TOTAL EXPENSES:</td>
<td>$</td>
<td>$ 8,760.00</td>
</tr>
</tbody>
</table>

Additional Information:

Students currently pay between $137 and $191 for new and used print books so the individual student can save up to $116 on a single course purchase. This pilot is designed to provide significant savings to students and also to provide them with course materials in a more expedient manner. Note that supply expenditures include publisher costs to bookstore and services expenditures are processing fees charged to the bookstore from the cashier’s office. The bookstore is not-for-profit and all proceeds go back to the University.

Additional documentation is attached
(attached additional documentation as necessary to justify proposed fee)
Below is a letter of support for the project from the Spring, 2016 pilot

To: Course Fee Committee

From: Todd Summer  
      Director, Campus Stores

and

James Frazee  
Senior Academic Technology Officer


Date: December 4, 2015

The proposed pilot, involving X classes, allows students to have their required course materials before or by their first day of classes for approximately a two week trial period at no cost. Materials are provided digitally in Blackboard. During the trial period students can assess whether they want to stay in the program, wherein they will be directly billed by campus for the materials, or opt-out, not being billed for the materials and having the option and time to find the materials elsewhere, digitally or in print, or by simply electing to get by without purchasing the materials.

The opt-out option will be explained in a note in the course schedule prior to registration, through blackboard, from emails sent by the bookstore, and explained in class by faculty. Student choice and the opportunity to opt-out will be as transparent as possible. The opt-out deadline will coincide with the add/drop deadline, with a grace period of one day. To opt-out, students will go to shopaztecs.com/optout and information will be transmitted to the bookstore. The bookstore will then instruct the publisher to restrict access for the students opting out. In cases where homework and assessment tools are involved (which is the case for ANTH 101-01), all work prior to opting out will be retrievable by students if the product is bought elsewhere and students use the same credentials (email and password) for accessing materials.

The primary benefit of this program is that all students will have their required materials by the first day of class. Studies by the Social Science Research Lab will be developed to help determine whether learning outcomes are affected. Until that time, this is simply a pilot, and no opinion on the benefits or sustainability of the program are offered. Opinion is currently neutral with the hope there might be future evidence of better learning outcomes.

A second benefit of the program is reduced pricing from the publishers and the bookstore. An additional 10% to 20% savings over national list prices for digital content will offer students definite savings. The bookstore has negotiated this pricing with the publishers and believes it is extremely competitive.

The proposed classes for the initial pilot are GEOG 321-02 (21605) with Diana Richardson and ANTH 101-01 (20135) with Sam Kobari.

The pricing for the GEOG digital book, Geography of North America, is $61.00 for the pilot. The list price for this is $67.99. Print copies of this title range from a low of $75.75 for a used rental book to a high of $168.80 for a book purchased new.

The pricing for the ANTH digital book, Our Origins with Smartbook, is $52.50 for the pilot. The list price for this is $63.00. In print this books is only available new with the inclusion of the Smartbook and is priced at $152.00.

A low cost print on demand option will also be available to students who stay in the program and would like to add a print resource to their digital access. This print on demand option would be available in the bookstore and would be an additional purchase (in addition to the direct billing for the digital material).

A help desk, via email and phone, will be provided by the bookstore.
Request to Establish or Revise Student Fee

Contact extension 4-4578 for assistance with completion of form. Send completed form electronically to Budget & Finance.

Name of Requestor: Radmila Prislin
Organization/Department Name: Academic Affairs
Requestor's Email: rprislin@mail.sdstate.edu
Requestor's Phone Number: 619-594-5166

Purpose or Name of Student Fee: Pilot Project Course Materials immediate Access GEO 3312 Sections 1-3 with Alan Osborn

☐ Revision to an Existing Student Fee
Proposed Revised Fee Amount:

☐ Establish a New Student Fee
Proposed New Fee Amount: 76.00
Effective Date:

JUSTIFICATION for new fee or to revise existing fee:

Pilot program that allows all students in class to get access to course materials by first day of classes. Program allows students to remain in program or opt-out. The opt-out deadline is equal to the deadline for add/drop and will be at 11:59PM on 9/12/2016. Students opting out of program will not be charged for the materials. Students remaining in program will be charged $76. Immediate access to materials should help to improve learning outcomes. A goal of the pilot is to research this possibility. This course has been selected because of the instructor’s interest and full use of materials in class.

☐ Statement of Revenues & Expenditures is attached (REQUIRED)

☐ Additional documentation is attached (attached additional documentation as necessary to justify proposed fee)

Please refer to SDSU Fee Policy & Procedures tab for further information and guidance.

APPROVALS:

Requestor
Date

Provost or Vice President
Date

Dean/Administrator
Date

Budget & Finance Use Only

Fee Category:
☐ Category II
☐ Category III
☐ Category IV
☐ Category V

Action Items:
☐ Student Fee Referendum/Alt. Consultation
☑ CFAC recommendation
☐ President’s Approval
☐ Chancellor’s Office Approval

Budget & Finance
Date
Request to Establish or Revise a Student Fee

Contact extension 4-4578 for assistance with completion of form. Send completed form electronically to Budget & Finance budget@mail.sdsu.edu

Purpose or Name of Student Fee: [Blank]

**STATEMENT OF REVENUES & EXPENDITURES**

*Please provide one year of current revenues and expenditures (if applicable) and two years of projected revenues and expenditures*

<table>
<thead>
<tr>
<th>Fiscal/Calendar Year</th>
<th>Actual</th>
<th>Projected Year One</th>
<th>Projected Year Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2016</td>
<td></td>
<td>2017</td>
<td></td>
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</tbody>
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**Number of Students Paying Fee:**

| Number of Students Paying Fee | 250 | 250 |

| Fee Amount | 76.00 | 76.00 |

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<td>$ 19,000.00</td>
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<th>Faculty Salary &amp; Benefits</th>
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<tbody>
<tr>
<td>Staff/Management Salary &amp; Benefits</td>
<td>0.00</td>
<td>0.00</td>
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<tr>
<td>Student Salary &amp; Benefits</td>
<td>0.00</td>
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</tr>
<tr>
<td>Supplies</td>
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<tr>
<td>Services</td>
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<td>1,140.00</td>
</tr>
<tr>
<td>Equipment</td>
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<td>Other</td>
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<tr>
<td>TOTAL EXPENSES:</td>
<td>$ -</td>
<td>$ 18,140.00</td>
</tr>
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**Additional Information:**

Students currently pay up to $218 for new and used books so an individual can save up to $142 on a single course purchase. This pilot is designed to provide significant savings to students and also to provide them with course materials in a more expedient manner. Supply expenditures include publisher costs to bookstore and services expenditures are processing fees charged to the bookstore from the cashier's office. The bookstore is not-for-profit and all proceeds go back to the University.

☐ Additional documentation is attached

(attached additional documentation as necessary to justify proposed fee)
To: Course Fee Committee

From: Todd Summer  
Director, Campus Stores

and

James Frazee  
Senior Academic Technology Officer


Date: December 4, 2015

The proposed pilot, involving X classes, allows students to have their required course materials before or by their first day of classes for approximately a two week trial period at no cost. Materials are provided digitally in Blackboard. During the trial period students can assess whether they want to stay in the program, wherein they will be directly billed by campus for the materials, or opt-out, not being billed for the materials and having the option and time to find the materials elsewhere, digitally or in print, or by simply electing to get by without purchasing the materials.

The opt-out option will be explained in a note in the course schedule prior to registration, through blackboard, from emails sent by the bookstore, and explained in class by faculty. Student choice and the opportunity to opt-out will be as transparent as possible. The opt-out deadline will coincide with the add/drop deadline, with a grace period of one day. To opt-out, students will go to shopaztec.com/optout and information will be transmitted to the bookstore. The bookstore will then instruct the publisher to restrict access for the students opting out. In cases where homework and assessment tools are involved (which is the case for ANTH 101-01), all work prior to opting out will be retrievable by students if the product is bought elsewhere and students use the same credentials (email and password) for accessing materials.

The primary benefit of this program is that all students will have their required materials by the first day of class. Studies by the Social Science Research Lab will be developed to help determine whether learning outcomes are affected. Until that time, this is simply a pilot, and no opinion on the benefits or sustainability of the program are offered. Opinion is currently neutral with the hope there might be future evidence of better learning outcomes.

A second benefit of the program is reduced pricing from the publishers and the bookstore. An additional 10% to 20% savings over national list prices for digital content will offer students definite savings. The bookstore has negotiated this pricing with the publishers and believes it is extremely competitive.

The proposed classes for the initial pilot are GEOG 321-02 (21606) with Diana Richardson and ANTH 101-01 (20135) with Sam Kobiari.

The pricing for the GEOG digital book, Geography of North America, is $61.00 for the pilot. The list price for this is $67.99. Print copies of this title range from a low of $75.75 for a used rental book to a high of $168.80 for a book purchased new.

The pricing for the ANTH digital book, Our Origins with Smartbook, is $52.50 for the pilot. The list price for this is $63.00. In print this book is only available new with the inclusion of the Smartbook and is priced at $152.00.

A low cost print on demand option will also be available to students who stay in the program and would like to add a print resource to their digital access. This print on demand option would be available in the bookstore and would be an additional purchase (in addition to the direct billing for the digital material).

A help desk, via email and phone, will be provided by the bookstore.