

Student Handbook Policies for ACCESS

Abandoned Items Policy: All course materials related to the Online Bookstore and ACCESS program must be picked up from ECC or MCC Libraries by the person named in the “Ship to” field within the first 10 days of any quarter/semester. Presentation of a Student ID Card or another form of ID is required at the time of pick up. Reasonable efforts will be taken to notify the student that their item(s) is available for pick up by IVCCD and the online Vital Source bookstore. IVCCD may store your items for no more than 10 academic days. Any textbook or other course material items that are not claimed by the student within 10 days of the start of a quarter/semester will be deemed abandoned. After the 10th day of the quarter/semester, the institution has sole discretion to sell or otherwise dispose of the abandoned items in any manner it deems appropriate. If any costs are incurred by IVCCD for taking ownership of the abandoned items, these costs may be transferred to the student. Under no circumstances will these course material charges be removed from your student account or waived. The student agrees to absolve and hold IVCCD harmless for the abandoned items.

For additional questions about any of these policies, please send inquiries to [Amber Bolen](#), Director of Student Success & District Instructional Content.

Opt-Out Policy: Students will have the window of 3 weeks/days prior to the start of a quarter/semester through the 13th day of the quarter/semester to opt out of the ACCESS course materials program in total. Opt out is not available by course, only by semester. Students also have the option to opt back into the program after having opted out during this window if desired. At any time, students who have opted out of the ACCESS program and need course materials can purchase their materials through the Online Bookstore. Course materials purchased outside the ACCESS program are non-returnable and non-refundable. After the 13th day of the quarter/semester, course materials are only available for independent purchase through the Online Bookstore. When students opt out of the ACCESS program after having received their course materials (or notification that their course materials have shipped), all materials must be returned per the same rules as the Dropped Course Return Policy.

Dropped Course Policy: It is the policy of IVCCD that course materials provided through the ACCESS program for courses a student is registered for, then subsequently drops/withdrawals, must be returned to either ECC or MCC Libraries within 10 calendar days of the drop course. Students must visit the Vital Source portal to mark course materials as being returned, then bring their materials in original condition to either ECC or MCC Libraries along with their return confirmation from Vital Source. Any materials not returned by this deadline will be charged to the student’s account at the regular price of the book plus per-credit hour rate designated by the program for that semester. Under no circumstances will these book charges be removed from your student account or waived if materials are not returned in their original condition by the 10th calendar day after a drop class. No course material (physical or digital) returns will be accepted, refunded or credited for any course drops after 14 business days from the start of the semester, which means all ACCESS charges will remain on student accounts after 14 business days from the start of the semester. This aligns with IVCCD’s tuition/fee refund policy.