

Student Course Materials (a.k.a. “Coursepacks”) Policy

Kresge Learning Support (KLS) partners with Study.Net to produce digital course materials selected by Ross instructors. Study.Net is a third-party for-profit course management system that delivers digital content through individual course sites and Canvas integration. This digital content can include simulations, interactive readings, and negotiation exercises as well as case studies and articles.

Instructors select one of two payment types for course materials:

1. **Course Fee:** The cost of all digital materials is added to students’ tuition as a “course fee.” If the course fee is applicable, students receive access to the material within Canvas course sites, from the instructor, or from the publisher. TextPaks may be purchased through Study.Net’s e-commerce site for an additional fee.
2. **Student Pay:** All digital materials and TextPaks must be purchased with a credit card through Study.Net’s e-commerce site.

When accessing course materials, each student:

- Acknowledges that all materials are only for your personal educational use and may not be used to benefit a company, even one that employs you.
- Will not share course materials, either digitally or in print format, with an individual who has not paid all course materials costs and fees.
- Will not use “participatory” material (such as simulations or negotiation exercises) unless course fee was paid or purchase was completed, *even if given access by your instructor prior to the purchase*. Understands that your instructor may not allow you to participate in the assignment, or may withhold class credit or final course grades, if you have not purchased the material by the deadline.
 - KLS staff will monitor purchases and report discrepancies between purchases and participants to the course instructor(s).
 - KLS will send students one reminder to complete the purchase.
 - Extensions beyond the purchase end date will not be authorized.
- Acknowledges KLS’s and Study.Net’s refund policies for each payment type.
 - For *Student-Pay* digital materials, a refund will be granted and applied to the purchasing credit card only if the following conditions are met:
 - You were enrolled in the course prior to purchasing the digital content and have officially dropped the course. (If you were on the wait list for the course, but never officially enrolled, you **are not** eligible for a refund on the course materials.)
 - Material was not viewed or printed, per Study.Net’s return policy.
 - Your request is submitted by the refund date per term to customerservice@study.net.
 - For *Course Fee* digital materials, a refund for the course fee will appear on your tuition bill, which can be viewed on Wolverine Access, only when you officially disenroll from the course. Please allow up to 24 hours for the refund or “credit” to appear on your tuition.
- Understands that no refund will be provided for a printed TextPak.
- Understands that digital course sites “expire” 90 days after the course ends, after which access to the site will be denied and digital course materials will be inaccessible. *KLS staff and Study.Net recommend that you download all materials as soon as possible after initially receiving access to them. Once downloaded and saved, the PDFs are stable and will not disappear after the course ends.*