



## **Digital Transition Overview and FAQs 11/9/23**

### Overview

The textbook publishing industry is experiencing significant changes driven by various factors such as the emergence of digital content, changing educational models, and evolving student preferences.

These changes reflect the new landscapes of education and the desire for more affordable, flexible, and effective learning materials.

Steadfast in our goal to meet the needs of educators and students in an ever-changing educational environment, Health Administration Press (HAP) is transitioning its textbook offerings to a digital-only format, effective January 1, 2024. Although some print inventory may remain available at Amazon and other campus retail locations, these accounts will no longer be replenished with print textbooks.

Adaptation of our publishing methods to digital will dramatically enhance our ability to make learning cost effective, accessible, timely, sustainable and flexible at a time when our customers are increasingly demanding it of us.

Our commitment to our authors is enduring. HAP is confident this new digital approach adds value to the relationship while driving a robust and sustainable future state.

To support a broad range of learning needs, HAP e-books conform to WCAG 2.0 Level AA and EPUB Accessibility 1.0 standards. These reflowable files adapt to various displays and sizes, thus supporting a maximum number of readers. Special features include complete navigation functionality, mark-up, structure and structural semantics to ensure accessibility and compatibility with assistive technologies.

## Why is HAP making this change?

We know that educators crave efficient access for themselves and cost-savings for their students. A digital format supports both of these goals, while delivering on the added benefits of inclusive access and sustainability.

Like textbook publishers everywhere, HAP continues to experience a high rate of print returns from national retail accounts – Amazon, Barnes and Noble, Follet Campus and other college stores – creating an unsustainable and unpredictable business model.

## Which product lines are affected?

The AUPHA/HAP and Gateway textbook product lines are affected by this change. Print textbooks may still be ordered directly from HAP at [ache.org](http://ache.org) while supplies last. HAP's Management Series/Executive Series titles will still be available in both print at national retail accounts and digital formats.

## When does this change take effect?

January 1, 2024, except for exam and desk copy requests. For those requests, we will move to all digital fulfillment as of December 13, 2023.

## Exam Copies

### How will the digital exam copies be delivered? Do redemption codes for exam copies provide 365-day access or perpetual access?

You will receive either a VitalSource Bookshelf redemption code or a RedShelf redemption code, depending on your preferred platform. Both codes will provide perpetual access.

### How can I request an e-book exam copy?

To request an e-book exam copy, complete the request form at [ache.org](http://ache.org), contact your sales representative, or contact HAP at [hapbooks@ache.org](mailto:hapbooks@ache.org).

### Is there a limit to the number of digital exam copies I can request?

Each instructor can request an exam copy redemption code for up to three HAP titles per course. This remains in sync with our current policy.

If I can't receive a complimentary print exam copy, I won't be able to consider the book for my course.

There are many good reasons to move toward reviewing digital exam copies. For example, instructors will receive more timely access to digital books rather than waiting for a physical shipment that can be delayed en route. HAP provides content resources on all book pages at [ache.org](http://ache.org) so that instructors can learn more about our texts and make adoption decisions.

Book pages include:

- Table of contents
- Preface or introduction
- Sample chapter
- Transition guide outlining the new and updated content in the latest edition
- Instructor resource sample
- Index

## Desk Copies

I've adopted the book. How can I get a digital desk copy? Do redemption codes for desk copies provide 365-day access or perpetual access?

Like with an exam copy, a desk copy will be available exclusively in digital format through VitalSource Bookshelf or RedShelf. Codes for desk copies provide perpetual access.

To request an e-book desk copy, complete the request form at [ache.org](http://ache.org), contact your sales representative, or contact HAP at [hapbooks@ache.org](mailto:hapbooks@ache.org).

How can I share a desk copy with an adjunct faculty member or teaching assistant?

We're happy to provide your adjunct or teaching assistant with e-book access through VitalSource Bookshelf or Redshelf. Just contact your sales rep or HAP at [hapbooks@ache.org](mailto:hapbooks@ache.org) and provide their name and email address.

## Students

### How can students access e-books?

HAP e-books are sold on popular digital platforms, such as [VitalSource Bookshelf](#), [Chegg](#), [RedShelf](#), and [Amazon for Kindle](#). Your university library may also have digital access within their collections.

### Can students access an e-book for multiple terms?

Perpetual e-book access is available for purchase from all the digital outlets above.

### How can bookstore/school contacts set up Inclusive Access (IA) for HAP books?

To set up IA, bookstores/school contacts should contact Independent Publishers Group (IPG), HAP's distribution partner, at [ebooks@ipgbook.freshdesk.com](mailto:ebooks@ipgbook.freshdesk.com).

### Can students access the same e-book for multiple courses (Inclusive Access- e.g., Middleboro)

If a student makes an e-book purchase with perpetual access, they will retain these course materials as long-term resources. If students receive their course materials through Inclusive Access, it is the responsibility of the university to deliver those materials on a course-by-course basis.

## Availability of Print Textbooks

### What if I must have a print exam copy?

Instructors can purchase a print copy of a book directly from HAP for 50% off the list price while supplies last by using the promo code INSTRUCTOR at checkout. These nonreturnable books must be ordered online at [ache.org](http://ache.org).

### What if I must have a print desk copy?

Instructors can purchase a print copy of a book directly from HAP for 50% off the list price while supplies last by using the promo code INSTRUCTOR at checkout. These nonreturnable books must be ordered online at [ache.org](http://ache.org).

## What if a student needs a print textbook?

ACHE provides discounts for students who buy their print books directly from [ache.org](https://www.ache.org). ACHE Student Associates are also eligible to receive a 30% discount at [ache.org](https://www.ache.org)—no promo code is needed. HAP regularly offers an additional 20% discount during its annual Holiday and Summer Sales, saving students even more.

Amazon and other online retailers may still have some HAP print inventory in stock for purchase as well, but keep in mind their supply will not be replenished.

Students who aren't members of ACHE can receive a 20% discount off the list price when purchasing textbooks from [ache.org](https://www.ache.org). A promo code (for 2024: STUDENT24) can be applied at checkout.

## What is your return policy?

Student books purchased from [ache.org](https://www.ache.org) can be returned and refunded for 30 days after purchase. The books must still be shrink wrapped for a refund to be processed.

## Can my bookstore still order print copies of a HAP textbook that I've adopted for my course?

Limited quantities of current print textbooks are available through the national retail accounts such as Barnes and Noble, Follett, Ingram, etc. Bookstores may continue to order through these outlets while supplies last through December 31, 2023.

## Are used print textbooks still available?

HAP is not involved with the resale market, but it is possible used books are available from a variety of outlets.

## Are print rental textbooks still available?

Current titles may still be available as print rentals, but these distributors will not be able to replenish print inventory after December 31, 2023. Similarly, textbooks published after January 1, 2024, will not be available to distributors that supply the rental market.

## Custom Textbooks

Are there changes to the process in using Copyright Clearance Center or XanEdu?

No, these processes will remain the same and are noted below:

**Copyright Clearance Center (CCC):** Through CCC, you can access and share copyrighted content with licensing and content solutions. To search for content published by HAP and request permission for its use, click on the Get Permissions tab at the top of CCC's [home page](#). From there you can search by title, ISBN, author name, etc.

**XanEdu:** Choose from over 8 million licensed content items, including HAP textbooks, to create a custom textbook. Add your own files from lecture notes, your syllabus, PowerPoints, and more. You can also add links to web pages, news articles and video clips to create a text customized to meet your students' needs. To get started, click on the Support icon at the bottom right of the [XanEdu homepage](#). From there, you can chat with one of their customer service reps.

## BOG Study Resources

I'm studying to take the BOG exam. Can I still get print copies of the four textbooks in the study set and bundle?

Yes, the print books are still included in the ACHE Board of Governors Examination Book Study Set and Bundle and available to ACHE Members preparing for the exam by visiting [ache.org](#).

Will the books be sold separately to ACHE members or just as part of the set and bundle?

Yes, these titles are available individually to ACHE Members through [ache.org](#).

Do these changes affect the ACHE Board of Governors Examination Flashcards?

No. Flashcard purchases will still include a physical set, as well as digital access through ACHE's Learning Management System.

## HAP Authors

### How will this affect my royalties?

Although we collect less revenue on digital sales, the nature of digital sales significantly reduces exposure to returns that ultimately cut into author royalties. At this time, we expect increased digital sales to be balanced out by the impact of fewer print returns.

### I'm under contract with HAP. How do these changes affect me?

Books that are scheduled to publish in early 2024 through 2025 will be sold at [ache.org](https://ache.org), fulfilling HAP's contractual agreement with you to publish your book in either hardcover or softcover. Authors will still receive the complimentary print copies as stated in your author agreement.

### How will this impact sales?

Positively. There is ever increasing demand for digital, and it is currently out-pacing print book sales.

### What happens to current print copies of my book?

Those print books will be sold at [ache.org](https://ache.org) until the inventory is sold out.

### Will international distributors still be able to purchase print books?

Yes. We will encourage continued international sales as these accounts have low return rates.

### Will HAP continue to market my book?

Yes. HAP will market both new releases (published within a year) and backlist titles (published more than a year ago).

### How will this reflect a revised edition going forward?

Authors will benefit from a much easier to update format, which is particularly beneficial for subjects that rapidly evolve, such as healthcare. Working with HAP's Content Acquisition Team on revision planning will remain the same.