

# Easier Course Materials Access for **Students**, Easier Management for **YOU**



**AMBASSADOR**  
EDUCATION SOLUTIONS

# AMBASSADOR'S SOLUTIONS

From print and digital, to OER, devices and more, Ambassador knows how to efficiently and effectively manage and deliver course materials the right way, at the right price. We offer various service models to meet the objectives of each institution we serve.

**ONLINE BOOKSTORE:**  
customized and  
dedicated to your school



Ambassador's Online Bookstore is optimal for institutions that currently outsource their course materials program or require students to procure and provide course materials on their own. Ambassador ensures that students are getting their course materials at the right price, when and where they need them. In most cases the school's workload is reduced to providing a booklist and minimal student data to personalize the process. Ambassador handles the rest!

**AMBASSADOR ALL-IN OR  
EQUITABLE ACCESS:**  
students get day-one access  
to their course materials



Ambassador All-In or Equitable Access with EZ Opt-Out provides students with day-one access to digital content as well as multiple delivery options for print textbooks. We configure access for non-expiring, semester-based or census-based digital content and have the controls in place to ensure the school doesn't overpay. Ambassador identifies duplicate access, manages expiration dates and automatically handles returns and credits for dropped students according to publisher policies.

**BULK FULFILLMENT:**  
streamlined ordering and  
distribution process



Ambassador's Fulfillment model relieves schools of the laborious administrative burden associated with course materials, thus freeing time to focus on student achievement and outcomes. Ambassador aggregates all print course materials and delivers them in bulk. Digital materials are available through the school's preferred electronic platform. We manage all purchase orders, invoices and payments, and provide the school with one consolidated invoice.

“Our account representatives at Ambassador are really an extension of our own team. They have an intimate understanding of our operations and our goals and they believe in open and regular communication.”

—Ambassador Client

# AMBASSADOR'S VALUE ADD



**Simple. Effective. Affordable.**

**That's course materials adoption, management, delivery and access with Ambassador.**

## ✓ LOWER COSTS FOR SCHOOLS AND STUDENTS

Ambassador's bottom-up pricing model offers a lower markup than our competitors and your school has complete transparency into the cost of goods. We will assist your school in negotiating special discounts with publishers.

## ✓ DEDICATED FACULTY SUPPORT

Beyond providing faculty with the flexibility to leverage alternative sources and formats, Ambassador's adoption tool creates transparency around the alternative options and streamlines the booklist adoption process.

## ✓ USER-FRIENDLY INTEGRATIONS

Ambassador's technology simplifies the entire experience for parents, students and faculty. We do all of the heavy lifting so your IT team doesn't have to, and our Course Materials Platform, RODA, integrates with your on-campus enterprise systems (SIS, LMS and Financial).

## ✓ RELIABLE DELIVERY OPTIONS

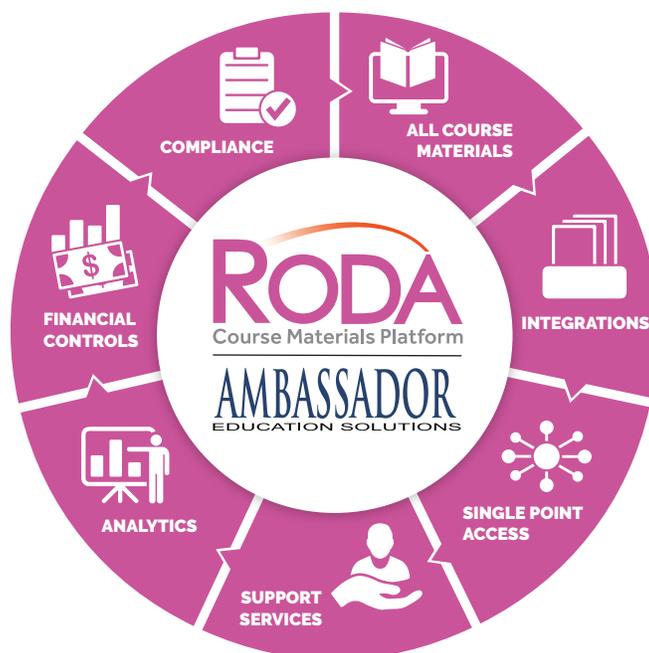
Based on the service model selected, Ambassador carries dedicated inventory for each client in our distribution center, which is located next to the largest UPS shipping center in the United States. We can process and ship orders the same day!

## ✓ EXEMPLARY CUSTOMER SERVICE

Ambassador does more than just put "a book in a box." Our long-tenured staff and dedicated warehouse space for each client ensures the highest level of customer service and reliability so students receive their materials where and when they need them.

## ✓ OPTIONS BEYOND BOOKS

Ambassador provides an exceptional array of school-branded student wear and apparel, all customizable with your school's colors and official logo. We also provide tools, kits, labs, devices and uniforms to supplement your offerings.



# DIGITAL COURSE MATERIALS

Ambassador's experience in the delivery of digital products is unparalleled, driven by our focus and investment in technology to support access and affordability.



## ACCESS KEY FULFILLMENT

Ambassador's experience implementing access key fulfillment processes uniquely enables us to address schools' concerns around student access codes. We support multiple digital content platforms and we have built-in proven support methods that quickly and easily address the distribution of access codes. Our "My Account" page includes a digital tab where all access keys that a student has purchased are stored so students can easily retrieve them.



## LICENSE MANAGEMENT

Ambassador assists administration with planning the school's digital strategy, as well as helping in the selection of the platform and content. We take the burden of license management off of school IT and administrative staff, and we manage code redemption, cancellation and reconciliation.



## PROCESS MANAGEMENT

Through direct integrations, Ambassador configures access for non-expiring, semester-based and census-based digital content and ensures schools and students only pay for the appropriate duration. We identify duplicate access of the same digital content by the same student when appropriate; we manage expiration dates; and we automatically handle returns and credits for dropped students, according to publisher policies. Plus, our EZ Opt-Out functionality allows students to decline Equitable and Inclusive Access materials, including publisher direct content via LMS link or access code.



## BENEFITS

- ✓ **Standardized workflows for purchasing print and digital course materials**
- ✓ **Automated fulfillment, eliminating the need for students to navigate multiple platforms and create multiple accounts**
- ✓ **Single Sign-On from the student portal and LMS so students can link directly to course materials**
- ✓ **Single point integrations with all publishers, relieving the burden on your IT team**
- ✓ **Robust analytics and reporting, providing insights into student outcomes**



# WHY PARTNER WITH AMBASSADOR?

At Ambassador, we ease the entire course materials process, we support your faculty and students, and you save time and money. We view our client relationships as partnerships, and we understand and support every stakeholder's role in the course materials lifecycle.



**Students:** We offer affordable materials, flexible delivery options and dedicated support. Together we improve the learning experience.

**Faculty:** We help instructors find, evaluate and adopt the most relevant materials. Together we improve learning outcomes.

**Administrators:** We empower school leaders to stay in control and in compliance. Together we improve accessibility, affordability and retention.

**IT Directors:** We manage and maintain integrations with the school's systems. Together we improve efficiencies and transparency.

**Publishers:** We provide visibility into transactions and ensure accountability and correct payments. Together we improve availability and accuracy.

**COLLABORATIVE**

**600+**  
school and  
campus  
networks

**IMMEDIATE**

**100%**  
materials received  
by day one of  
class through  
Ambassador All-In

**AFFORDABLE**

**\$141M+**  
three-year  
savings realized  
by schools  
and students

**ACCURATE**

**99.96%**  
right student,  
right materials  
at the  
right time

**STRATEGIC**

**1,000+**  
publisher  
and  
technology  
partners

# ABOUT AMBASSADOR EDUCATION SOLUTIONS

For nearly five decades, schools have turned to Ambassador to simplify the adoption, management, delivery and access of course materials and content integration programs. There is a reason why so many institutions partner with Ambassador. Our team knows what it takes. We do our own inventory management and fulfillment; our experienced, in-house technology experts ensure a seamless operation; and our responsive, knowledgeable client services group is there to support everyone, every step of the way.

Our experience runs deep and so do our insights. We've learned a lot over the years about operating course materials programs that are simple, effective and affordable. Our Course Materials Platform, RODA, introduces the right kind of change that benefits each stakeholder – making it easier for students, faculty, schools, publishers and vendors to work, learn and collaborate.

## AMBASSADOR EDUCATION SOLUTIONS

### LET'S CONNECT!

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## The Ambassador Difference



**Simple**  
One Centralized  
Course Materials  
Platform



**Transparent**  
Verifiable Data,  
Accurate Payments



**Affordable**  
Flexible Pricing  
Models, Term Pricing  
Consistency



**Collaborative**  
Dedicated,  
Knowledgeable  
Client & IT Support



**Trusted**  
Decades of School  
& Publisher  
Partnerships