

CANYON CONNECT FREQUENTLY ASKED QUESTIONS

Q: WHY IS GCU MAKING THIS SWITCH TO DIGITAL CONTENT?

A: There are three primary benefits to digital course materials: easy access to the information, reduced costs and the means to provide you with a quality education that utilizes current technology. Many employees work in a virtual or digital environment. By providing you with a similar academic environment, you can be confident on the job.

Q: WHAT IS AN EBOOK?

A: An eBook is an electronic version of a traditional textbook. There are many formats in which an eBook can be delivered. The format GCU has chosen is Portable Document Format (PDF).

Q: WHAT SOFTWARE DO I NEED?

A: The same hardware and software requirements for GCU apply here. Specifically, Adobe Acrobat Reader version 8.1 or higher is required.

Q: WHO DO I CALL IF I HAVE PROBLEMS?

A: Call 855-GCU-LOPE and ask to be connected to technical support.

Q: WHAT IF I WANT TO PURCHASE A HARD COPY OF A TEXTBOOK?

A: The complete citation for books can be found in your syllabus. If you wish to purchase a hard copy of the book, use the citation to order the book to ensure you get the correct edition. If you purchase a hard copy book, it will be at your own expense.