

FIRST DAY[®] COMPLETE FAQs

- **What is the First Day[®] Complete program?**

First Day Complete is a course material model that lowers the cost of materials for students and ensures students have access to all of their required course materials on or before the first day of class. Through this new program, physical books will be conveniently packaged and provided to students on a rental basis, and digital materials will be delivered directly within the campus LMS. At the end of the term, students will receive email reminders to return their physical course materials to the bookstore.

- **How does it work?**

- Register for your classes and the bookstore will start preparing your course materials
- One month before classes start, you will receive an email instructing you to select your delivery preference (in-store pickup or shipped directly to you)
- An email notification will be sent when your order is ready for pickup or when it ships
- Your digital materials will be delivered for your course(s) within the LMS

- **What is included in the program?**

The program provides all required textbooks, lab manuals, access codes and digital textbook versions to eligible students.

- **What is excluded from the program?**

The program does not include consumables that cannot be returned and reused such as lab goggles, dissection kits, molecular model kits, engineering kits or nursing kits.

- **How do I enroll in the program?**

All eligible students will be automatically enrolled in the First Day[®] Complete program.

- **When are my textbook rentals due back to the bookstore?**

The deadline to return all rental textbooks is the last day of finals. Students will receive email reminders about the rental deadline to their email address.

- **Can I buy my rented textbook?**

Yes, the program provides you with the option to purchase textbooks at a reduced rate during the return period.

- **Do I need to return books if they are for a continuation course?**

Yes, you will still be required to return continuation course textbooks. You will be issued the same title for the next semester of the continuation course.

- **What happens if I never verify my order?**

Students will receive emails and phone calls from the bookstore to remind them to verify their order.

- **What if I drop a class?**

You may return the book to the bookstore on the same terms and timelines currently in place. If you drop a class and enroll in a different class, the bookstore will “swap” the required textbooks/codes so that you have what you need.