

FIRST DAY[®] COMPLETE FAQs

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

First Day Complete is a course material delivery model that simplifies the student experience, lowers the cost of materials, and ensures students have access to all required course materials on or before the first day of class as part of the cost of tuition. Through this innovative program, physical books are conveniently packaged and provided to students on a rental basis, and access to digital material is directly within My Courses (aka Blackboard). At the end of the term, students will receive email reminders to return rented physical course materials if they opted out and purchased rental materials from <https://cbshouston.bncollege.com/>.

- **How does it work?**

- Register for your classes and Barnes and Noble 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 ships
- Your digital materials will be delivered for your course(s) within the LMS

- **Who is eligible to participate?**

All students who register and pay the tuition and fees for a class (without choosing to opt out of this service) will receive their books as part of their payment.

- **What materials are included in the program?**

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

- **What materials are excluded from the program?**

The program does not include consumable course supplies 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.

- **Can I opt-out of the program?**

Students have the option to opt-out of the First Day[®] Complete program each semester during the opt-out window. The opt-out must be completed by August 14, 2024. By opting out, students will not receive their required materials in a convenient package and access to digital content will be removed after the opt-out window closes. To begin the opt-out process, please follow this link: <https://www.cbshouston.edu/mybooks-opt-out>.

- **How do I change my opt-out status?**

To change your opt-out status and opt into the First Day[®] Complete program, please click <https://www.cbshouston.edu/mybooks-opt-out> or follow the instructions found in your opt-out confirmation email. Please note you must make your final selection by August 14, 2024.

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

Students will receive email notifications reminding them to verify their order and choose their fulfillment preference. If the student does not opt-out, their materials will not ship.

- **If I never verify my address, will I still receive my books?**

If the student does not submit a verification, physical materials will not ship. Digital materials will still be available through MyCourses. The student will not be able to opt out of the program once their courses start.

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

If course materials have been picked up or delivered for the dropped class, those materials should be shipped back within 7 days. If you enroll in a different class, you will receive the required course materials in a new shipment or digitally in your LMS so that you have what you need. Failure to return dropped materials can affect your ability to participate in the program for future courses.

- **Can I opt-out if I picked up my textbooks?**

Yes, but you will be required to return your textbooks within 7 days or you may be charged for participation in the program and/or hinder your ability to participate in the program for future courses.

- **When are my textbook rentals due?**

Only students who purchase from the opt-out site (<https://cbshouston.bncollege.com/>) might have rental textbooks as they are not part of the First Day Complete Program. The deadline to return all rental textbooks is the last day of final exams for the semester. Students will receive reminders ahead of the rental deadline to their email address.

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

Yes, the program provides you with the option to purchase any rental textbooks at a reduced rate during the semester for students who ordered a rental textbook from the opt-out site.

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

Books in the First Day Complete Program do not need to be returned. Students who ordered rental textbooks through the website (<https://cbshouston.bncollege.com/>) will still be required to return continuation course textbooks. You will be issued the same title for the next semester of the continuation course.

- **Who do I contact if I have any questions?**

Students may email firstdaysupport@bncservices.com or call 844-9-EBOOKS (844-932-6657) with questions.