OCEAN COUNTY COLLEGE

FIRST DAY® COMPLETE FAQS

* **What is the First Day® Complete program?**

First Day® Complete is a text book and course material delivery program that ensures students have their required course materials on the first day of class. The cost of books and course materials is now included in tuition.

* **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 confirm your schedule and enter your shipping information.
* An email notification will be sent when your order is shipped
* Your digital course materials will be delivered in Canvas.
* **Which students have access to First Day® Complete?**

The program is available to all students registered for Ocean County College courses. It does not include Kean Ocean or Continuing Education classes.

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

The program provides all required textbooks, lab manuals, access codes and digital textbooks.

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

The program does not include consumables that cannot be returned and reused such as lab goggles, dissection kits, calculators, lab paqs, and nursing uniforms.

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

All eligible students will be automatically enrolled in the First Day® Complete Program.

* **How do I pay for this program?**

This program is built into your cost of tuition, there are no additional fees to pay.

* **Can I use my Financial Aid to pay for other materials I need from the bookstore?**

Absolutely. If you have financial aid funds available they can be used in the bookstore either in store or on the website.

* **What do I do with my printed textbooks at the end of the semester?**

All PRINTED textbooks are rentals and must be returned to the bookstore at the end of the semester in good condition.

* **When are my printed textbooks due back to the bookstore?**

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

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

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

* **What happens if I do not return the textbooks by the due date?**

The bookstore will report any non-returned product to the college who will charge your student account for replacement and late fees.

* **Do I need to return textbooks 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.