

# First Day<sup>®</sup> Complete FAQ

- **What is the First Day<sup>®</sup> Complete program?**

First Day<sup>®</sup> Complete is a course material delivery model that simplifies the student experience, lowers the cost of materials, and ensures students have access to all of their required course materials on or before the first day of class. 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 your Blackboard account.

- **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 your Blackboard account.

- **What is the cost of participating in First Day<sup>®</sup> Complete?**

Your student account will be charged \$22 per credit hour per course (regardless if your course has more than one set of materials).

- **How do I return my printed materials?**

At the end of the term, students will receive email reminders to return rented physical course materials to the bookstore. ***Failure to do so will result in being charged the full amount of the text to your LCC student account.***

- **Who is eligible to participate?**

All students enrolled for any course(s) that require course materials are eligible to participate. (This includes a student who may be auditing a course)

- **What materials are included?**

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. The student is responsible for the cost

of these additional materials. Some items may be purchased from the Las Vegas campus bookstore.

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

Any enrolled student 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. 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. Options for purchasing course materials after opting out can be found on the bookstore website, <https://luna.bncollege.com>.

To begin the opt-out process, please visit: <https://sso.bncollege.com/bes-sp/bessso/saml/lunaedu/aip/logon>.

- **What is the deadline to opt-out from participating in First Day® Complete:**

The opt-out window for first 8-week course(s) and full 16-week course(s):

- *January 31, 2026*

- The opt out window for 2nd 8-week course(s): *March 27, 2026*

- **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://sso.bncollege.com/bes-sp/bessso/saml/lunaedu/aip/logon> or follow the instructions found in your opt-out confirmation email. Please note you must make your final selection by the established deadline.

- **How do I purchase my course materials if I decide to opt-out of the program?**

Students will be responsible for purchasing their required course materials through the bookstore.

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

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.

- **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 email notifications from the bookstore reminding them to verify their order and choose their fulfillment preference. If the student does not opt-out, their materials will be held at the bookstore and the student account will be charged.
- **If I never pick up my books, will I still get charged?**  
Yes, if the student does not opt-out, physical materials will be held at the bookstore, digital materials will be accessed through the Blackboard account and the student's account will be charged.
- **What if I drop a class?**  
If course materials have been picked up or delivered for the dropped class, those materials should be returned to the bookstore within 48 hours. If you drop a class and enroll in a different class, the bookstore will "swap" the required course materials so that you have what you need.
- **Can I opt-out if I picked up my textbooks?**  
Yes, you will have 48 hours to return your textbooks. If you do not return the textbooks, the charges for the bundle will remain on your student account and you will be subject to a replacement and non-return processing fee.
- **Who Do I Contact with Questions?**  
For General Questions about First Day® Complete:
  - Call the Bookstore **505-454-2569**
  - Email: [books@luna.edu](mailto:books@luna.edu)
  - Visit the campus Bookstore on the LCC Las Vegas Campus, in the Learning Resource Center in the Café

For Technical Assistance with digital materials in Blackboard:

[Open a ticket online for the Customer Care Team](#)

[Email the Customer Care Team](#)

Call the Customer Care Team: 1-844-9-EBOOKS (1-844-932-6657)

For Student Account Questions:

Please contact the LCC Finance Office at 505-454-2505 or via email at [fiscaloffice@luna.edu](mailto:fiscaloffice@luna.edu)