



Textbook Rental FAQs

- **How does First Day Complete help students?** It is a rental program specifically geared to lower textbook costs for students and to ensure that students have their required course materials on the first day of class.
- **Which students have access to First Day Complete?** The program is available to all students.
- **What is included in the program?** The program provides all required textbooks, lab manuals, access codes and electronic book versions.
- **What is excluded from the program?** The program does not include consumables that cannot be returned such as lab kits, uniforms and other supplies.
- **How do I enroll in the program?** All students are automatically enrolled in the First Day Complete Textbook Program.
- **How do I pay for my textbook rentals under this program?** A flat-rate fee will be assessed to the student account each semester, in accordance with the published tuition and fees schedule. Students will pay \$22.00 per credit hour which will be charged to the student's account at the time of registration.
- **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 TCL student email address.
- **Can I buy my rented textbook?** Yes, the program provides students with the option to purchase textbooks as a buyout option during the return period at a reduced rate.
- **What happens if I do not return the books by the due date?** There will be a charge assessed on the student account to any student failing to return items issued through the book program within the designated time period.
- **Do I need to return books if they are for a continuation course?** Yes, students will still be required to return continuation course textbooks. The student will be issued the same title for the next semester of the continuation course.
- **What happens if I drop a course?** Students dropping a course or withdrawing from the college must return items issued through the program within 24 hours of the course drop or college withdrawal.
- **What happens if I add a course?** If a course is added more than 30 days before the start of the semester, it will be included on your original order. If a course is added within 30 days of the start of the semester, you will receive an email approximately 48 hours after registering with a link to order for that course.
- **Can I opt-out of First Day Complete?** Students electing to opt-out of the program must read and complete the electronic Title IV Financial Aid Recipient Textbook Program Opt-Out form by the last day of the swap/drop period (see registration guide for specific dates). The form can be found on the students self-service account/click on student ID# in top right-hand corner/required agreements. If a student elects to opt-out, they are opting out of the entire semester, not course by course. If a student is registered for the 15-week (full term) courses or a combination of the 15, 10 or 7-week courses, the opt-out form must be submitted by the last day of swap/drop for the full 15-week term and may not re-enter the program during the semester to which was opted out. If a student registers for only the 10 or 7- week sessions and does so *after* the start of the full term, they have until the last day of swap/drop for these sessions to opt out (contact the business office for questions concerning the opt out form). Students are required to opt out every semester. Upon receiving official notice that a student wishes to opt-out of the program, the fees will be credited within 10 business days.
- **Can I opt-out if I've already received my rental books?** Yes, students electing to opt-out of the program who have already received their rental books from Barnes & Noble are required to return the books to the TCL College Store within 24 hours of submitting the opt-out form. Students who fail to do so will be assessed the full cost of each book to their student account.