

First Day FAQs

WHAT IS FIRST DAY™?

First Day™ is a program that provides students with a digital textbook and other educational resources. It is included as an additional course charge for a particular course or program. This model is easy and convenient for student use, provides an affordable option, and supports student success by ensuring every student is prepared for the first day of class.

First Day™ includes a variety of educational resources such as workbooks, problem sets, tutorials, video, simulations, and interactive software. Digital textbooks have many features that allow you to interact with your course content like never before. Depending on the course materials used, features may include highlighting, annotation, and more. For more information, visit [www.firstday.com](#).
Management System.

WHAT IF I WANT A PHYSICAL COPY OF THE TEXTBOOK?

Most publishers give students the option of purchasing a very affordable loose-leaf copy of the book through the campus bookstore. The loose-leaf copy can also be ordered online from the bookstore and shipped directly to your home.

WHAT ARE THE BENEFITS OF FIRST DAY™?

The benefits of First Day™ for students and programs are:

Once the course is opened by the instructor, you will be able to access your digital course materials through your Learning Management System (LMS). First-time users will need to create an account with the publisher providing the course material. Please ensure your pop-up blocker is disabled within your browser during use.

IS THERE HELP AVAILABLE?

Yes! Each faculty member is trained to help you with your digital course materials and can provide instructions on how to access the materials through your campuses LMS. The Campus Bookstore also offers 24/7 Support via:

Web: customercare.bncollege.com

Toll Free: 1-844-9-EBOOKS (1-844-932-6657)

Email: bookstorecustomercare@bncollege.com

WHAT HAPPENS IF I DROP/WITHDRAW FROM A CLASS?

If you drop a class, you will receive a 'W' grade. If you withdraw from a class, you will receive a 'U' grade. If you drop or withdraw from a class, you will not receive credit for that class. You will need to re-register for the class again if you re-register.

