



UNIVERSITY OF
South Carolina

FIRST DAY[®] COMPLETE

A course material model supporting student outcomes
through equitable access, convenience, and affordability

STUDENTS HAVE TOLD US

“Textbooks are too
EXPENSIVE”

“The process of
getting textbooks each
term can be a
HASSLE”

“Not having course
materials at the start of
the term can have a
NEGATIVE
impact on my learning”

Barnes & Noble College is partnering with University of South Carolina to find a solution to address these issues and provide all students with access to required course materials by the first day of class, at an affordable price.

FIRST DAY[®] COMPLETE

A proven solution that supports student success
by ensuring ALL students have access to all their course materials by the first day of class



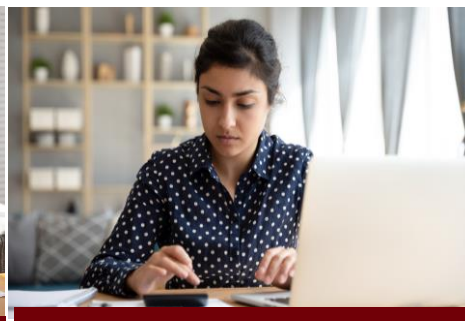
STUDENTS AUTOMATICALLY

receive all their books and
access to electronic
materials before the first day
of class



MATERIALS ARE APPLIED

as a single course charge
to the student's account



SIGNIFICANT STRESS REDUCTION & COST SAVINGS

for students versus the
traditional model



FLEXIBILITY

Includes electronic and
print materials
Students have the option
to opt-out of the program

New Research Highlights the Positive Impact on Student Outcomes

86 PERCENT

said with the program they were **better prepared** for the academic term

75 PERCENT

said the program helped them **achieve better grades**

78 PERCENT

said the availability of the program increases the **likelihood they will continue their education** at the school

83 PERCENT

reported the program had a **positive impact on their academic success**

91 PERCENT

Found it **convenient** to have their course materials bundled

83 PERCENT

said the program provided them **more affordable** course materials

“

This program helped me achieve better grades by providing all the course materials needed for me to succeed in advance of class allowing me to be fully prepared. ”

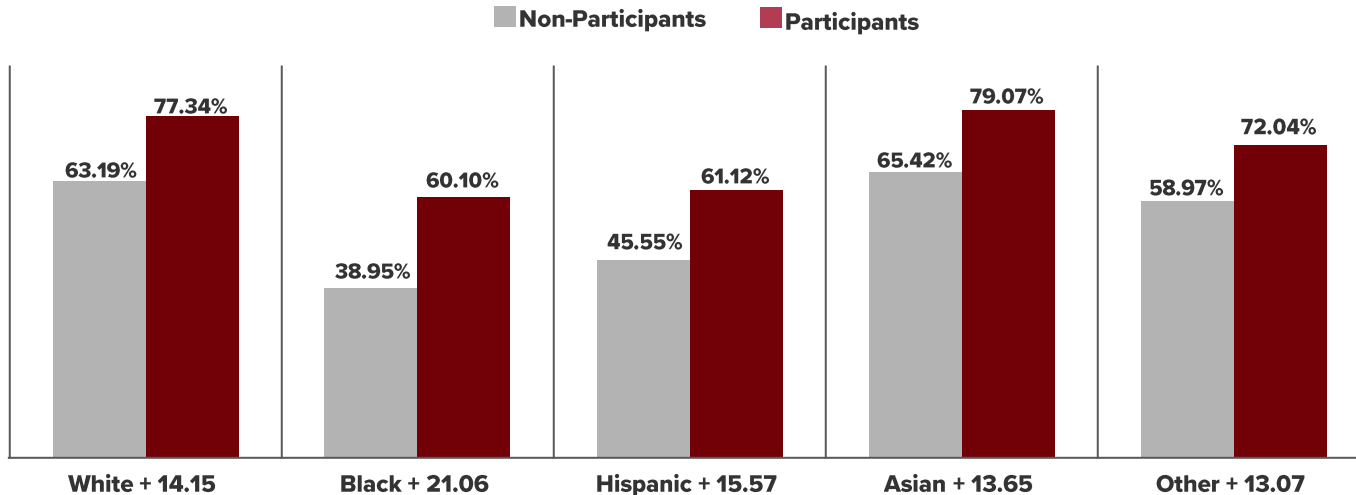
Student, University of North Carolina Greensboro

SUPPORTS RETENTION

IMPROVE COURSE COMPLETION RATES

Research shows students who participate in First Day Complete are **15.58% more likely to complete the course** than students that are not in an equitable access program.*

Course Completion Rates - Race/Ethnicity



74 PERCENT

of students said the availability of the program increased their likeliness of continuing their education at the school**

”

* Inclusive/Equitable Access Research Study, University of New Hampshire, July 2022

** First Day Complete Spring 2022 Student Survey

WORKING IN COLLABORATION WITH ACADEMIC LEADERSHIP & FACULTY

Full Academic Freedom for Faculty- Faculty can continue to select materials across all publishers, in any format

Adoptions continue to be submitted through AIP (Adoptions and Insights Portal)

Aligns with current affordability and OER campus initiatives

All students are prepared on day one of instruction



“Anecdotal information is telling us that the program is helping the students get to their assignments earlier on in this semester, get to their assignments in a more thorough way than they have before. Academically, it's a very sound program.”

Joseph Konopka, Provost
Ocean County College

“Regarding [student] performance, I'm seeing higher quality work, and a great boost in student engagement.

I think our institution has been more innovative [with this program] catering to a lot of first-generation students.”



Scott Huffard, Faculty
Lees-McRae College

PERSONALIZED STUDENT COMMUNICATIONS

- Personalized to the student and the courses they are enrolled in
- Highlights additional savings offered as part of the program
- Includes Savings Estimator, estimating program savings based on student's course schedule


 UNIVERSITY of NORTH CAROLINA WILMINGTON

Welcome to [Program_Name]!

Hi [First_Name],

With [Term_Name] approaching, we have important information regarding your course materials included in [Program_Name]. **Read this email to learn what actions are required to get your course materials.**

What's Next?

- 1 Selection Begins**
Around [student_selection_start], we will send you an email so you can review your materials and select pickup or delivery to get them. **At that time, your action is required: you must make a selection to get your course materials.**
- 2 Pickup or Delivery**
All your course materials will be prepared for you. We'll email you to let you know they're ready for in-store pickup or when they've shipped (based on your selection).
- 3 Rental Returns**
When the term is coming to an end, we will send you helpful reminder emails to return your rental course materials.

Your Courses for [Term_Name]:

Campus: [Store_Name] Course ID/Section: [CLASS_CODE] Course Name: [COURSE_TITLE] Course Material Summary: [count of items by digital vs. physical]
Course ID/Section: [CLASS_CODE] Course Name: [COURSE_TITLE] Course Material Summary: [count of items by digital vs. physical]
Campus: [Store_Name] Course ID/Section: [CLASS_CODE] Course Name: [COURSE_TITLE] Course Material Summary: [count of items by digital vs. physical]
Course ID/Section: [CLASS_CODE] Course Name: [COURSE_TITLE] Course Material Summary: [count of items by digital vs. physical]

By participating in the program, you'll also receive
EXCLUSIVE IN-STORE OFFERS FOR
CAMPUS STORE VIPs

 20% Off <small>SCHOOL SUPPLIES</small>	 10% Off <small>ELECTRONICS</small> <small>(Excludes Laptops)</small>	 10% Off <small>CALCULATORS</small>
---	--	---

You'll receive more details on these offers when you get your materials.

With **[Program Name]** your estimated savings on included materials is:

\$259.99*

We look forward to getting you everything you need simply, easily and stress free. If you have any questions or need assistance, please contact the bookstore associated with your respective course(s). You can find store information including phone numbers and email addresses on your [bookstore](#).

Think one of your courses is missing from this list? If you are enrolled in course which does not have any course materials, that course is not listed here. If your enrolled course does not show any included materials, your instructor may not have chosen any required materials yet. Contact your Bookstore Manager with any further questions.


This email was sent to: [recipient email address].

This email was sent from a notification-only address that cannot accept incoming email.

POWERED BY

BNC
FIRST DAY COMPLETE

© [Year], Barnes & Noble College, 120 Mountairview Boulevard Basking Ridge, NJ 07920
 Terms of Use | Privacy Policy | CA Privacy Policy | Accessibility


 UNIVERSITY of NORTH CAROLINA WILMINGTON

Pickup or Delivery?

Hi [First_Name],

It's time to tell us how you want to get your [Term_Name] course materials included in [Program_Name]. It only takes a minute. **Don't delay. You must make your selection to receive your course materials.**

MAKE MY SELECTION




Follow These Three Easy Steps

1 Review Your Materials <small>Review the physical and digital materials included with your courses. You can also view recommended items and make additional selections.</small>	2 Select Pickup or Delivery <small>Choose how you want to get your course materials, via free in-store pickup or shipped directly to you. This step is required.</small>	3 Submit & Finish <small>You will get an email when your order is ready for pickup or when it ships!</small>
--	---	--

You must make your selection to receive your materials. Your course materials will NOT be ready if you do not complete step 2. [Make Your Selection Now >](#)

We look forward to getting you everything you need simply, easily and stress free. If you have any questions regarding your course materials, contact your bookstore team at [Bookstore_Phone_Number] or [Bookstore_Email_Address].

By participating in the program, you'll also receive
EXCLUSIVE IN-STORE OFFERS FOR
CAMPUS STORE VIPs

 20% Off <small>SCHOOL SUPPLIES</small>	 10% Off <small>ELECTRONICS</small> <small>(Excludes Laptops)</small>	 10% Off <small>CALCULATORS</small>
---	--	---

You'll receive more details on these offers when you get your materials.


With **[Program Name]** your estimated savings on included materials is:

\$259.99*

We look forward to getting you everything you need simply, easily and stress free. If you have any questions or need assistance, please contact the bookstore associated with your respective course(s). You can find store information including phone numbers and email addresses on your [bookstore](#).

This email was sent to: [recipient email address].

This email was sent from a notification-only address that cannot accept incoming email.

POWERED BY

BNC
FIRST DAY COMPLETE

© [Year], Barnes & Noble College, 120 Mountairview Boulevard Basking Ridge, NJ 07920
 Terms of Use | Privacy Policy | CA Privacy Policy | Accessibility

PERSONALIZED STUDENT EXPERIENCE



Welcome Justine Class of '26



Hello Justine, Welcome to **First Day® Complete!**

We have important information for FALL 2024 regarding your course materials included in First Day® Complete!

Here's what you need to do next:

Review Your Materials

Review the physical and digital materials included with your courses. You can also view recommended items and make additional selections.

Select Pickup or Delivery

Choose how you want to get your course materials, via free in-store pickup or shipped directly to you. **This step is required.**

However, if all of your "Included" course materials are digital, there is no action required of you but you can still buy other "Not-Included" items.

Add Faculty Recommended or Required Items

Your instructor may have added some materials you'll need that are not included in the First Day® Complete program. For your convenience, we've listed them here.

Submit & Finish

You will get an email when your order is ready for pickup or when it ships!

You must make your selection to receive your materials

Your course materials will NOT be ready if you do not select your delivery method.

We look forward to getting you everything you need simply, easily and stress free. If you have any questions regarding your course materials, please contact your bookstore team.

Let's take a look at your FALL 2024 Course Materials

You are registered for **3** courses and have **11** available included materials.

- ✓ Registration
Opens April 20
- ✓ Course Materials Visible
No Action Required
- ✓ Student Pickup/
Delivery Selection Begins
August 24
- Digital Materials Provided in LMS
September 3
- Add/Drop Deadline
October 4
- Rental Return Period Begins
December 15
- Last Day for Rental Returns
December 31

STEP 1 | REGISTER FOR CLASS

STEP 2 | VERIFY MATERIALS

STEP 3 | SELECT FULFILLMENT METHODS

STEP 4 | RECEIVE MATERIALS

STEP 5 | END OF TERM:
RETURN MATERIALS

First Day Complete Student Experience

IMPROVING EQUITABLE ACCESS, CONVENIENCE & AFFORDABILITY AT UNIVERSITY OF SOUTH CAROLINA

First Day Complete
Pricing per credit hour

\$20

Full Time Student would
now only spend

\$300

(Based on 15 credit hours)

*https://sc.edu/about/offices_and_divisions/undergraduate_admissions/tuition_scholarships/tuition/index.php

UNC CHARLOTTE SGA RECOGNIZES TIRELESS DEVOTION TO SERVICE

From the University of NC Charlotte Student Senate S.R. 10-1.4 on August 31, 2023:

*“Employees across the University have been working around the clock to ensure that **everyone has what they need to succeed.**”*

*“The Student Government Association wishes to specifically thank Rachel Skipworth and Cheri Griffith-Kline for their **tireless devotion to this program** and to the University by working collaboratively with all stakeholders to ensure a **smooth transition.**”*



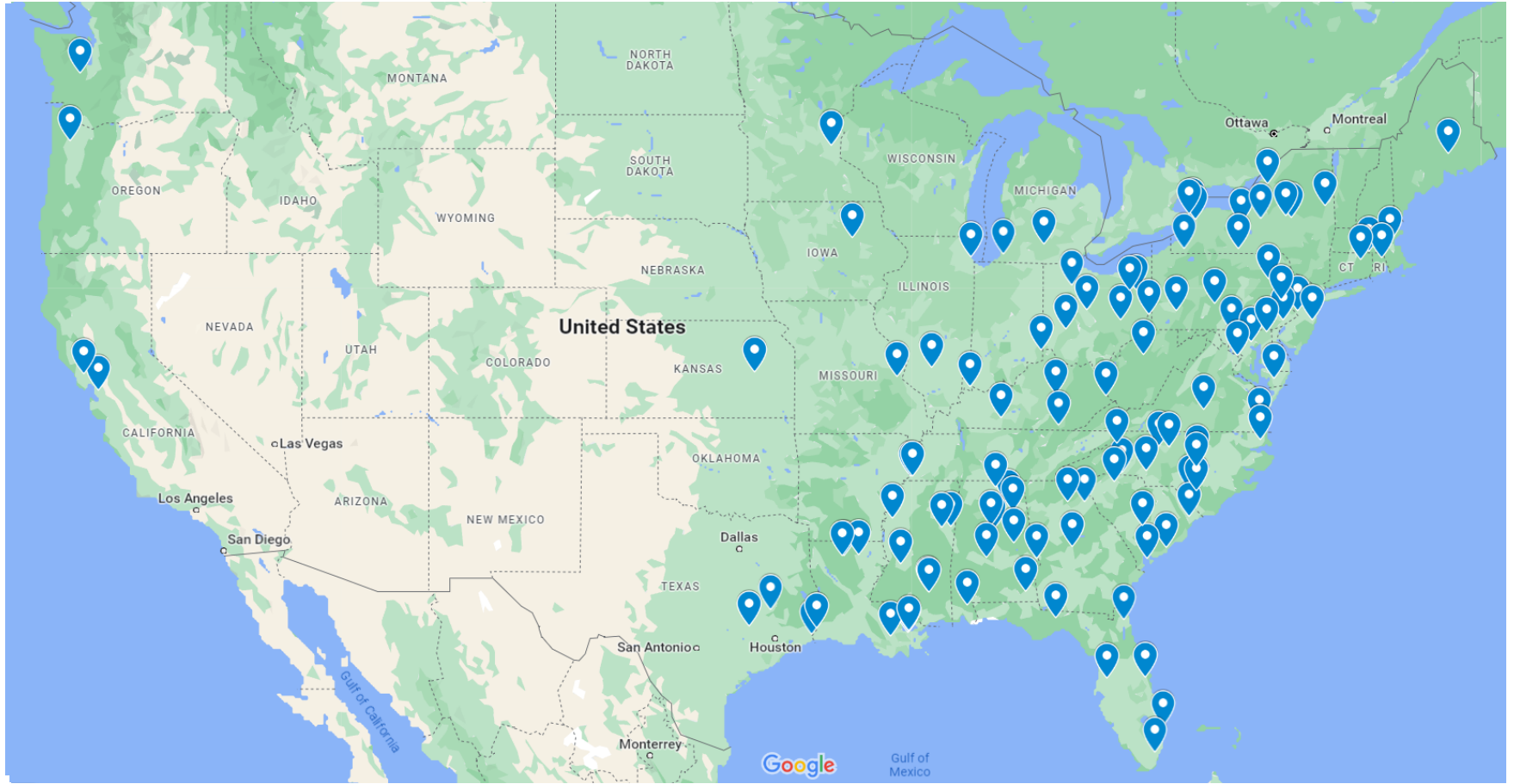
Niner Course Pack Program Launched Fall 2023



BNC Store Managers Rachel Skipworth and Cheri Griffith-Kline Receiving their Award in the Bookstore.

Growth of First Day Complete


First Day Complete 2023



The Positive Impact on Student Outcomes is Driving Rapid Growth

Over **157 CAMPUSES** have moved to **FIRST DAY COMPLETE**, including:





Working together to
improve student outcomes
at your campus

University of South Carolina

Major Map: Accounting (B.S.B.A)- Semester One

Course	Credits	Course Materials	New	New Rental	Digital Only	FDC Price
ENGL 101 J10	3	Carolina Reader Bundle	\$135.71	n/a	n/a	
MATH 122 001	3	Applied Calc Set w/1 Sem Access	\$147.14	n/a	n/a	
MGSC 290 J11	3	EBK Simnet for word Excel,Access	n/a	n/a	\$178.88	
FREN 109 001	3	EBK Mylab French w/Pearson Etext Access	n/a	n/a	\$173.32	
UNIV 101 002	3	Transisions	\$15.71	n/a	n/a	
	15		\$650.76	n/a	\$650.76	\$300

University of South Carolina

Major Map: Art Studio (B.A)- Semester One

Course	Credits	Course Materials	New	New Rental	Digital	FDC Price
ENGL 101 J10	3	Carolina Reader Bundle	\$135.71	n/a	n/a	
AFAM 201 J10	3	African-American Odyssey Let Nobody Turn us Around: - Am.Anth.	\$170.98 \$77.00	\$153.90 \$49.65	n/a \$73.00	
SPAN 109 001	3	Conectate-Connect Access (Custom)	\$142.86	n/a	n/a	
ARTS 103 Q04	3	No Text Required				
ARTS 102 005	3	Becoming a Graphic+Digital Designer	\$45.85	\$39.90	\$36.00	
	15		\$572.40	\$379.16	\$398.61	\$300.00

University of South Carolina

Major Map: Middle Level Education (B.S.)- Semester One

Course	Credits	Course Materials	New	New Rental	Digital	FDC Price
ENGL 101 J10	3	Carolina Reader Bundle	\$135.71	n/a	n/a	
MATH 122 005	3	Applies Calc 7E (LL) 1/Sem Access	\$147.14	n/a	n/a	
MUSC 110 004	3	Enjoyment of Music w/Access	\$151.43	n/a	\$71.94	
BIOL 101 J10 BIOL 101L J10	3 1	Campbell Biology Access Biology 101 Lab-Access	\$107.13 \$60.00	n/a n/a	\$106.65 n/a	
UNIV 101 A01	3	No Text Required				
	16		\$601.41	\$601.41	\$521.44	\$320