

Trinity Valley Community College

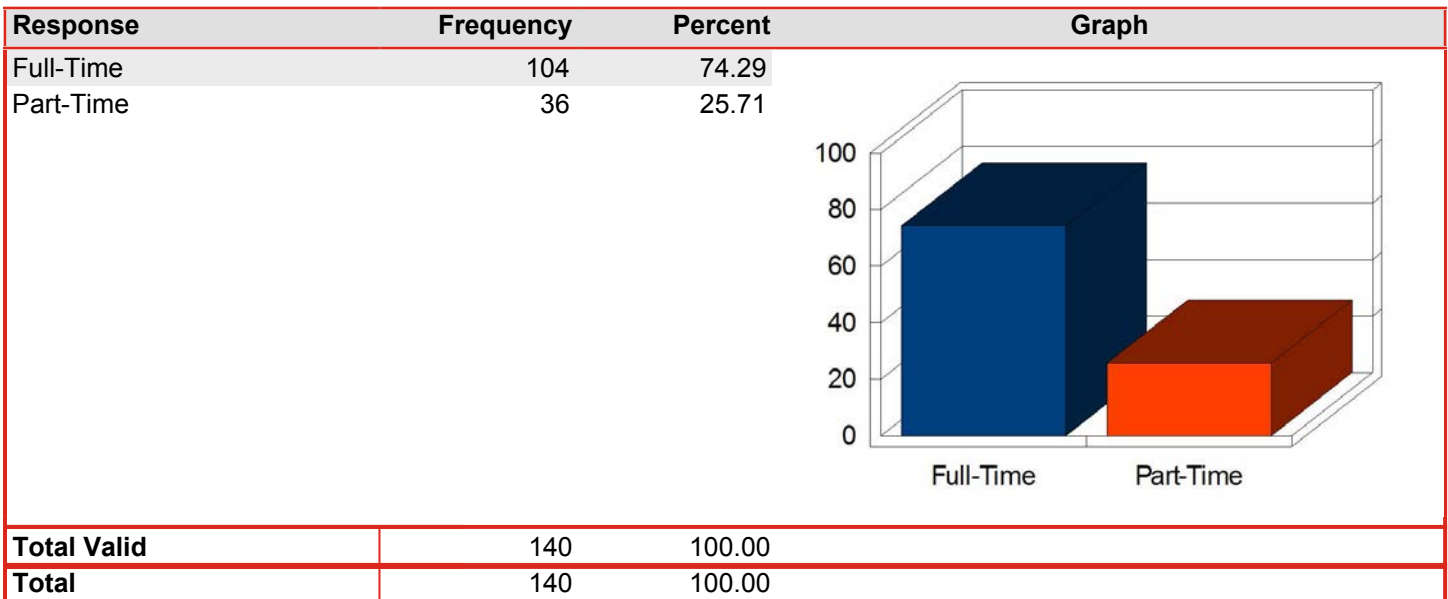
Bookstore Satisfaction Survey Results

Fall 2017

Campus: ATHENS

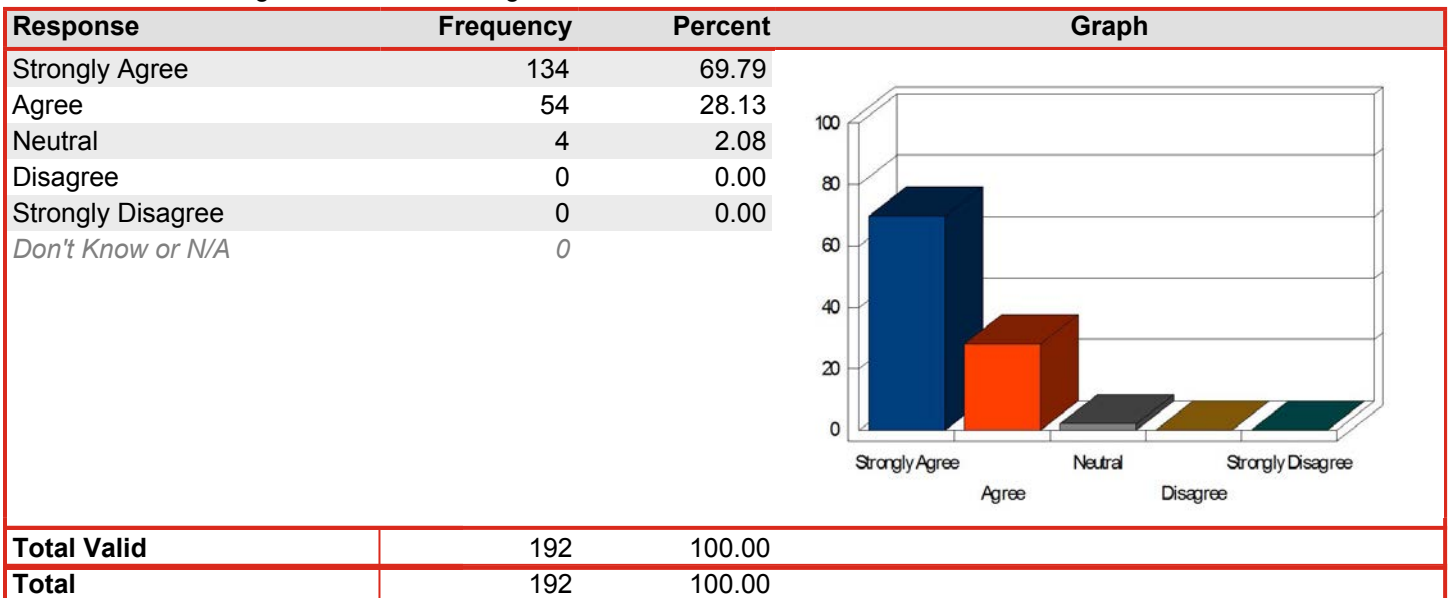
Student Status

Mean: 1.26



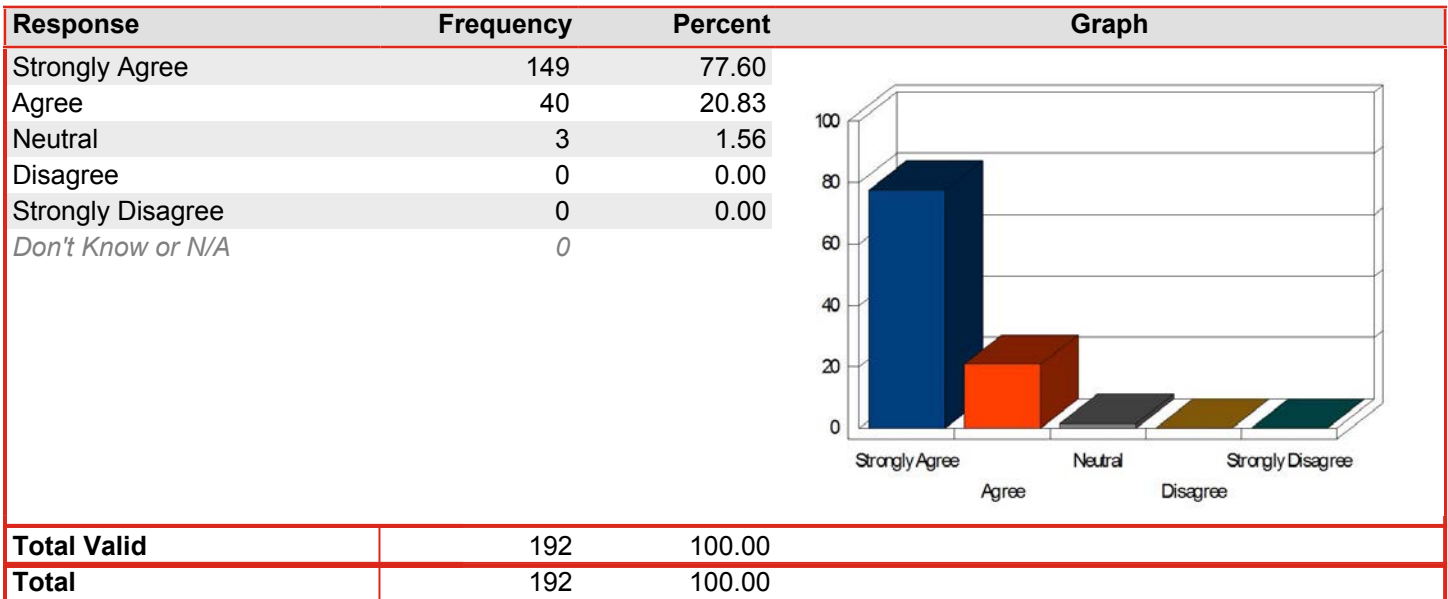
AGREEMENT: I am greeted when entering the bookstore

Mean: 4.68



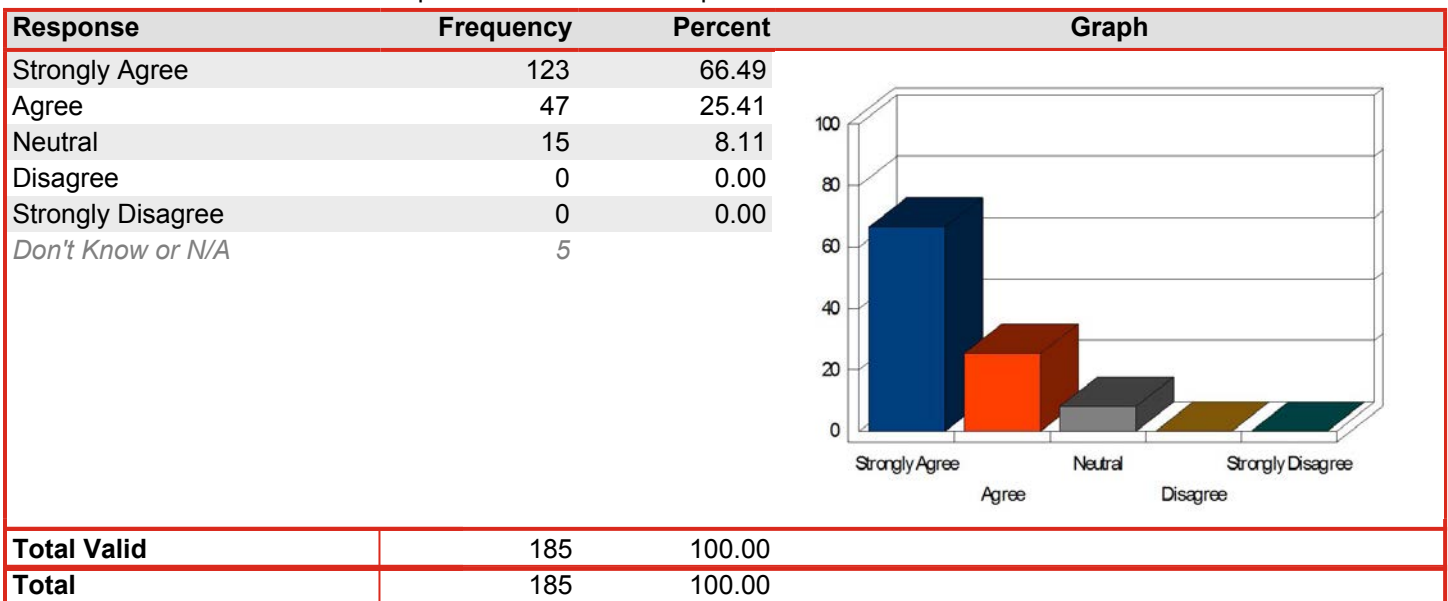
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.76



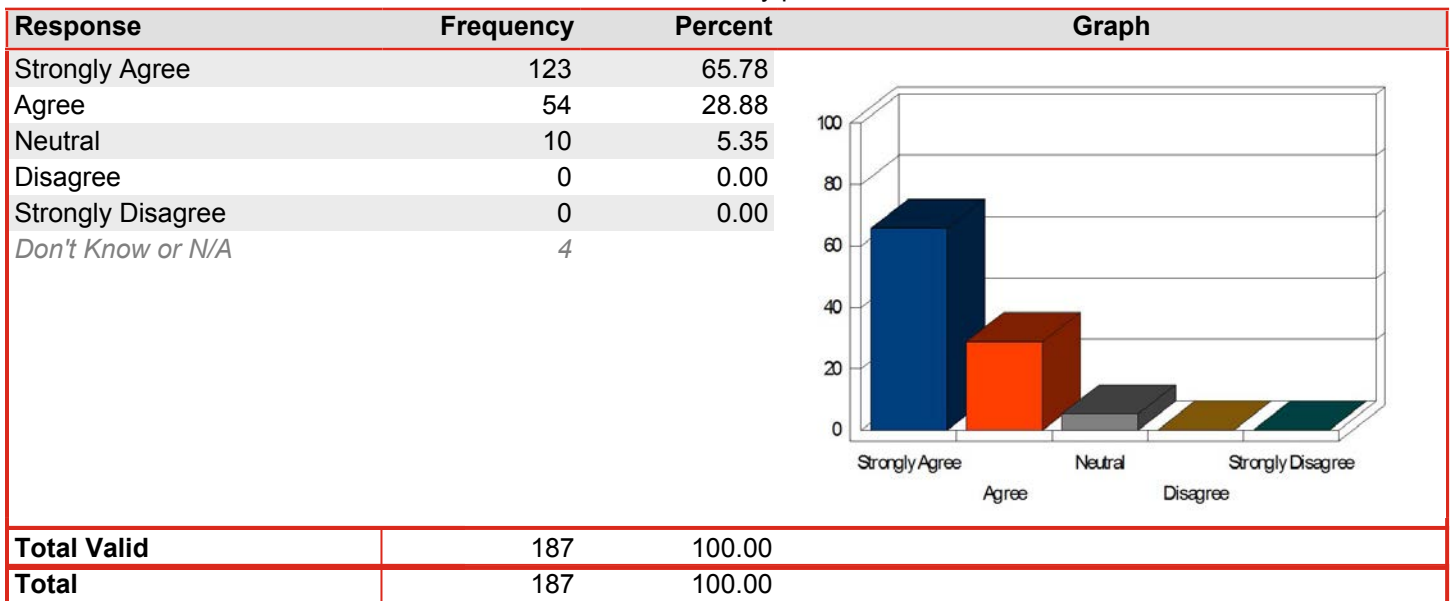
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 4.58



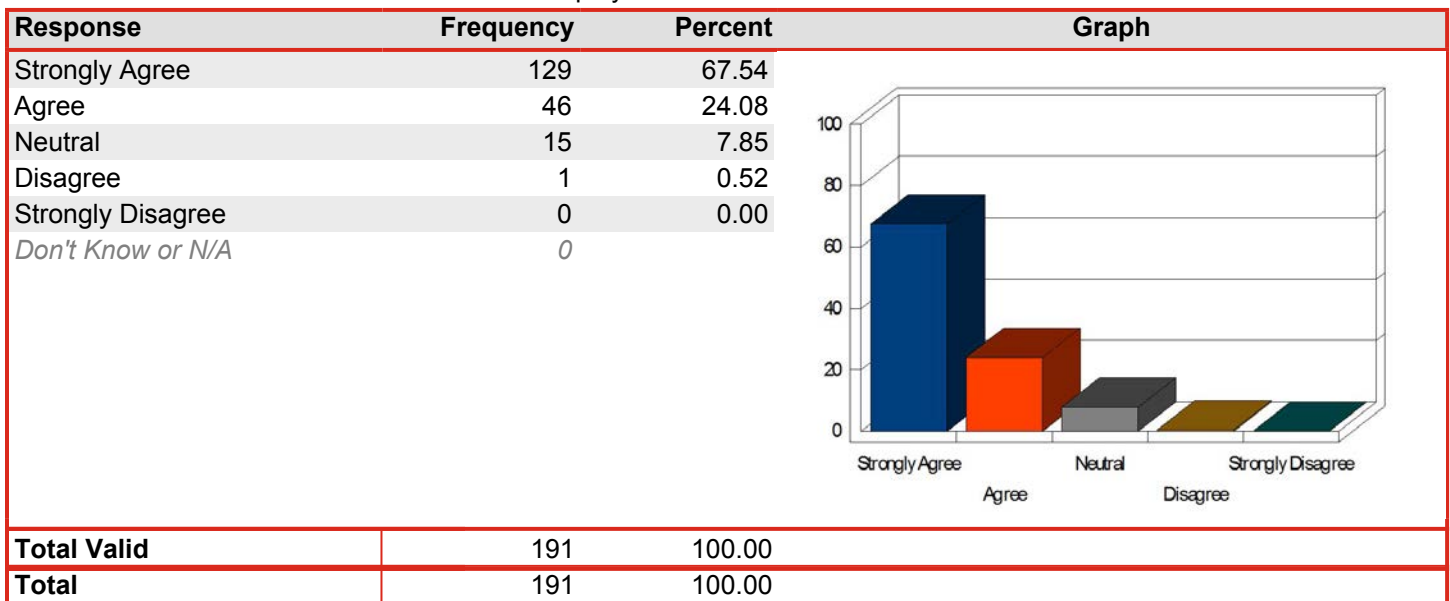
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.60



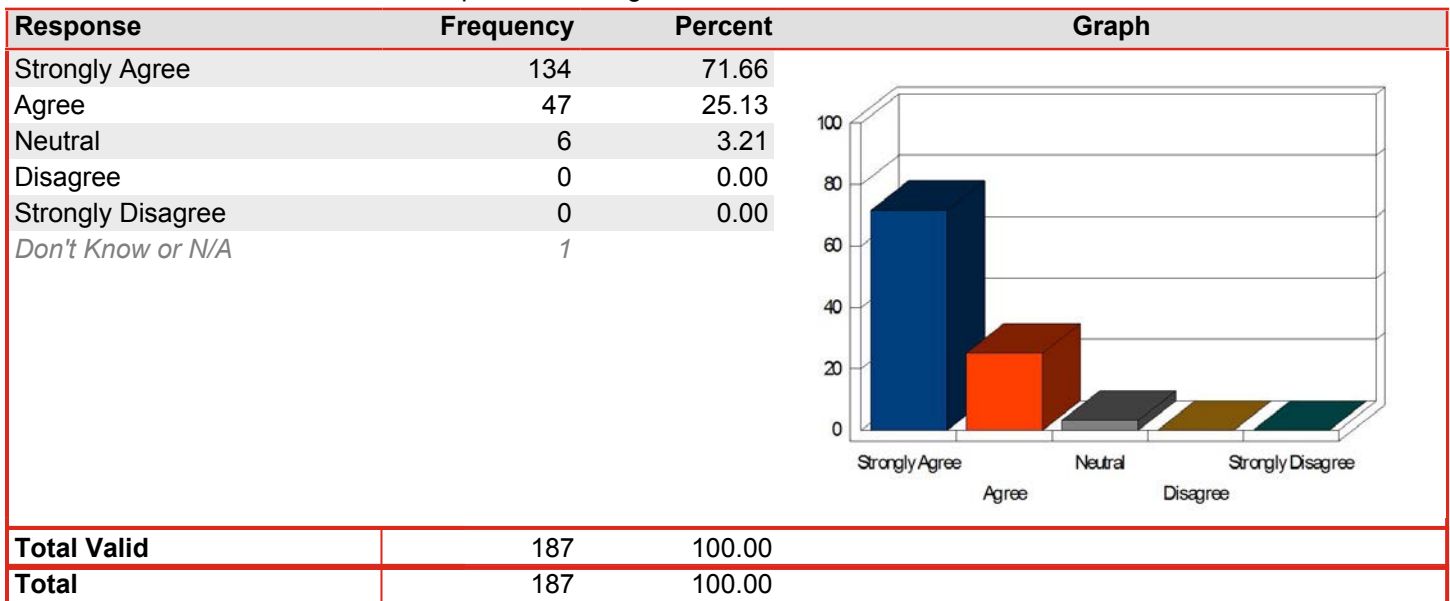
AGREEMENT: The bookstore has attractive displays

Mean: 4.59



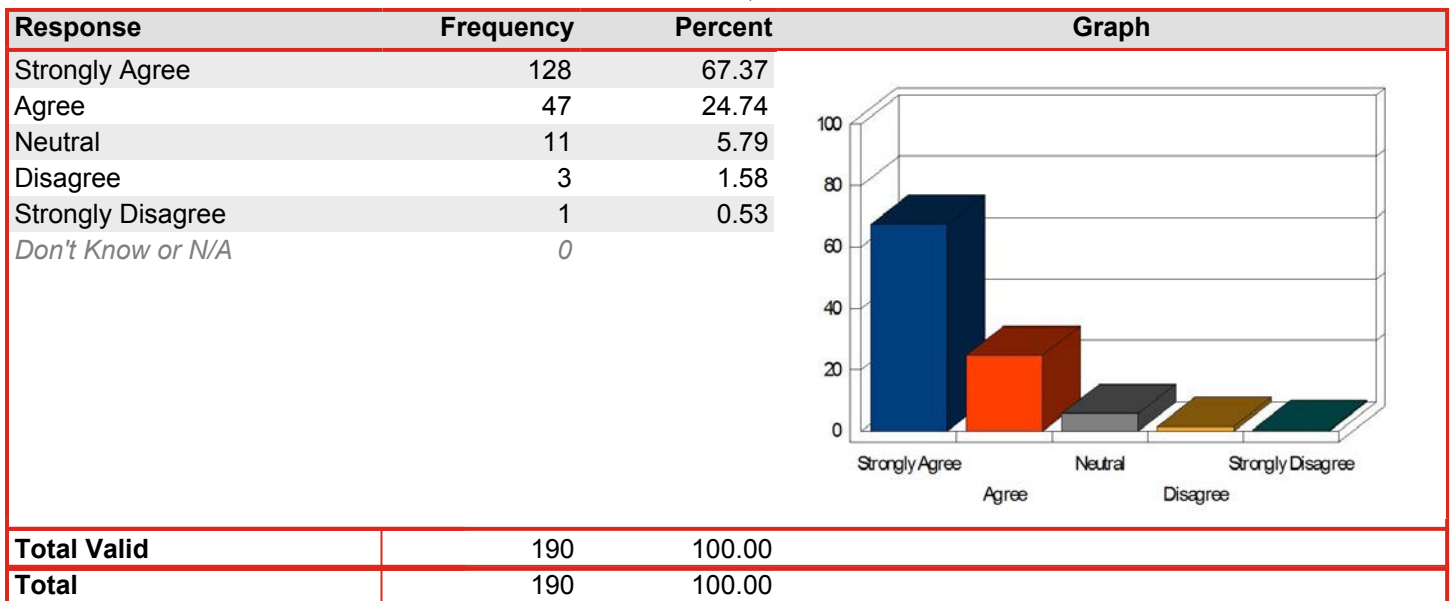
AGREEMENT: The bookstore has helpful in-store signs

Mean: 4.68



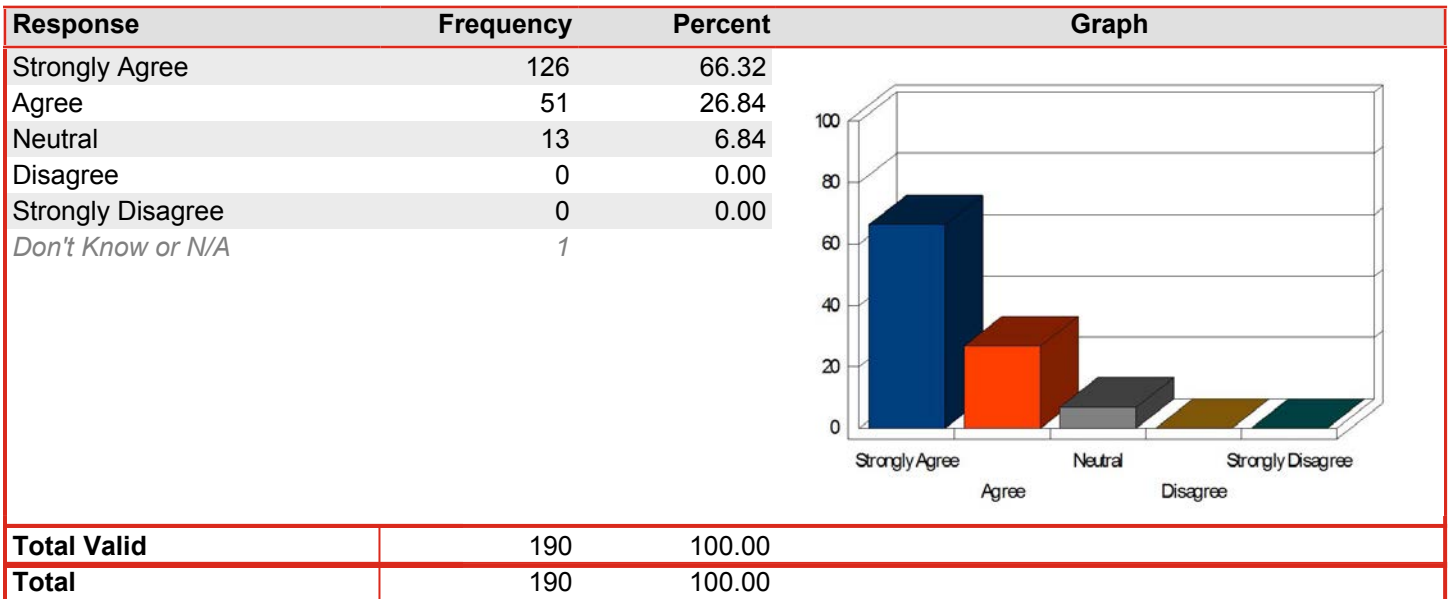
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 4.57



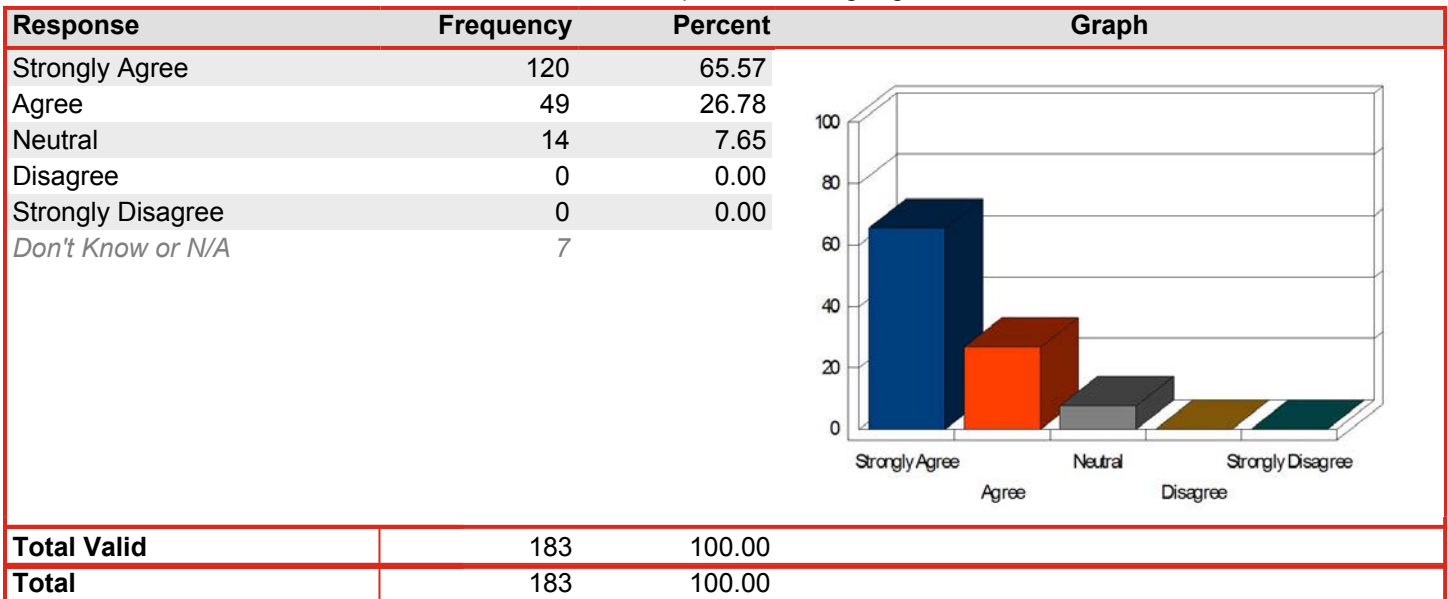
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.59



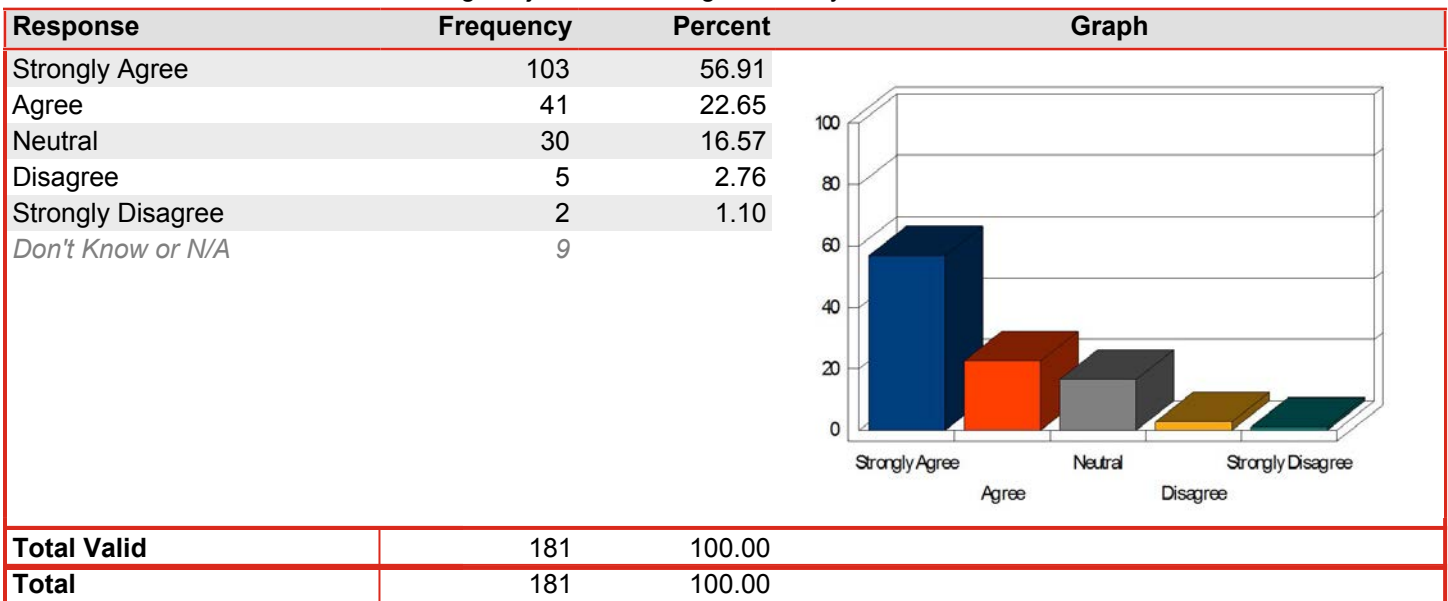
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.58



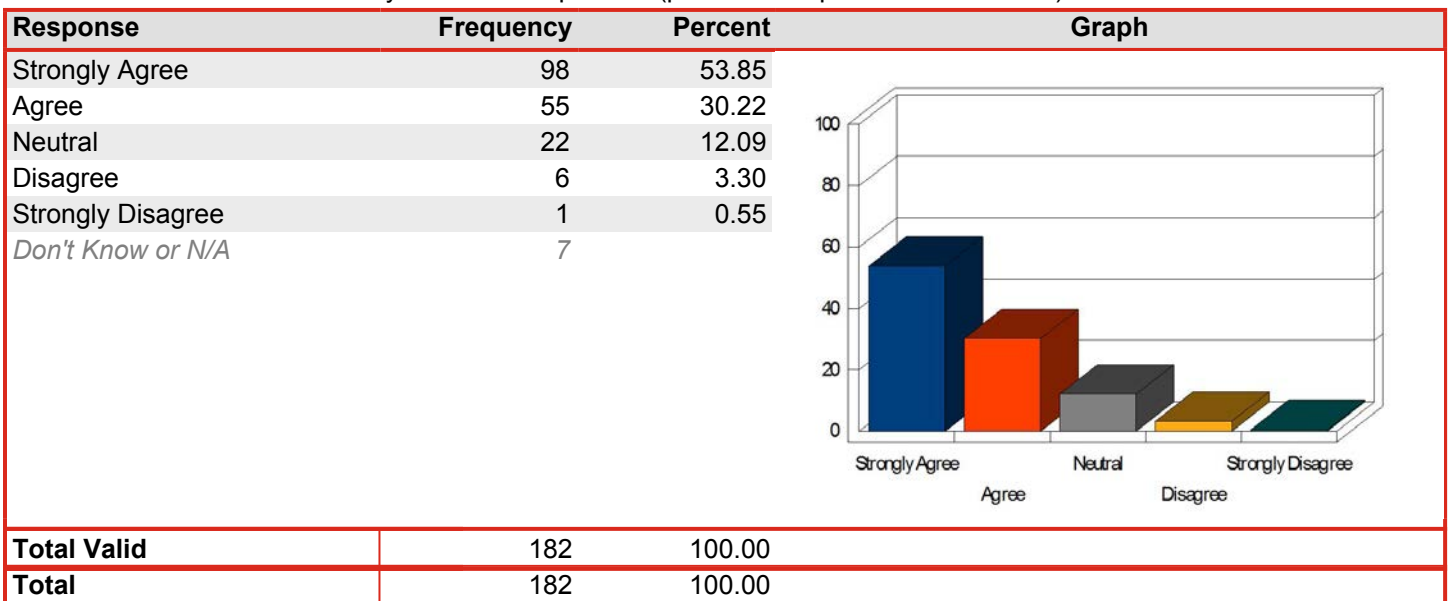
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 4.31



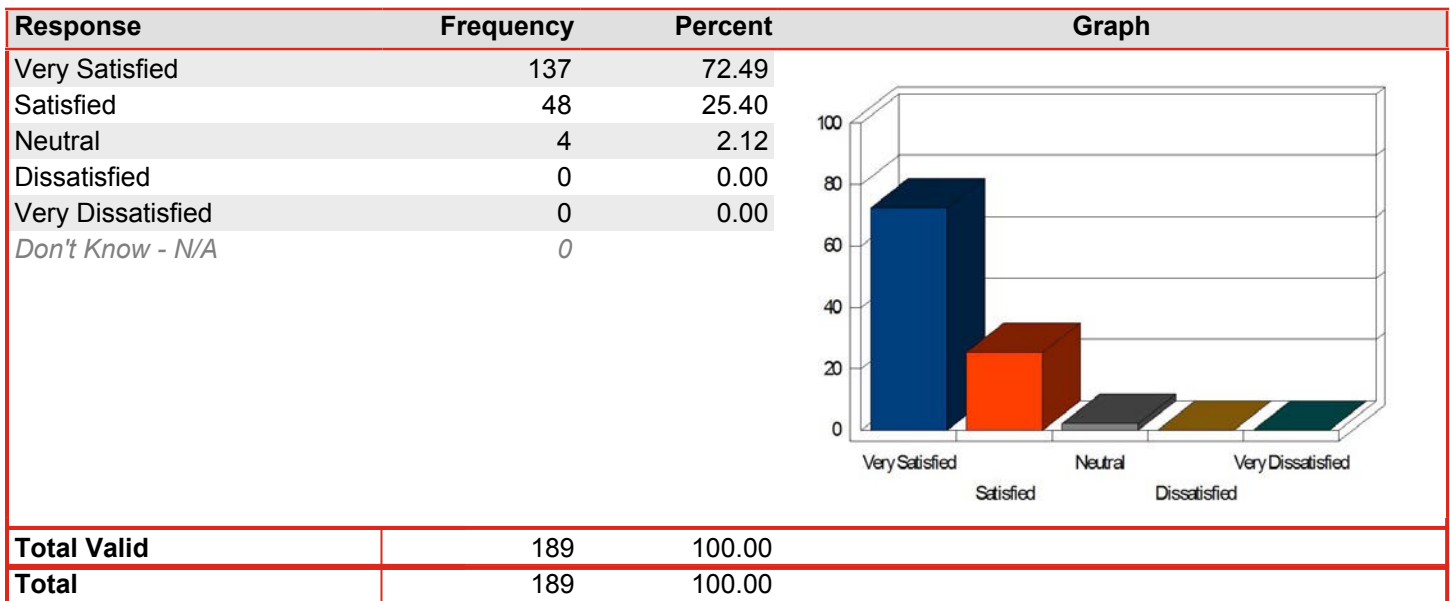
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 4.34



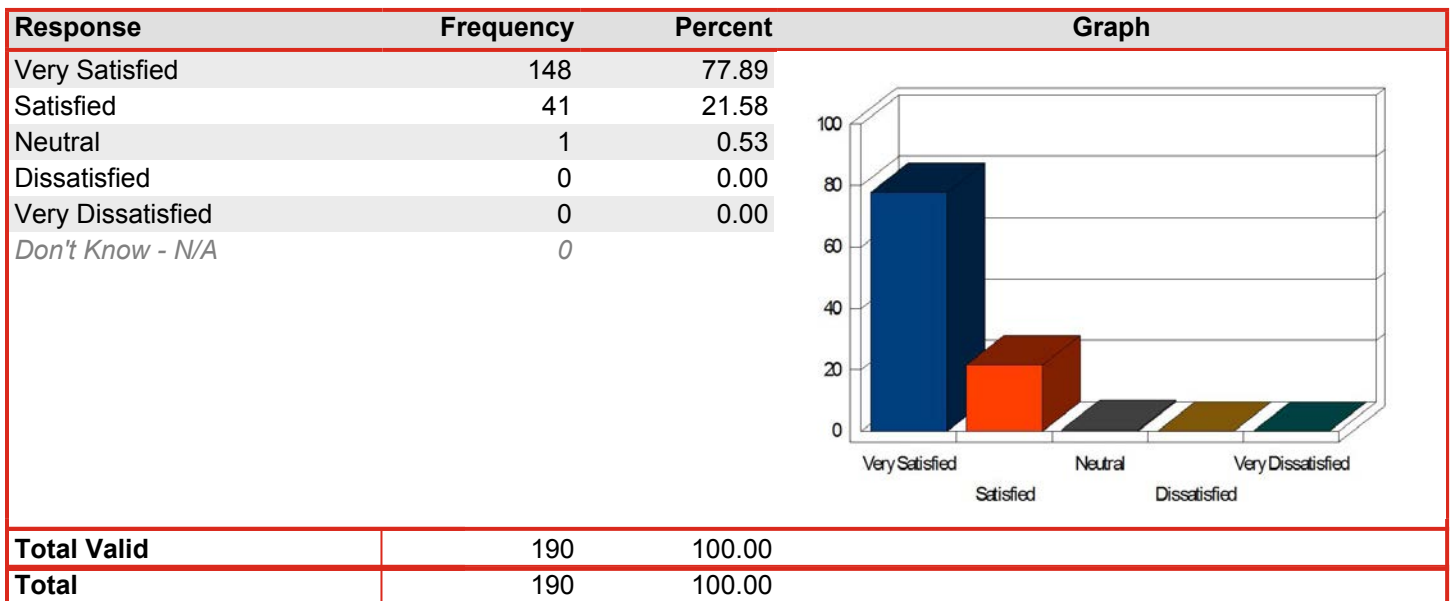
Satisfaction: Assistance of staff

Mean: 4.70



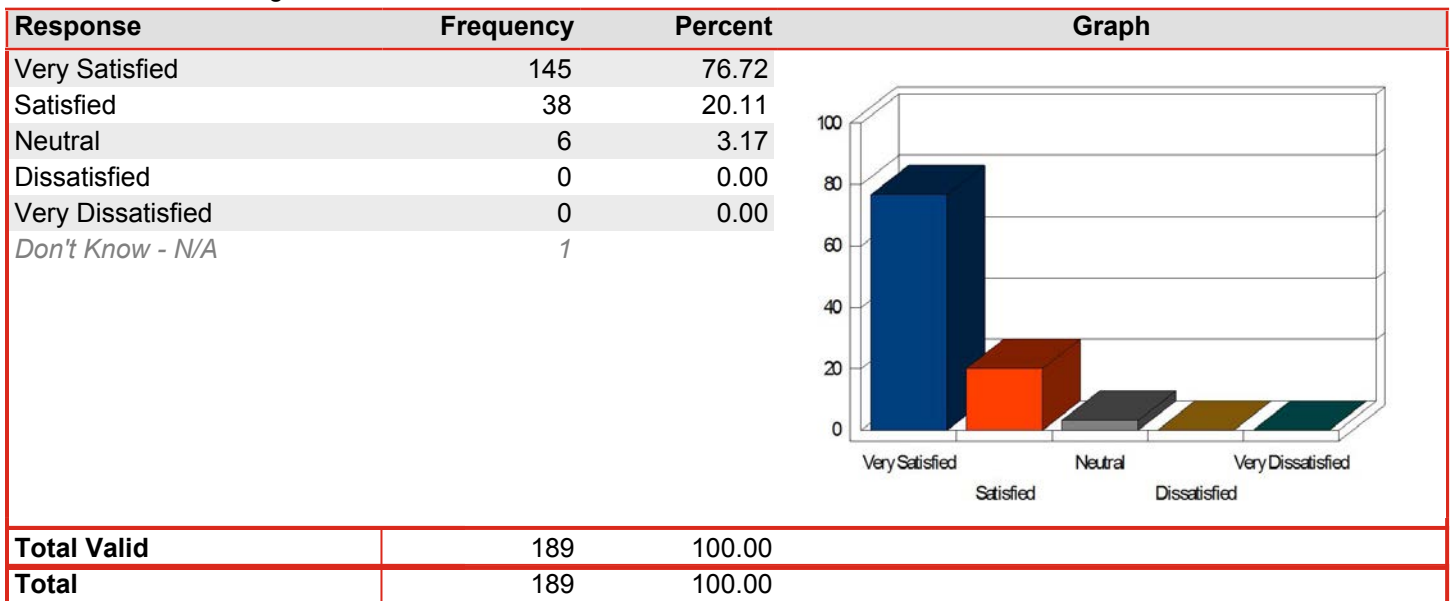
Satisfaction: Friendliness of staff

Mean: 4.77



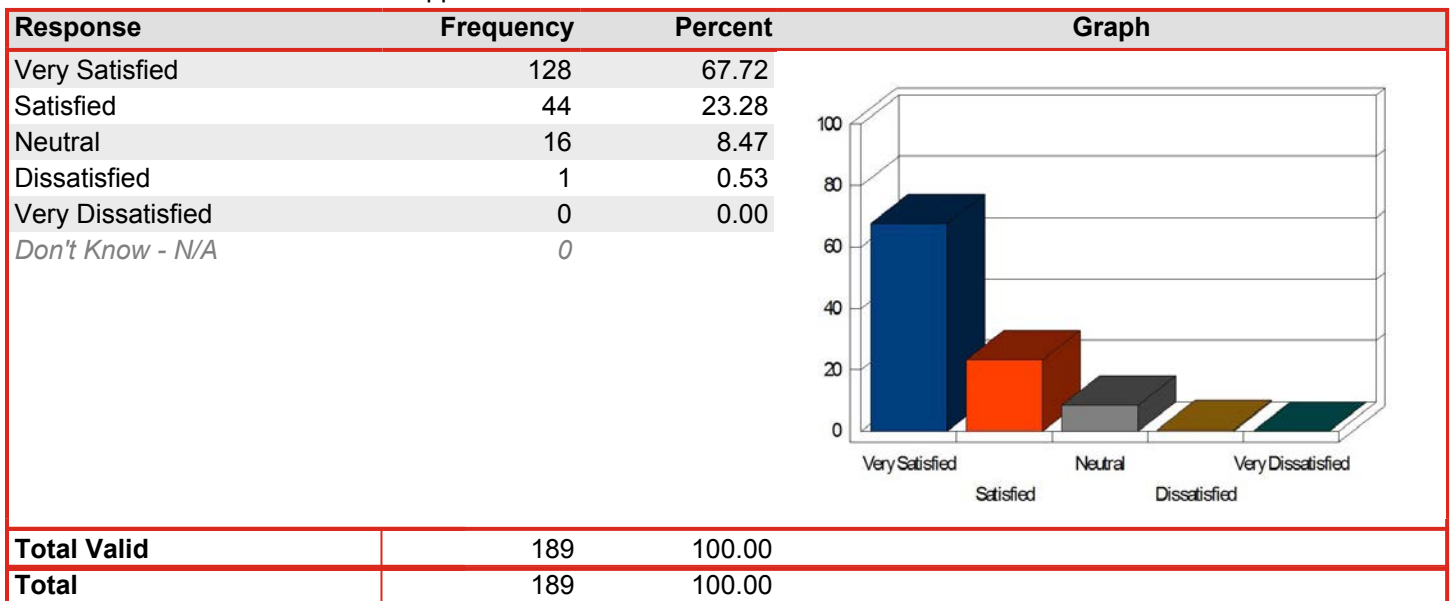
Satisfaction: Knowledge of staff

Mean: 4.74



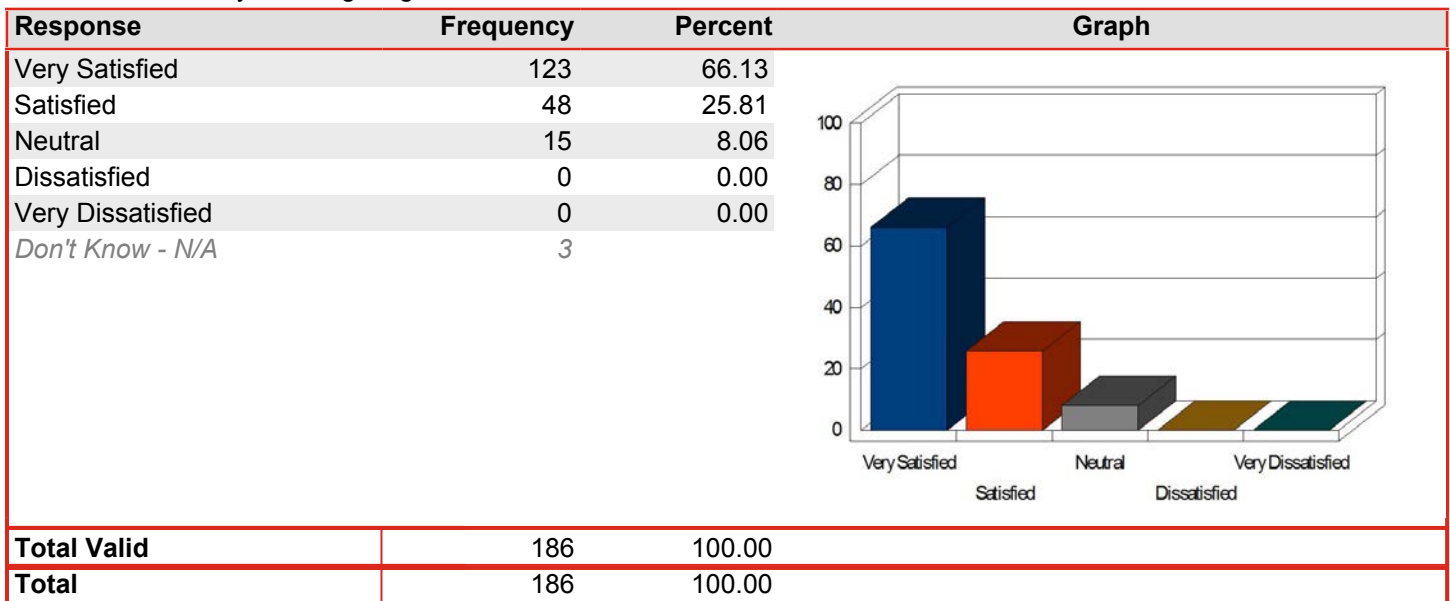
Satisfaction: Selection of school supplies

Mean: 4.58



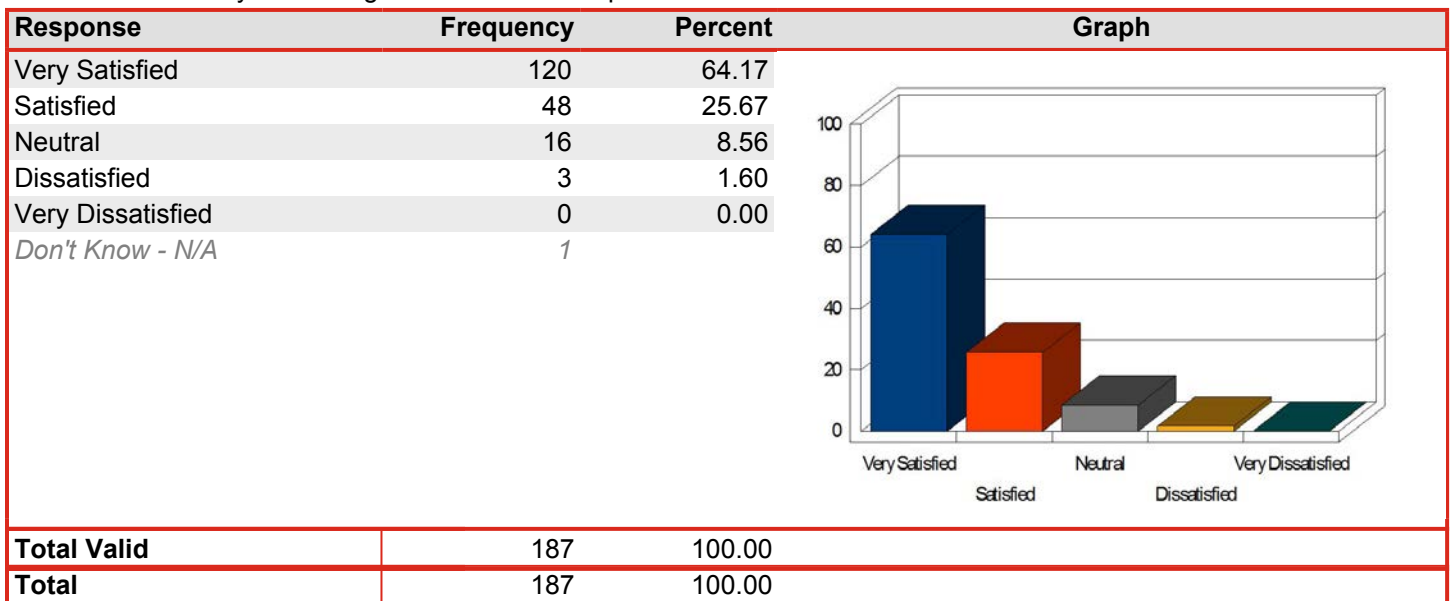
Satisfaction: Variety of college logo items

Mean: 4.58



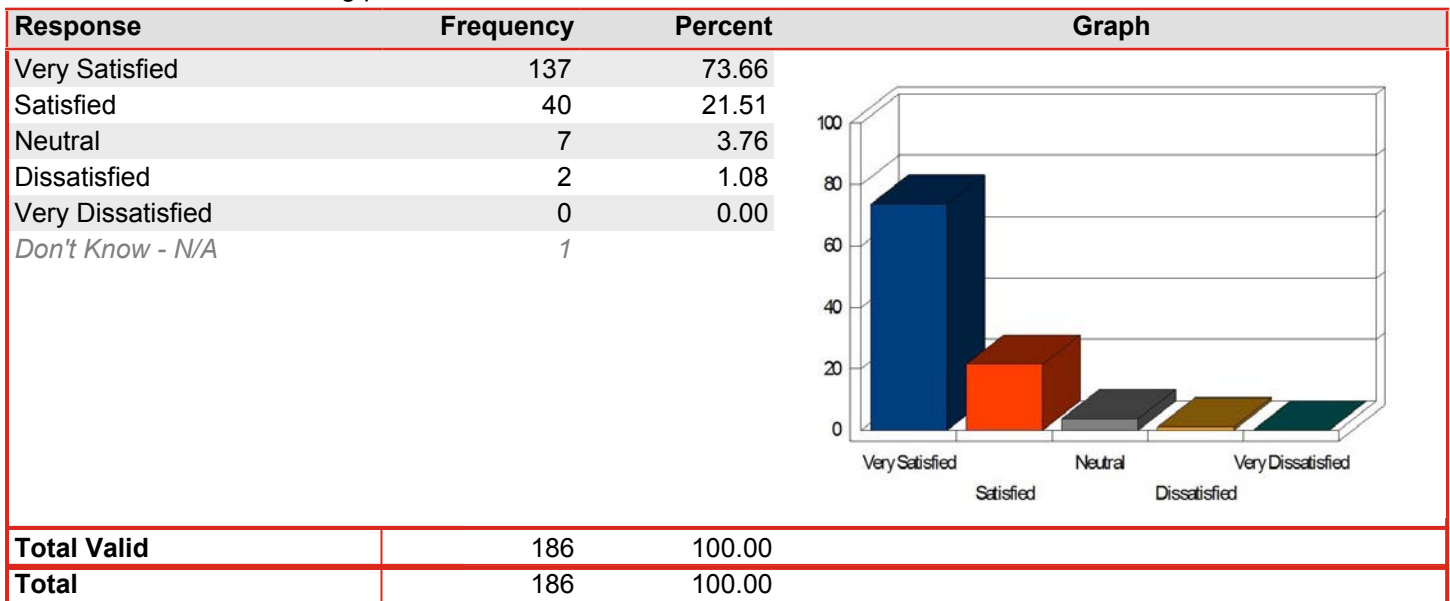
Satisfaction: Variety of clothing items available for purchase

Mean: 4.52



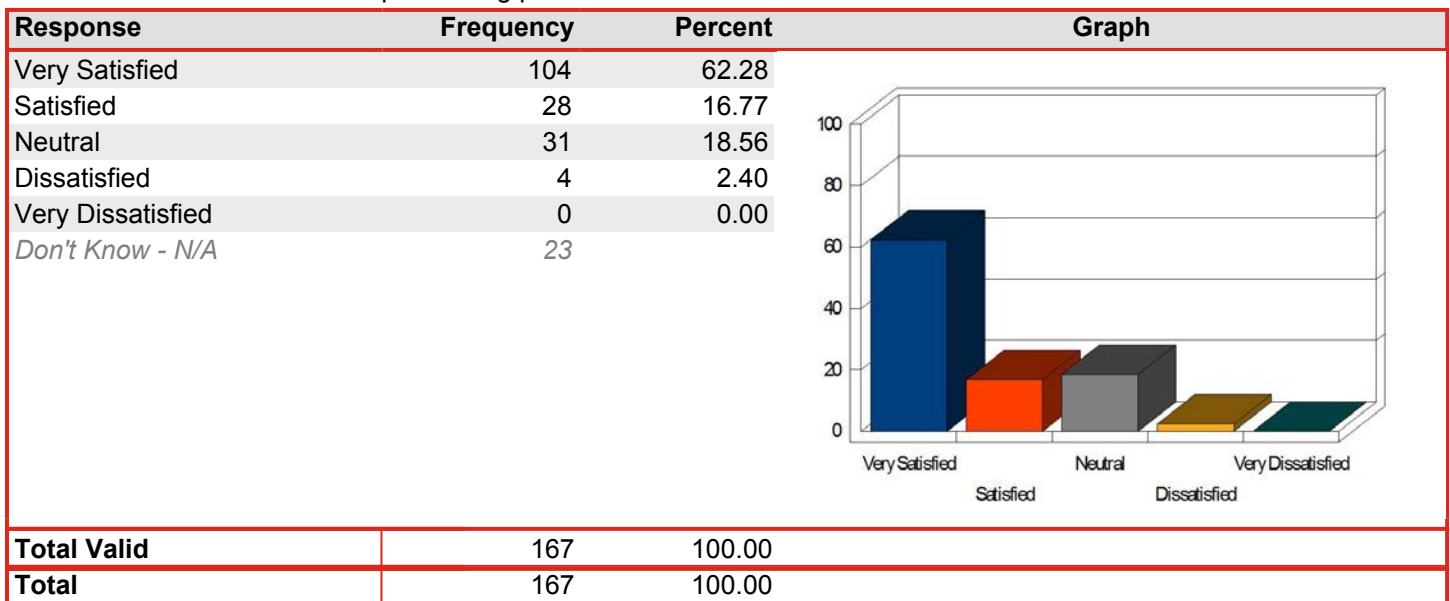
Satisfaction: Ease of locating products I need at the bookstore

Mean: 4.68



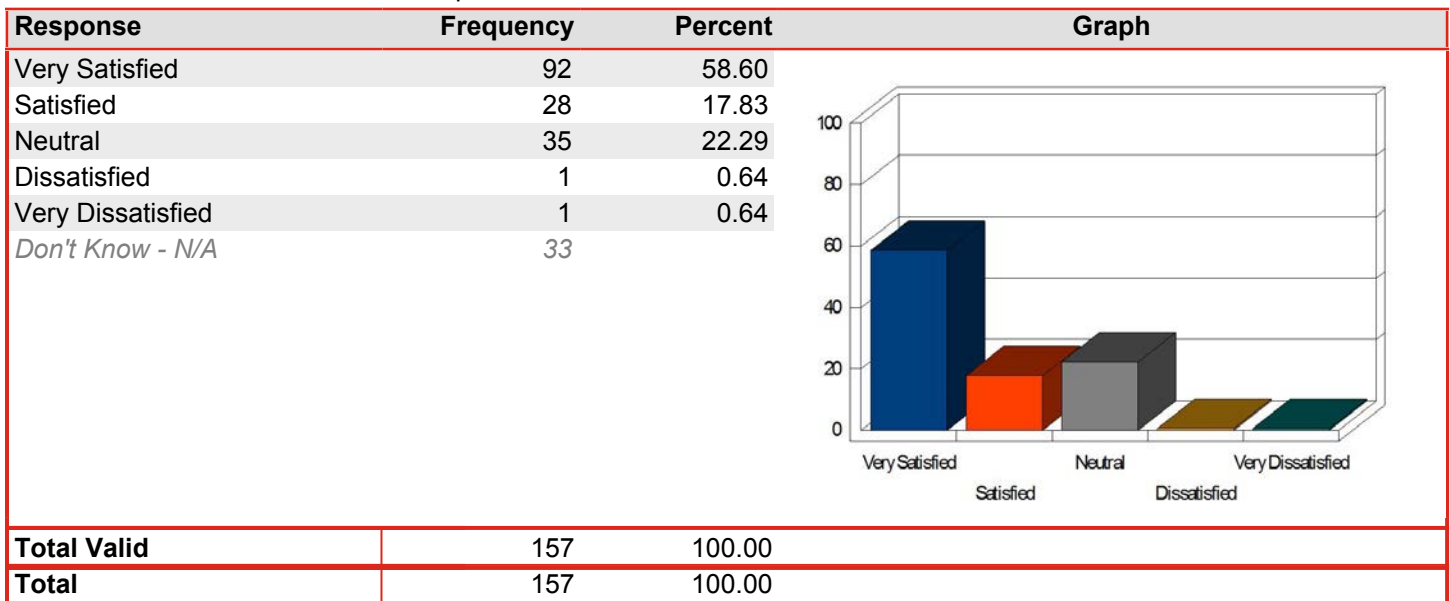
Satisfaction: ONLINE textbook purchasing process

Mean: 4.39



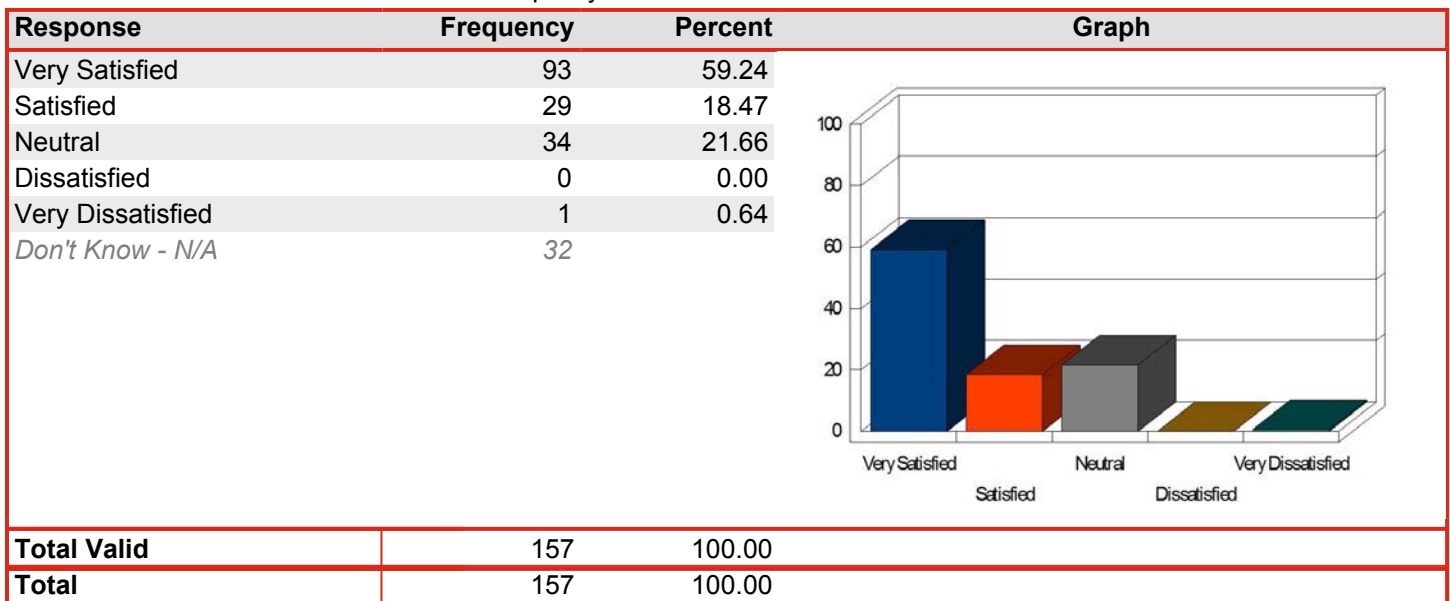
Satisfaction: ONLINE textbook rental process

Mean: 4.33



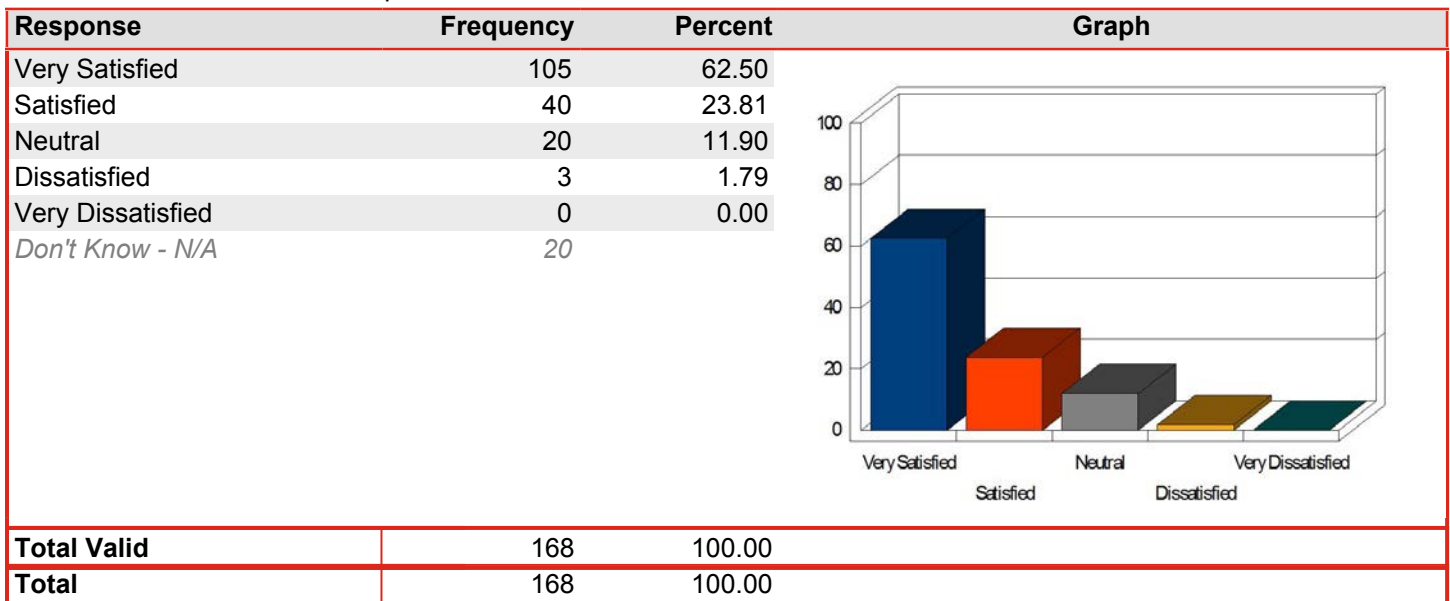
Satisfaction: ONLINE textbook rental return policy

Mean: 4.36



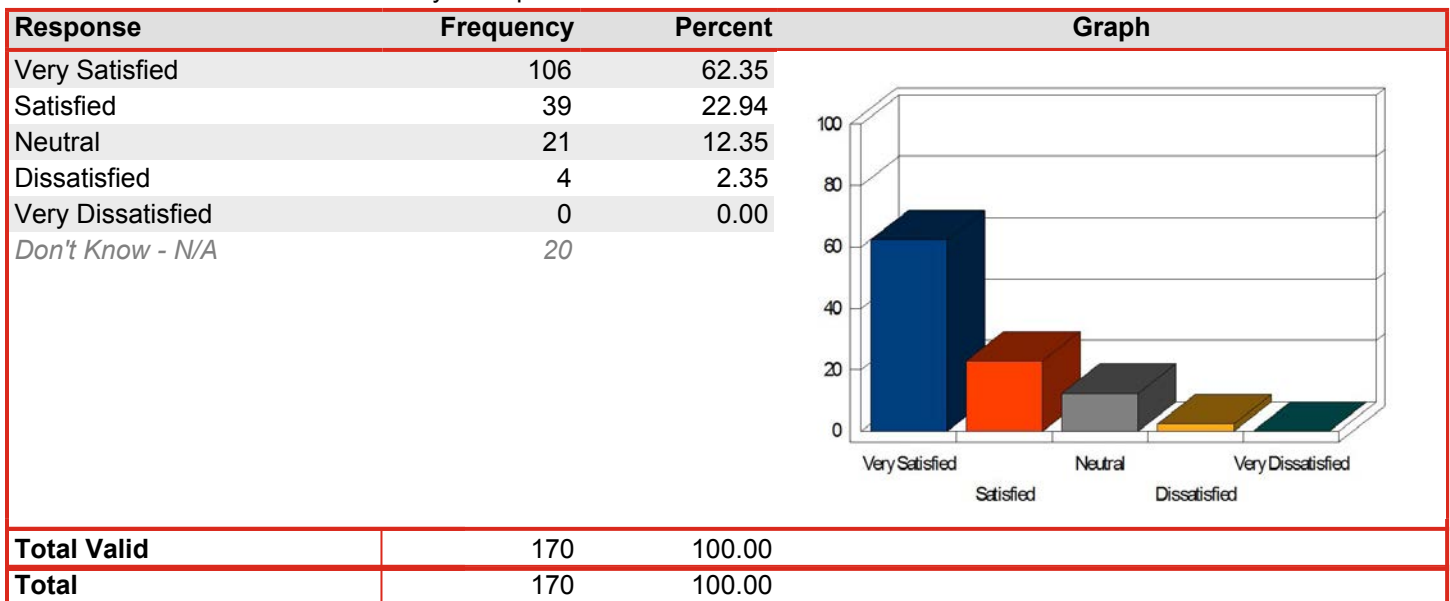
Satisfaction: Bookstores return policies

Mean: 4.47



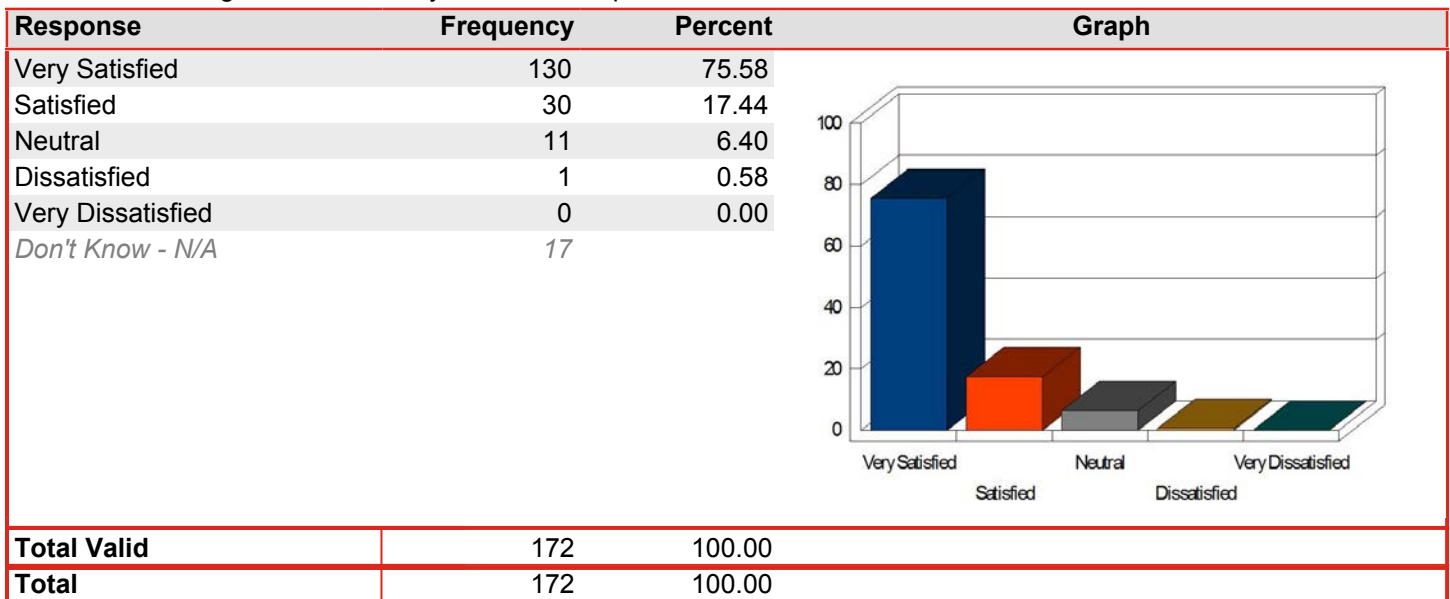
Satisfaction: Bookstore textbook buy back procedures

Mean: 4.45



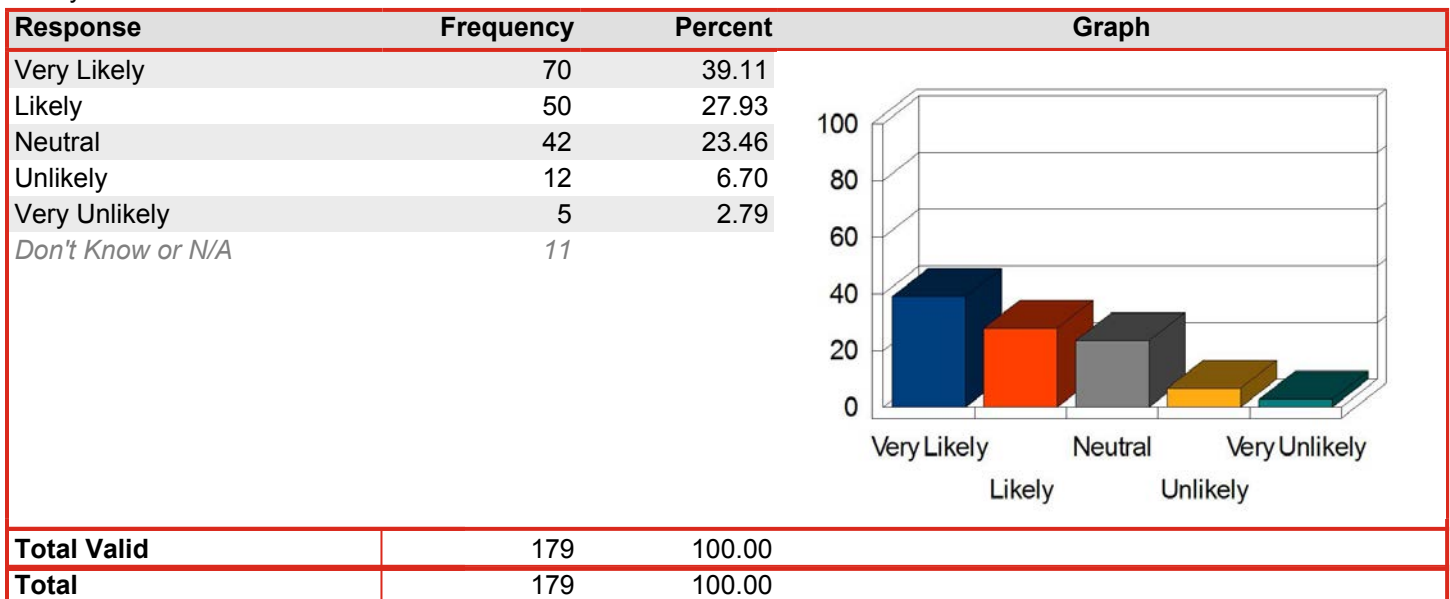
Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.68



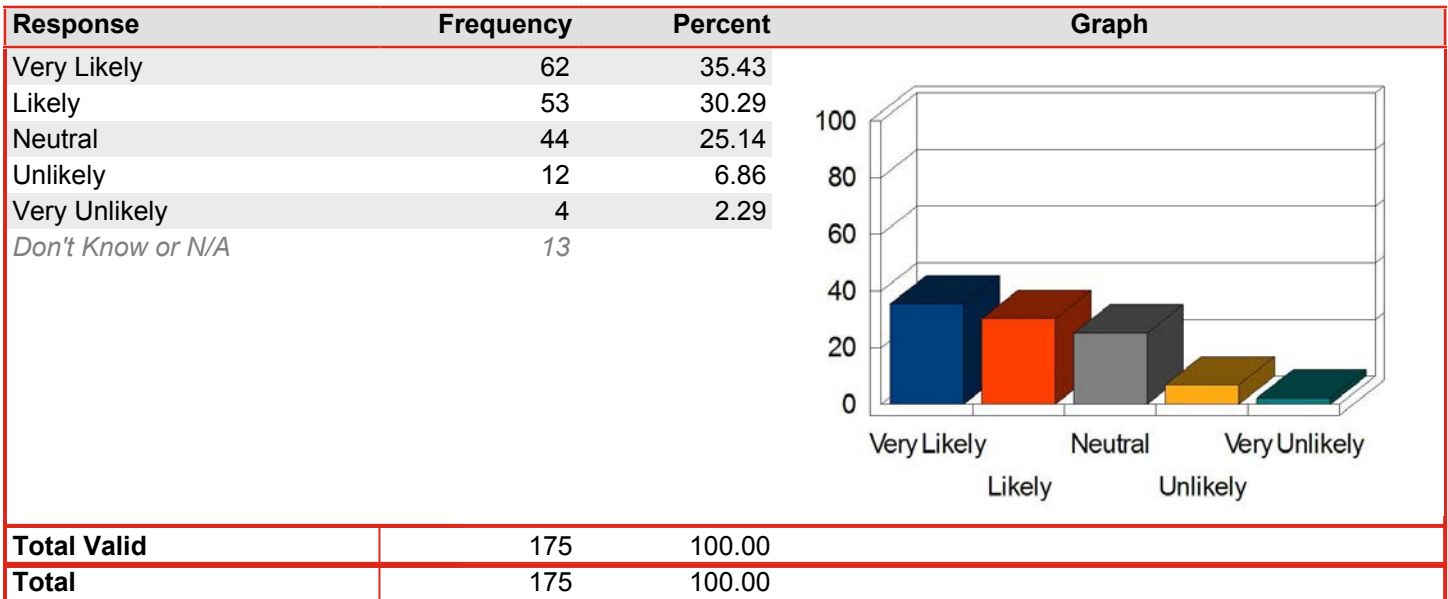
Likely: Purchase and use E-books over traditional textbooks in the future

Mean: 3.94



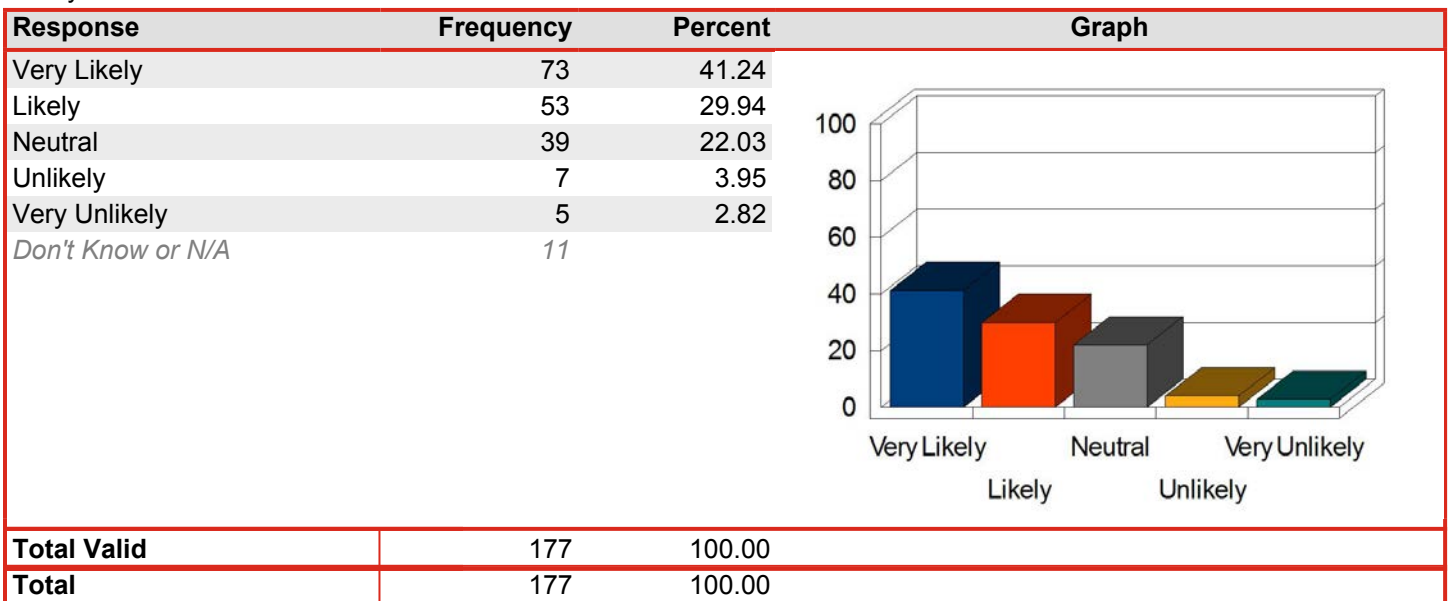
Likely: Make a future online purchase

Mean: 3.90



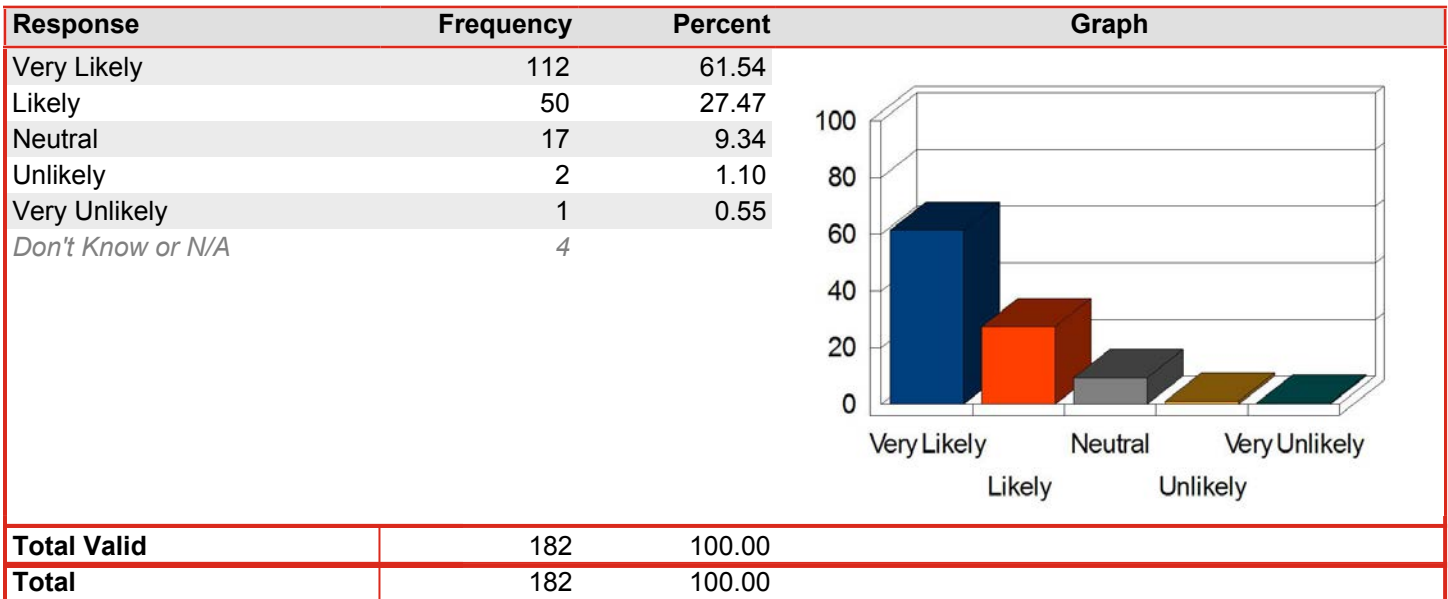
Likely: Rent a Textbook in the future

Mean: 4.03



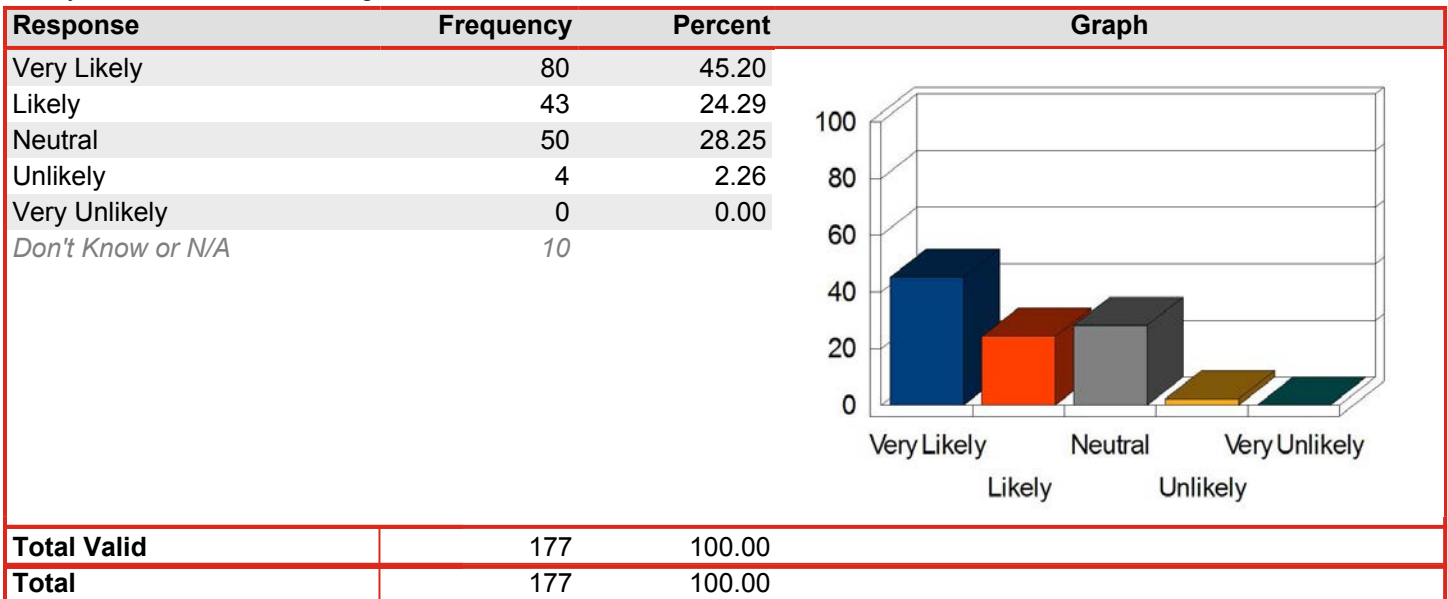
Likely: Make a future purchase at the bookstore

Mean: 4.48



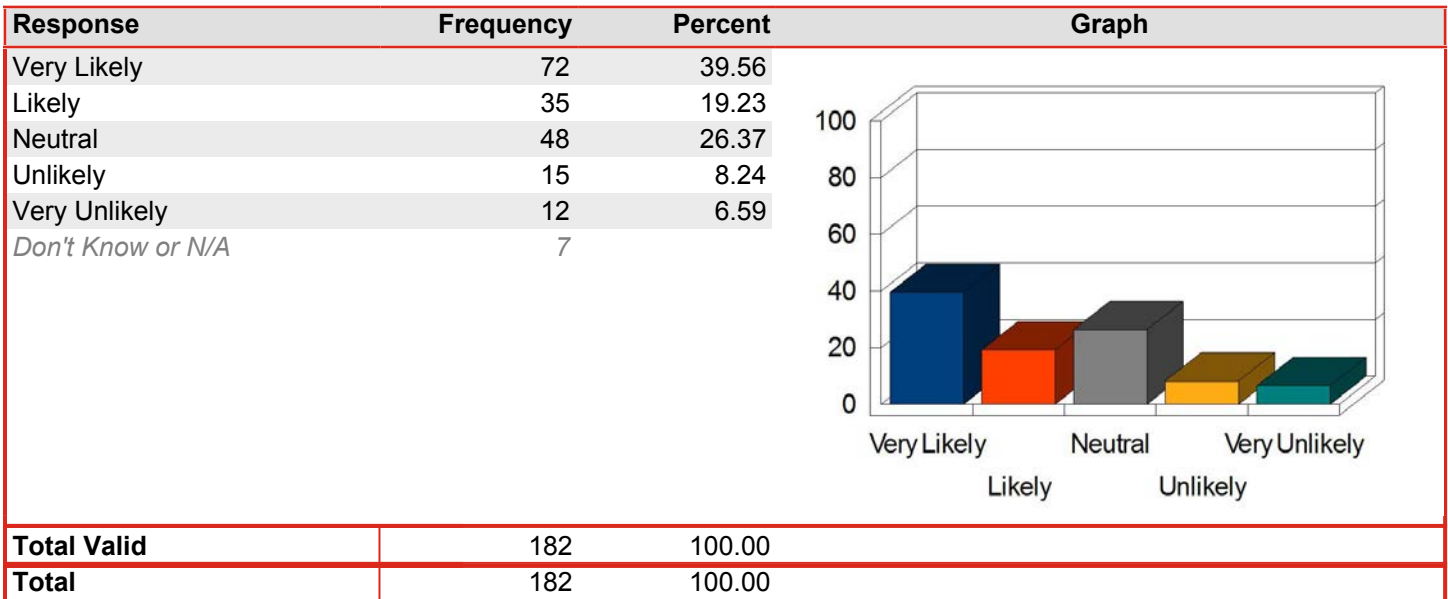
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 4.12



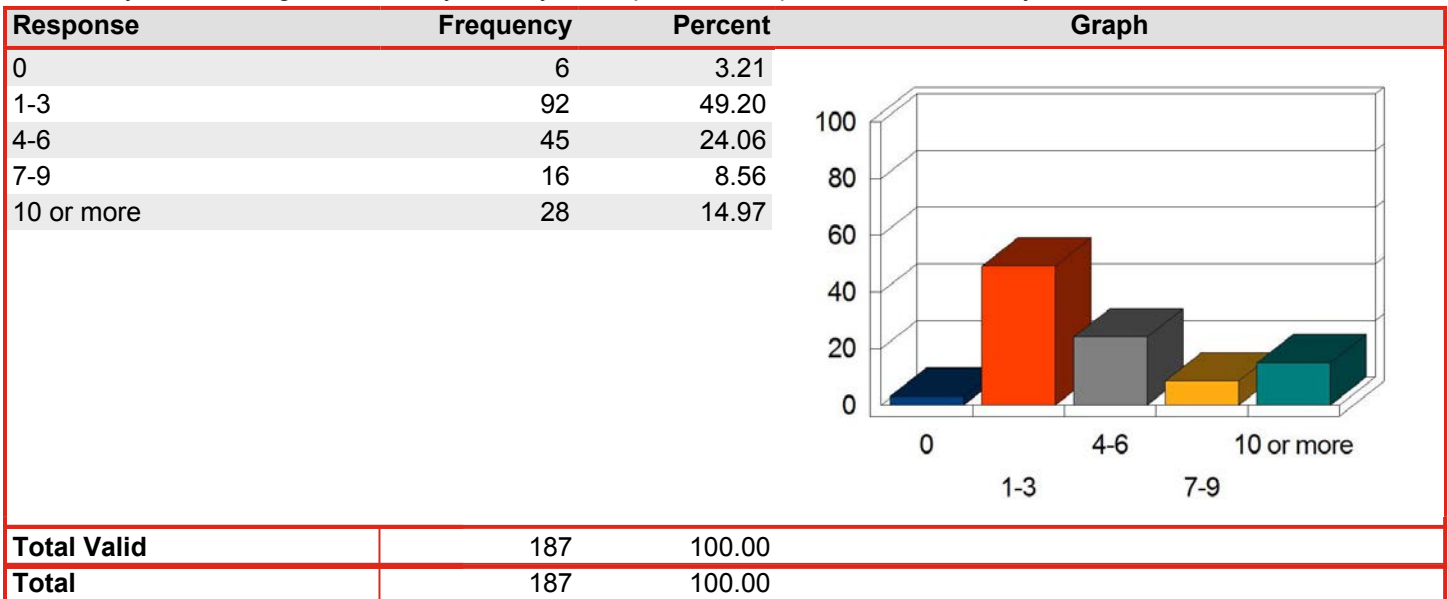
Likely: Purchase computers and other electronics if it were available

Mean: 3.77



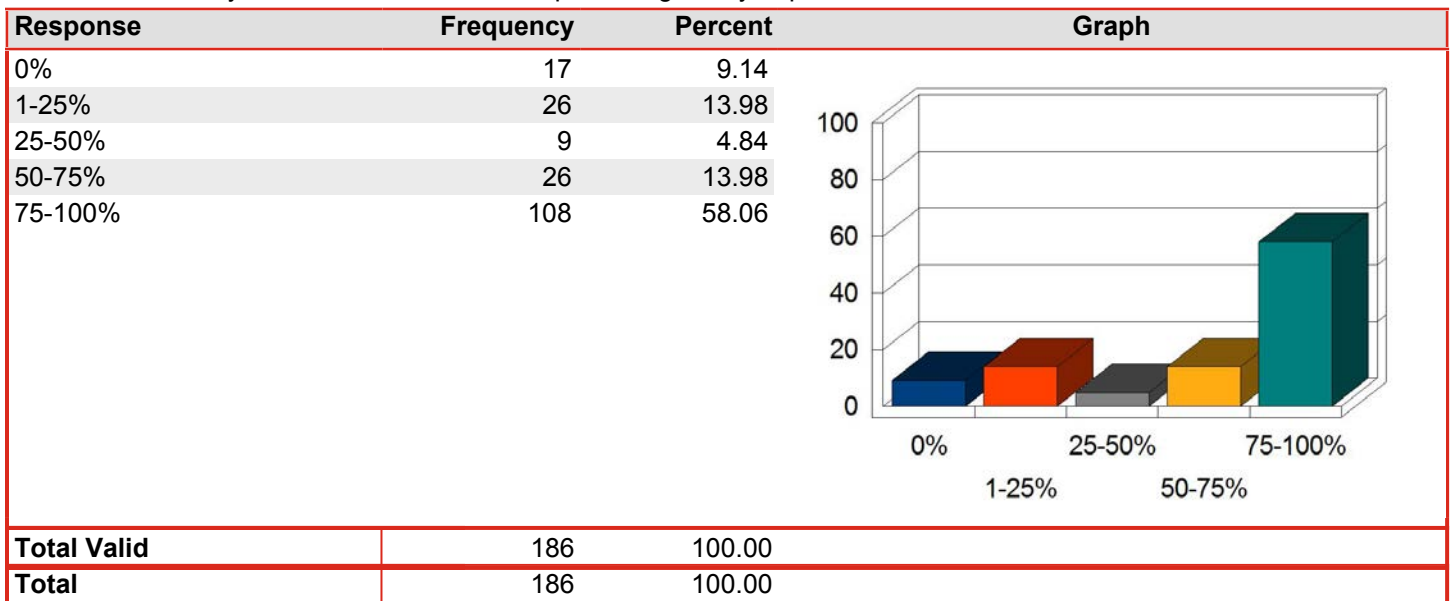
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.83



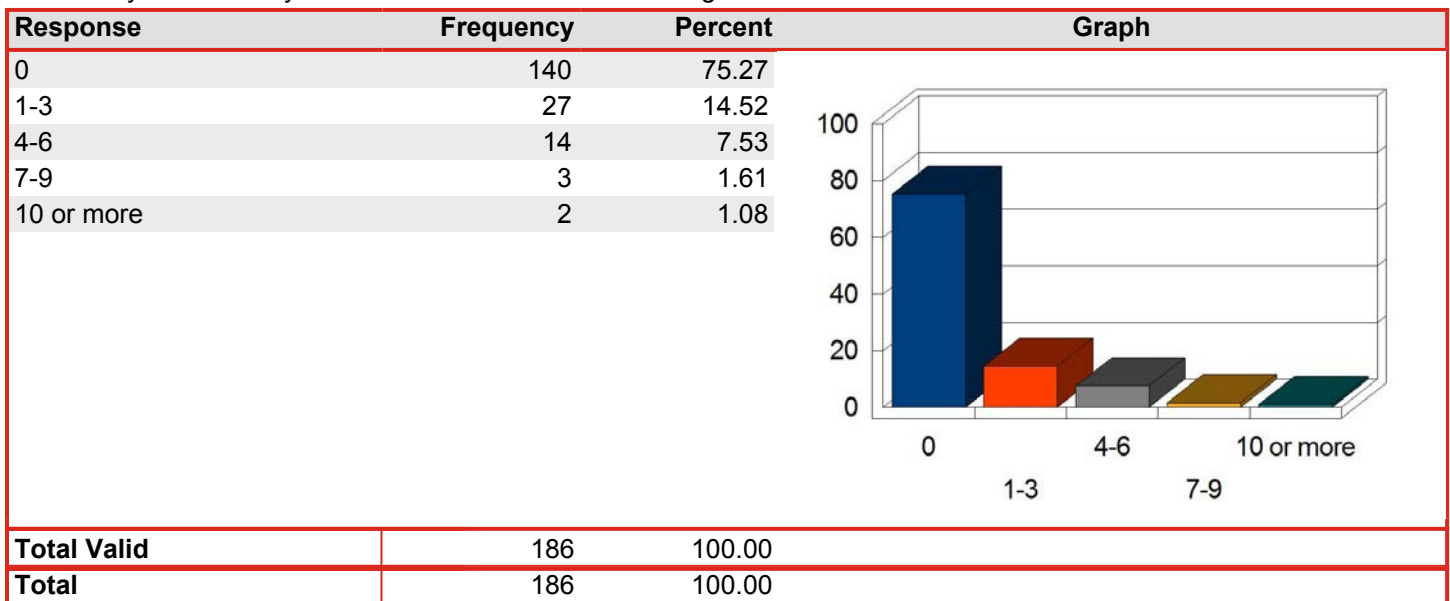
For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 3.98



How many times have you have rented TEXTBOOKS using our online rental services?

Mean: 1.39



Trinity Valley Community College

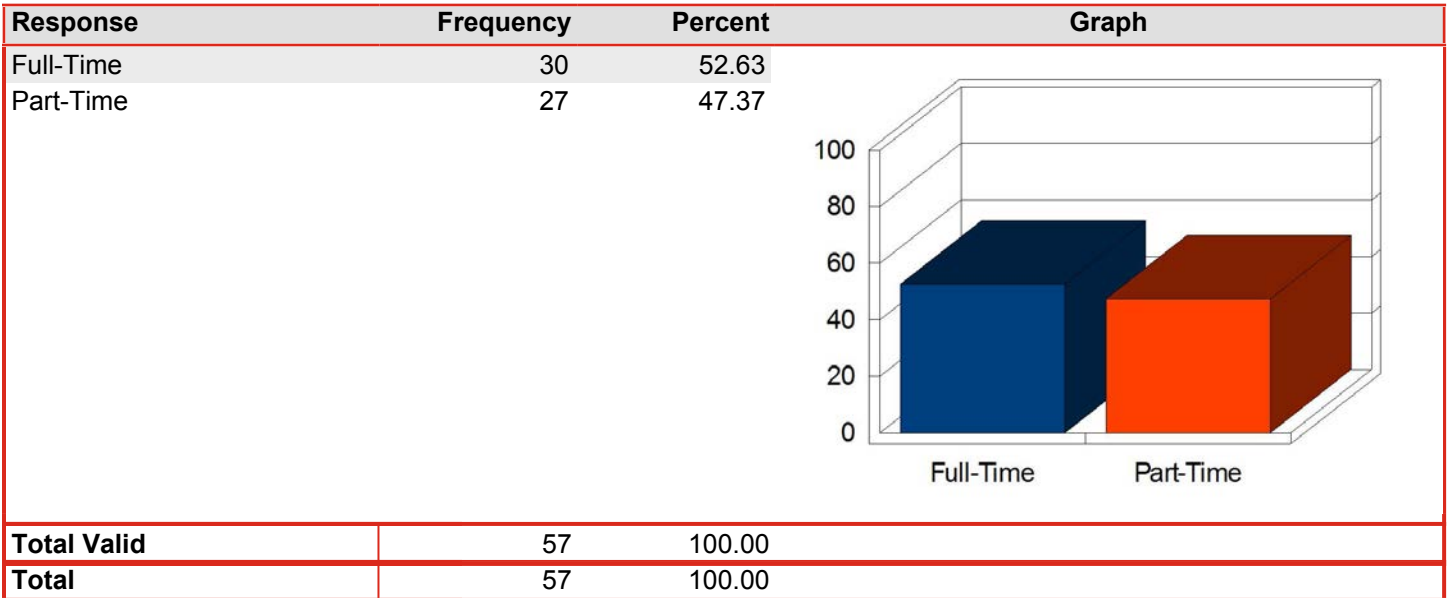
Bookstore Satisfaction Survey Results

Fall 2017

Campus: HSC

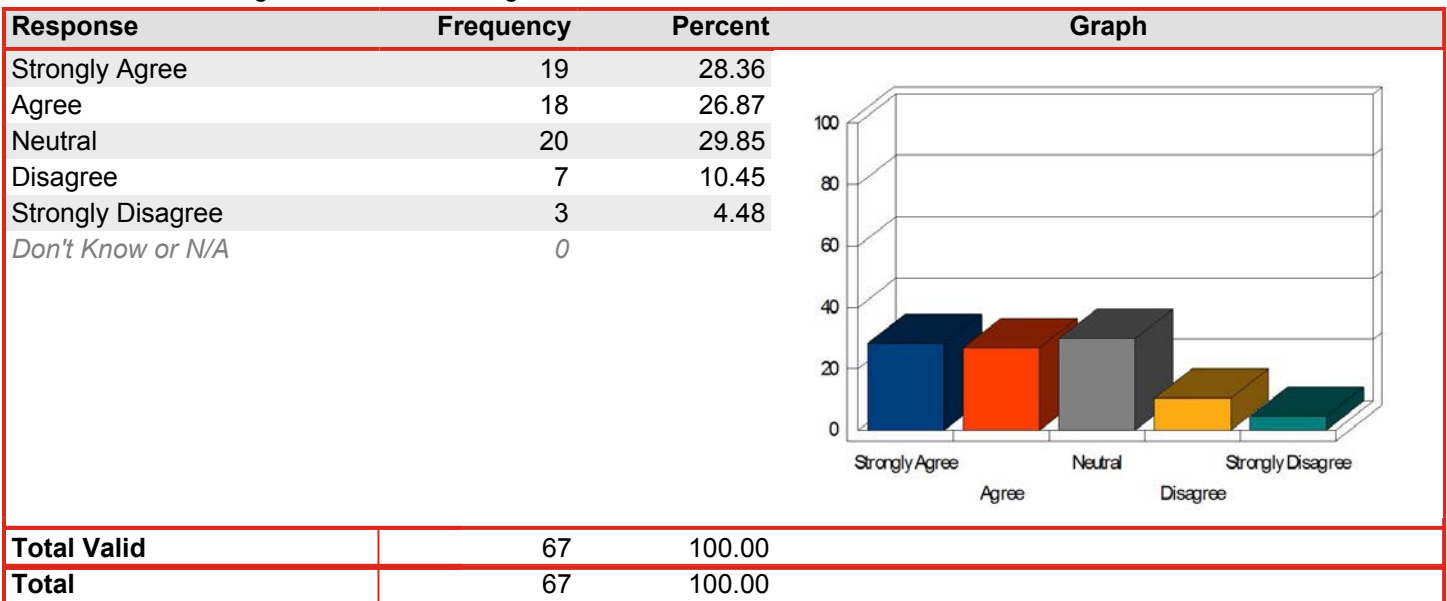
Student Status

Mean: 1.47



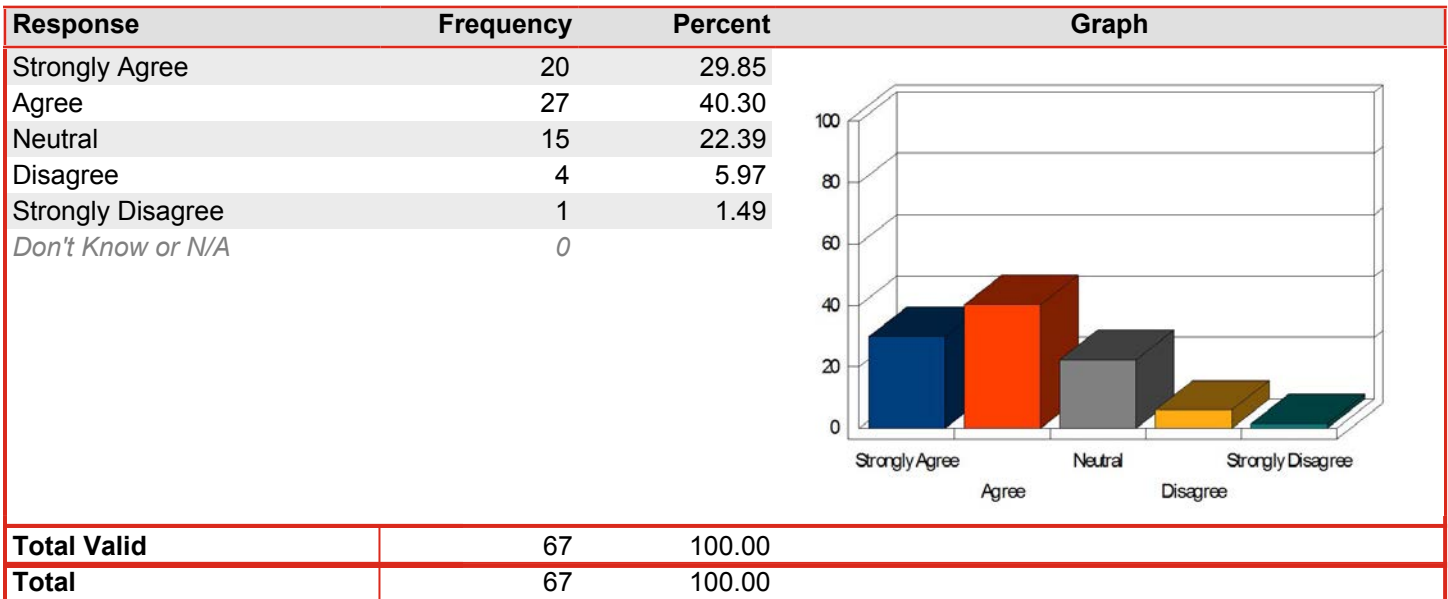
AGREEMENT: I am greeted when entering the bookstore

Mean: 3.64



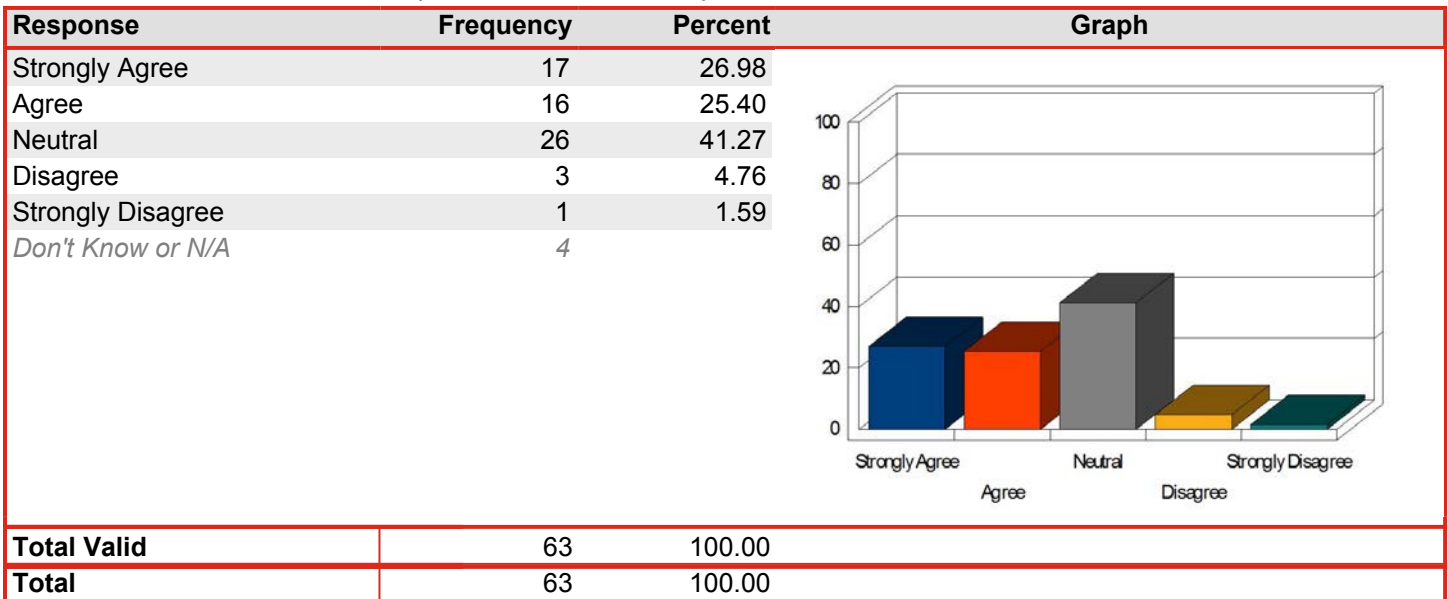
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 3.91



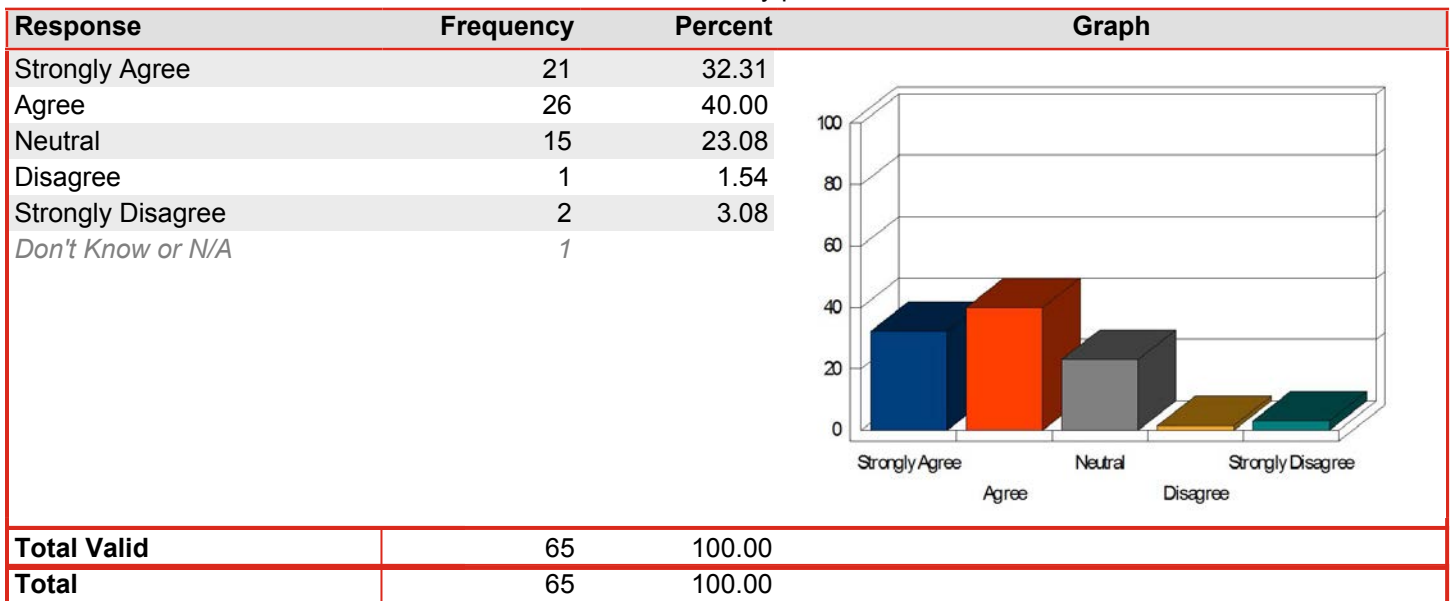
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 3.71



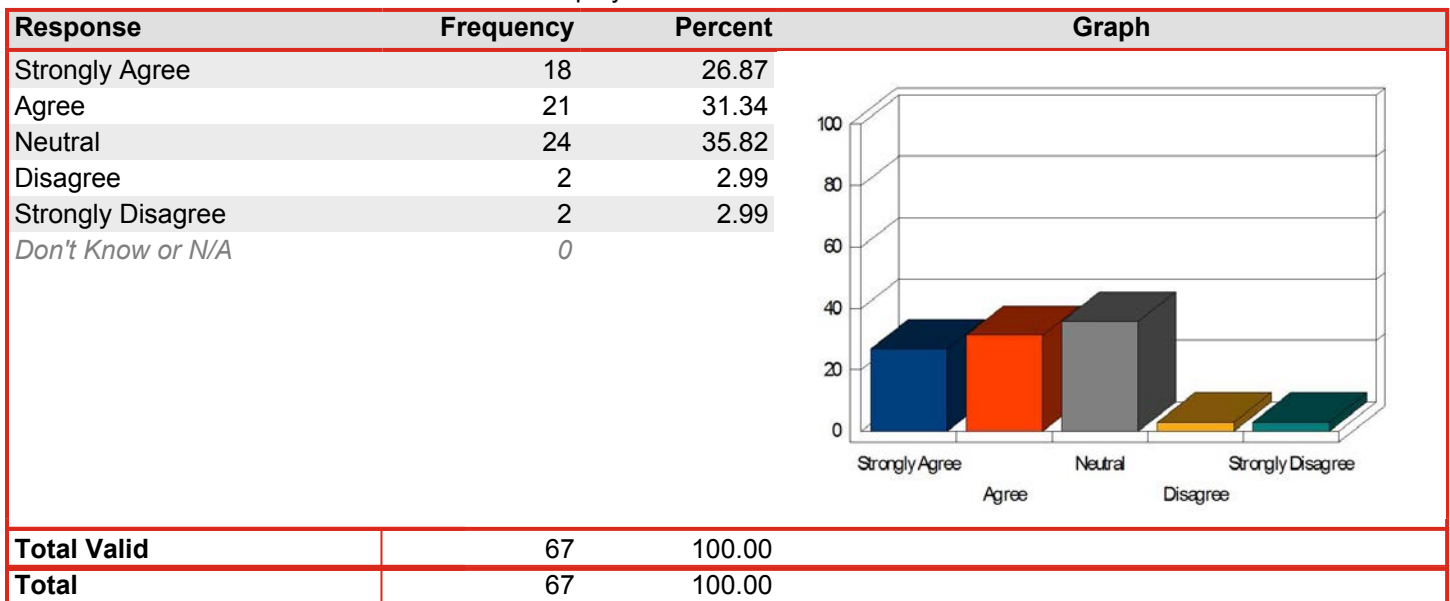
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 3.97



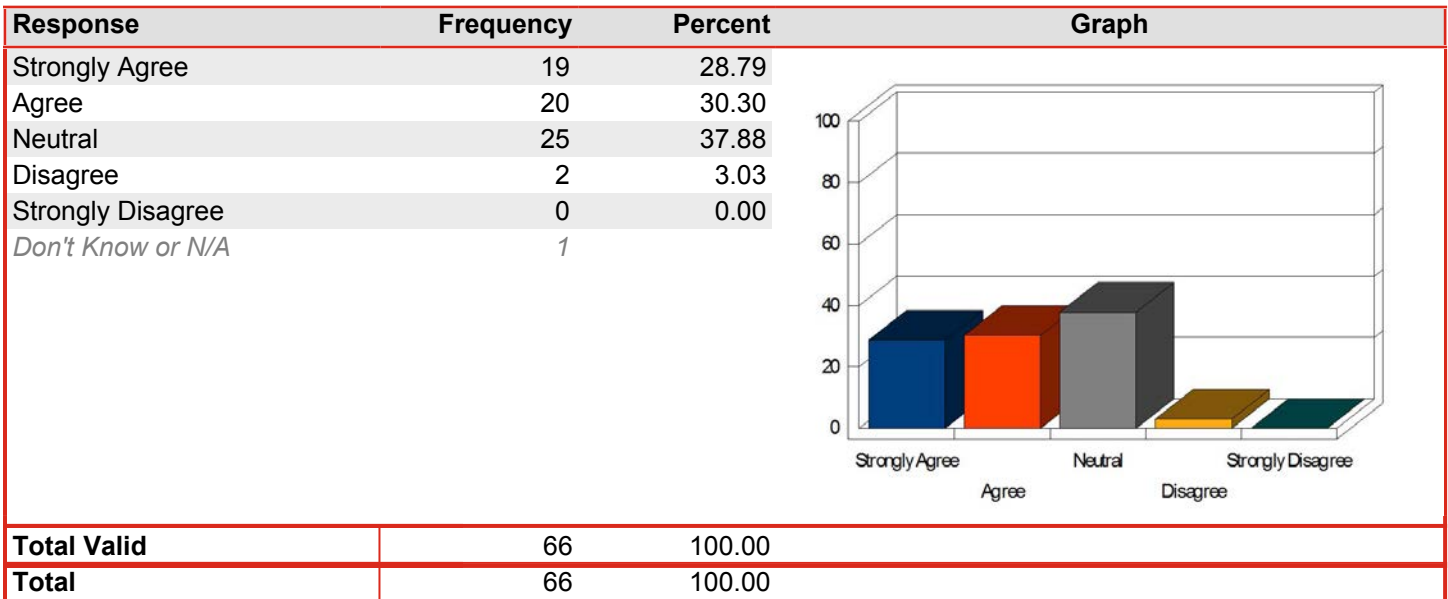
AGREEMENT: The bookstore has attractive displays

Mean: 3.76



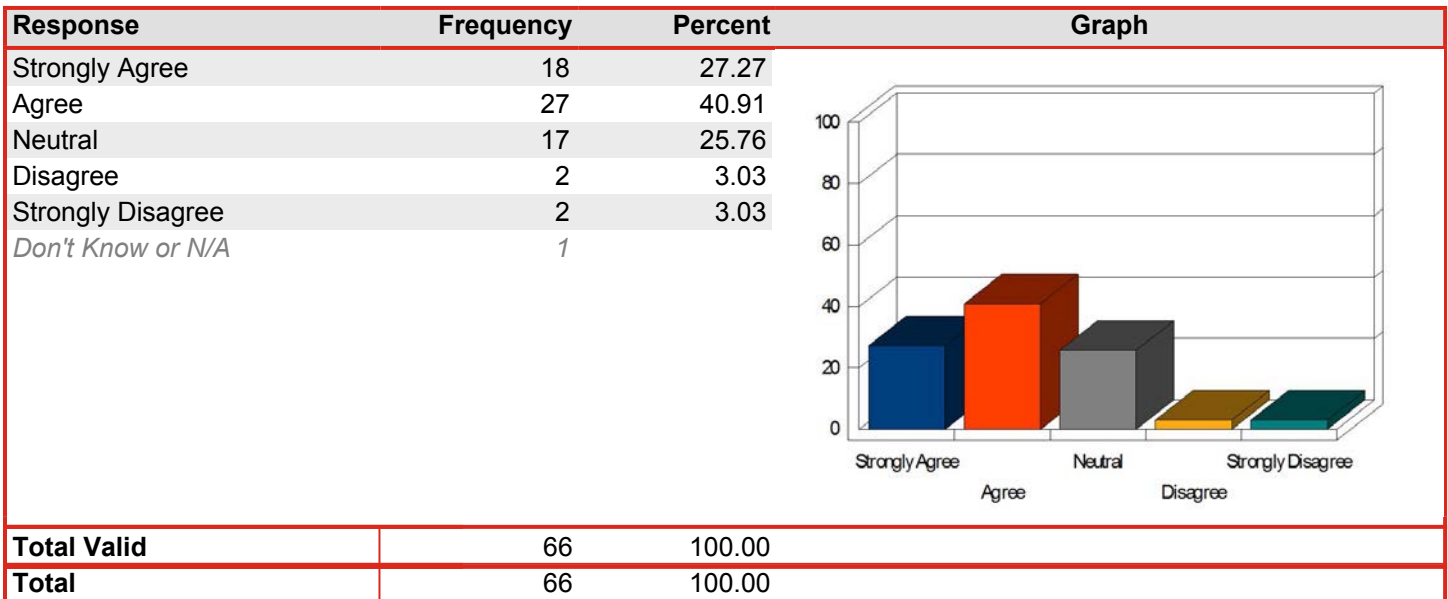
AGREEMENT: The bookstore has helpful in-store signs

Mean: 3.85



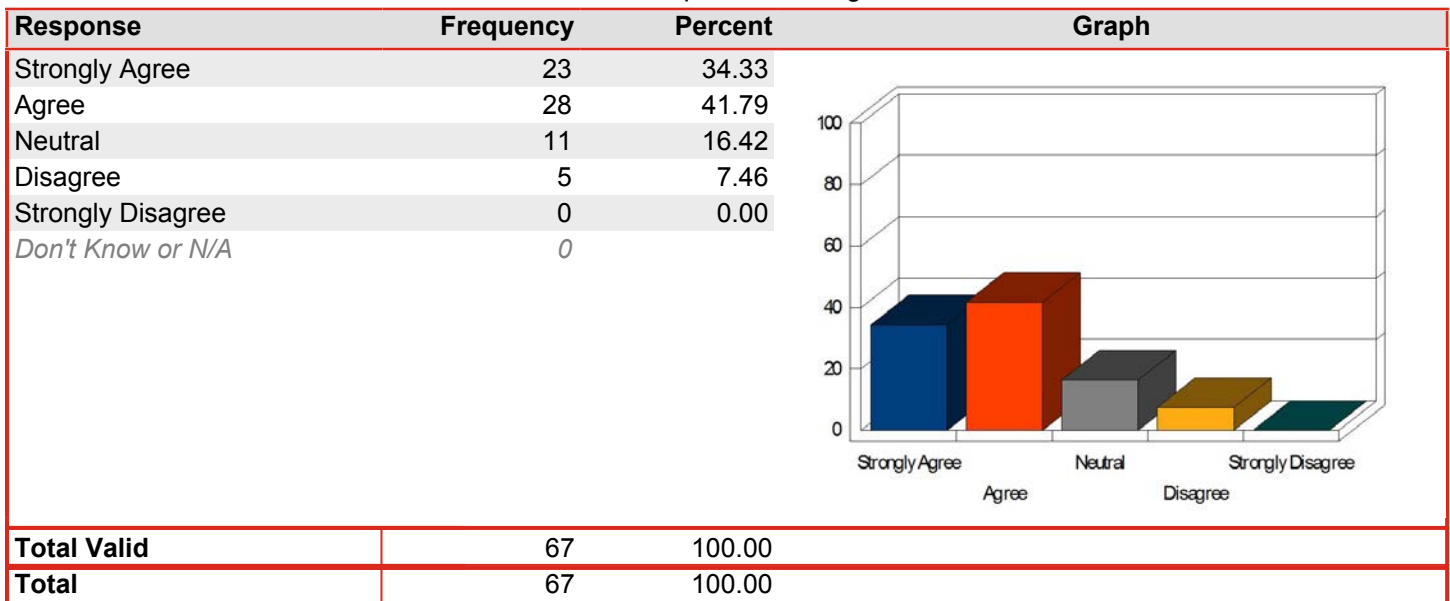
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 3.86



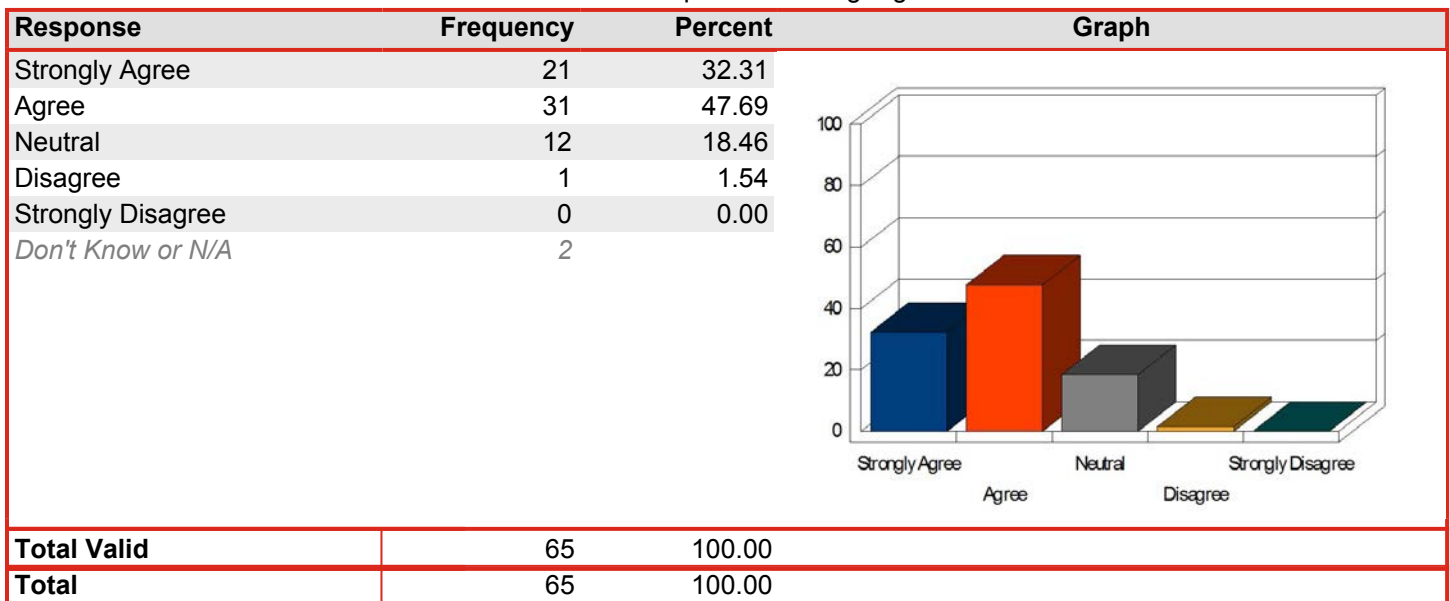
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.03



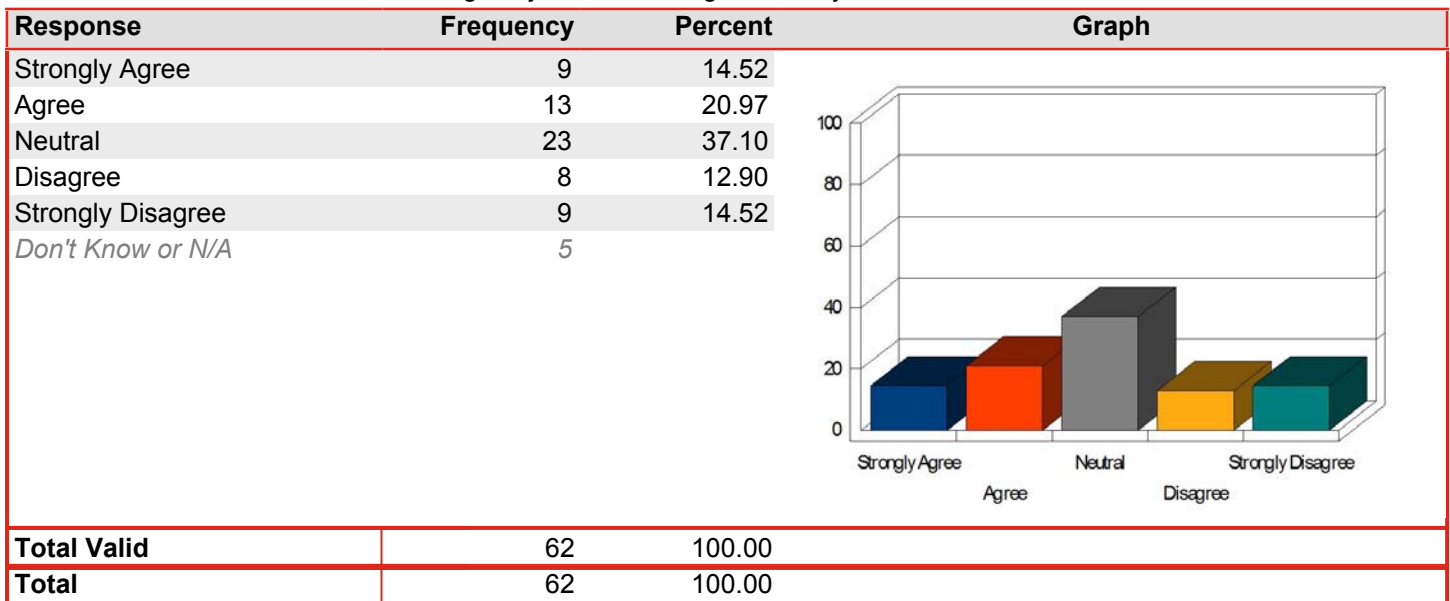
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.11



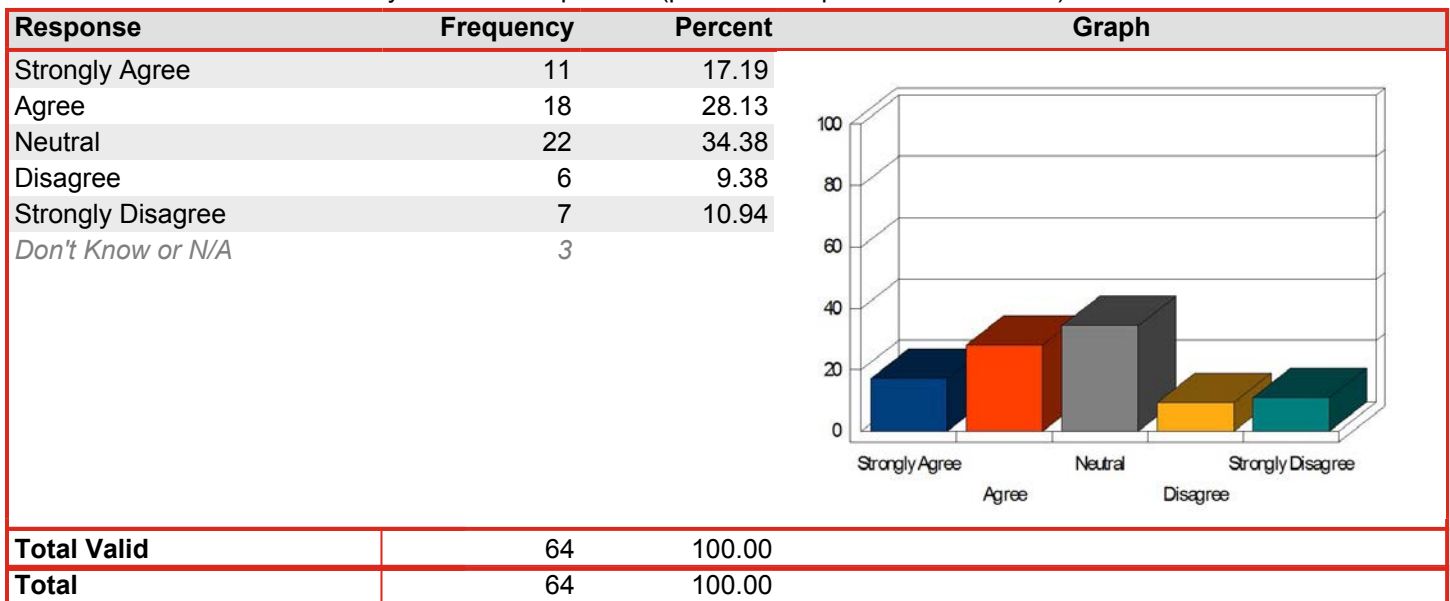
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 3.08



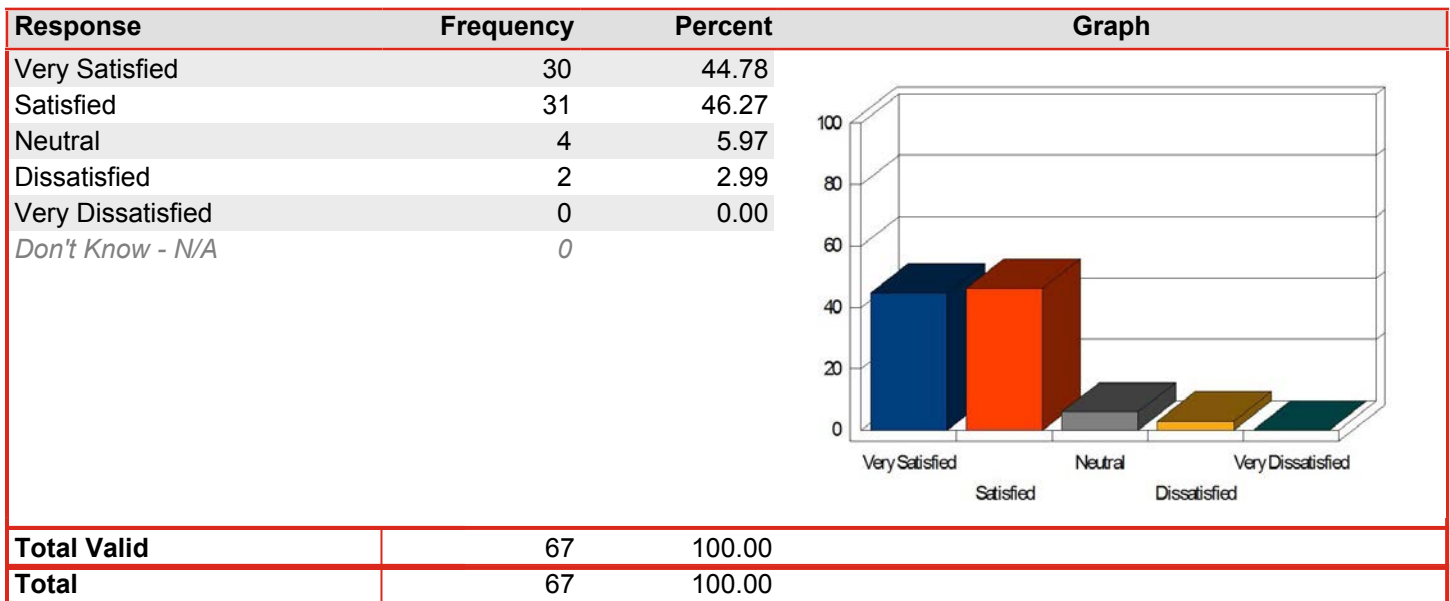
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 3.31



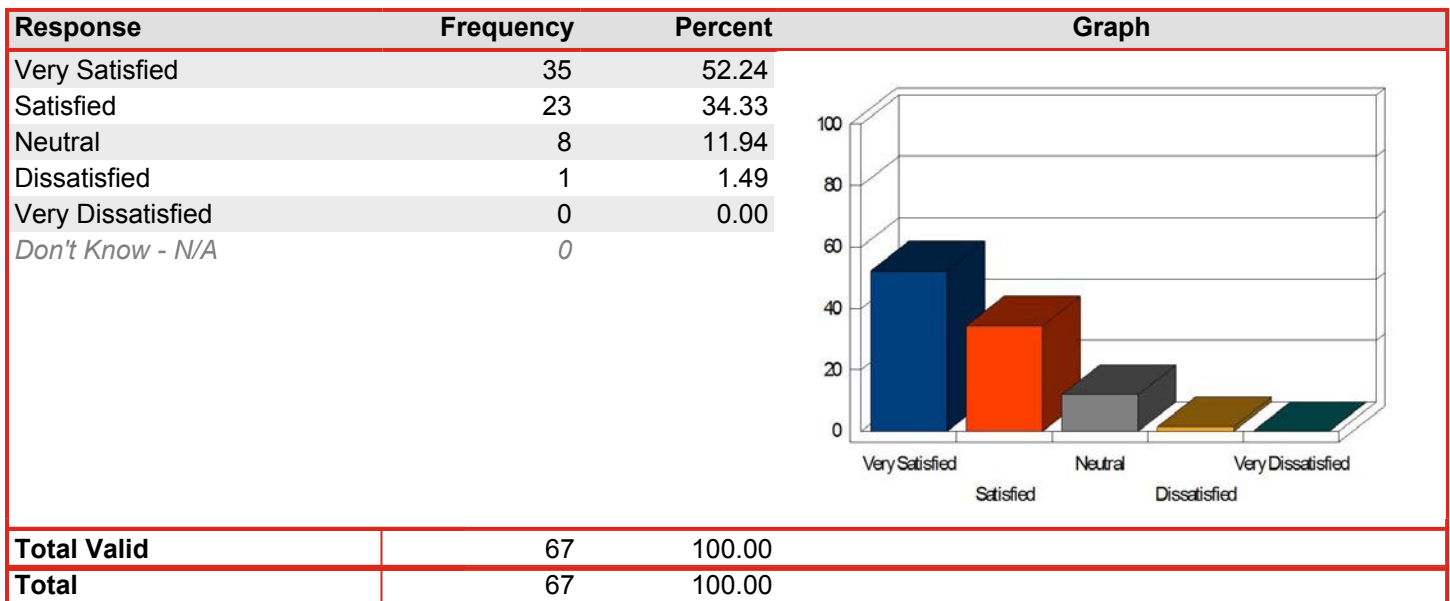
Satisfaction: Assistance of staff

Mean: 4.33



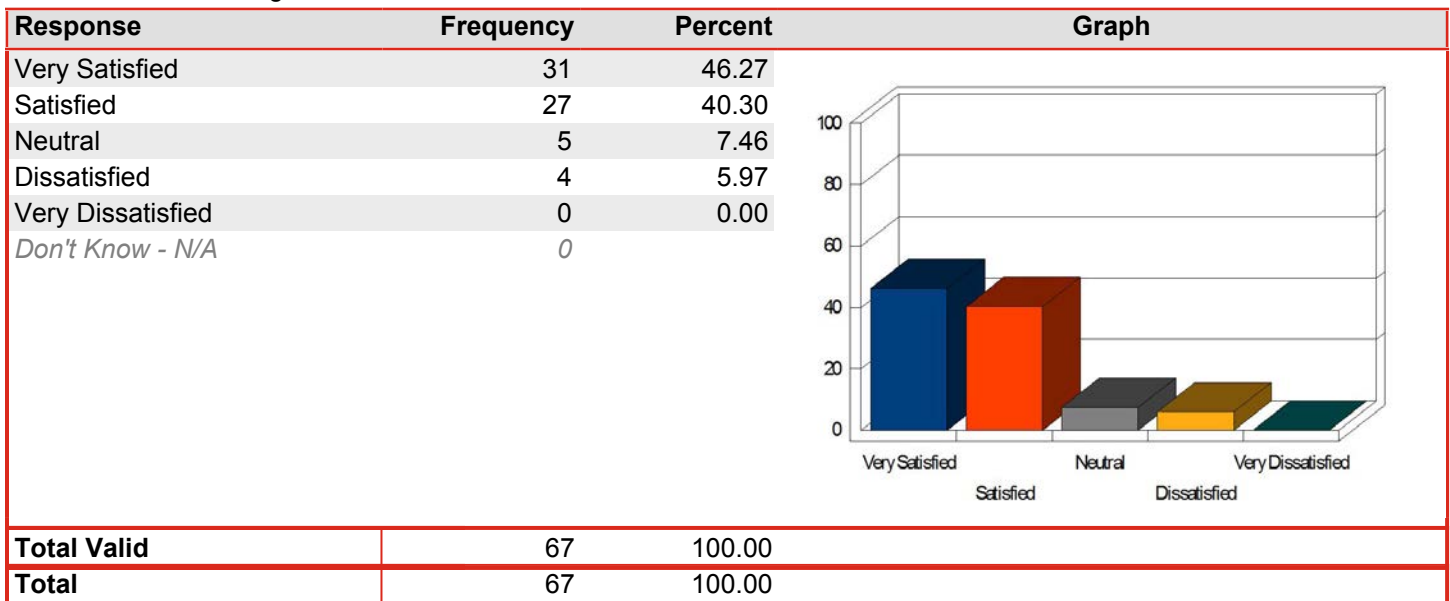
Satisfaction: Friendliness of staff

Mean: 4.37



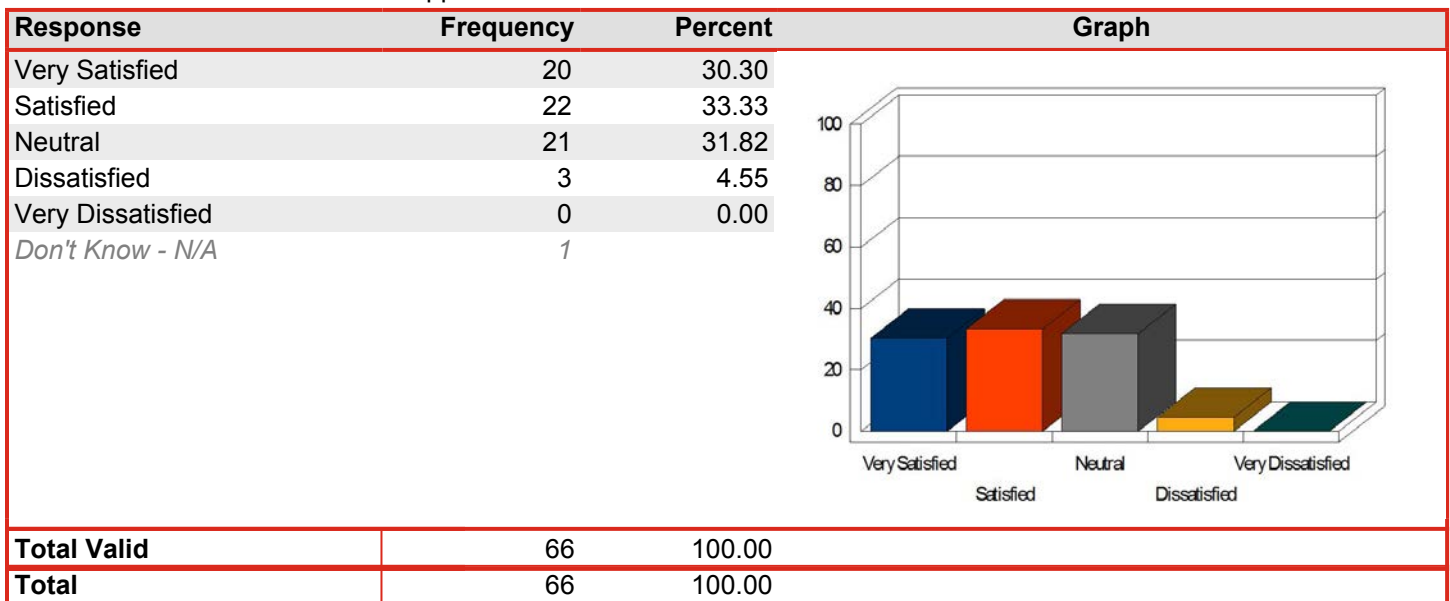
Satisfaction: Knowledge of staff

Mean: 4.27



Satisfaction: Selection of school supplies

Mean: 3.89



Satisfaction: Variety of college logo items

Mean: 3.83

Response	Frequency	Percent	Graph
Very Satisfied	18	27.27	
Satisfied	25	37.88	
Neutral	18	27.27	
Dissatisfied	4	6.06	
Very Dissatisfied	1	1.52	
<i>Don't Know - N/A</i>	1		
Total Valid	66	100.00	
Total	66	100.00	

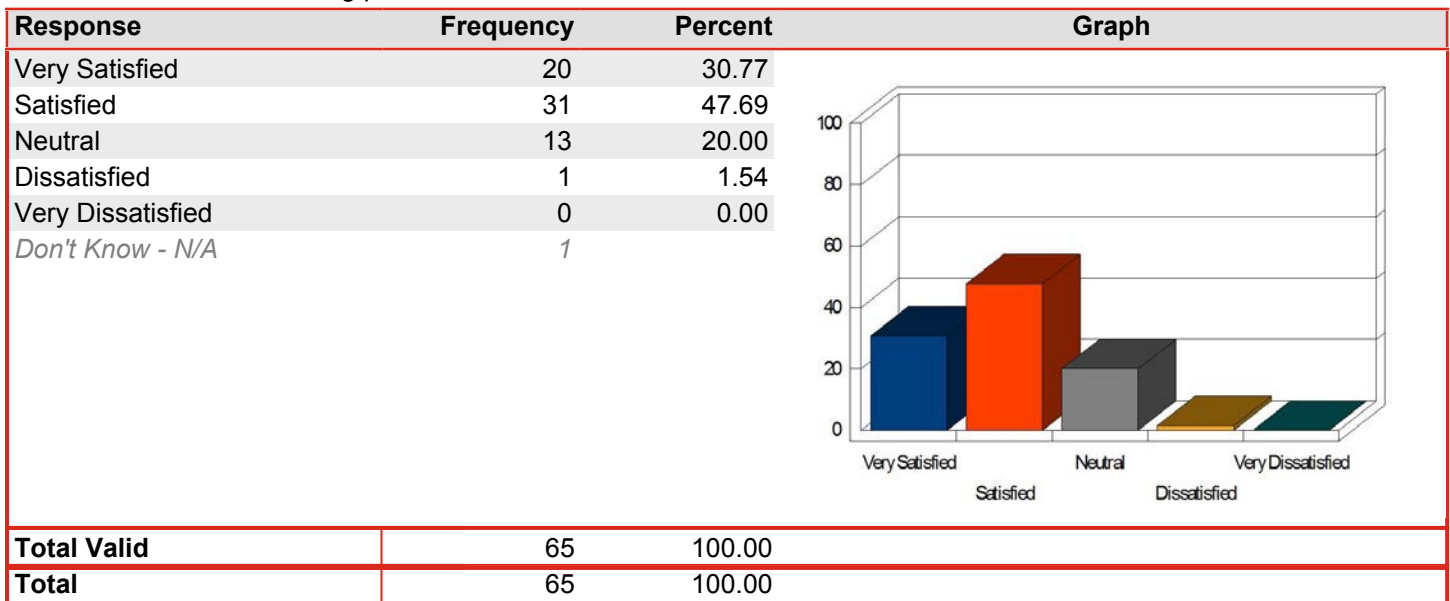
Satisfaction: Variety of clothing items available for purchase

Mean: 3.75

Response	Frequency	Percent	Graph
Very Satisfied	16	24.62	
Satisfied	22	33.85	
Neutral	23	35.38	
Dissatisfied	3	4.62	
Very Dissatisfied	1	1.54	
<i>Don't Know - N/A</i>	2		
Total Valid	65	100.00	
Total	65	100.00	

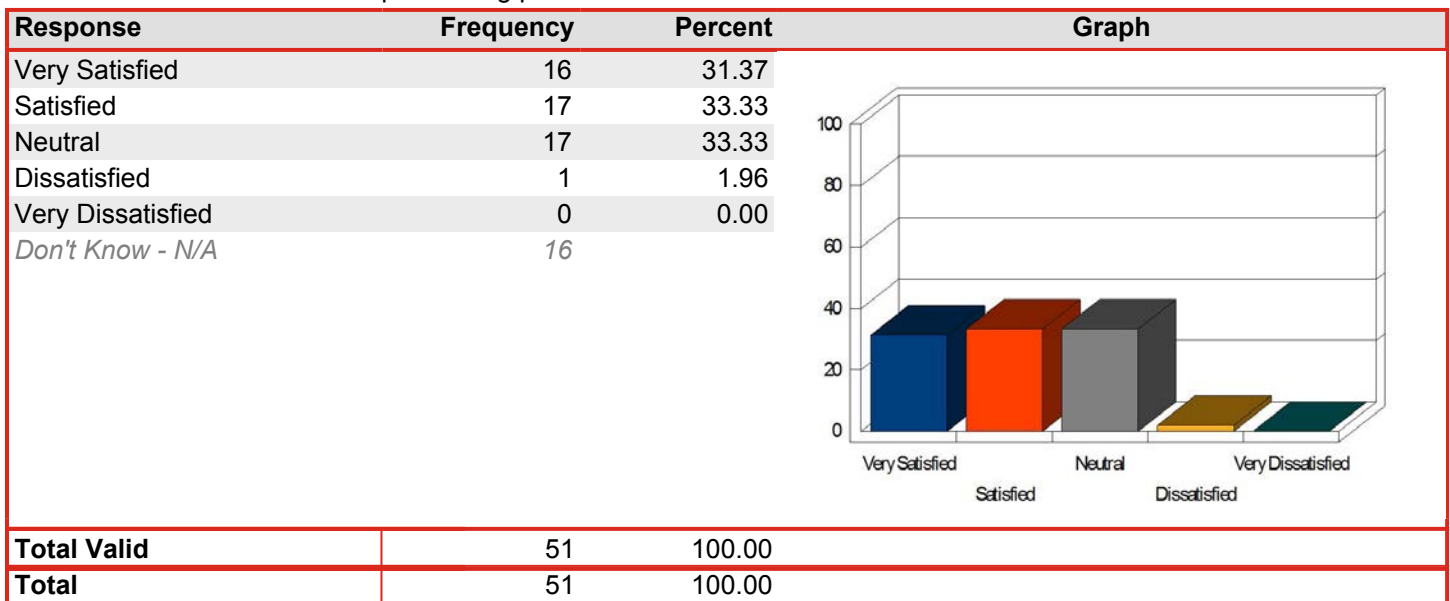
Satisfaction: Ease of locating products I need at the bookstore

Mean: 4.08



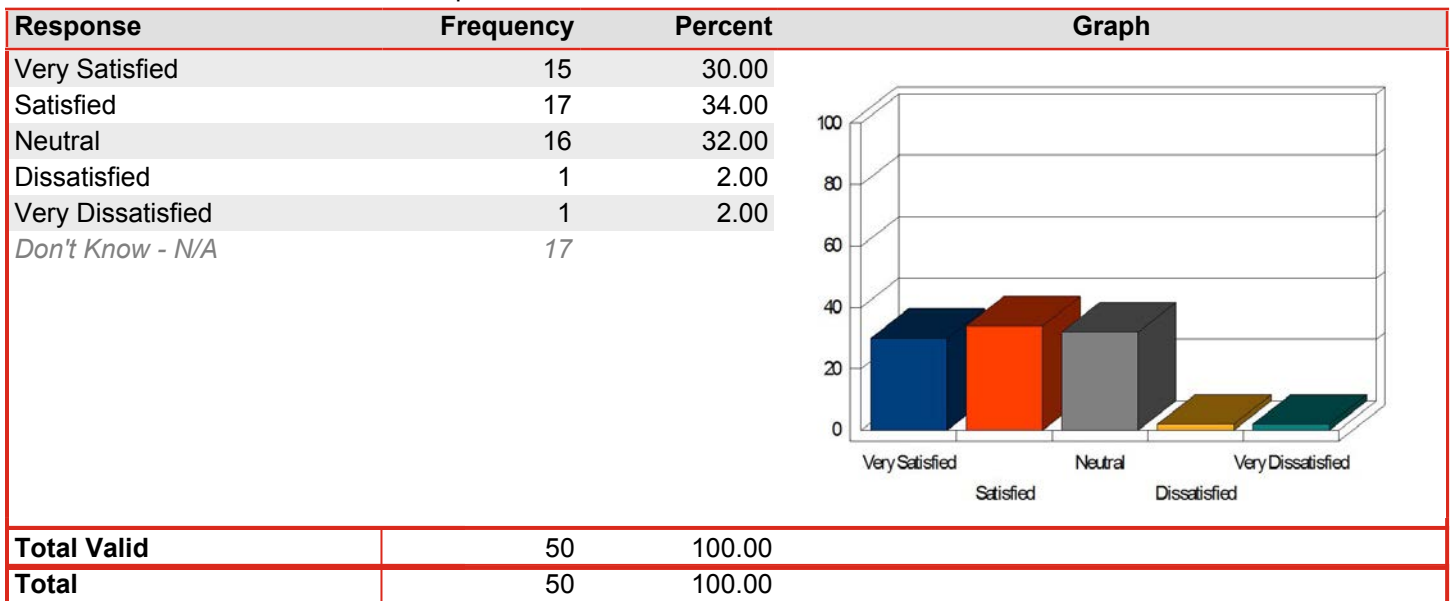
Satisfaction: ONLINE textbook purchasing process

Mean: 3.94



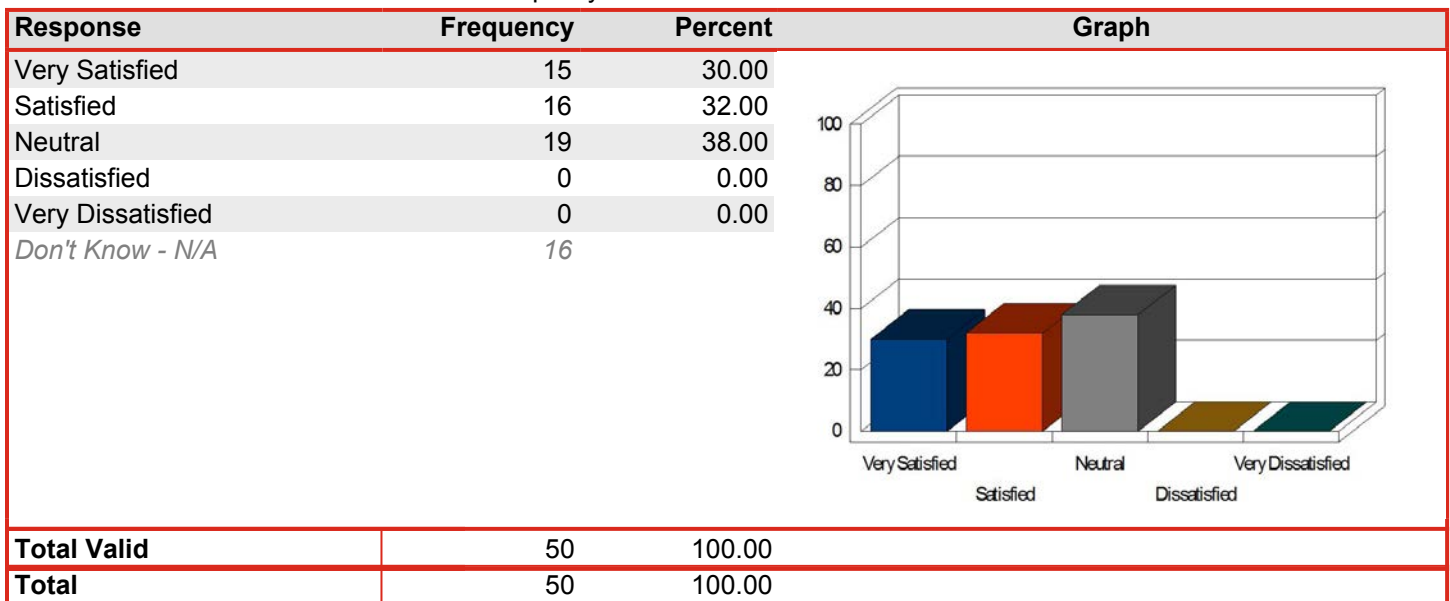
Satisfaction: ONLINE textbook rental process

Mean: 3.88



Satisfaction: ONLINE textbook rental return policy

Mean: 3.92



Satisfaction: Bookstores return policies

Mean: 3.85

Response	Frequency	Percent	Graph
Very Satisfied	15	27.27	
Satisfied	18	32.73	
Neutral	21	38.18	
Dissatisfied	1	1.82	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	12		
Total Valid	55	100.00	
Total	55	100.00	

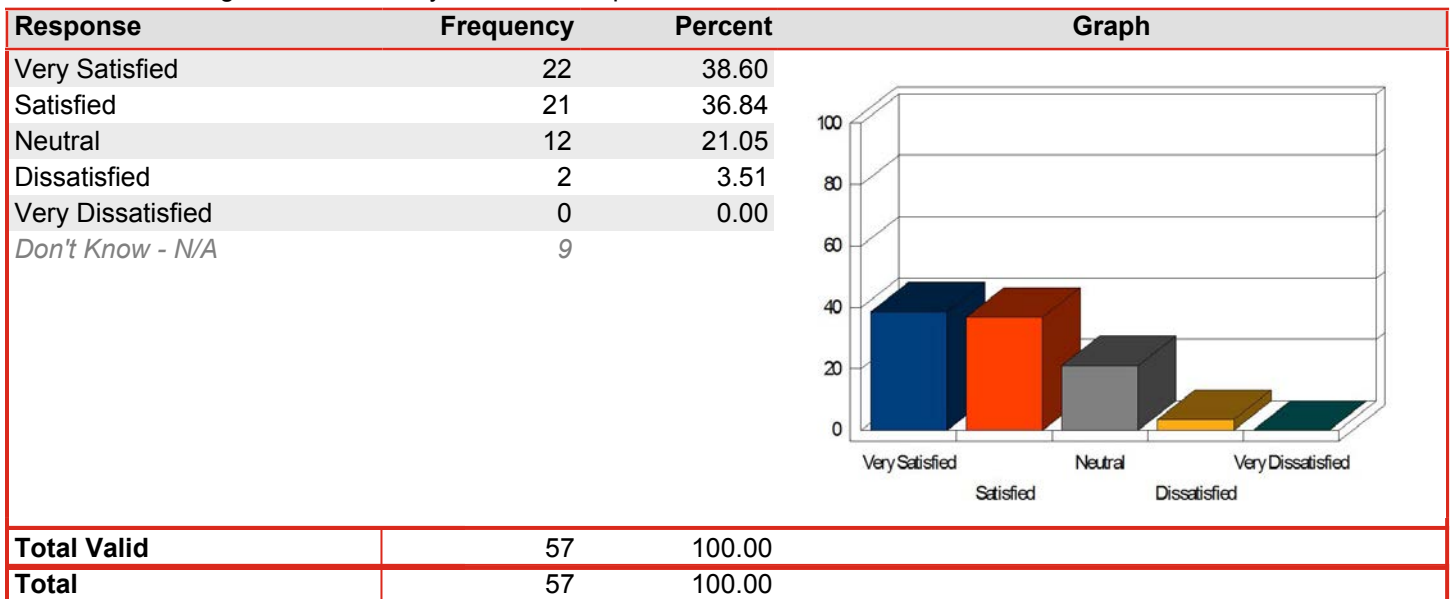
Satisfaction: Bookstore textbook buy back procedures

Mean: 3.72

Response	Frequency	Percent	Graph
Very Satisfied	12	22.64	
Satisfied	19	35.85	
Neutral	17	32.08	
Dissatisfied	5	9.43	
Very Dissatisfied	0	0.00	
<i>Don't Know - N/A</i>	14		
Total Valid	53	100.00	
Total	53	100.00	

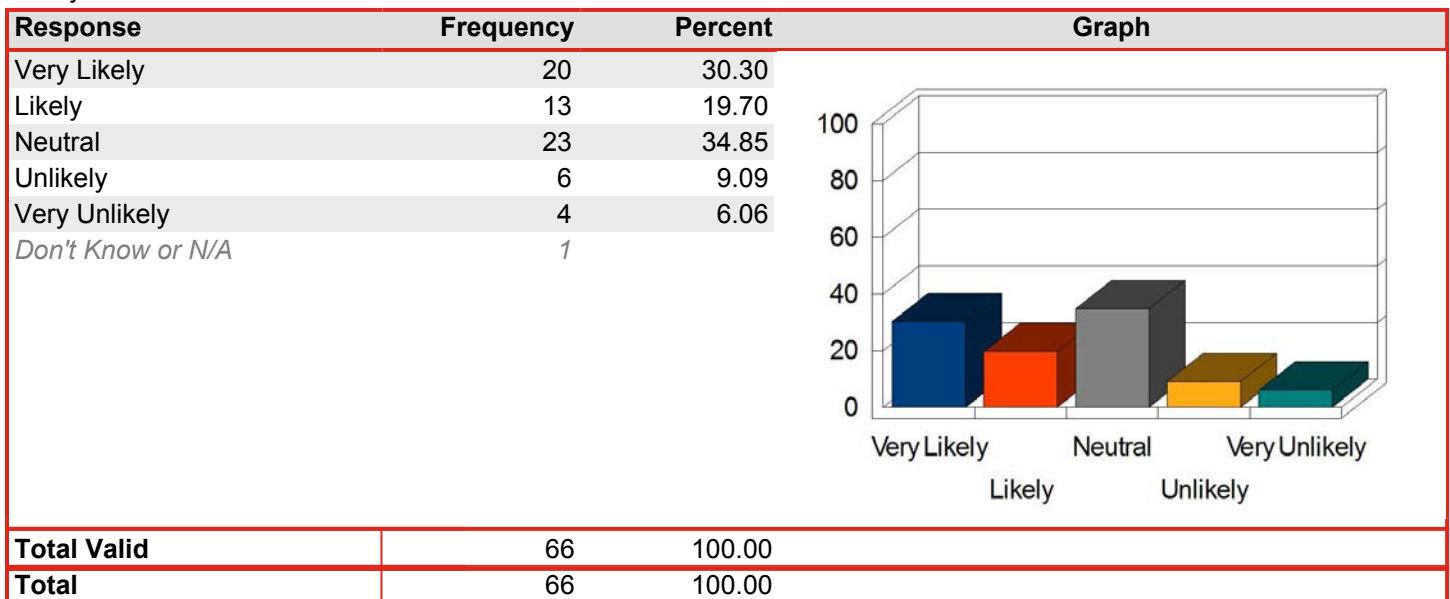
Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.11



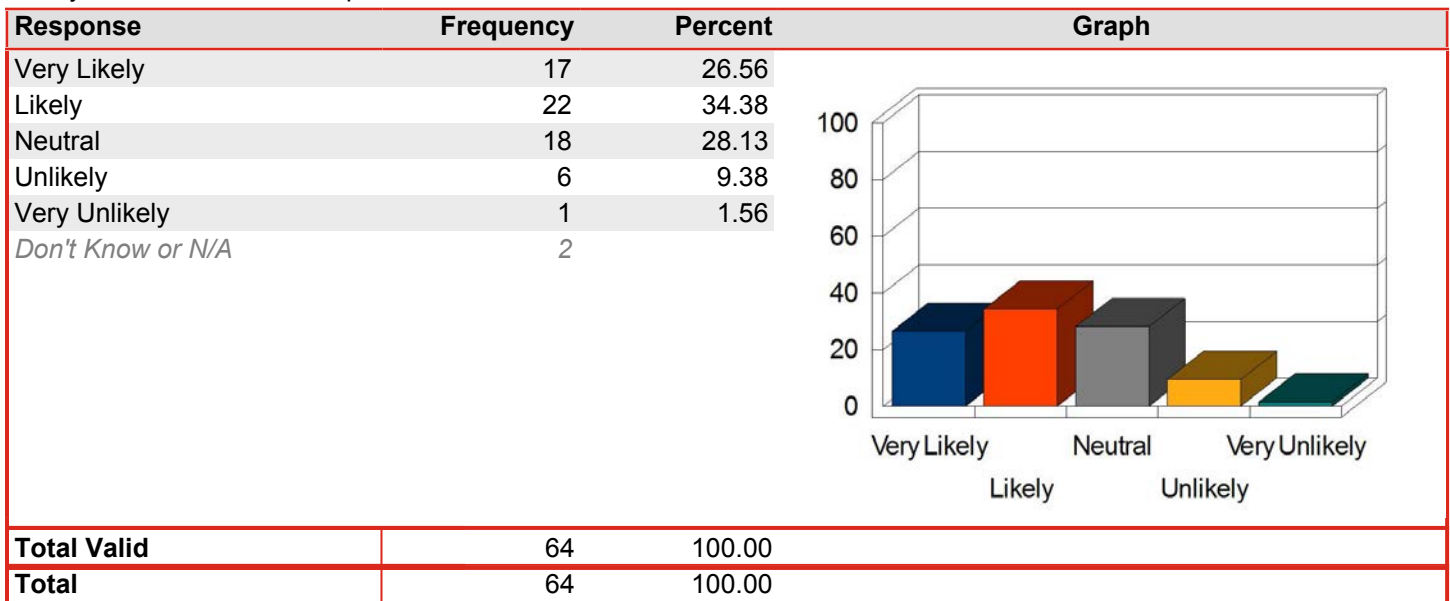
Likely: Purchase and use E-books over traditional textbooks in the future

Mean: 3.59



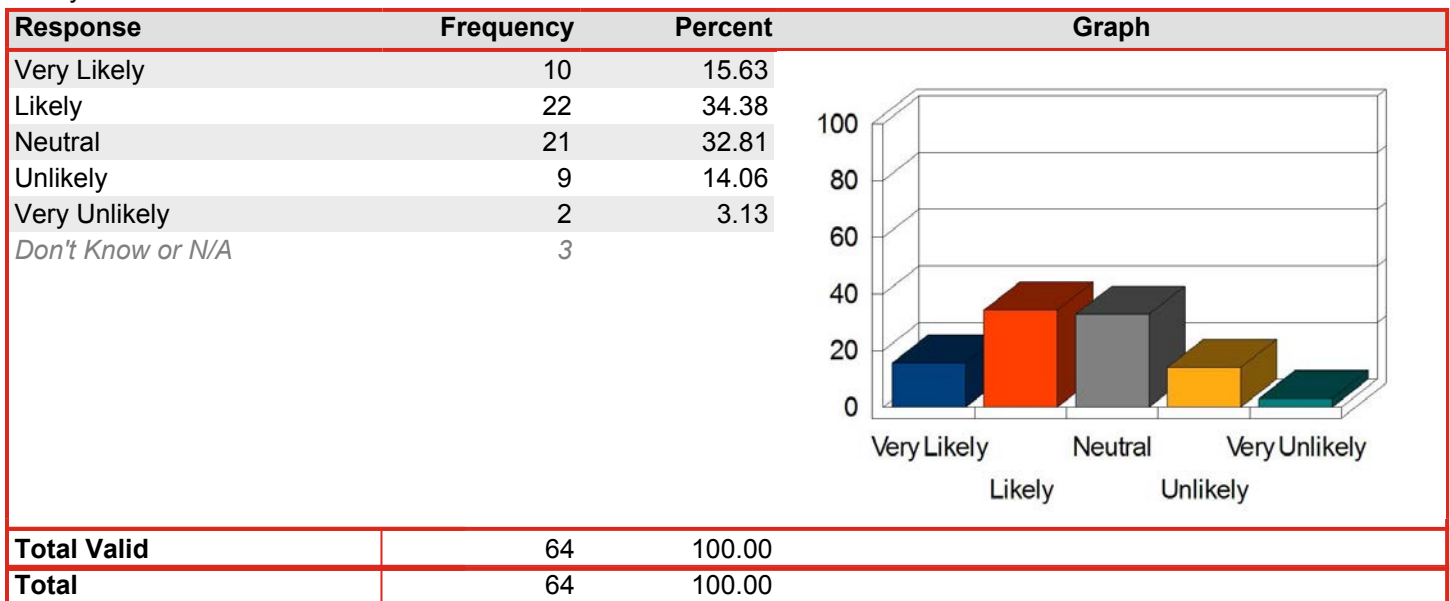
Likely: Make a future online purchase

Mean: 3.75



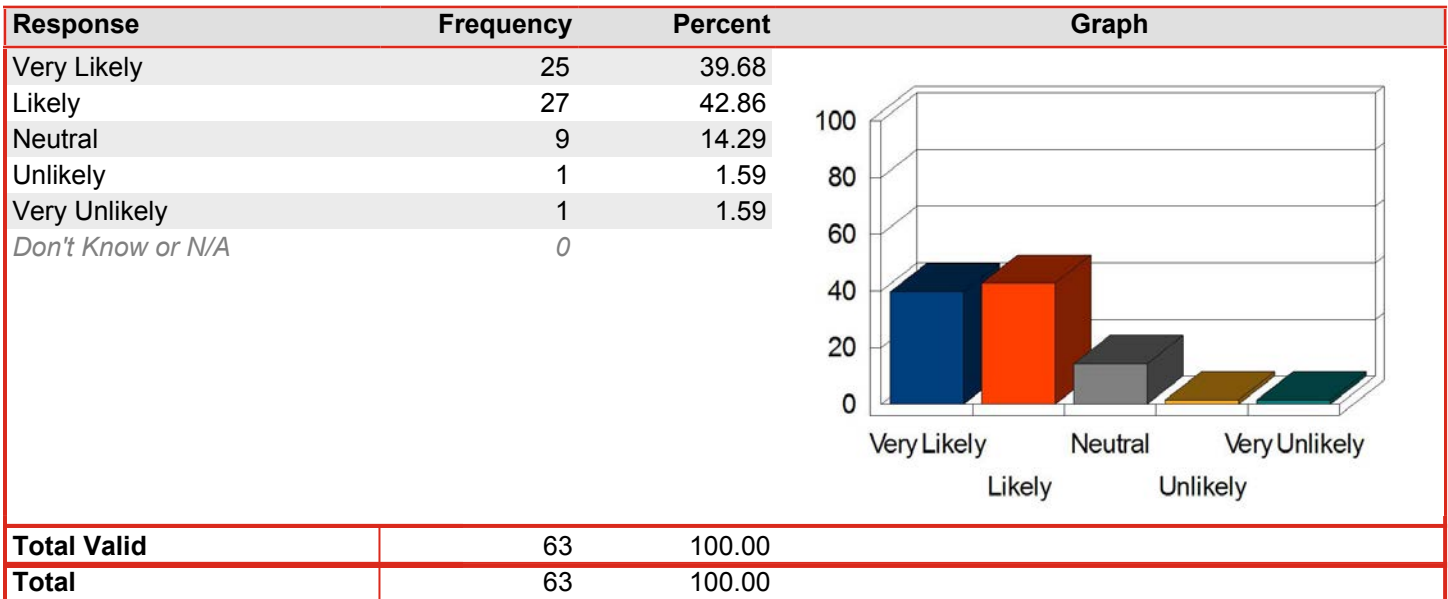
Likely: Rent a Textbook in the future

Mean: 3.45



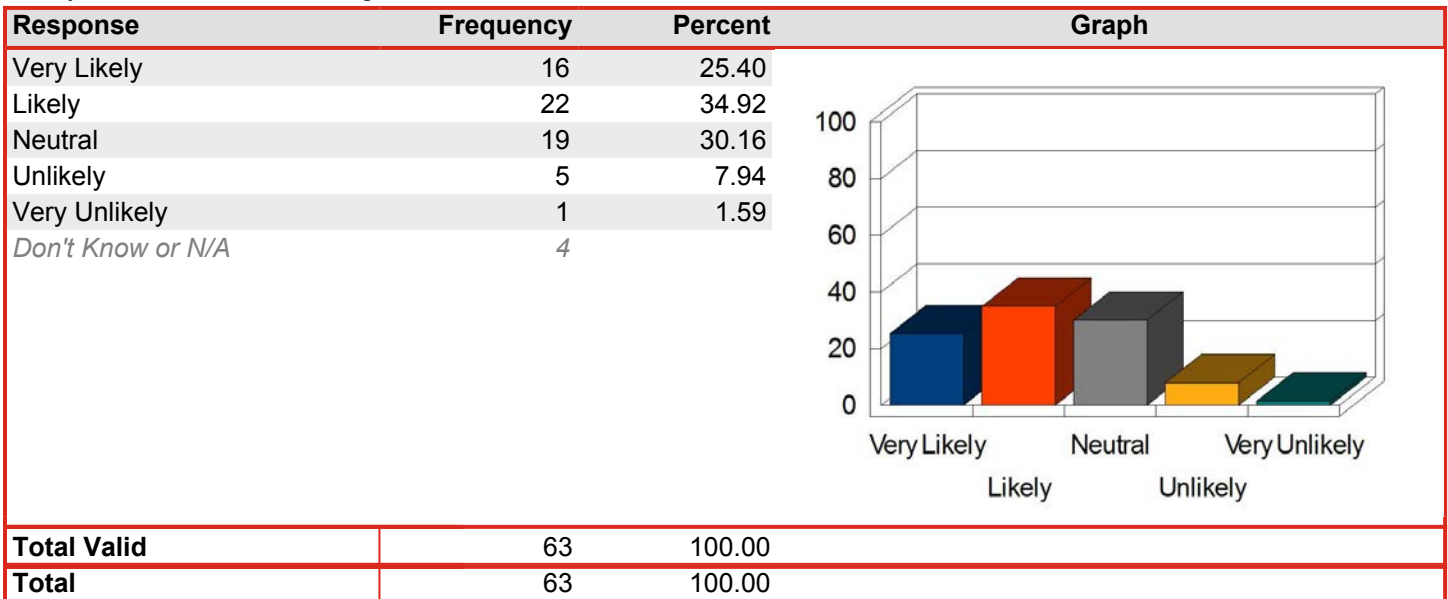
Likely: Make a future purchase at the bookstore

Mean: 4.17



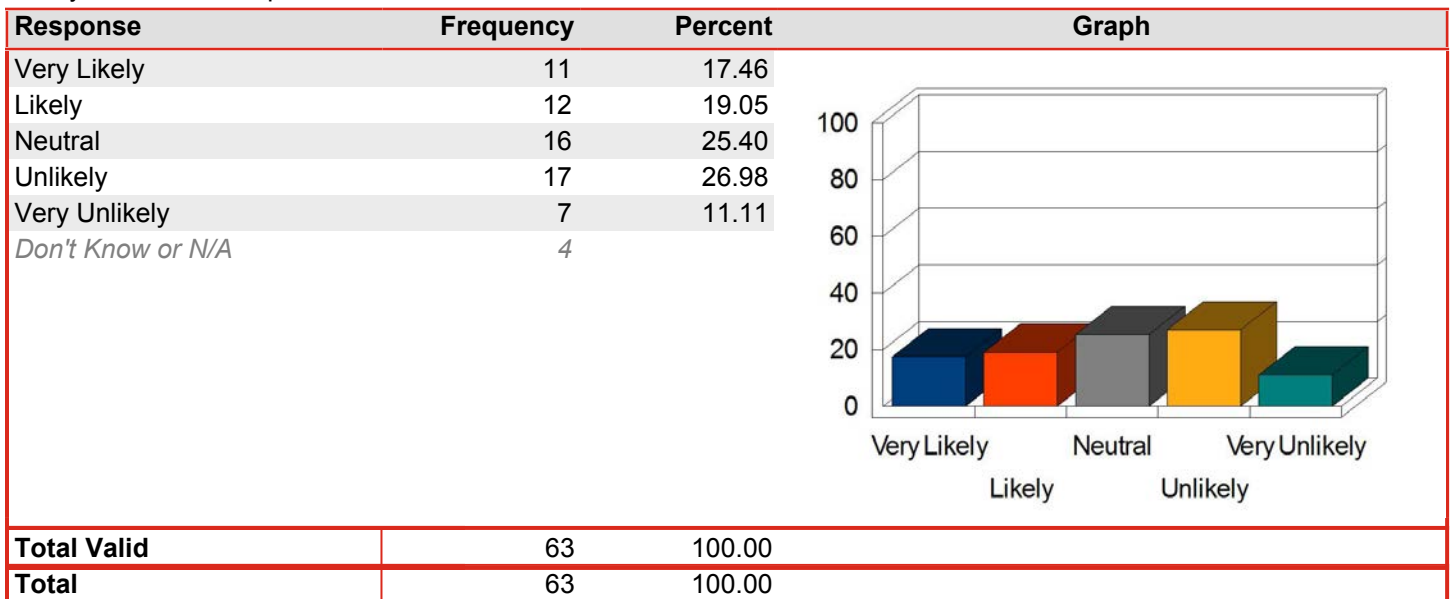
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 3.75



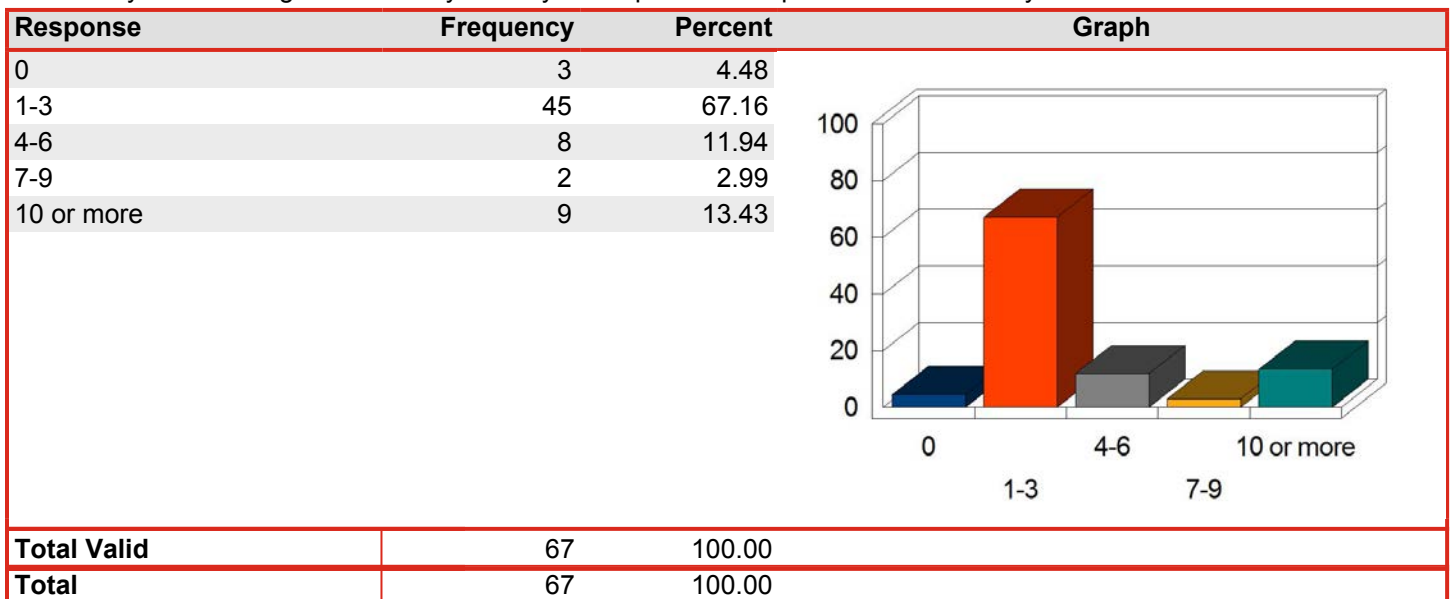
Likely: Purchase computers and other electronics if it were available

Mean: 3.05



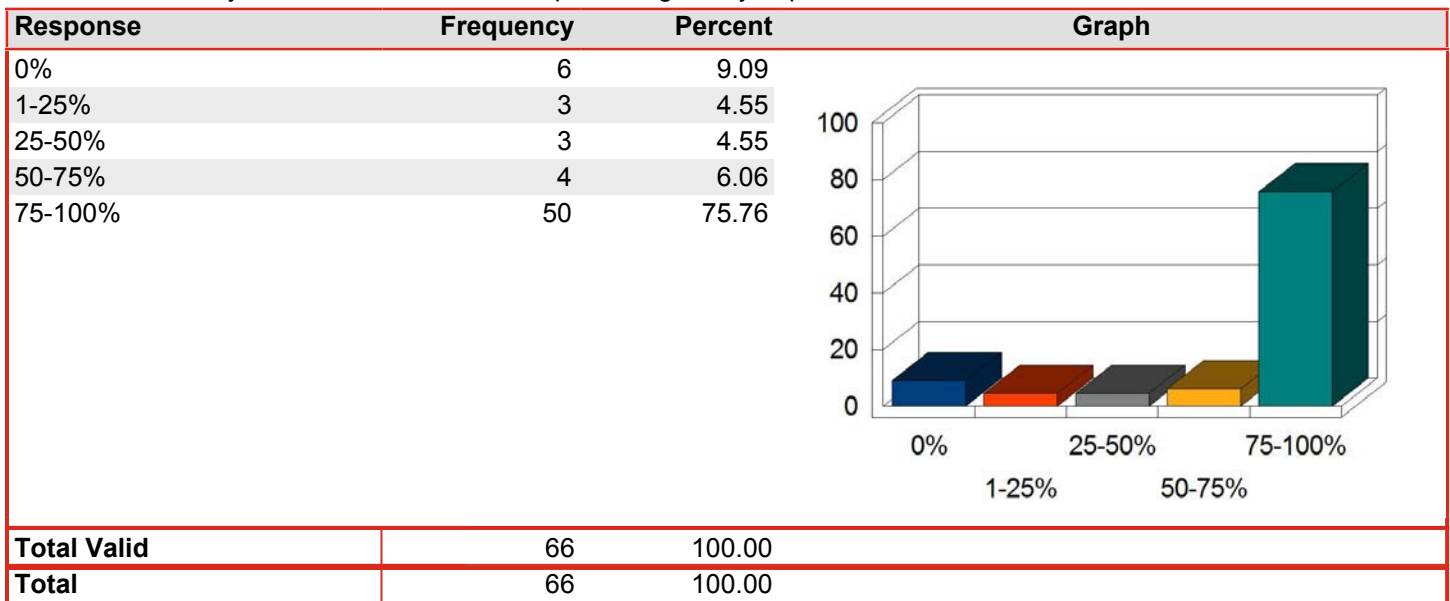
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.54



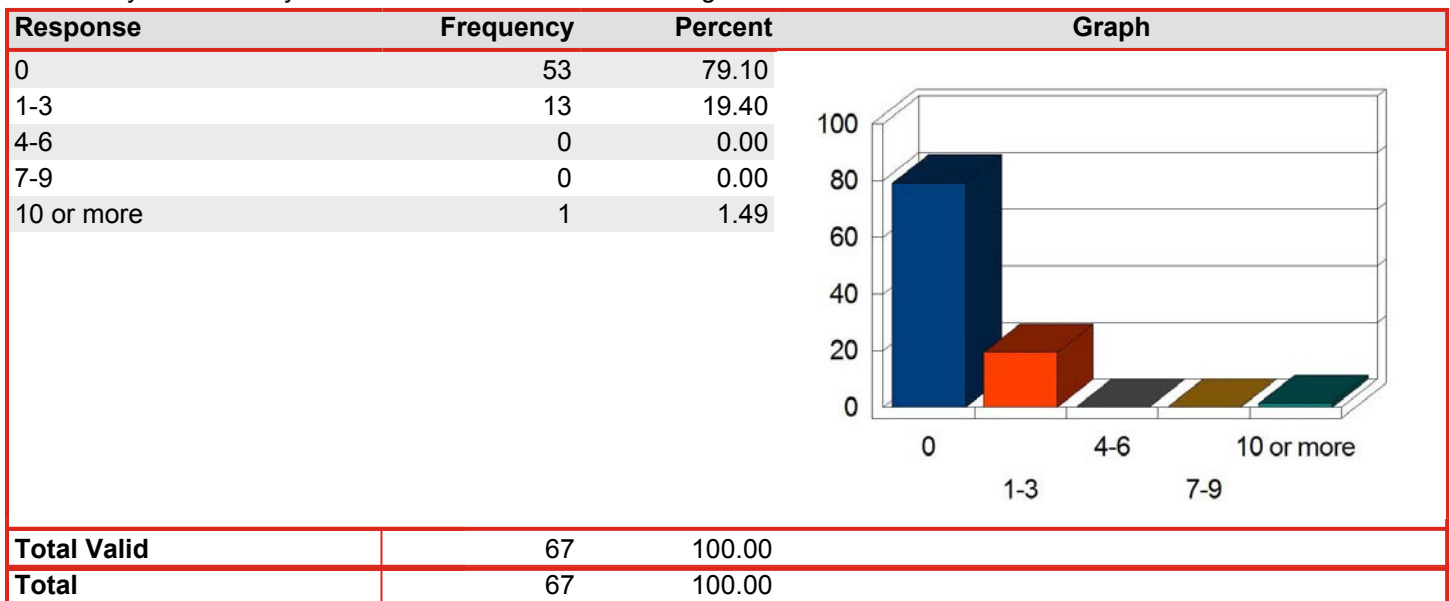
For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 4.35



How many times have you have rented TEXTBOOKS using our online rental services?

Mean: 1.25



Trinity Valley Community College

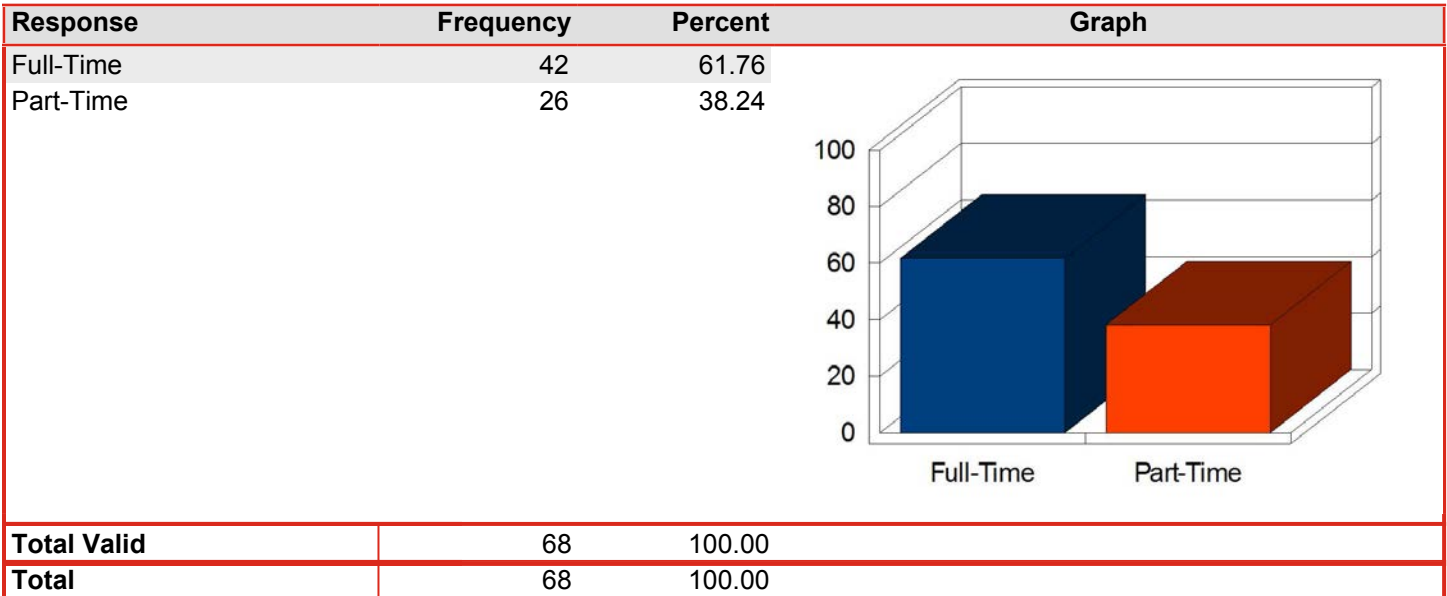
Bookstore Satisfaction Survey Results

Fall 2017

Campus: PALESTINE

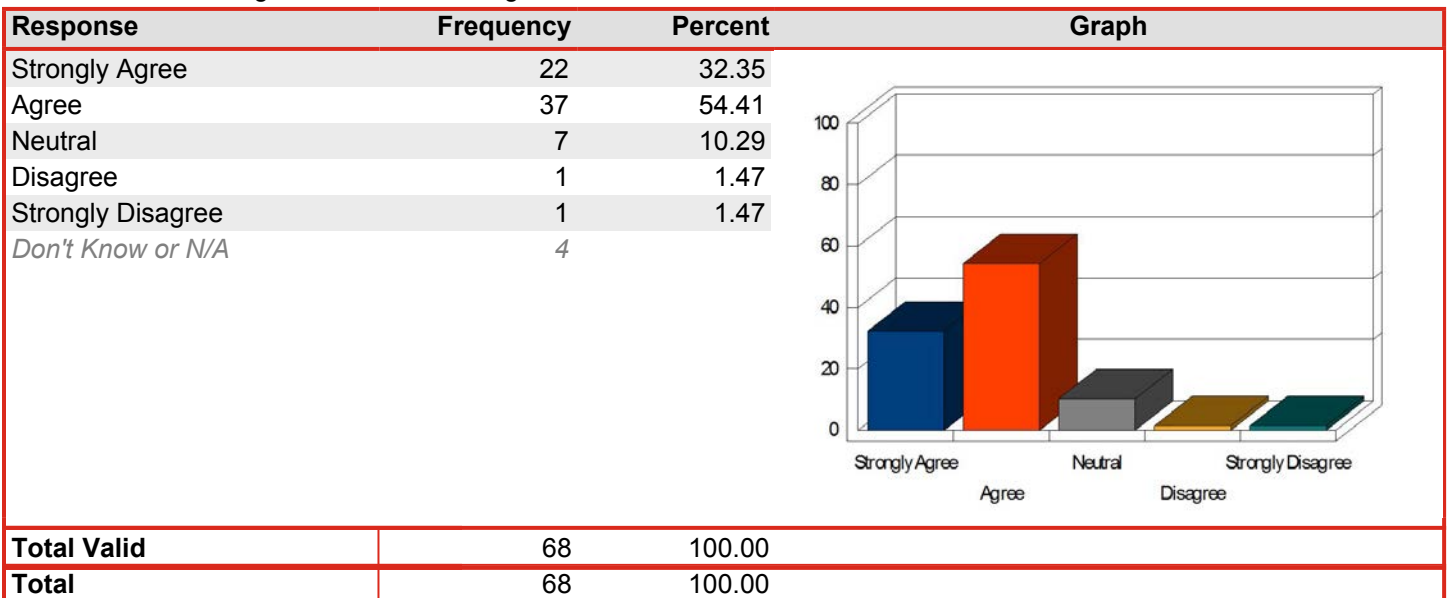
Student Status

Mean: 1.38



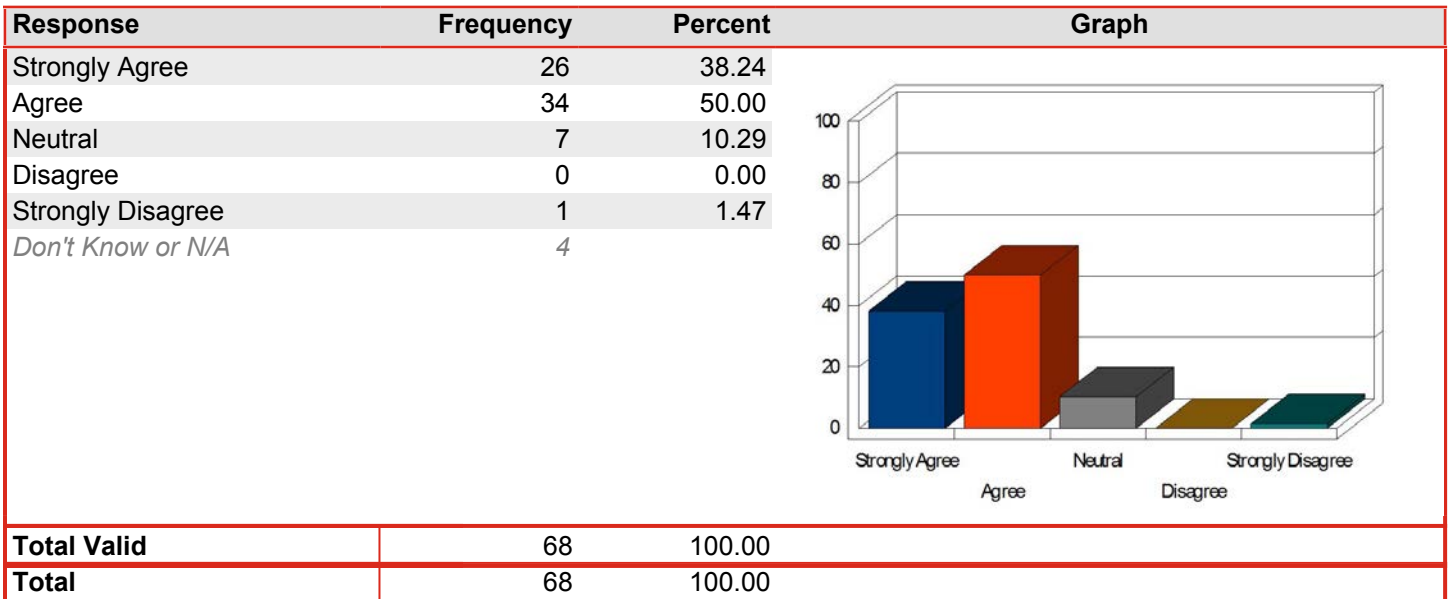
AGREEMENT: I am greeted when entering the bookstore

Mean: 4.15



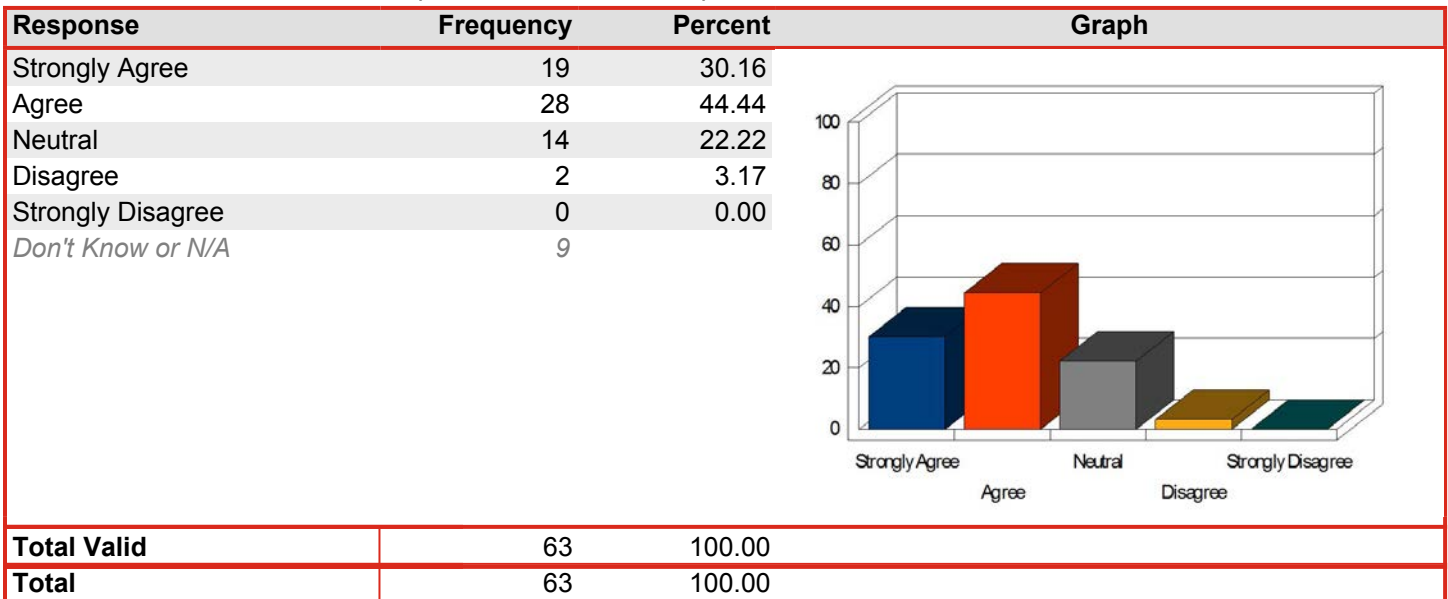
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.24



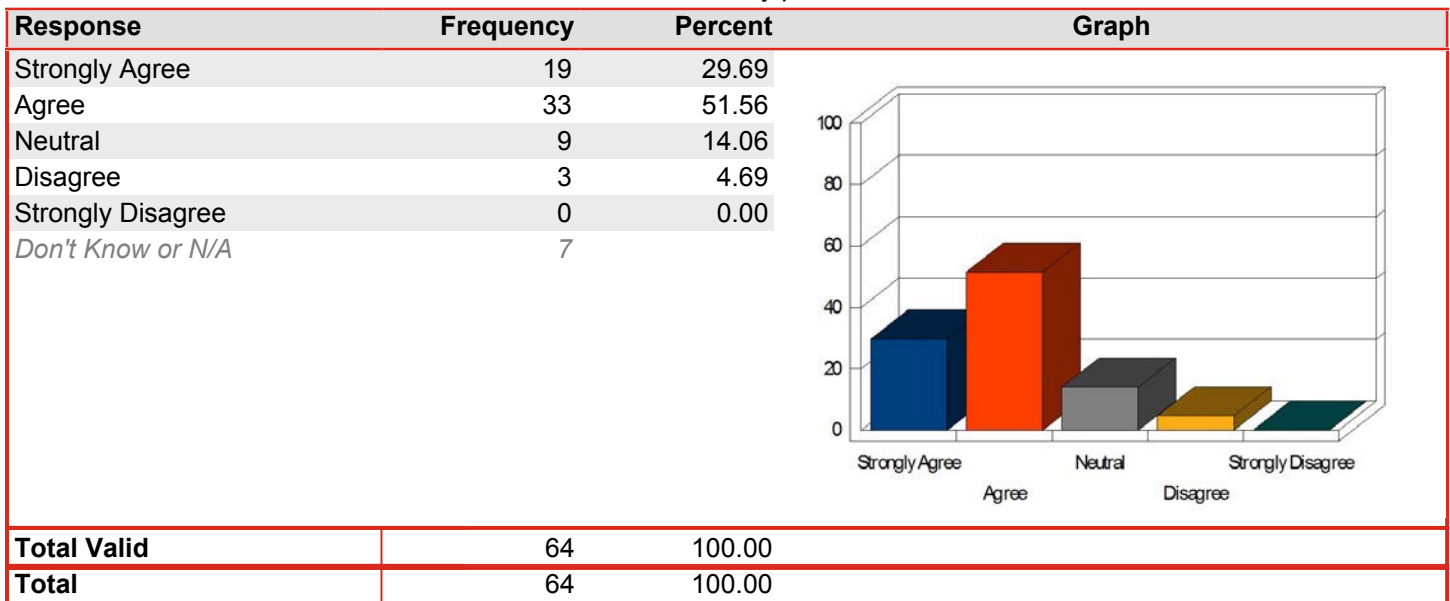
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 4.02



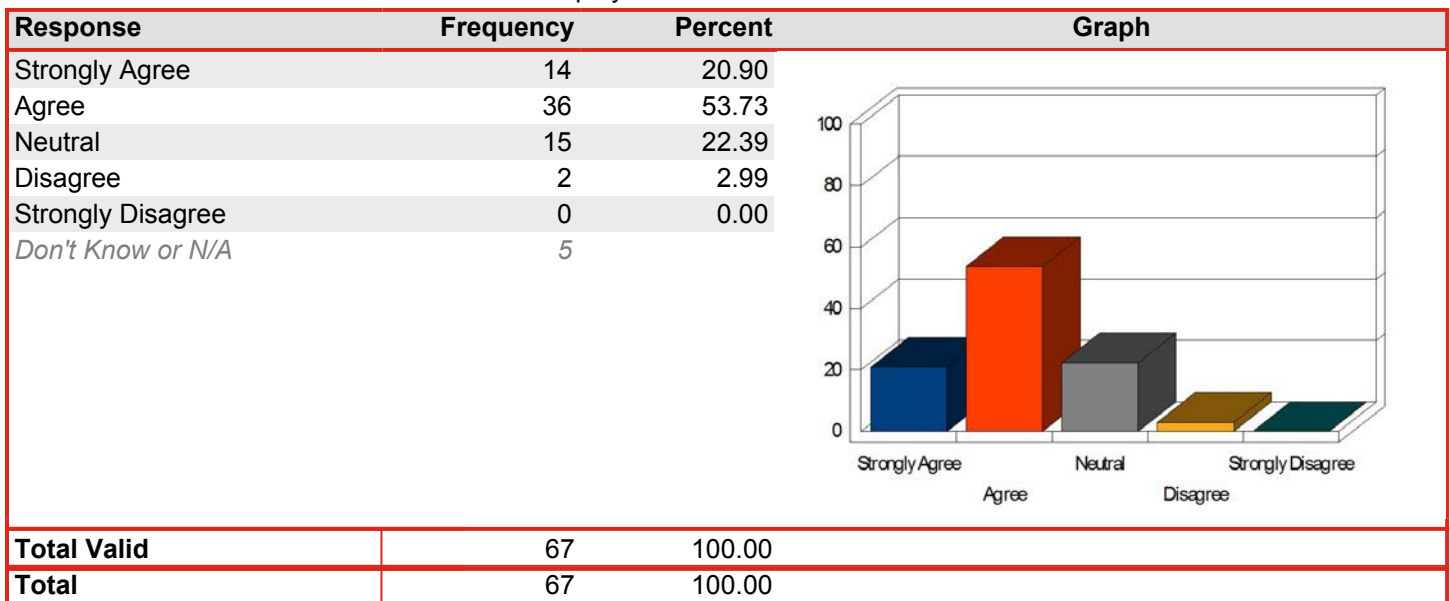
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.06



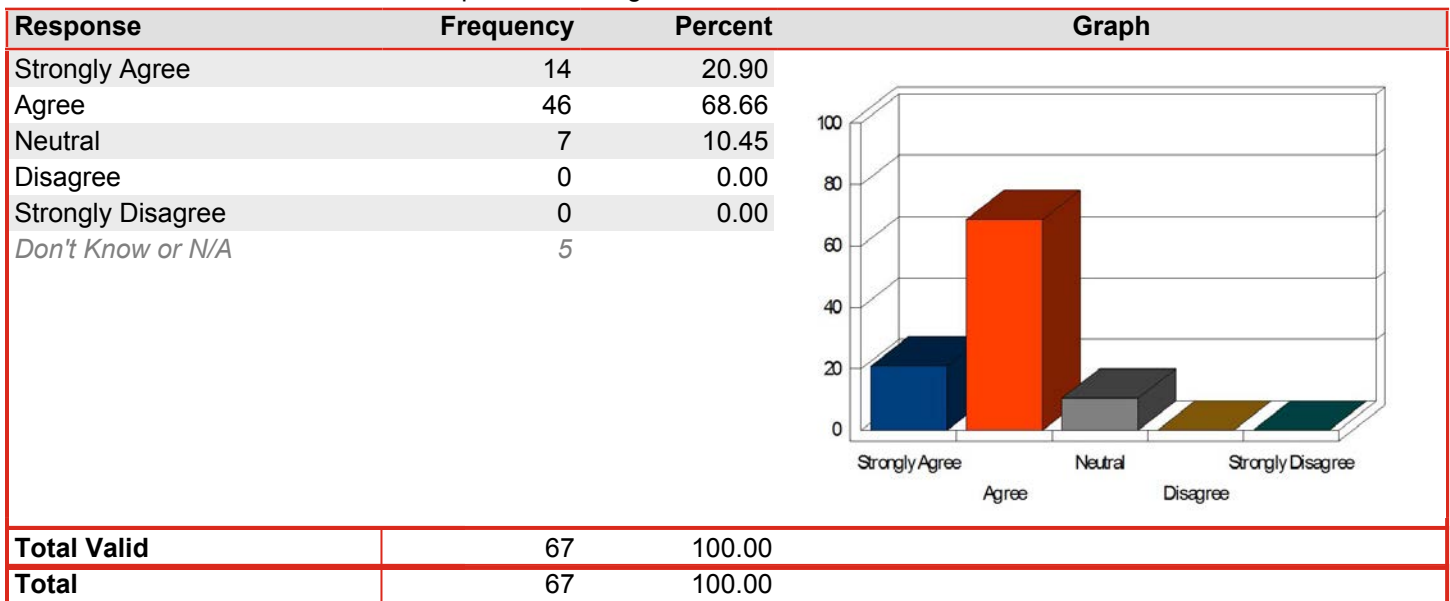
AGREEMENT: The bookstore has attractive displays

Mean: 3.93



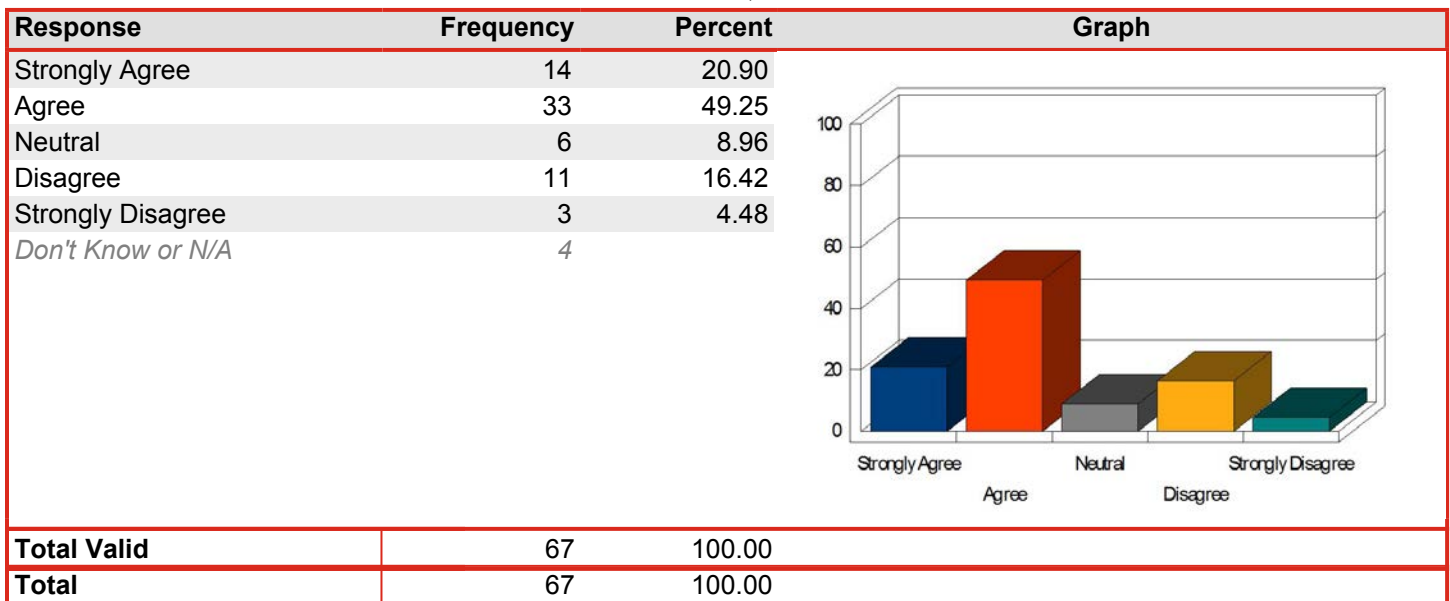
AGREEMENT: The bookstore has helpful in-store signs

Mean: 4.10



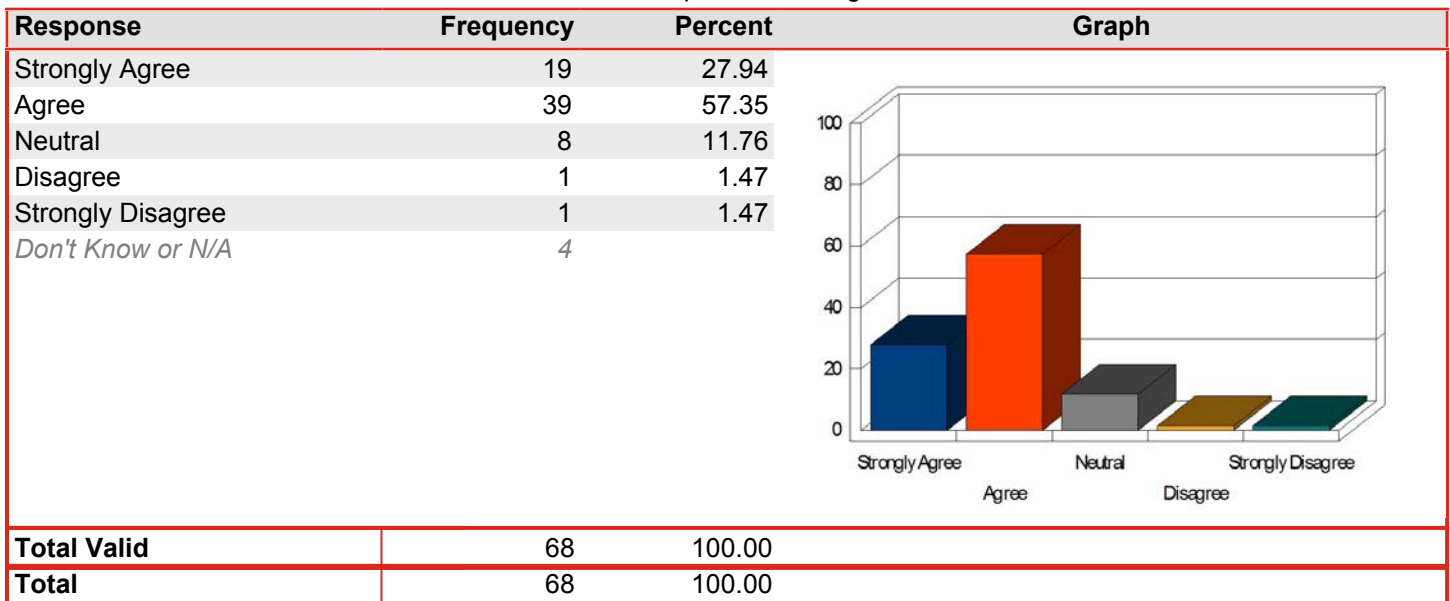
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 3.66



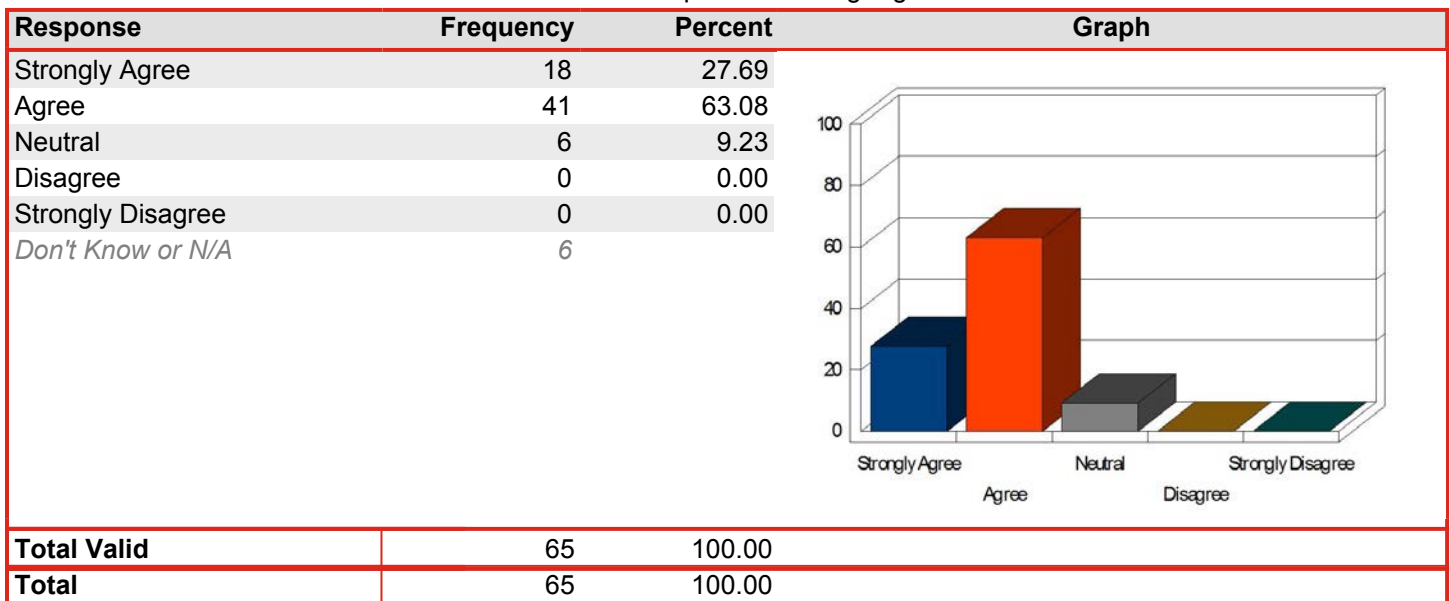
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.09



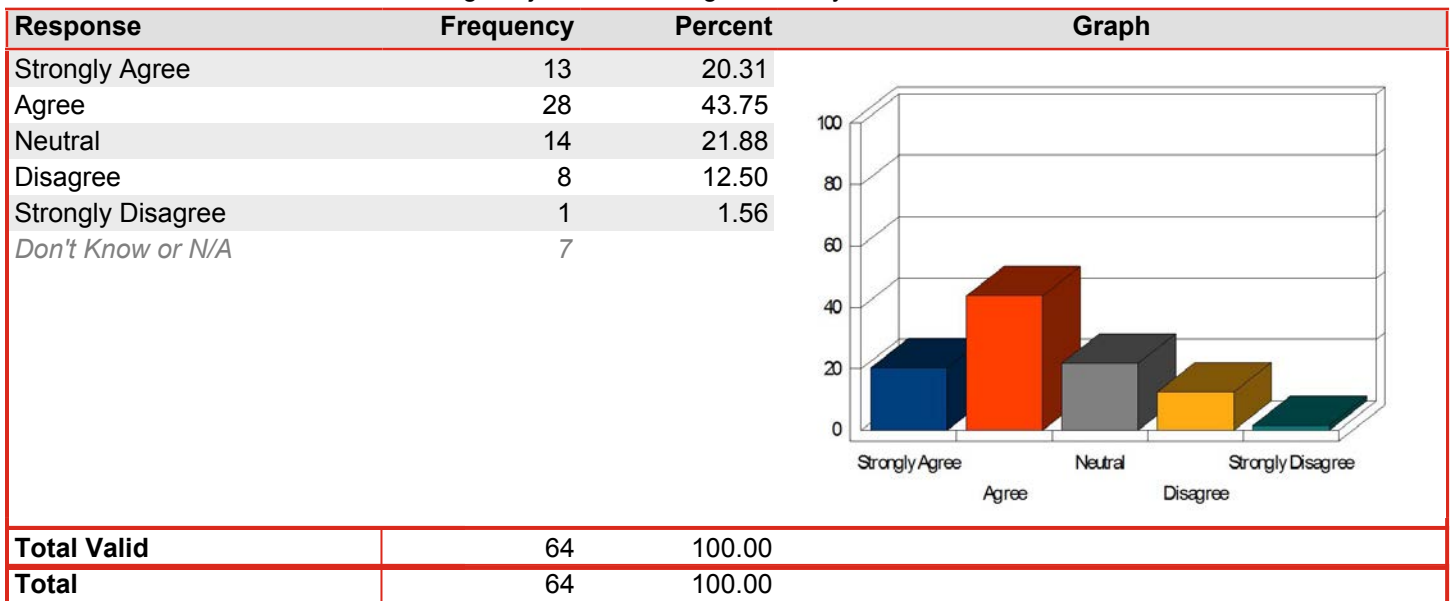
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.18



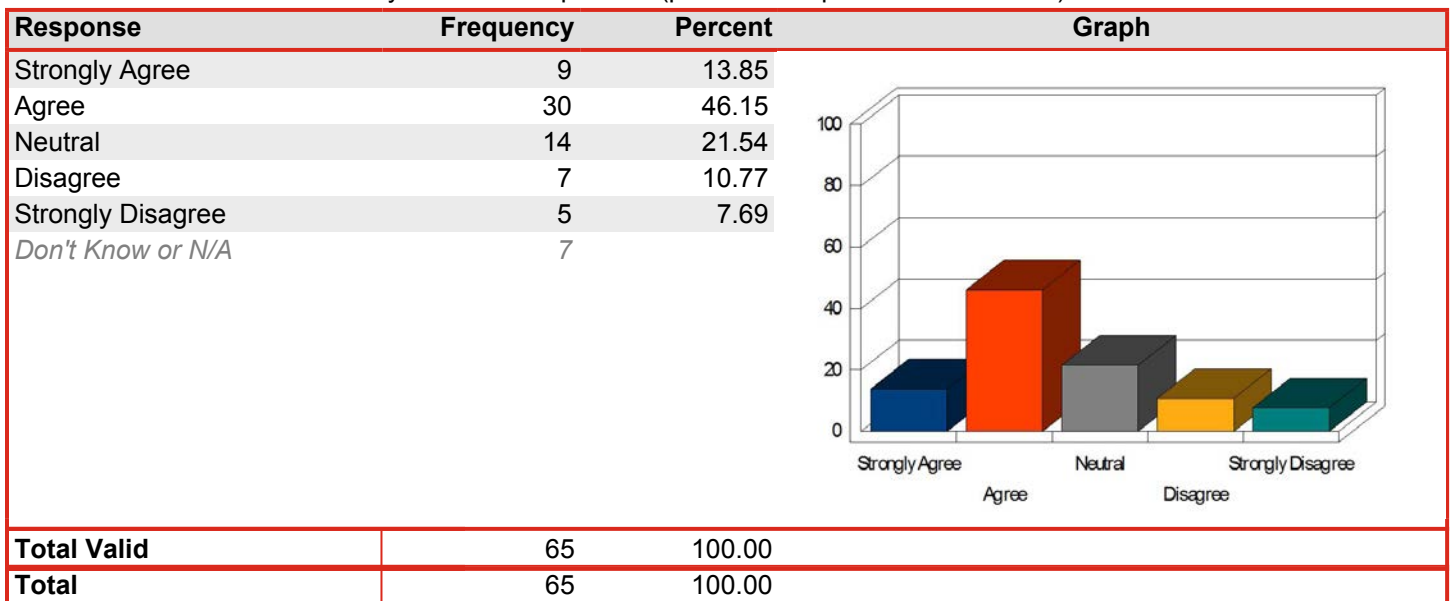
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 3.69



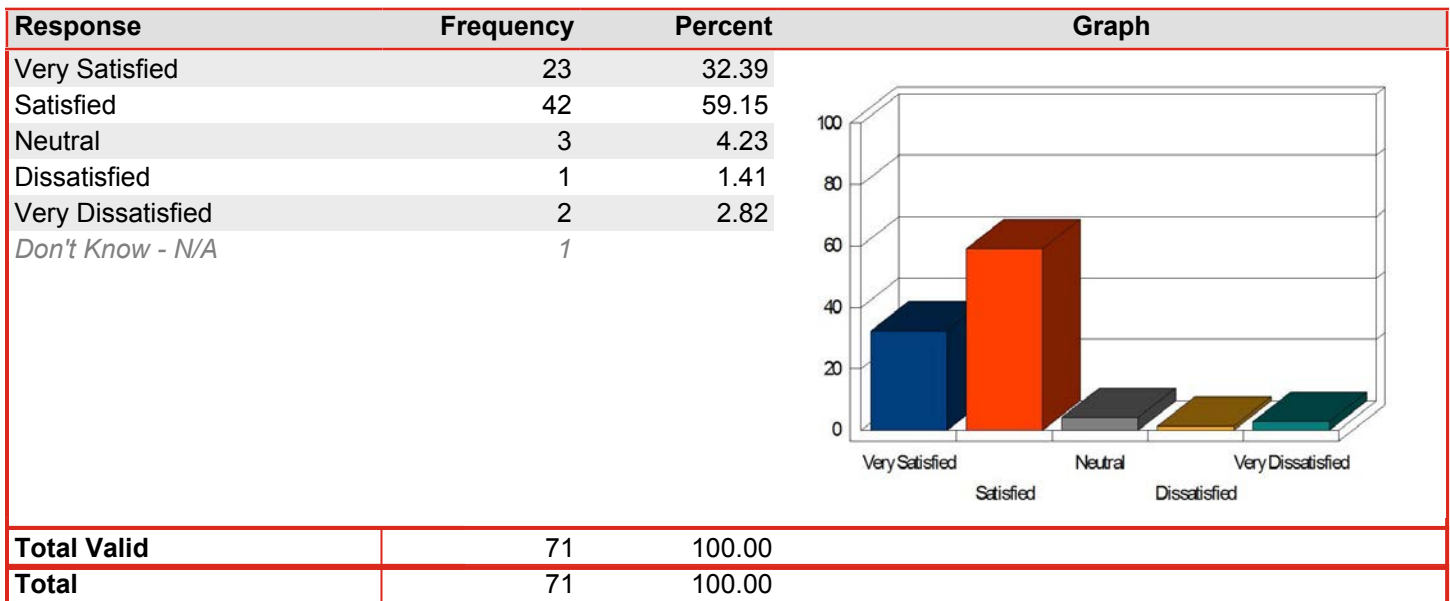
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 3.48



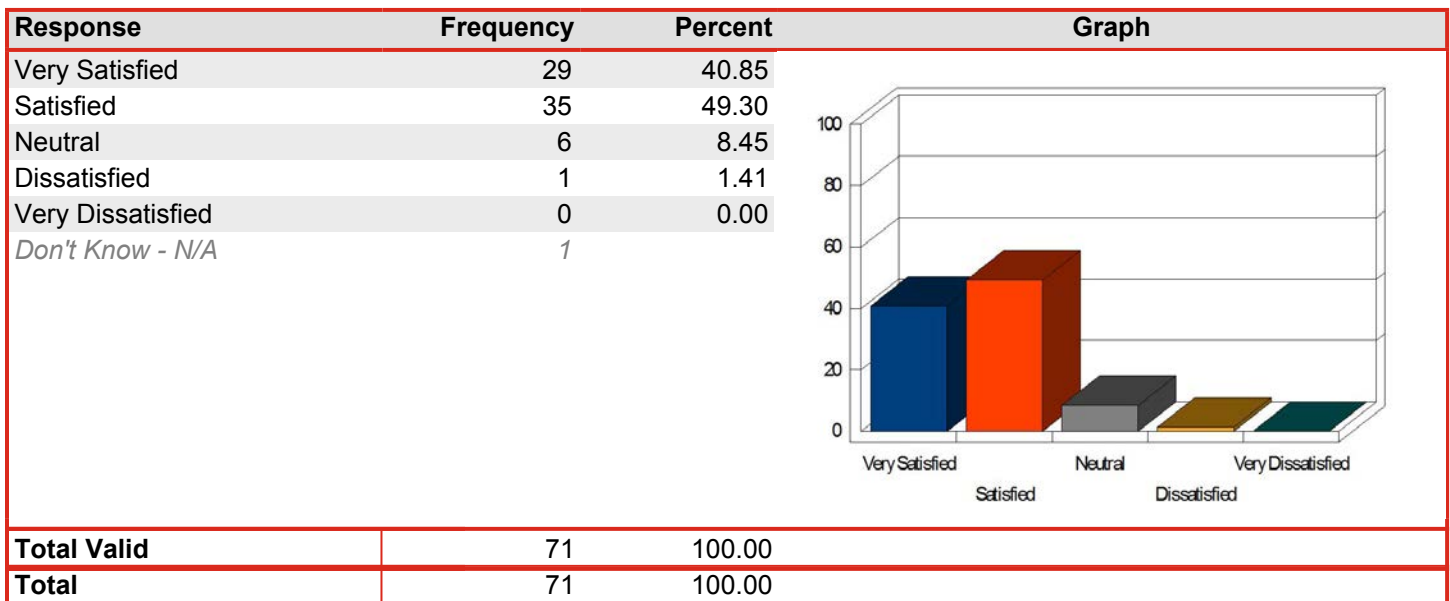
Satisfaction: Assistance of staff

Mean: 4.17



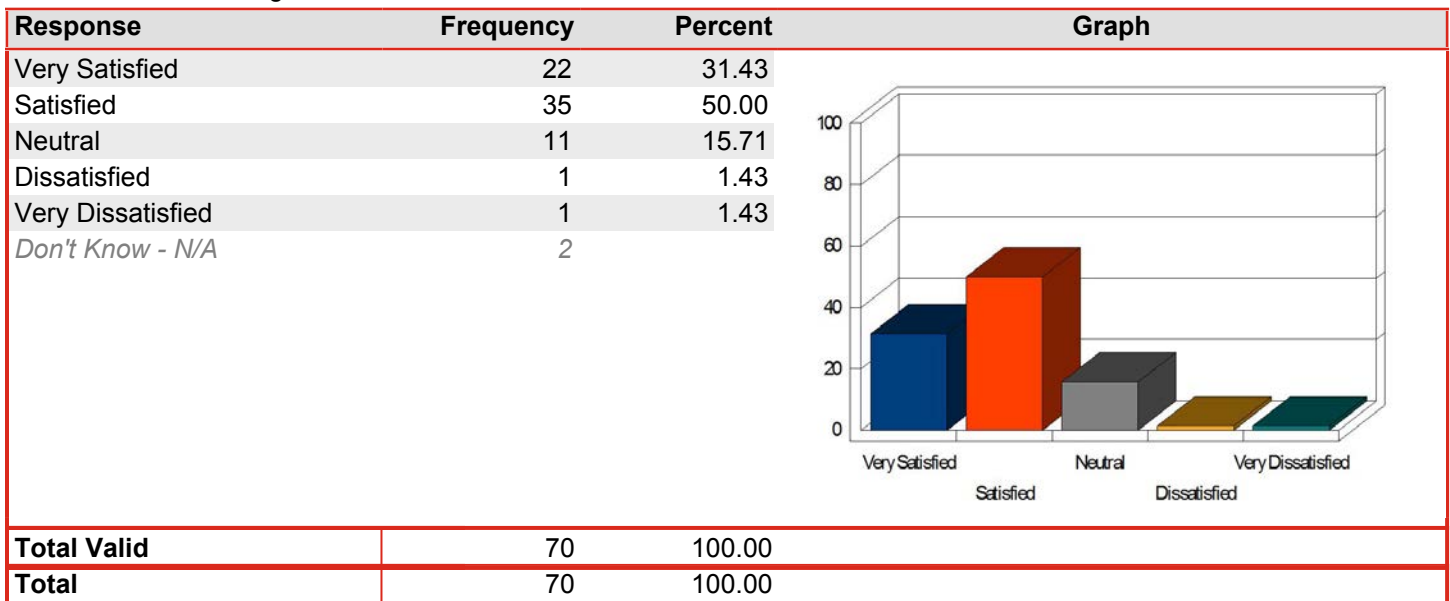
Satisfaction: Friendliness of staff

Mean: 4.30



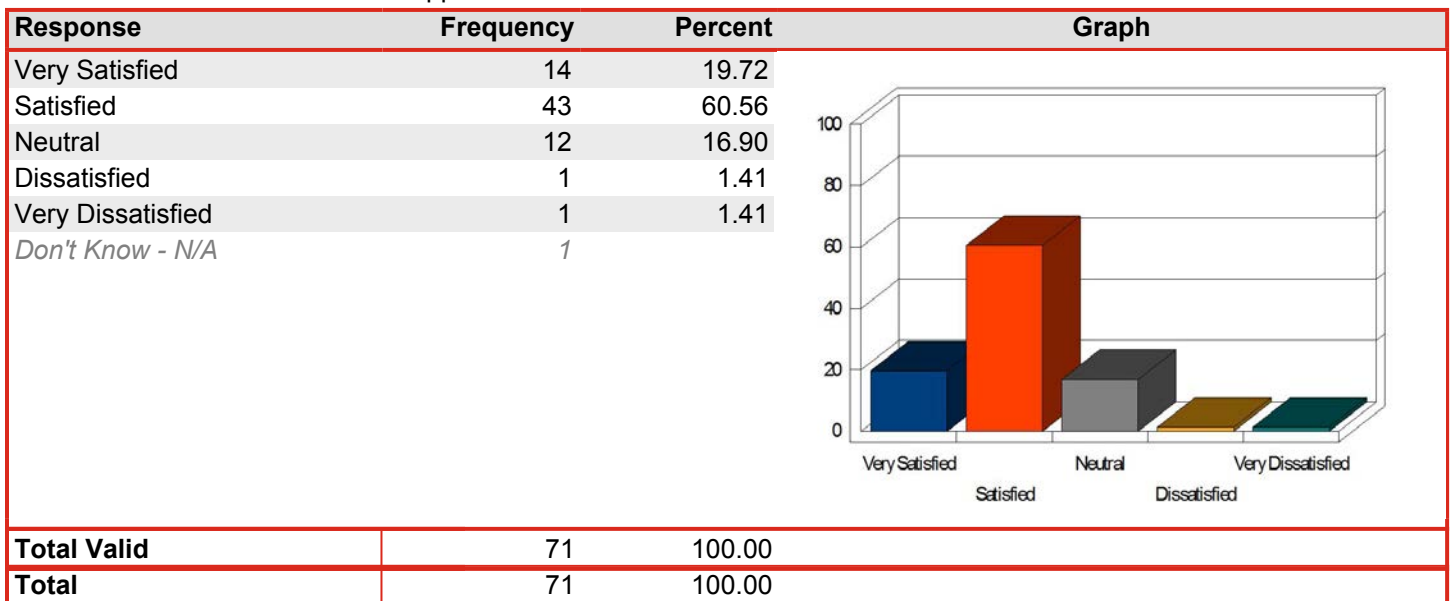
Satisfaction: Knowledge of staff

Mean: 4.09



Satisfaction: Selection of school supplies

Mean: 3.96



Satisfaction: Variety of college logo items

Mean: 3.96

Response	Frequency	Percent	Graph
Very Satisfied	15	21.74	
Satisfied	38	55.07	
Neutral	15	21.74	
Dissatisfied	0	0.00	
Very Dissatisfied	1	1.45	
<i>Don't Know - N/A</i>	3		
Total Valid	69	100.00	
Total	69	100.00	

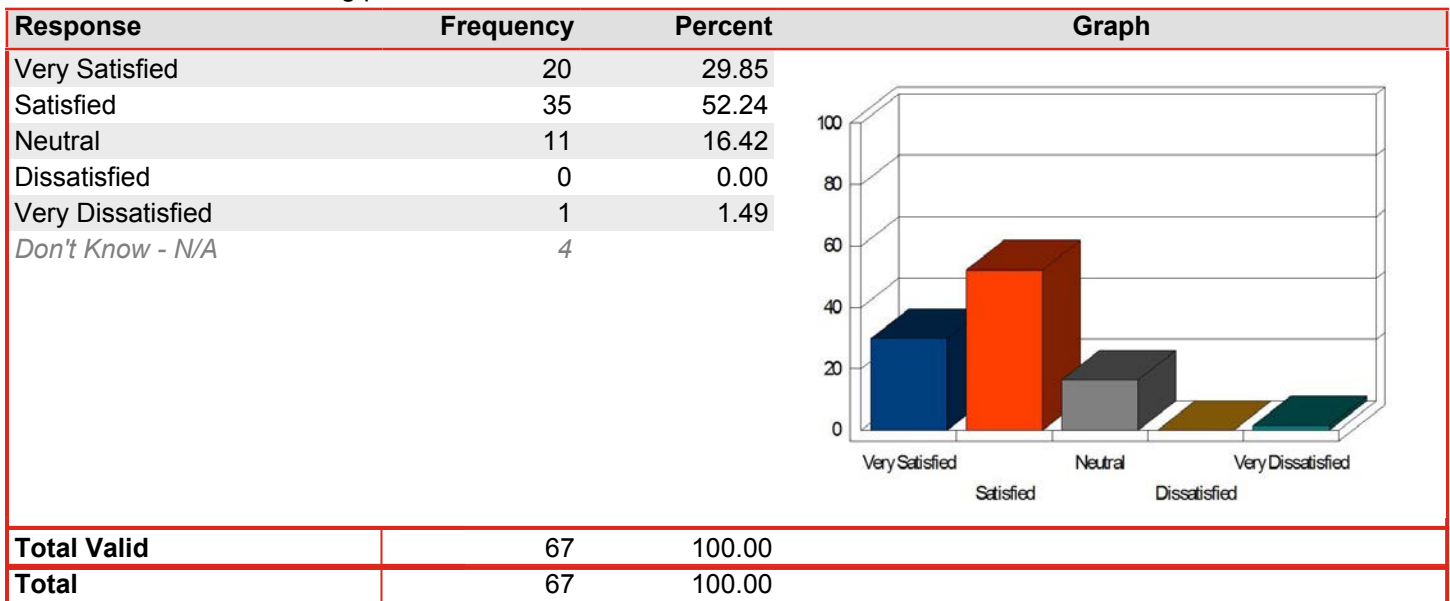
Satisfaction: Variety of clothing items available for purchase

Mean: 3.84

Response	Frequency	Percent	Graph
Very Satisfied	16	23.19	
Satisfied	33	47.83	
Neutral	14	20.29	
Dissatisfied	5	7.25	
Very Dissatisfied	1	1.45	
<i>Don't Know - N/A</i>	3		
Total Valid	69	100.00	
Total	69	100.00	

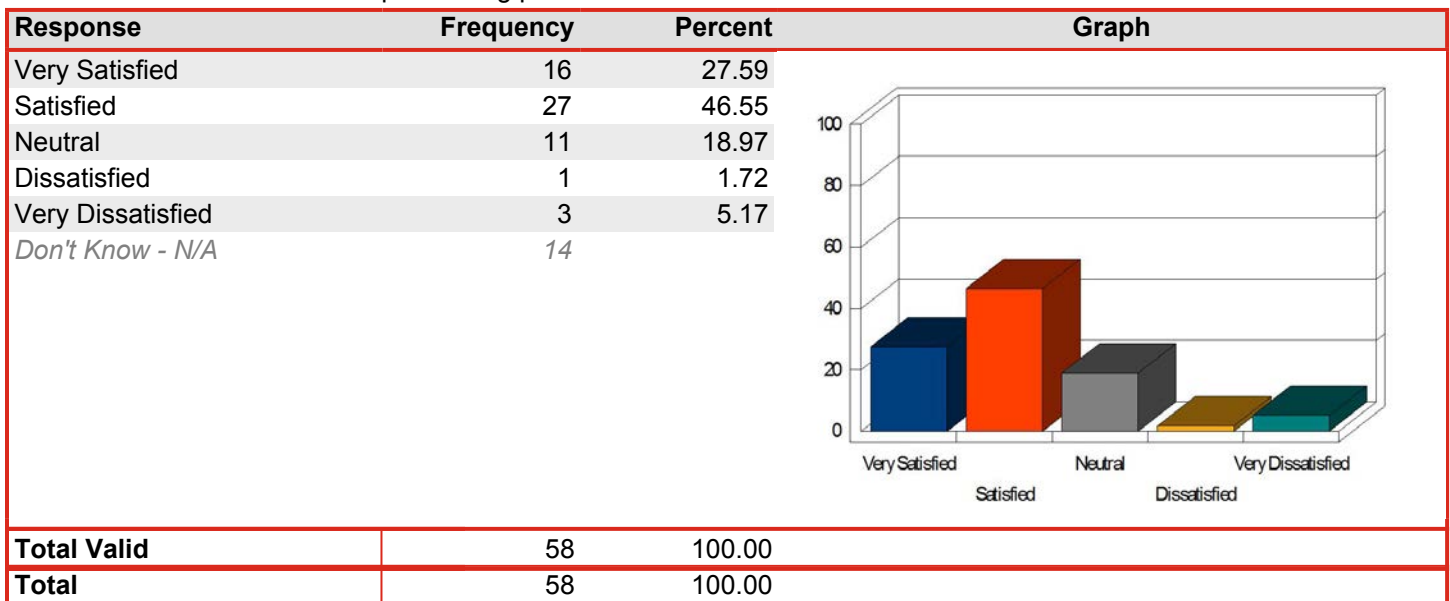
Satisfaction: Ease of locating products I need at the bookstore

Mean: 4.09



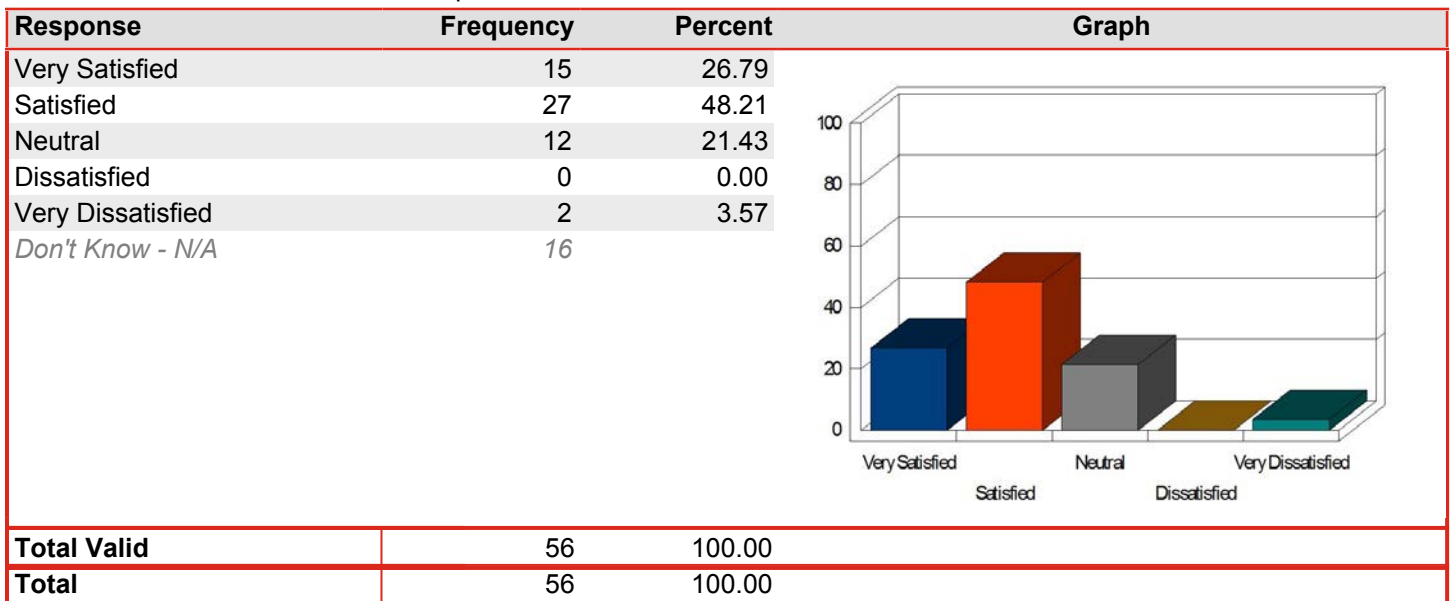
Satisfaction: ONLINE textbook purchasing process

Mean: 3.90



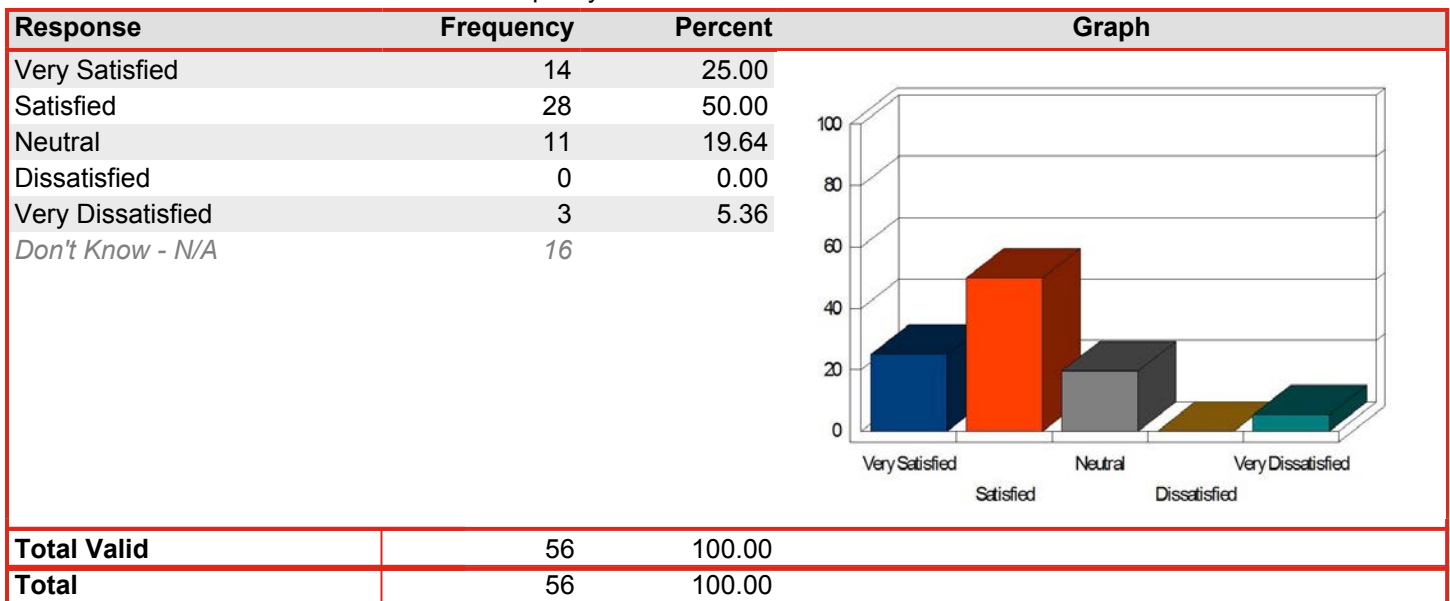
Satisfaction: ONLINE textbook rental process

Mean: 3.95



Satisfaction: ONLINE textbook rental return policy

Mean: 3.89



Satisfaction: Bookstores return policies

Mean: 4.03

Response	Frequency	Percent	Graph
Very Satisfied	18	29.03	
Satisfied	32	51.61	
Neutral	10	16.13	
Dissatisfied	0	0.00	
Very Dissatisfied	2	3.23	
<i>Don't Know - N/A</i>	10		
Total Valid	62	100.00	
Total	62	100.00	

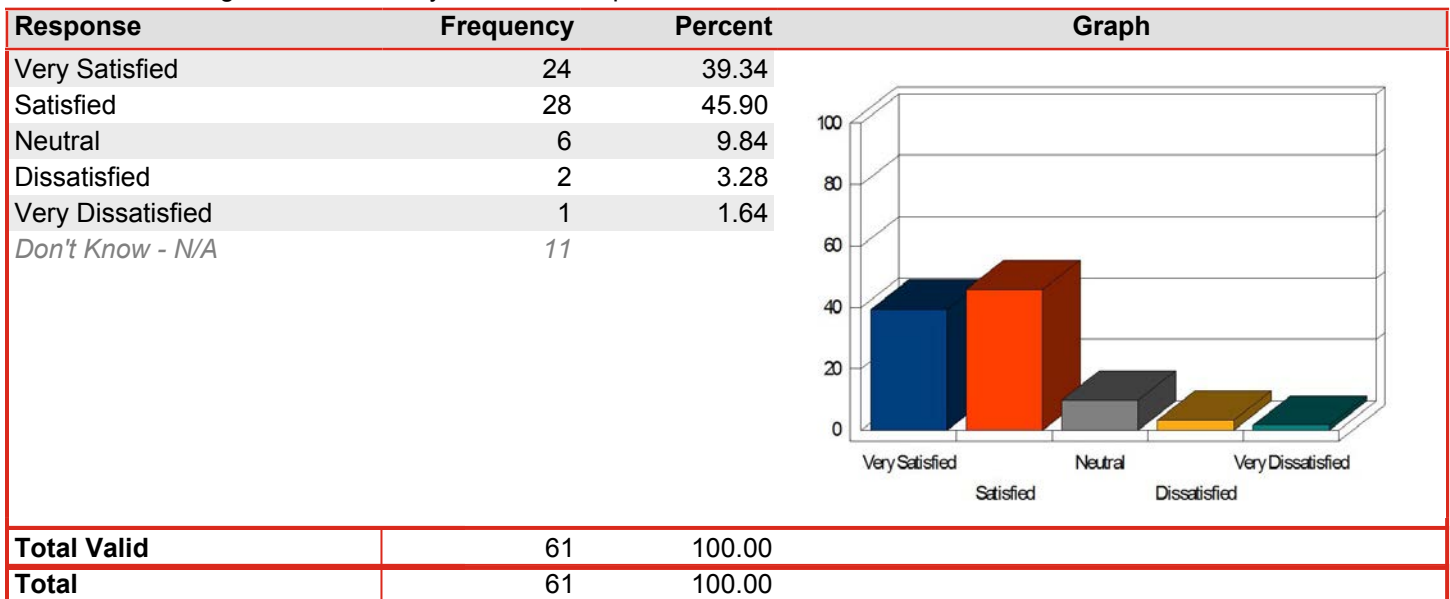
Satisfaction: Bookstore textbook buy back procedures

Mean: 4.02

Response	Frequency	Percent	Graph
Very Satisfied	16	26.67	
Satisfied	32	53.33	
Neutral	10	16.67	
Dissatisfied	1	1.67	
Very Dissatisfied	1	1.67	
<i>Don't Know - N/A</i>	10		
Total Valid	60	100.00	
Total	60	100.00	

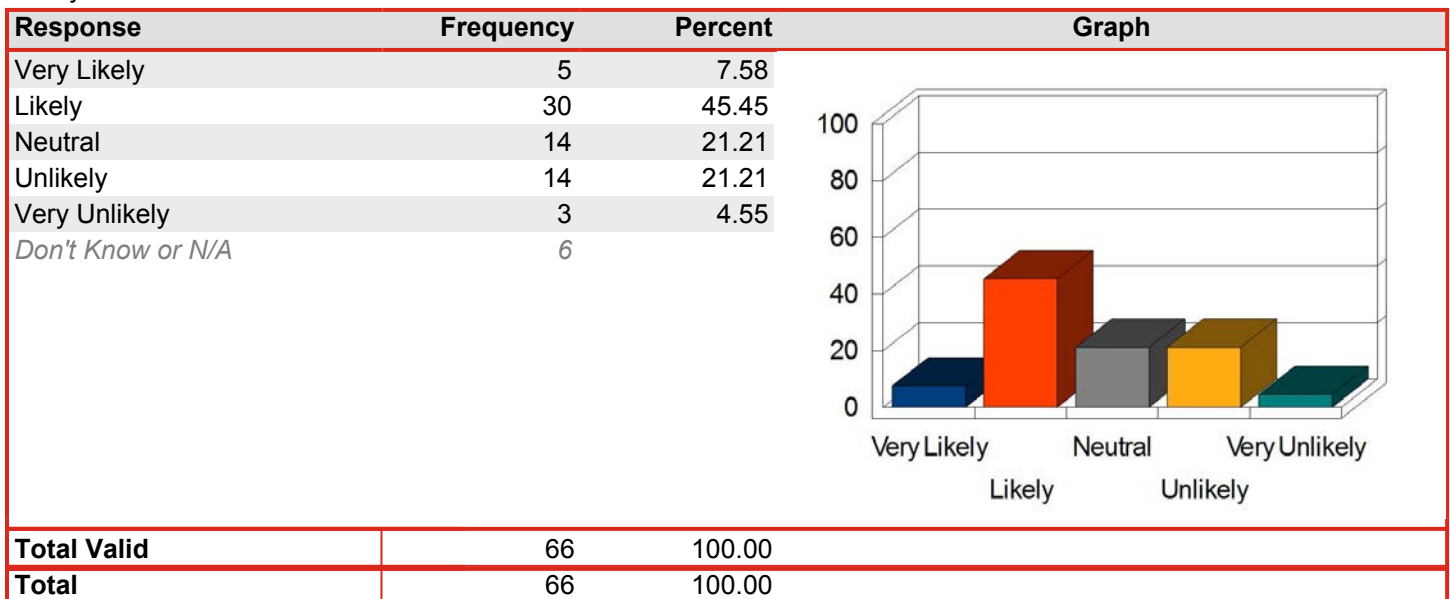
Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.18



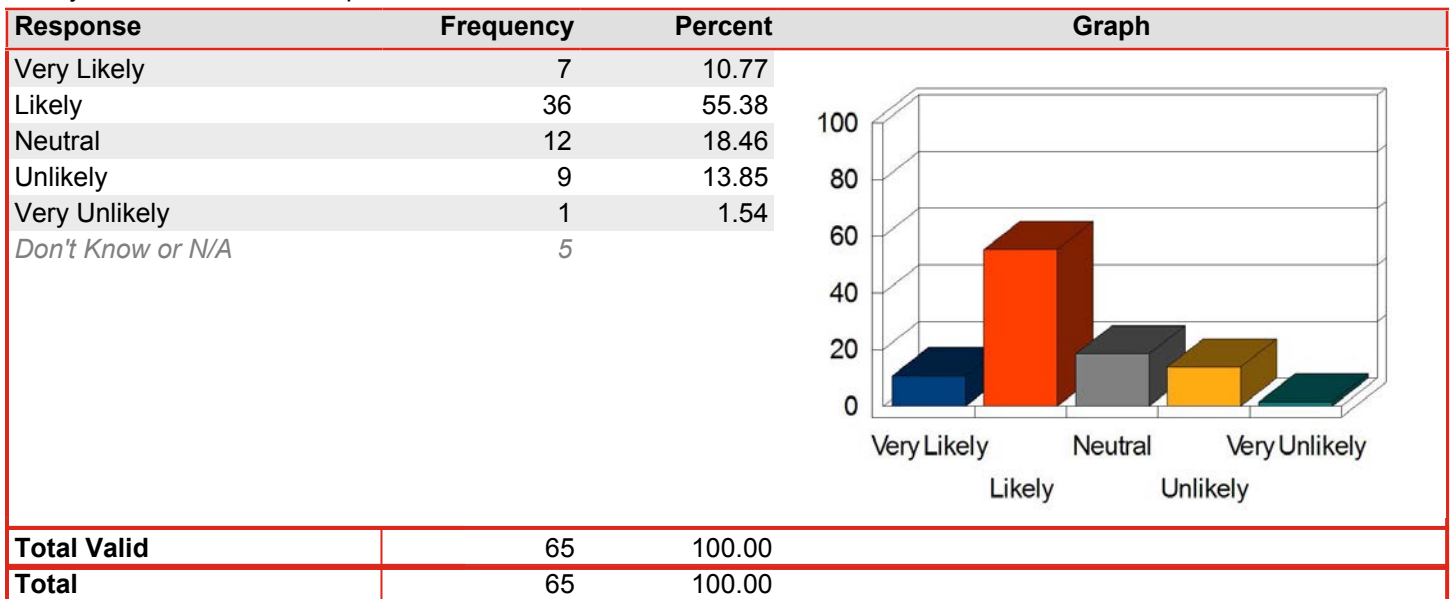
Likely: Purchase and use E-books over traditional textbooks in the future

Mean: 3.30



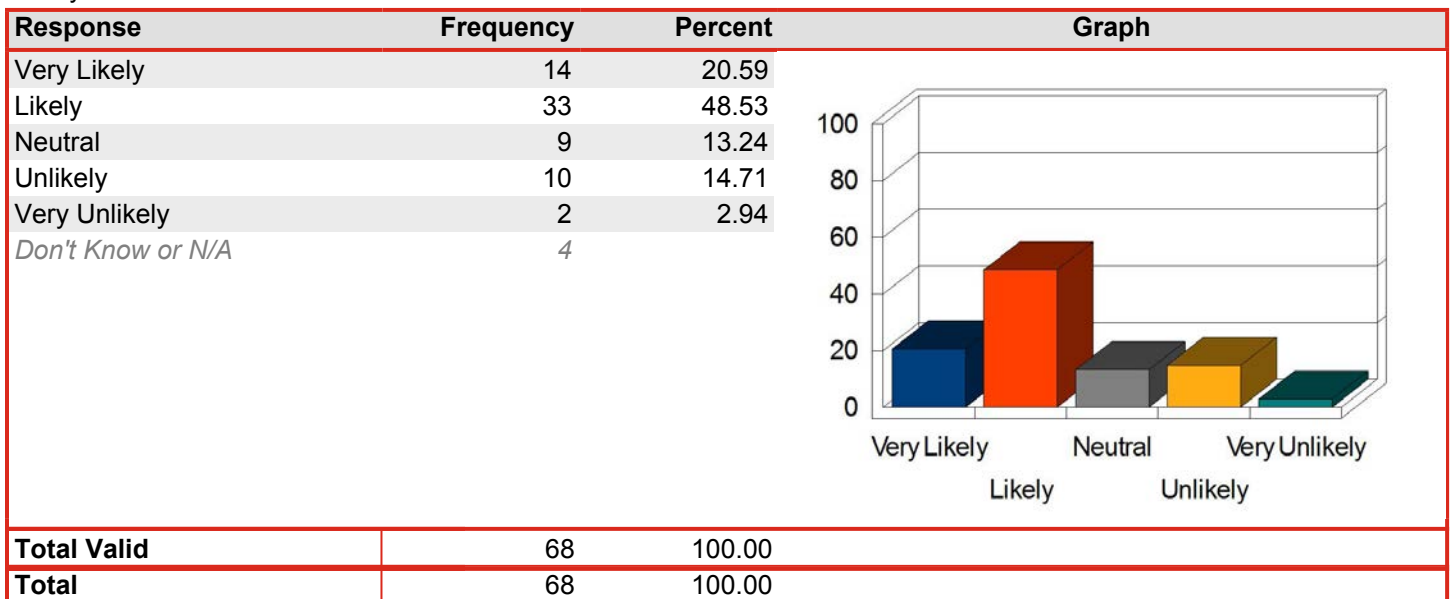
Likely: Make a future online purchase

Mean: 3.60



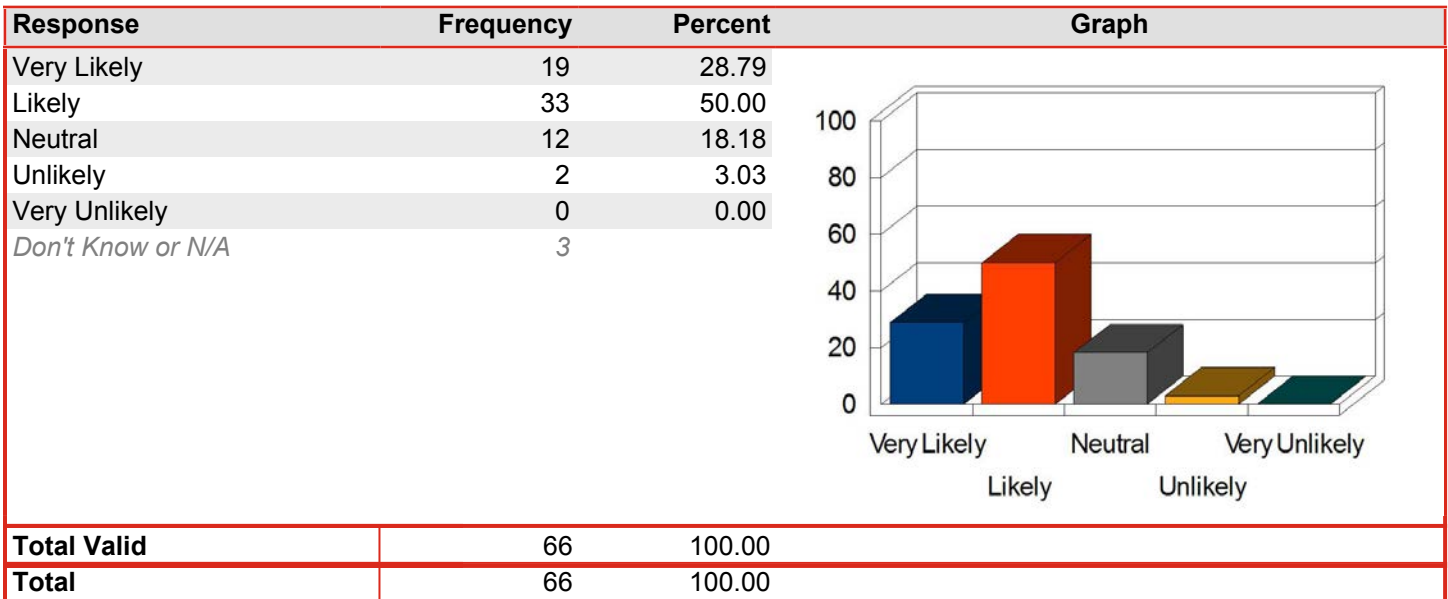
Likely: Rent a Textbook in the future

Mean: 3.69



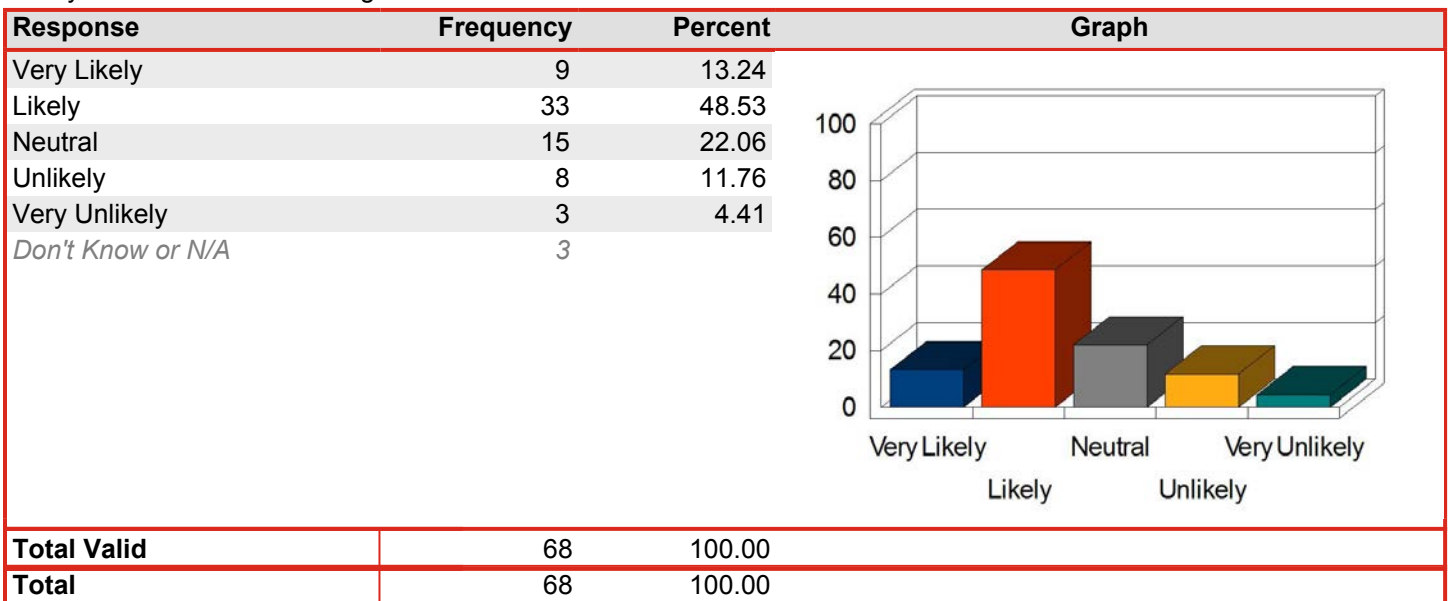
Likely: Make a future purchase at the bookstore

Mean: 4.05



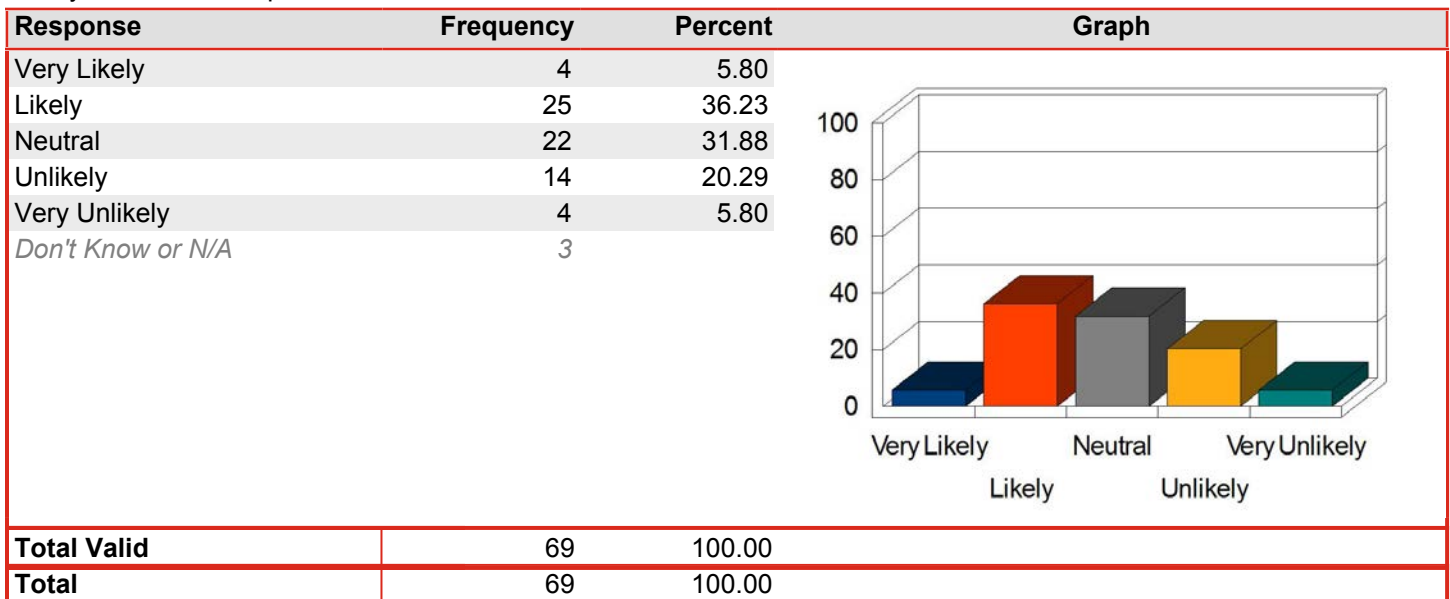
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 3.54



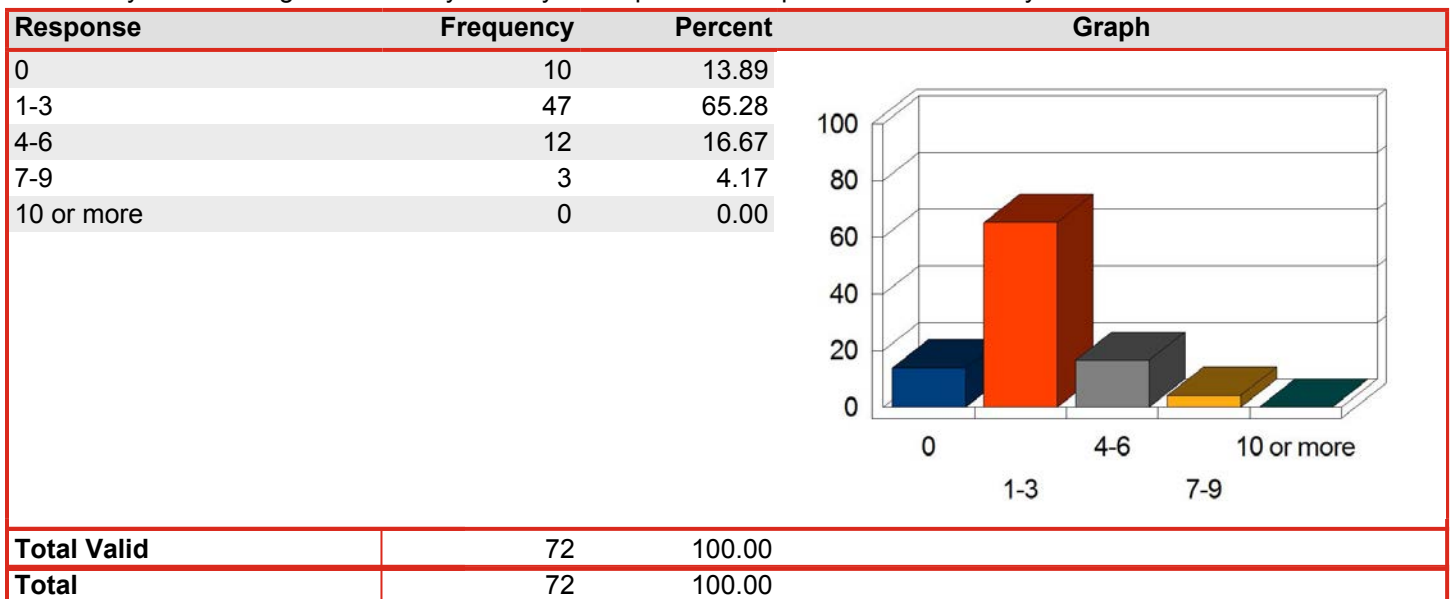
Likely: Purchase computers and other electronics if it were available

Mean: 3.16



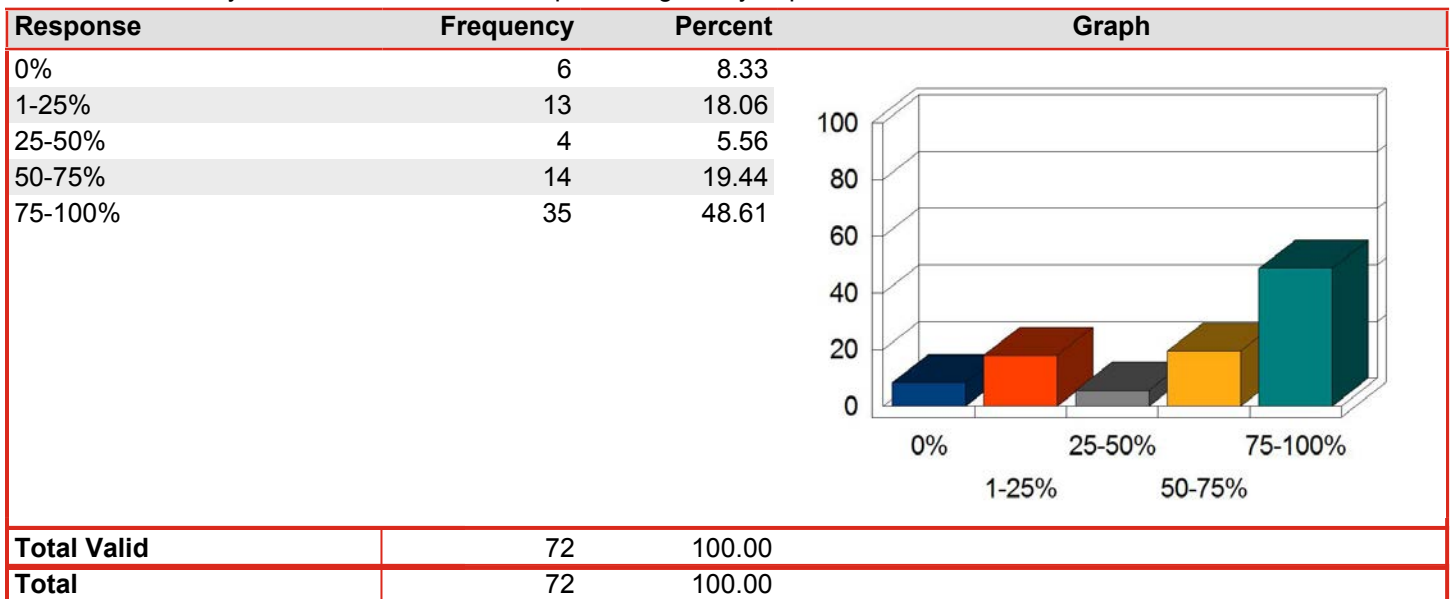
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.11



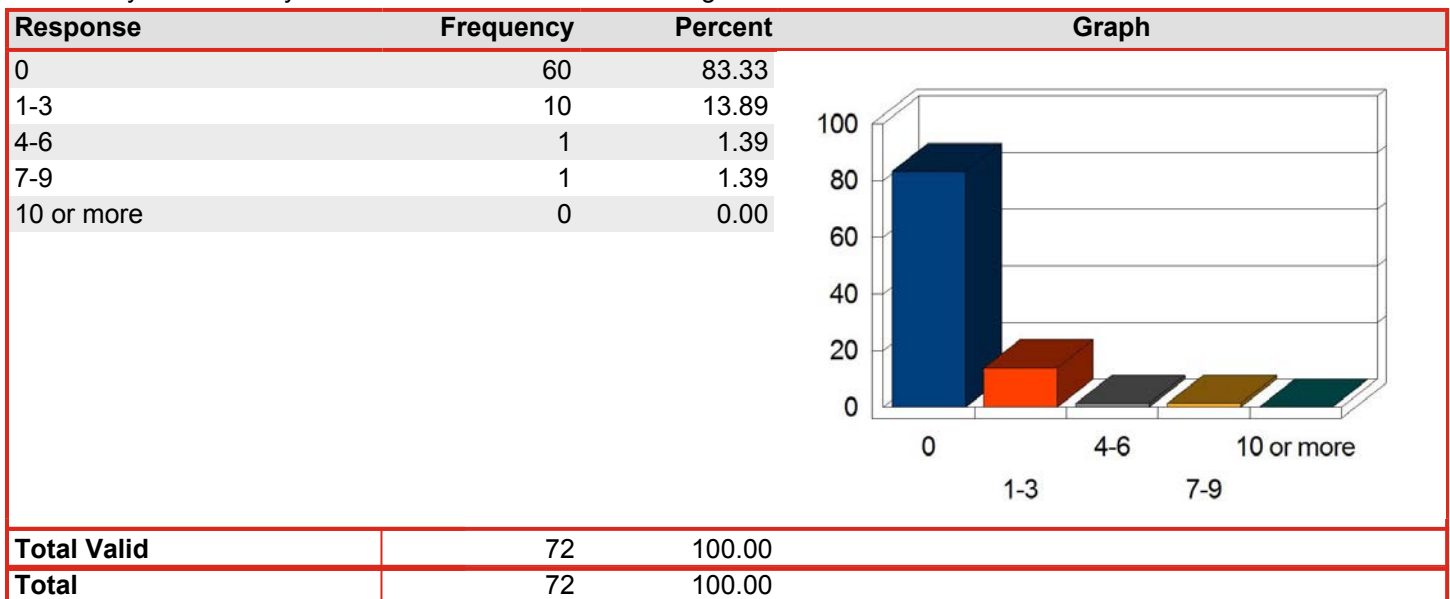
For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 3.82



How many times have you have rented TEXTBOOKS using our online rental services?

Mean: 1.21



Trinity Valley Community College

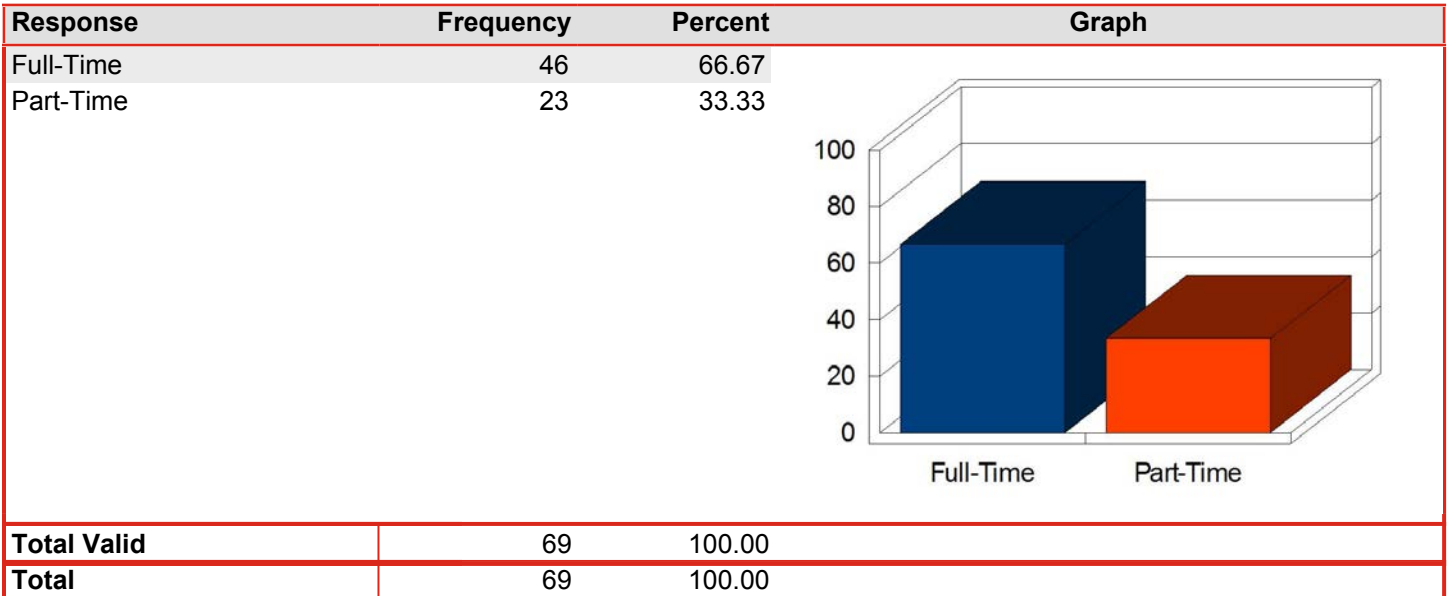
Bookstore Satisfaction Survey Results

Fall 2017

Campus: TERRELL

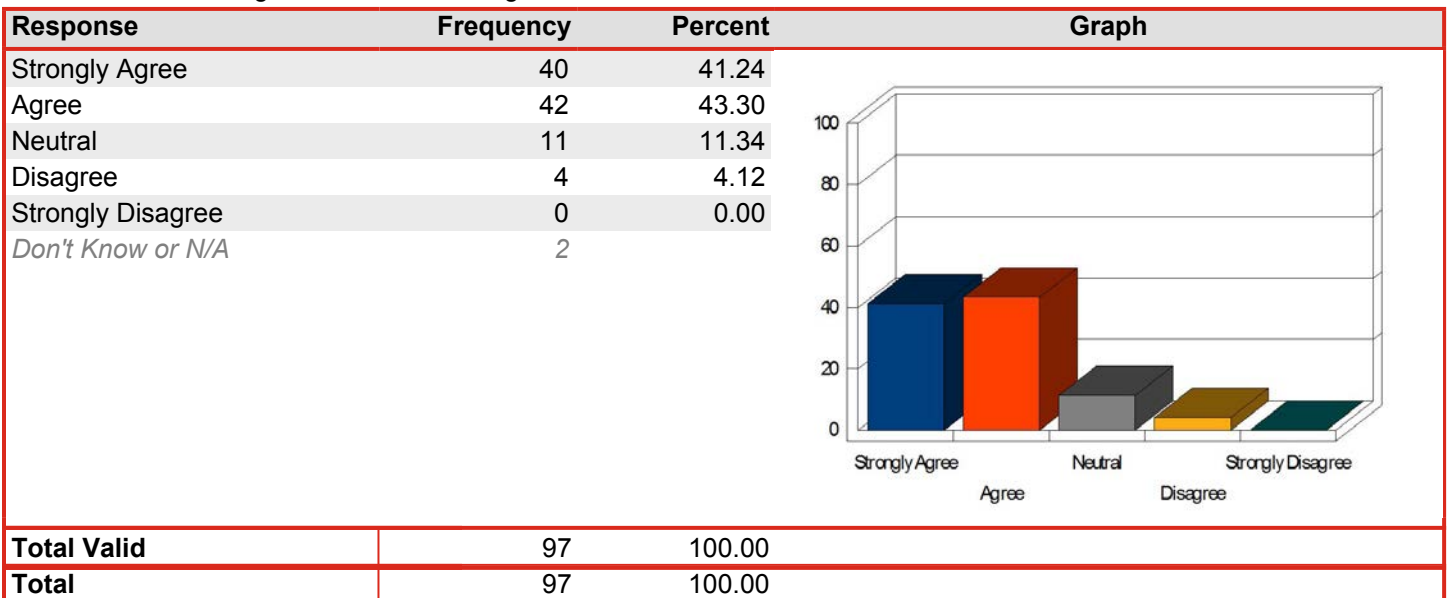
Student Status

Mean: 1.33



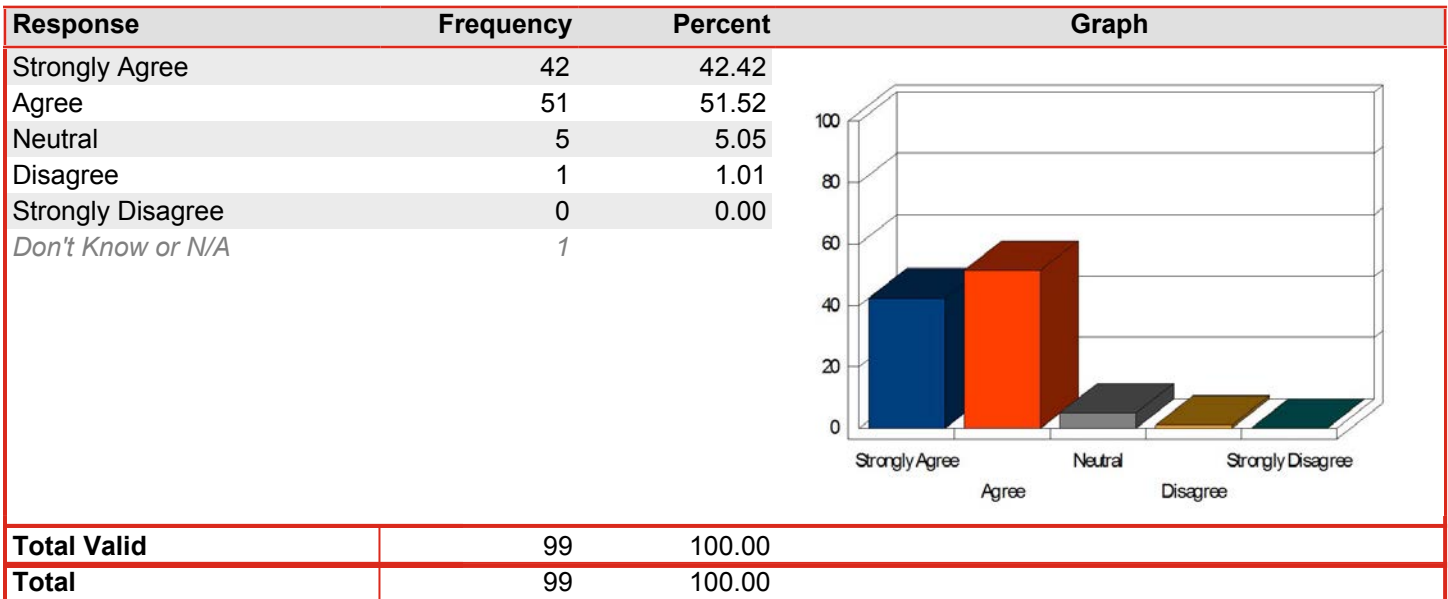
AGREEMENT: I am greeted when entering the bookstore

Mean: 4.22



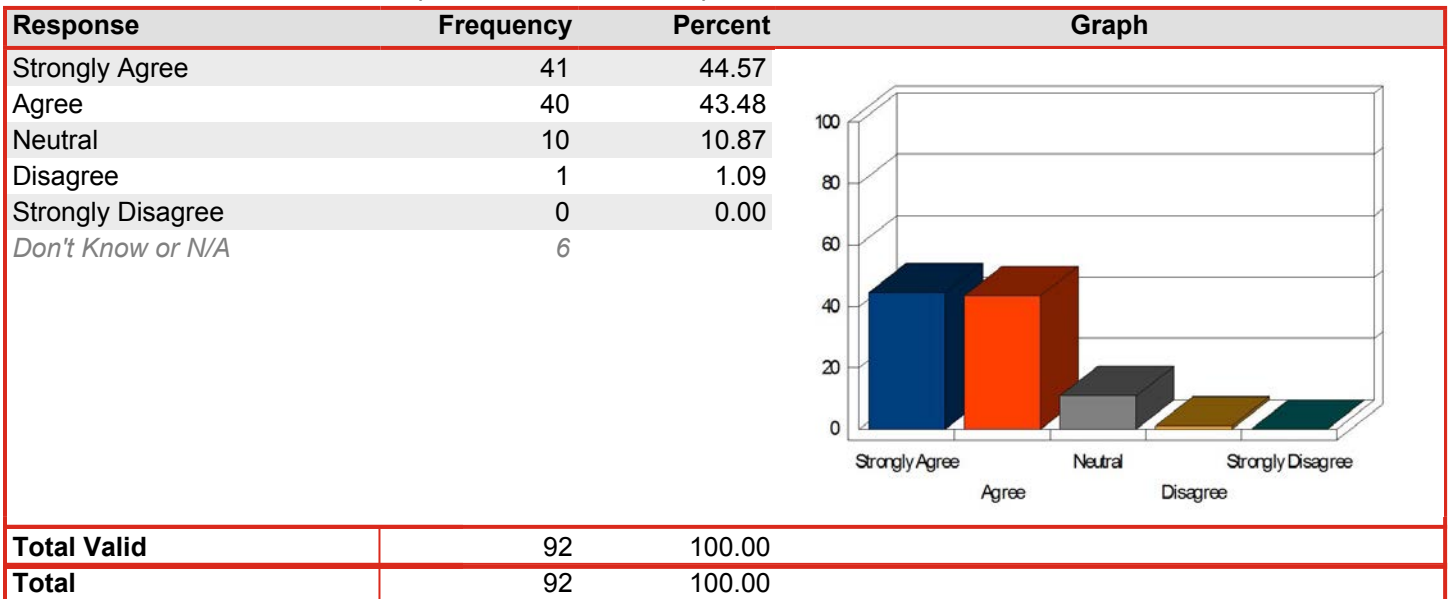
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.35



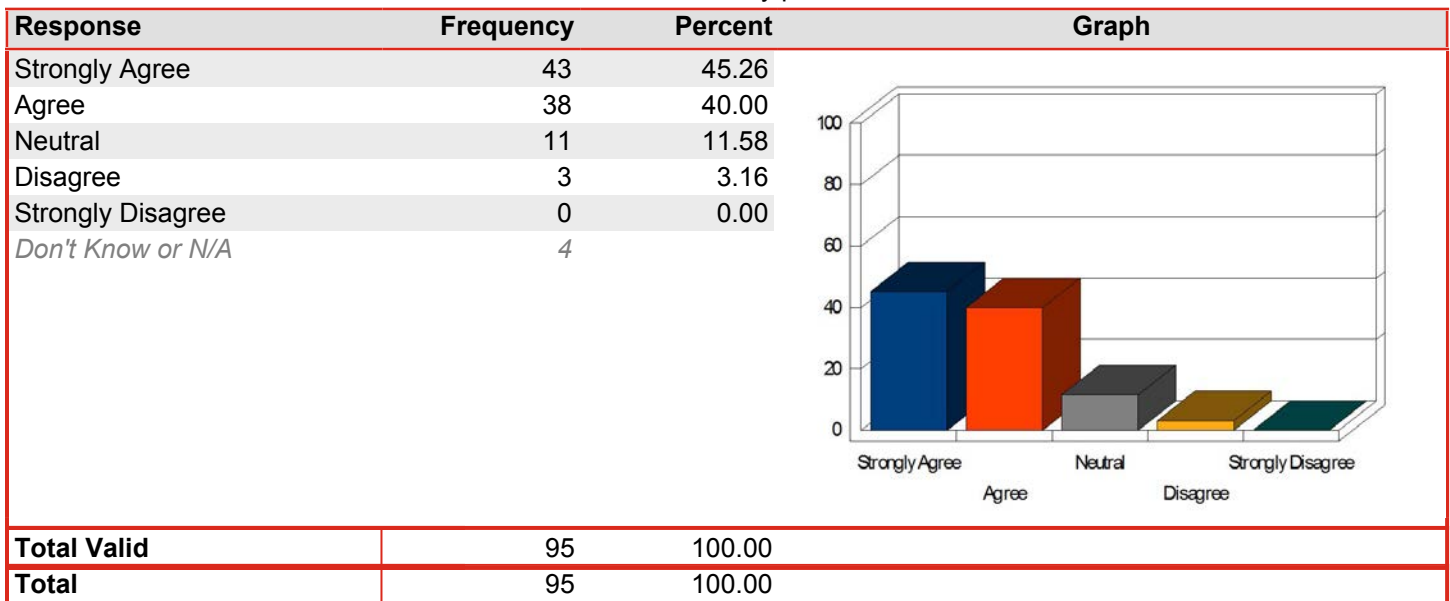
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 4.32



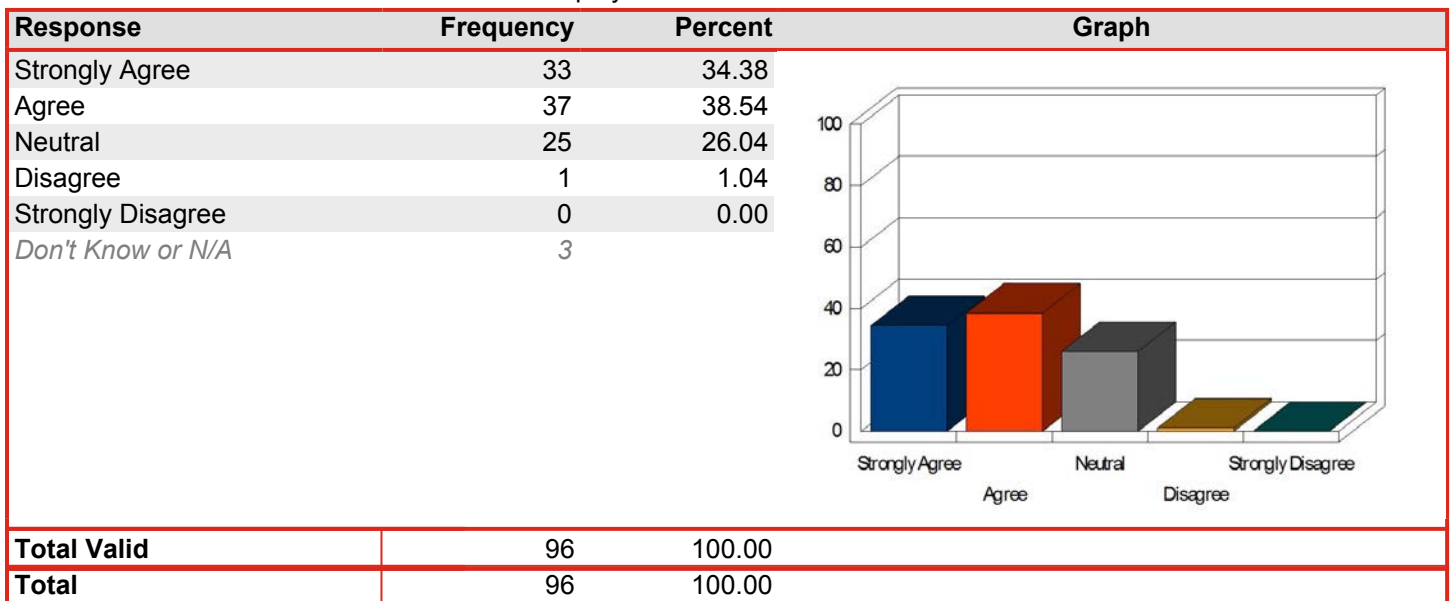
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.27



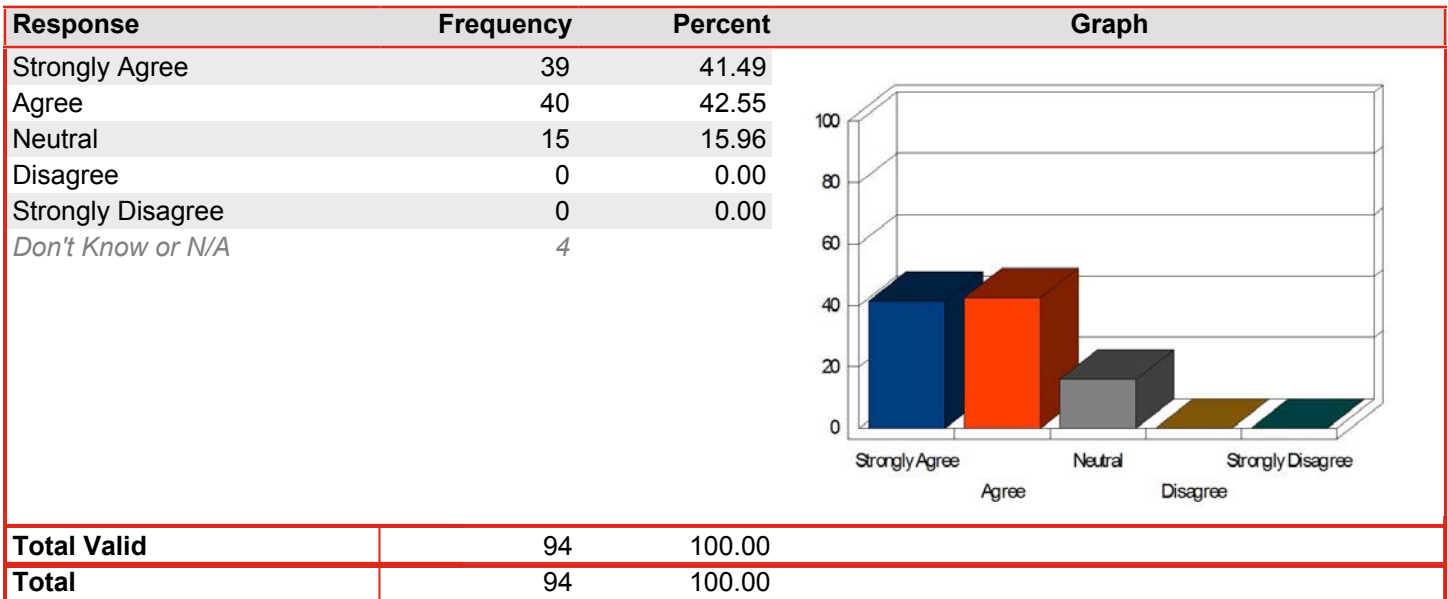
AGREEMENT: The bookstore has attractive displays

Mean: 4.06



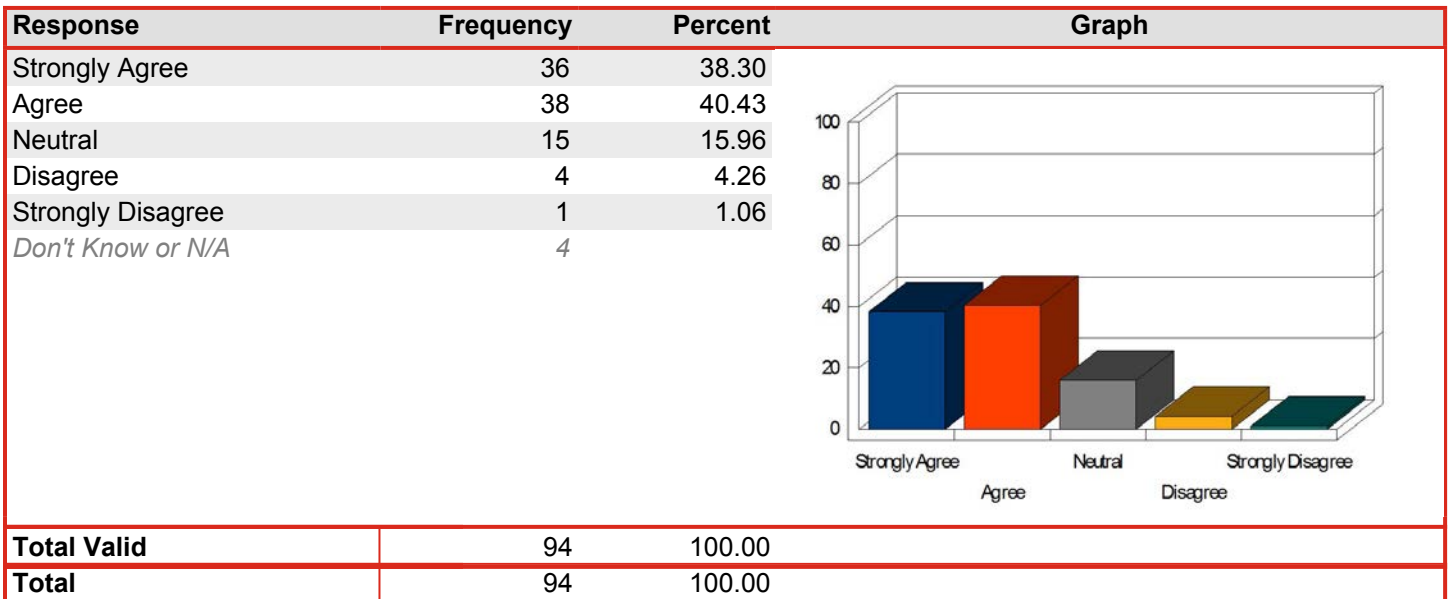
AGREEMENT: The bookstore has helpful in-store signs

Mean: 4.26



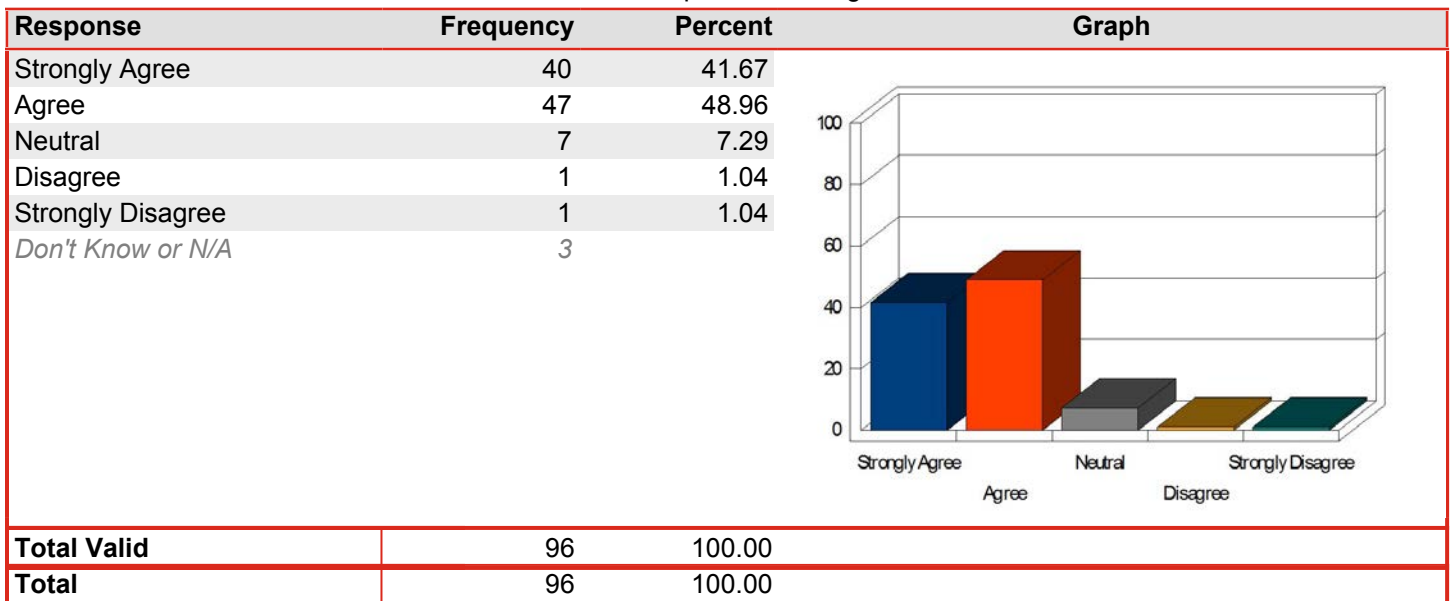
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 4.11



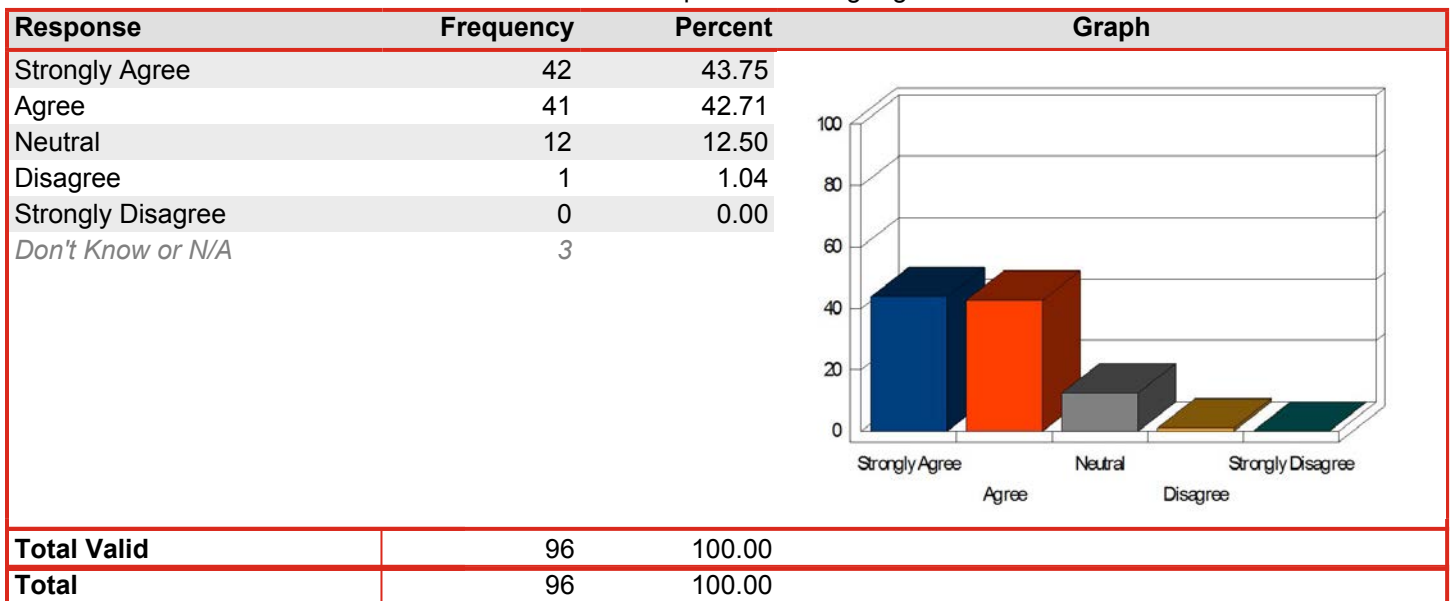
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.29



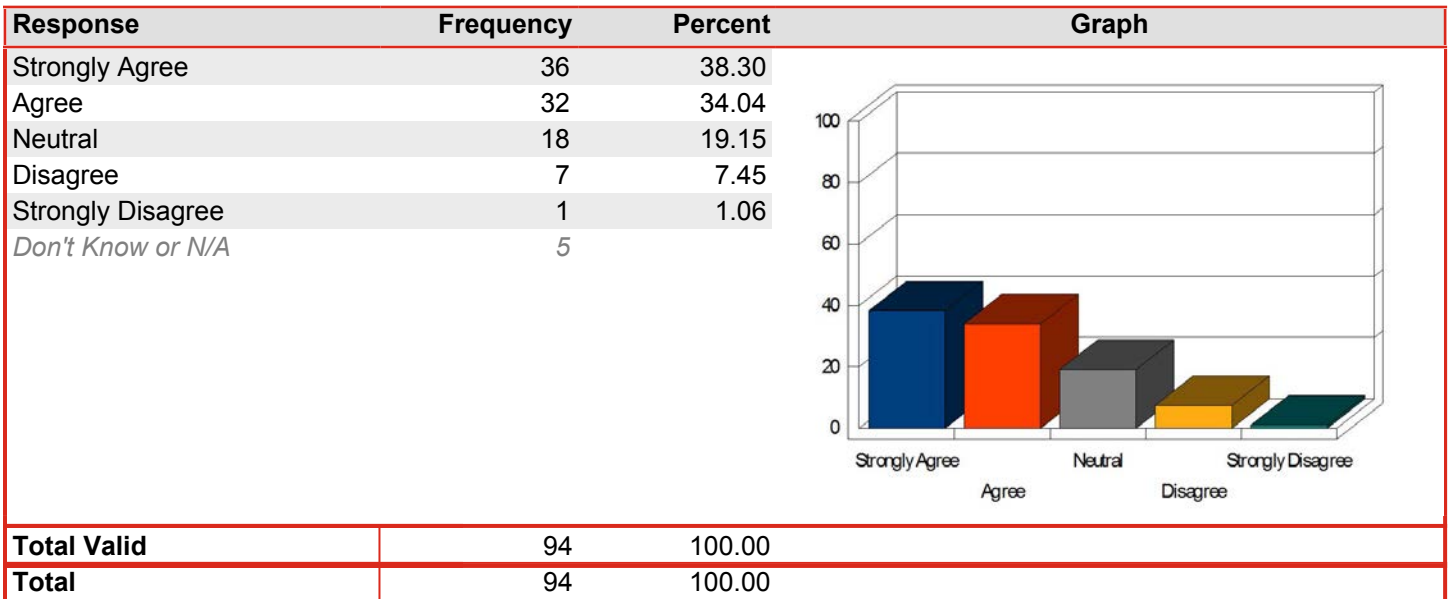
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.29



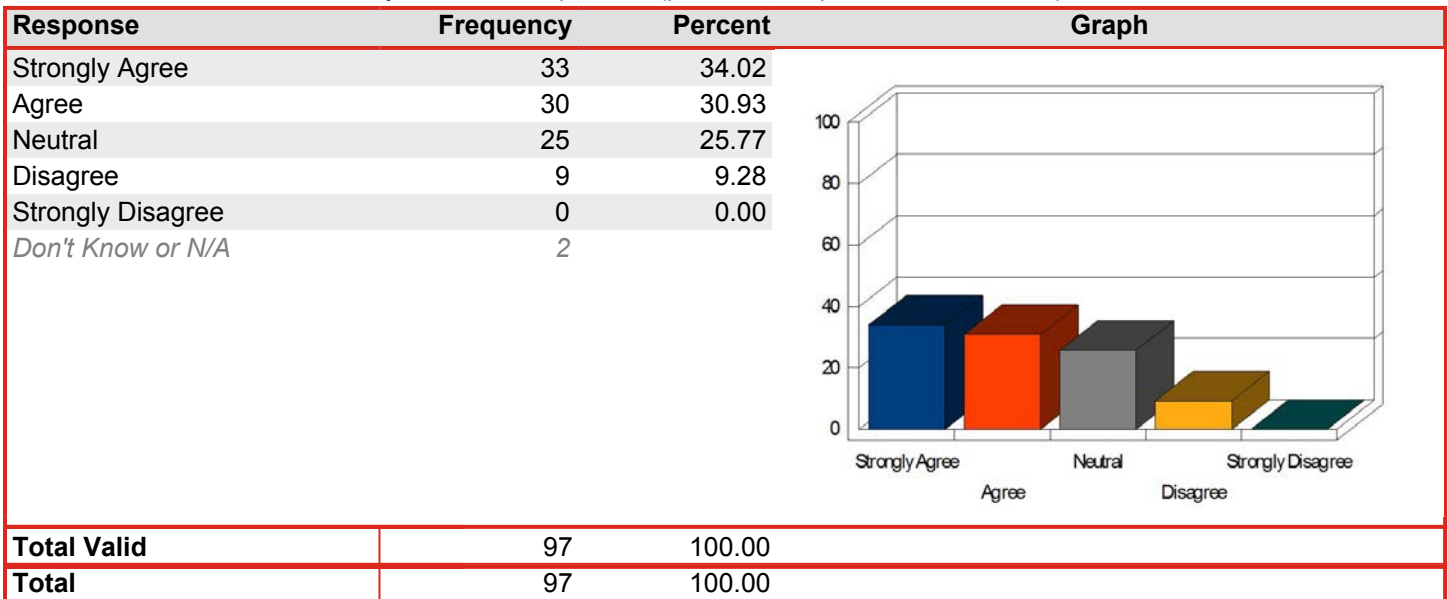
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 4.01



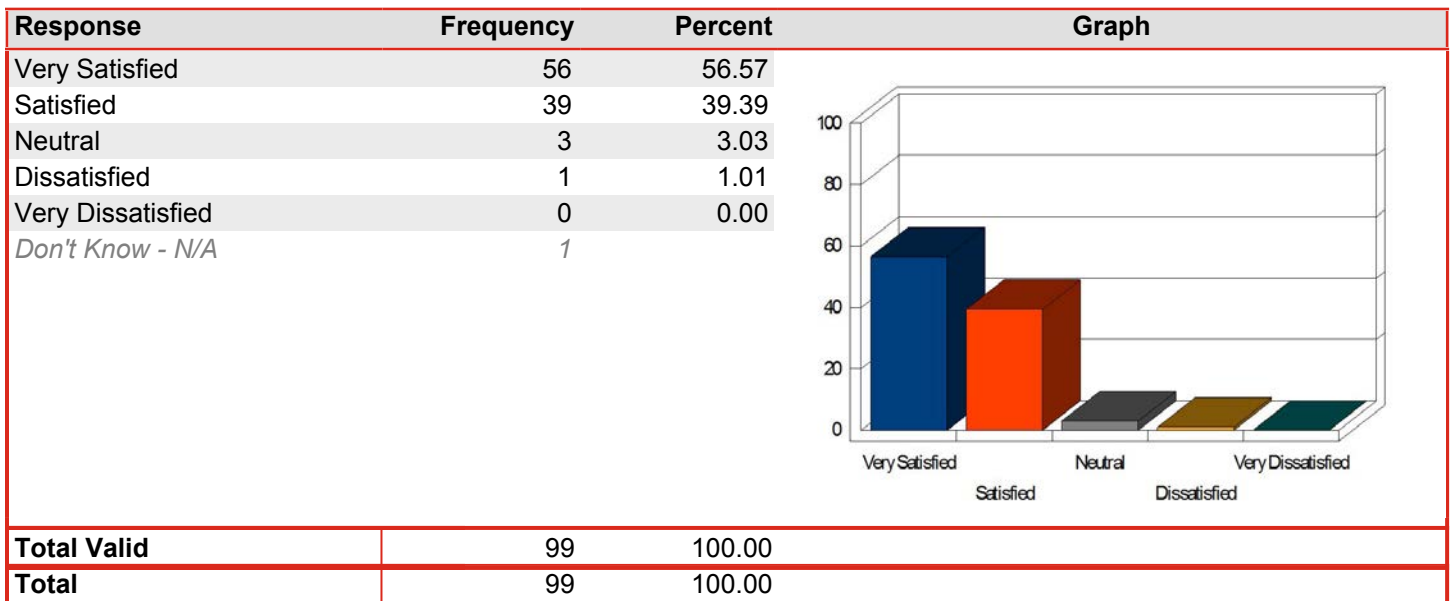
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 3.90



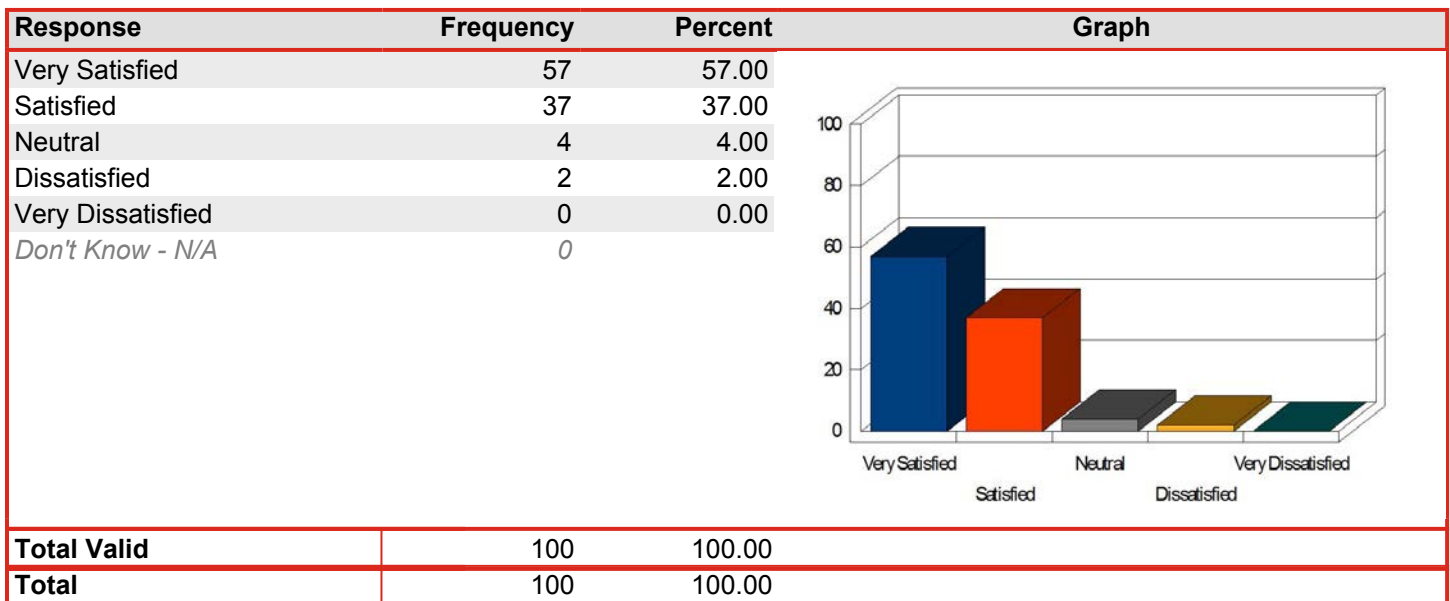
Satisfaction: Assistance of staff

Mean: 4.52



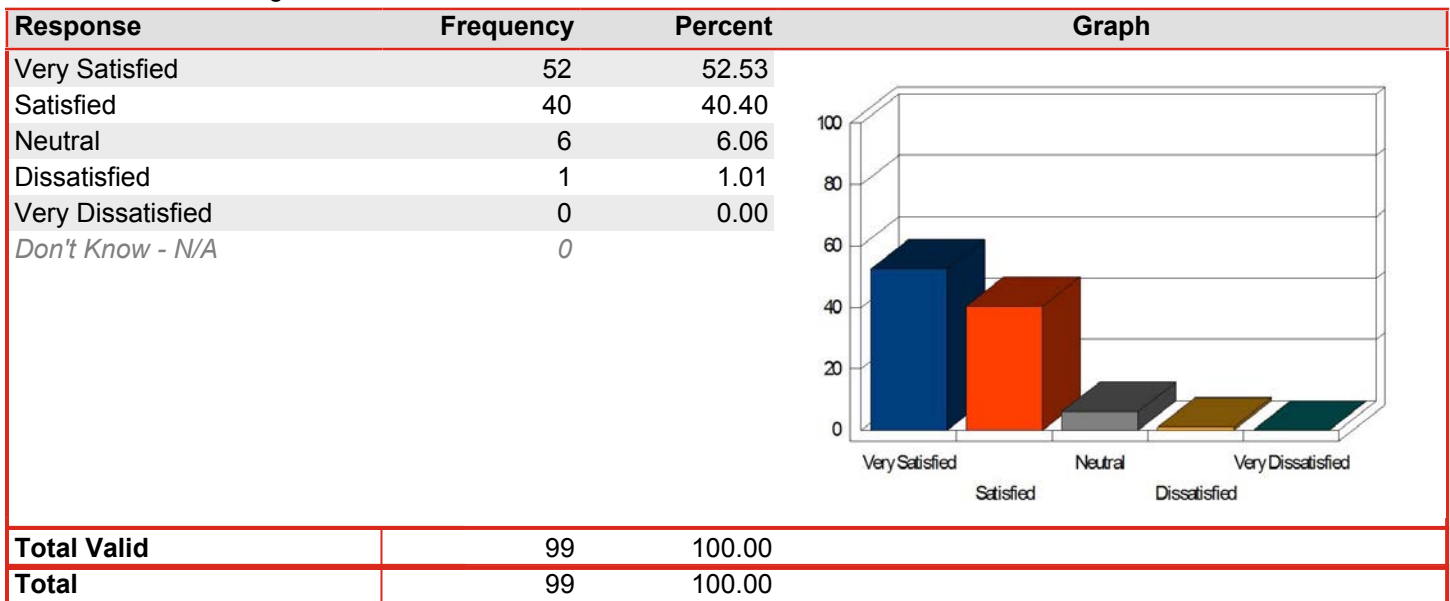
Satisfaction: Friendliness of staff

Mean: 4.49



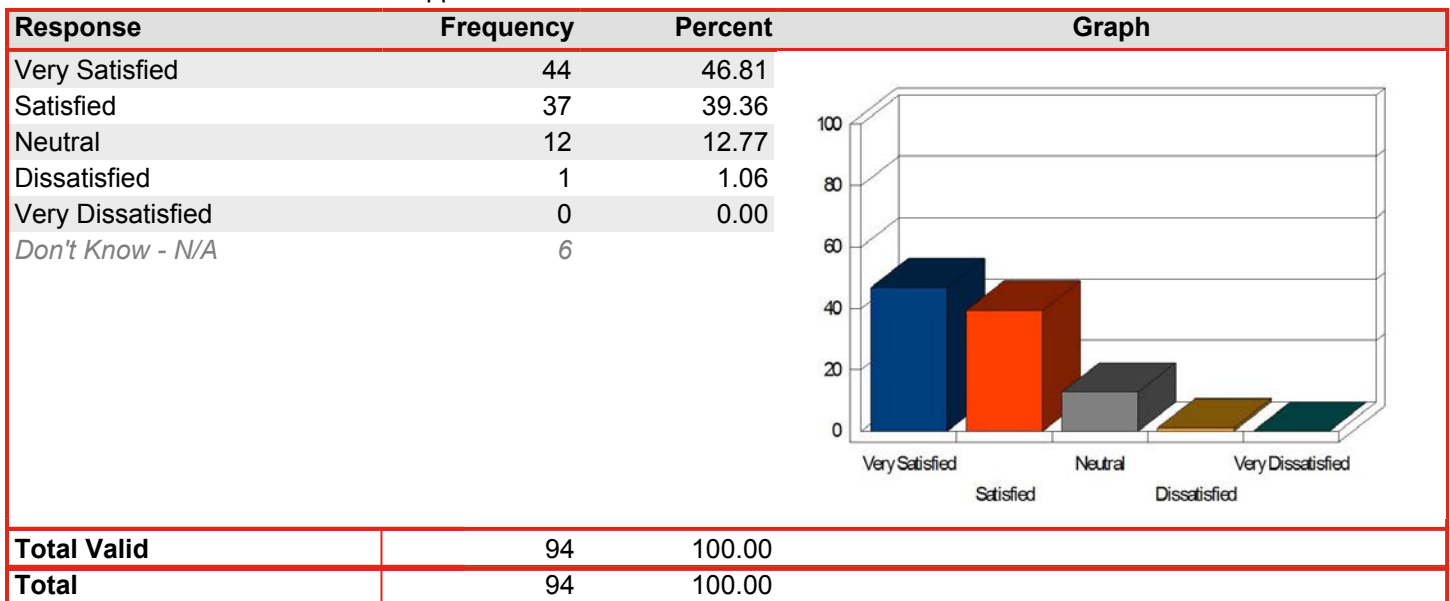
Satisfaction: Knowledge of staff

Mean: 4.44



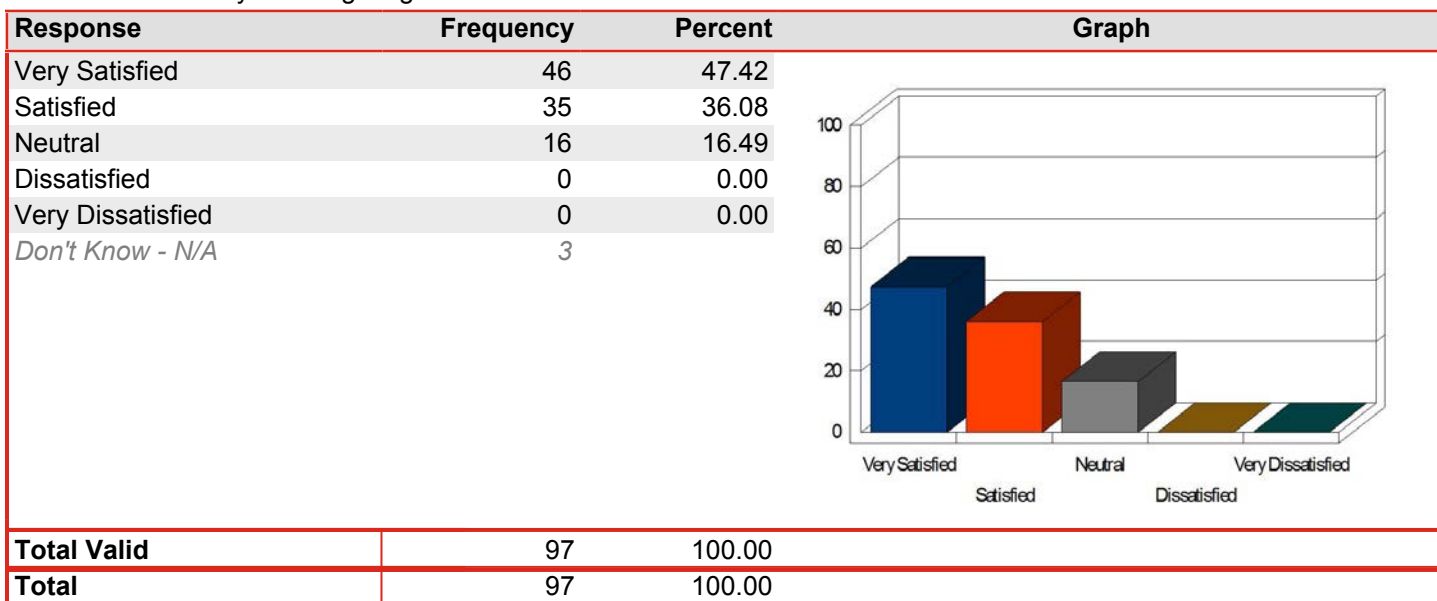
Satisfaction: Selection of school supplies

Mean: 4.32



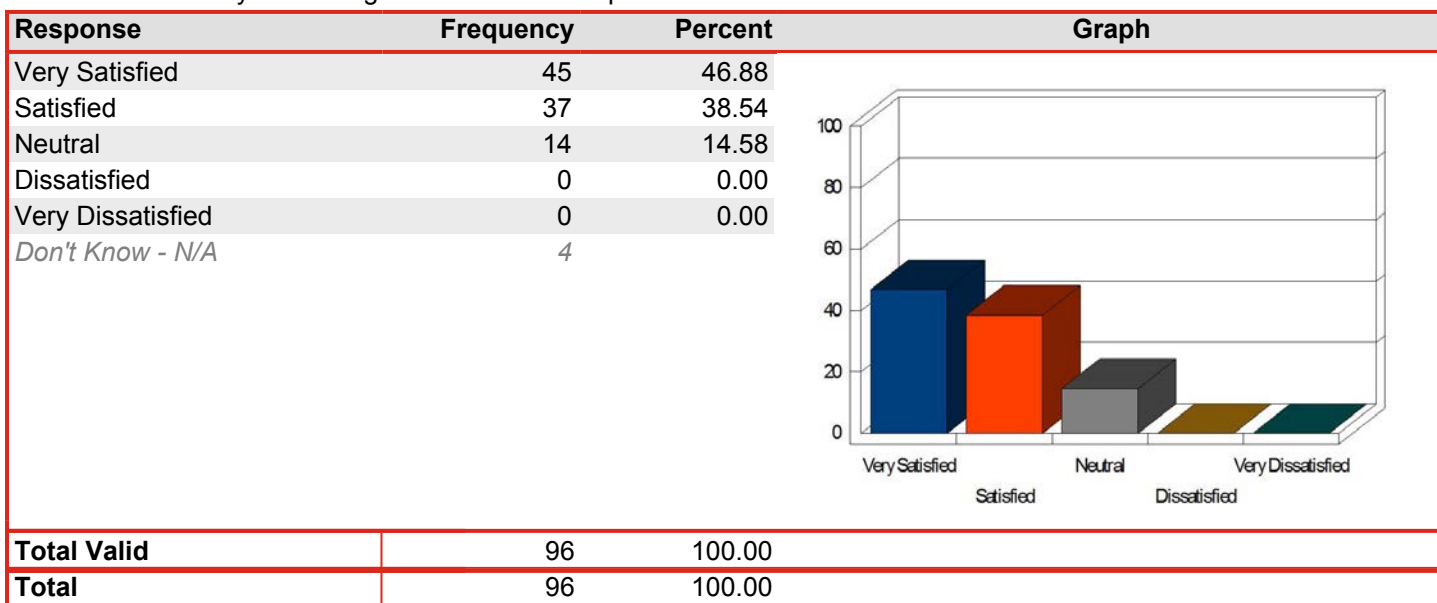
Satisfaction: Variety of college logo items

Mean: 4.31



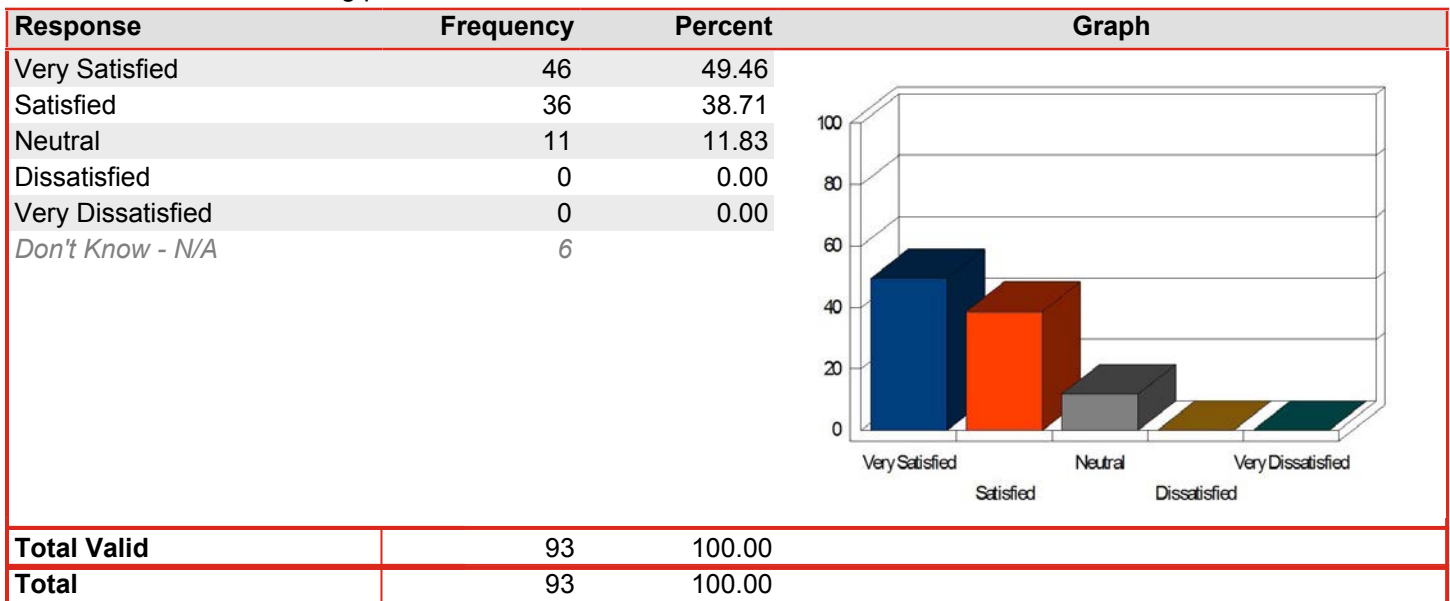
Satisfaction: Variety of clothing items available for purchase

Mean: 4.32



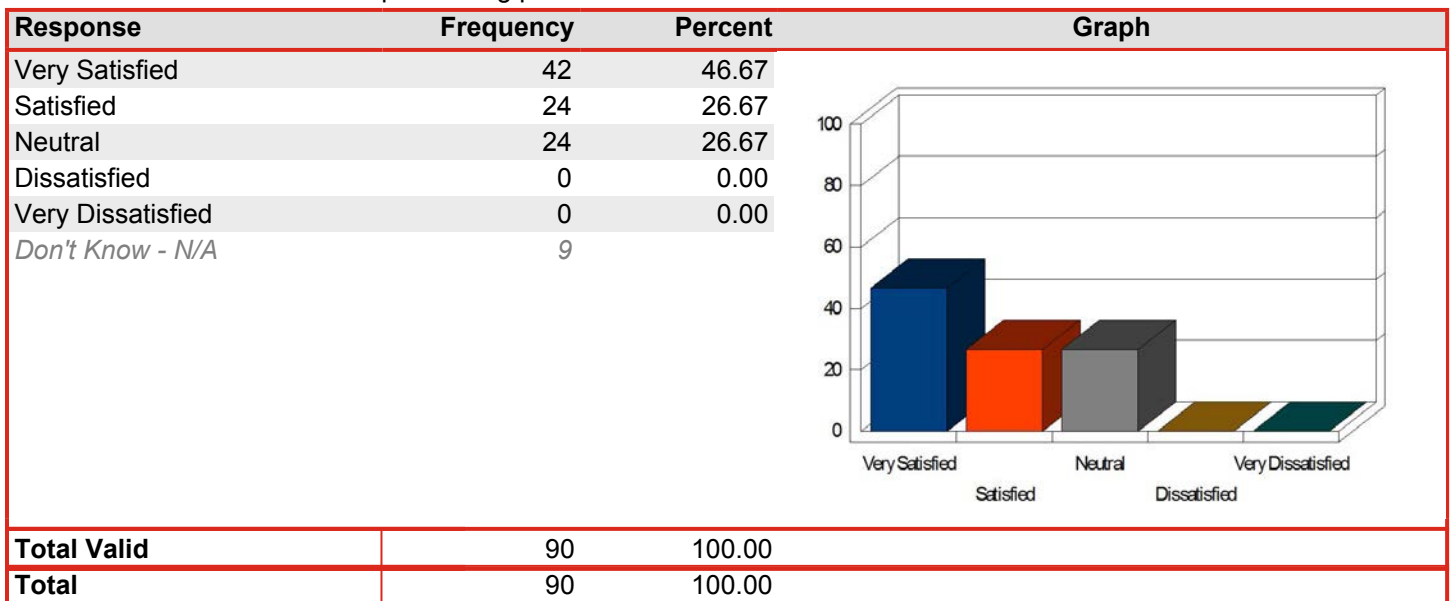
Satisfaction: Ease of locating products I need at the bookstore

Mean: 4.38



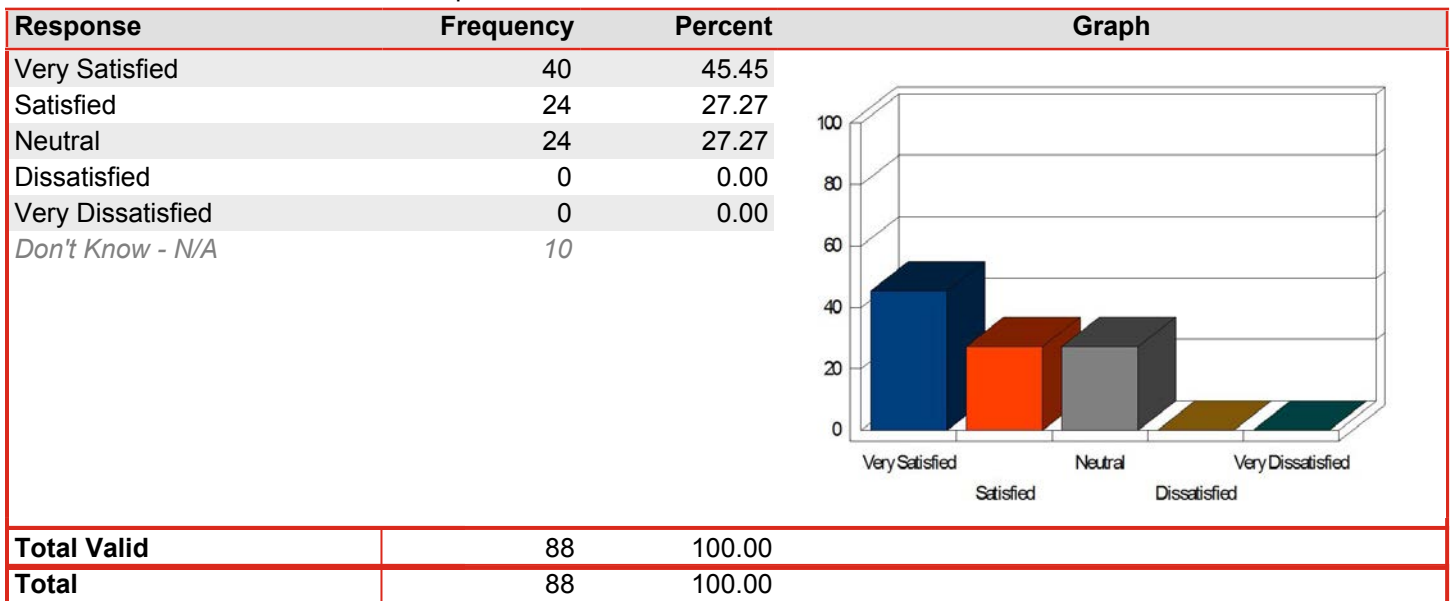
Satisfaction: ONLINE textbook purchasing process

Mean: 4.20



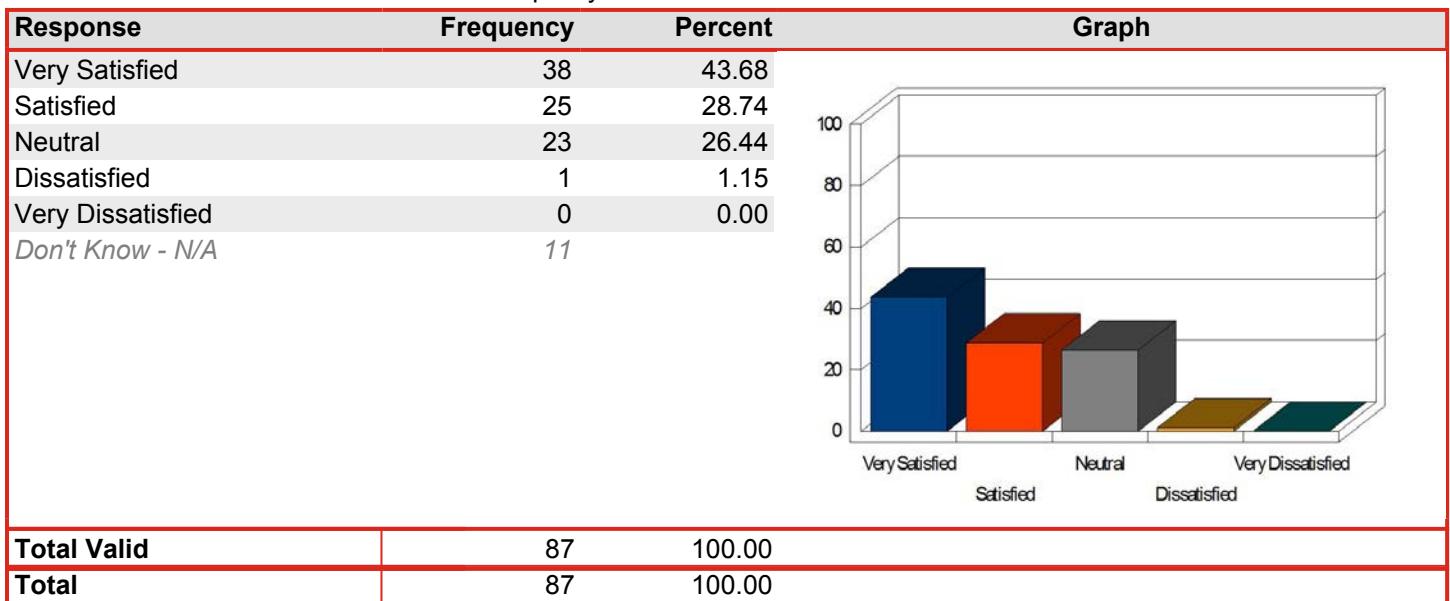
Satisfaction: ONLINE textbook rental process

Mean: 4.18



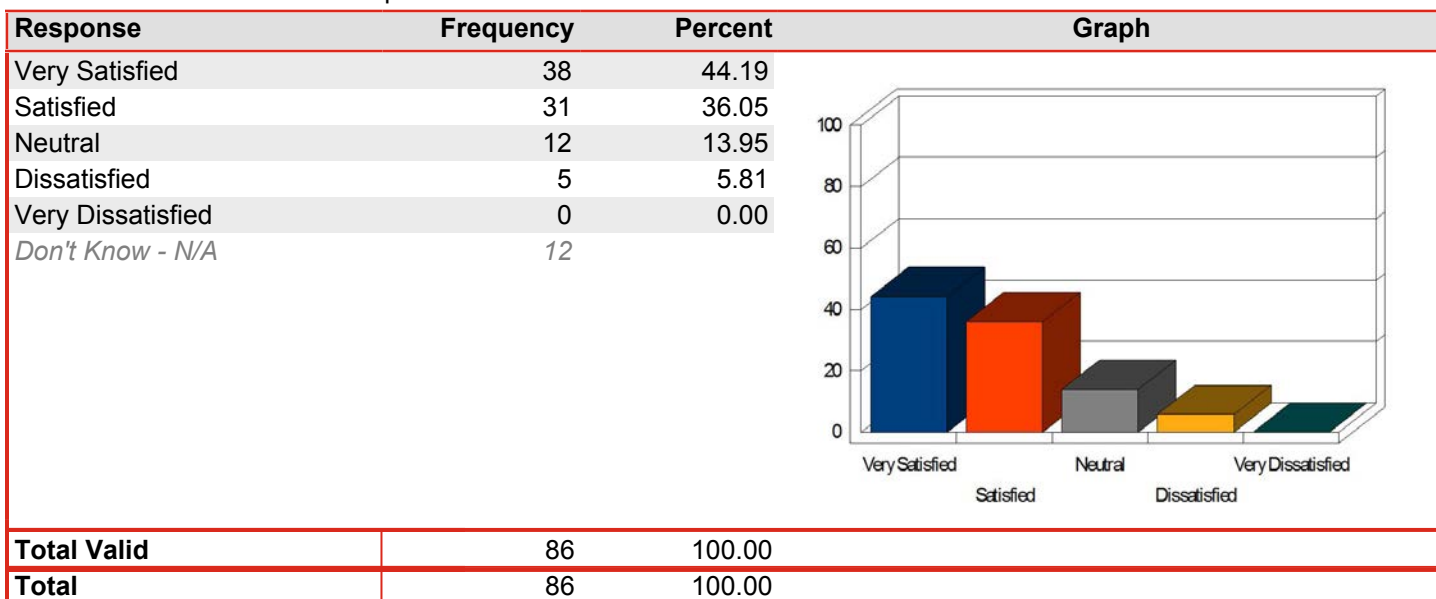
Satisfaction: ONLINE textbook rental return policy

Mean: 4.15



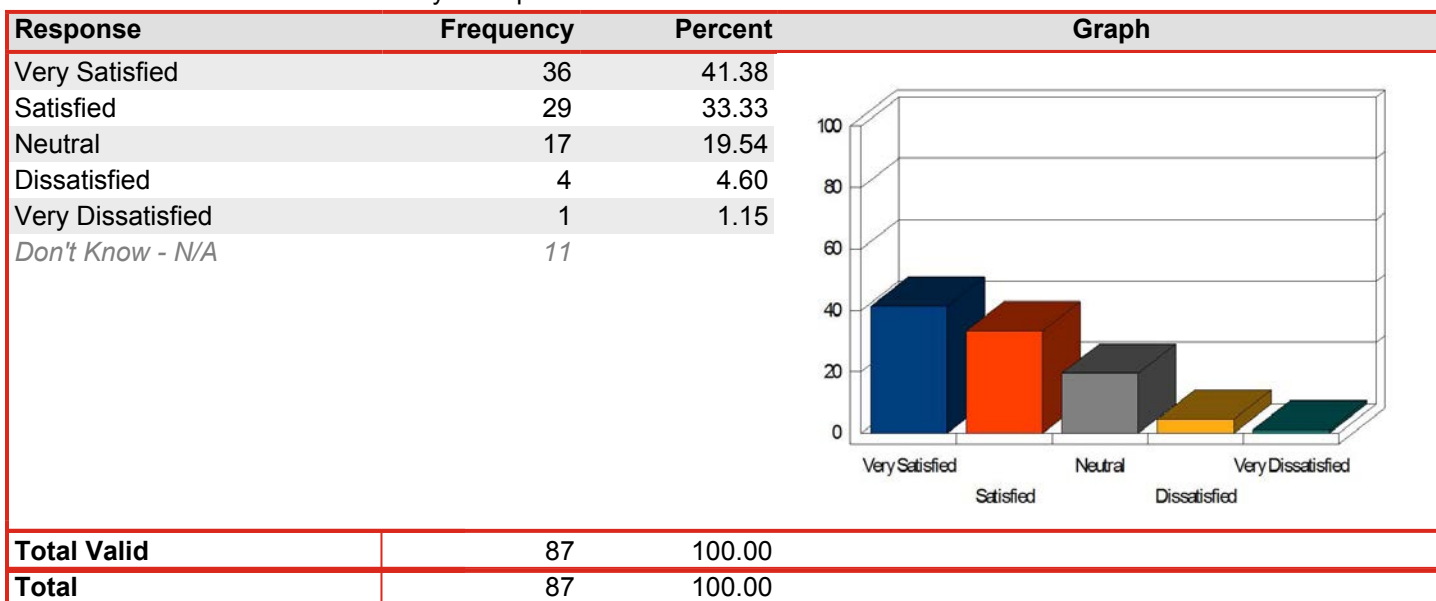
Satisfaction: Bookstores return policies

Mean: 4.19



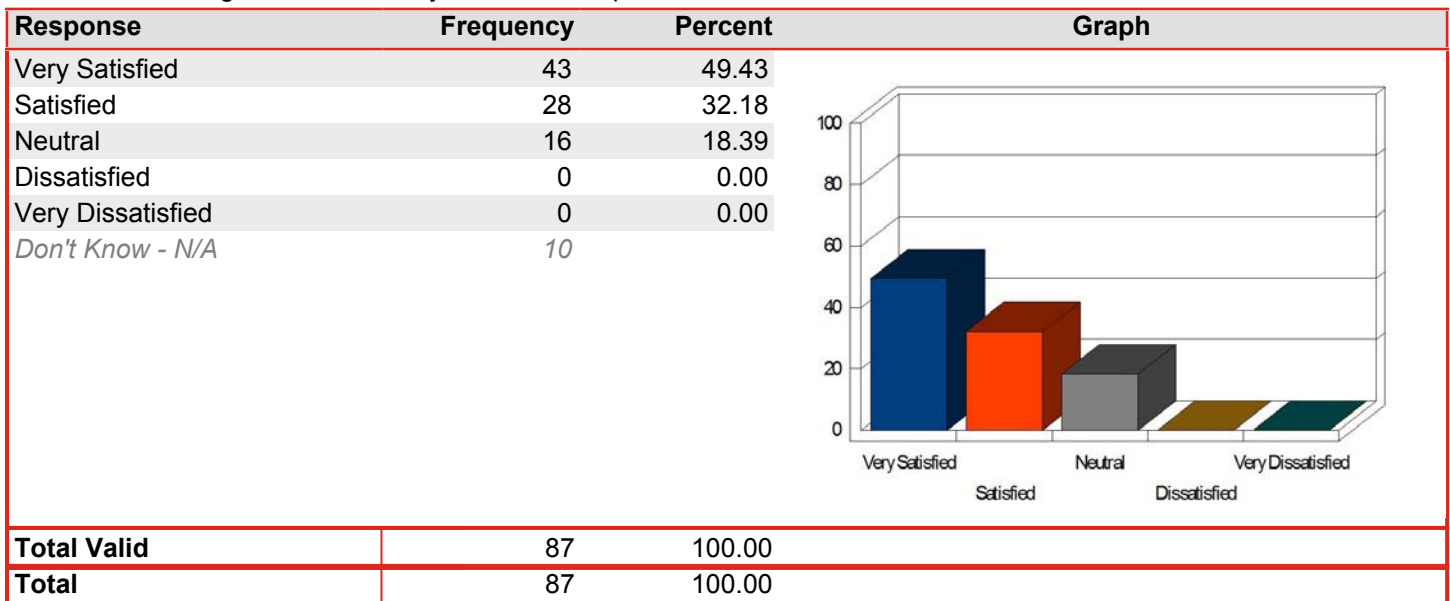
Satisfaction: Bookstore textbook buy back procedures

Mean: 4.09



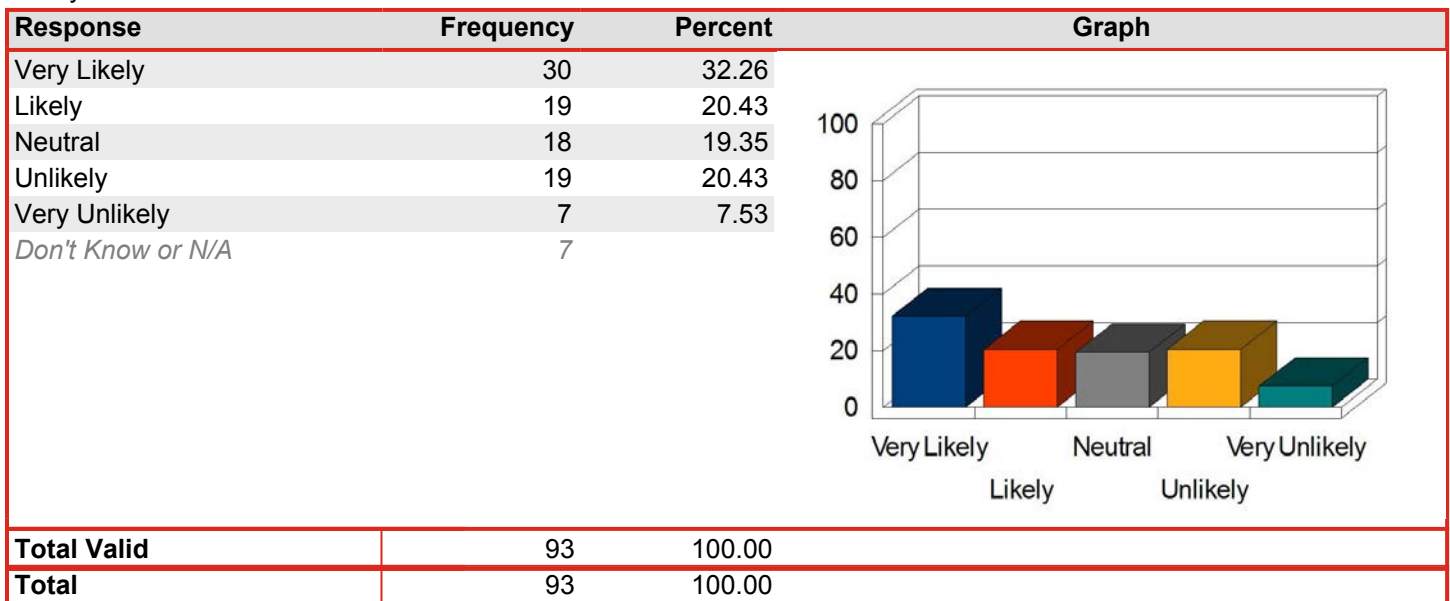
Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.31



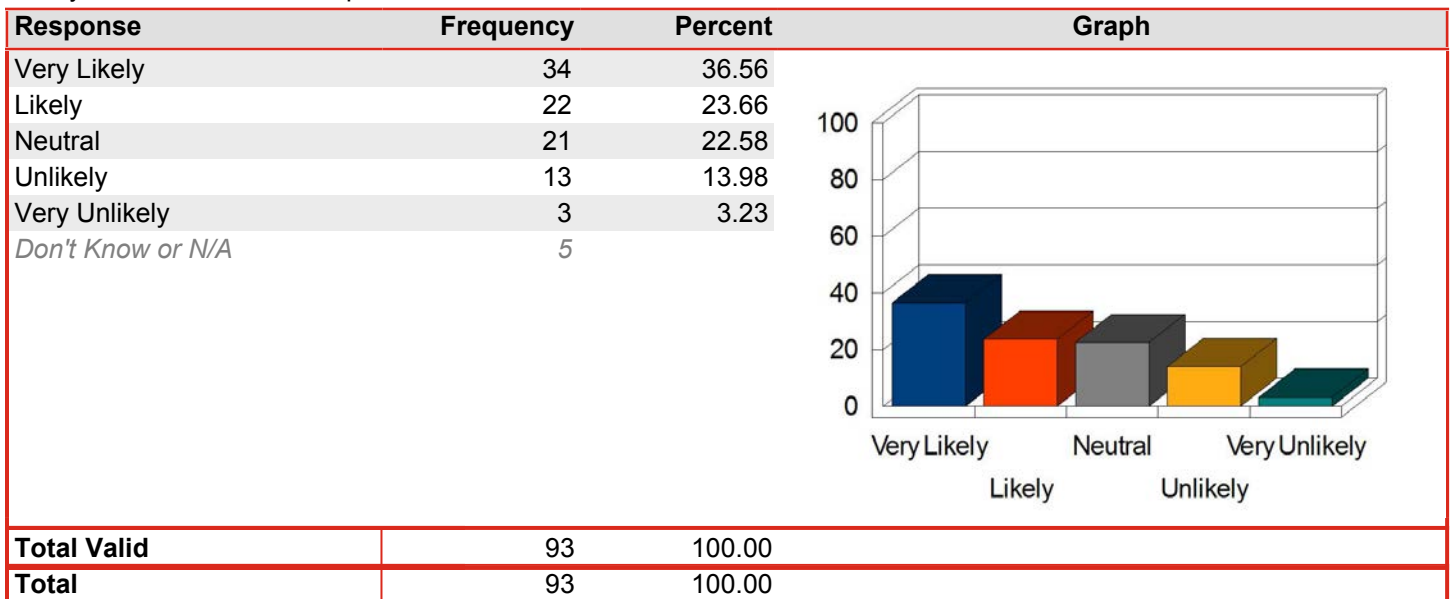
Likely: Purchase and use E-books over traditional textbooks in the future

Mean: 3.49



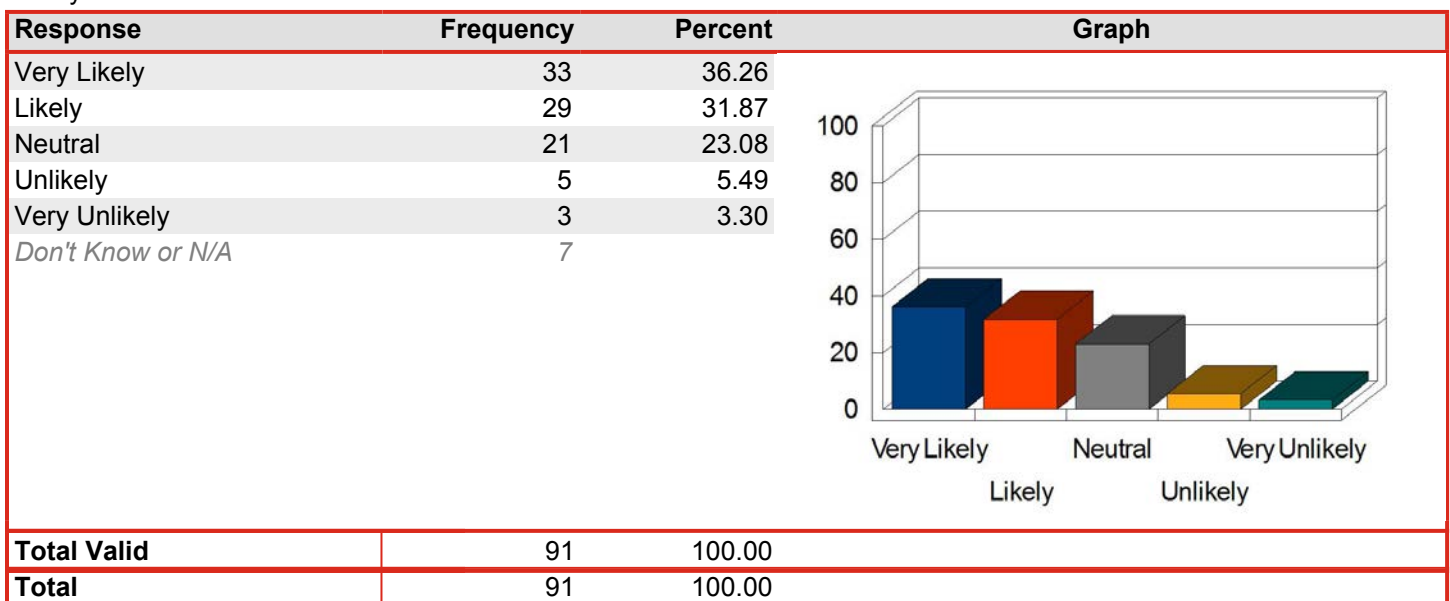
Likely: Make a future online purchase

Mean: 3.76



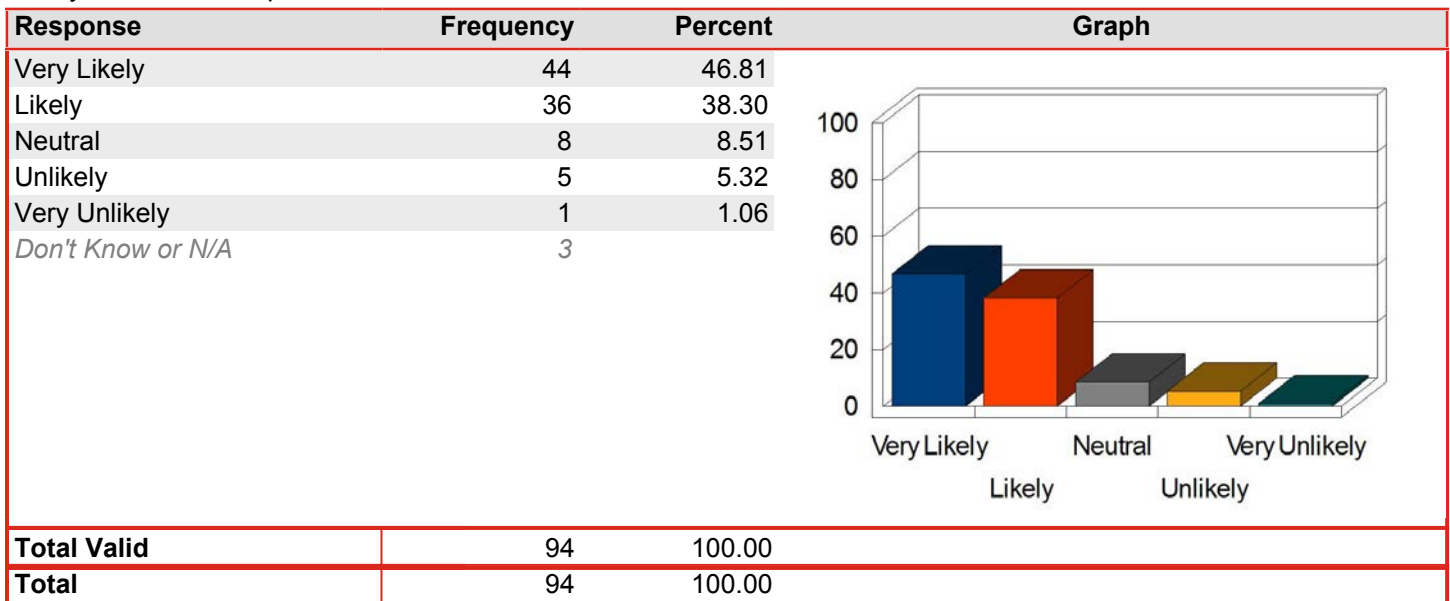
Likely: Rent a Textbook in the future

Mean: 3.92



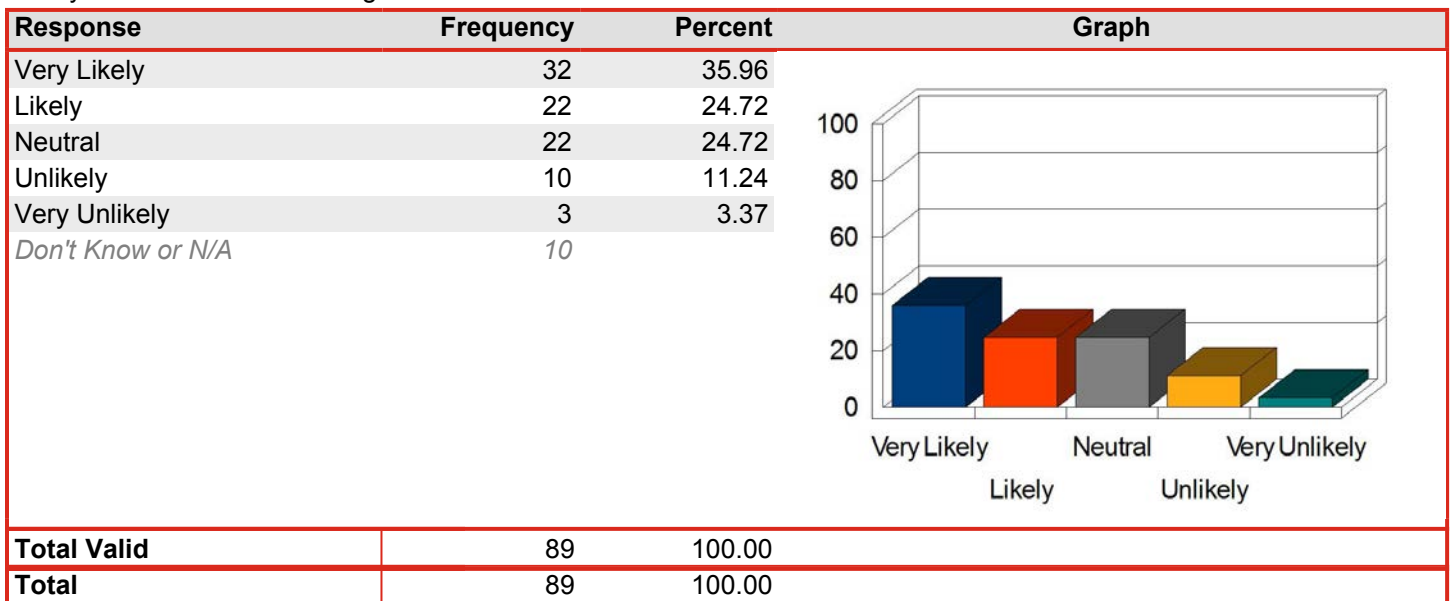
Likely: Make a future purchase at the bookstore

Mean: 4.24



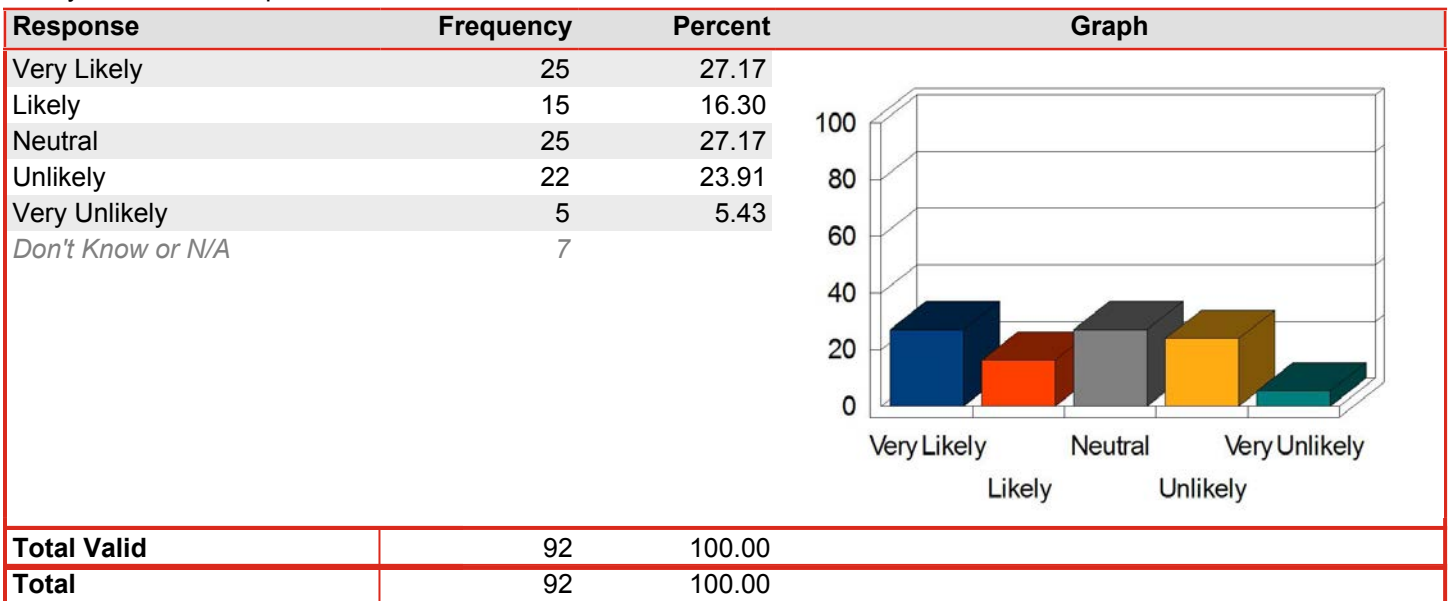
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 3.79



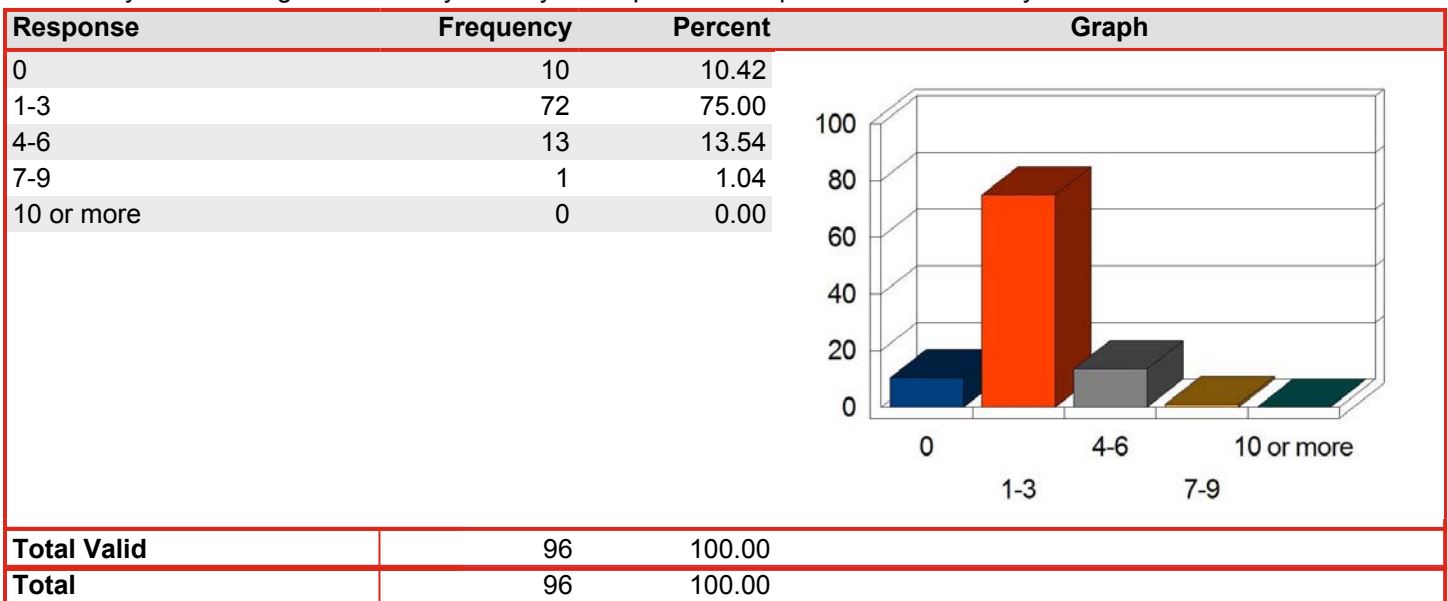
Likely: Purchase computers and other electronics if it were available

Mean: 3.36



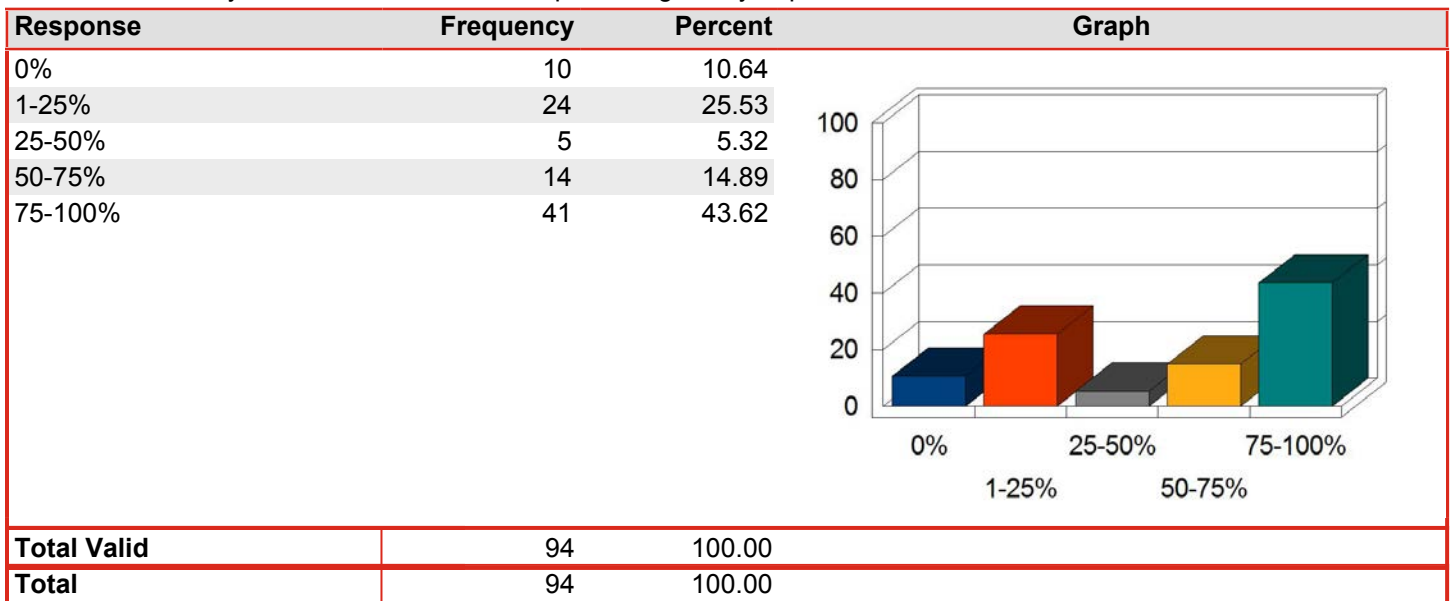
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.05



For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 3.55



How many times have you have rented TEXTBOOKS using our online rental services?

Mean: 1.25

