

# Trinity Valley Community College

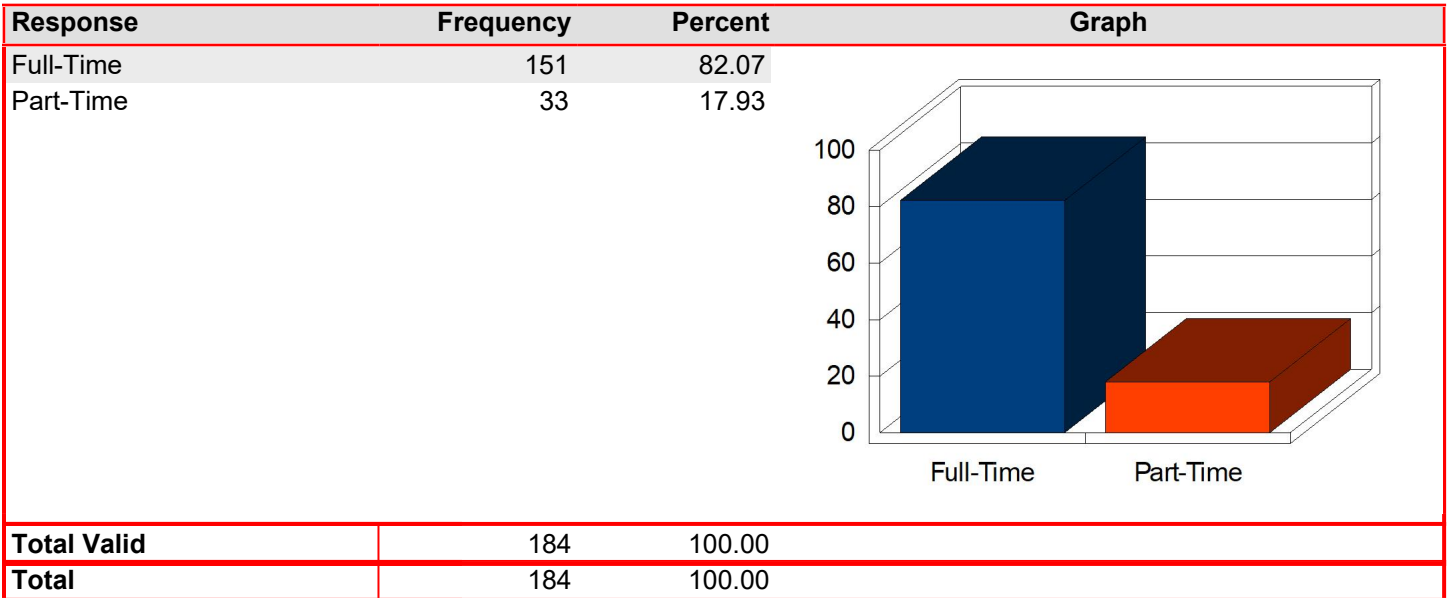
## Bookstore Satisfaction Survey

Fall 2018

Campus: ATHENS

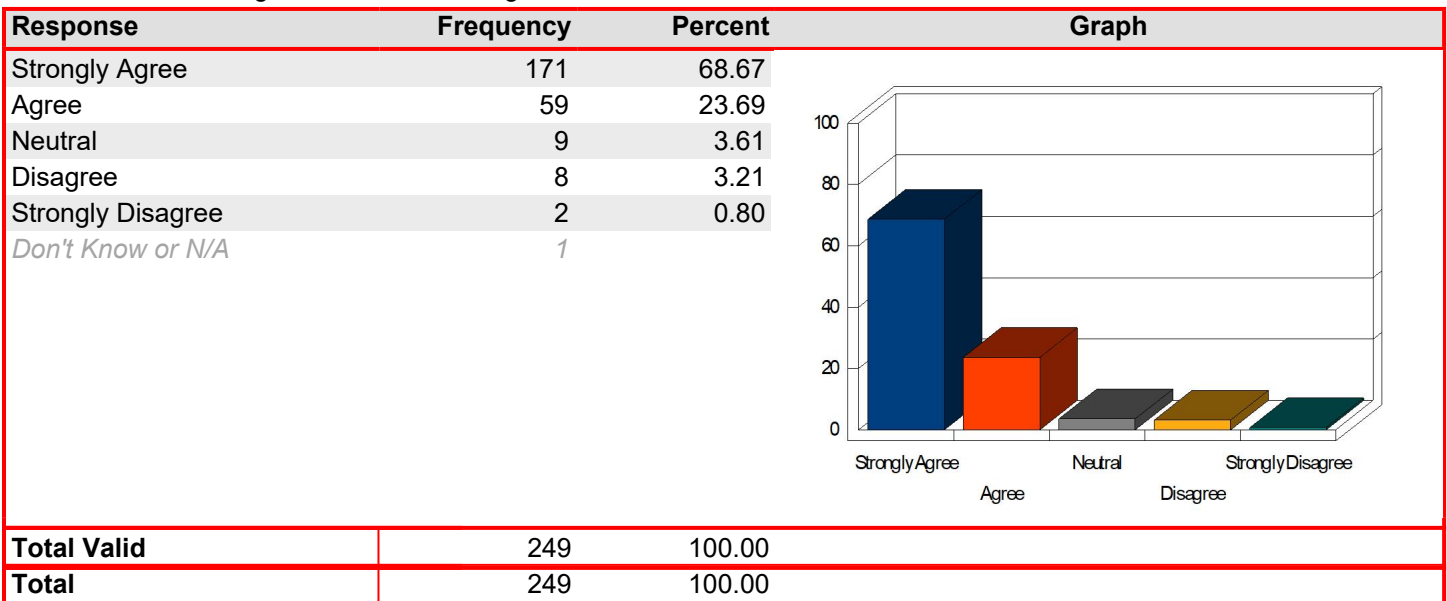
Student Status

Mean: 1.18



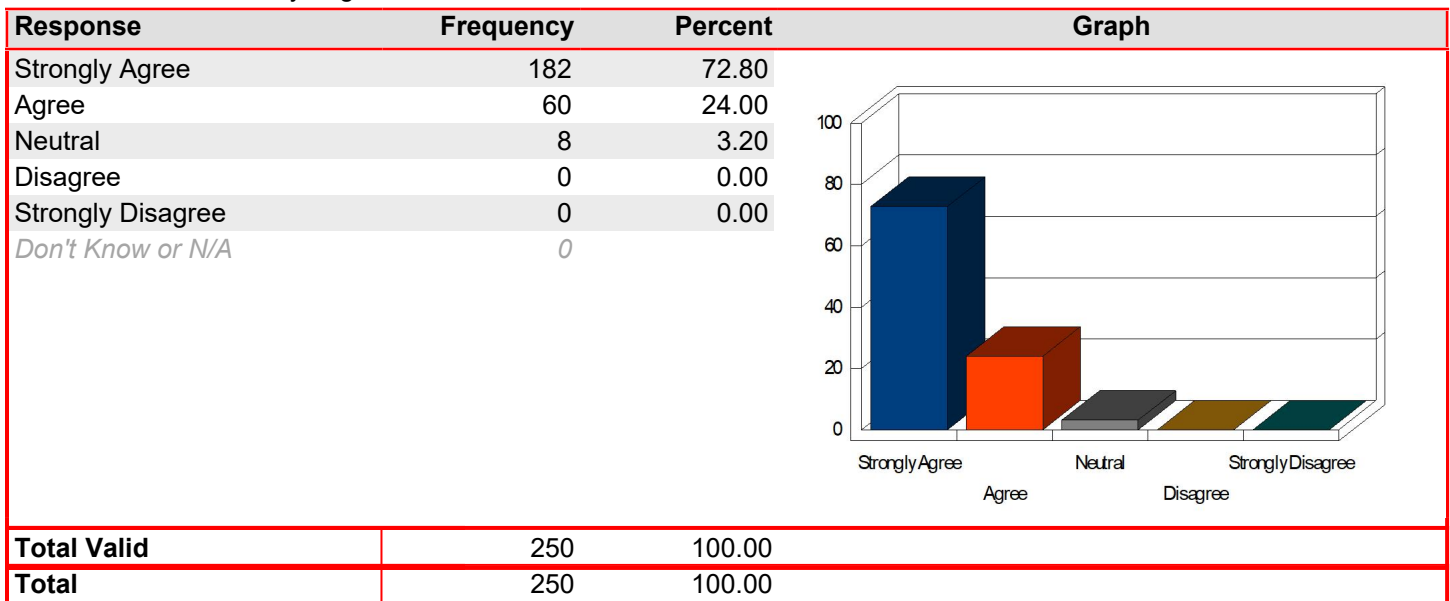
AGREEMENT: I am greeted when entering the bookstore

Mean: 4.56



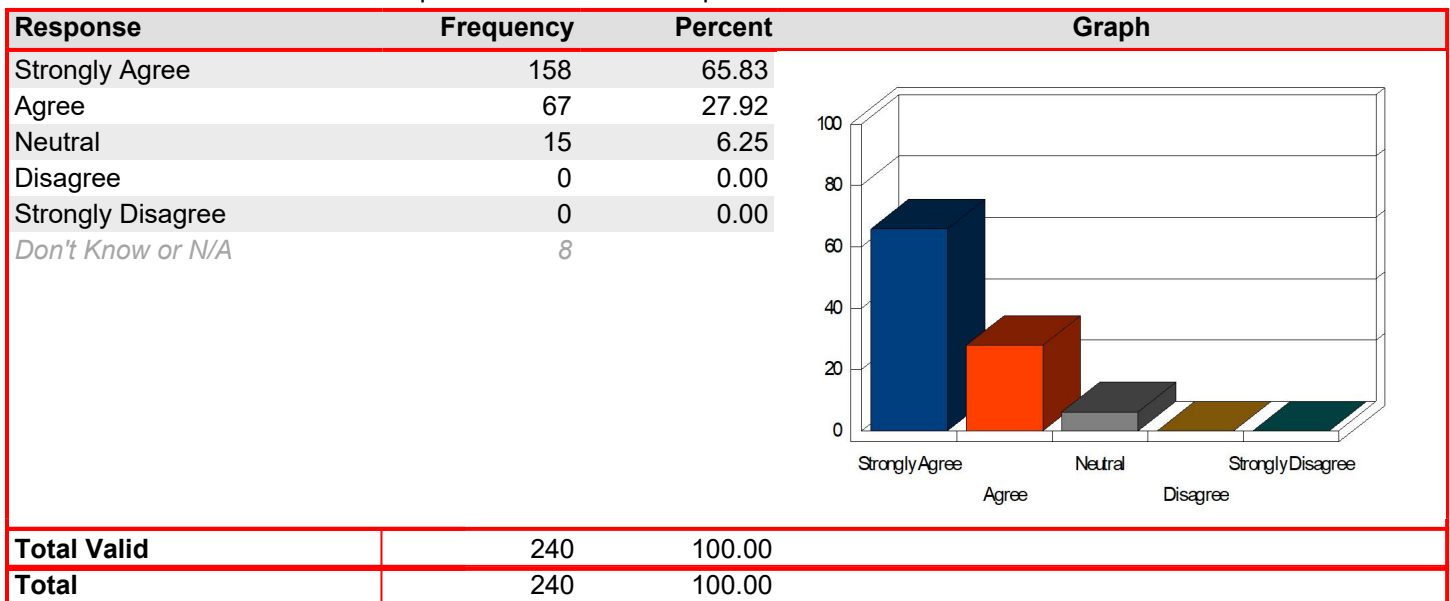
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.70



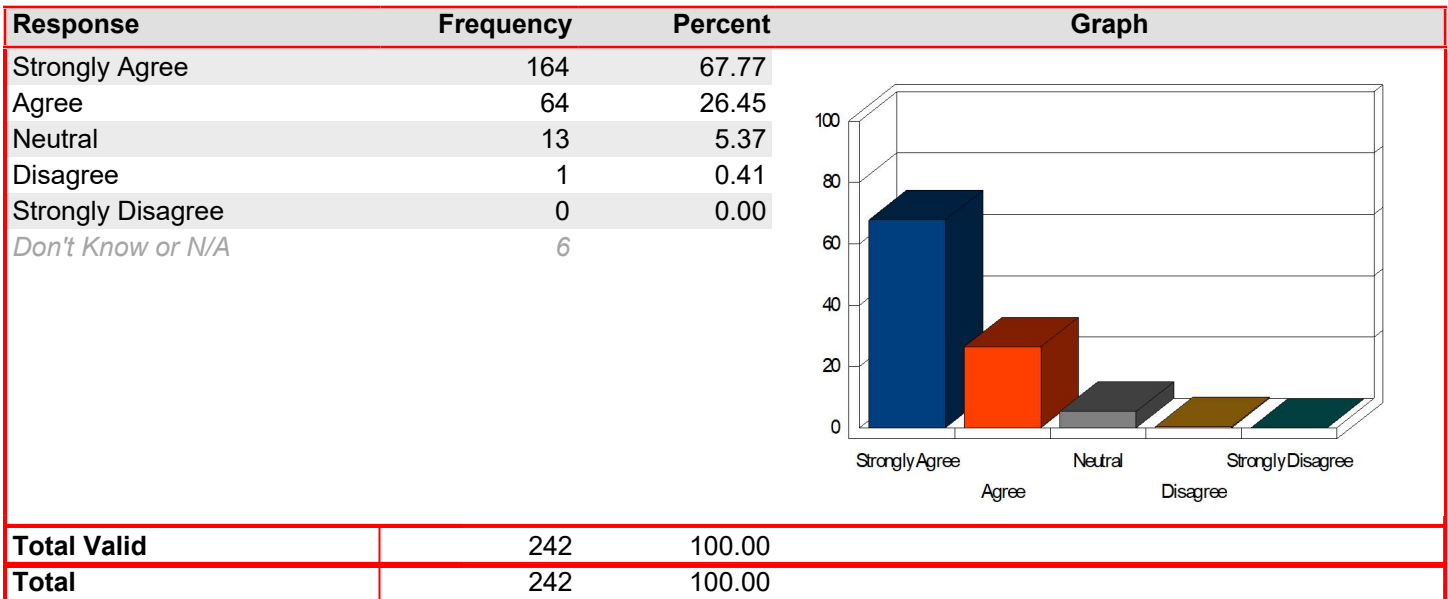
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 4.60



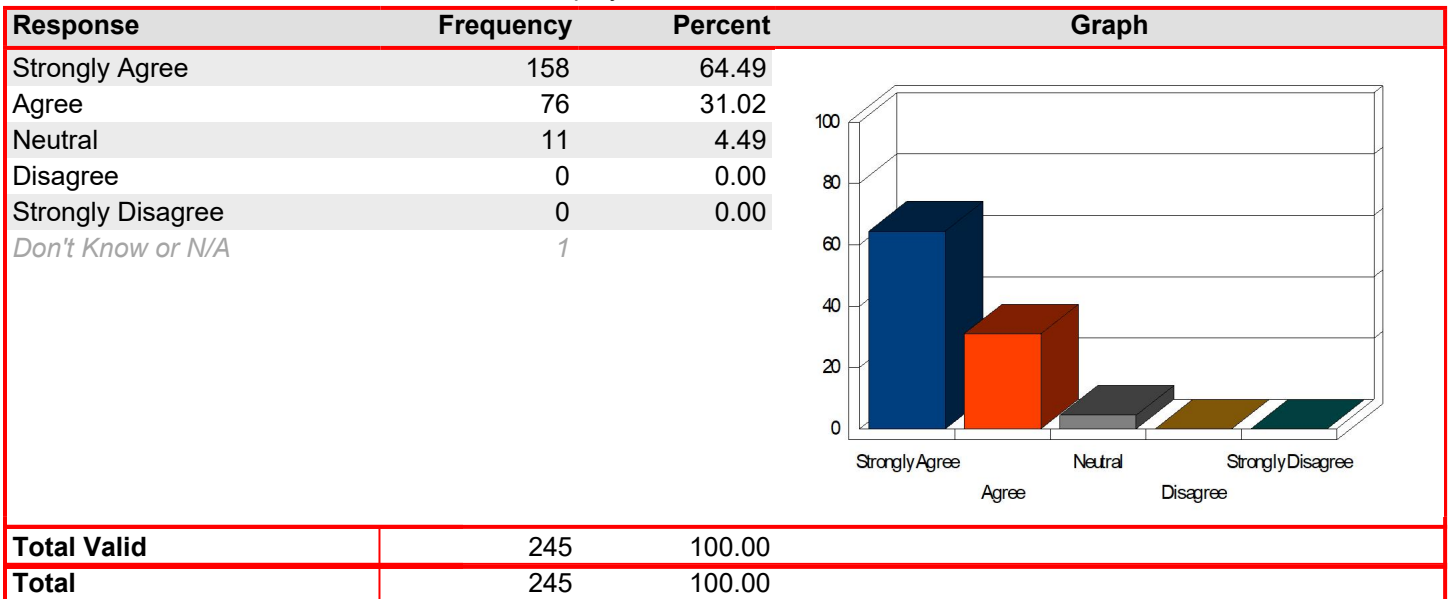
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.62



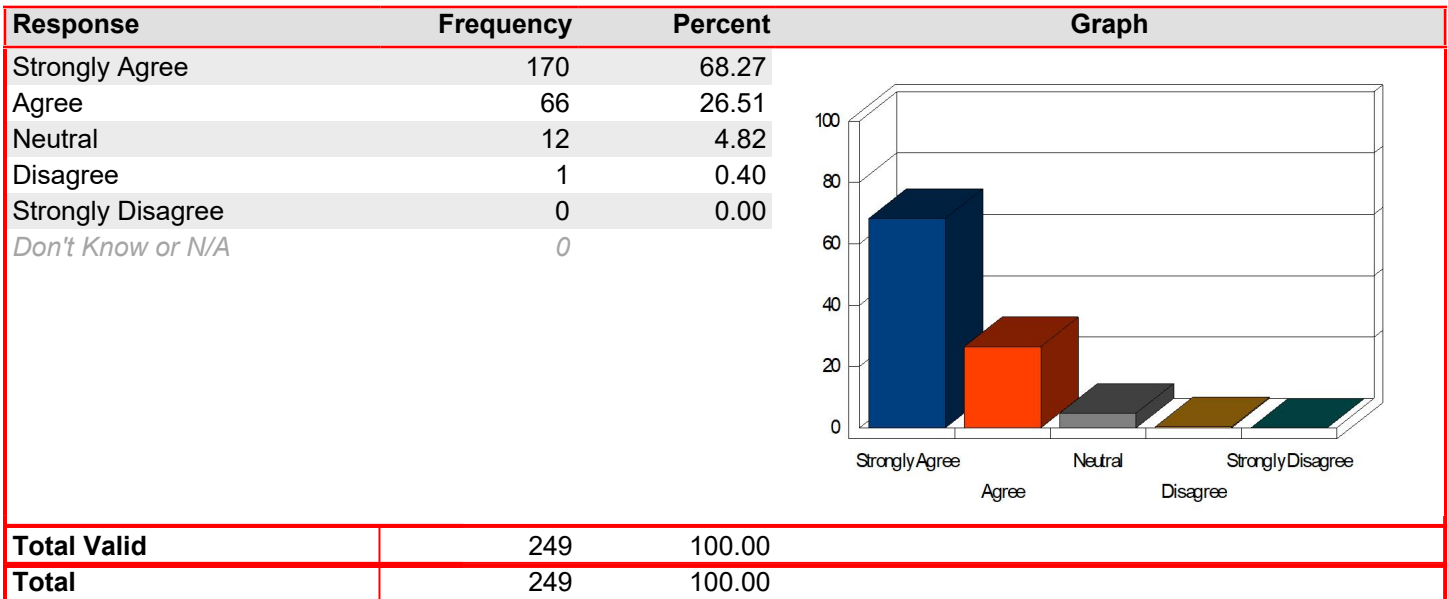
AGREEMENT: The bookstore has attractive displays

Mean: 4.60



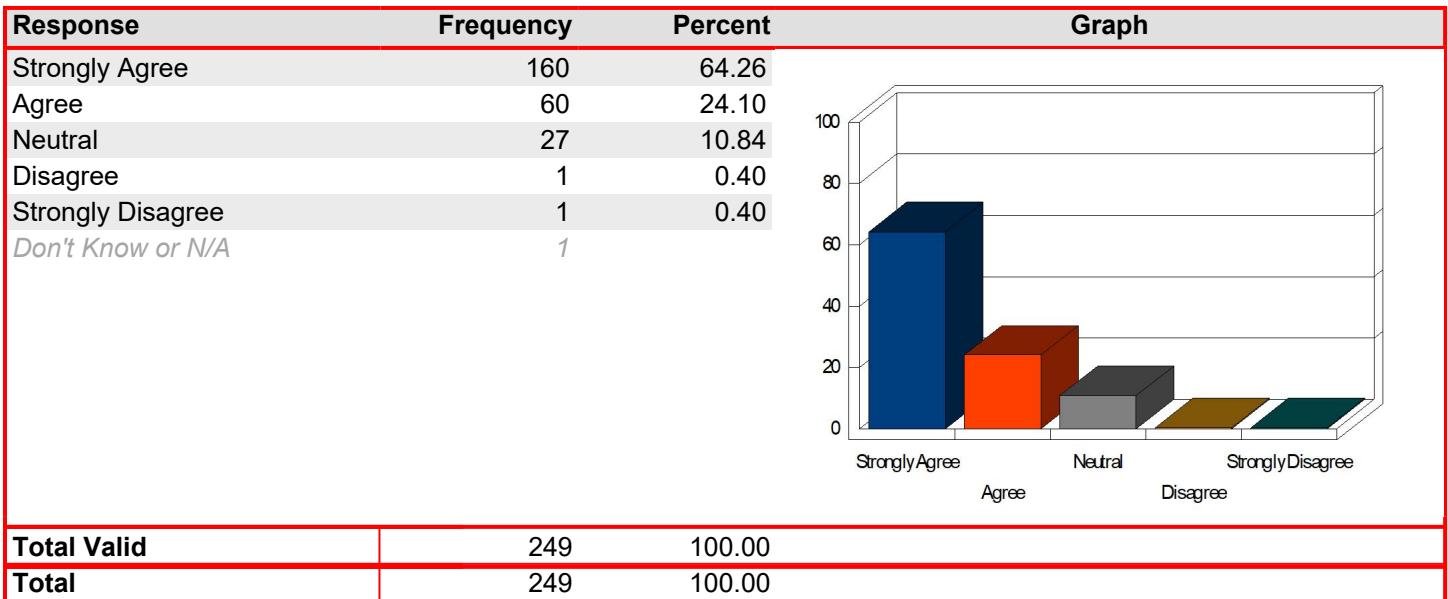
AGREEMENT: The bookstore has helpful in-store signs

Mean: 4.63



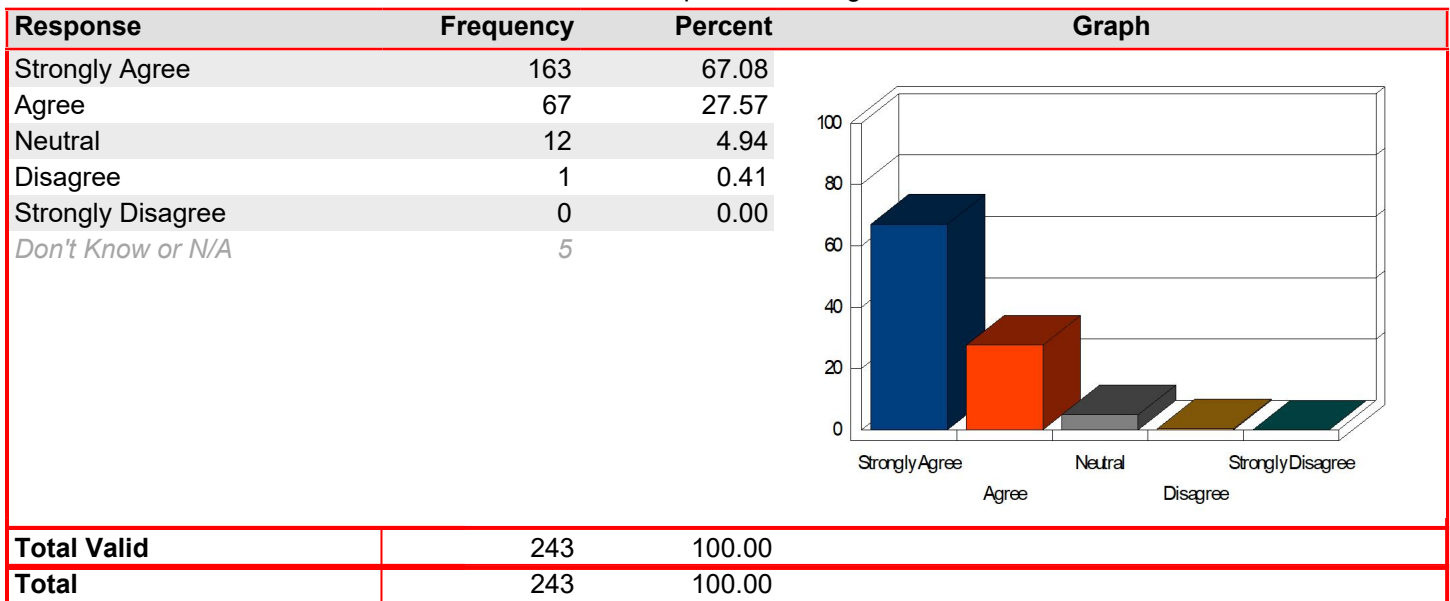
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 4.51



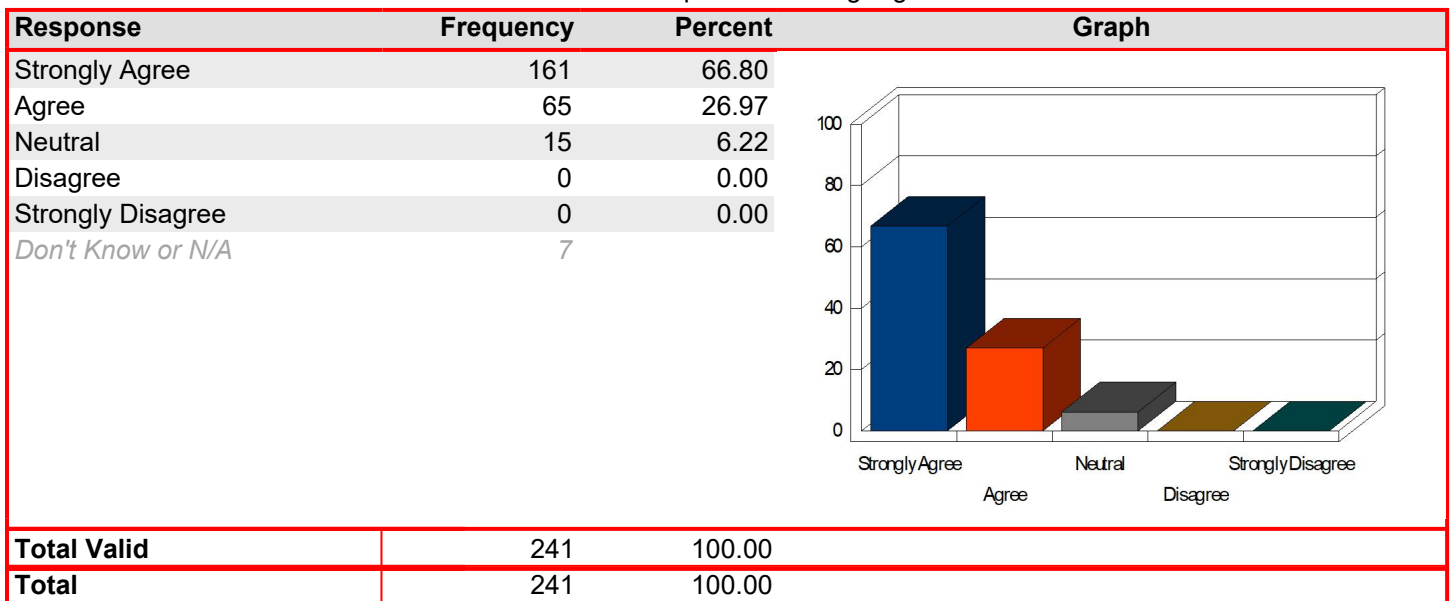
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.61



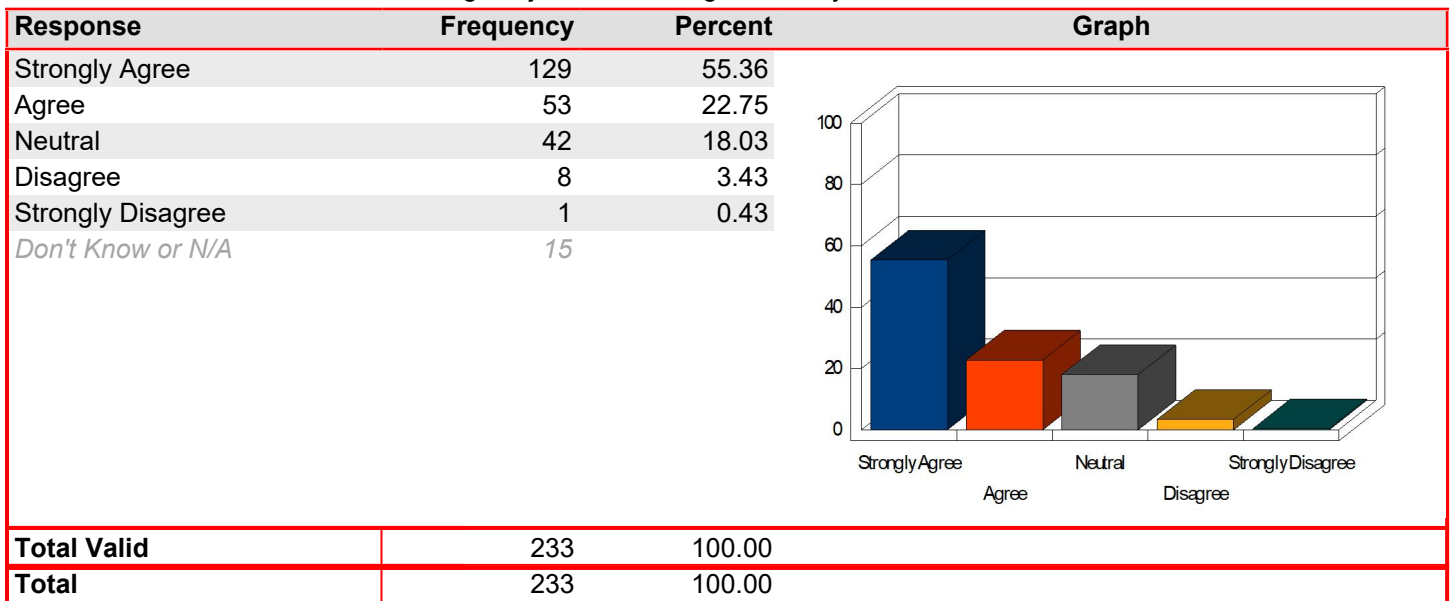
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.61



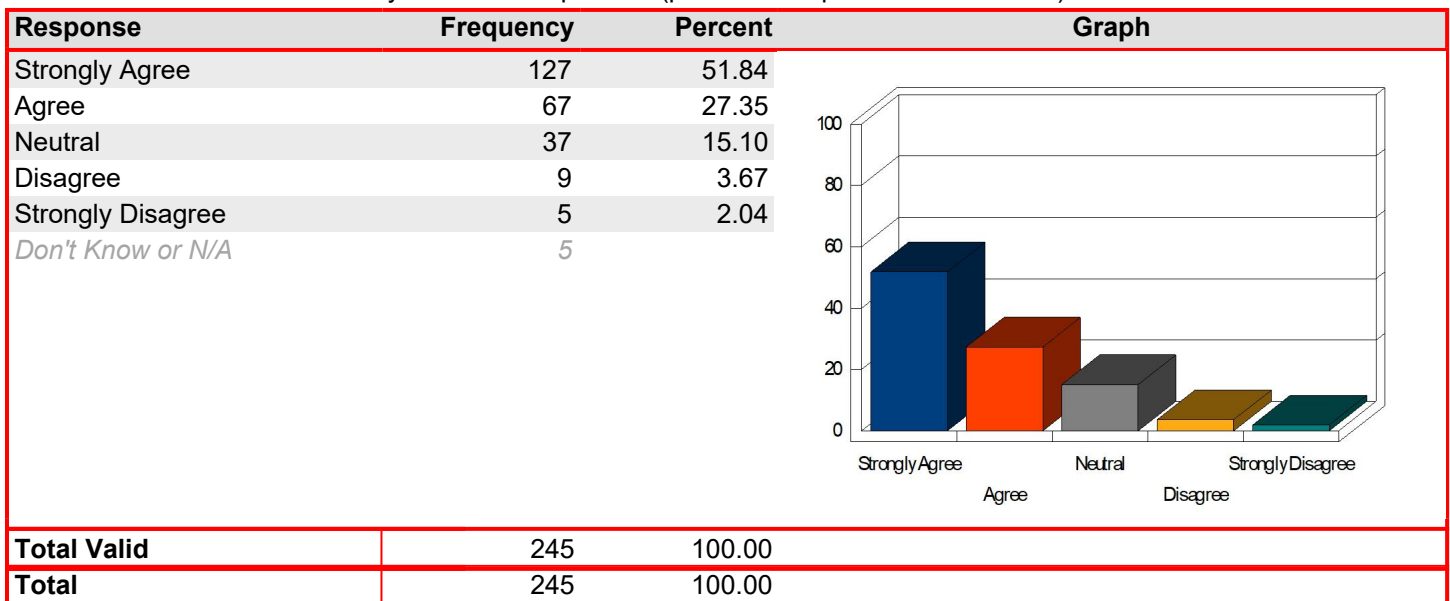
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 4.29



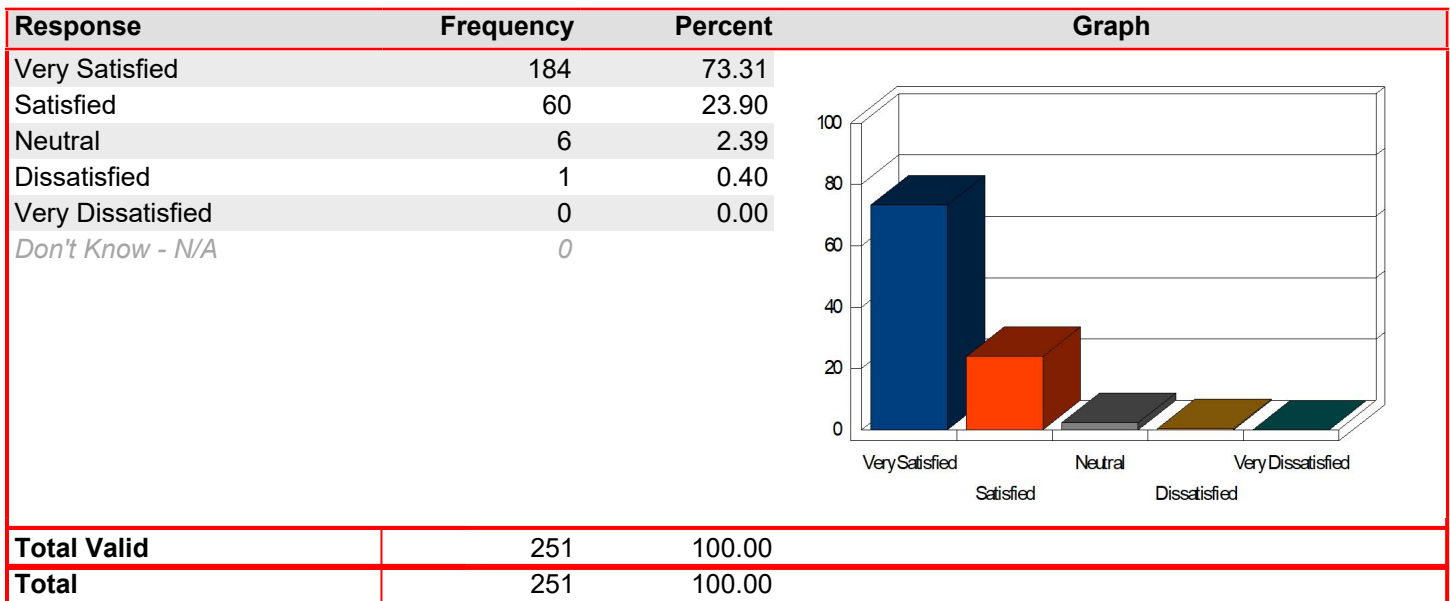
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 4.23



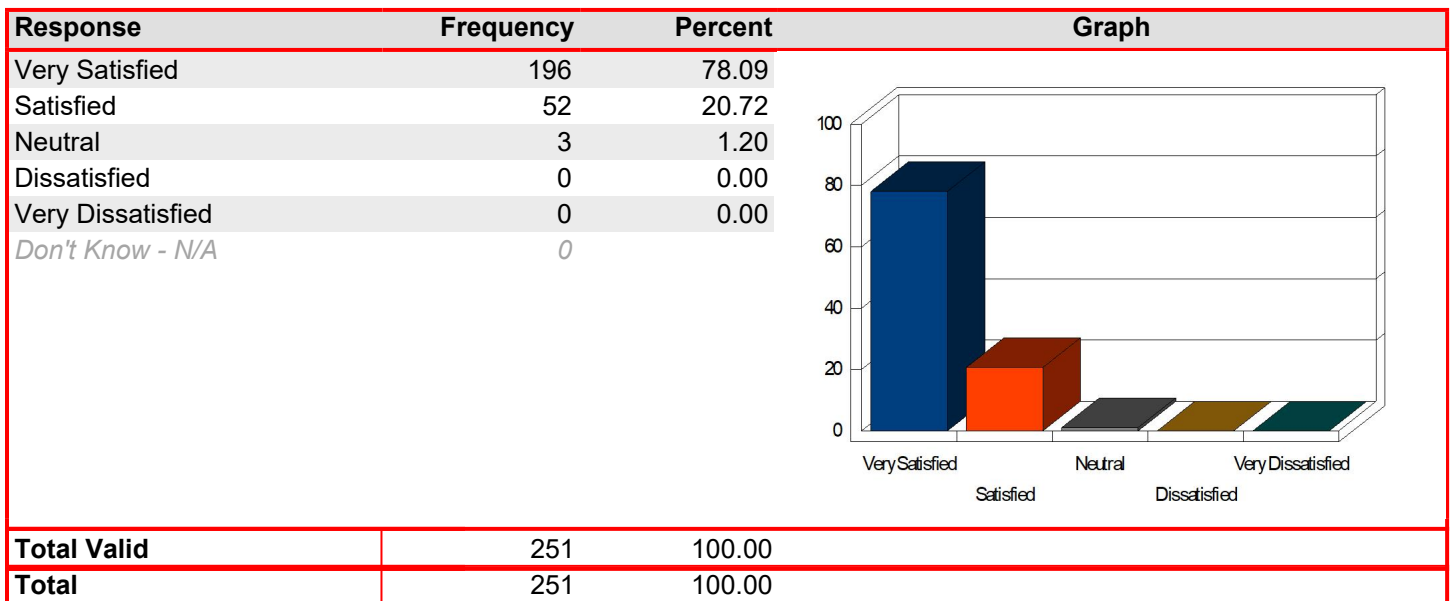
## Satisfaction: Assistance of staff

Mean: 4.70



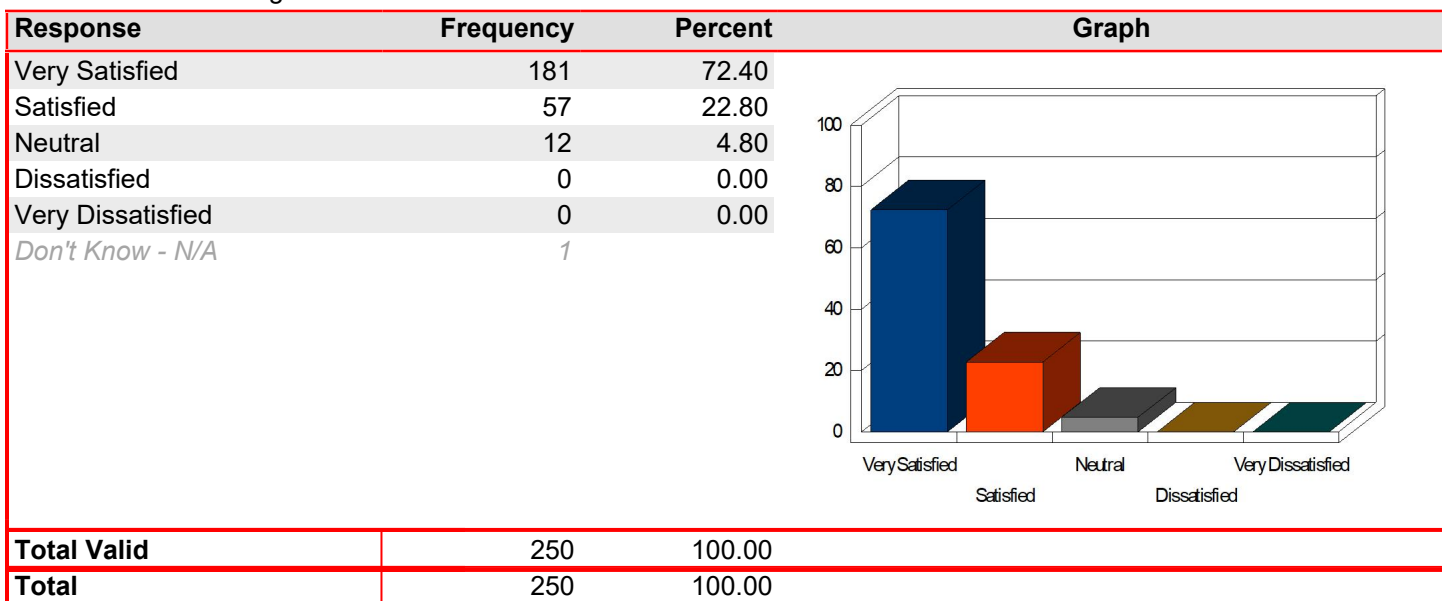
## Satisfaction: Friendliness of staff

Mean: 4.77



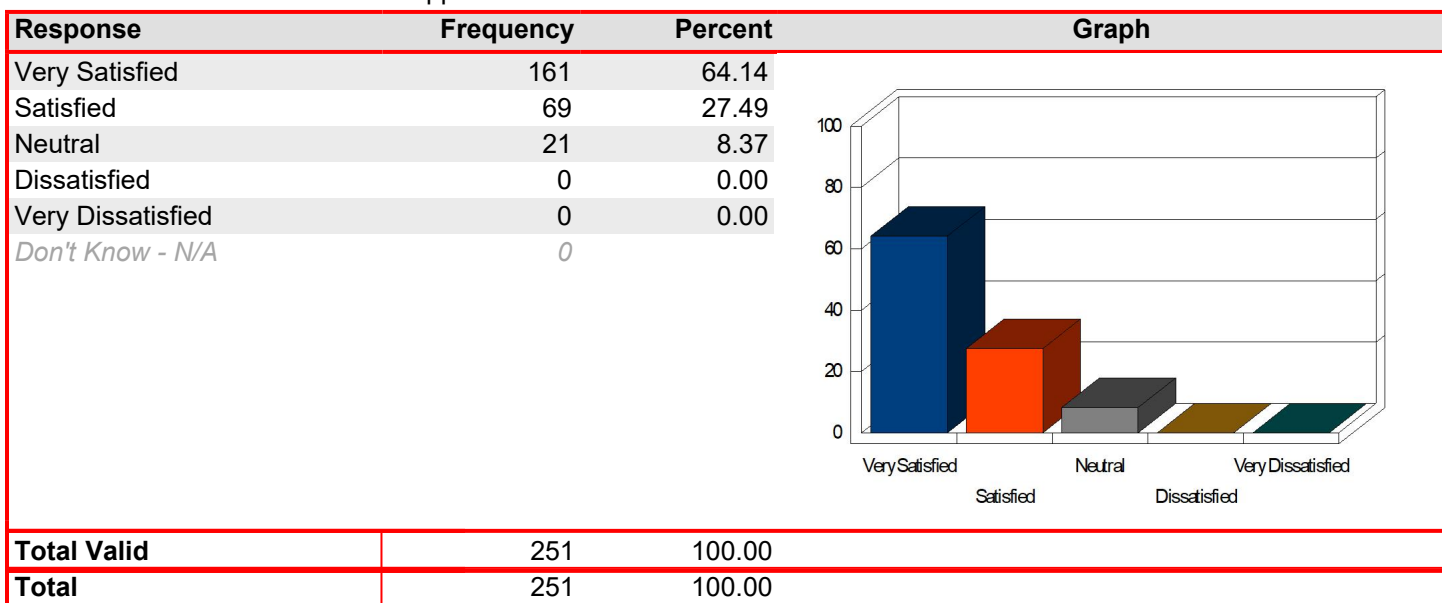
## Satisfaction: Knowledge of staff

Mean: 4.68



## Satisfaction: Selection of school supplies

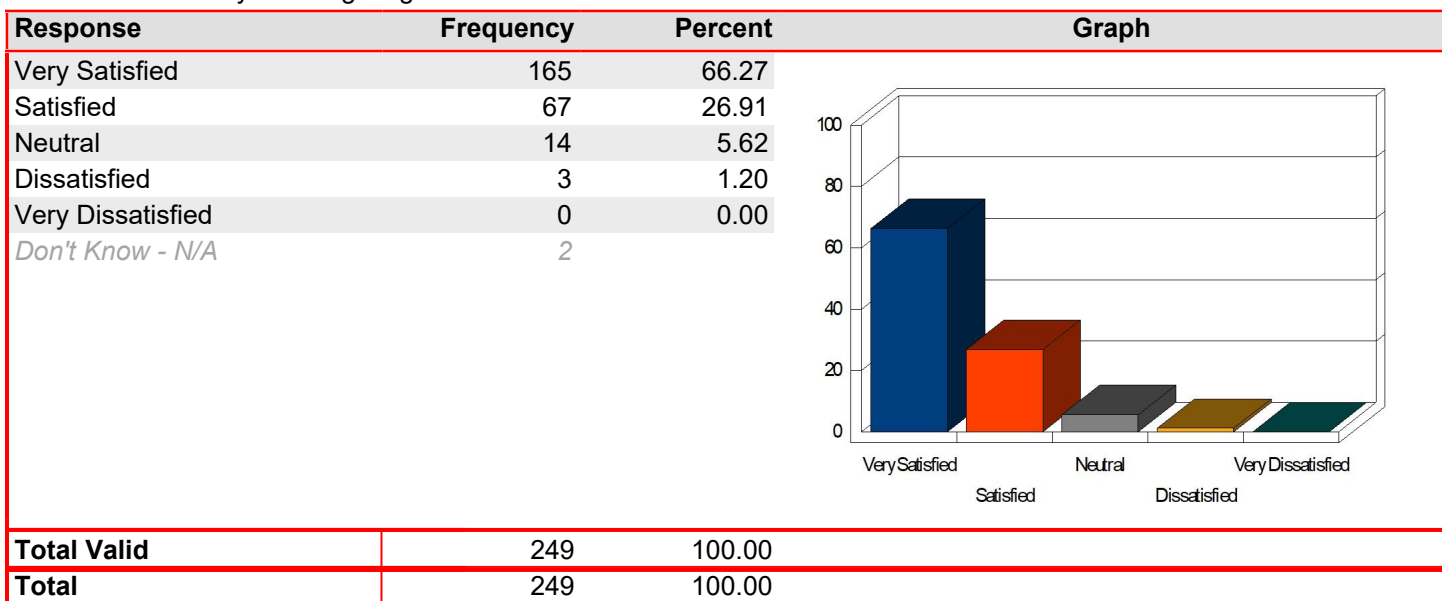
Mean: 4.56





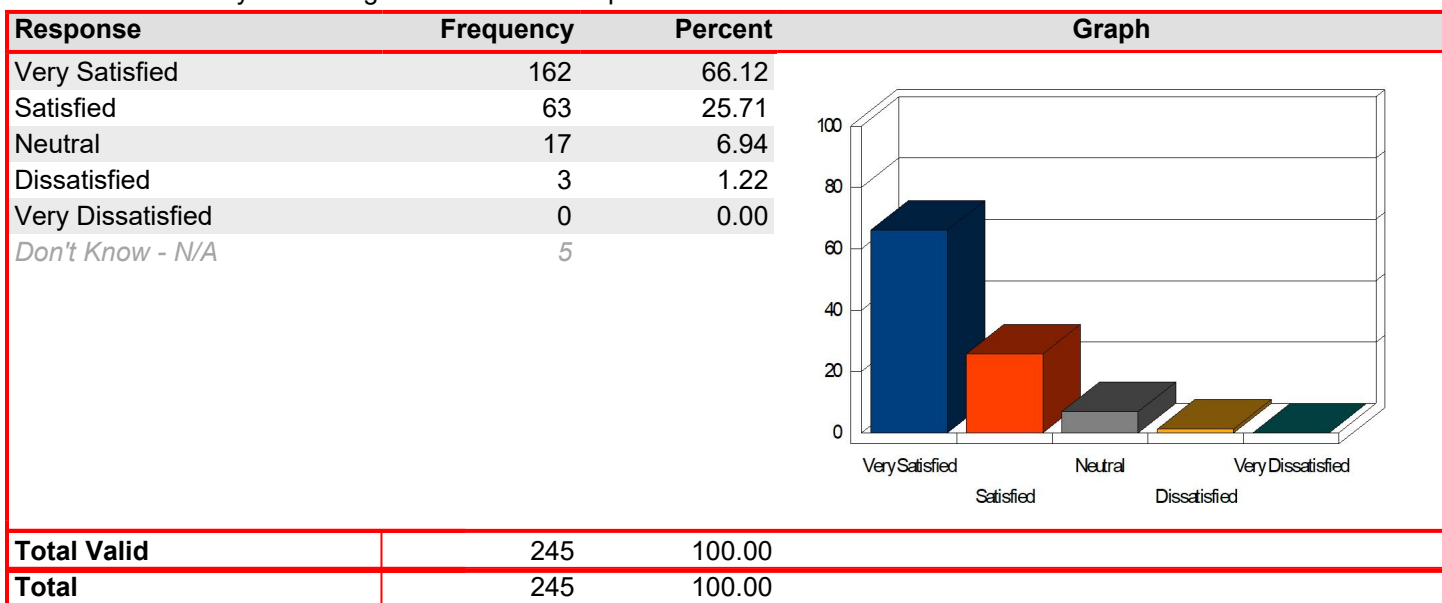
## Satisfaction: Variety of college logo items

Mean: 4.58



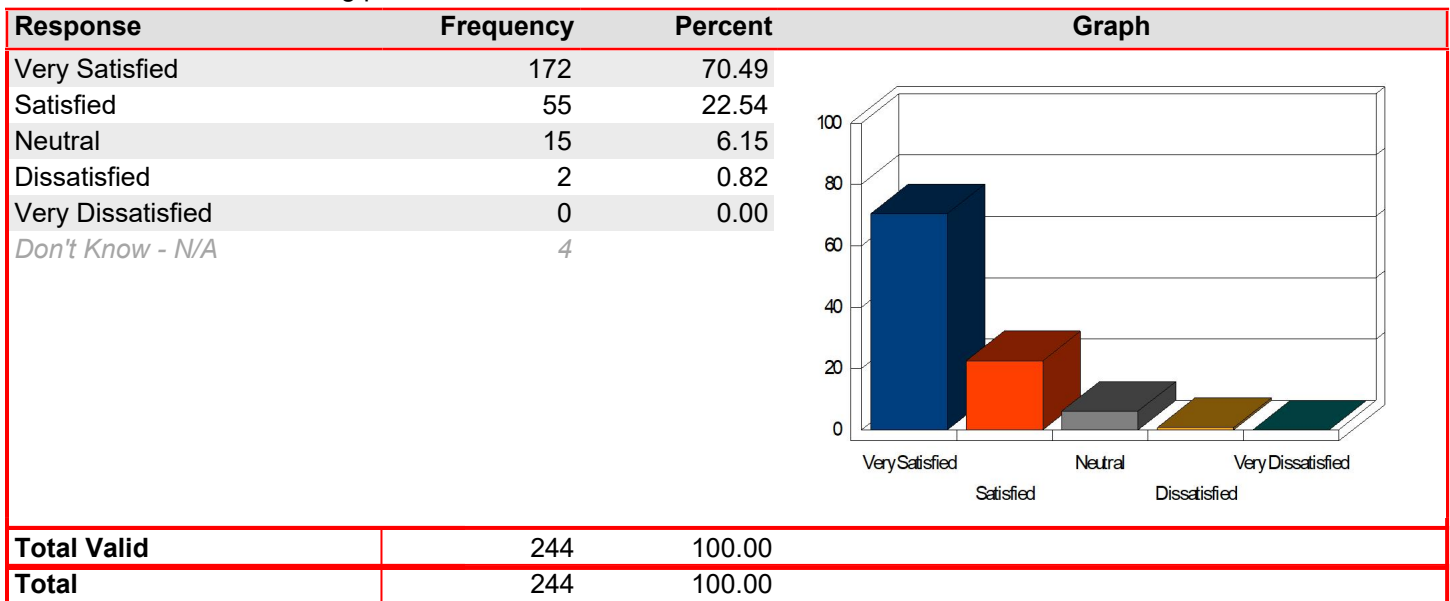
## Satisfaction: Variety of clothing items available for purchase

Mean: 4.57



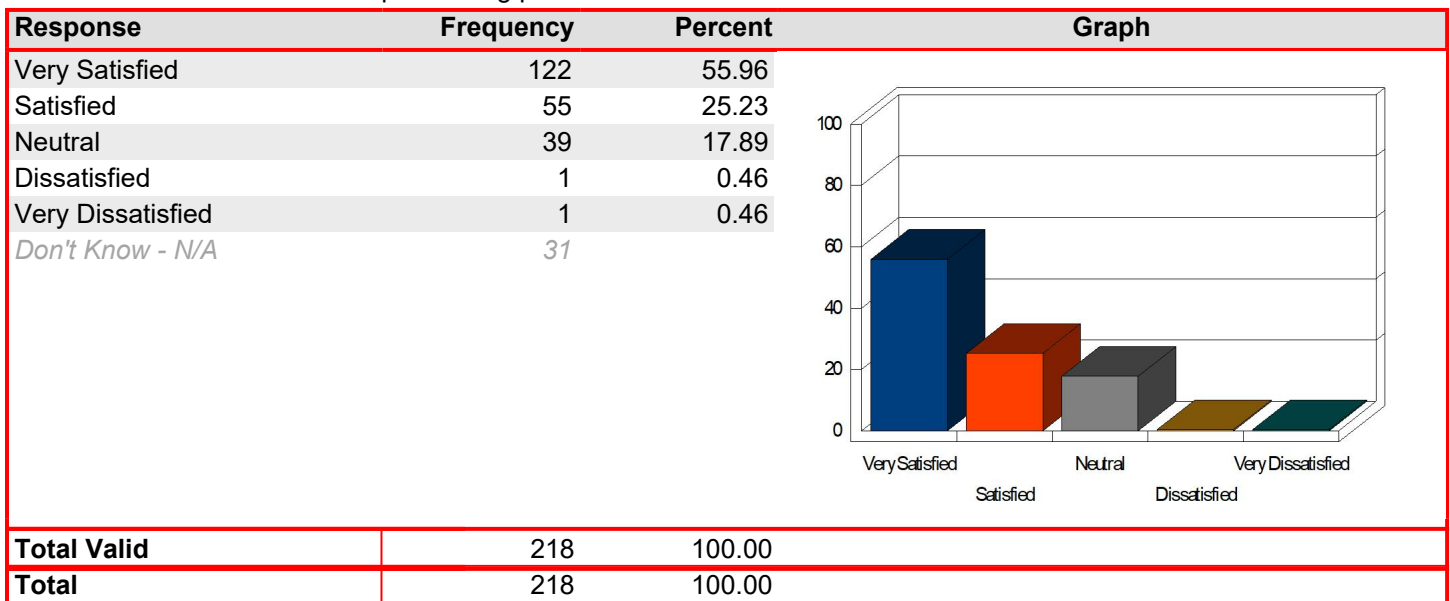
Satisfaction: Ease of locating products I need at the bookstore

Mean: 4.63



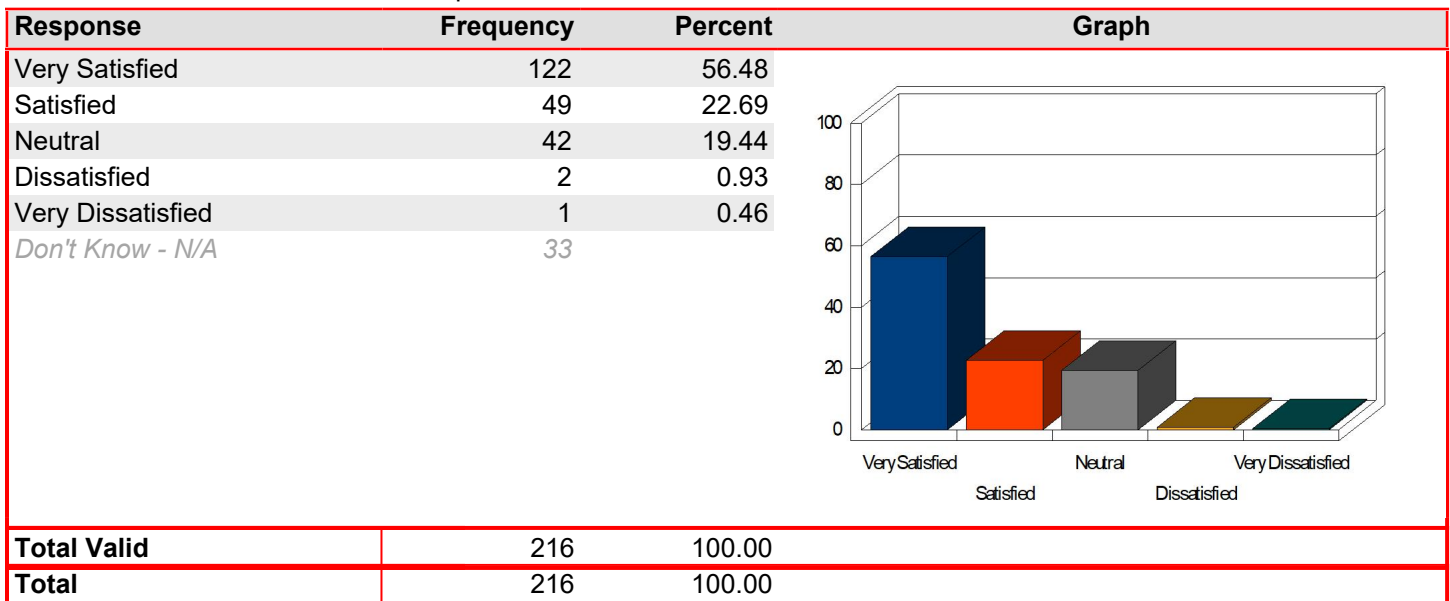
Satisfaction: ONLINE textbook purchasing process

Mean: 4.36



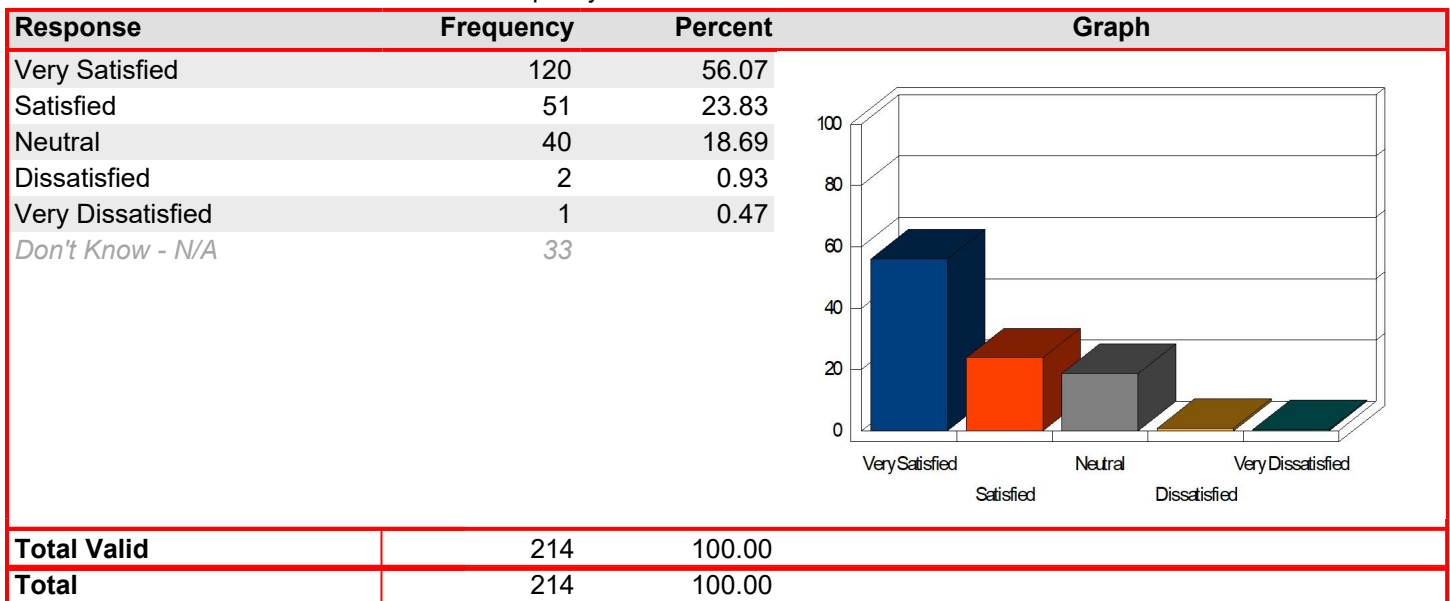
## Satisfaction: ONLINE textbook rental process

Mean: 4.34



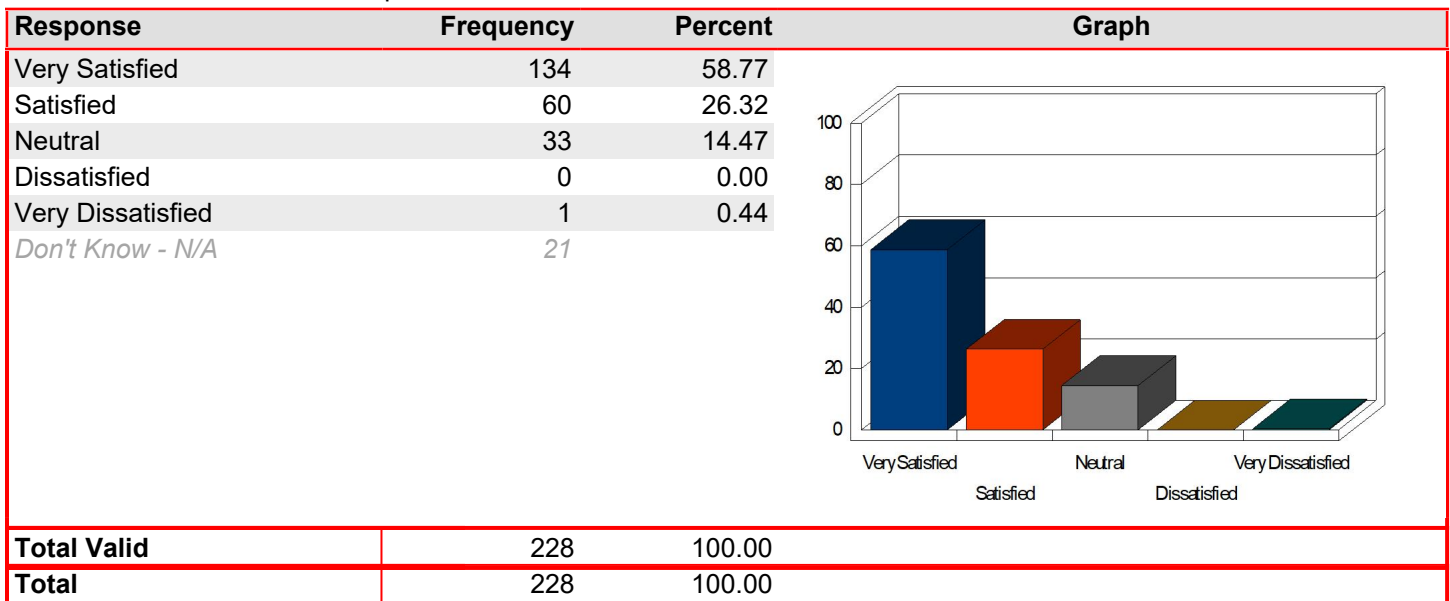
## Satisfaction: ONLINE textbook rental return policy

Mean: 4.34



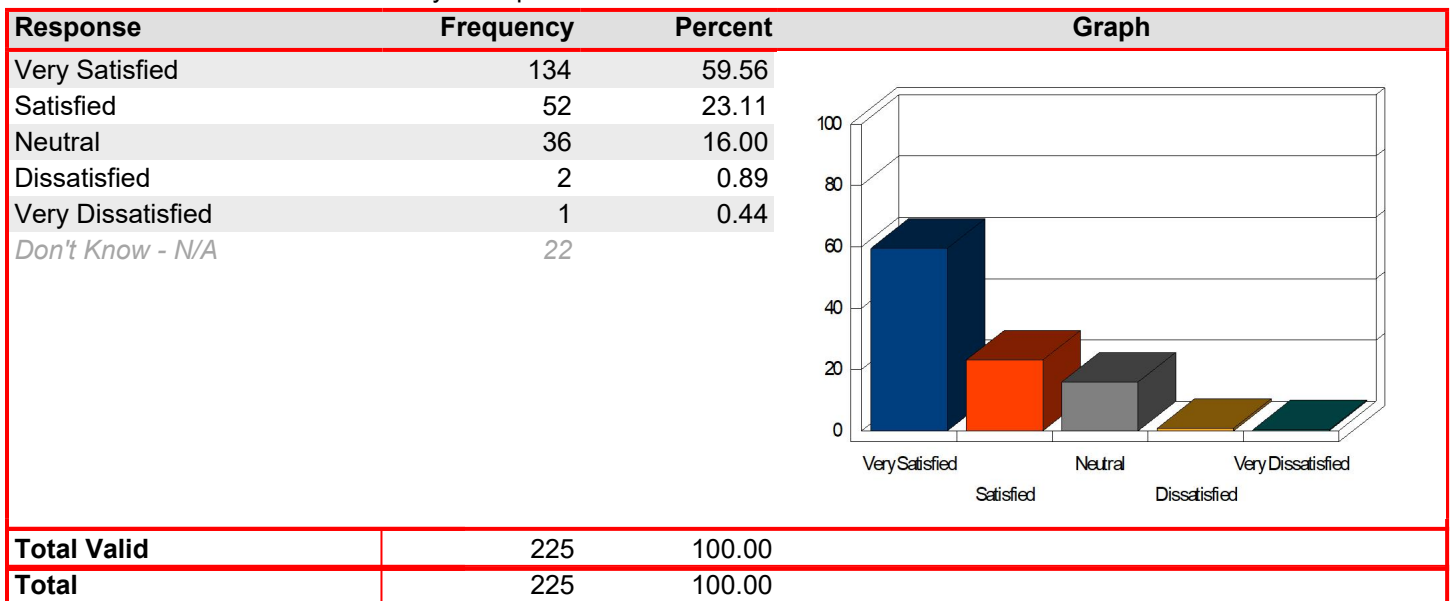
## Satisfaction: Bookstores return policies

Mean: 4.43



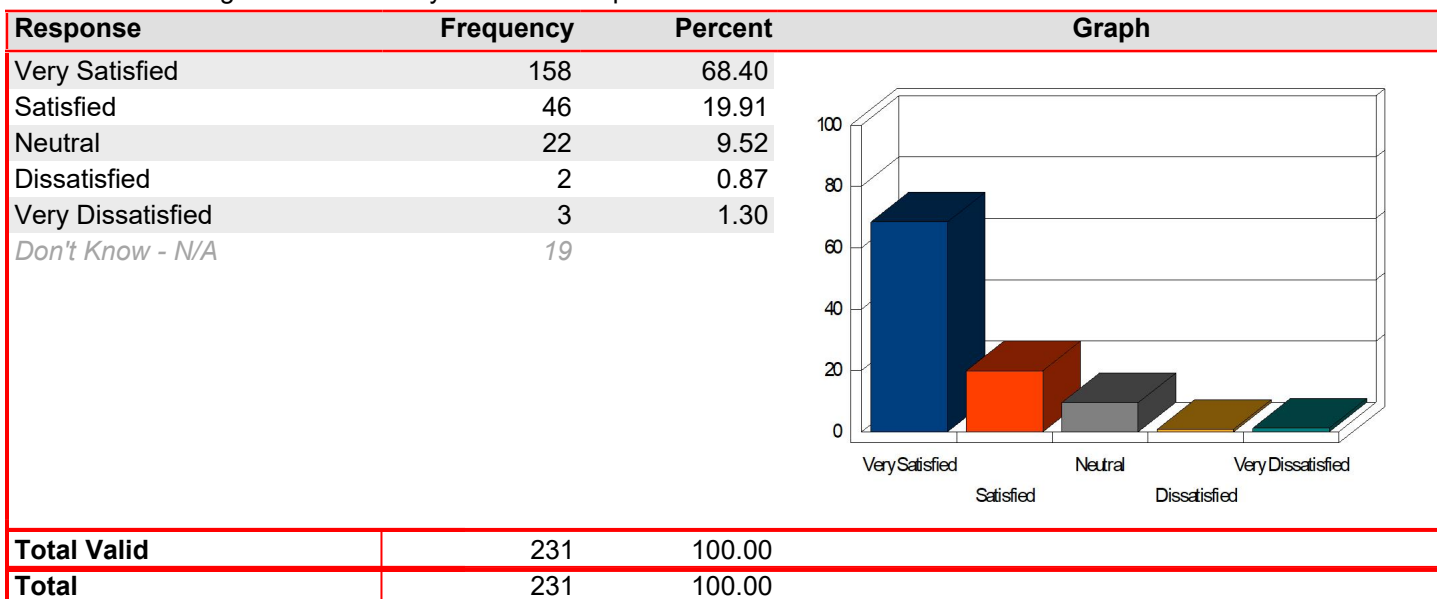
## Satisfaction: Bookstore textbook buy back procedures

Mean: 4.40



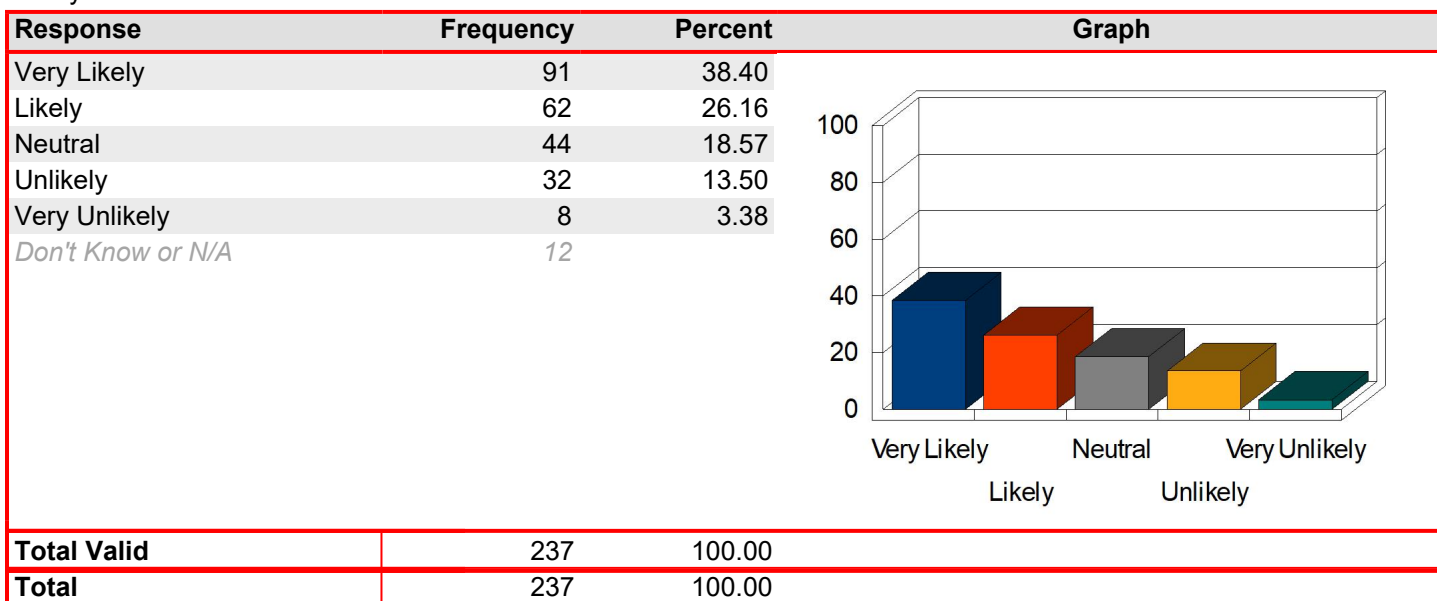
## Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.53



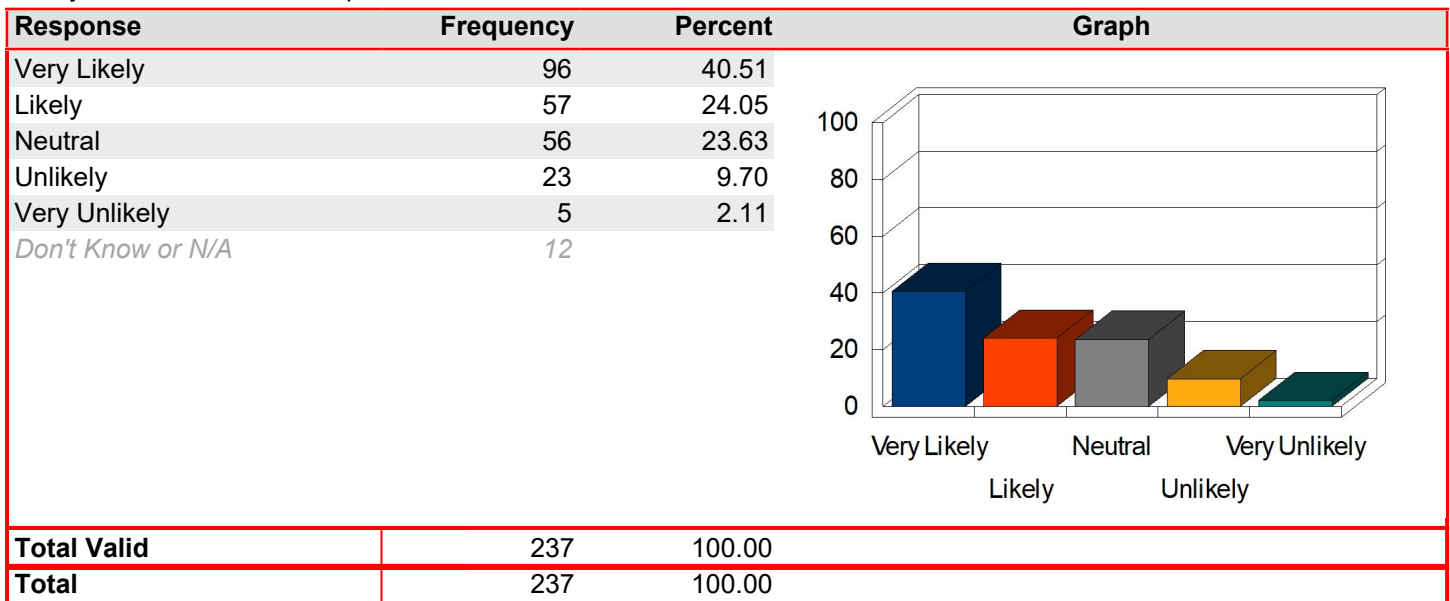
## Likely: Purchase and use E-books over traditional textbooks in the future

Mean: 3.83



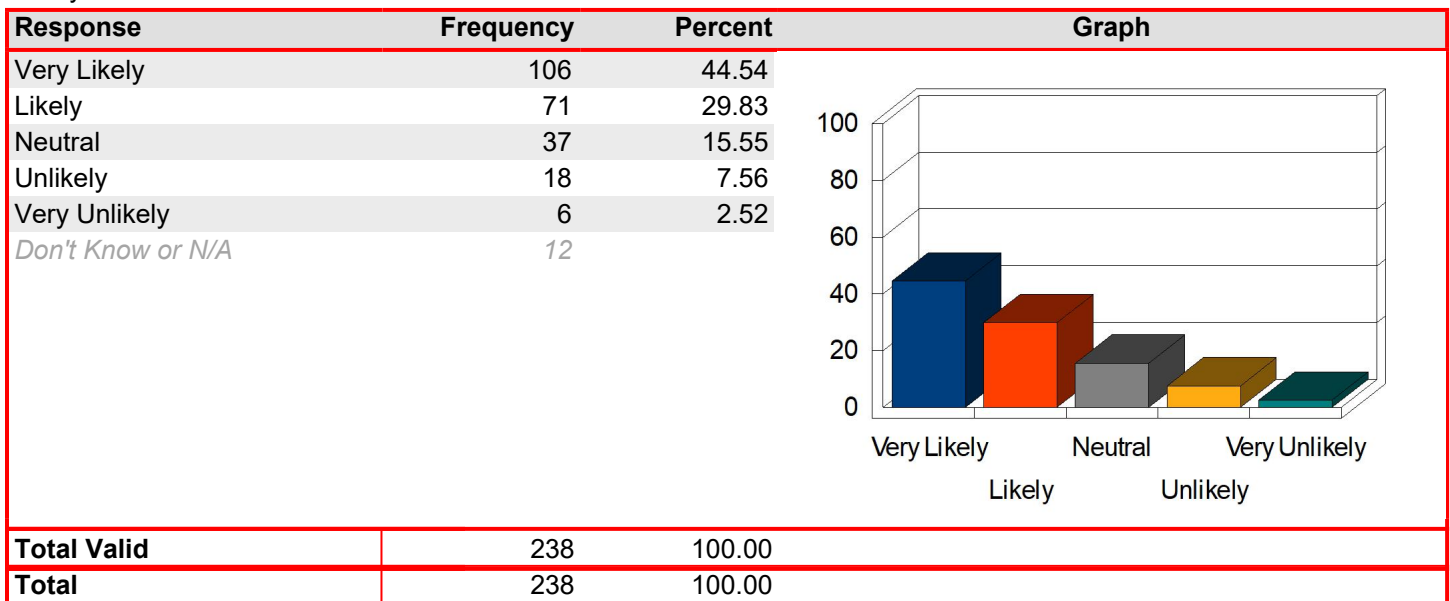
Likely: Make a future online purchase

Mean: 3.91



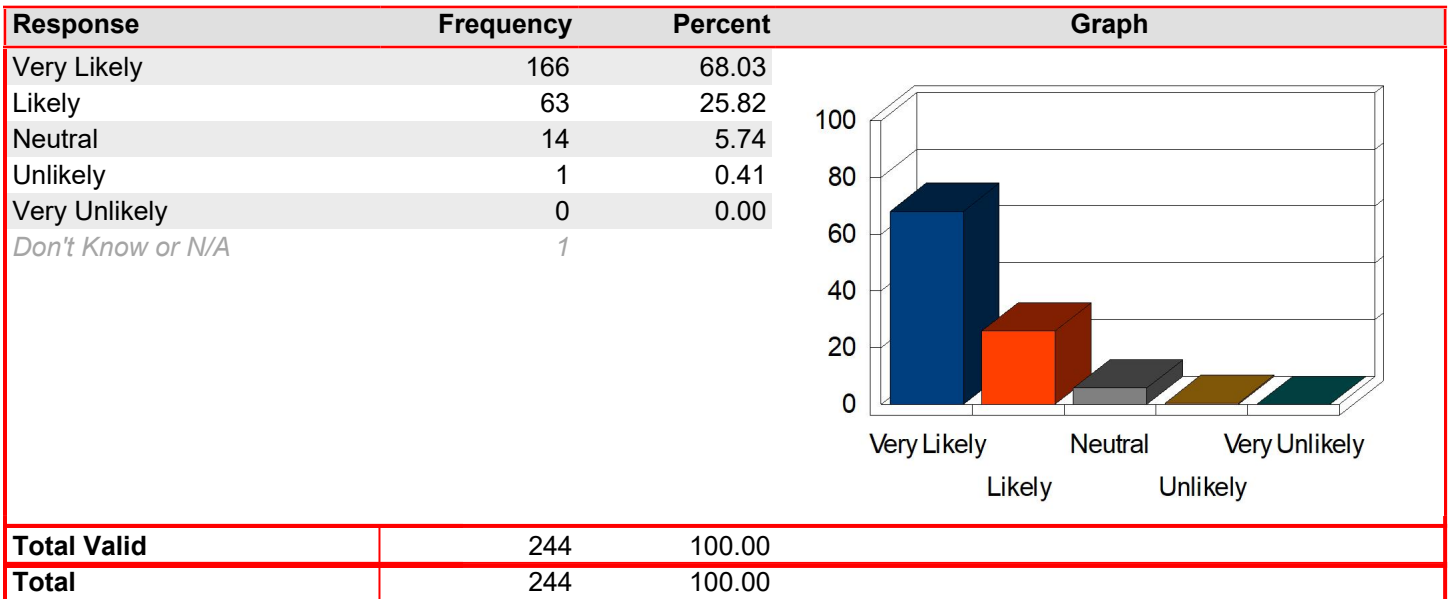
Likely: Rent a Textbook in the future

Mean: 4.06



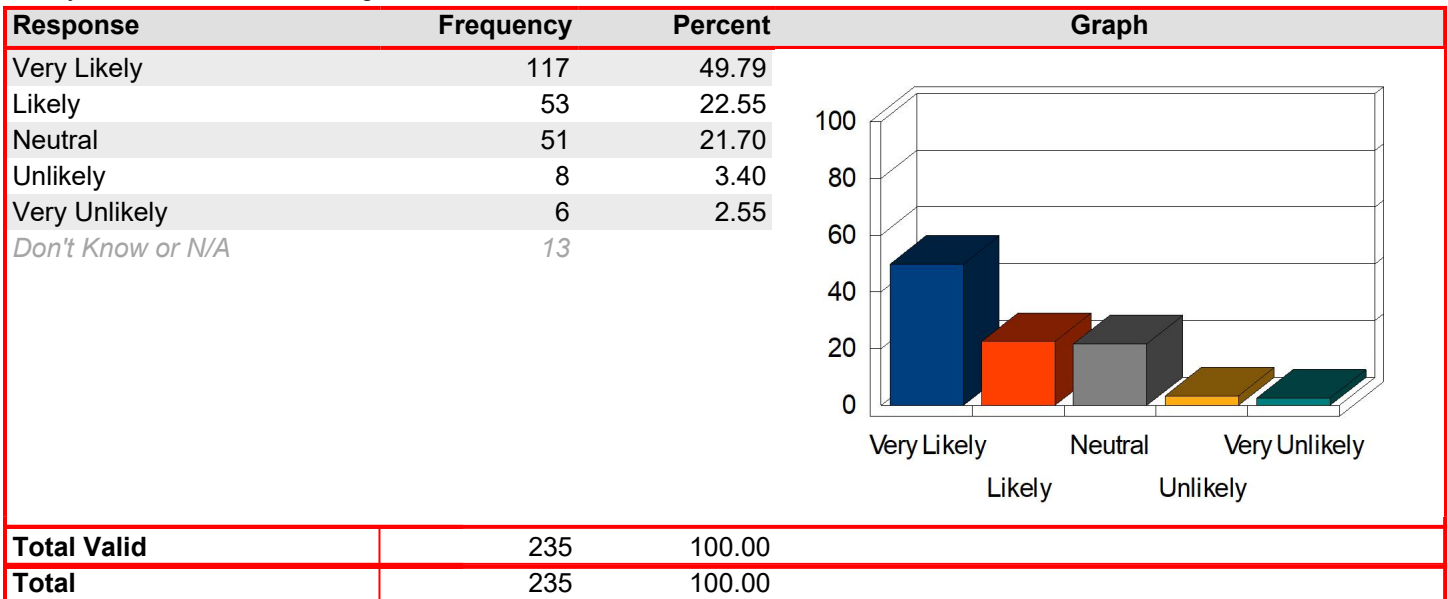
Likely: Make a future purchase at the bookstore

Mean: 4.61



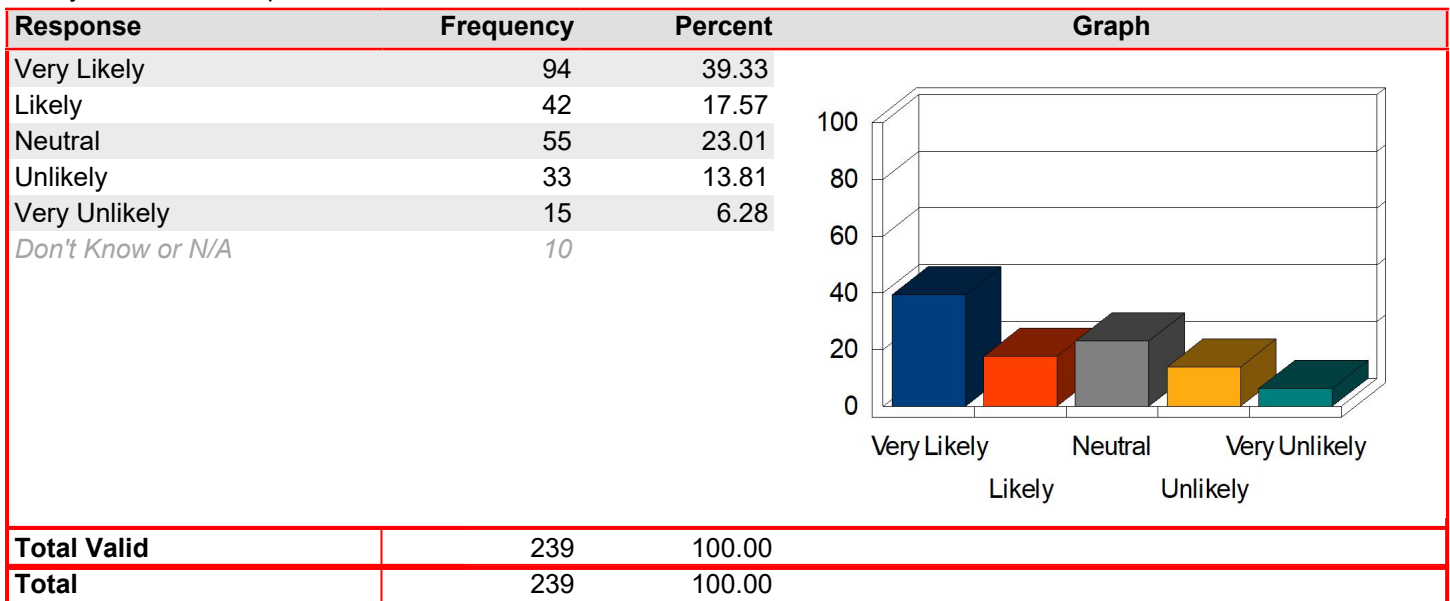
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 4.14



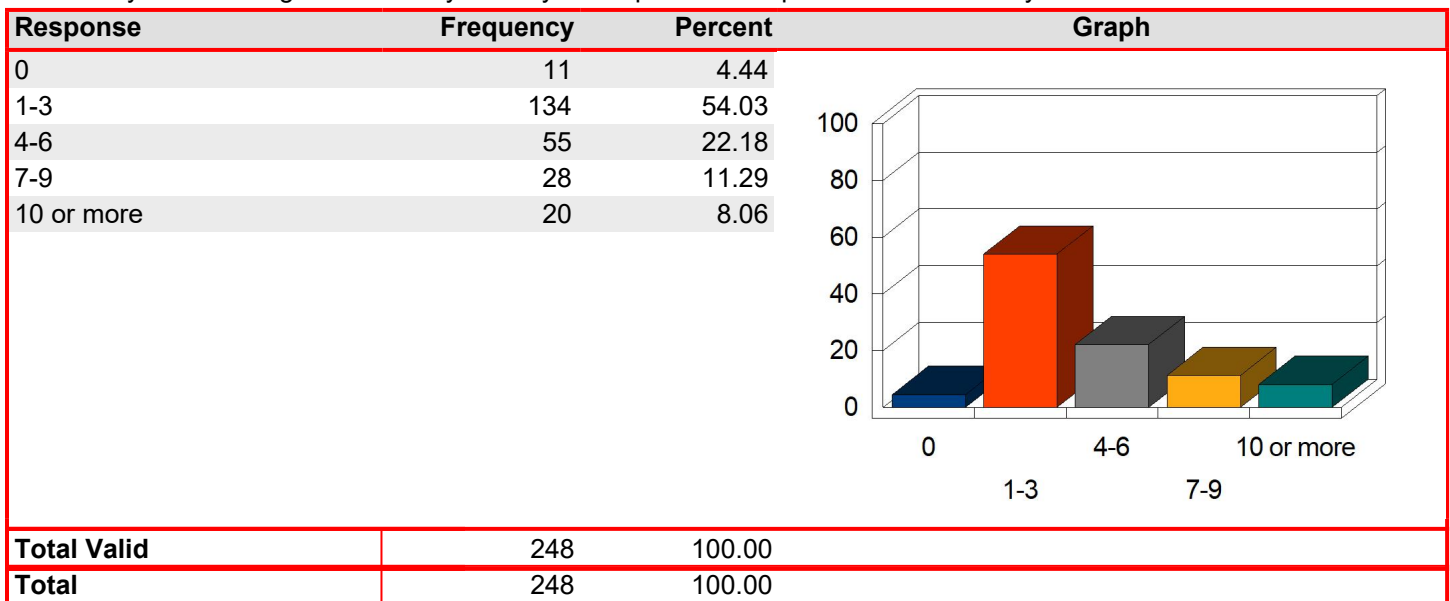
Likely: Purchase computers and other electronics if it were available

Mean: 3.70



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

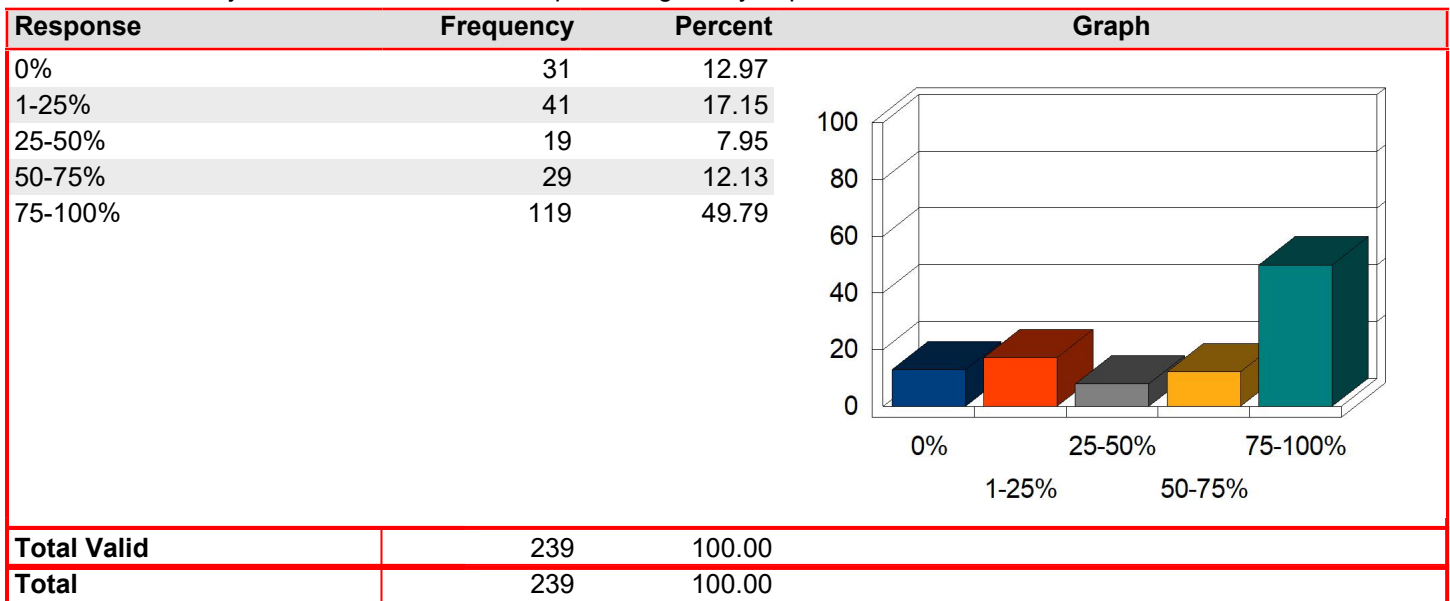
Mean: 2.65





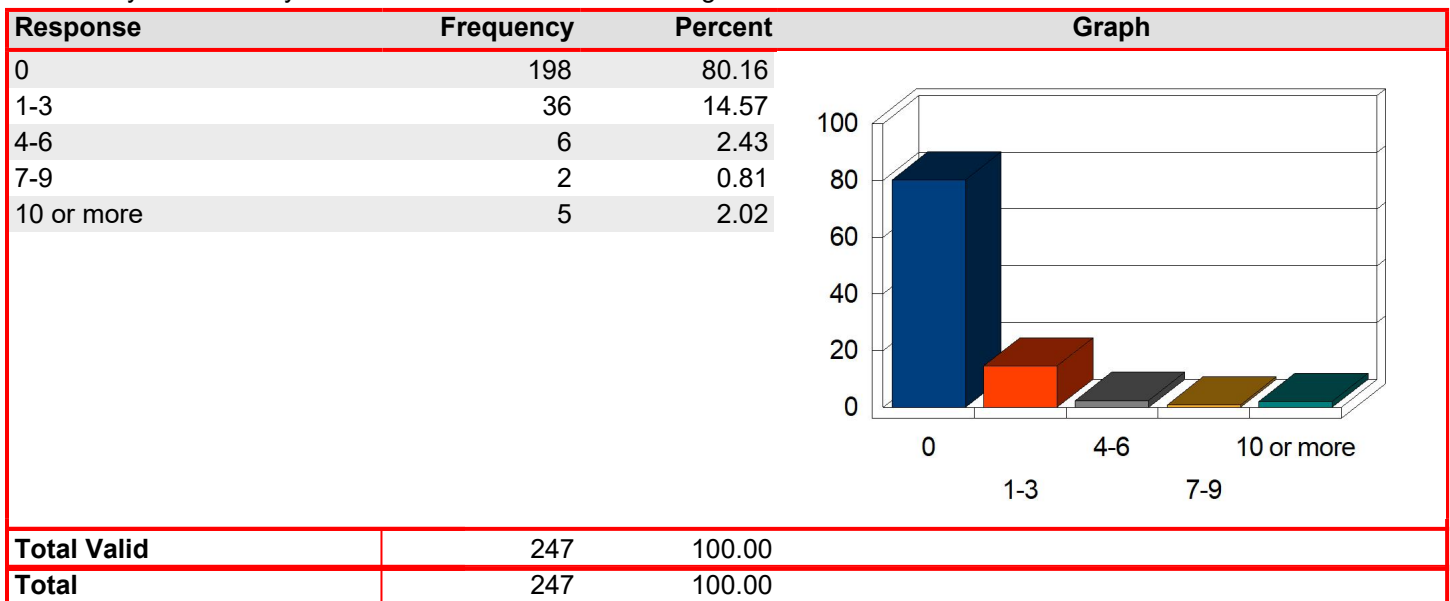
For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 3.69



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

Mean: 1.30



# Trinity Valley Community College

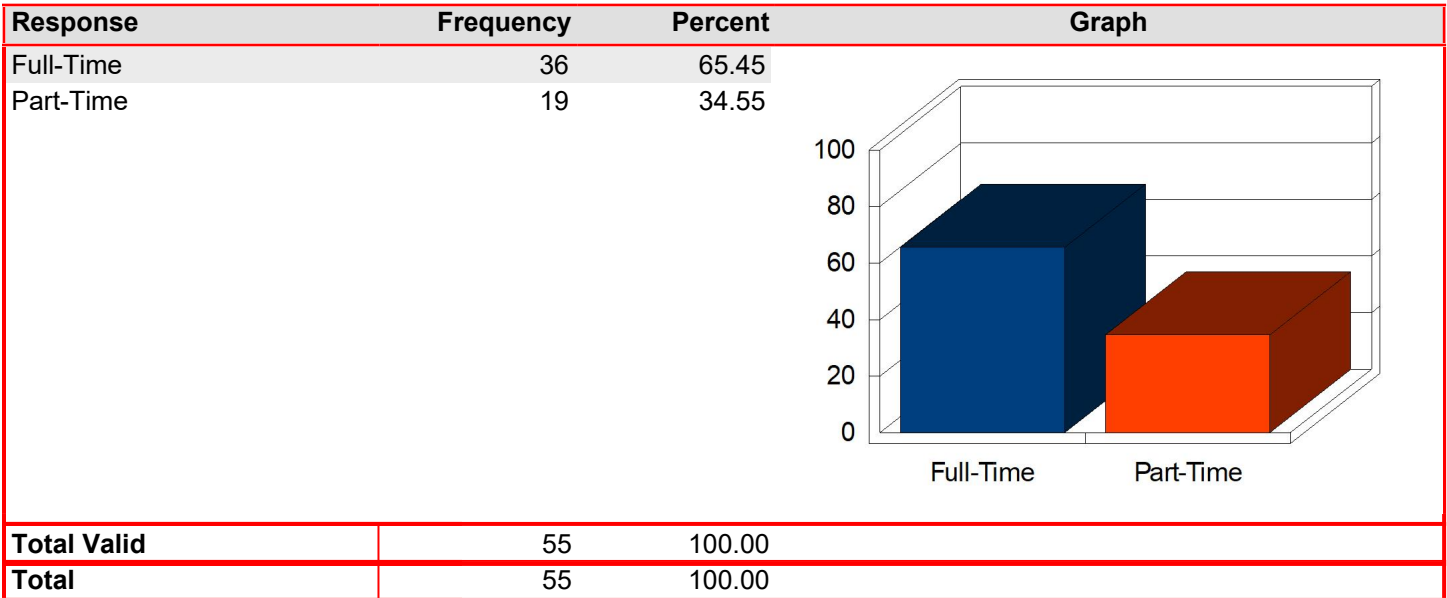
## Bookstore Satisfaction Survey

Fall 2018

Campus: HSC

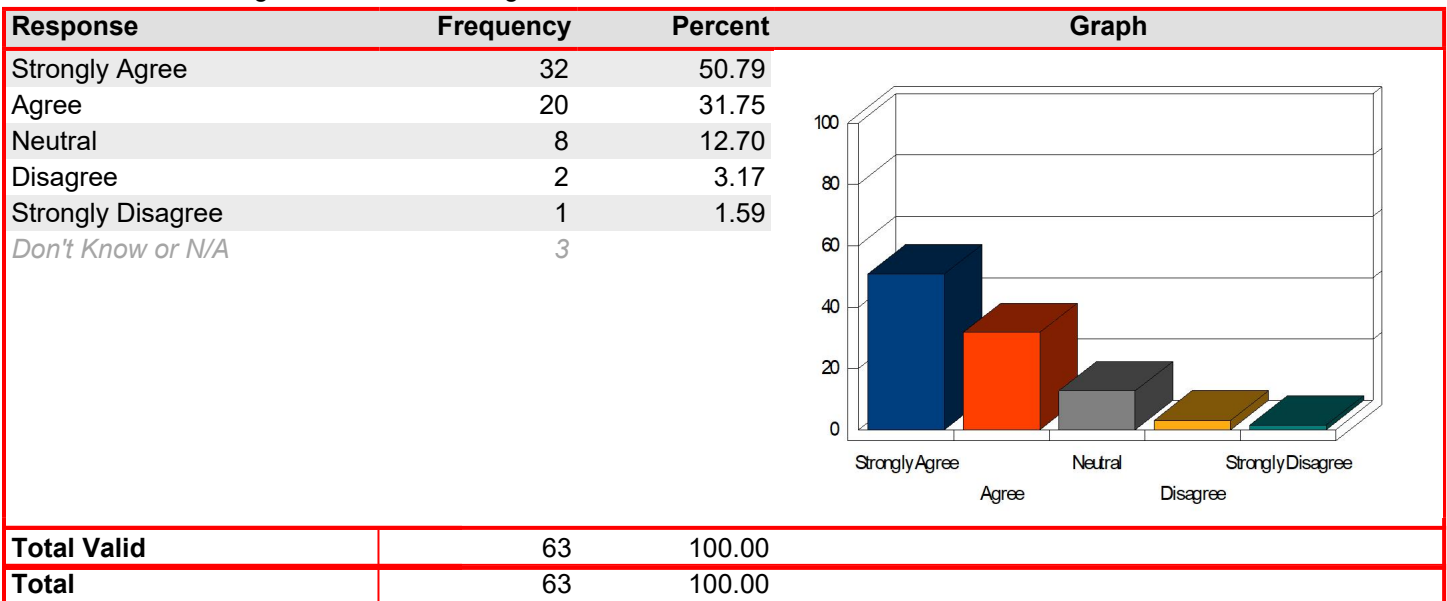
Student Status

Mean: 1.35



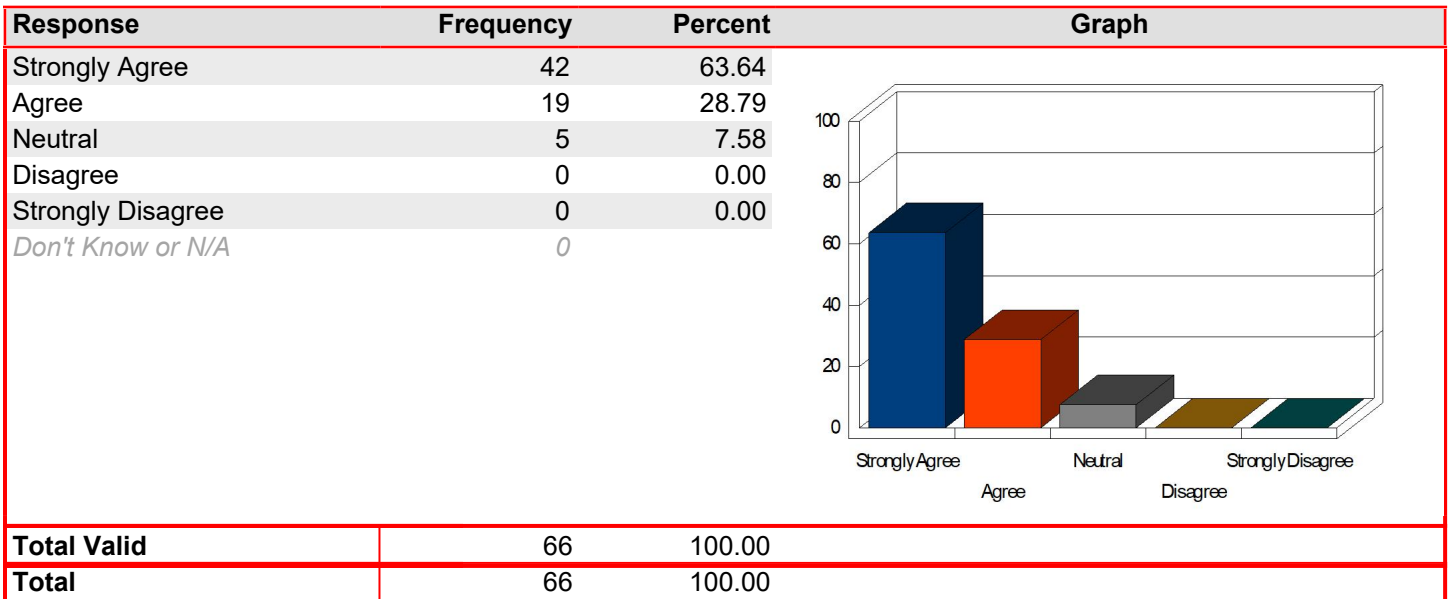
AGREEMENT: I am greeted when entering the bookstore

Mean: 4.27



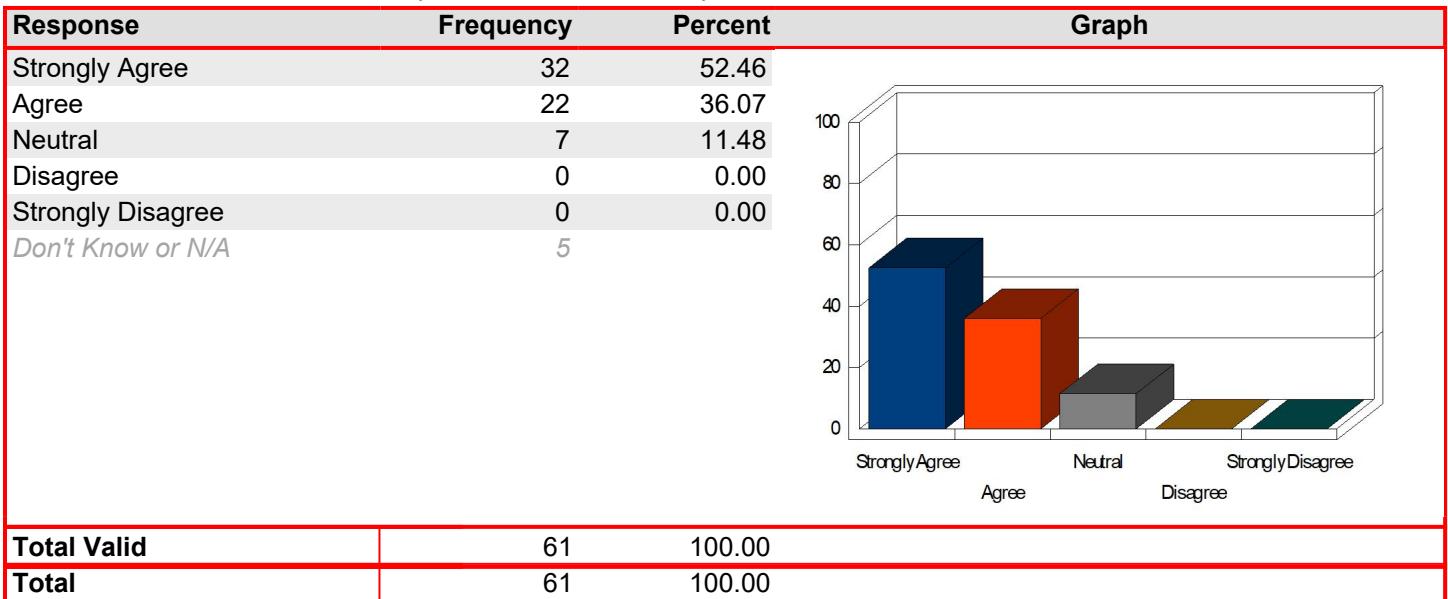
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.56



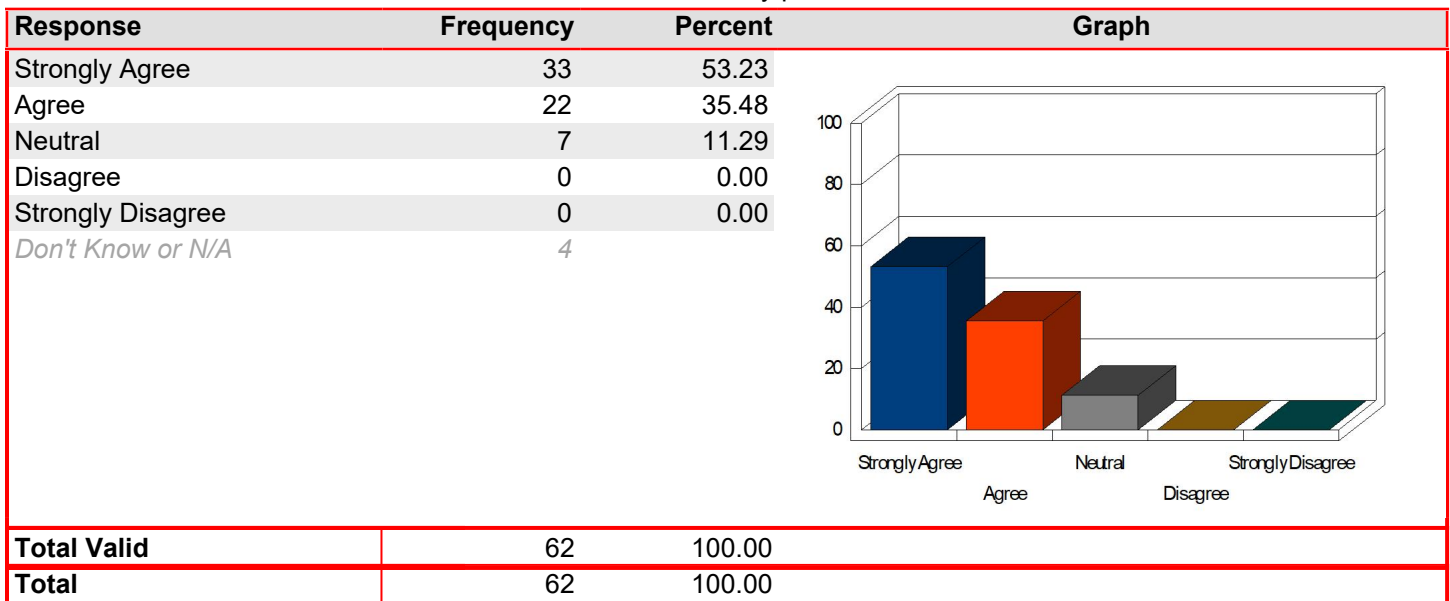
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 4.41



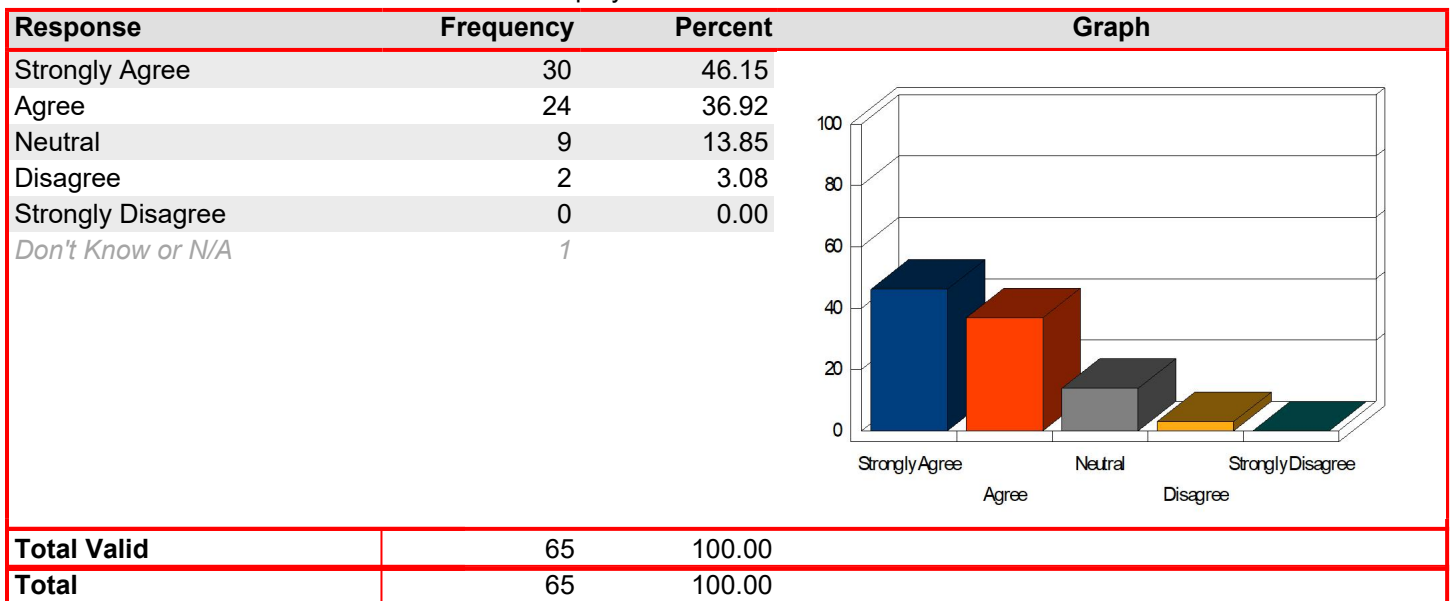
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.42



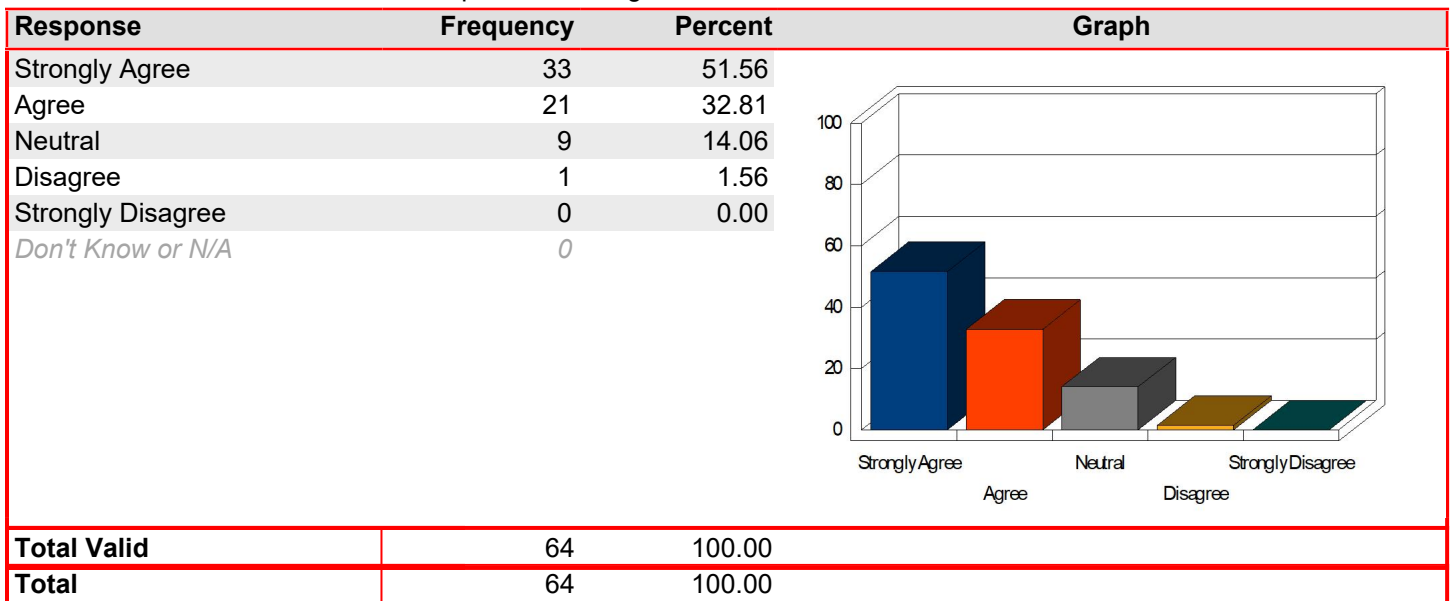
AGREEMENT: The bookstore has attractive displays

Mean: 4.26



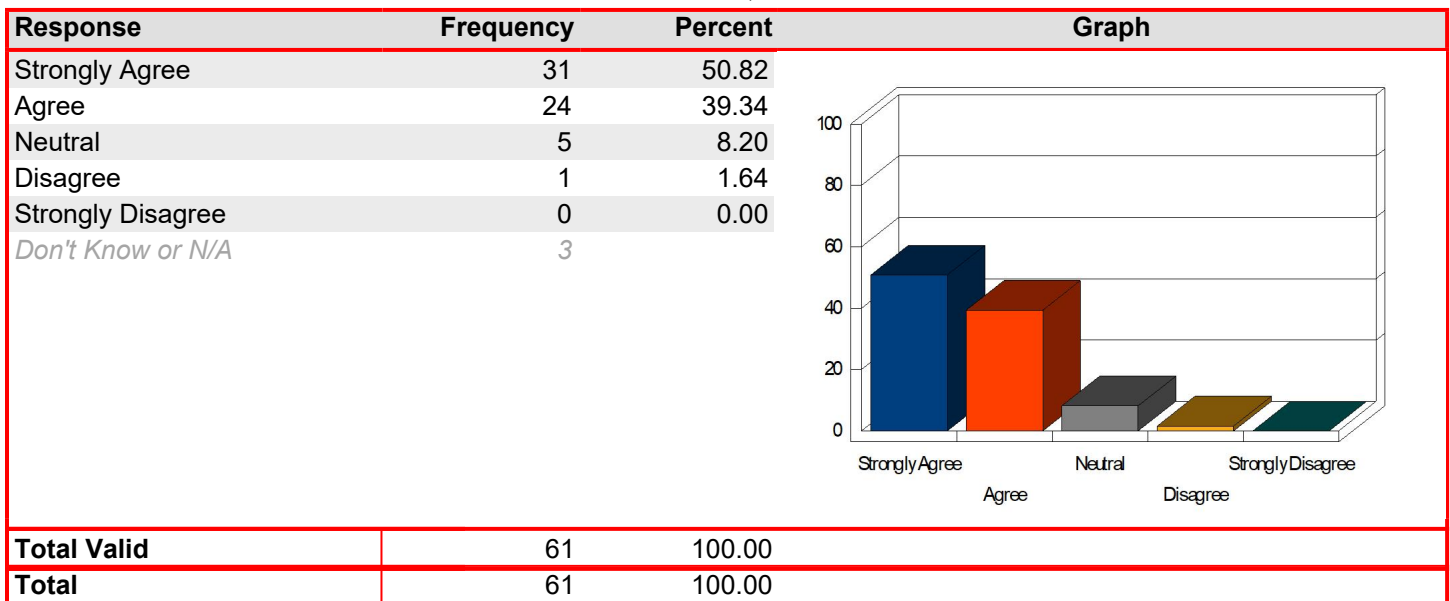
AGREEMENT: The bookstore has helpful in-store signs

Mean: 4.34



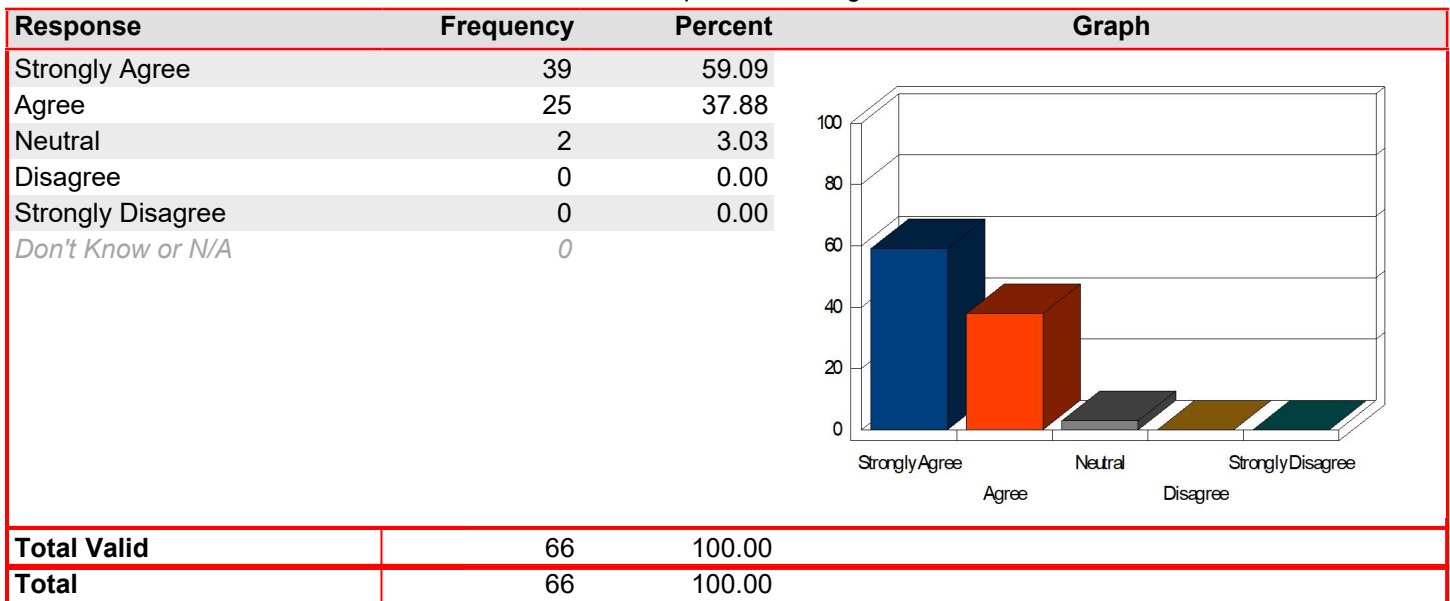
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 4.39



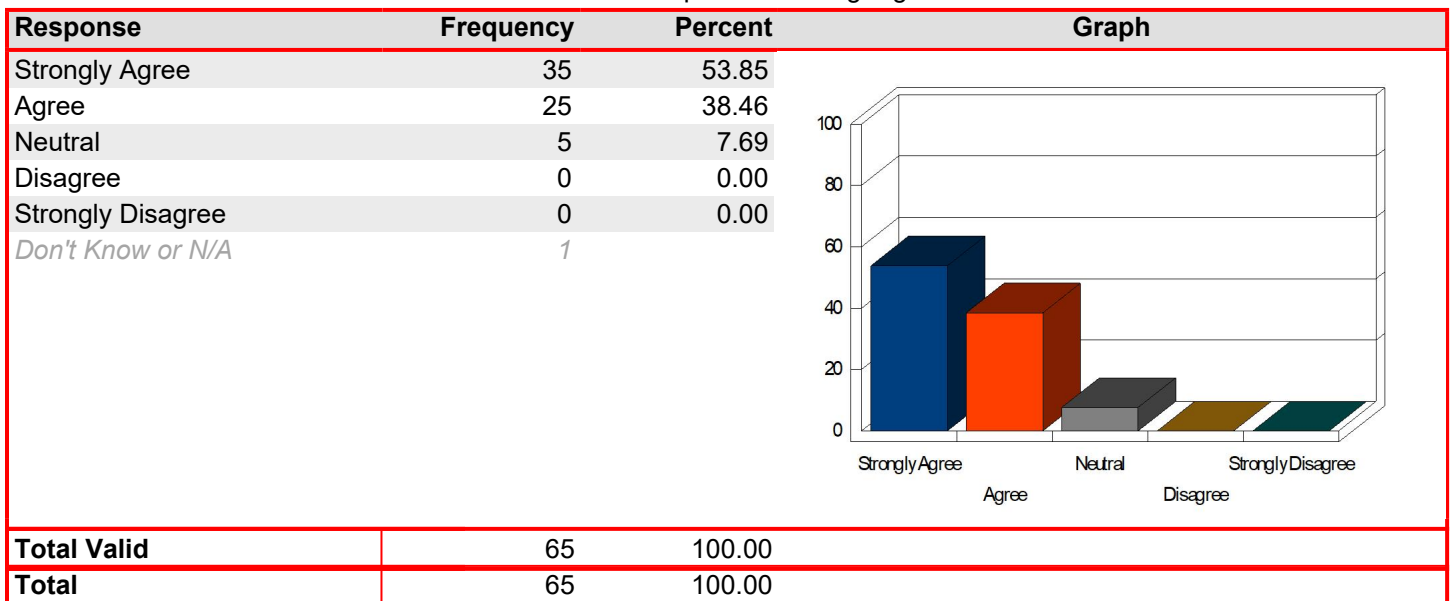
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.56



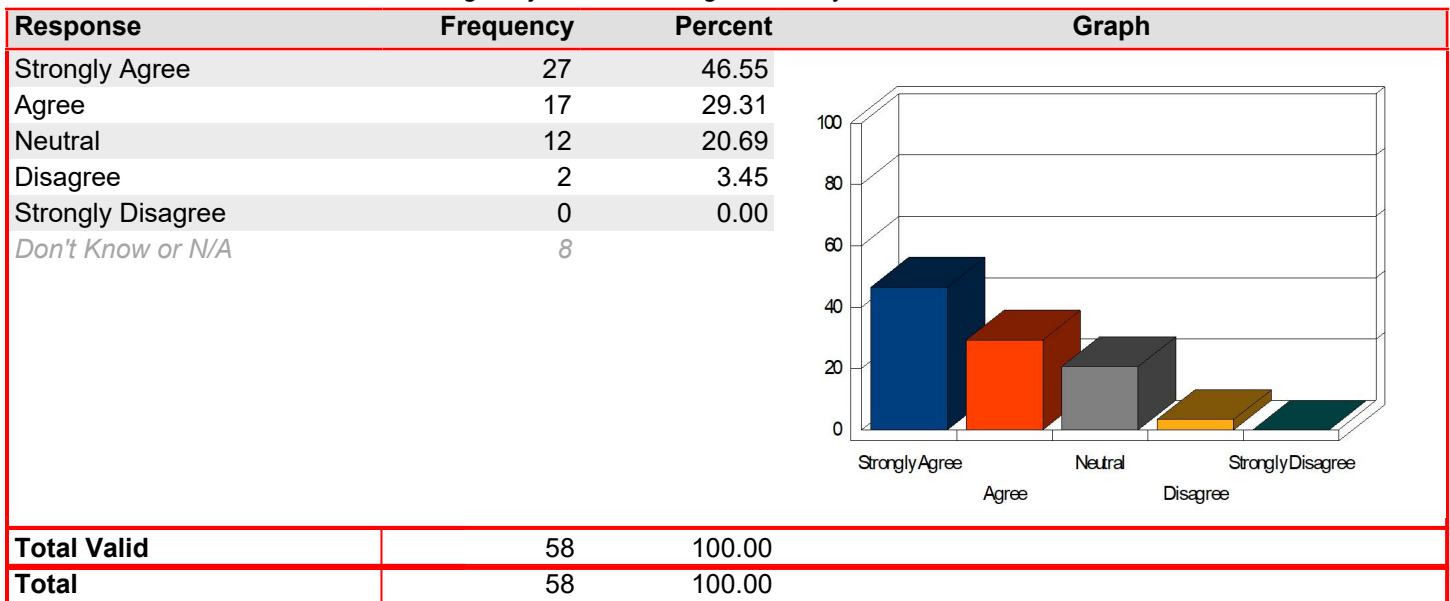
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.46



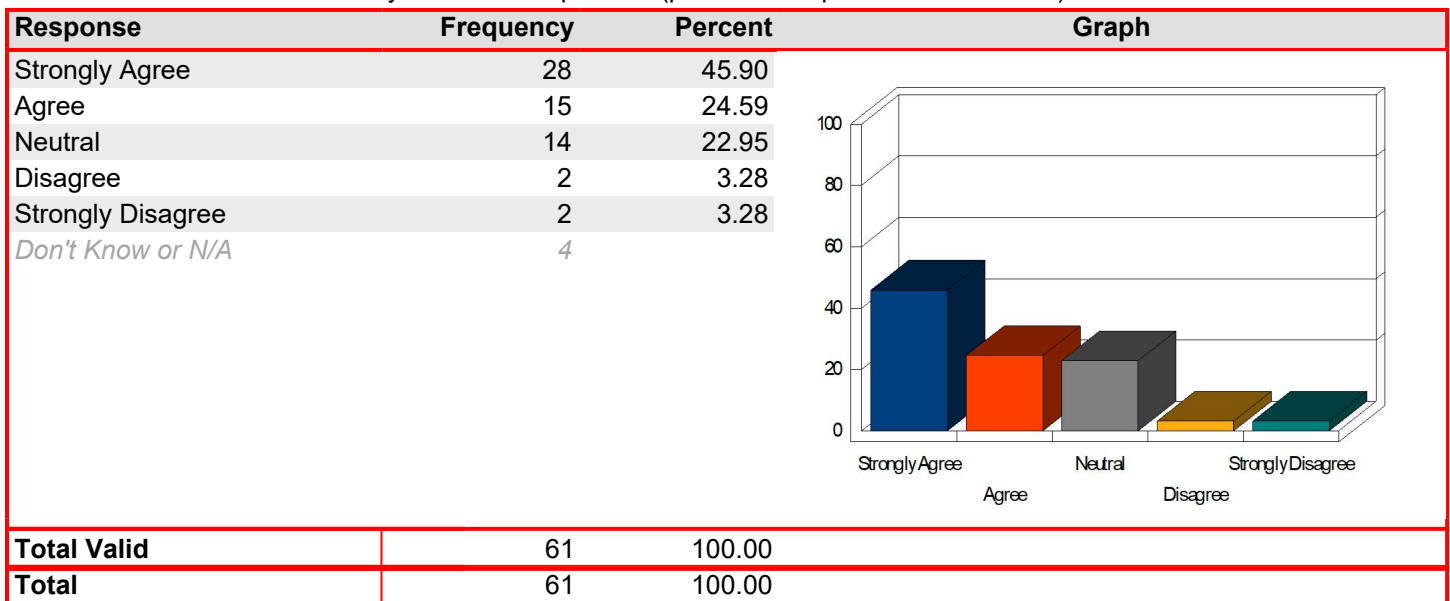
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 4.19



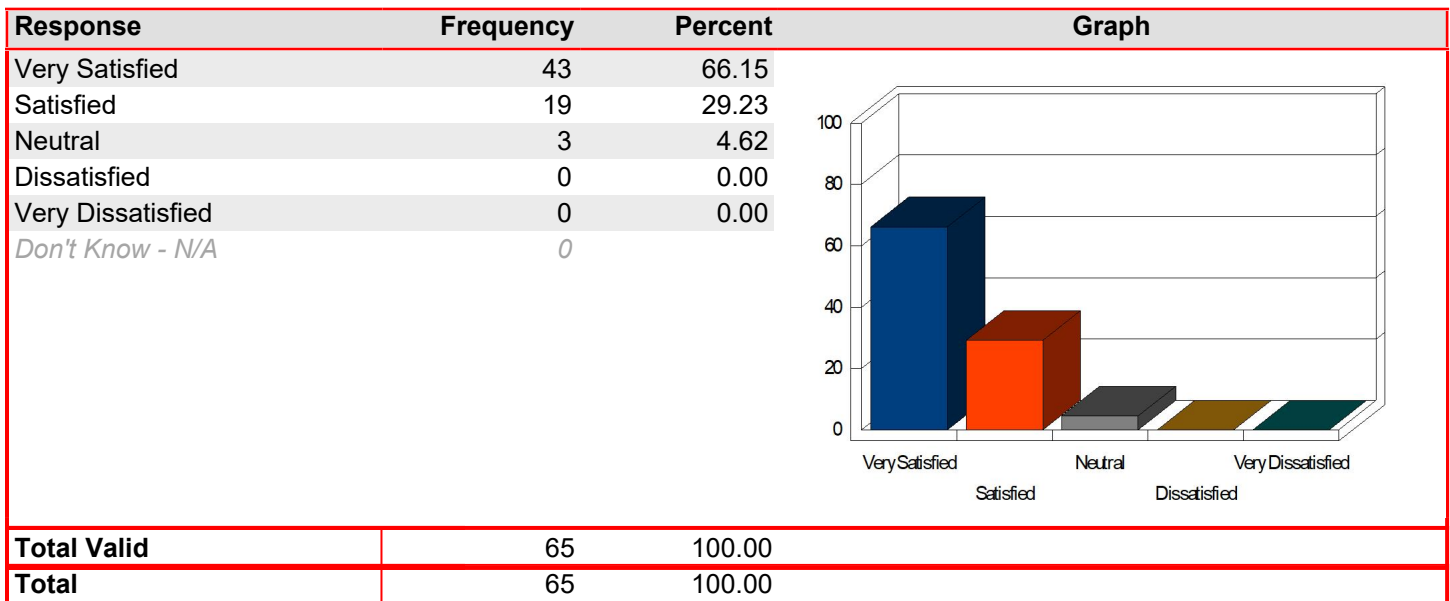
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 4.07



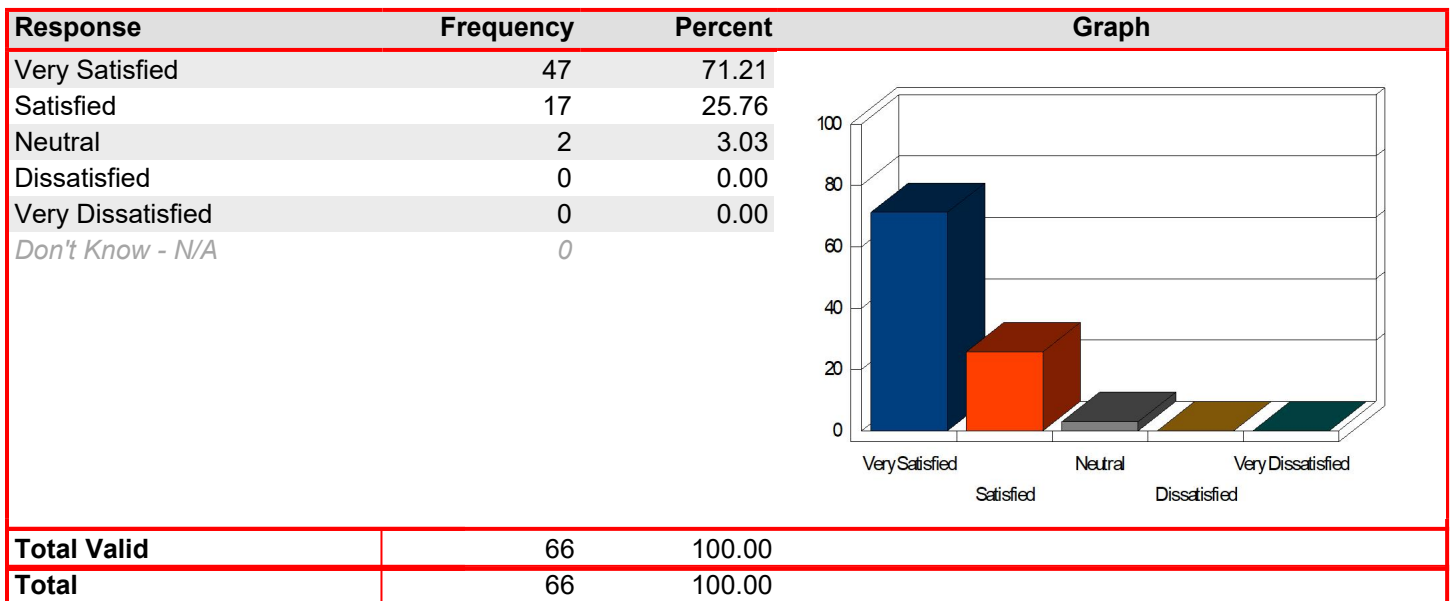
## Satisfaction: Assistance of staff

Mean: 4.62



## Satisfaction: Friendliness of staff

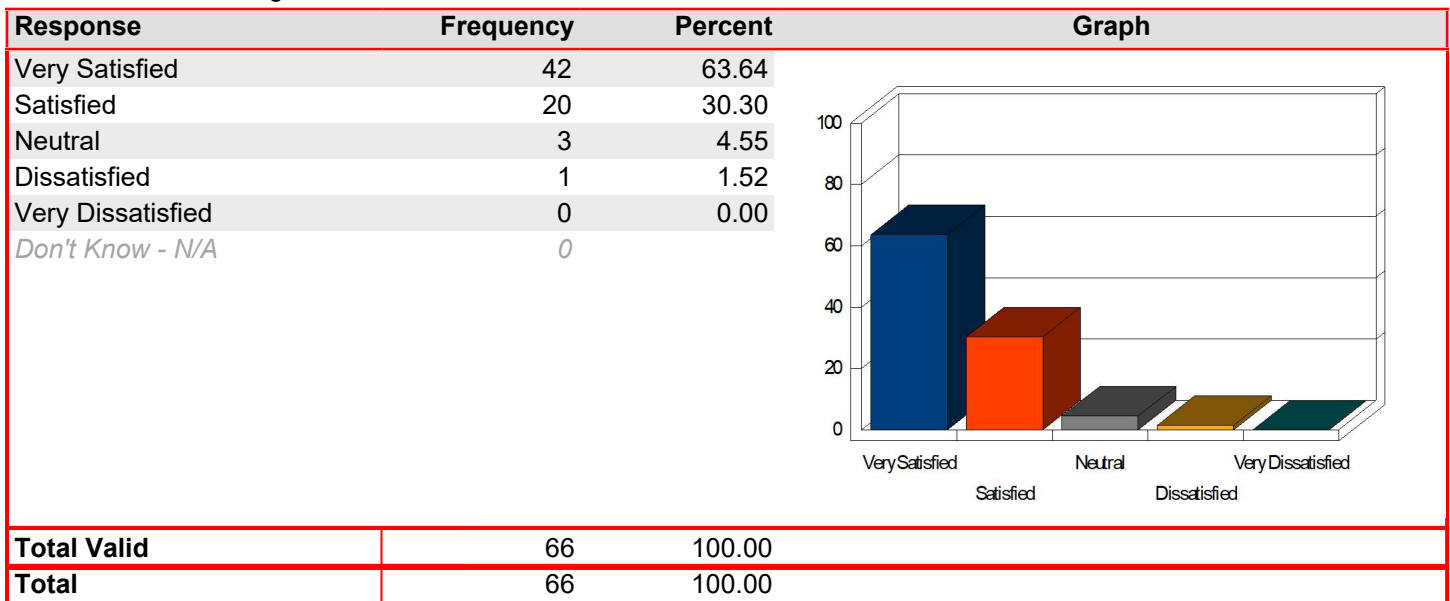
Mean: 4.68





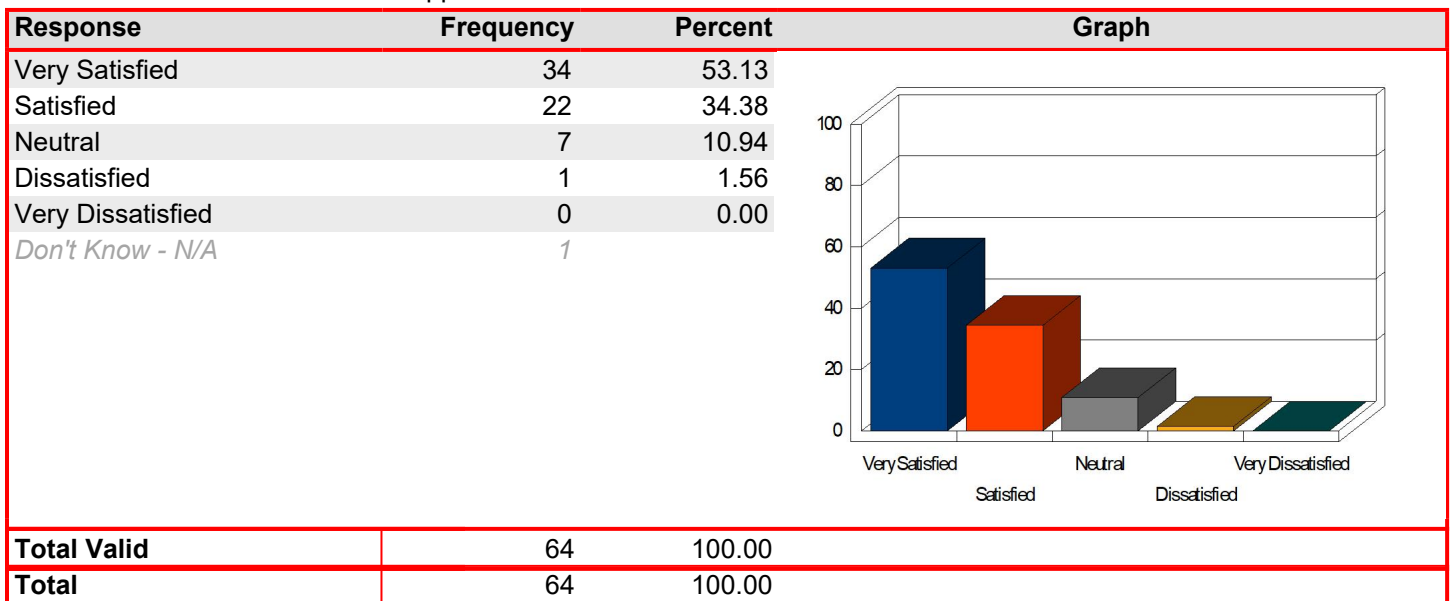
## Satisfaction: Knowledge of staff

Mean: 4.56



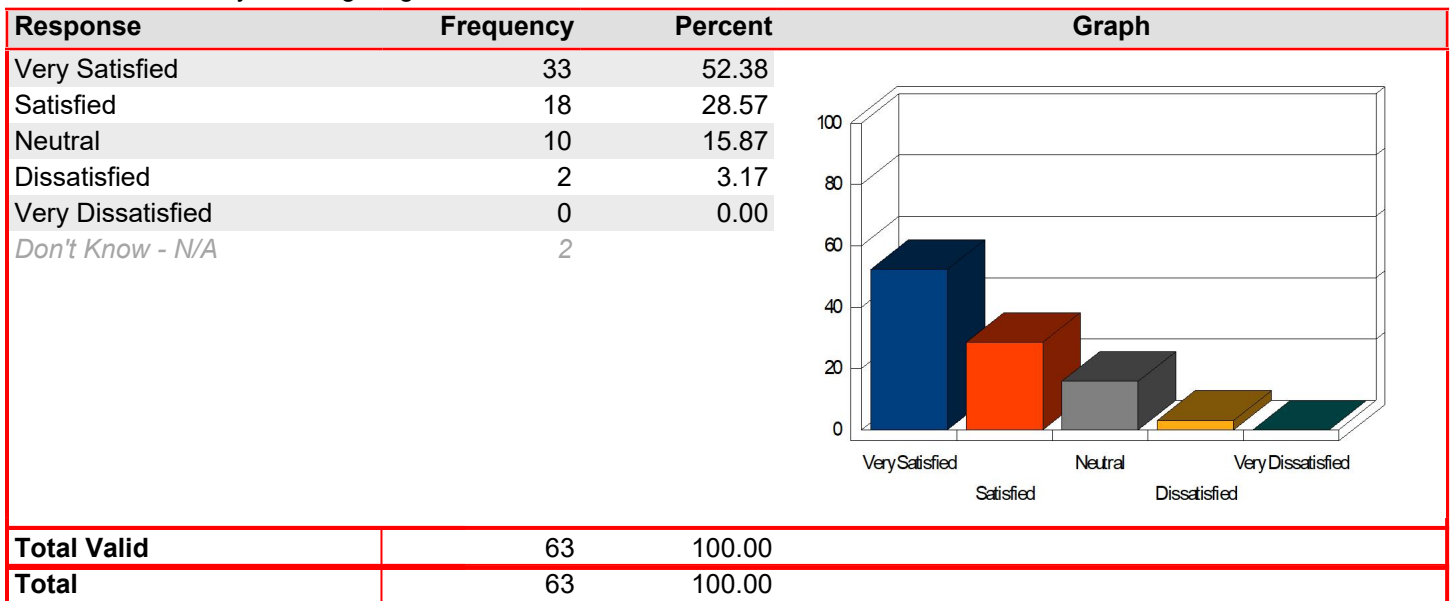
## Satisfaction: Selection of school supplies

Mean: 4.39



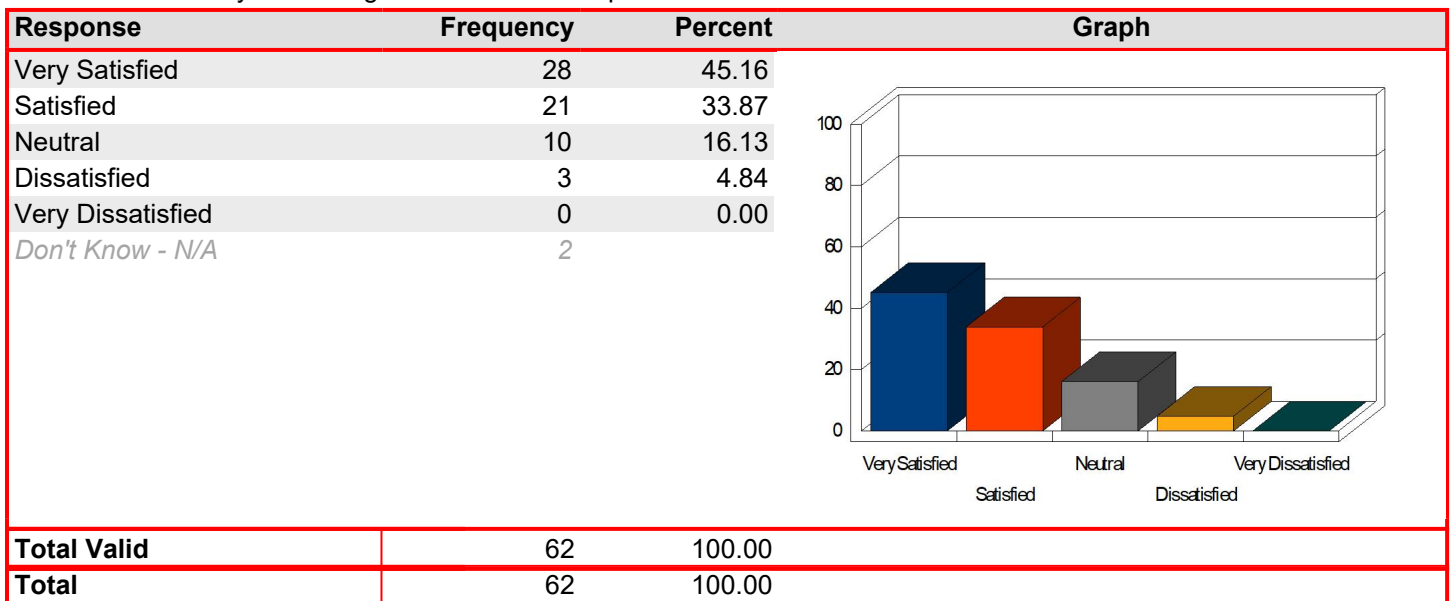
## Satisfaction: Variety of college logo items

Mean: 4.30



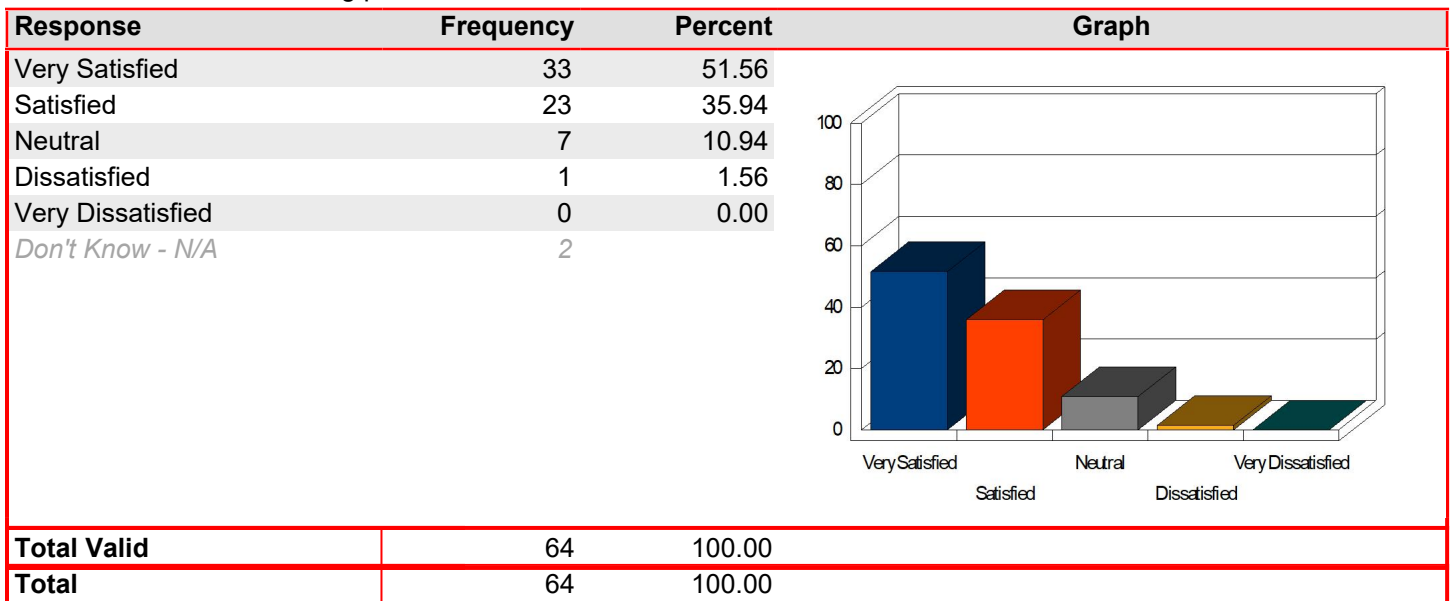
## Satisfaction: Variety of clothing items available for purchase

Mean: 4.19



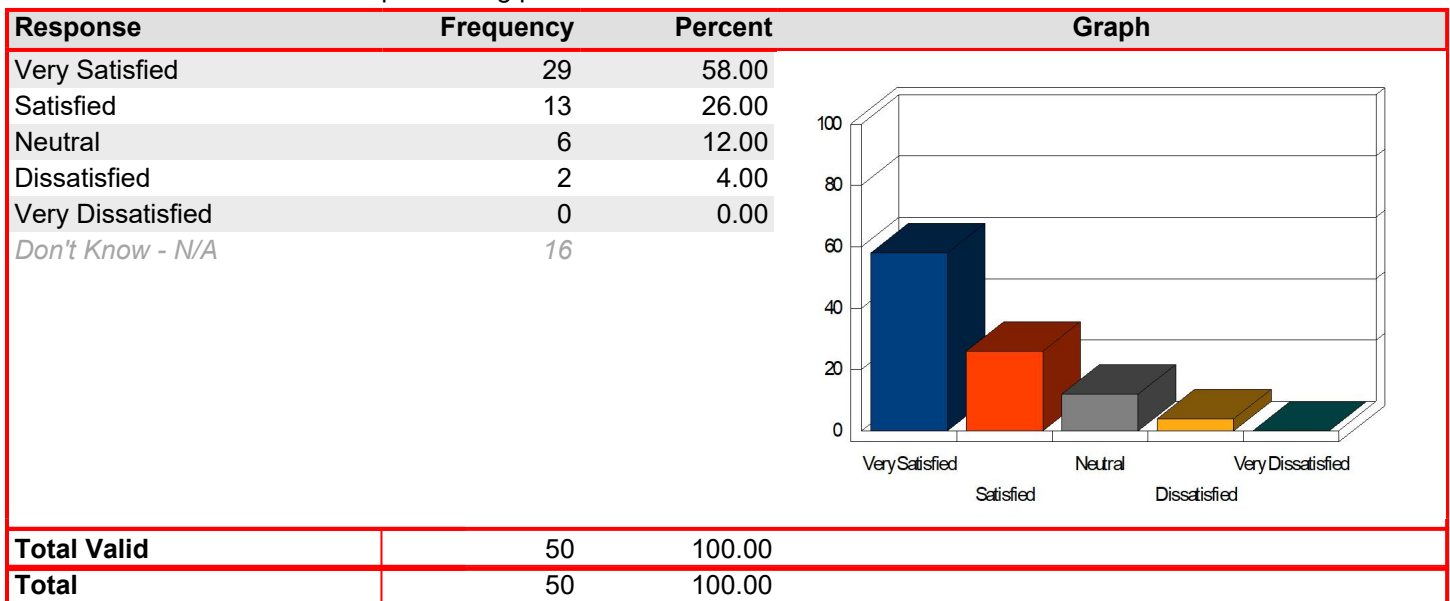
Satisfaction: Ease of locating products I need at the bookstore

Mean: 4.38



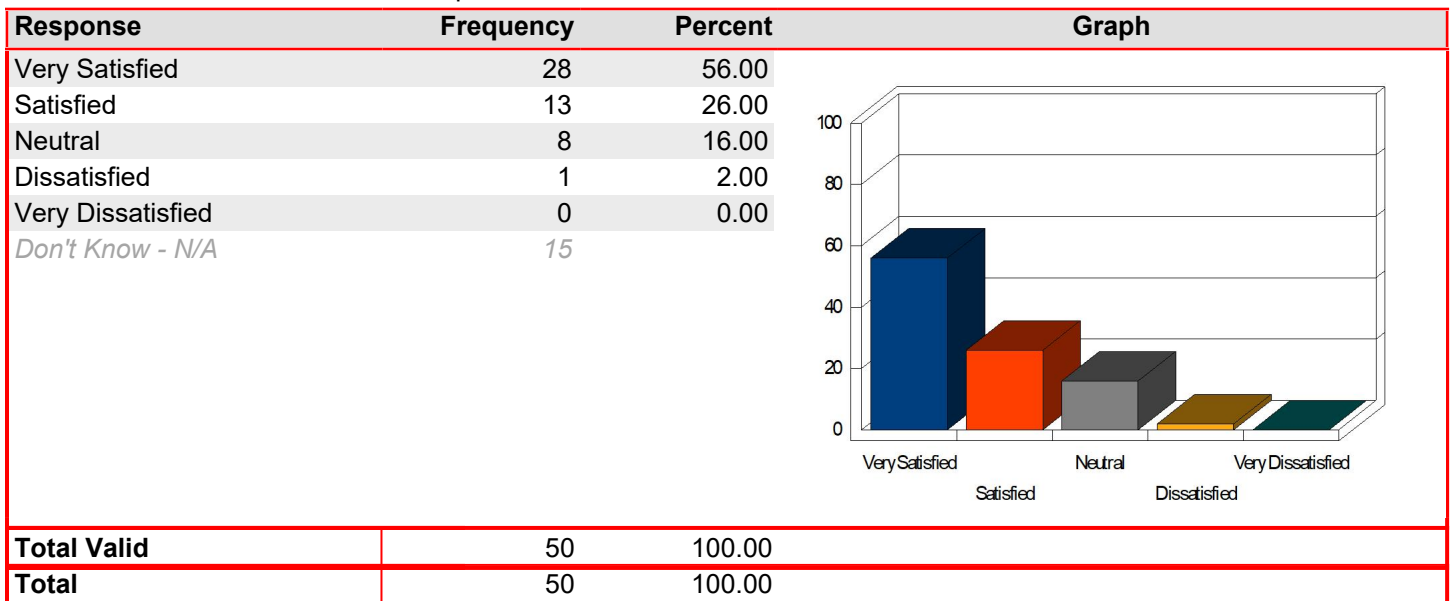
Satisfaction: ONLINE textbook purchasing process

Mean: 4.38



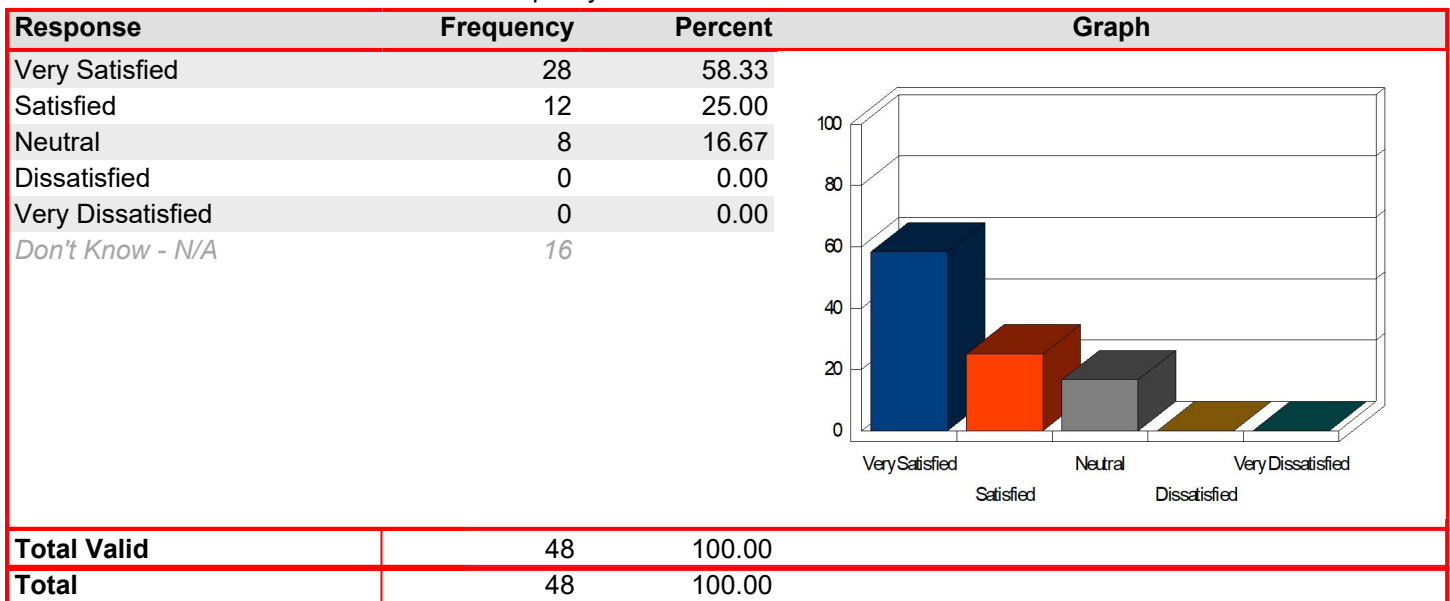
## Satisfaction: ONLINE textbook rental process

Mean: 4.36



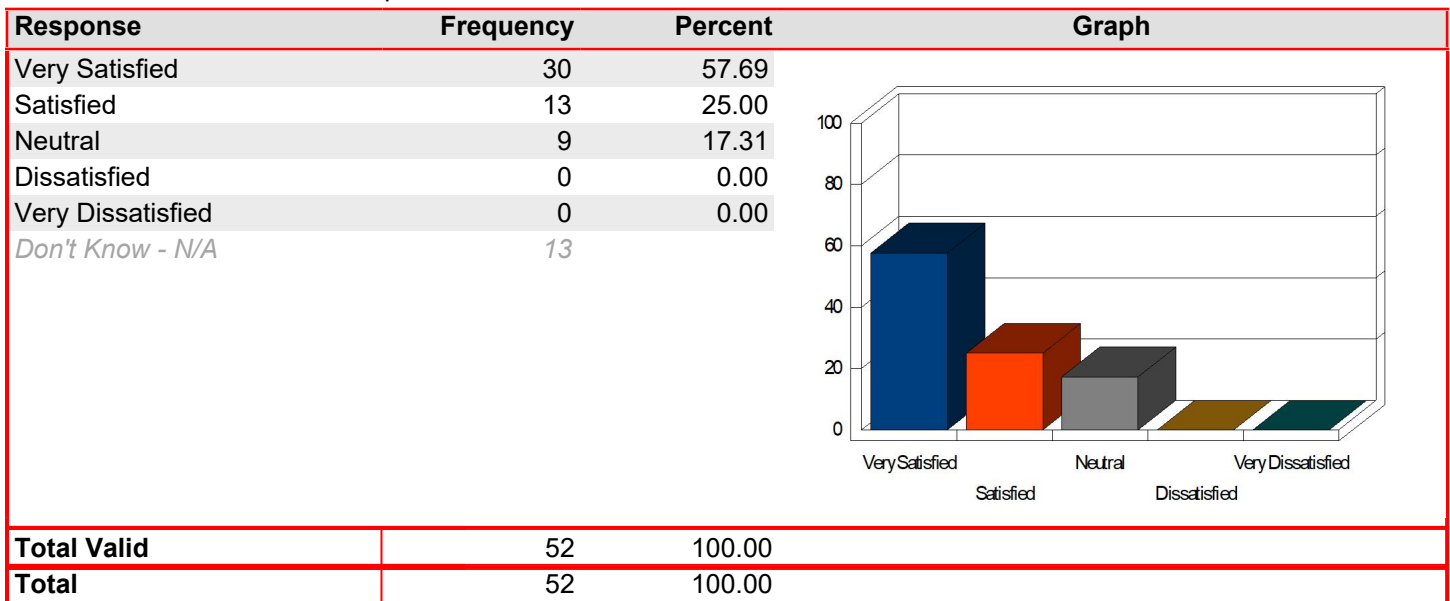
## Satisfaction: ONLINE textbook rental return policy

Mean: 4.42



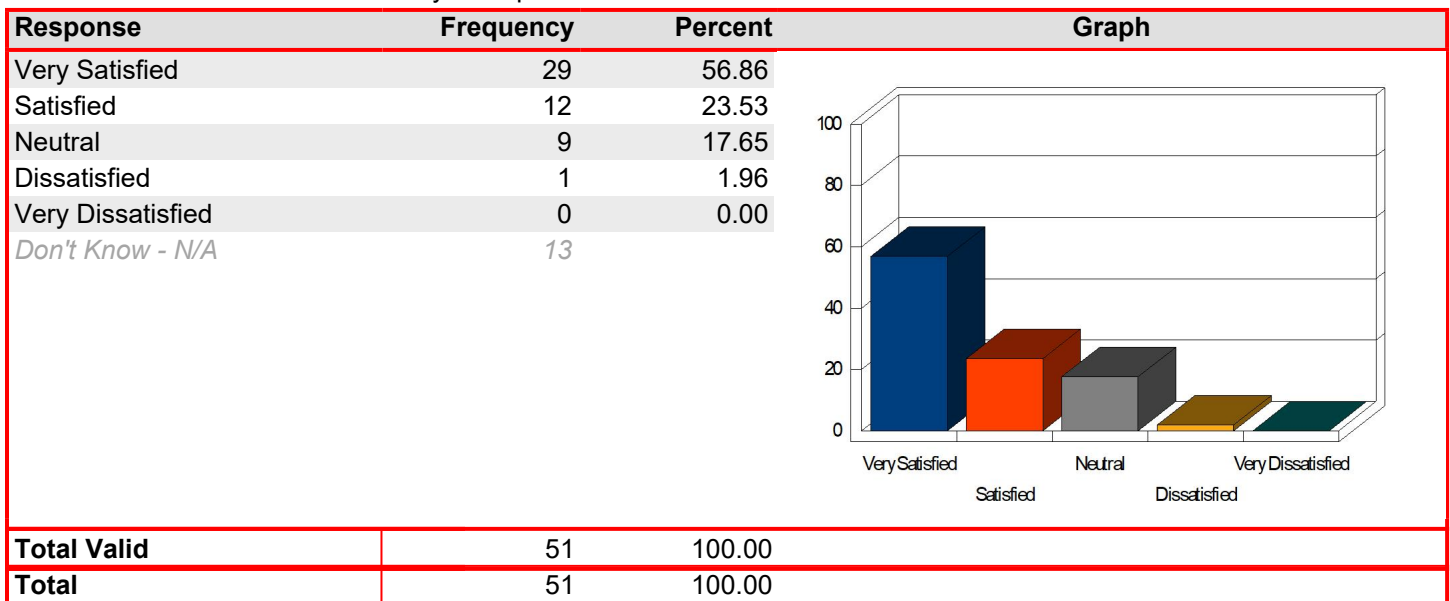
## Satisfaction: Bookstores return policies

Mean: 4.40



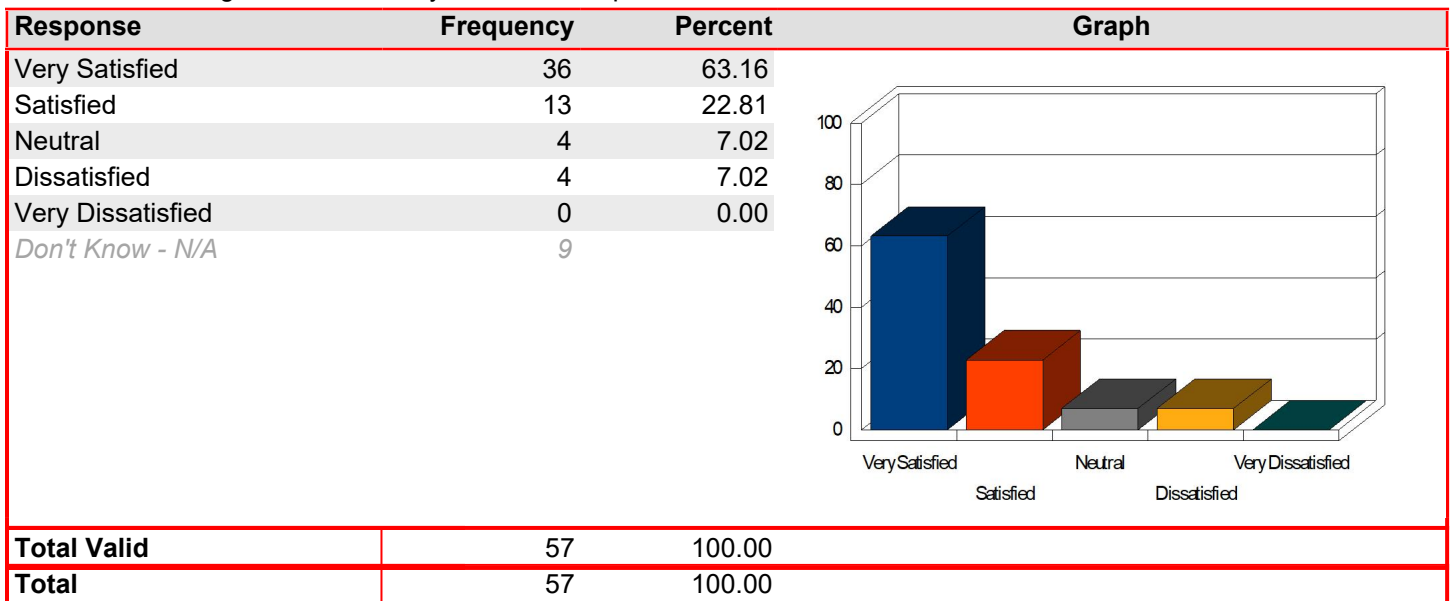
## Satisfaction: Bookstore textbook buy back procedures

Mean: 4.35



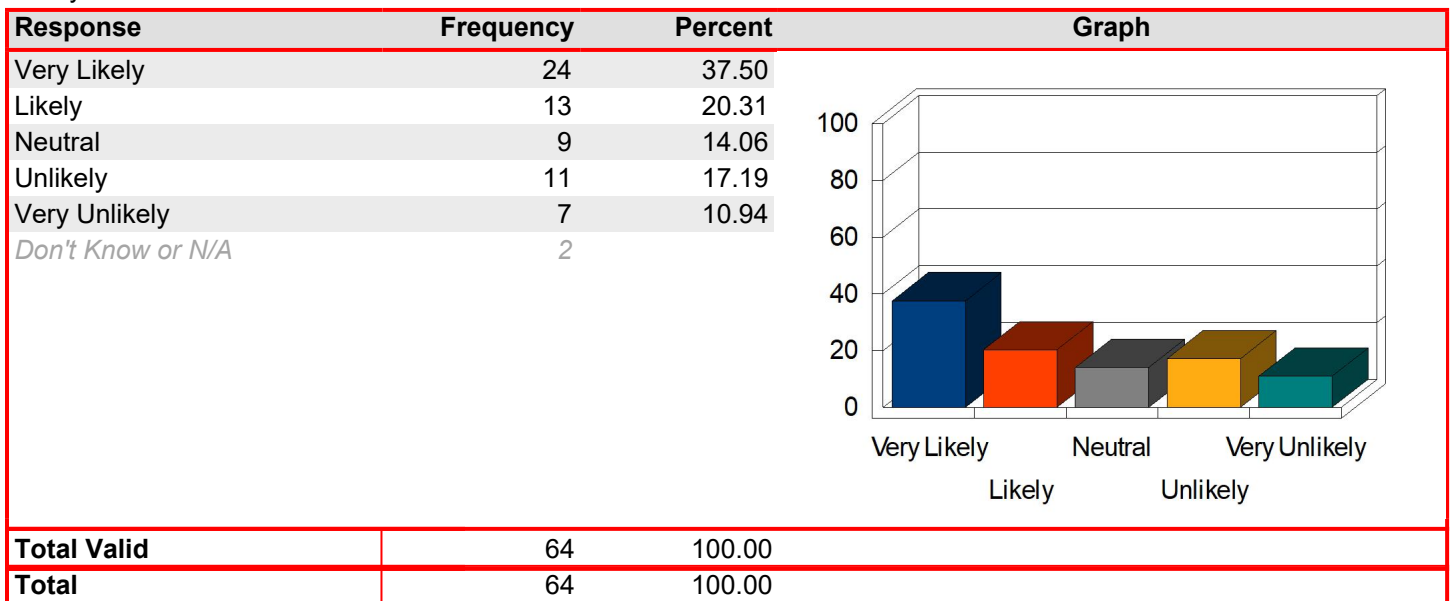
## Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.42



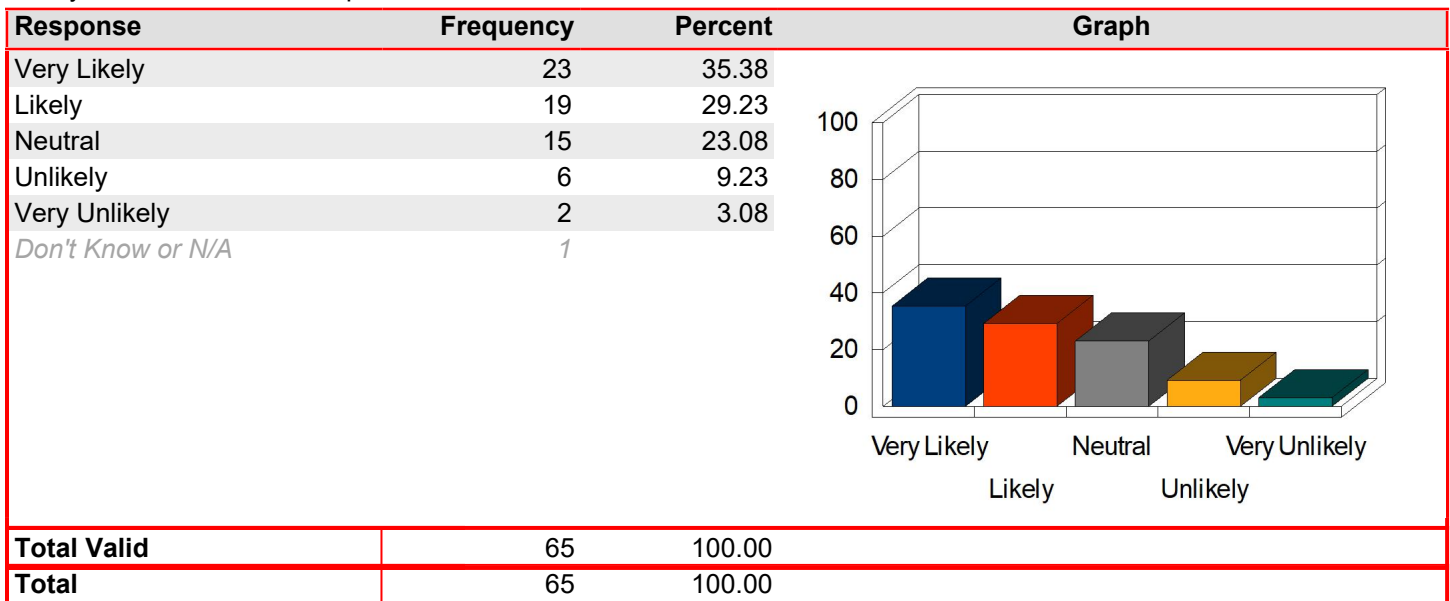
## Likely: Purchase and use E-books over traditional textbooks in the future

Mean: 3.56



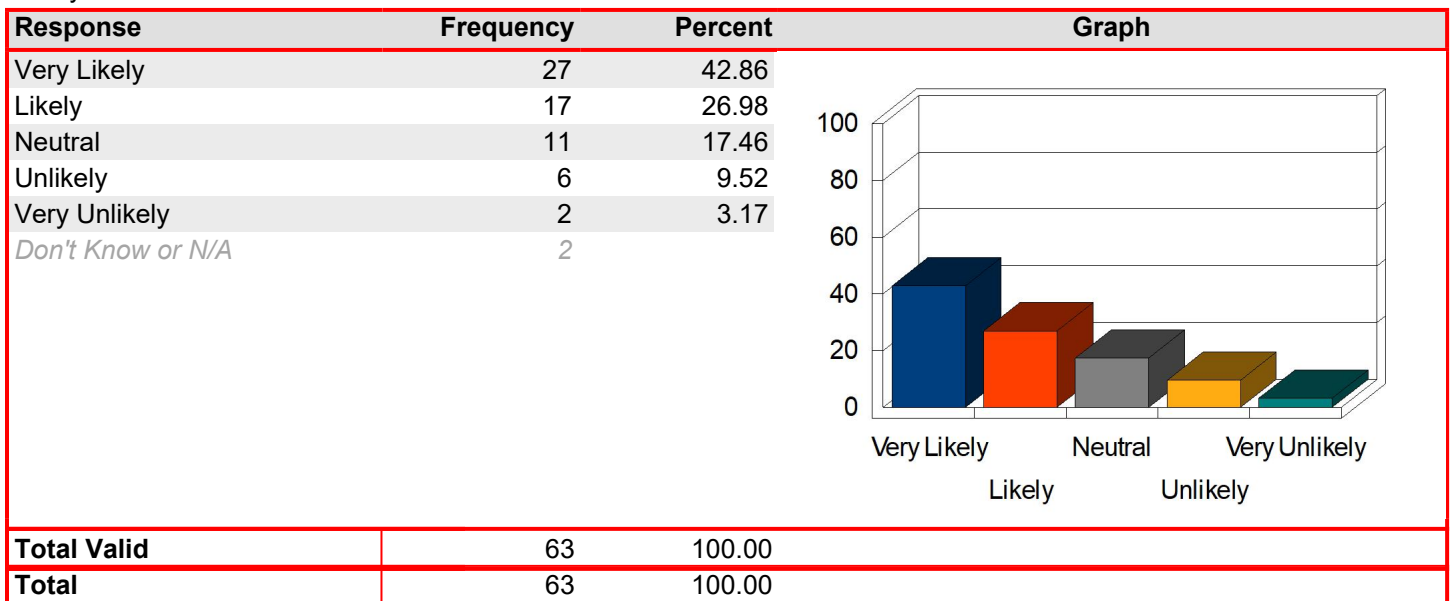
Likely: Make a future online purchase

Mean: 3.85



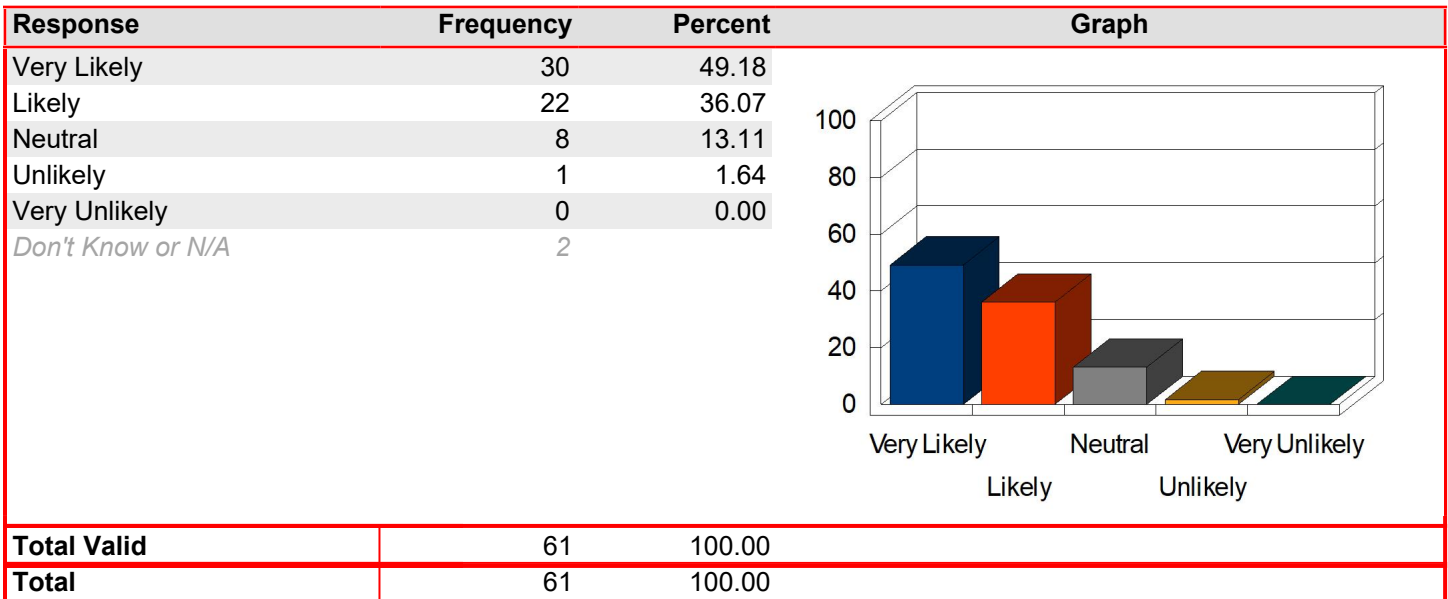
Likely: Rent a Textbook in the future

Mean: 3.97



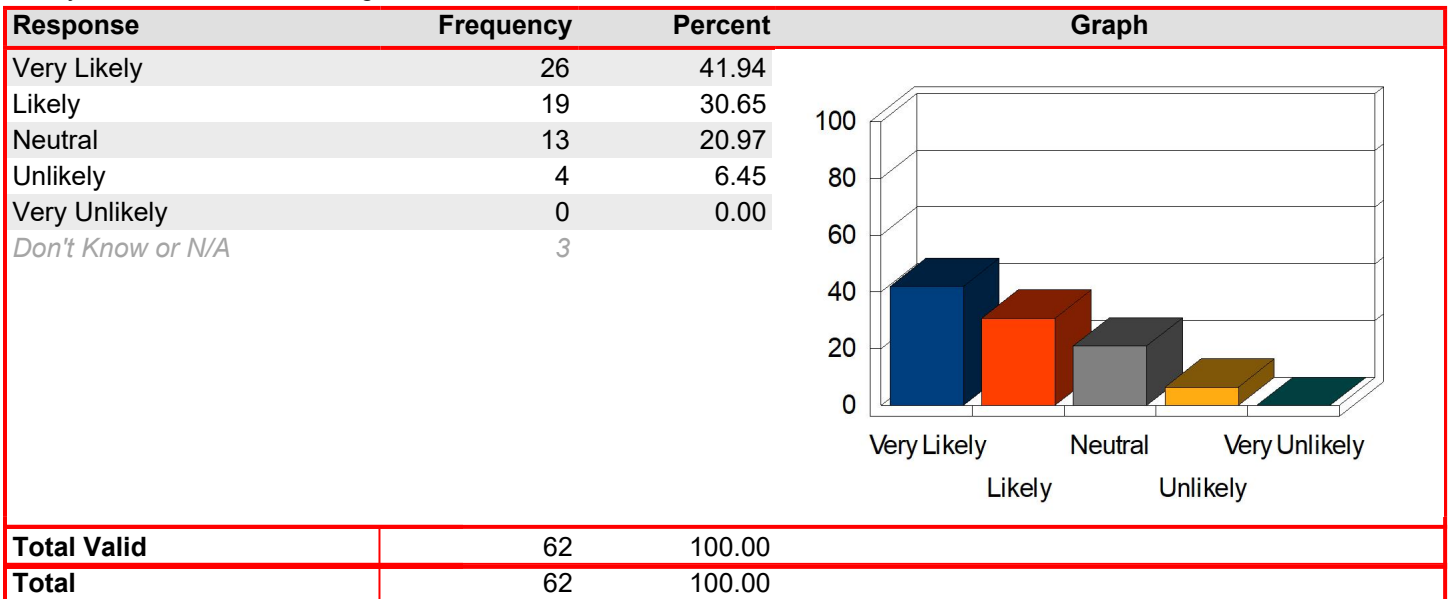
Likely: Make a future purchase at the bookstore

Mean: 4.33



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

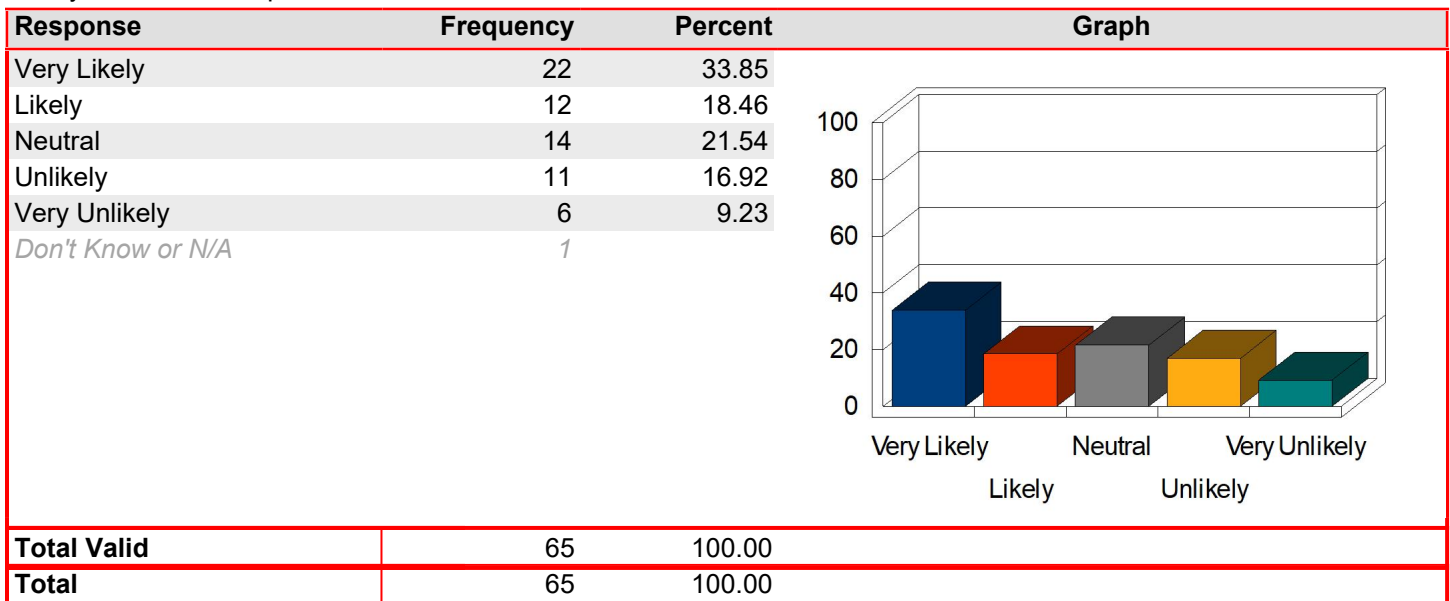
Mean: 4.08





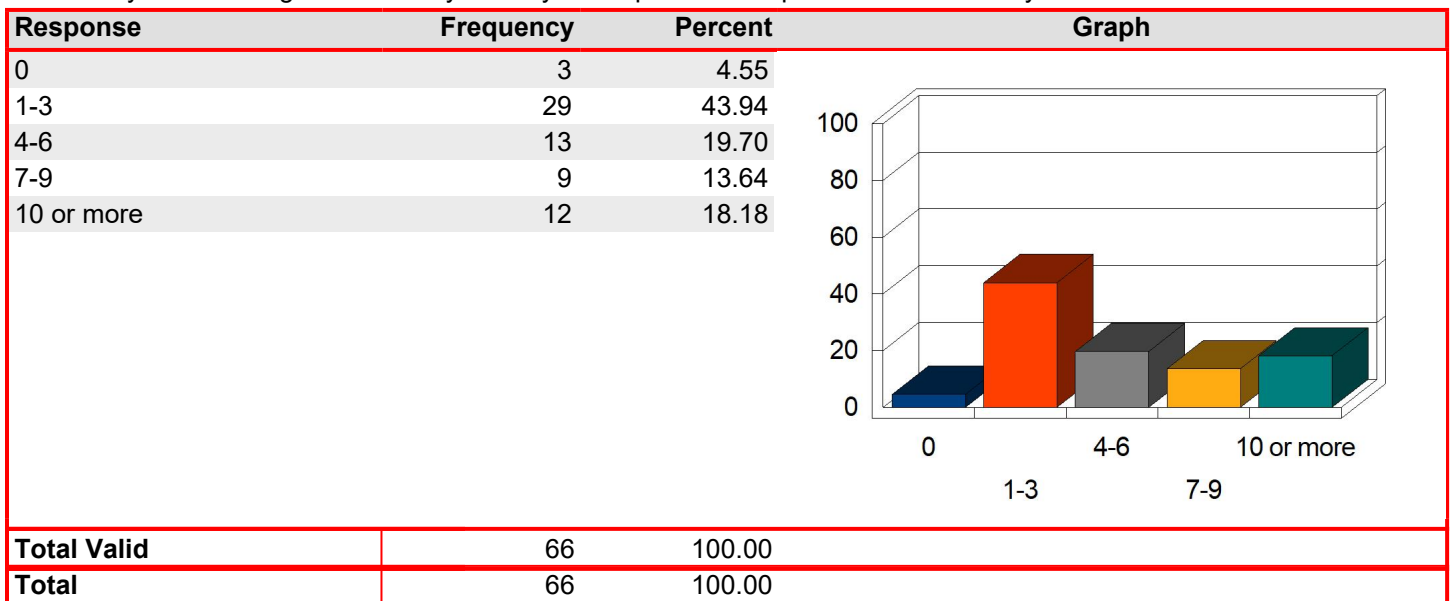
Likely: Purchase computers and other electronics if it were available

Mean: 3.51



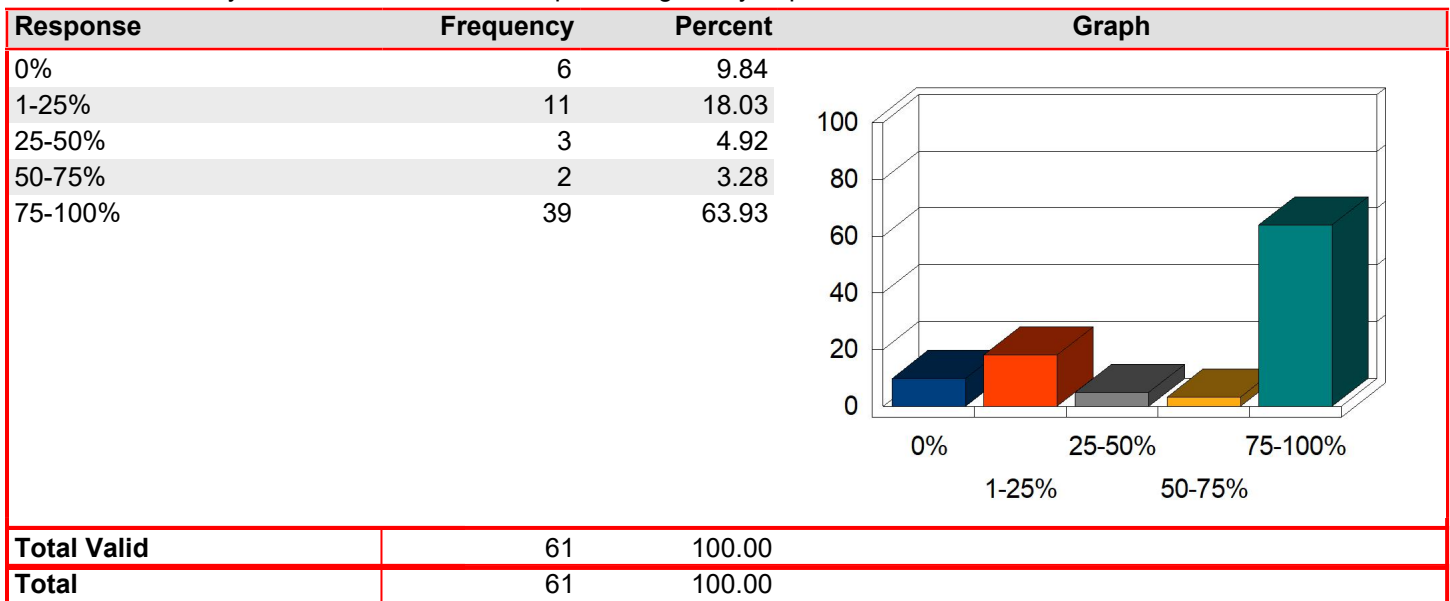
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.97



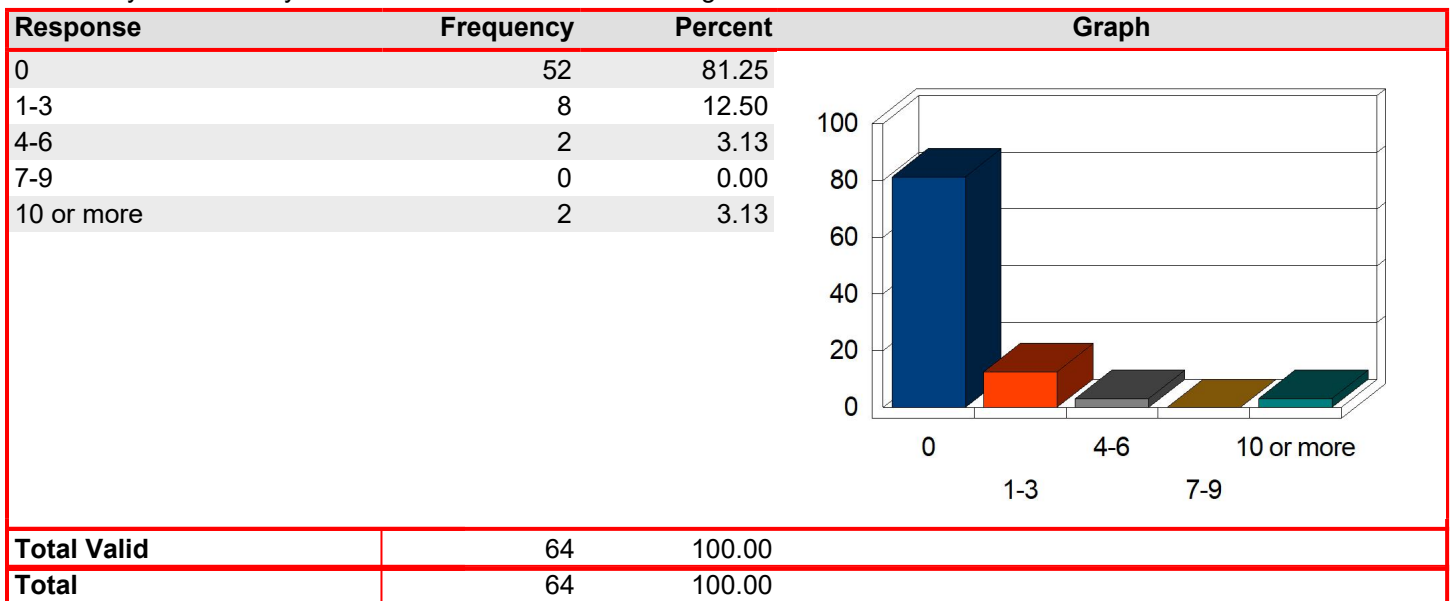
For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 3.93



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

Mean: 1.31



# Trinity Valley Community College

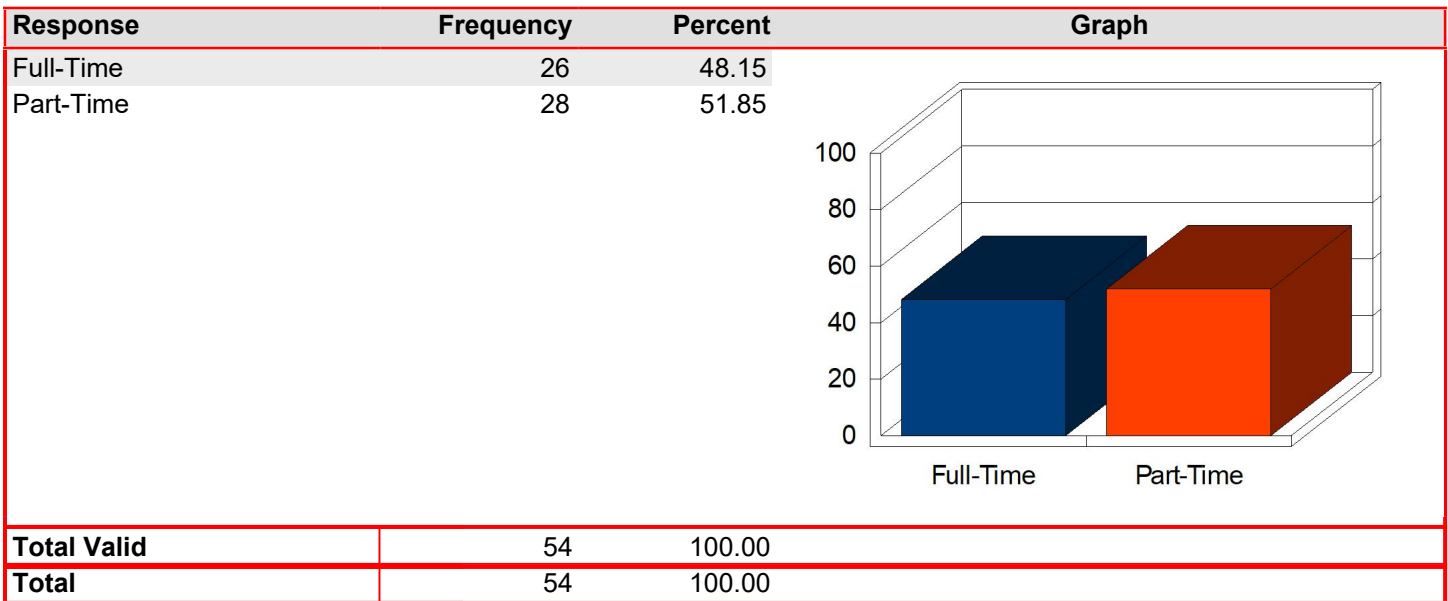
## Bookstore Satisfaction Survey

Fall 2018

Campus: PALESTINE

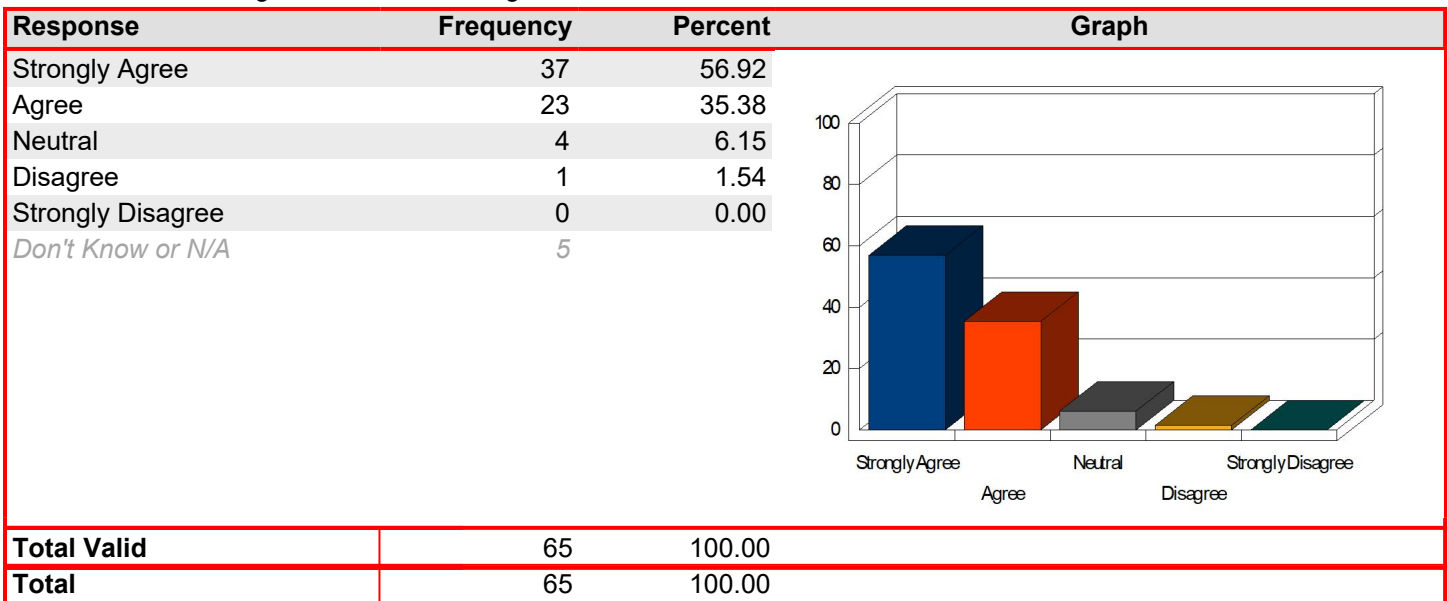
Student Status

Mean: 1.52



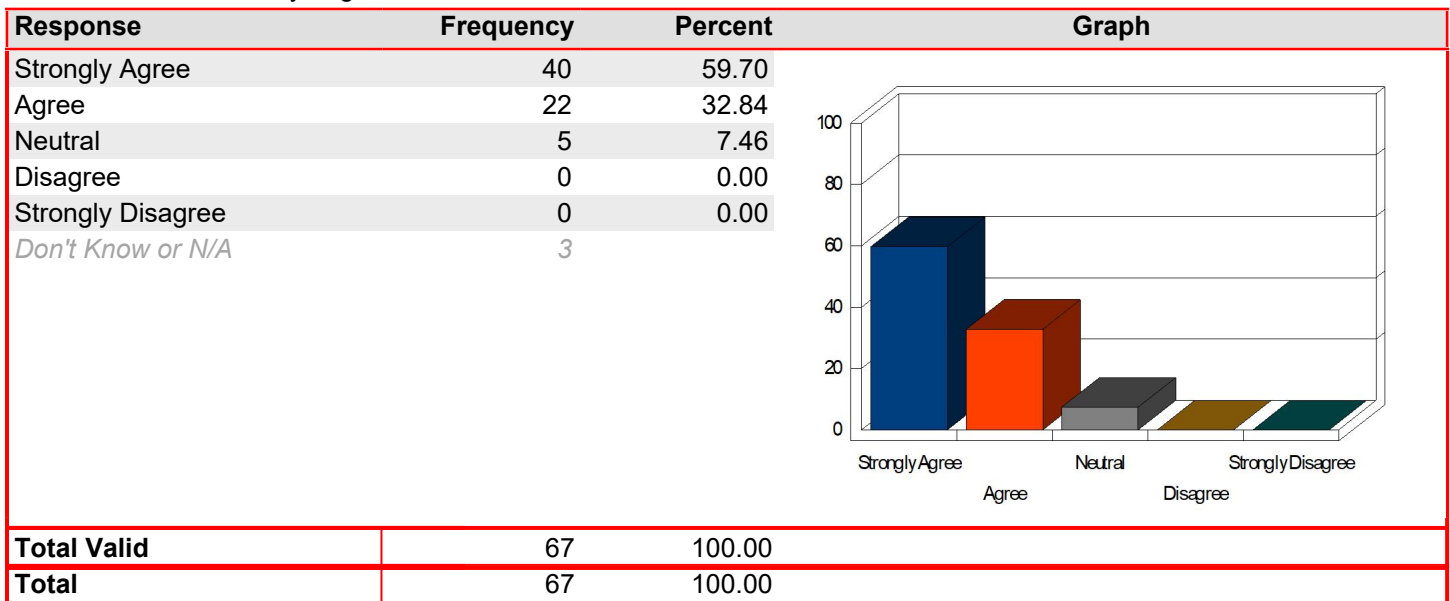
AGREEMENT: I am greeted when entering the bookstore

Mean: 4.48



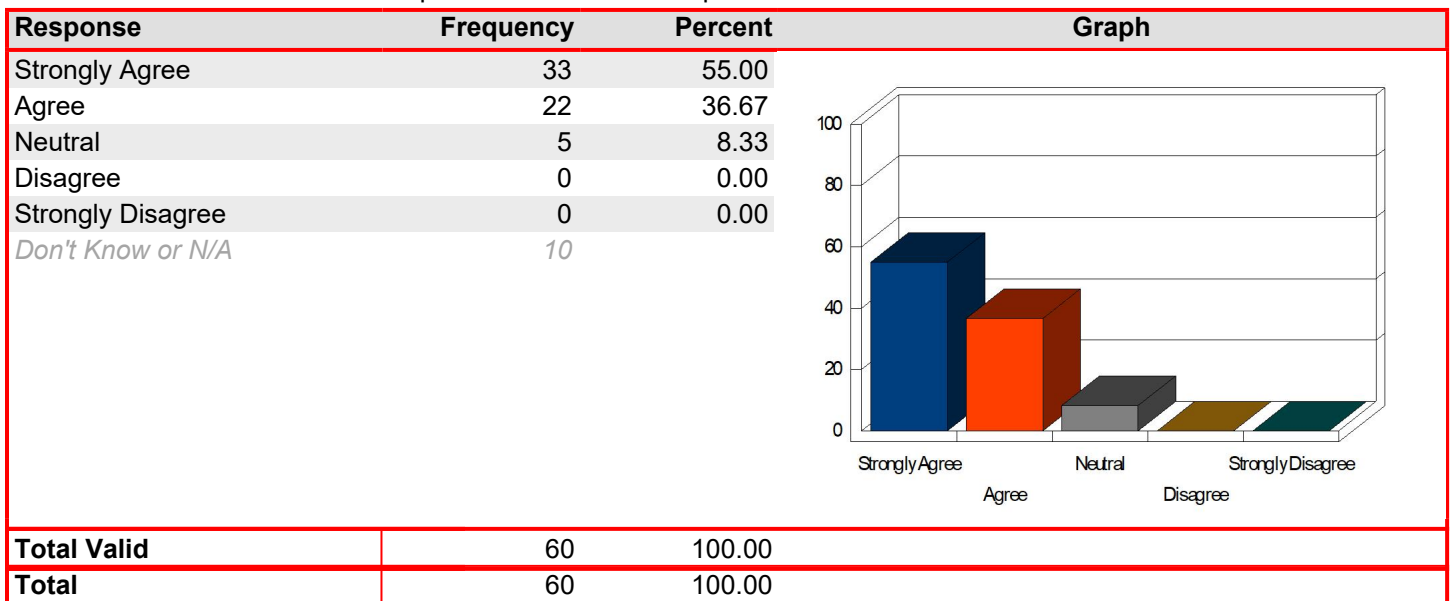
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.52



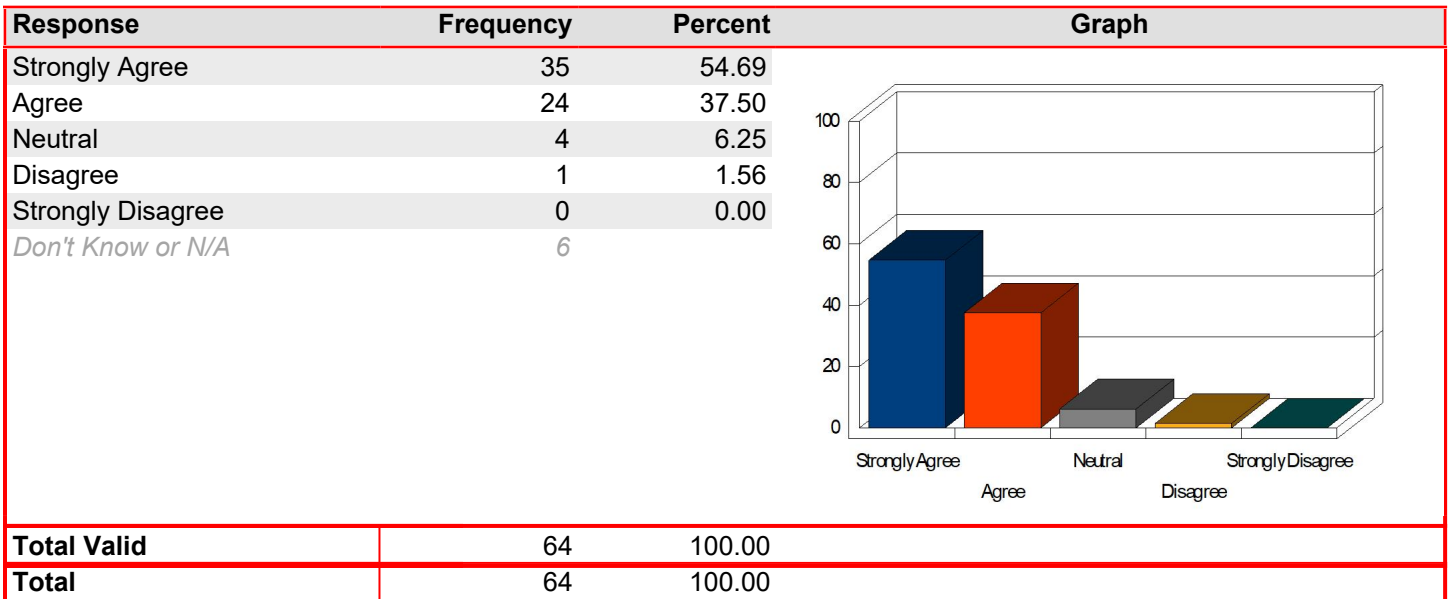
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 4.47



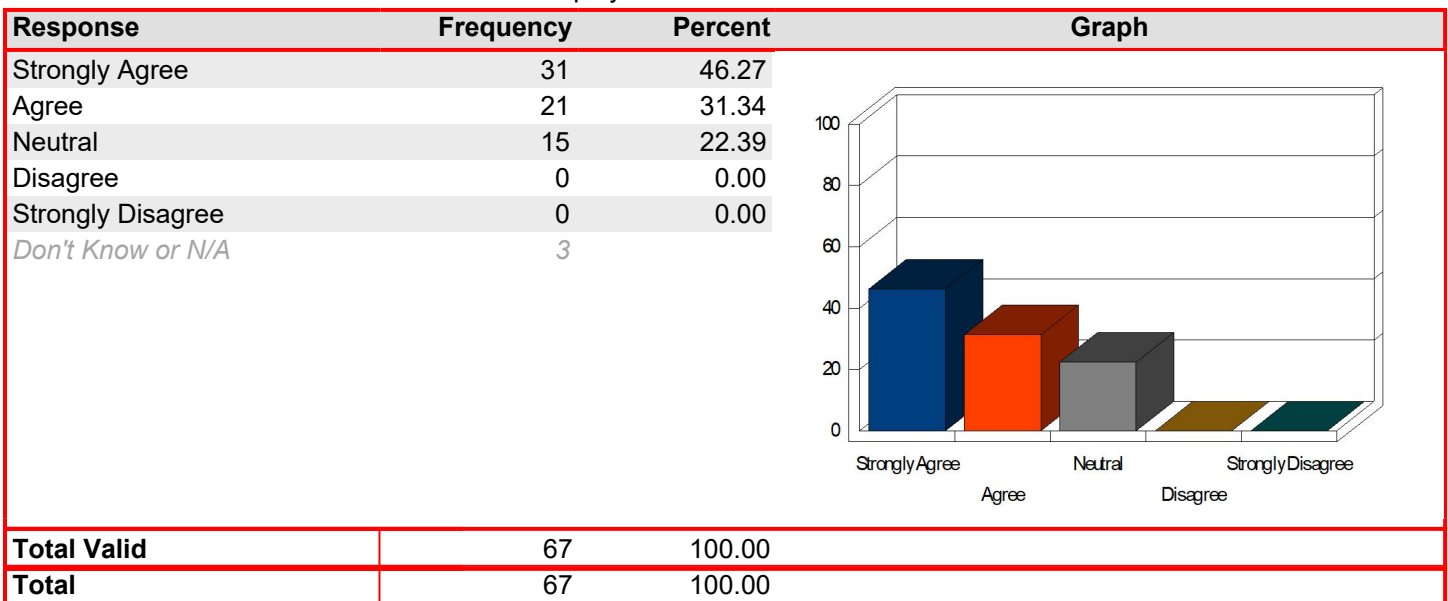
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.45



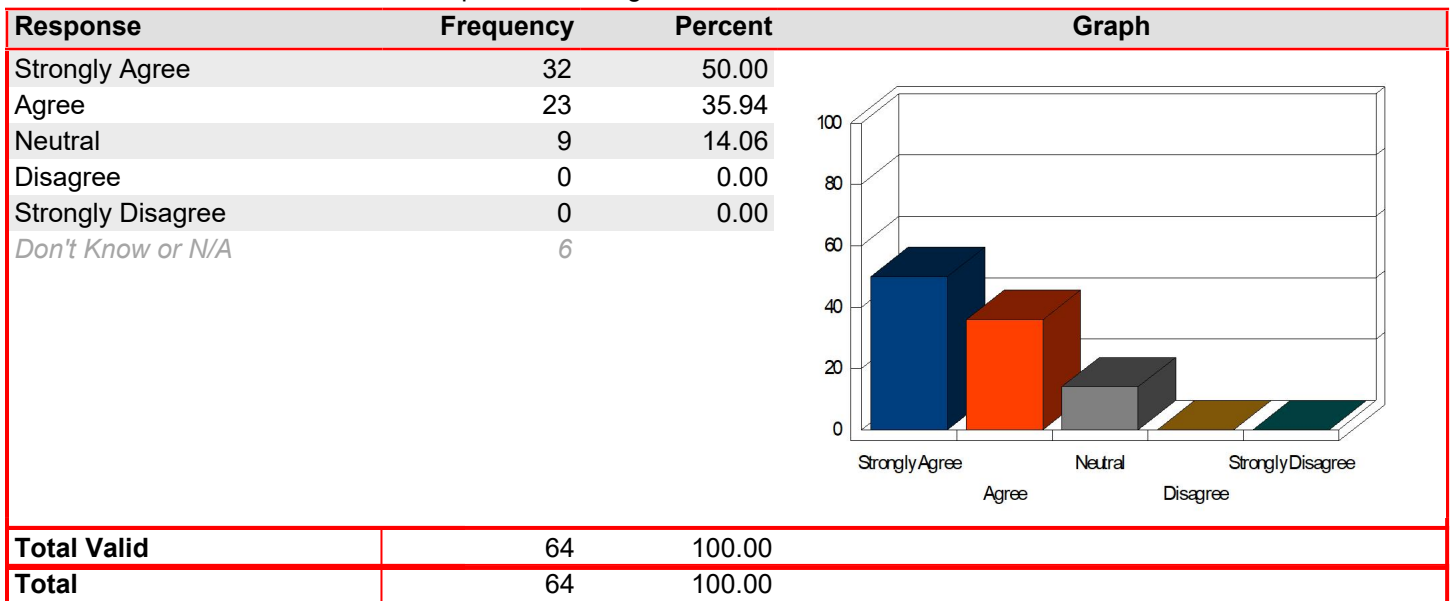
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Mean: 4.24



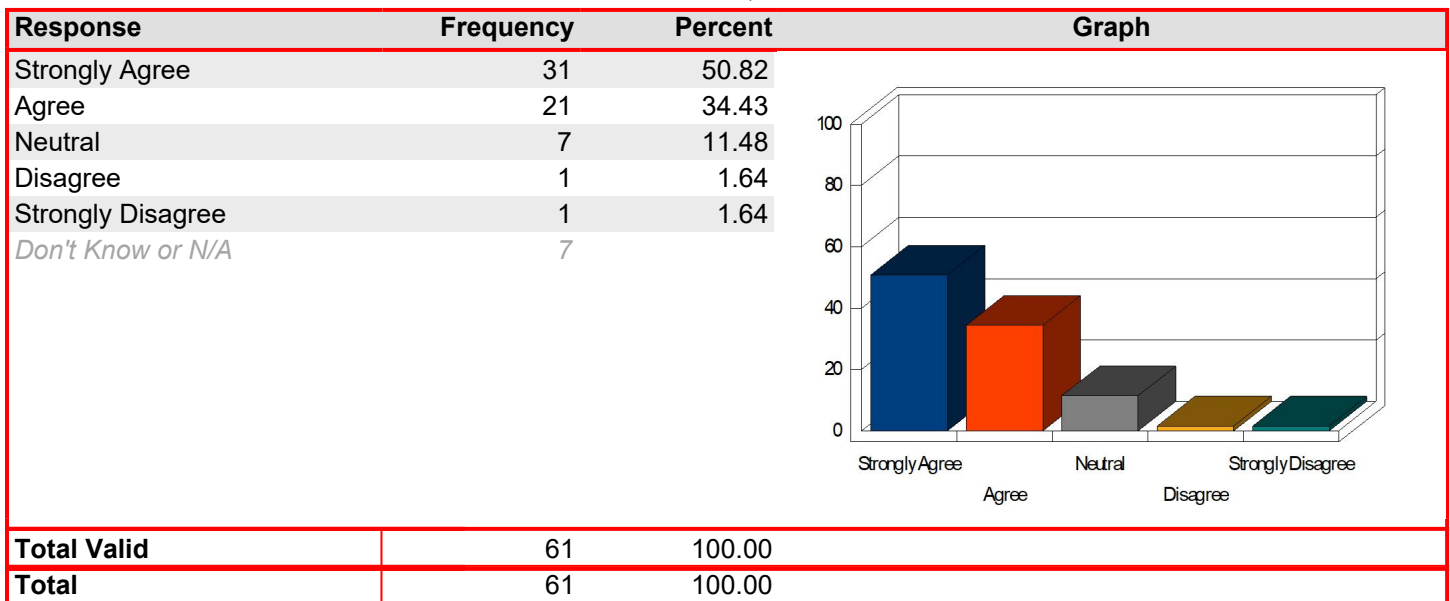
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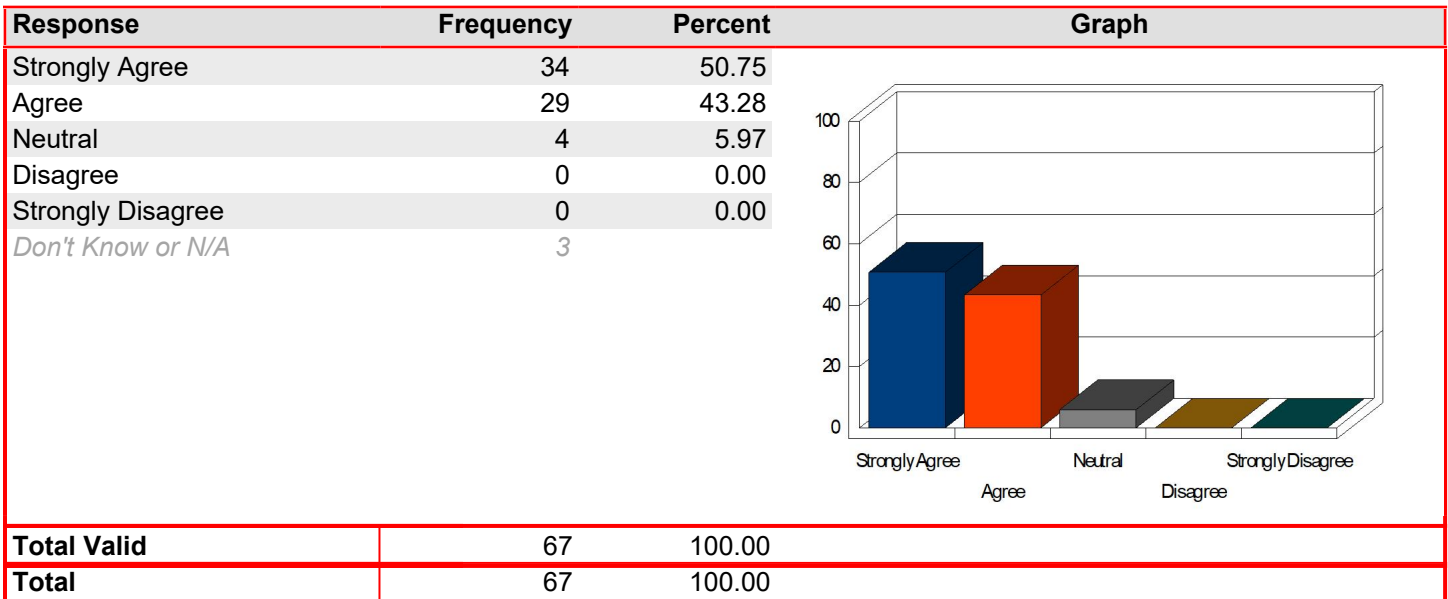
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Mean: 4.31



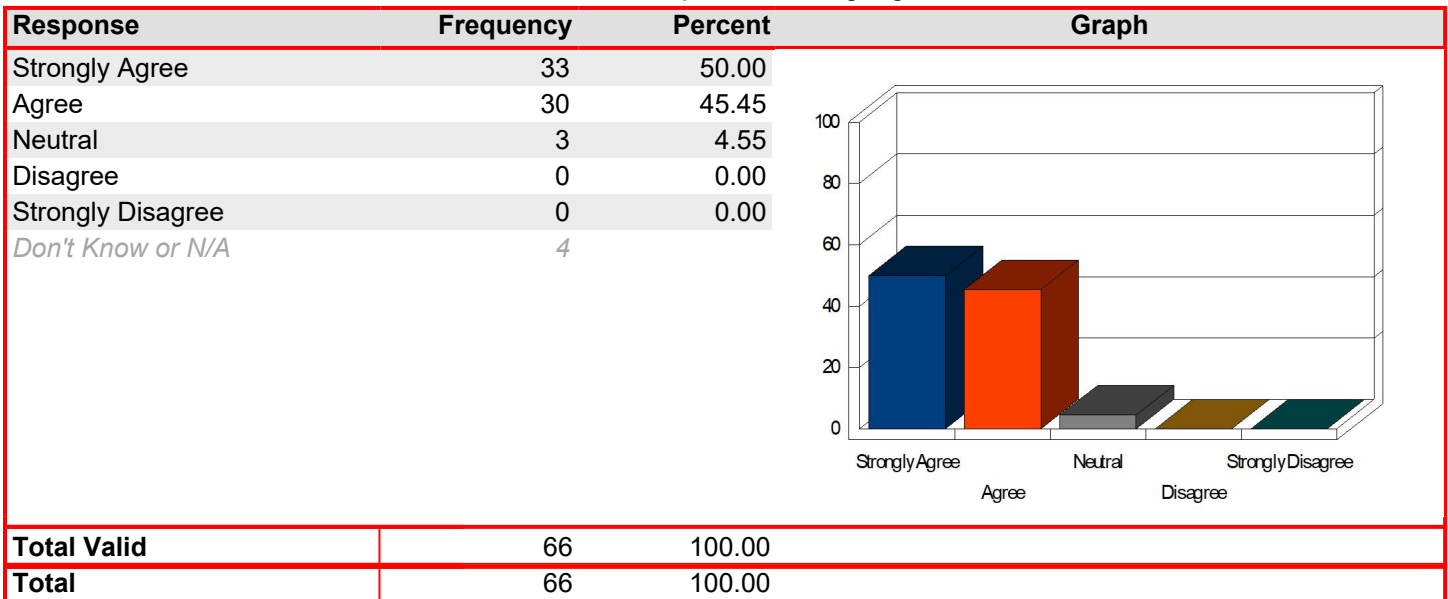
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.45



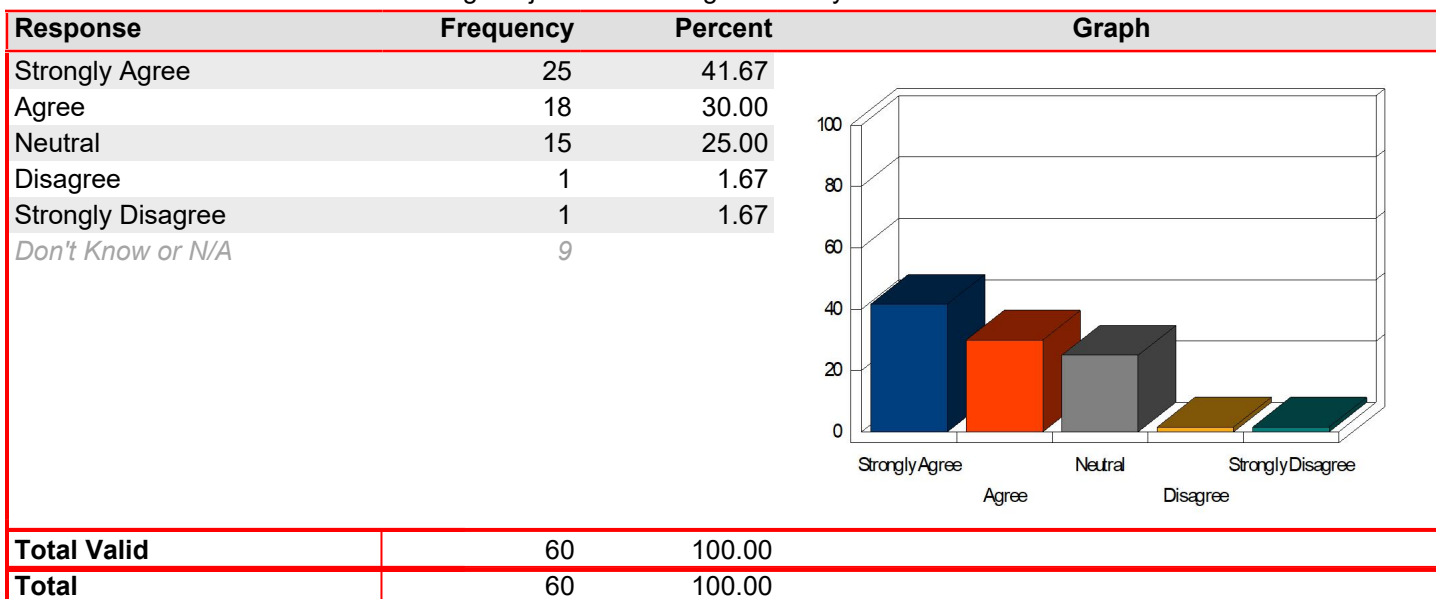
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.45



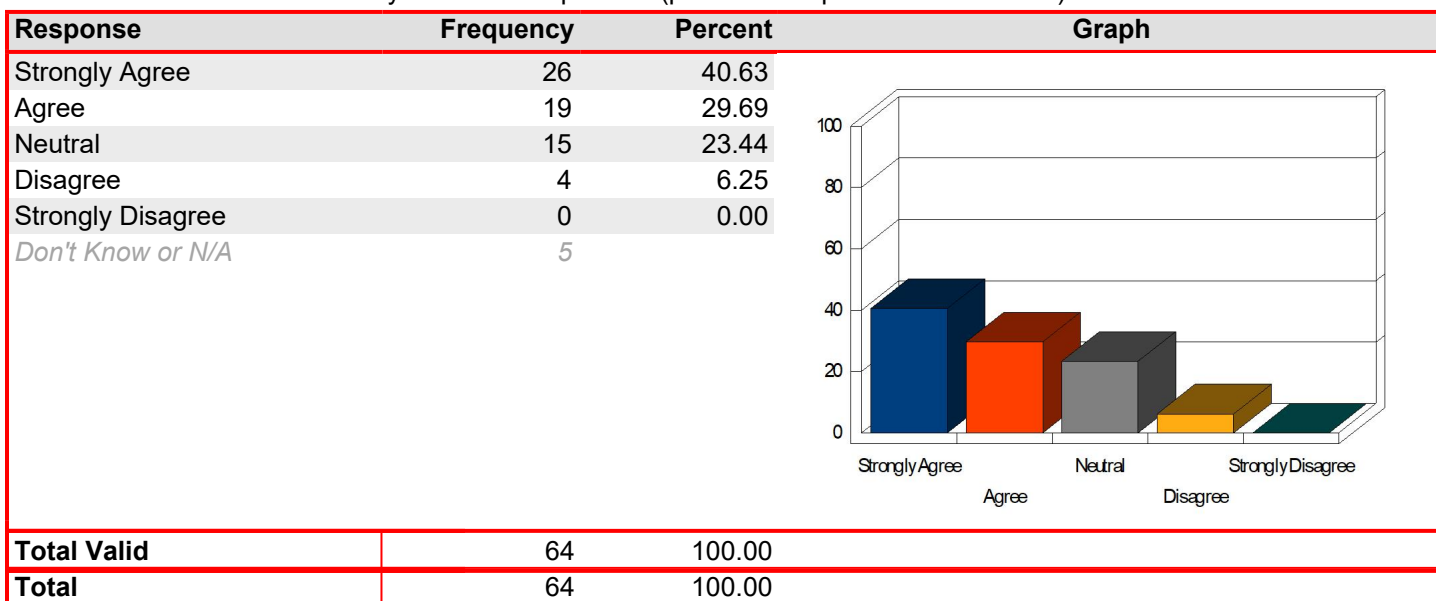
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 4.08



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

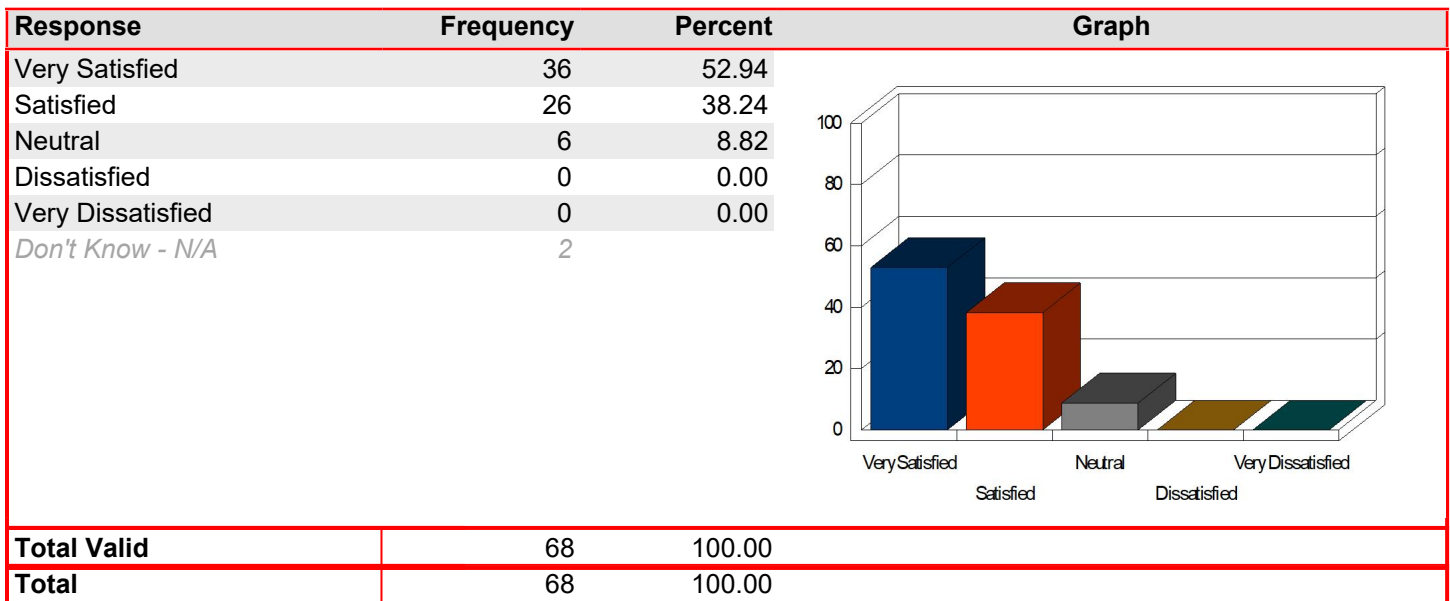
Mean: 4.05





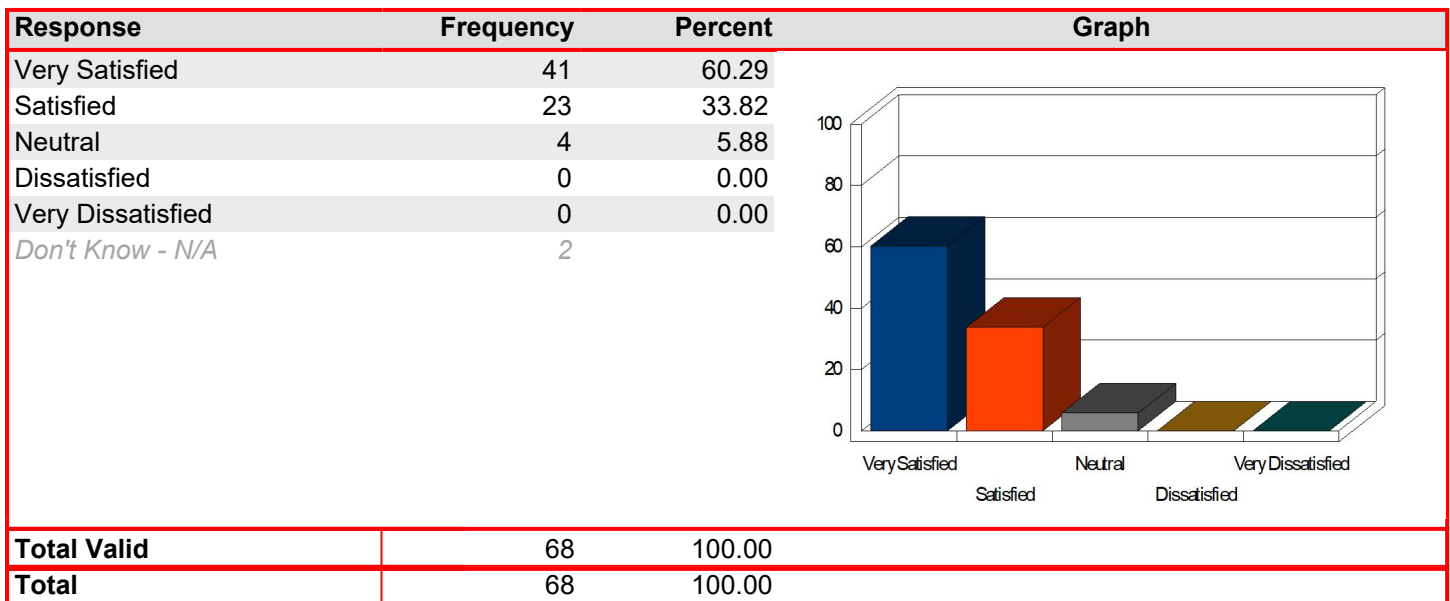
## Satisfaction: Assistance of staff

Mean: 4.44



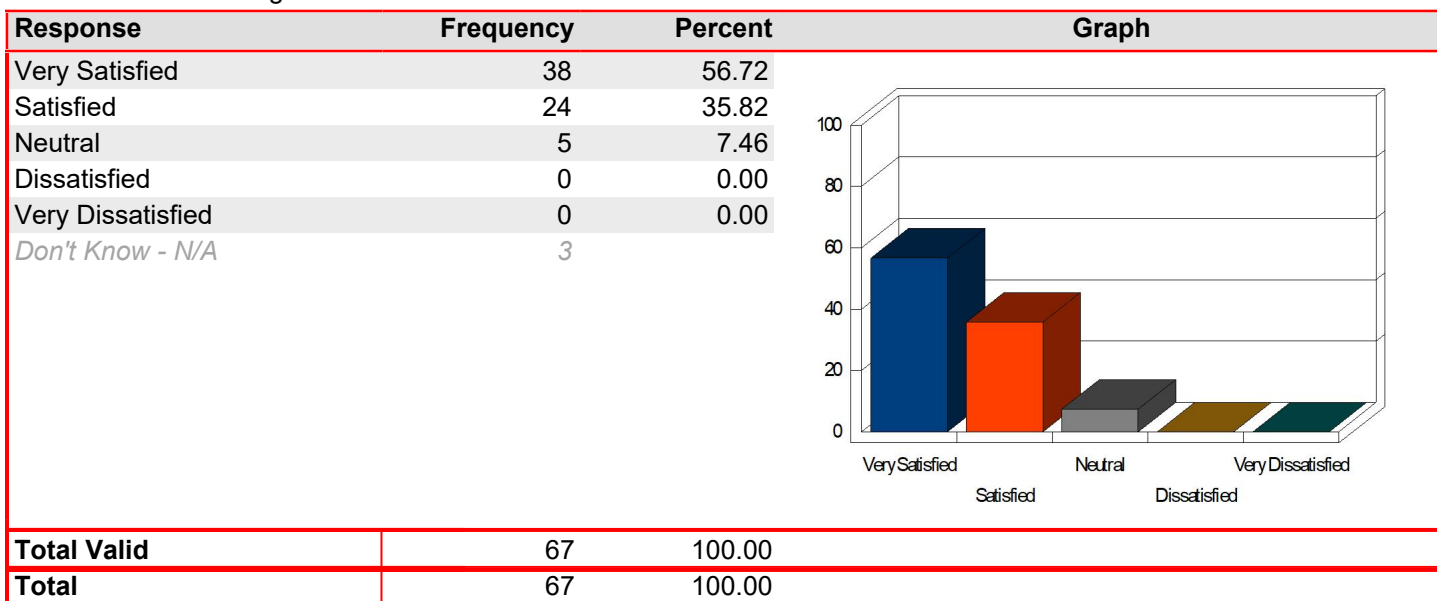
## Satisfaction: Friendliness of staff

Mean: 4.54



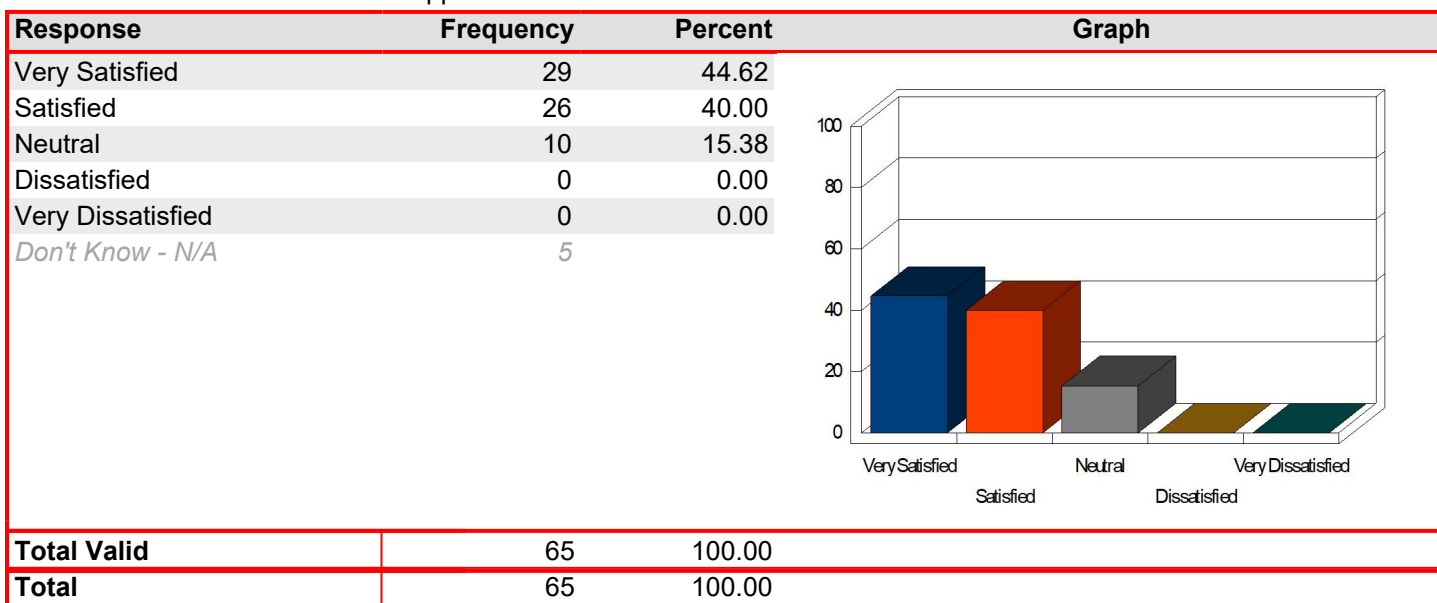
## Satisfaction: Knowledge of staff

Mean: 4.49



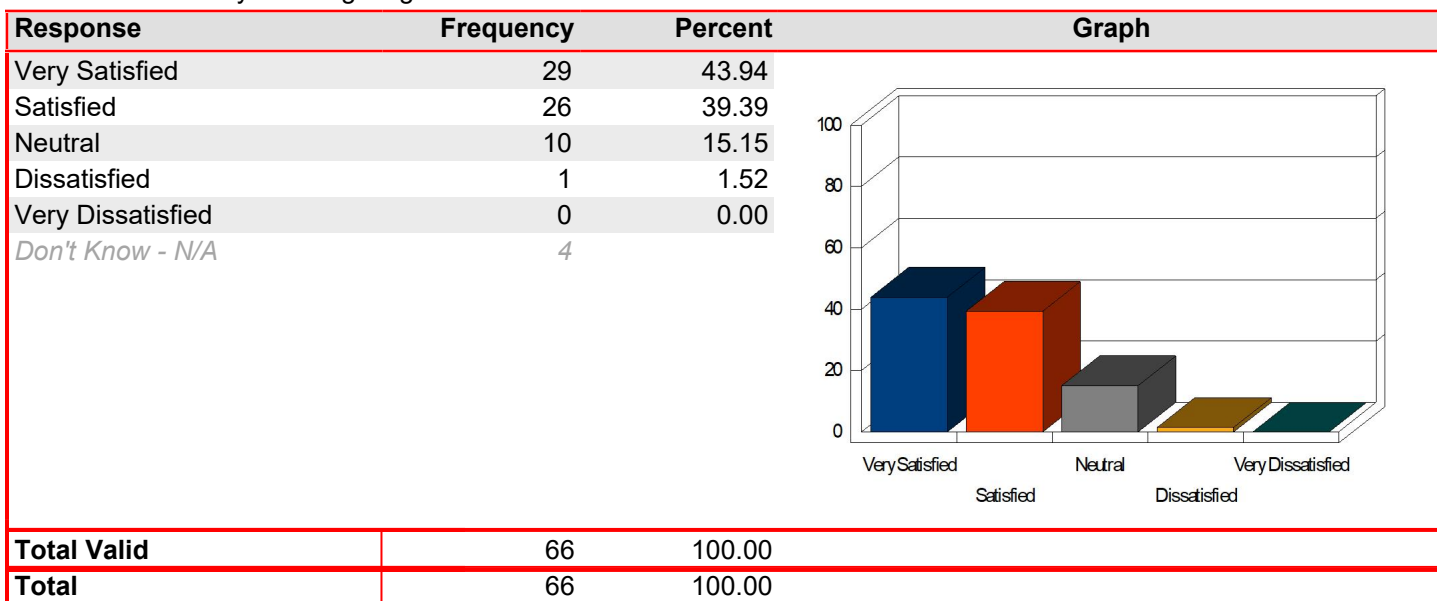
## Satisfaction: Selection of school supplies

Mean: 4.29



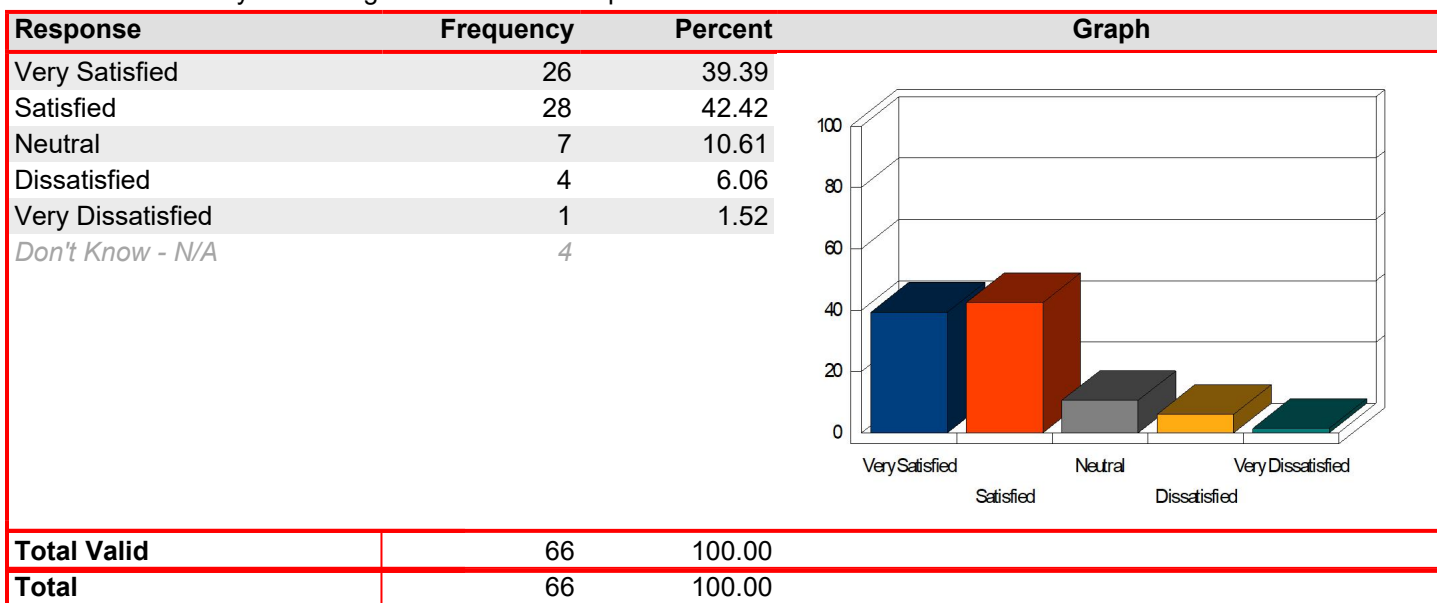
## Satisfaction: Variety of college logo items

Mean: 4.26



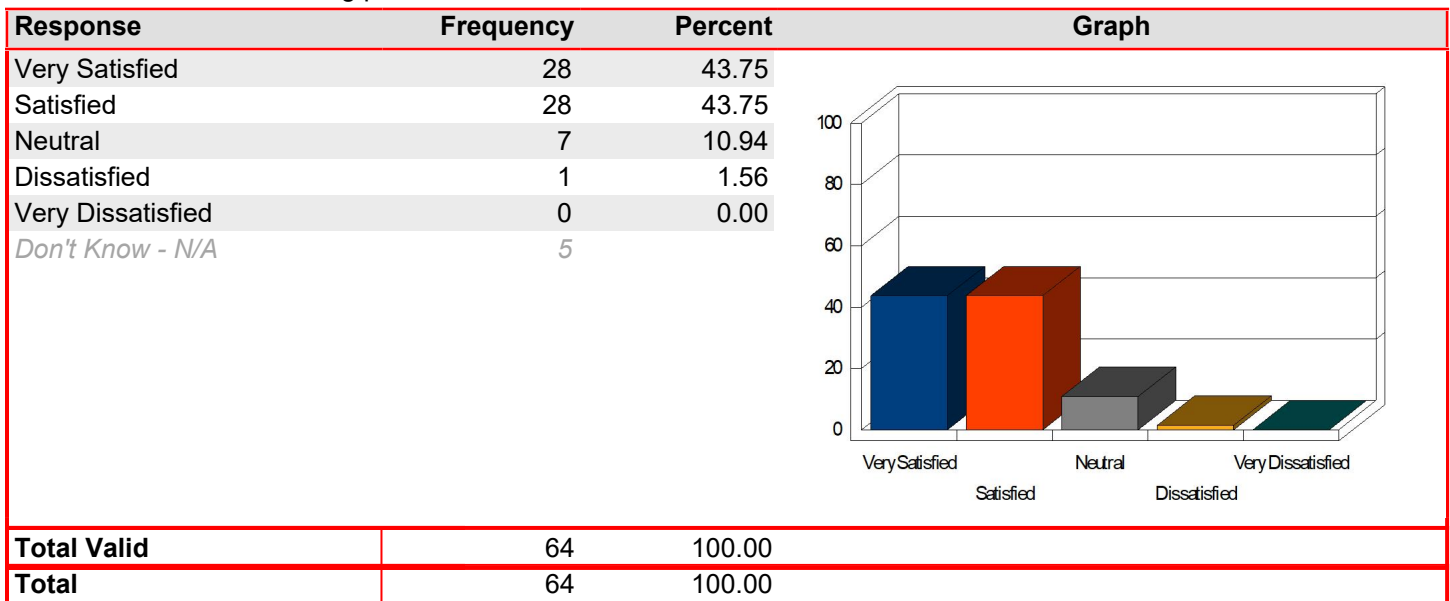
## Satisfaction: Variety of clothing items available for purchase

Mean: 4.12



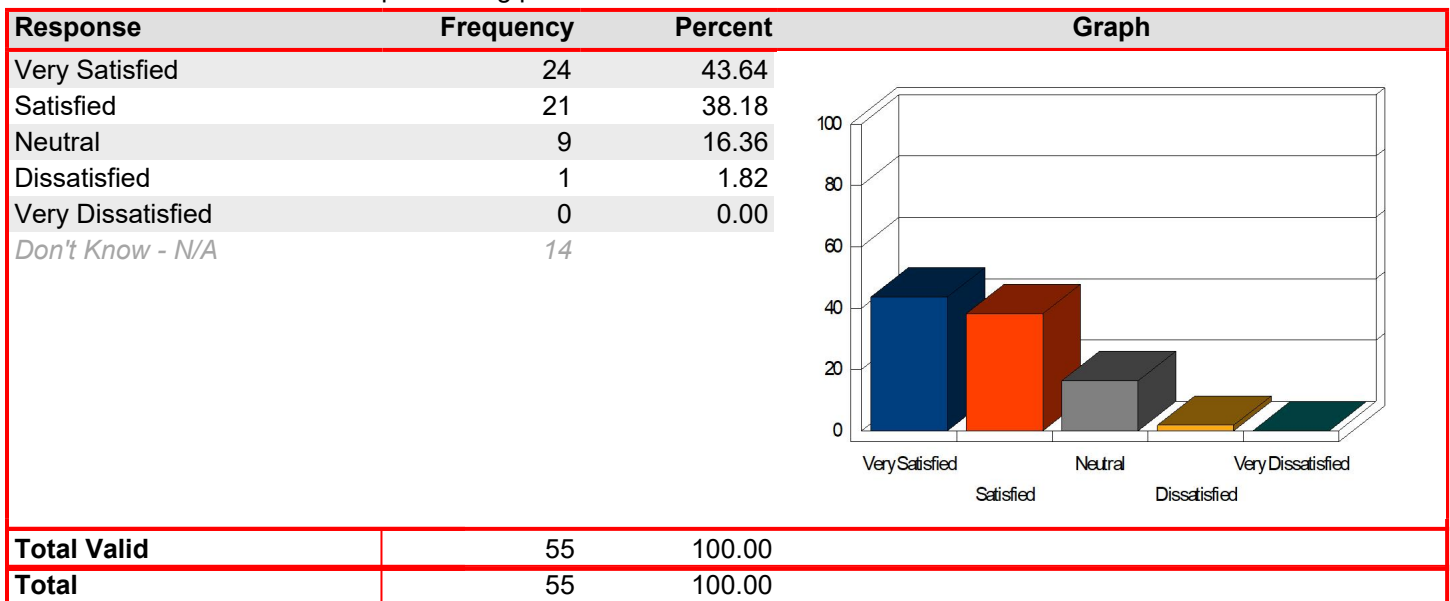
Satisfaction: Ease of locating products I need at the bookstore

Mean: 4.30



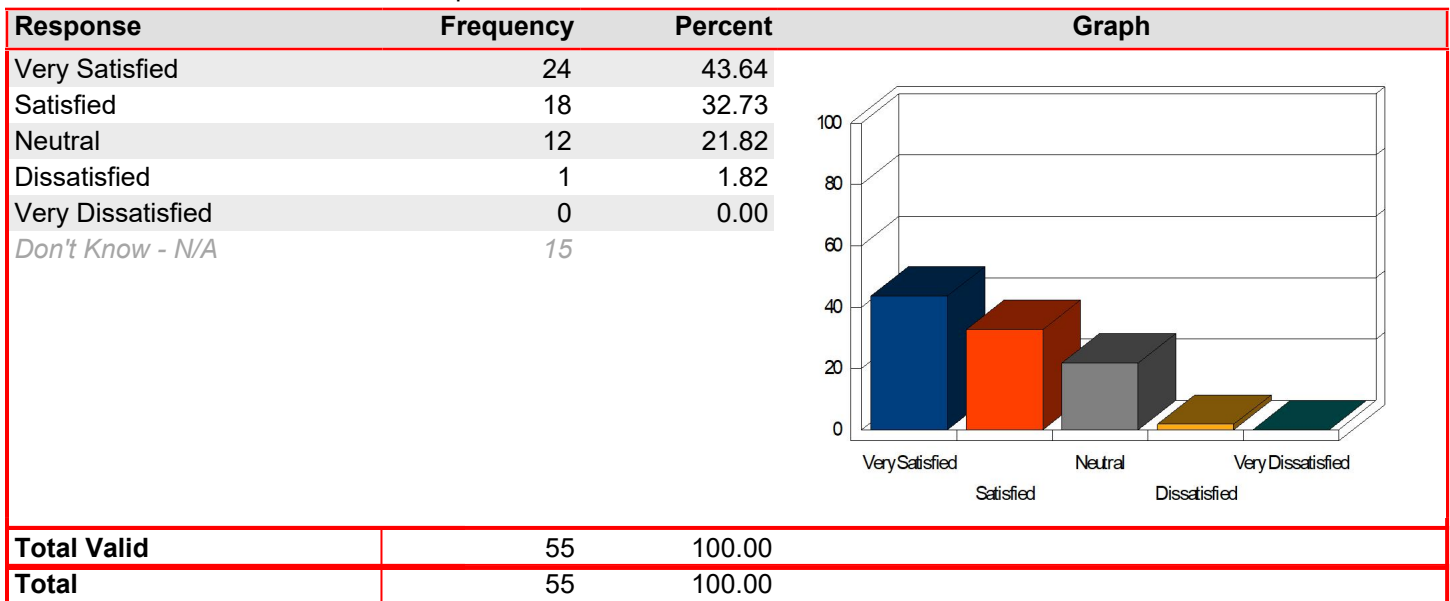
Satisfaction: ONLINE textbook purchasing process

Mean: 4.24



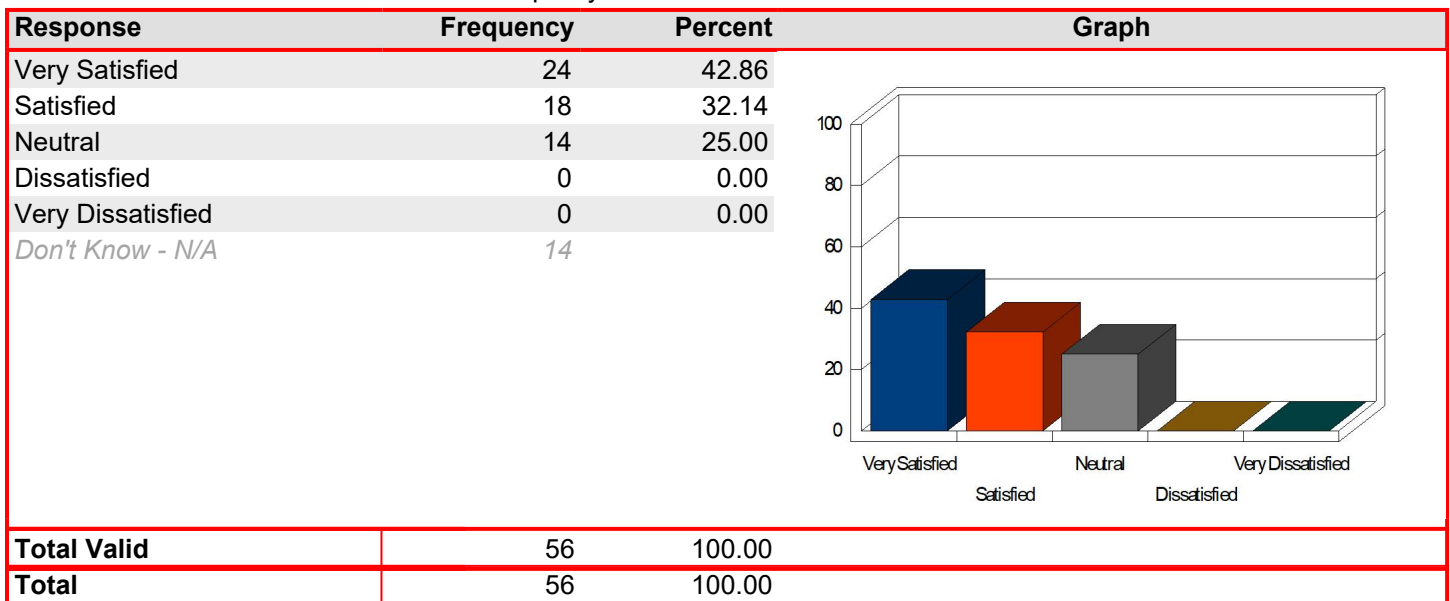
## Satisfaction: ONLINE textbook rental process

Mean: 4.18



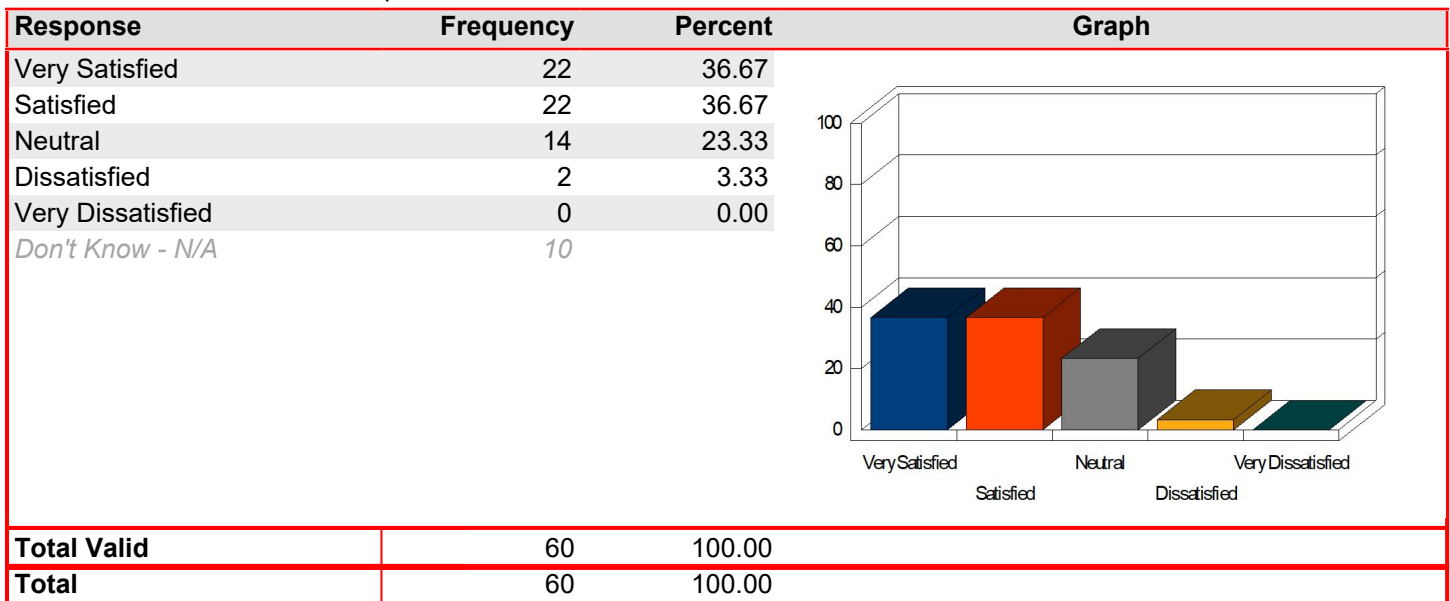
## Satisfaction: ONLINE textbook rental return policy

Mean: 4.18



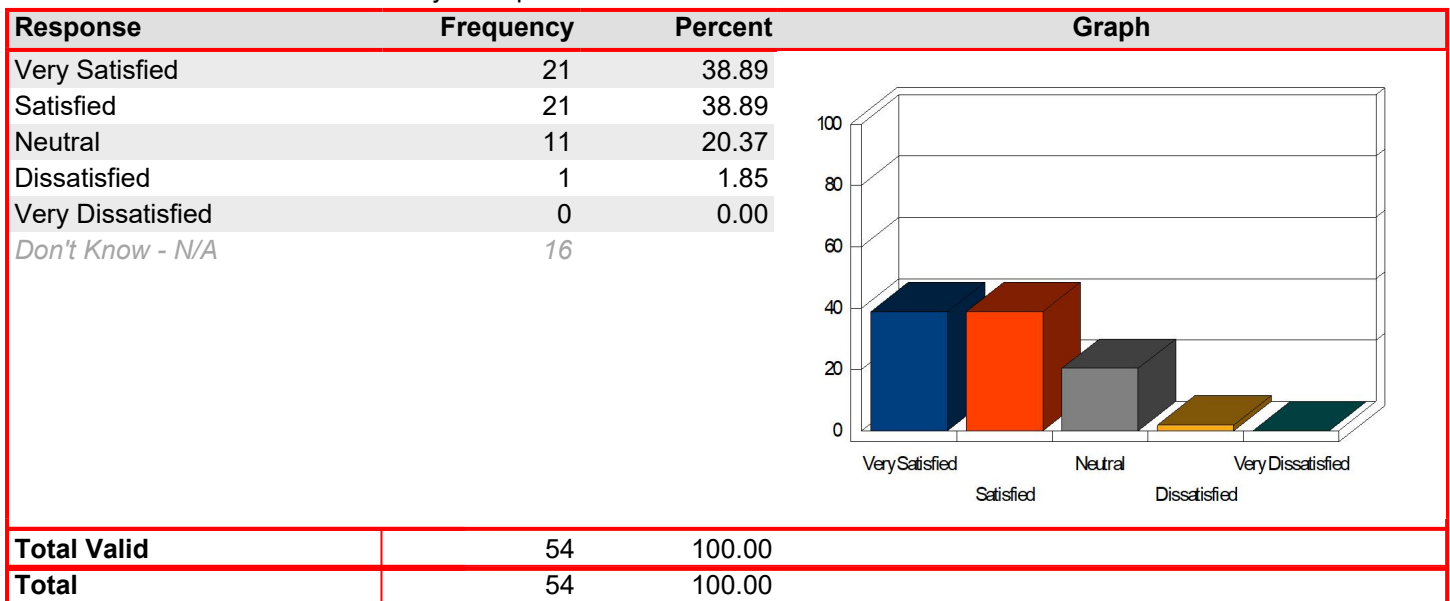
## Satisfaction: Bookstores return policies

Mean: 4.07



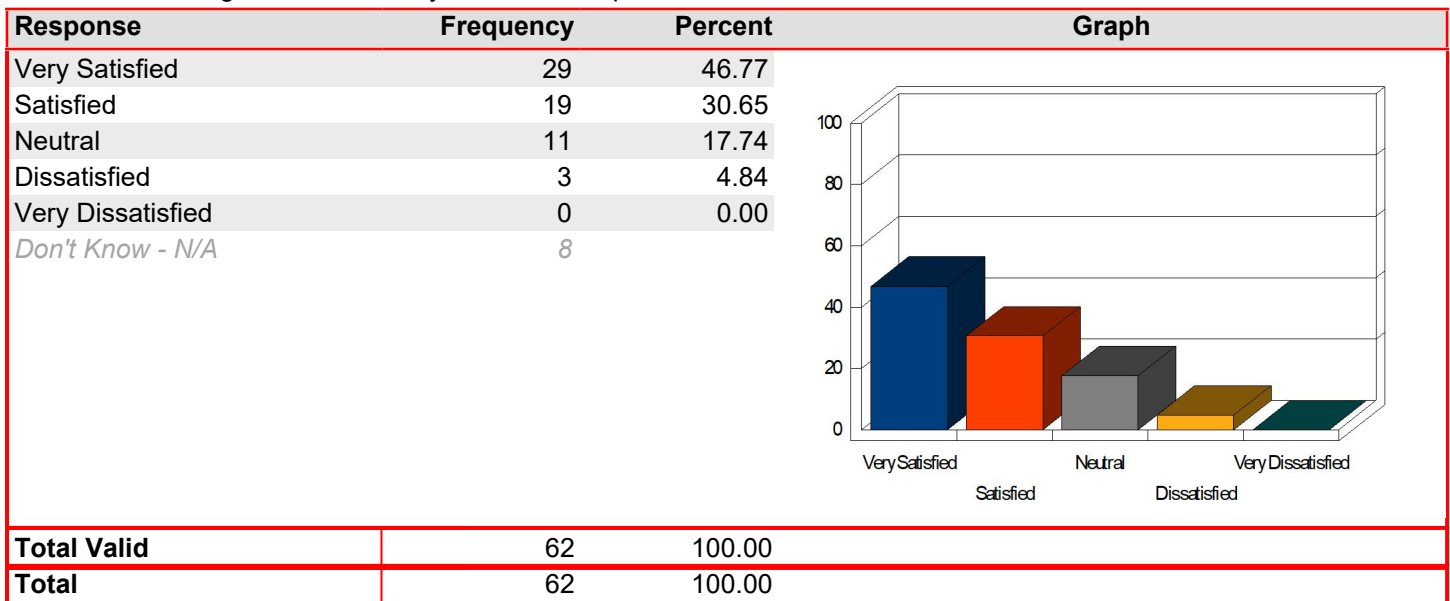
## Satisfaction: Bookstore textbook buy back procedures

Mean: 4.15



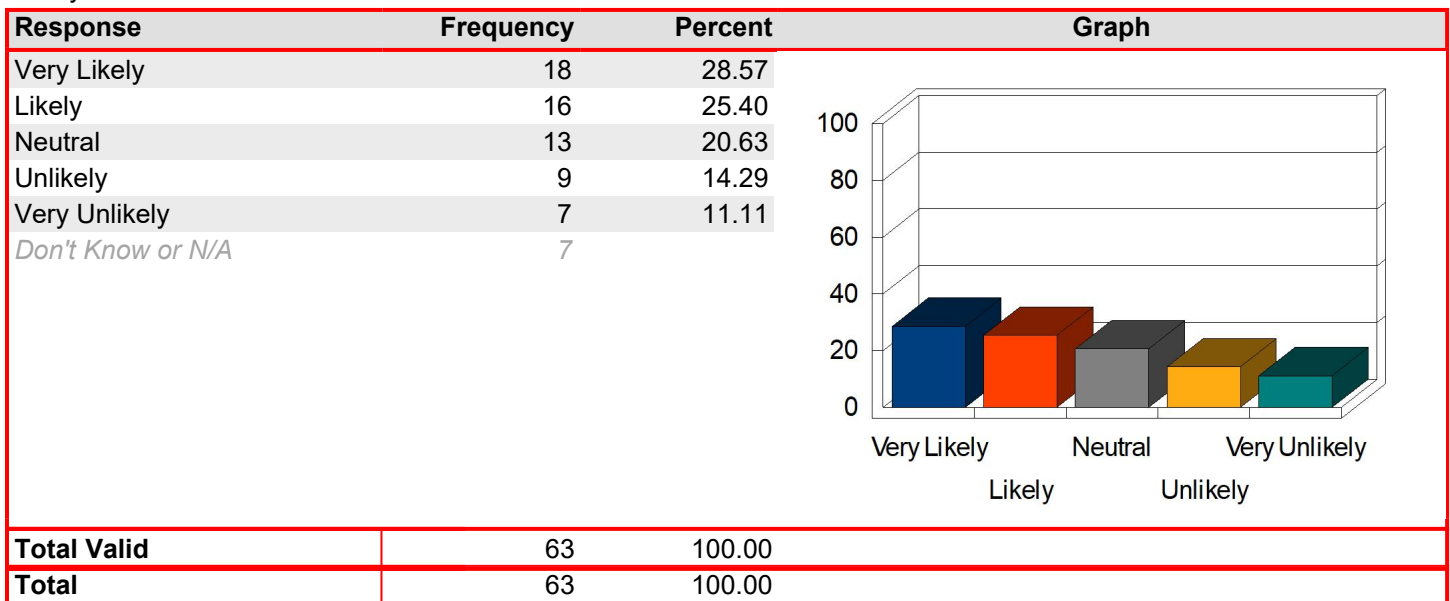
Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.19



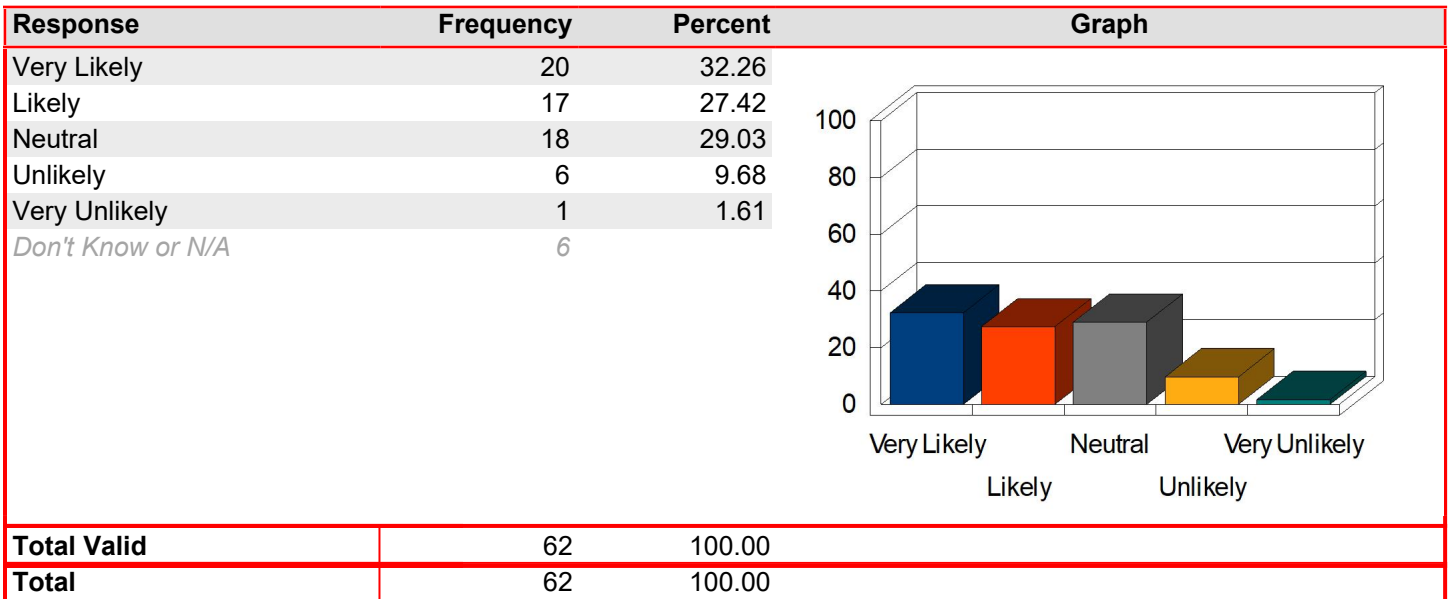
Likely: Purchase and use E-books over traditional textbooks in the future

Mean: 3.46



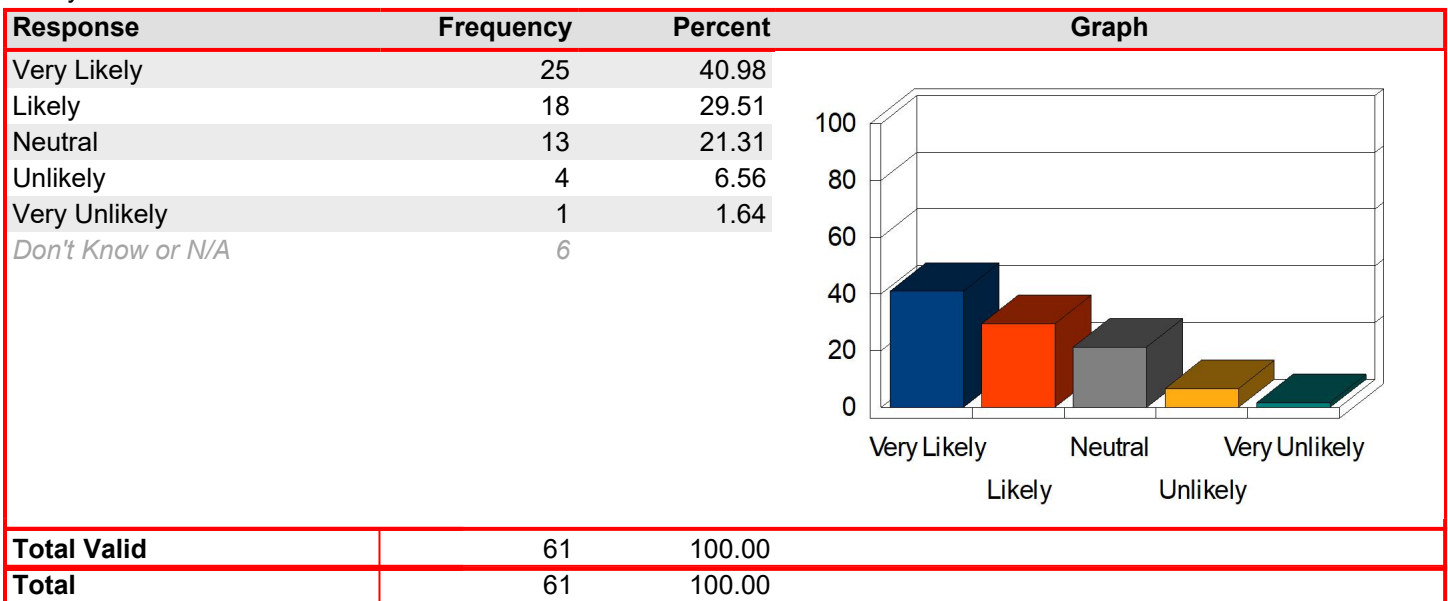
Likely: Make a future online purchase

Mean: 3.79



Likely: Rent a Textbook in the future

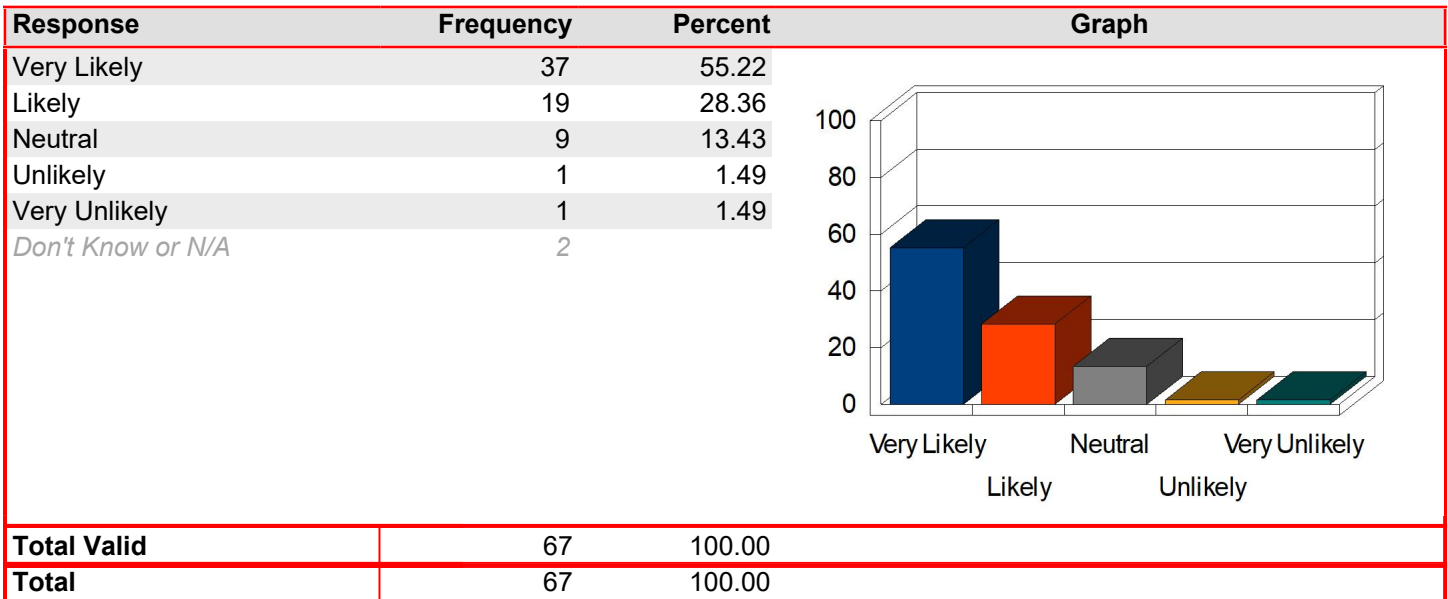
Mean: 4.02





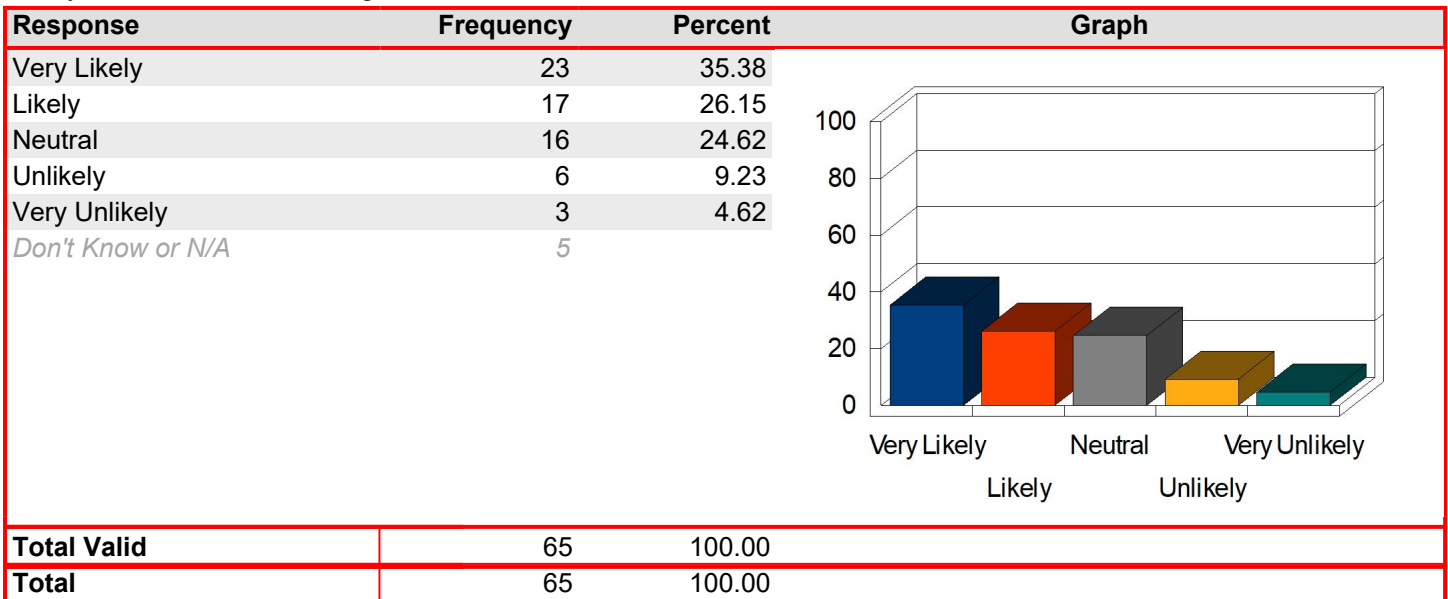
Likely: Make a future purchase at the bookstore

Mean: 4.34



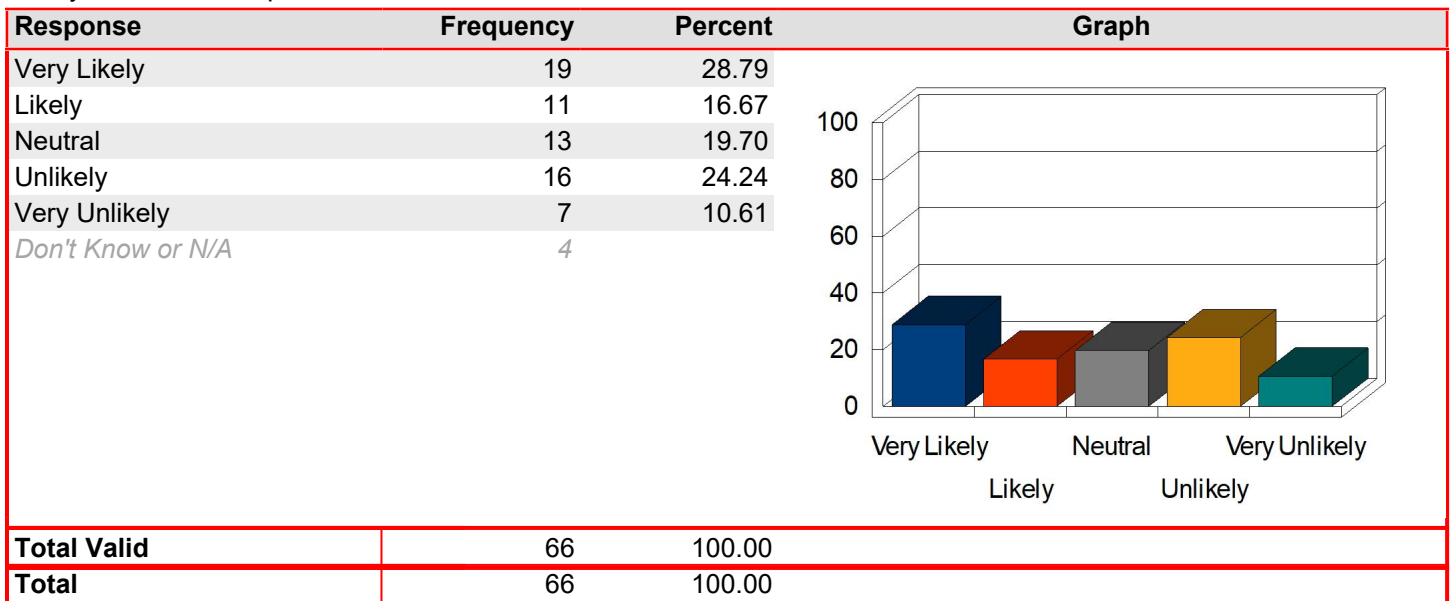
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 3.78



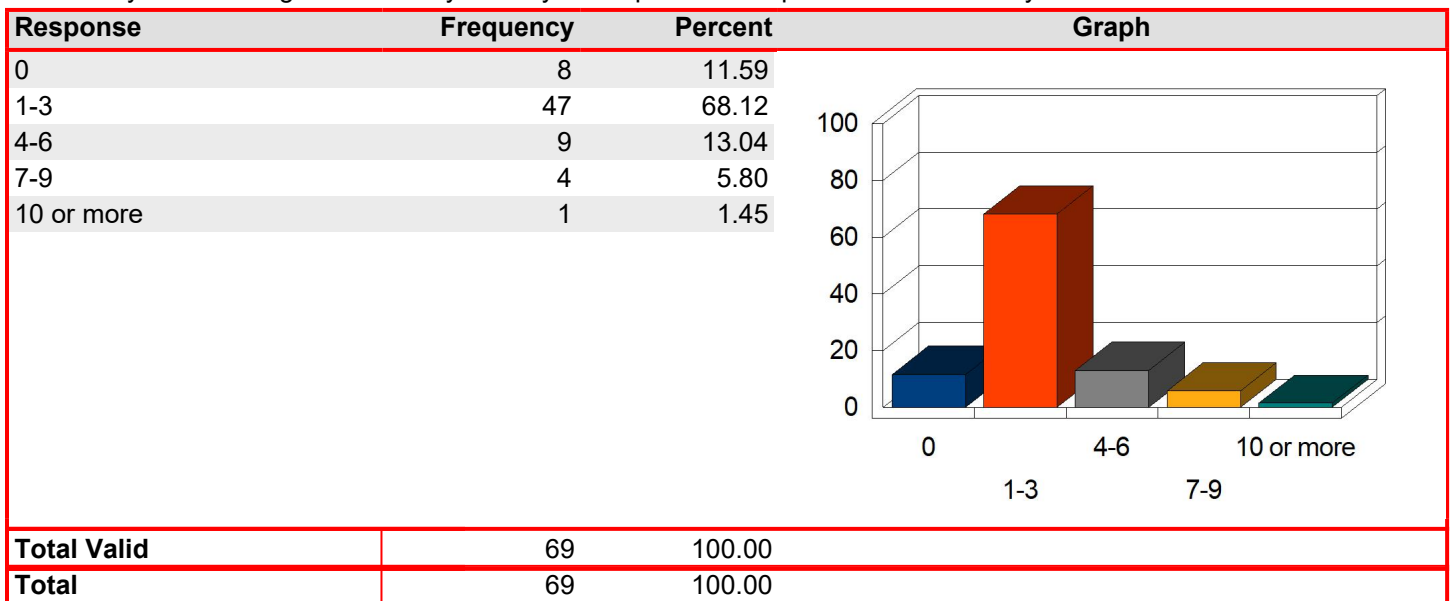
Likely: Purchase computers and other electronics if it were available

Mean: 3.29



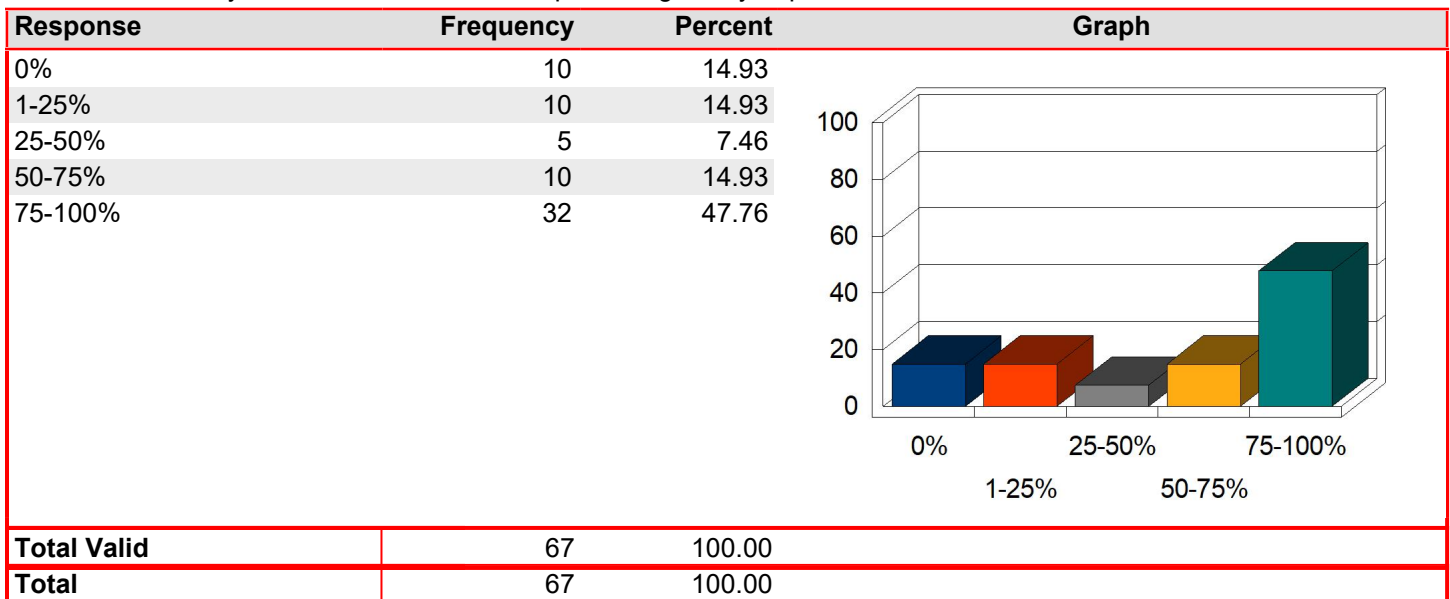
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.17



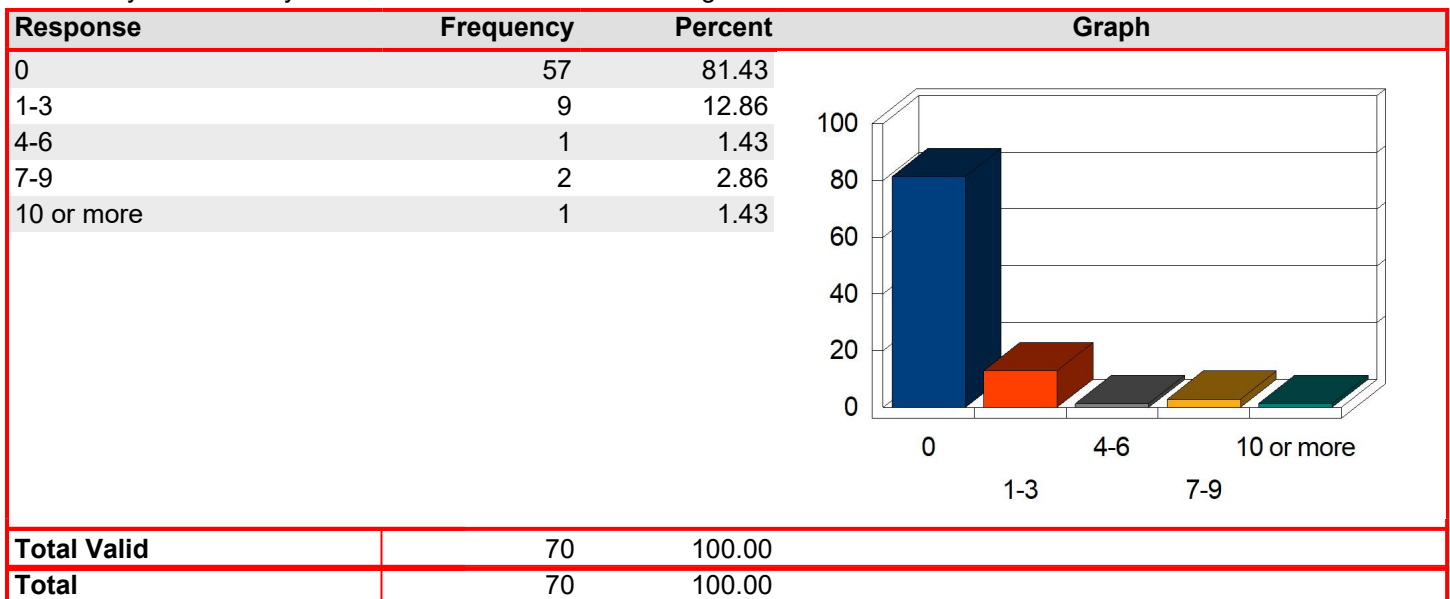
For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 3.66



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

Mean: 1.30



# Trinity Valley Community College

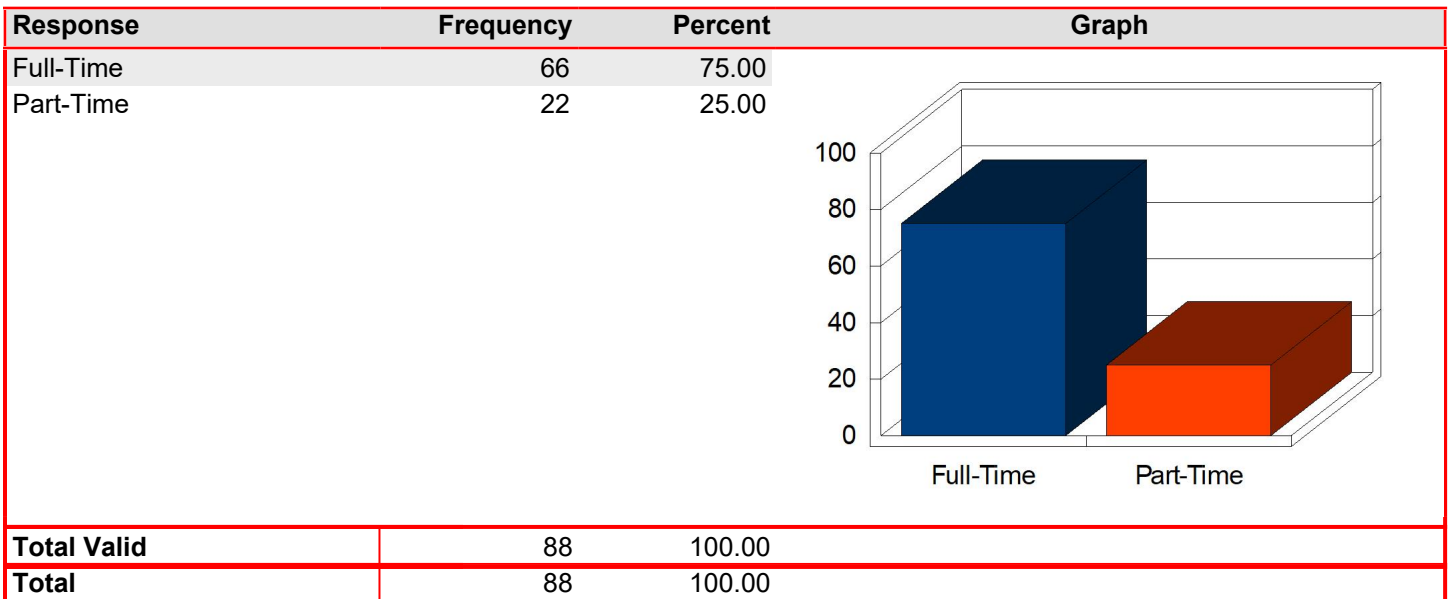
## Bookstore Satisfaction Survey

Fall 2018

Campus: TERRELL

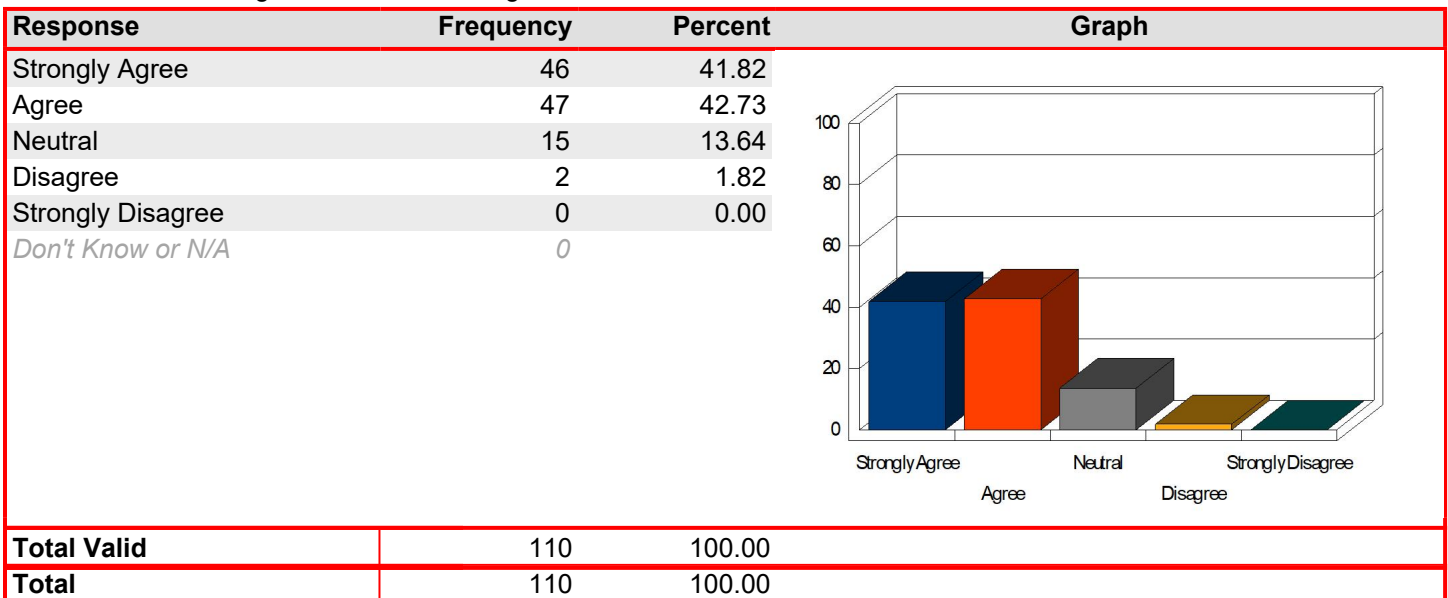
Student Status

Mean: 1.25



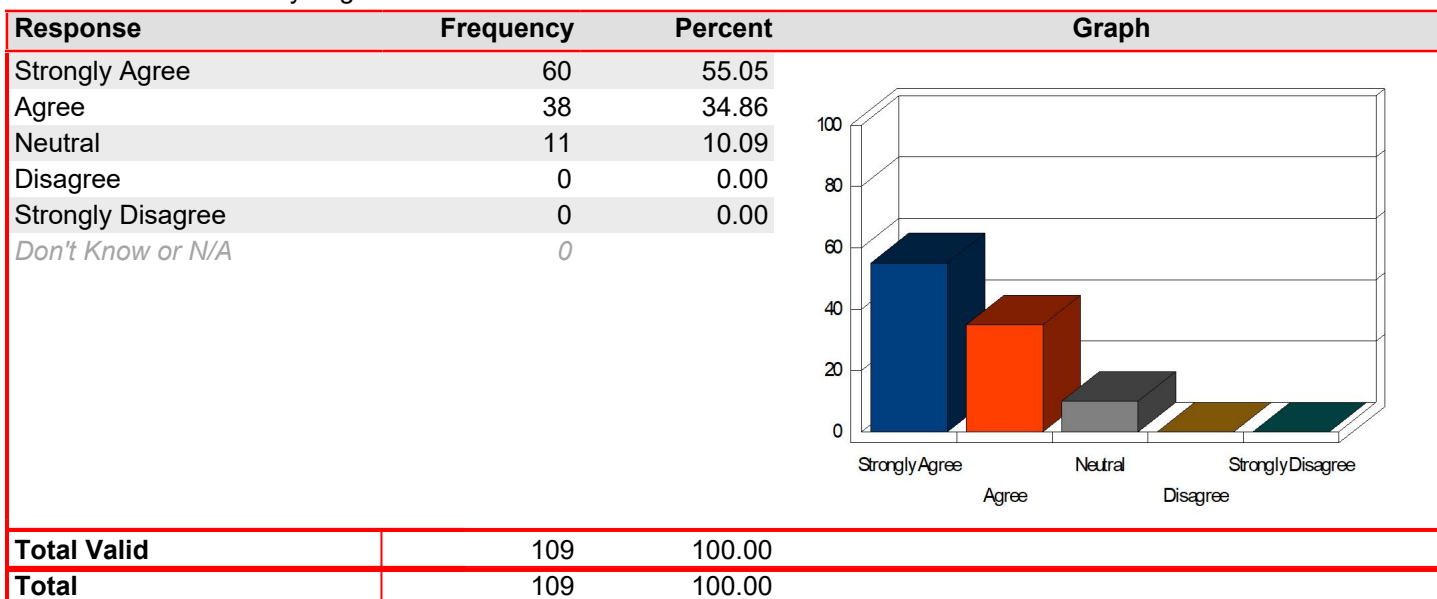
AGREEMENT: I am greeted when entering the bookstore

Mean: 4.25



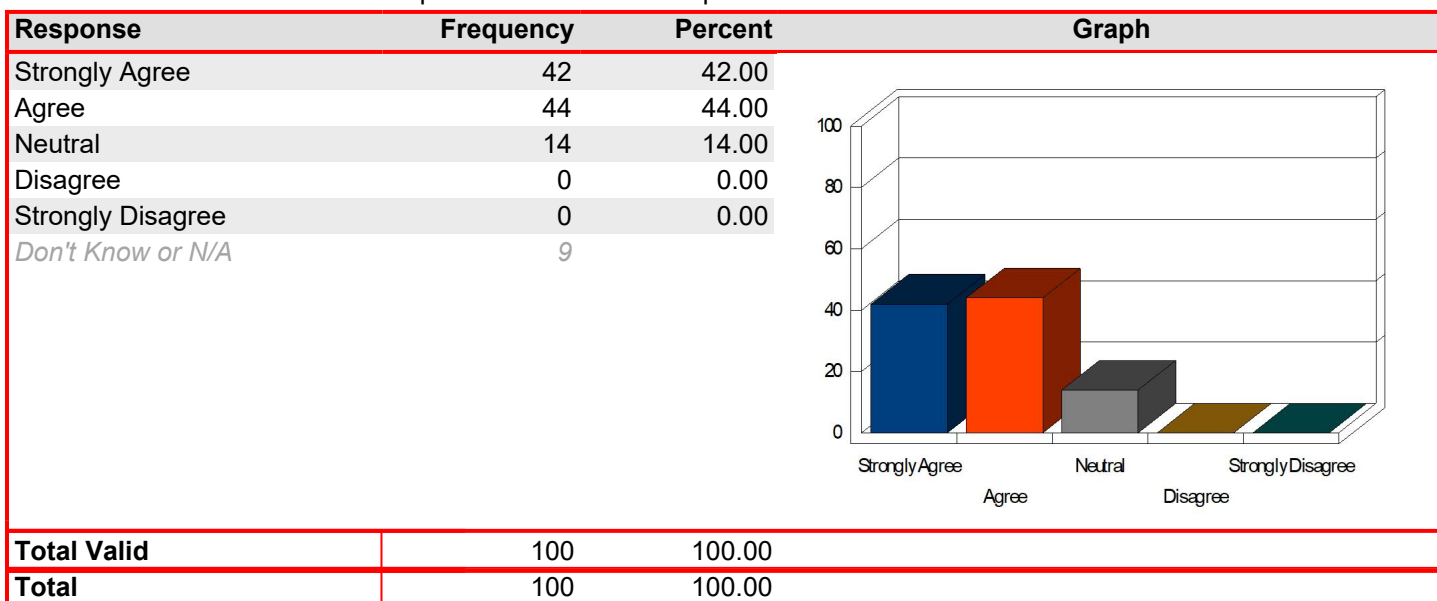
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.45



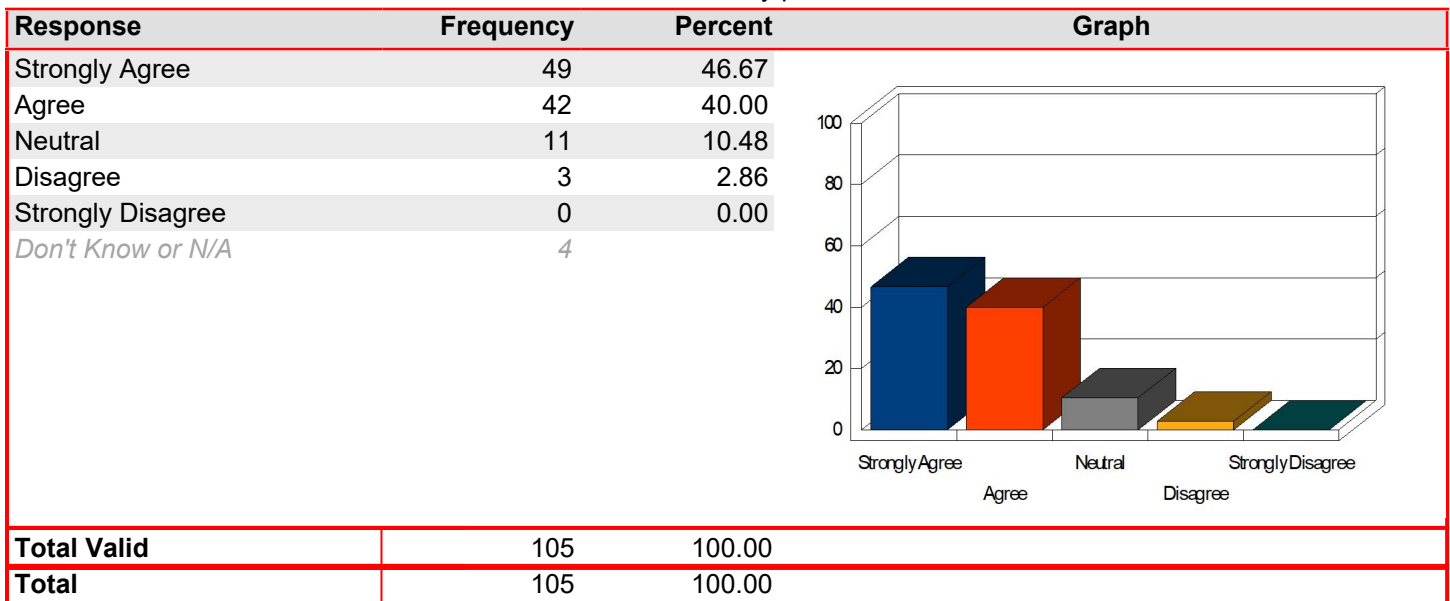
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 4.28



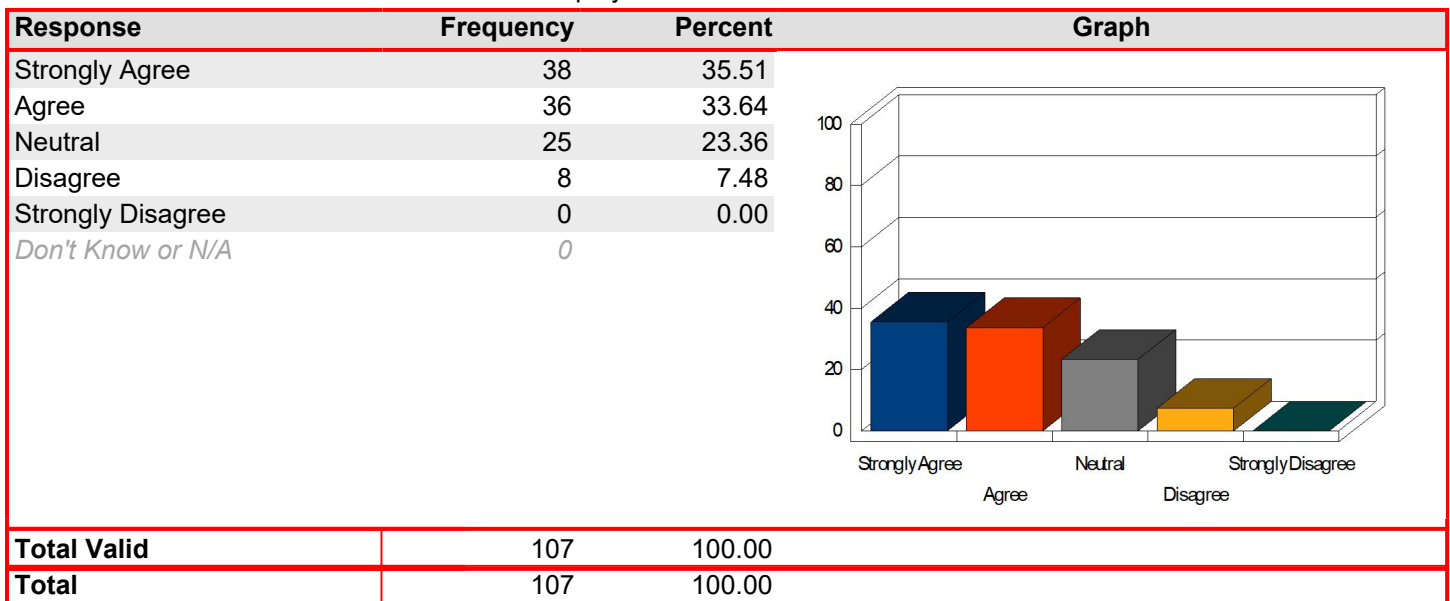
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.30



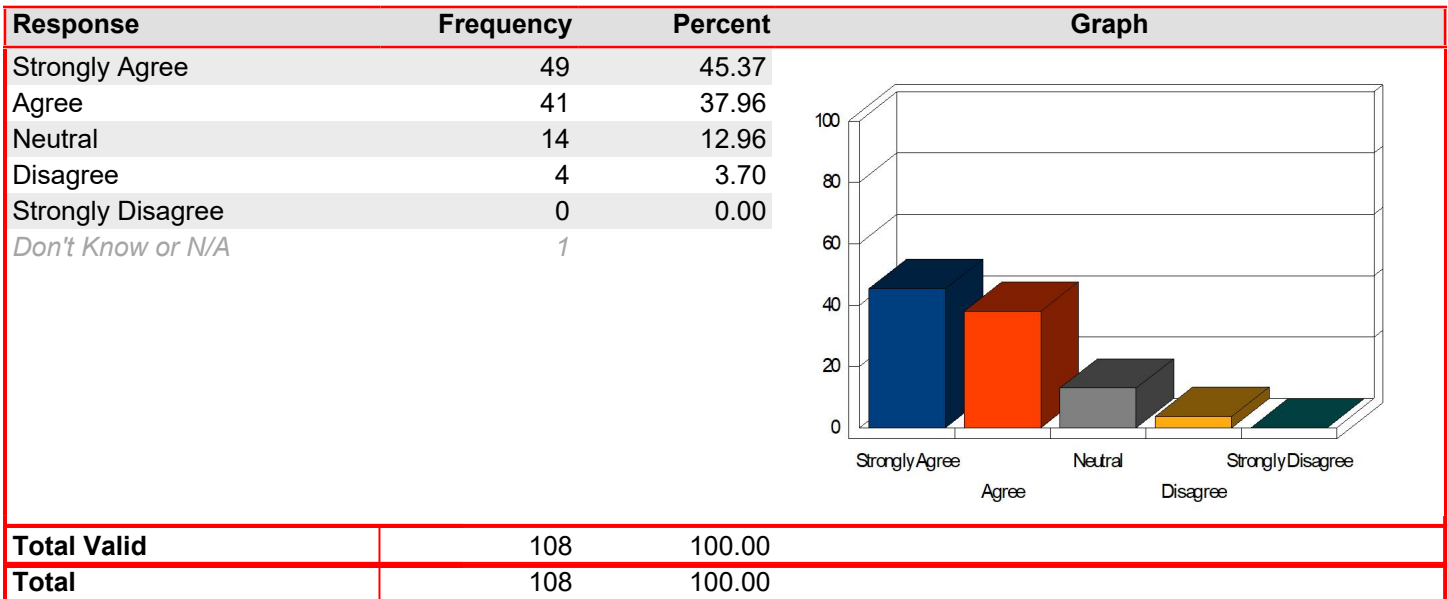
AGREEMENT: The bookstore has attractive displays

Mean: 3.97



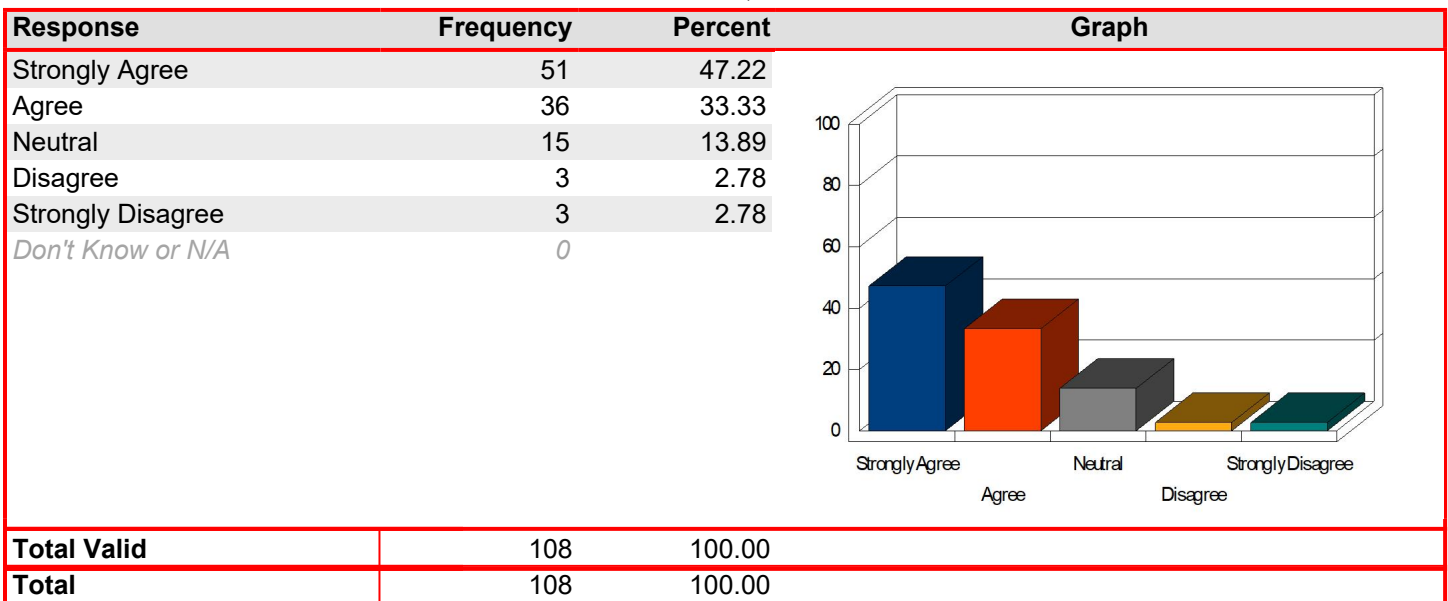
AGREEMENT: The bookstore has helpful in-store signs

Mean: 4.25



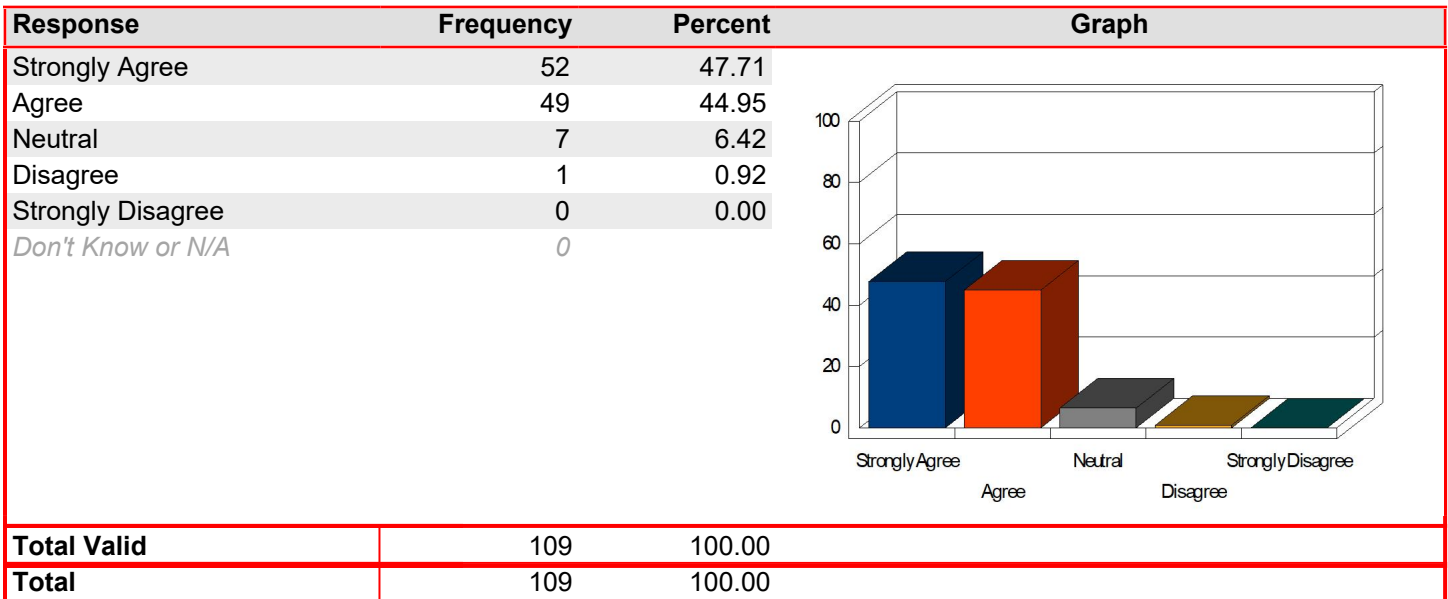
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 4.19



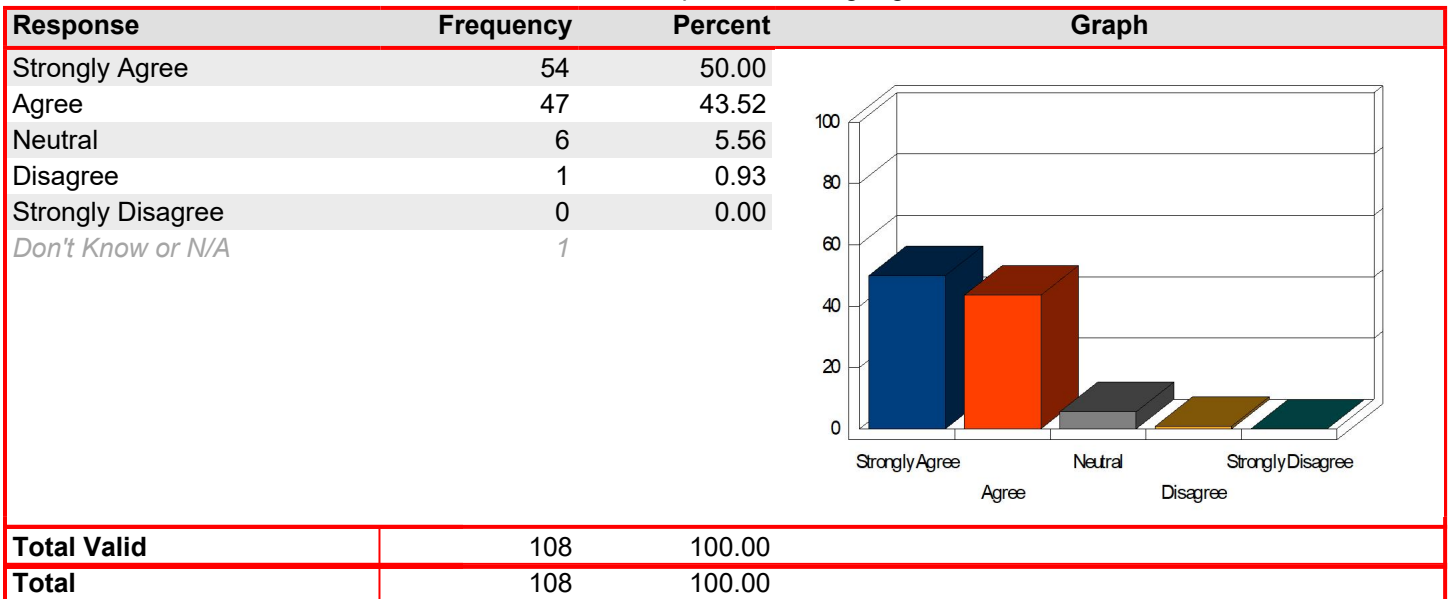
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.39



AGREEMENT: The bookstore has reasonable hours of operation during registration

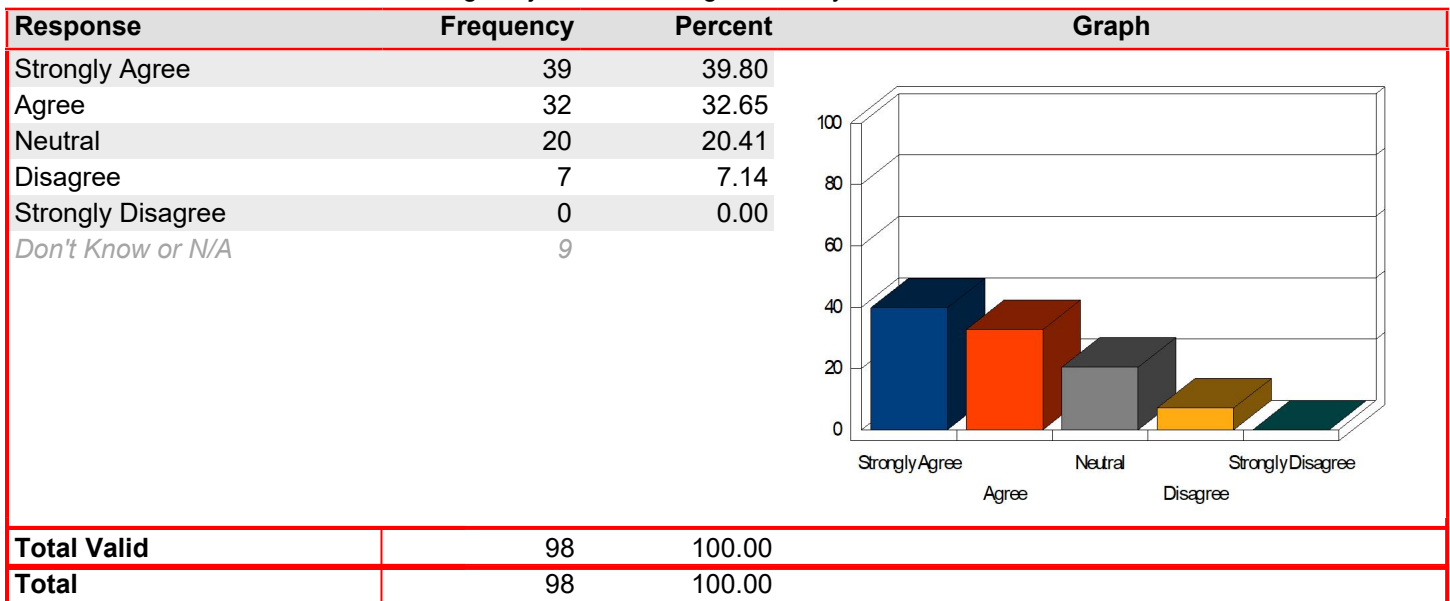
Mean: 4.43





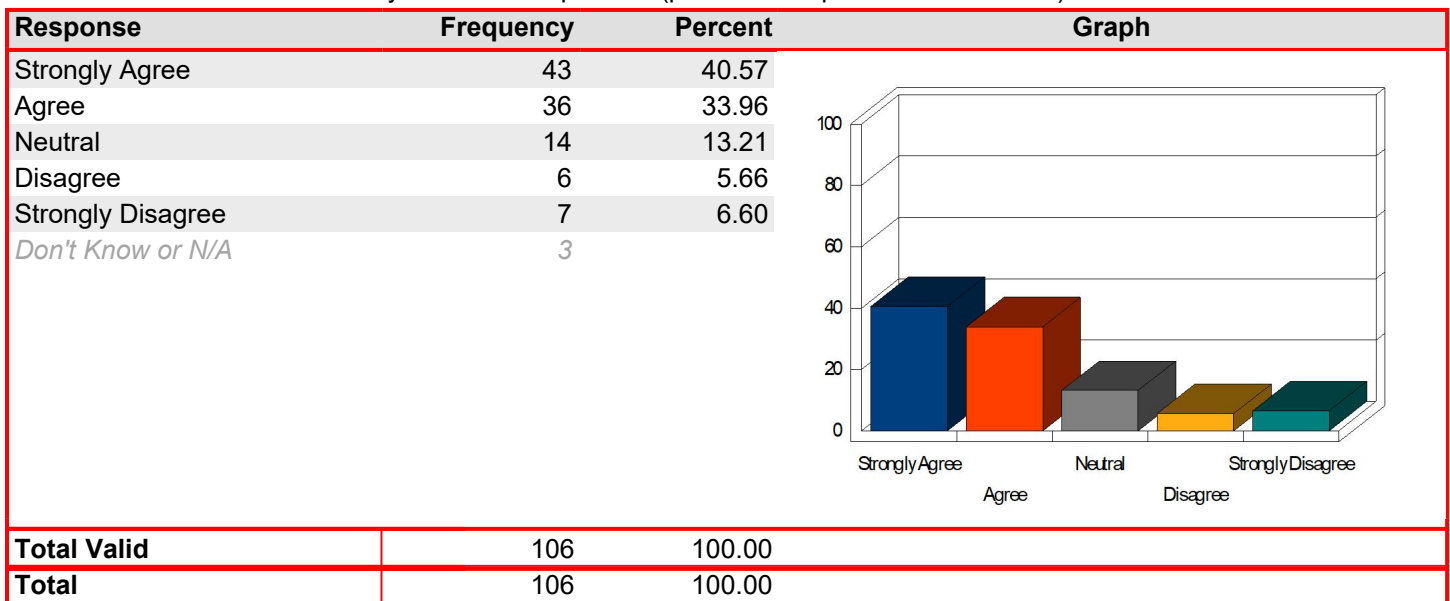
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 4.05



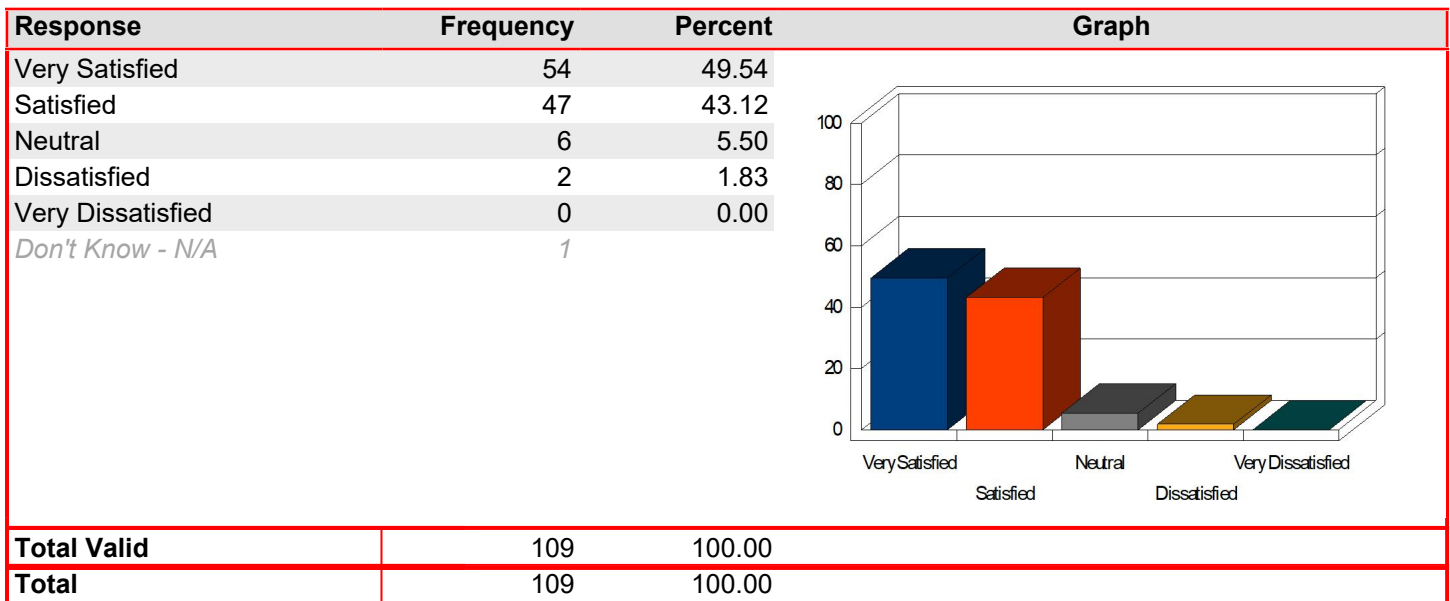
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 3.96



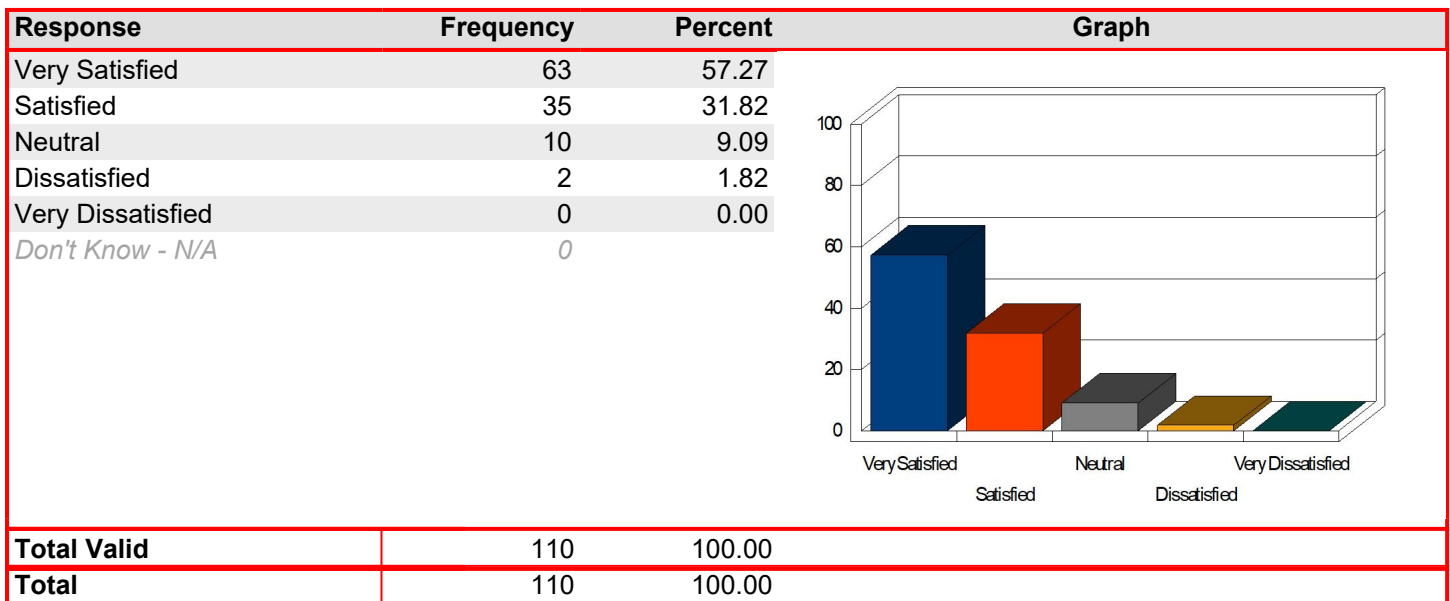
## Satisfaction: Assistance of staff

Mean: 4.40



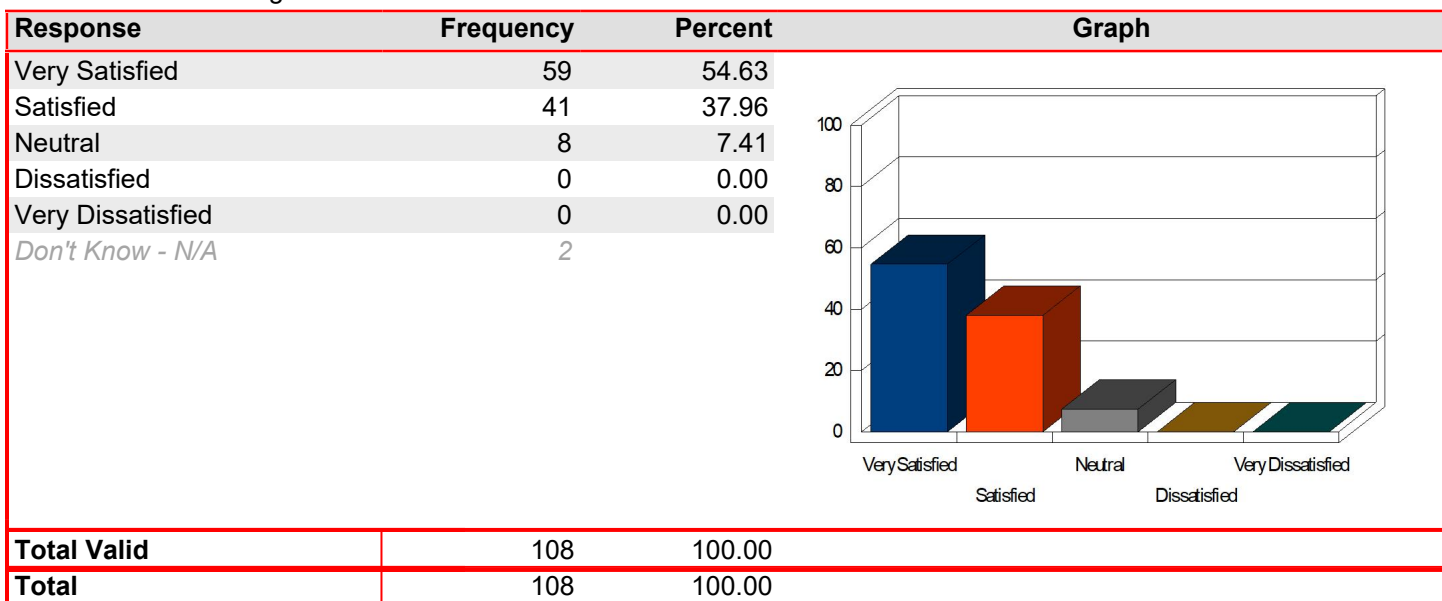
## Satisfaction: Friendliness of staff

Mean: 4.45



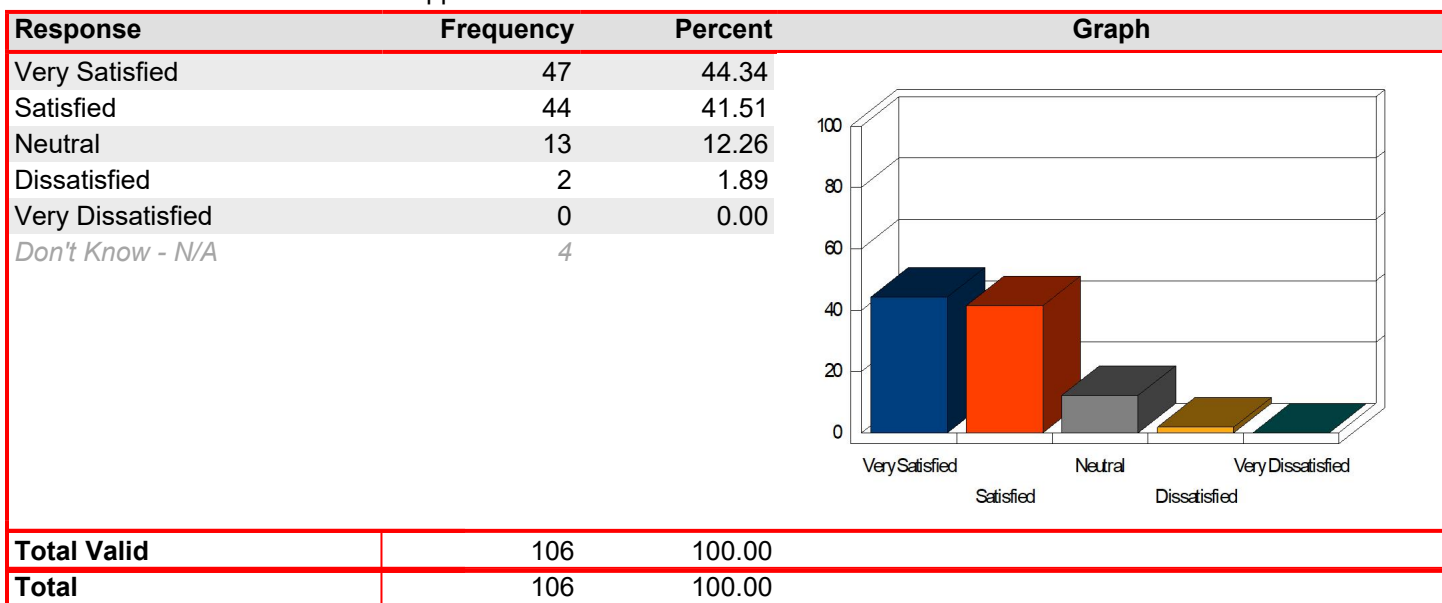
## Satisfaction: Knowledge of staff

Mean: 4.47



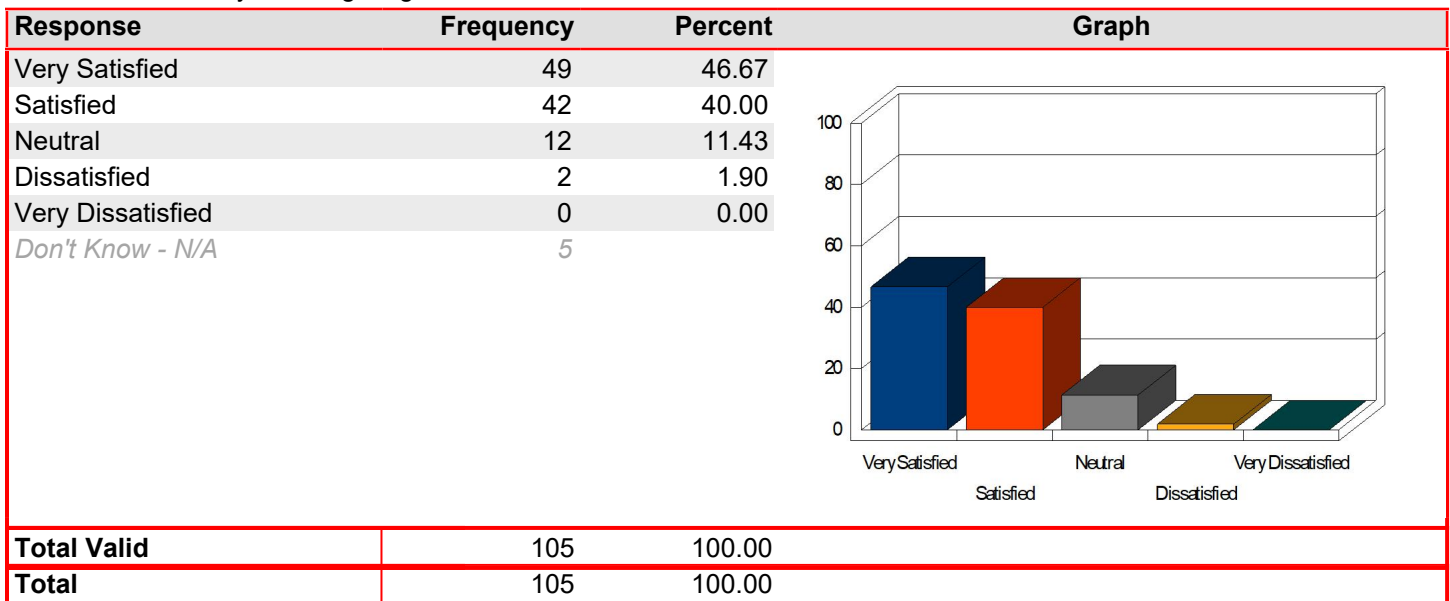
## Satisfaction: Selection of school supplies

Mean: 4.28



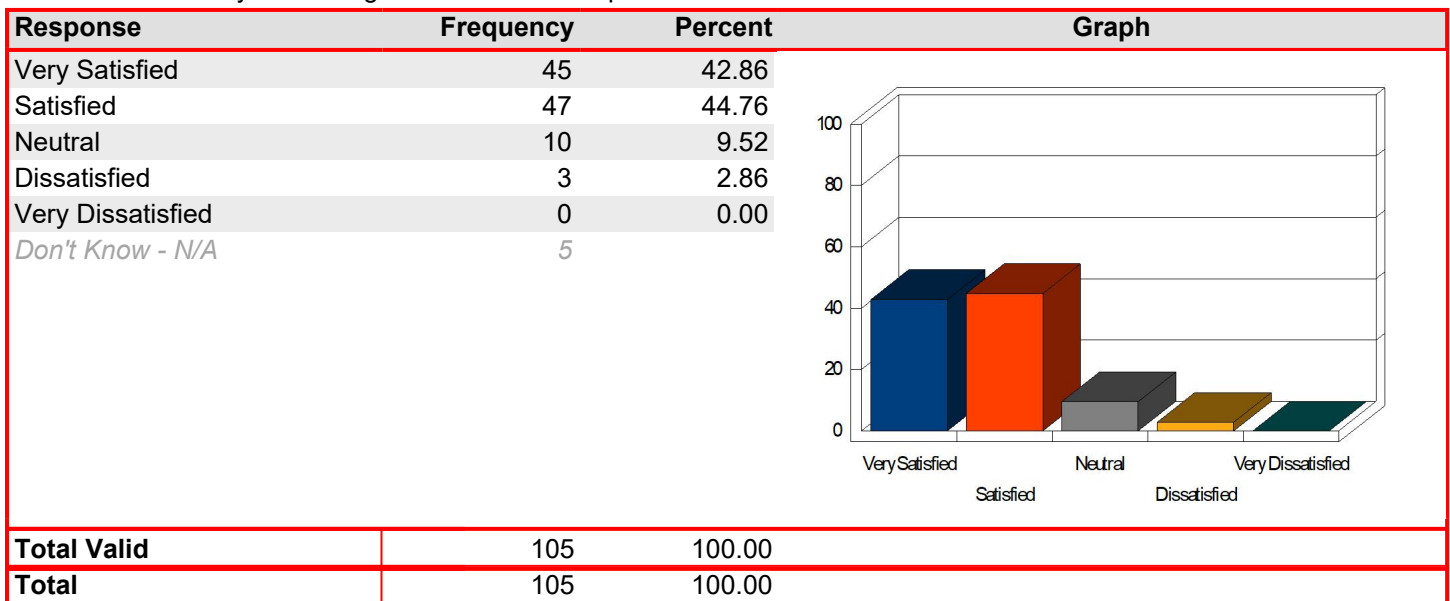
## Satisfaction: Variety of college logo items

Mean: 4.31



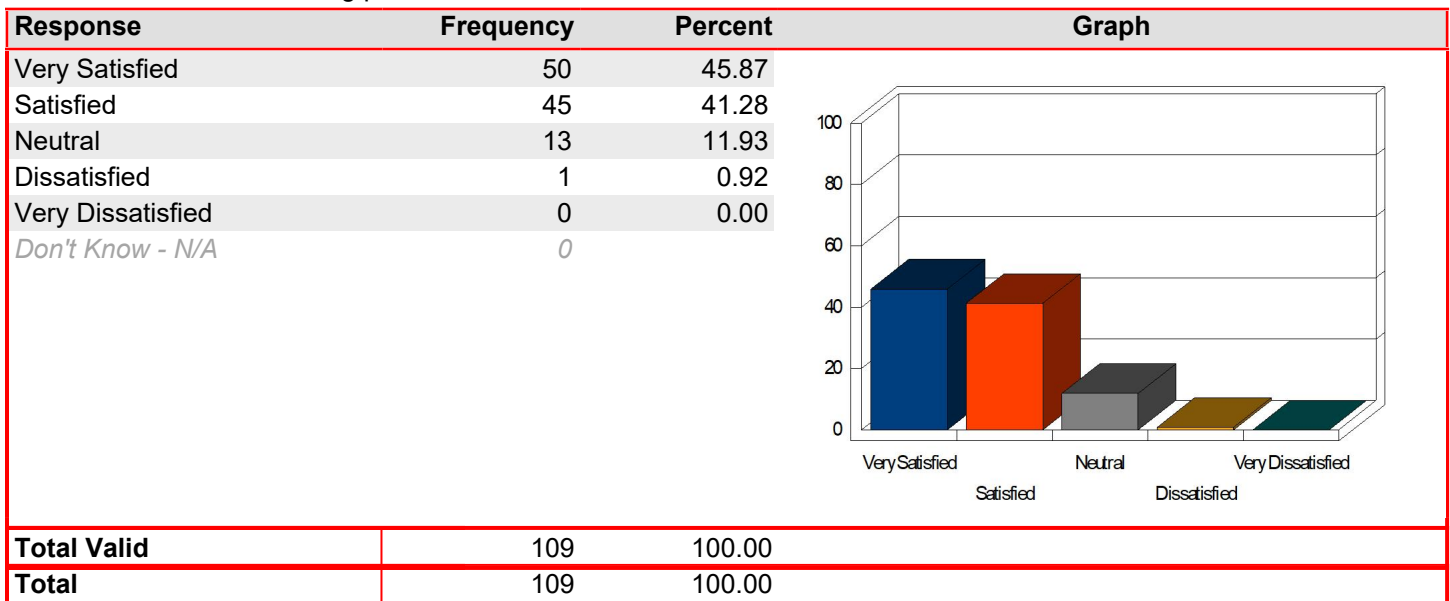
## Satisfaction: Variety of clothing items available for purchase

Mean: 4.28



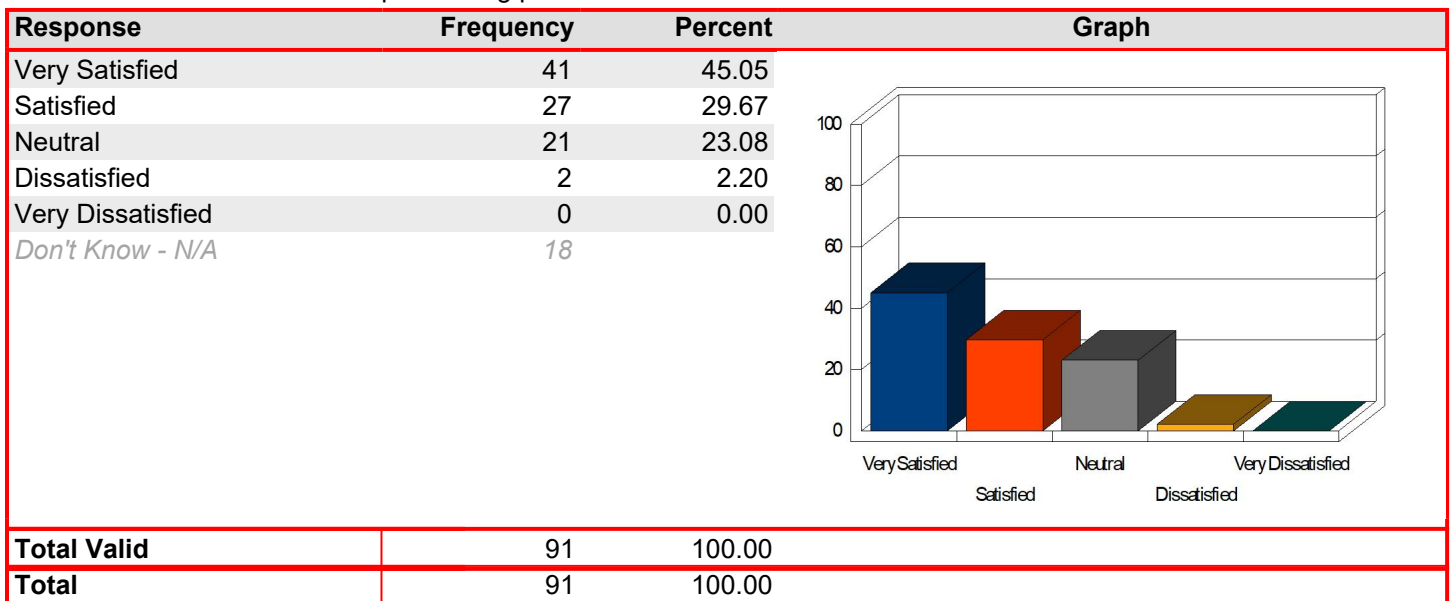
Satisfaction: Ease of locating products I need at the bookstore

Mean: 4.32



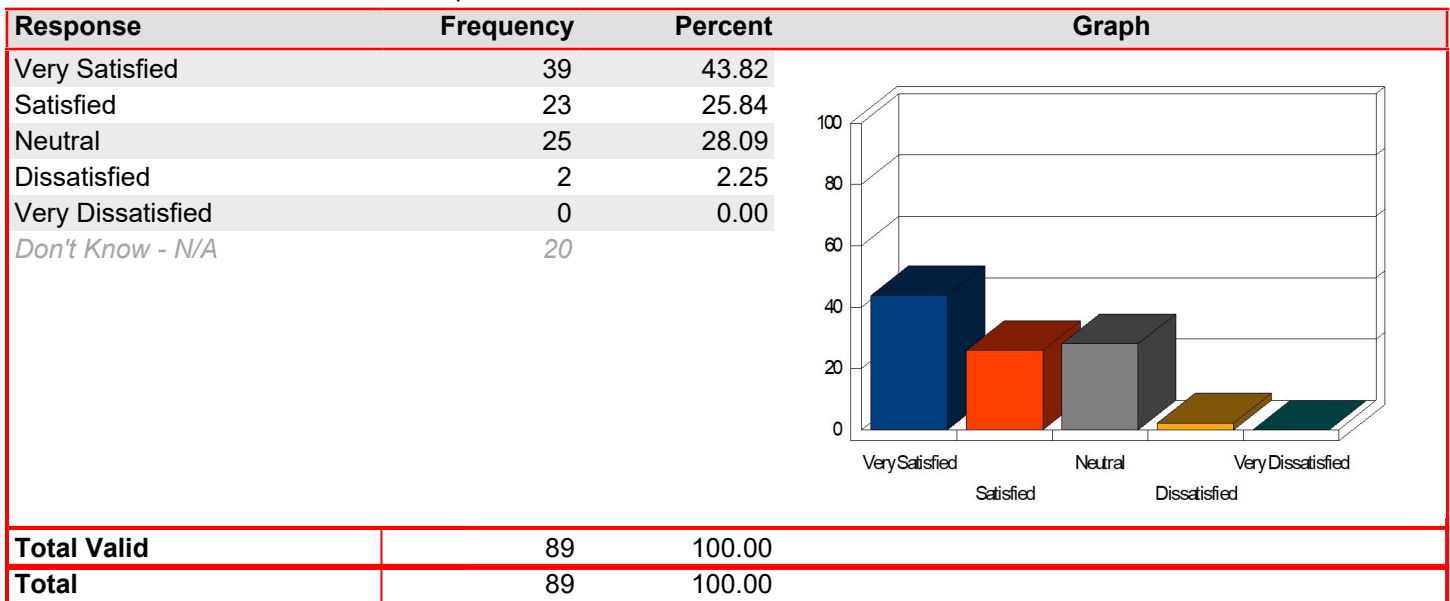
Satisfaction: ONLINE textbook purchasing process

Mean: 4.18



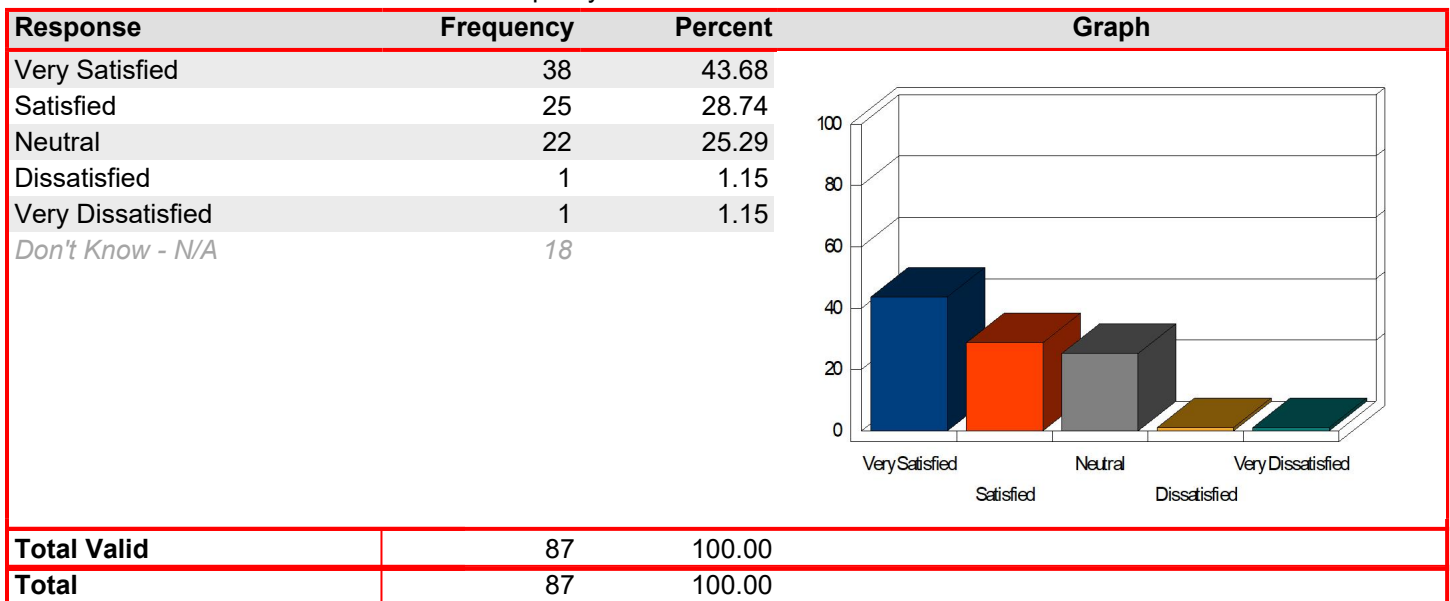
## Satisfaction: ONLINE textbook rental process

Mean: 4.11



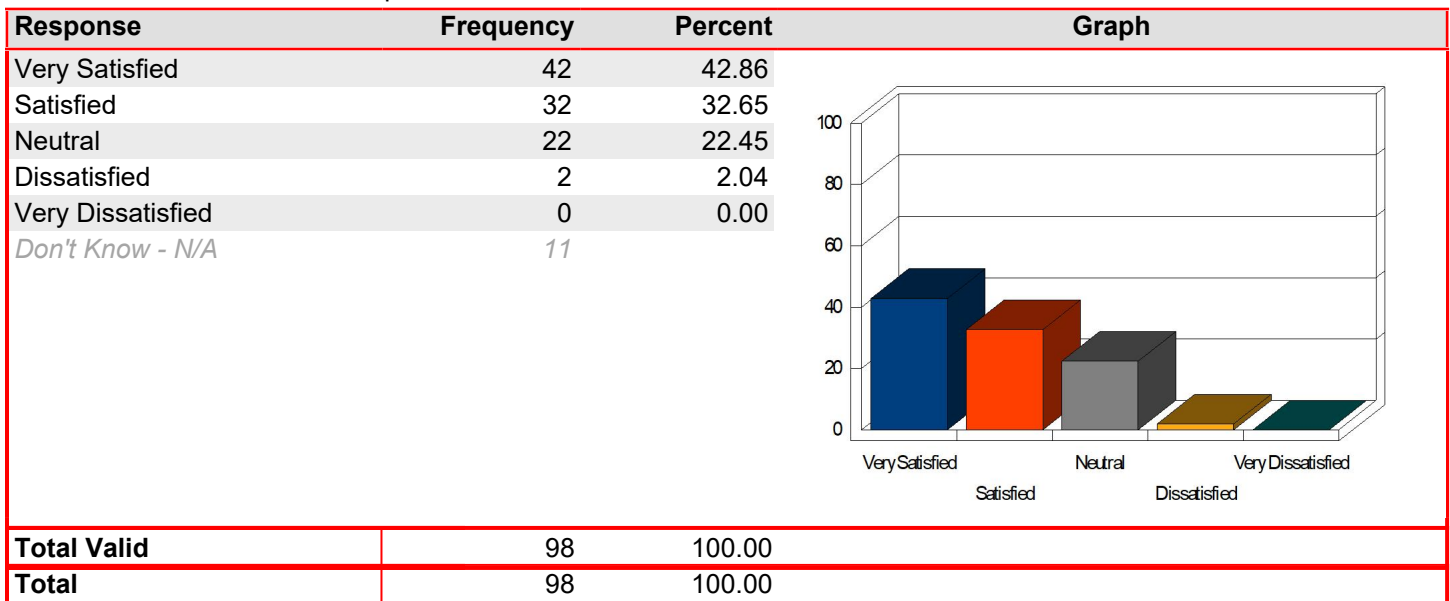
## Satisfaction: ONLINE textbook rental return policy

Mean: 4.13



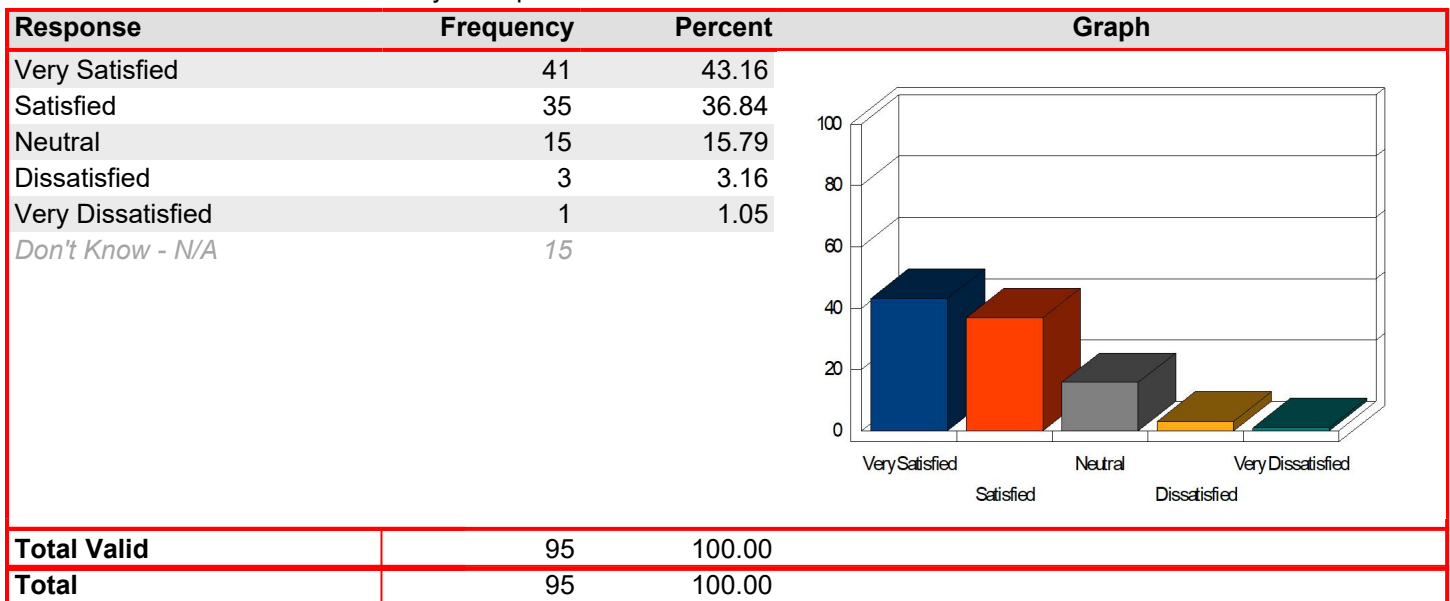
## Satisfaction: Bookstores return policies

Mean: 4.16



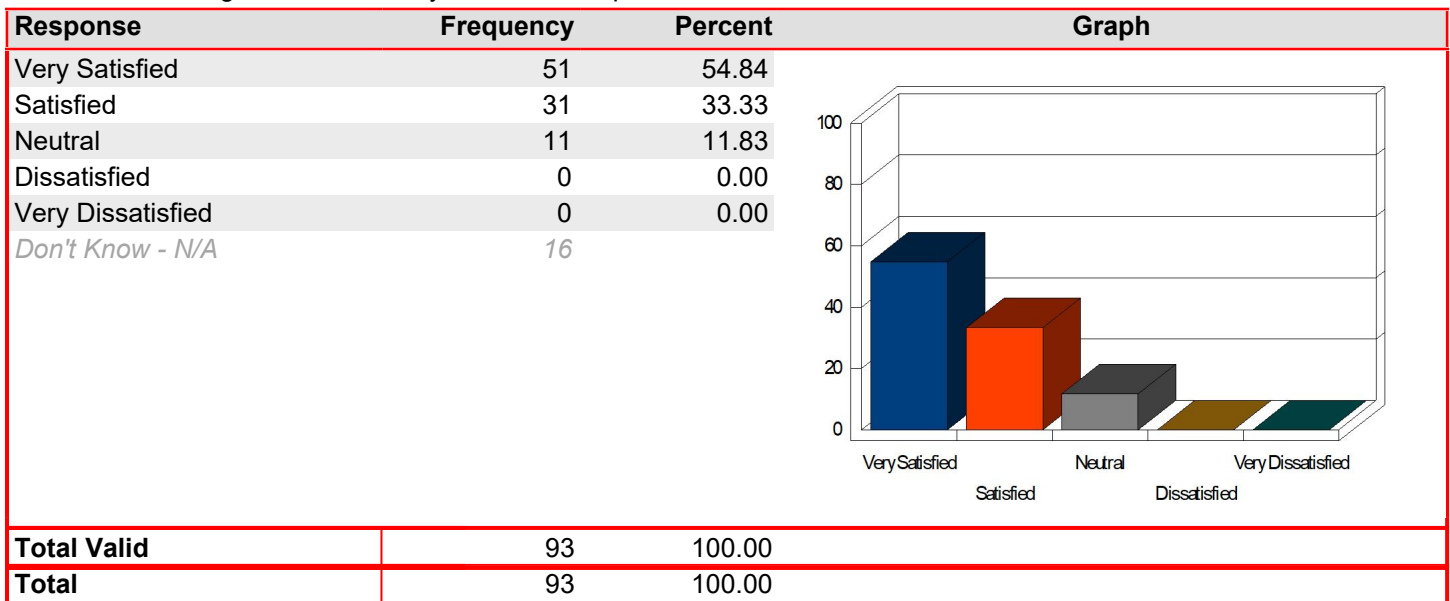
## Satisfaction: Bookstore textbook buy back procedures

Mean: 4.18



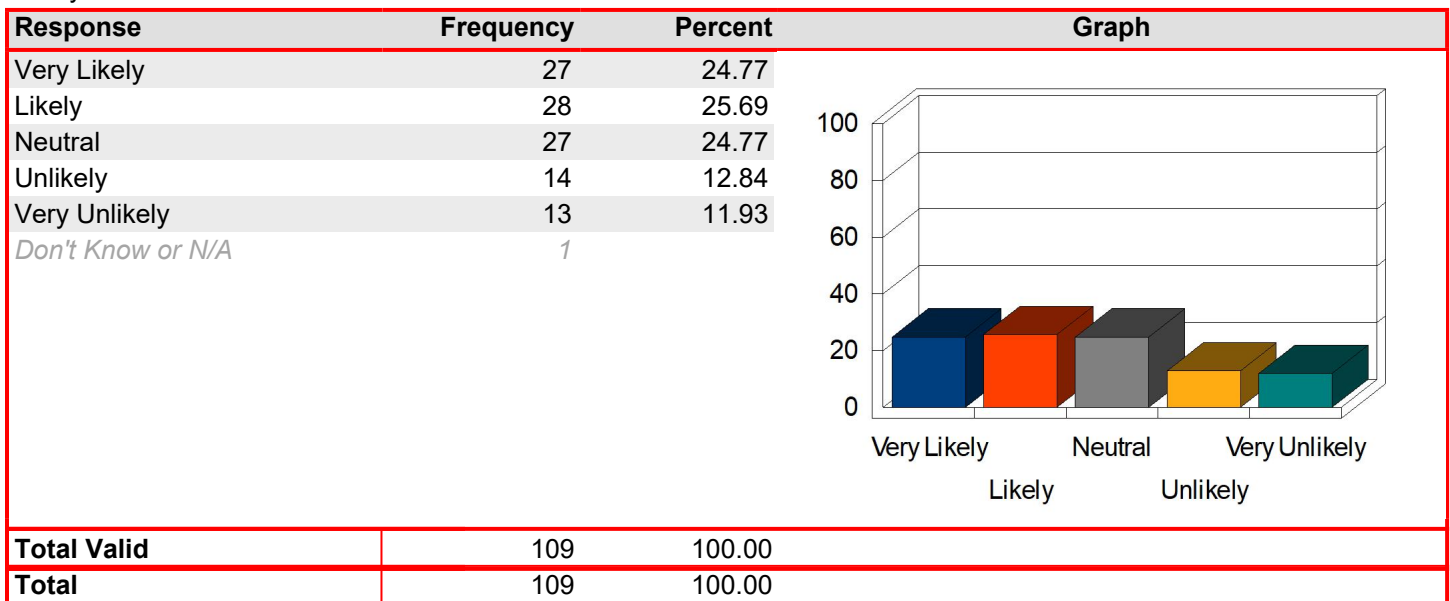
## Satisfaction: Using financial aid for your bookstore purchases

Mean: 4.43



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

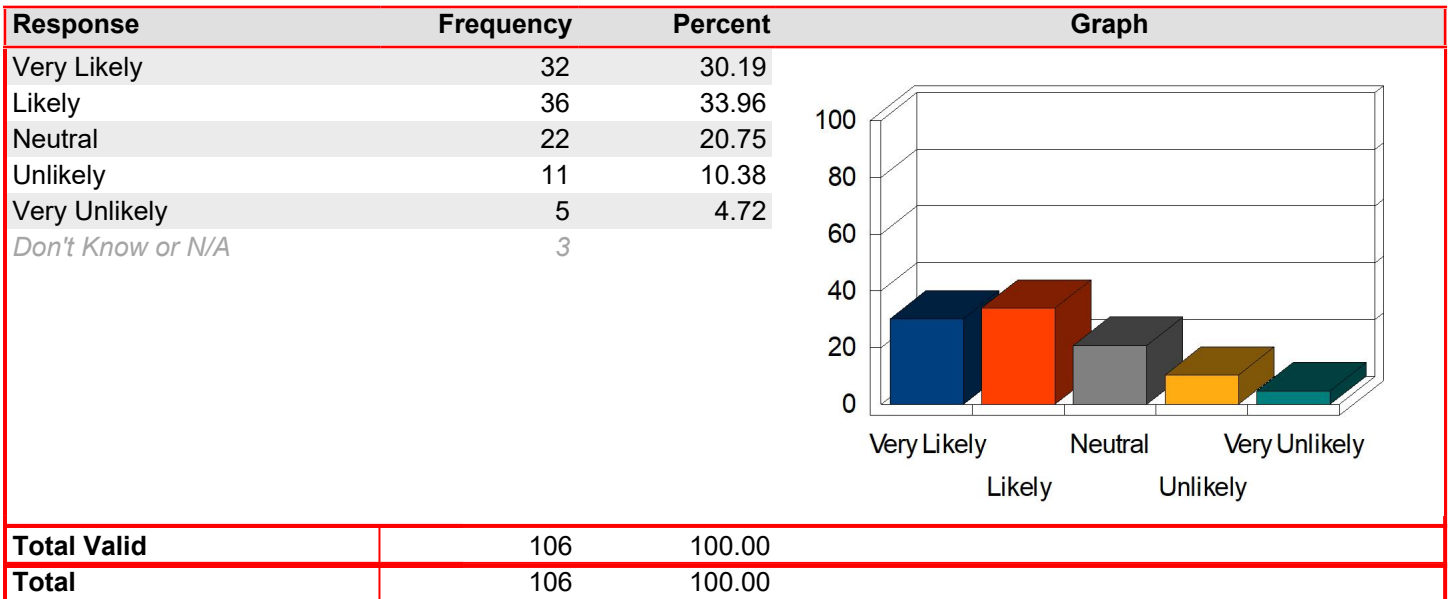
Mean: 3.39





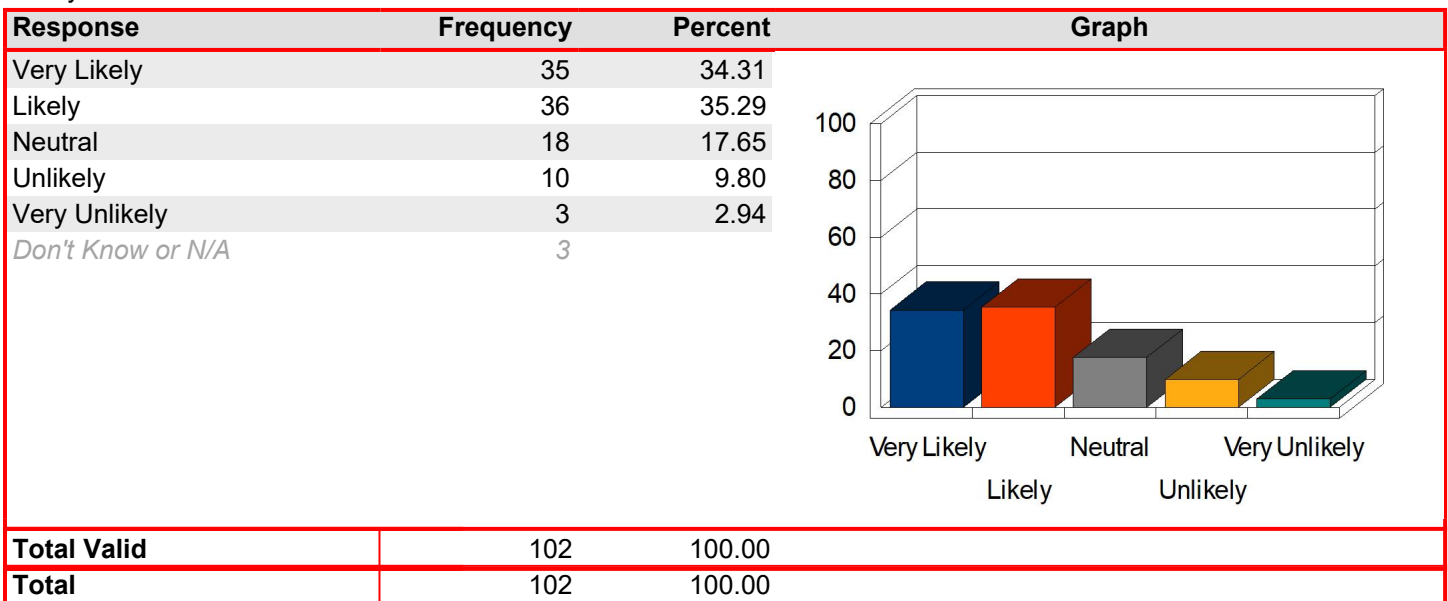
Likely: Make a future online purchase

Mean: 3.75



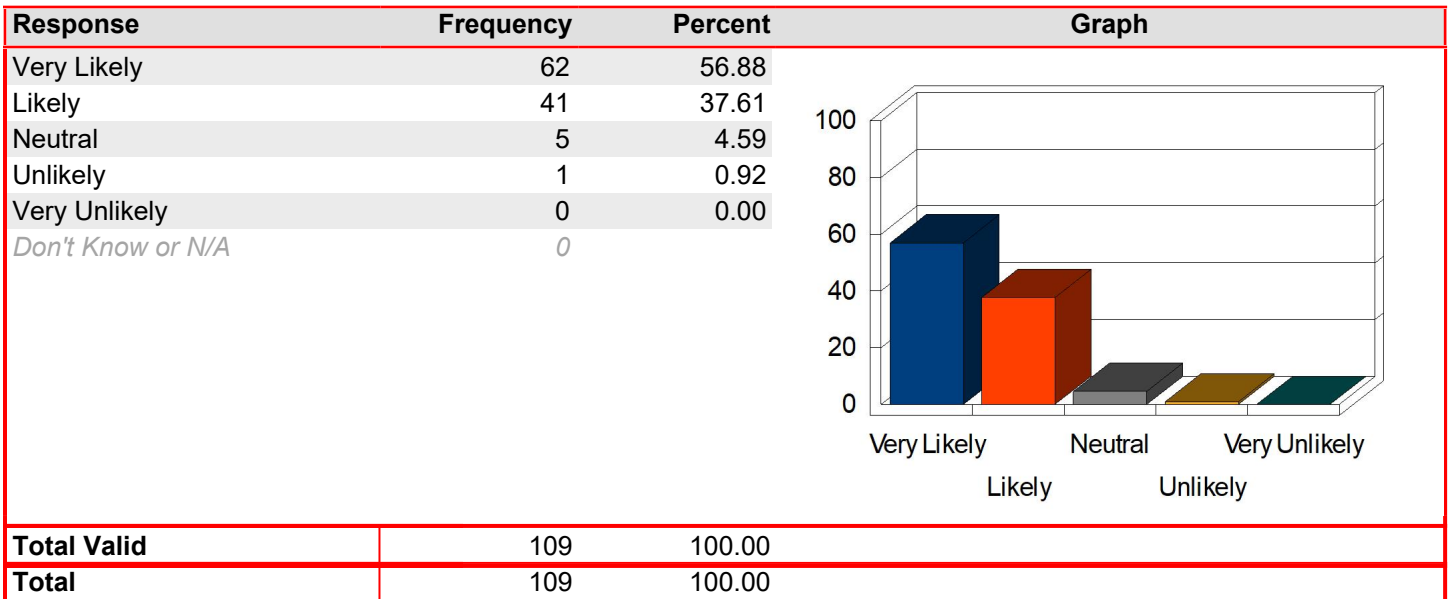
Likely: Rent a Textbook in the future

Mean: 3.88



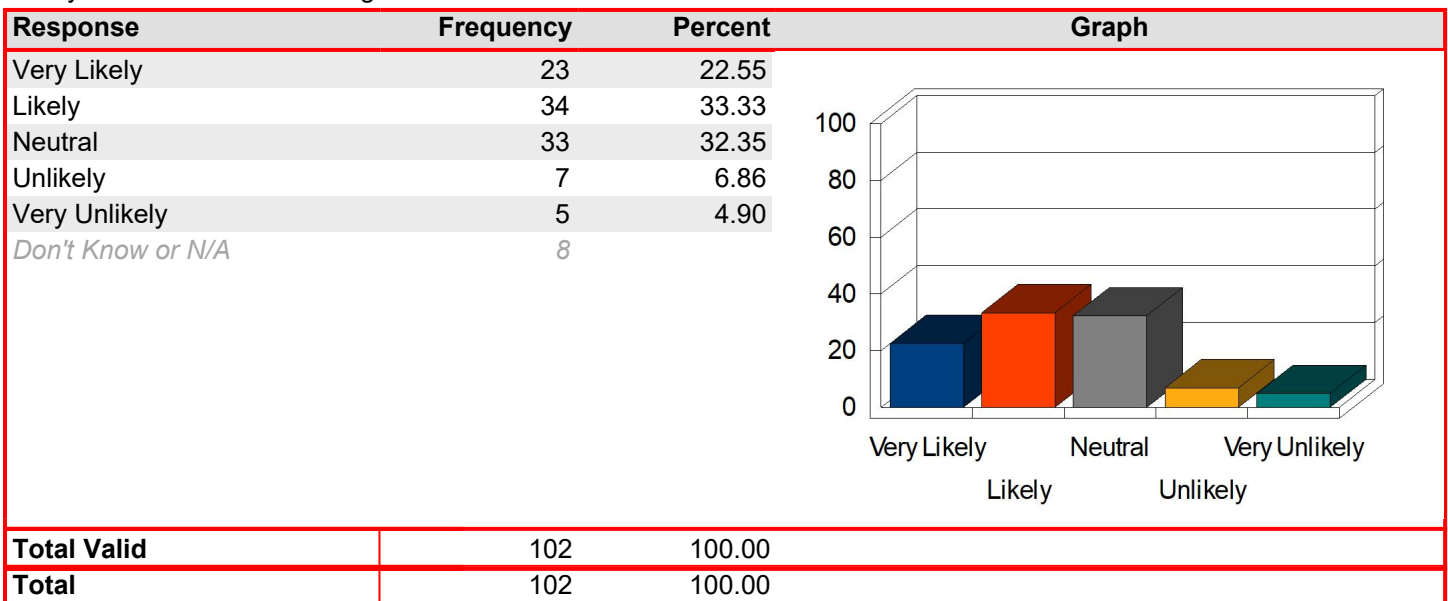
Likely: Make a future purchase at the bookstore

Mean: 4.50



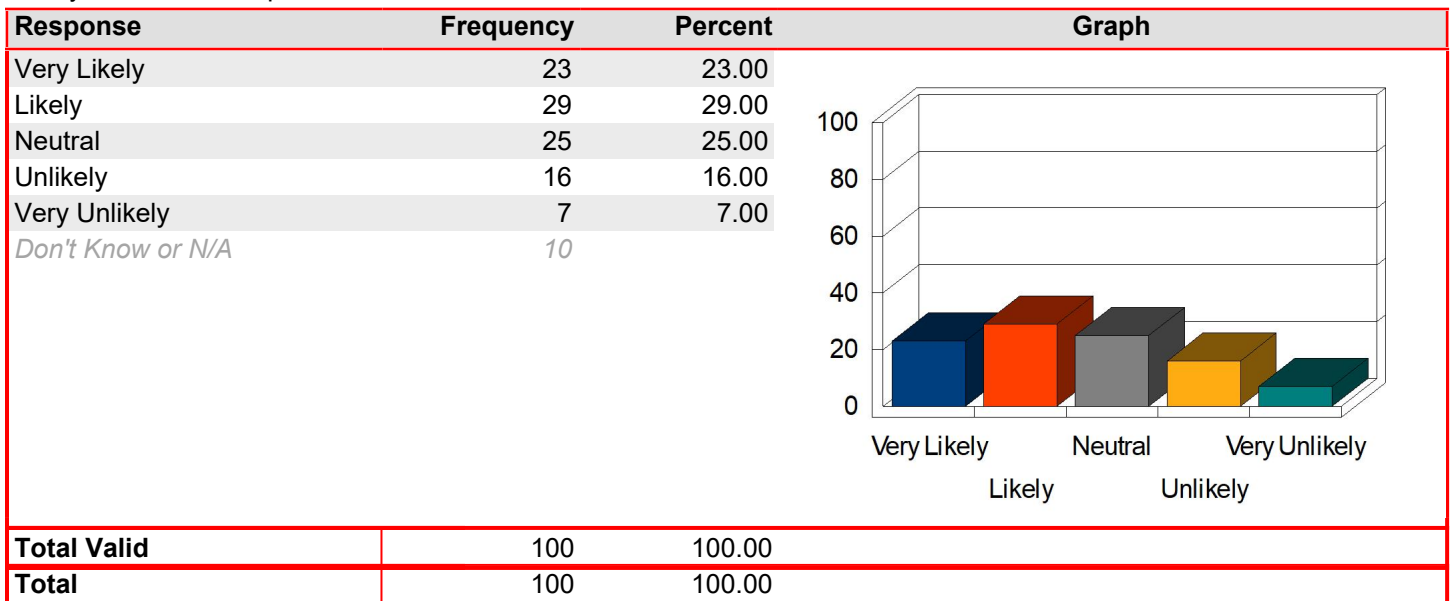
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 3.62



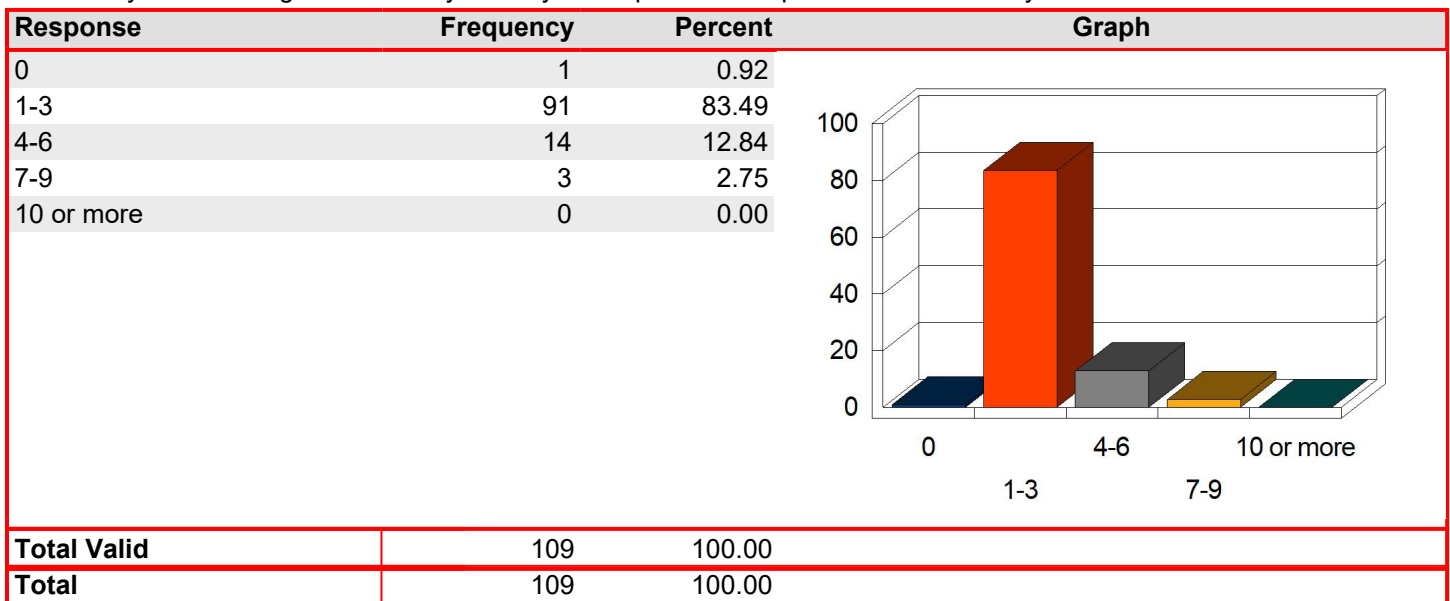
Likely: Purchase computers and other electronics if it were available

Mean: 3.45



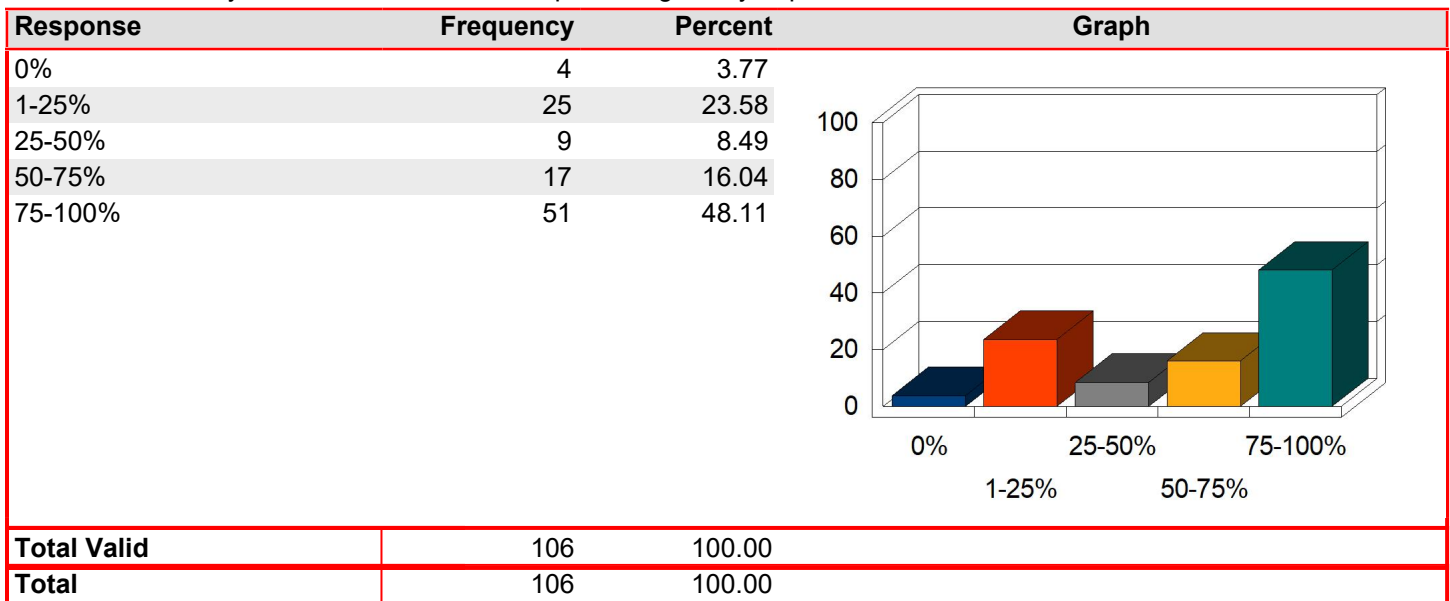
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.17



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

Mean: 3.81



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

Mean: 1.26

