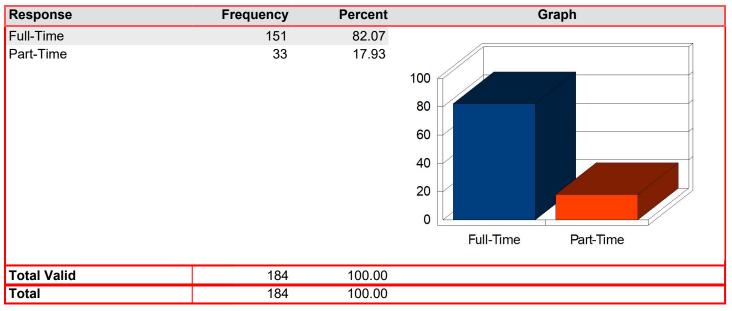
# **Trinity Valley Community College**

#### **Bookstore Satisfaction Survey**

#### Fall 2018

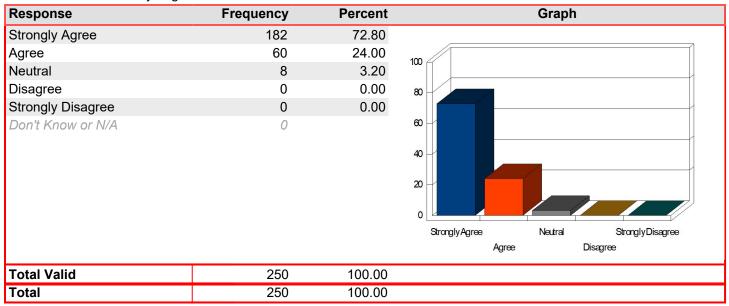
Campus: ATHENS

Student Status Mean: 1.18



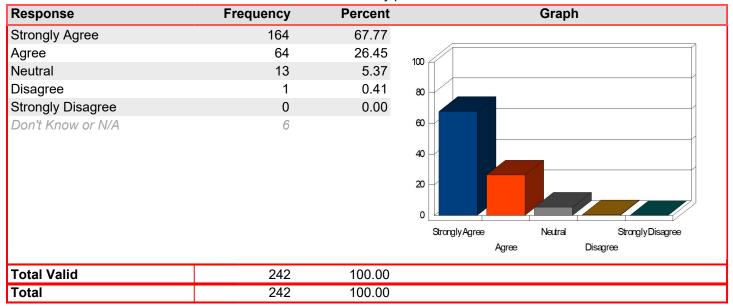
#### AGREEMENT: I am greeted when entering the bookstore

Response	Frequency	Percent	Graph
Strongly Agree	171	68.67	
Agree	59	23.69	100
Neutral	9	3.61	
Disagree	8	3.21	80
Strongly Disagree	2	0.80	
Don't Know or N/A	1		Strongly Agree Neutral Strongly Disagree Agree Disagree
Total Valid	249	100.00	
Total	249	100.00	



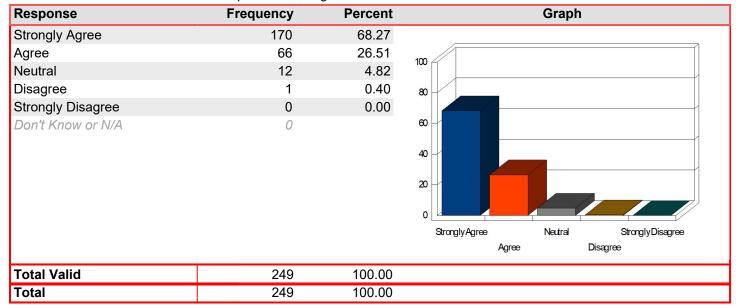
#### AGREEMENT: Bookstore staff responds to feedback to improve services

Response	Frequency	Percent	Graph
Strongly Agree	158	65.83	
Agree	67	27.92	100
Neutral	15	6.25	
Disagree	0	0.00	80
Strongly Disagree	0	0.00	
Don't Know or N/A	8		60 40 20 0
			Strongly Agree Neutral Strongly Disagree
			Agree Disagree
Total Valid	240	100.00	
Total	240	100.00	



## AGREEMENT: The bookstore has attractive displays

Response	Frequency	Percent	Graph
Strongly Agree	158	64.49	
Agree	76	31.02	100
Neutral	11	4.49	
Disagree	0	0.00	80
Strongly Disagree	0	0.00	
Don't Know or N/A	1		Strongly Agree Neutral Strongly Disagree Agree Disagree
Total Valid	245	100.00	
Total	245	100.00	



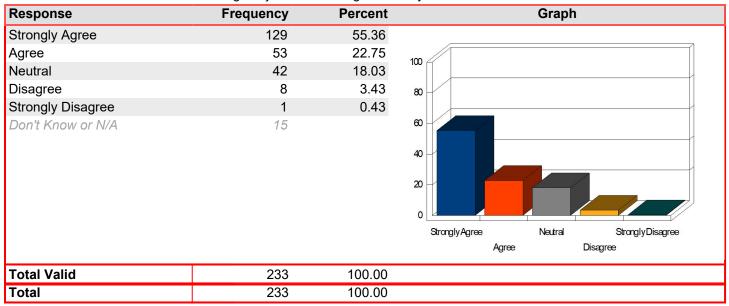
#### AGREEMENT: The bookstore has the course materials I need, when I need them

Response	Frequency	Percent	Graph
Strongly Agree	160	64.26	
Agree	60	24.10	100
Neutral	27	10.84	
Disagree	1	0.40	80
Strongly Disagree	1	0.40	
Don't Know or N/A	1		60 40 20 Strongly Agree Neutral Strongly Disagree Agree Disagree
Total Valid	249	100.00	
Total	249	100.00	

Response	Frequency	Percent	Graph
Strongly Agree	163	67.08	
Agree	67	27.57	100
Neutral	12	4.94	
Disagree	1	0.41	80
Strongly Disagree	0	0.00	
Don't Know or N/A	5		Strongly Agree Neutral Strongly Disagree  Agree Disagree
Total Valid	242	100.00	
Total Valid	243	100.00	
Total	243	100.00	

### AGREEMENT: The bookstore has reasonable hours of operation during registration

Response	Frequency	Percent	Graph
Strongly Agree	161	66.80	
Agree	65	26.97	100
Neutral	15	6.22	
Disagree	0	0.00	80
Strongly Disagree	0	0.00	
Don't Know or N/A	7		Strongly Agree Neutral Strongly Disagree Agree Disagree
Total Valid	241	100.00	
Total	241	100.00	



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

Response	Frequency	Percent	Graph
Strongly Agree	127	51.84	•
Agree	67	27.35	-m
Neutral	37	15.10	100
Disagree	9	3.67	80
Strongly Disagree	5	2.04	
Don't Know or N/A	5		Strongly Agree Neutral Strongly Disagree  Agree Disagree
			. 9.00
Total Valid	245	100.00	
Total	245	100.00	

#### Satisfaction: Assistance of staff

#### Mean: 4.70

Response	Frequency	Percent	Graph
Very Satisfied	184	73.31	
Satisfied	60	23.90	100
Neutral	6	2.39	100
Dissatisfied	1	0.40	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	0		Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied
Total Valid	251	100.00	
Total	251	100.00	

#### Satisfaction: Friendliness of staff

Mean: 4.77

Response	Frequency	Percent	Graph
Very Satisfied	196	78.09	
Satisfied	52	20.72	100
Neutral	3	1.20	100
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	0		60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied
Total Valid	251	100.00	
Total	251	100.00	

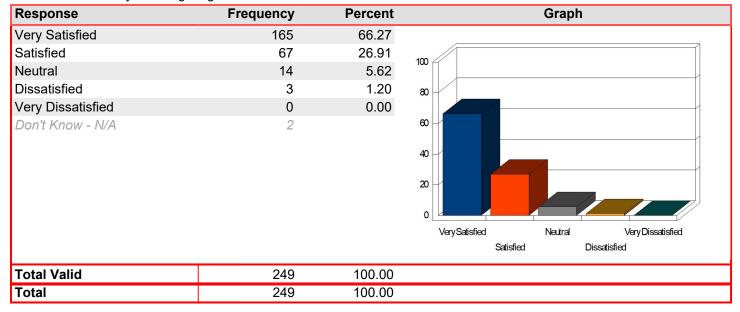
Satisfaction: Knowledge of staff

Response	Frequency	Percent	Graph
Very Satisfied	181	72.40	
Satisfied	57	22.80	100
Neutral	12	4.80	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	1		40 20 Very Satisfied Neutral Very Dissatisfied
			Satisfied Dissatisfied
Total Valid	250	100.00	
Total	250	100.00	

Satisfaction: Selection of school supplies

Mean: 4.56

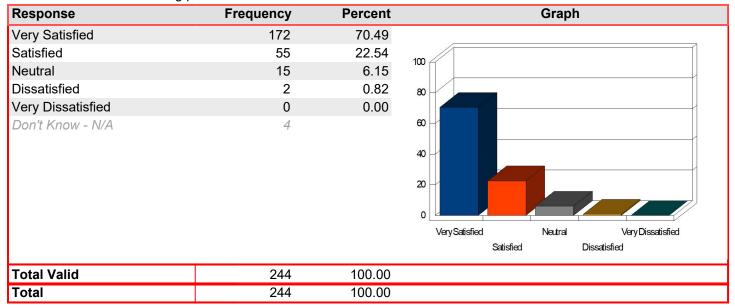
Response	Frequency	Percent	Graph
Very Satisfied	161	64.14	
Satisfied	69	27.49	100
Neutral	21	8.37	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	0		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	251	100.00	
Total	251	100.00	



Satisfaction: Variety of clothing items available for purchase

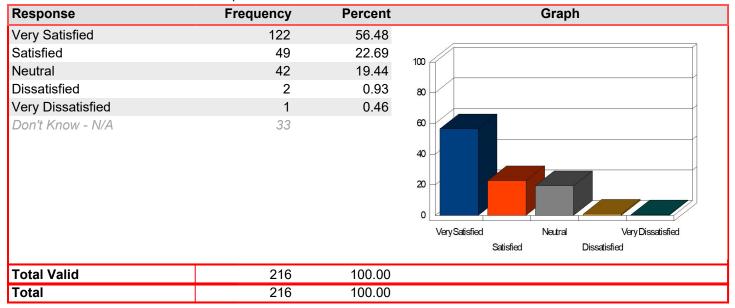
Mean: 4.57

Response	Frequency	Percent	Graph
Very Satisfied	162	66.12	
Satisfied	63	25.71	100
Neutral	17	6.94	
Dissatisfied	3	1.22	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	5		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	245	100.00	
Total	245	100.00	



Satisfaction: ONLINE textbook purchasing process

Response	Frequency	Percent	Graph
Very Satisfied	122	55.96	
Satisfied	55	25.23	100
Neutral	39	17.89	\w\[\]
Dissatisfied	1	0.46	80
Very Dissatisfied	1	0.46	
Don't Know - N/A	31		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	218	100.00	
Total	218	100.00	



### Satisfaction: ONLINE textbook rental return policy

Response	Frequency	Percent	Graph
Very Satisfied	120	56.07	
Satisfied	51	23.83	100
Neutral	40	18.69	
Dissatisfied	2	0.93	80
Very Dissatisfied	1	0.47	
Don't Know - N/A	33		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	214	100.00	
Total	214	100.00	

#### Satisfaction: Bookstores return policies

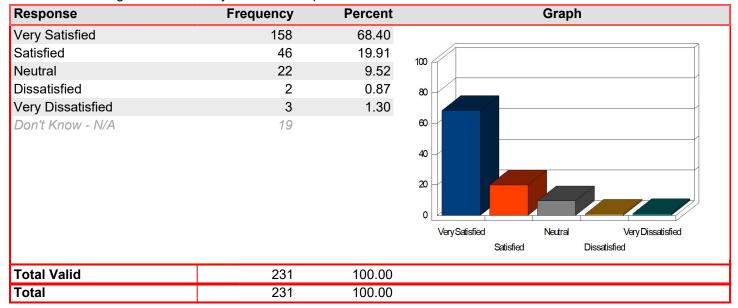
#### Mean: 4.43

Response	Frequency	Percent	Graph
Very Satisfied	134	58.77	
Satisfied	60	26.32	100
Neutral	33	14.47	
Dissatisfied	0	0.00	80
Very Dissatisfied	1	0.44	
Don't Know - N/A	21		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	228	100.00	
Total	228	100.00	

## Satisfaction: Bookstore textbook buy back procedures

Mean: 4.40

Response	Frequency	Percent	Graph
Very Satisfied	134	59.56	
Satisfied	52	23.11	100
Neutral	36	16.00	
Dissatisfied	2	0.89	80
Very Dissatisfied	1	0.44	
Don't Know - N/A	22		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	225	100.00	
Total	225	100.00	



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

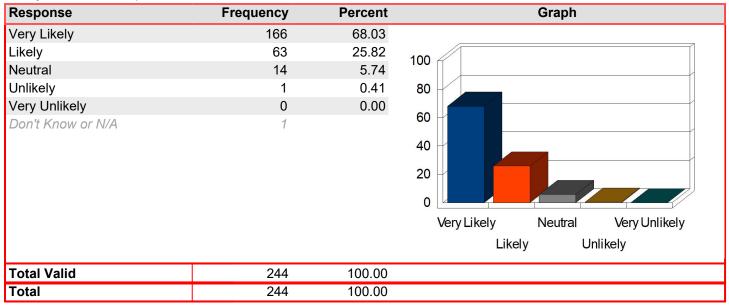
Mean: 3.83

Response	Frequency	Percent	Graph
Very Likely	91	38.40	
Likely	62	26.16	100
Neutral	44	18.57	100
Unlikely	32	13.50	80
Very Unlikely	8	3.38	60
Don't Know or N/A	12		40 20 0
			Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	237	100.00	
Total	237	100.00	

Response	Frequency	Percent	Graph
Very Likely	96	40.51	
Likely	57	24.05	100
Neutral	56	23.63	
Unlikely	23	9.70	80
Very Unlikely	5	2.11	60
Don't Know or N/A	12		40 20 Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	237	100.00	
Total	237	100.00	

#### Likely: Rent a Textbook in the future

Response	Frequency	Percent	Graph
Very Likely	106	44.54	
Likely	71	29.83	100
Neutral	37	15.55	100
Unlikely	18	7.56	80
Very Unlikely	6	2.52	60
Don't Know or N/A	12		40 20 Very Likely Neutral Very Unlikely Likely Unlikely
Total Valid	238	100.00	
Total	238	100.00	



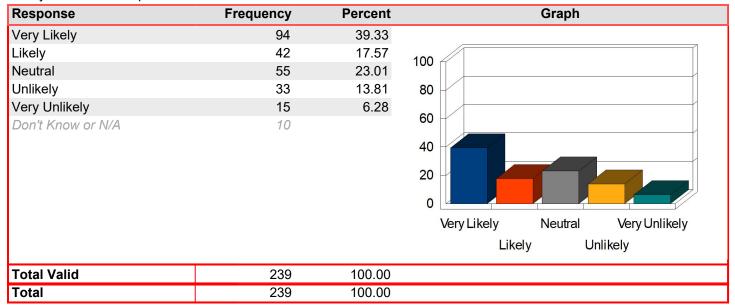
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 4.14

Response	Frequency	Percent	Graph
Very Likely	117	49.79	
Likely	53	22.55	100
Neutral	51	21.70	100
Unlikely	8	3.40	80
Very Unlikely	6	2.55	60
Don't Know or N/A	13		40 20 0
			Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	235	100.00	
Total	235	100.00	

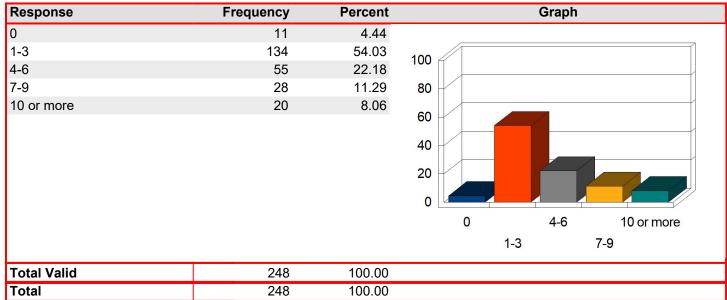
Likely: Purchase computers and other electronics if it were available

Mean: 3.70



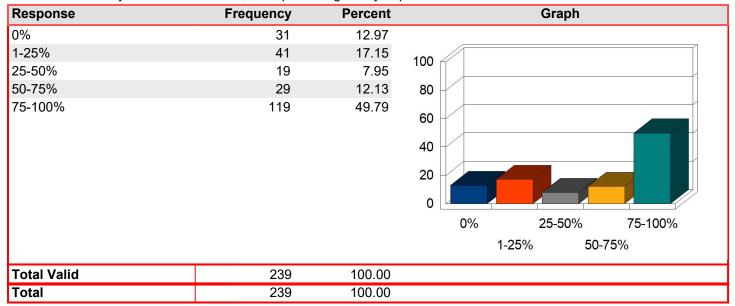
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.65



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





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

Mean: 1.30

Response	Frequency	Percent	Graph
0	198	80.16	
1-3	36	14.57	100
4-6	6	2.43	
7-9	2	0.81	80
10 or more	5	2.02	
			60
			40
			20
			20
			0
			0 4-6 10 or more
			1-3 7-9
Total Valid	247	100.00	
Total	247	100.00	

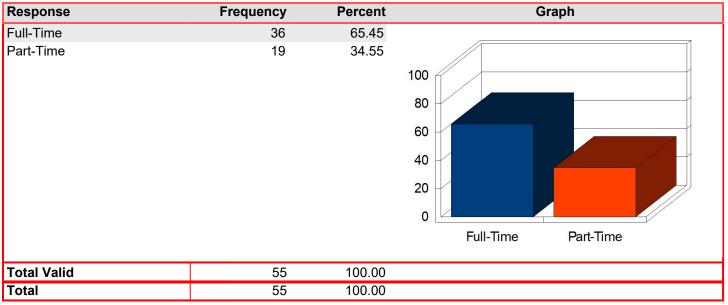
# **Trinity Valley Community College**

#### **Bookstore Satisfaction Survey**

#### Fall 2018

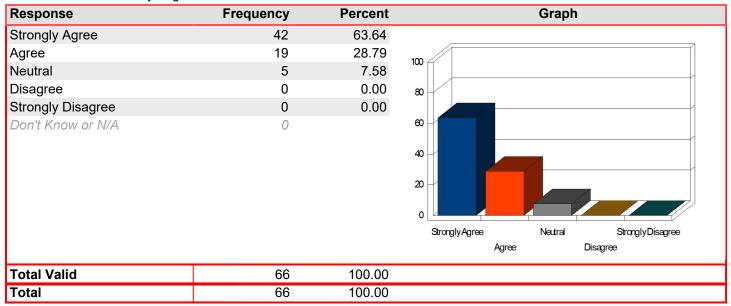
Campus: HSC

Student Status Mean: 1.35



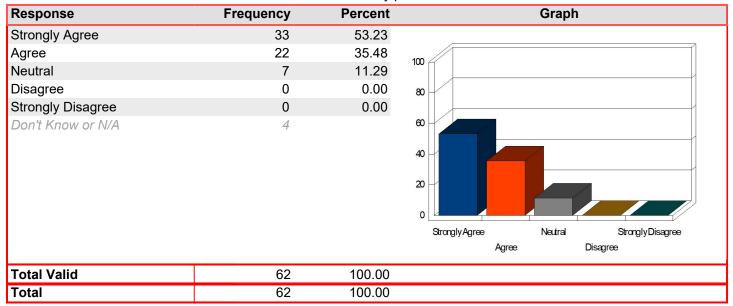
#### AGREEMENT: I am greeted when entering the bookstore

Response	Frequency	Percent	Graph
Strongly Agree	32	50.79	
Agree	20	31.75	100
Neutral	8	12.70	
Disagree	2	3.17	80
Strongly Disagree	1	1.59	
Don't Know or N/A	3		60 40 20 Strongly Agree Neutral Strongly Disagree Agree Disagree
Total Valid	63	100.00	
Total	63	100.00	



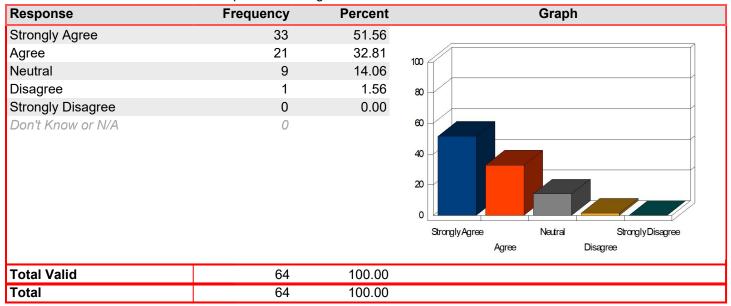
#### AGREEMENT: Bookstore staff responds to feedback to improve services

Response	Frequency	Percent	Graph
Strongly Agree	32	52.46	
Agree	22	36.07	100
Neutral	7	11.48	
Disagree	0	0.00	80
Strongly Disagree	0	0.00	
Don't Know or N/A	5		60 40 20 Strongly Agree Neutral Strongly Disagree
			Agree Disagree
			Agræ Dioagræ
Total Valid	61	100.00	
Total	61	100.00	



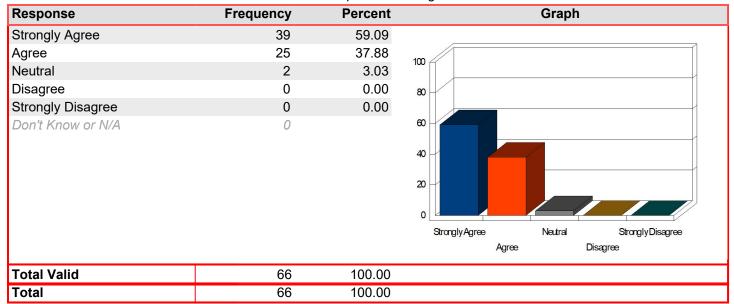
## AGREEMENT: The bookstore has attractive displays

Response	Frequency	Percent	Graph
Strongly Agree	30	46.15	
Agree	24	36.92	100
Neutral	9	13.85	
Disagree	2	3.08	80
Strongly Disagree	0	0.00	
Don't Know or N/A	1		Strongly Agree Neutral Strongly Disagree Agree Disagree
Total Valid	65	100.00	
Total	65	100.00	



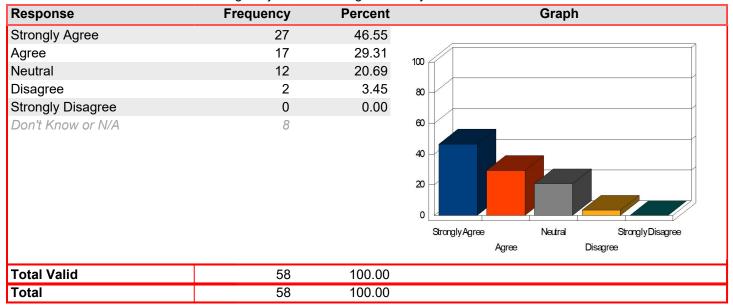
#### AGREEMENT: The bookstore has the course materials I need, when I need them

Response	Frequency	Percent	Graph
Strongly Agree	31	50.82	
Agree	24	39.34	100
Neutral	5	8.20	ιω [
Disagree	1	1.64	80
Strongly Disagree	0	0.00	
Don't Know or N/A	3		60 40 20 Strongly Agree Neutral Strongly Disagree Disagree
Total Valid	61	100.00	
Total	61	100.00	



#### AGREEMENT: The bookstore has reasonable hours of operation during registration

Response	Frequency	Percent	Graph
Strongly Agree	35	53.85	
Agree	25	38.46	100
Neutral	5	7.69	
Disagree	0	0.00	80
Strongly Disagree	0	0.00	
Don't Know or N/A	1		60 40 20
			StronglyAgree Neutral StronglyDisagree
			Agree Disagree
Total Valid	65	100.00	
Total	65	100.00	



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

Response	Frequency	Percent	Graph
Strongly Agree	28	45.90	
Agree	15	24.59	100
Neutral	14	22.95	
Disagree	2	3.28	80
Strongly Disagree	2	3.28	
Don't Know or N/A	4		Strongly Agree Neutral Strongly Disagree Agree Disagree
Total Valid	61	100.00	
Total	61	100.00	

#### Satisfaction: Assistance of staff

#### Mean: 4.62

Response	Frequency	Percent	Graph
Very Satisfied	43	66.15	
Satisfied	19	29.23	100
Neutral	3	4.62	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	0		40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	65	100.00	
Total	65	100.00	

#### Satisfaction: Friendliness of staff

Mean: 4.68

Response	Frequency	Percent	Graph
Very Satisfied	47	71.21	
Satisfied	17	25.76	100
Neutral	2	3.03	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	0		40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	66	100.00	
Total	66	100.00	

Satisfaction: Knowledge of staff

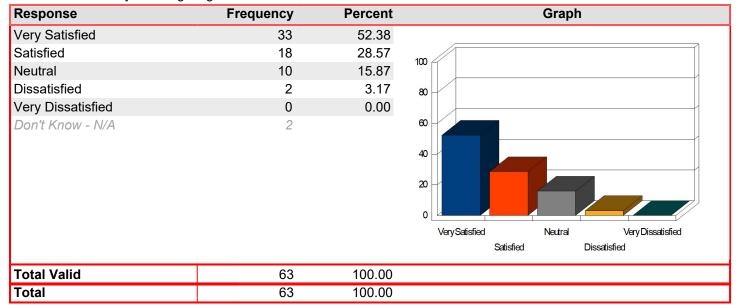
Mean: 4.56

Response	Frequency	Percent	Graph
Very Satisfied	42	63.64	
Satisfied	20	30.30	100
Neutral	3	4.55	
Dissatisfied	1	1.52	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	0		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	66	100.00	
Total Valid	66	100.00	
Total	66	100.00	

## Satisfaction: Selection of school supplies

Mean: 4.39

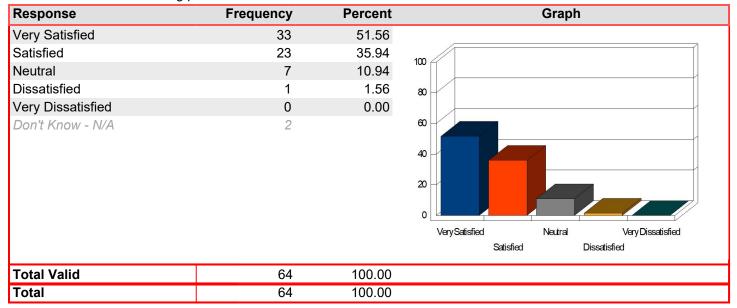
Response	Frequency	Percent	Graph
Very Satisfied	34	53.13	
Satisfied	22	34.38	100
Neutral	7	10.94	
Dissatisfied	1	1.56	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	1		60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied
Total Valid	64	100.00	
Total	64	100.00	



Satisfaction: Variety of clothing items available for purchase

Mean: 4.19

Response	Frequency	Percent	Graph
Very Satisfied	28	45.16	
Satisfied	21	33.87	100
Neutral	10	16.13	
Dissatisfied	3	4.84	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	2		60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied
Total Valid	62	100.00	
Total	62	100.00	



Satisfaction: ONLINE textbook purchasing process

Response	Frequency	Percent	Graph
Very Satisfied	29	58.00	
Satisfied	13	26.00	100
Neutral	6	12.00	
Dissatisfied	2	4.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	16		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	50	100.00	
Total	50	100.00	

Response	Frequency	Percent	Graph
Very Satisfied	28	56.00	
Satisfied	13	26.00	100
Neutral	8	16.00	
Dissatisfied	1	2.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	15		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	50	100.00	
Total	50	100.00	

Satisfaction: ONLINE textbook rental return policy

Response	Frequency	Percent	Graph
Very Satisfied	28	58.33	
Satisfied	12	25.00	100
Neutral	8	16.67	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	16		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
T-4-13/-P-1	40	400.00	
Total Valid	48	100.00	
Total	48	100.00	

#### Satisfaction: Bookstores return policies

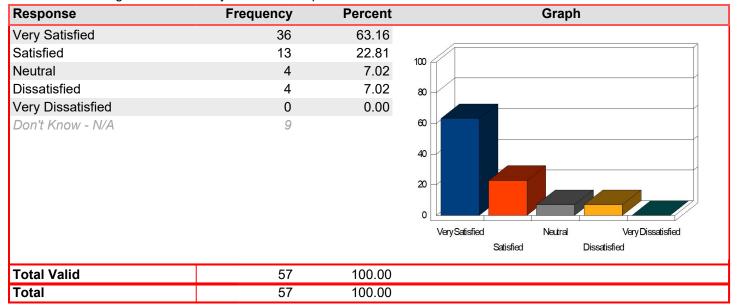
#### Mean: 4.40

Response	Frequency	Percent	Graph
Very Satisfied	30	57.69	
Satisfied	13	25.00	100
Neutral	9	17.31	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	13		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	52	100.00	
Total	52	100.00	

## Satisfaction: Bookstore textbook buy back procedures

Mean: 4.35

Response	Frequency	Percent	Graph
Very Satisfied	29	56.86	
Satisfied	12	23.53	100
Neutral	9	17.65	
Dissatisfied	1	1.96	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	13		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	51	100.00	
Total	51	100.00	



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

Mean: 3.56

Response	Frequency	Percent	Graph
Very Likely	24	37.50	
Likely	13	20.31	100
Neutral	9	14.06	100
Unlikely	11	17.19	80
Very Unlikely	7	10.94	60
Don't Know or N/A	2		40 20 Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	64	100.00	
Total	64	100.00	

### Likely: Make a future online purchase

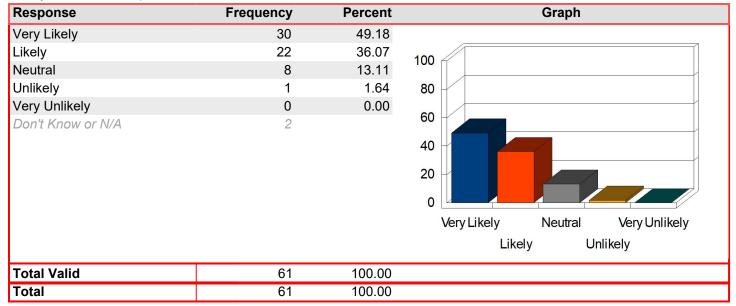
Mean:	3.	85
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Response	Frequency	Percent	Graph
Very Likely	23	35.38	
Likely	19	29.23	100
Neutral	15	23.08	
Unlikely	6	9.23	80
Very Unlikely	2	3.08	60
Don't Know or N/A	1		20 Very Likely Neutral Very Unlikely Likely Unlikely
Total Valid	65	100.00	
Total	65	100.00	

## Likely: Rent a Textbook in the future

Mean: 3.97

Response	Frequency	Percent	Graph
Very Likely	27	42.86	
Likely	17	26.98	100
Neutral	11	17.46	100
Unlikely	6	9.52	80
Very Unlikely	2	3.17	
Don't Know or N/A	2		60 40 20 Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	63	100.00	
Total	63	100.00	



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

Response	Frequency	Percent	Graph
Very Likely	26	41.94	
Likely	19	30.65	100
Neutral	13	20.97	100
Unlikely	4	6.45	80
Very Unlikely	0	0.00	
Don't Know or N/A	3		60
			20
			Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	62	100.00	
Total	62	100.00	

Likely: Purchase computers and other electronics if it were available

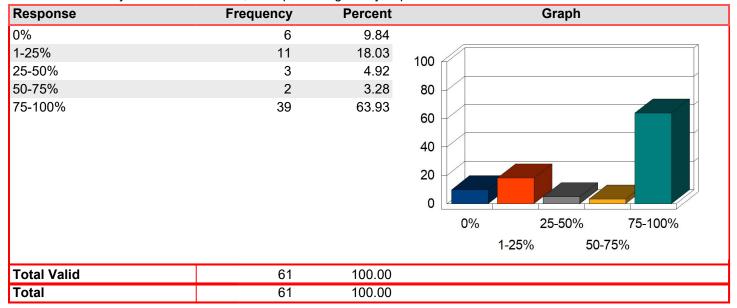
Mean: 3.51

Response	Frequency	Percent	Graph
Very Likely	22	33.85	
Likely	12	18.46	100
Neutral	14	21.54	100
Unlikely	11	16.92	80
Very Unlikely	6	9.23	60
Don't Know or N/A	1		40 20 0
			Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	65	100.00	
Total	65	100.00	

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

Mean: 2.97

Response	Frequency	Percent	Graph
0	3	4.55	
1-3	29	43.94	100
4-6	13	19.70	100
7-9	9	13.64	80
10 or more	12	18.18	00
			60
			40
			20
			0 4-6 10 or more
			1-3 7-9
Total Valid	66	100.00	
Total	66	100.00	



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

Mean: 1.31

Response	Frequency	Percent	Graph
0	52	81.25	
1-3	8	12.50	100
4-6	2	3.13	100
7-9	0	0.00	80
10 or more	2	3.13	60
			60
			40
			20
			0
			0 4-6 10 or more
			1-3 7-9
Total Valid	64	100.00	
Total	64	100.00	

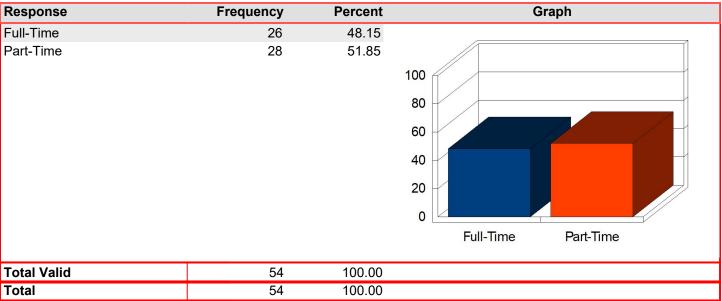
# **Trinity Valley Community College**

#### **Bookstore Satisfaction Survey**

#### Fall 2018

Campus: PALESTINE

Student Status Mean: 1.52



#### AGREEMENT: I am greeted when entering the bookstore

Response Frequency **Percent** Graph Strongly Agree 37 56.92 Agree 23 35.38 100 Neutral 4 6.15 Disagree 1.54 1 80 Strongly Disagree 0 0.00 60 Don't Know or N/A 5 40 20 0 Strongly Agree Neutral Strongly Disagree Disagree Agree

100.00

100.00

65

65

**Total Valid** 

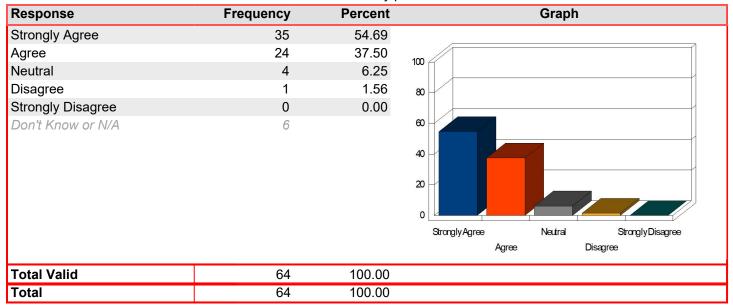
Total

Response	Frequency	Percent	Graph
Strongly Agree	40	59.70	
Agree	22	32.84	100
Neutral	5	7.46	
Disagree	0	0.00	80
Strongly Disagree	0	0.00	
Don't Know or N/A	3		60 40 20 Strongly Agree Neutral Strongly Disagree
			Agree Disægree
Total Valid	67	100.00	
Total	67	100.00	

## AGREEMENT: Bookstore staff responds to feedback to improve services

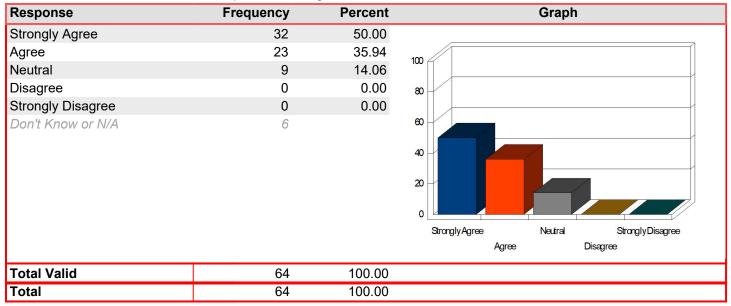
Mean: 4.47

Response	Frequency	Percent	Graph
Strongly Agree	33	55.00	
Agree	22	36.67	100
Neutral	5	8.33	
Disagree	0	0.00	80
Strongly Disagree	0	0.00	
Don't Know or N/A	10		Strongly Agree Neutral Strongly Disagree Agree Disagree
Total Valid	60	100.00	
Total	60	100.00	



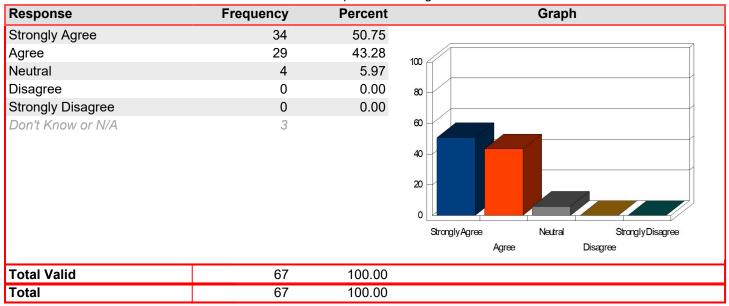
# AGREEMENT: The bookstore has attractive displays

Response	Frequency	Percent	Graph
Strongly Agree	31	46.27	
Agree	21	31.34	100
Neutral	15	22.39	
Disagree	0	0.00	80
Strongly Disagree	0	0.00	
Don't Know or N/A	3		Strongly Agree Neutral Strongly Disagree Agree Disagree
Total Valid	67	100.00	
Total	67	100.00	



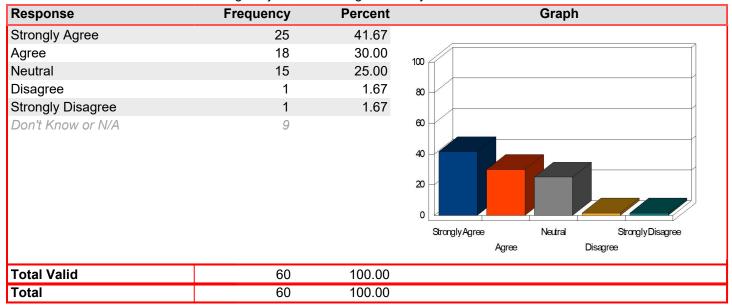
## AGREEMENT: The bookstore has the course materials I need, when I need them

Response	Frequency	Percent	Graph
Strongly Agree	31	50.82	
Agree	21	34.43	100
Neutral	7	11.48	
Disagree	1	1.64	80
Strongly Disagree	1	1.64	
Don't Know or N/A	7		60 40 20 Strongly Agree Neutral Strongly Disagree Agree Disagree
Total Valid	61	100.00	
Total	61	100.00	



## AGREEMENT: The bookstore has reasonable hours of operation during registration

Response	Frequency	Percent	Graph
Strongly Agree	33	50.00	
Agree	30	45.45	100
Neutral	3	4.55	
Disagree	0	0.00	80
Strongly Disagree	0	0.00	
Don't Know or N/A	4		60 40 20 StronglyAgree Neutral StronglyDisagree
			Agree Disagree
T ( 137 P )		100.00	
Total Valid	66	100.00	
Total	66	100.00	<u> </u>



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

Response	Frequency	Percent	Graph
Strongly Agree	26	40.63	
Agree	19	29.69	100
Neutral	15	23.44	
Disagree	4	6.25	80
Strongly Disagree	0	0.00	
Don't Know or N/A	5		60 40 20 0
			Strongly Agree Neutral Strongly Disagree
			Agree Disagree
Total Valid	64	100.00	
Total	64	100.00	

## Satisfaction: Assistance of staff

#### Mean: 4.44

Response	Frequency	Percent	Graph
Very Satisfied	36	52.94	
Satisfied	26	38.24	100
Neutral	6	8.82	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	2		40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	68	100.00	
Total	68	100.00	

## Satisfaction: Friendliness of staff

Mean: 4.54

Response	Frequency	Percent	Graph
Very Satisfied	41	60.29	
Satisfied	23	33.82	100
Neutral	4	5.88	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	2		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	68	100.00	
Total	68	100.00	

Satisfaction: Knowledge of staff

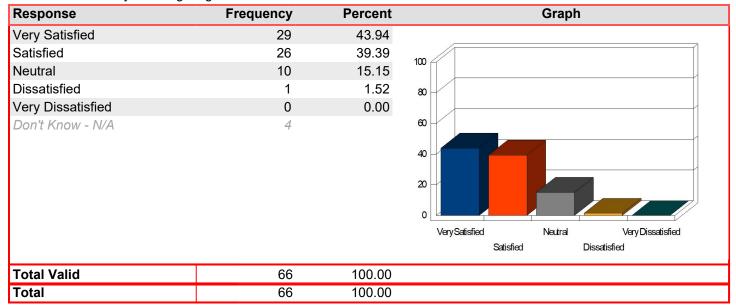
Mean: 4.49

Response	Frequency	Percent	Graph
Very Satisfied	38	56.72	
Satisfied	24	35.82	100
Neutral	5	7.46	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	3		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	67	100.00	
Total	67	100.00	

# Satisfaction: Selection of school supplies

Mean: 4.29

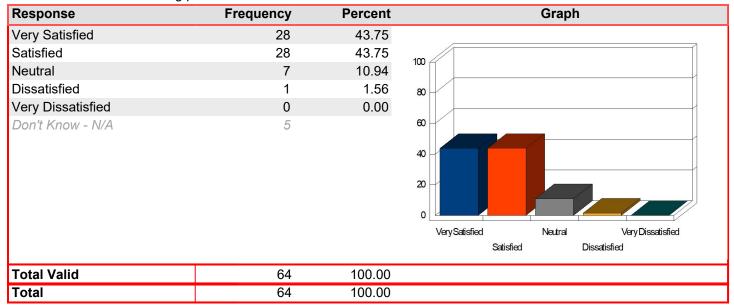
Response	Frequency	Percent	Graph
Very Satisfied	29	44.62	
Satisfied	26	40.00	100
Neutral	10	15.38	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	5		40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	65	100.00	
Total	65	100.00	



# Satisfaction: Variety of clothing items available for purchase

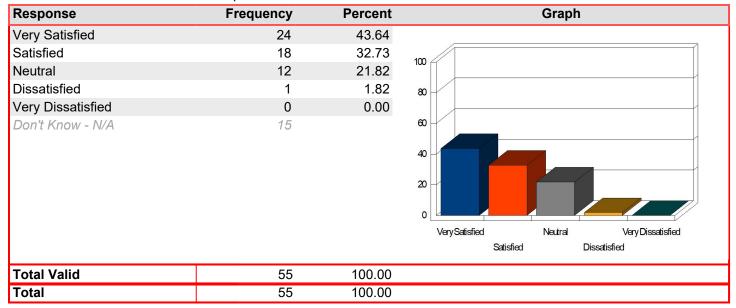
Mean: 4.12

Response	Frequency	Percent	Graph
Very Satisfied	26	39.39	
Satisfied	28	42.42	100
Neutral	7	10.61	
Dissatisfied	4	6.06	80
Very Dissatisfied	1	1.52	
Don't Know - N/A	4		40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	66	100.00	
Total	66	100.00	



Satisfaction: ONLINE textbook purchasing process

Response	Frequency	Percent	Graph
Very Satisfied	24	43.64	
Satisfied	21	38.18	100
Neutral	9	16.36	
Dissatisfied	1	1.82	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	14		60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied
Total Valid	55	100.00	
Total	55	100.00	



Satisfaction: ONLINE textbook rental return policy

Response	Frequency	Percent	Graph
Very Satisfied	24	42.86	
Satisfied	18	32.14	100
Neutral	14	25.00	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	14		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	56	100.00	
Total	56	100.00	

# Satisfaction: Bookstores return policies

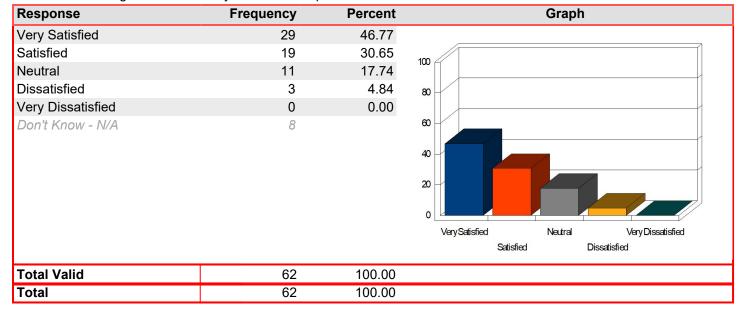
#### Mean: 4.07

Response	Frequency	Percent	Graph
Very Satisfied	22	36.67	
Satisfied	22	36.67	100
Neutral	14	23.33	
Dissatisfied	2	3.33	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	10		Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied
Total Valid	60	100.00	
Total	60	100.00	

# Satisfaction: Bookstore textbook buy back procedures

Mean: 4.15

Response	Frequency	Percent	Graph
Very Satisfied	21	38.89	
Satisfied	21	38.89	100
Neutral	11	20.37	
Dissatisfied	1	1.85	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	16		40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	54	100.00	
Total	54	100.00	



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

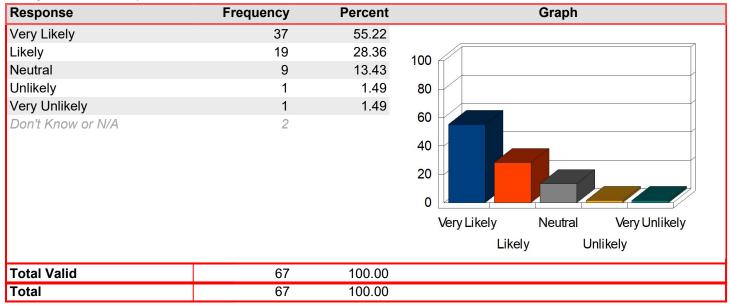
Mean: 3.46

Response	Frequency	Percent	Graph
Very Likely	18	28.57	
Likely	16	25.40	100
Neutral	13	20.63	100
Unlikely	9	14.29	80
Very Unlikely	7	11.11	60
Don't Know or N/A	7		40 20
			0
			Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	63	100.00	
Total	63	100.00	

Response	Frequency	Percent	Graph
Very Likely	20	32.26	
Likely	17	27.42	100
Neutral	18	29.03	100
Unlikely	6	9.68	80
Very Unlikely	1	1.61	60
Don't Know or N/A	6		40 20 0
			Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	62	100.00	
Total	62	100.00	

## Likely: Rent a Textbook in the future

Response	Frequency	Percent	Graph
Very Likely	25	40.98	
Likely	18	29.51	100
Neutral	13	21.31	100
Unlikely	4	6.56	80
Very Unlikely	1	1.64	60
Don't Know or N/A	6		20 Very Likely Neutral Very Unlikely Likely Unlikely
Total Valid	61	100.00	
Total	61	100.00	



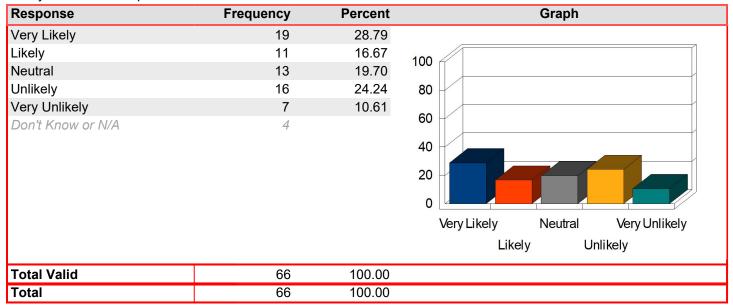
Likely: Purchase more clothing and merchandise if there was a better selection

Mean: 3.78

Response	Frequency	Percent	Graph
Very Likely	23	35.38	
Likely	17	26.15	100
Neutral	16	24.62	100
Unlikely	6	9.23	80
Very Unlikely	3	4.62	60
Don't Know or N/A	5		40 20 0
			Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	65	100.00	
Total	65	100.00	

Likely: Purchase computers and other electronics if it were available

Mean: 3.29



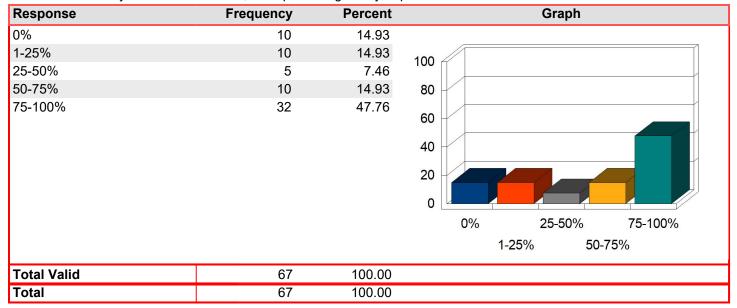
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 2.17

Response	Frequency	Percent	Graph
0	8	11.59	
1-3	47	68.12	100
4-6	9	13.04	100
7-9	4	5.80	80
10 or more	1	1.45	
			60
			40
			20
			0 4-6 10 or more
			1-3 7-9
Total Valid	69	100.00	
Total	69	100.00	

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





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

Mean: 1.30

Response	Frequency	Percent	Graph
0	57	81.43	
1-3	9	12.86	100
4-6	1	1.43	100
7-9	2	2.86	80
10 or more	1	1.43	00
			60
			40
			20
			0
			0 4-6 10 or more
			1-3 7-9
Total Valid	70	100.00	
Total	70	100.00	

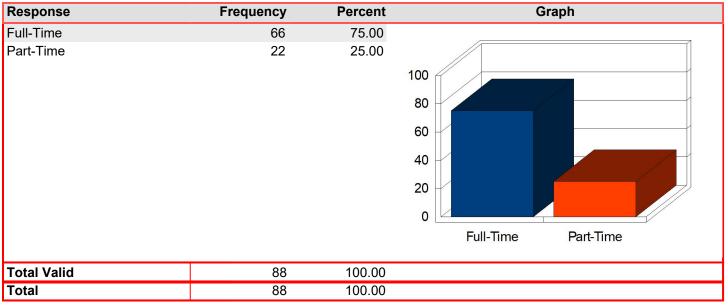
# **Trinity Valley Community College**

#### **Bookstore Satisfaction Survey**

#### Fall 2018

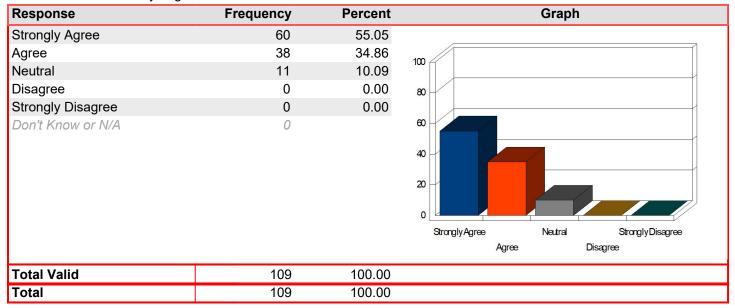
Campus: TERRELL

Student Status Mean: 1.25



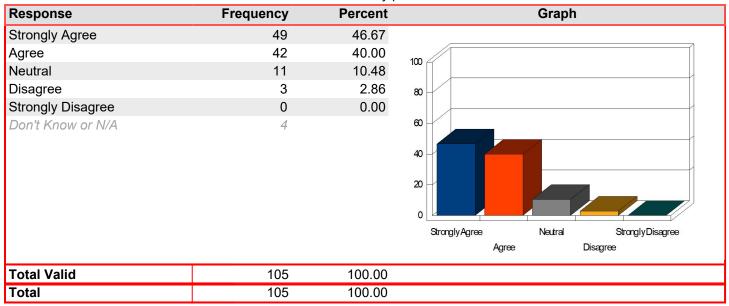
## AGREEMENT: I am greeted when entering the bookstore

Response	Frequency	Percent	Graph
Strongly Agree	46	41.82	
Agree	47	42.73	100
Neutral	15	13.64	
Disagree	2	1.82	80
Strongly Disagree	0	0.00	
Don't Know or N/A	0		Strongly Agree Neutral Strongly Disagree  Agree Disagree
Total Valid	110	100.00	
Total	110	100.00	



## AGREEMENT: Bookstore staff responds to feedback to improve services

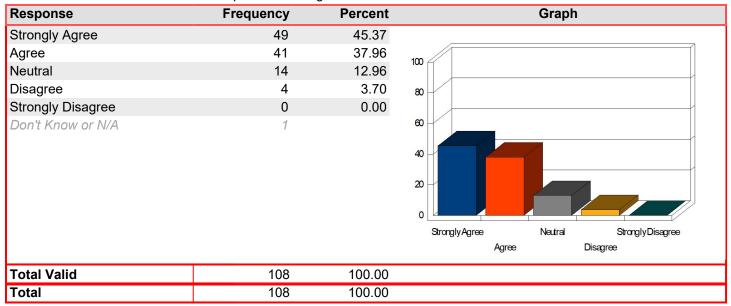
Response	Frequency	Percent	Graph
Strongly Agree	42	42.00	
Agree	44	44.00	100
Neutral	14	14.00	
Disagree	0	0.00	80
Strongly Disagree	0	0.00	
Don't Know or N/A	9		Strongly Agree Neutral Strongly Disagree  Agree Disagree
<b>T</b> ( 1) ( 1) (	100	100.00	<u> </u>
Total Valid	100	100.00	
Total	100	100.00	



# AGREEMENT: The bookstore has attractive displays

Mean: 3.97

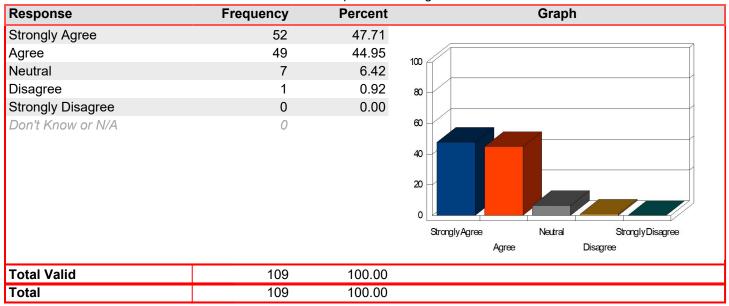
Response	Frequency	Percent	Graph
Strongly Agree	38	35.51	
Agree	36	33.64	100
Neutral	25	23.36	
Disagree	8	7.48	80
Strongly Disagree	0	0.00	
Don't Know or N/A	0		Strangly Agree Neutral Strangly Disagree  Agree Disagree
Total Valid	107	100.00	
Total	107	100.00	



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

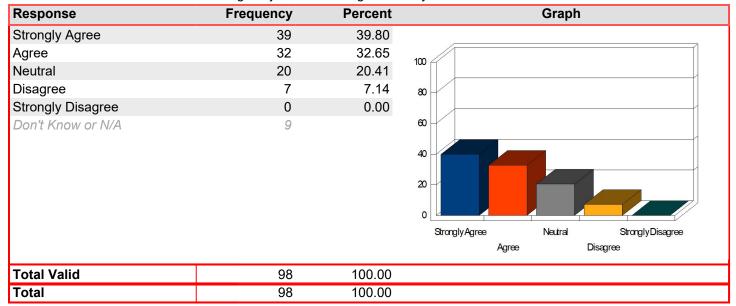
Mean: 4.19

Response	Frequency	Percent	Graph
Strongly Agree	51	47.22	
Agree	36	33.33	100
Neutral	15	13.89	
Disagree	3	2.78	80
Strongly Disagree	3	2.78	
Don't Know or N/A	0		Strongly Agree Neutral Strongly Disagree Agree Disagree
Total Valid	108	100.00	
Total	108	100.00	



## AGREEMENT: The bookstore has reasonable hours of operation during registration

Response	Frequency	Percent	Graph
Strongly Agree	54	50.00	
Agree	47	43.52	100
Neutral	6	5.56	
Disagree	1	0.93	80
Strongly Disagree	0	0.00	
Don't Know or N/A	1		60 40 20 Strongly Agree Neutral Strongly Disagree
			Agree Disagree
			rgice Disaglice
Total Valid	108	100.00	
Total	108	100.00	



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

Mean: 3.96

Response	Frequency	Percent	Graph
Strongly Agree	43	40.57	
Agree	36	33.96	100
Neutral	14	13.21	
Disagree	6	5.66	80
Strongly Disagree	7	6.60	
Don't Know or N/A	3		Strongly Agree Neutral Strongly Disagree  Agree Disagree
Total Valid	106	100.00	
Total	106	100.00	

## Satisfaction: Assistance of staff

#### Mean: 4.40

Response	Frequency	Percent	Graph
Very Satisfied	54	49.54	
Satisfied	47	43.12	100
Neutral	6	5.50	
Dissatisfied	2	1.83	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	1		Very Satisfied  Neutral  Very Dissatisfied  Satisfied  Dissatisfied
Total Valid	109	100.00	
Total	109	100.00	

## Satisfaction: Friendliness of staff

Mean: 4.45

Response	Frequency	Percent	Graph
Very Satisfied	63	57.27	
Satisfied	35	31.82	100
Neutral	10	9.09	
Dissatisfied	2	1.82	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	0		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	110	100.00	
Total	110	100.00	

Satisfaction: Knowledge of staff

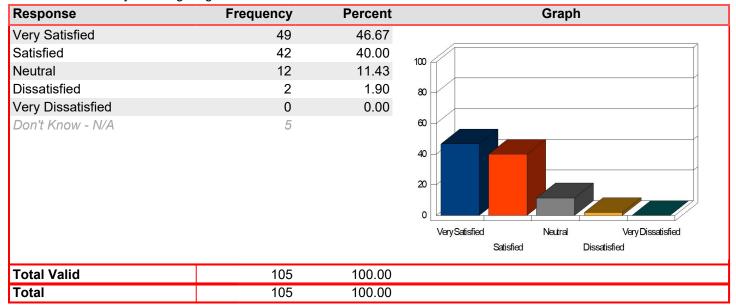
Mean: 4.47

Response	Frequency	Percent	Graph
Very Satisfied	59	54.63	
Satisfied	41	37.96	100
Neutral	8	7.41	
Dissatisfied	0	0.00	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	2		40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	108	100.00	
Total	108	100.00	

Satisfaction: Selection of school supplies

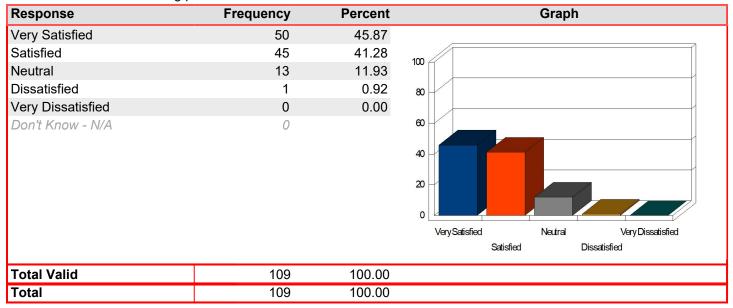
Mean: 4.28

Response	Frequency	Percent	Graph
Very Satisfied	47	44.34	
Satisfied	44	41.51	100
Neutral	13	12.26	
Dissatisfied	2	1.89	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	4		60 40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	106	100.00	
Total	106	100.00	



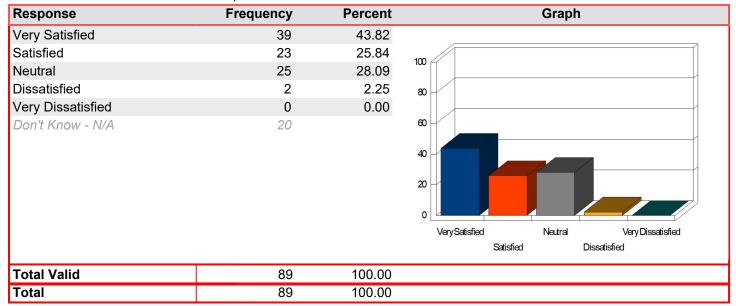
Satisfaction: Variety of clothing items available for purchase

Response	Frequency	Percent	Graph
Very Satisfied	45	42.86	
Satisfied	47	44.76	100
Neutral	10	9.52	
Dissatisfied	3	2.86	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	5		60 40 20 0
			Very Satisfied Neutral Very Dissatisfied
			Satisfied Dissatisfied
Total Valid	105	100.00	
Total	105	100.00	



Satisfaction: ONLINE textbook purchasing process

Response	Frequency	Percent	Graph
Very Satisfied	41	45.05	
Satisfied	27	29.67	100
Neutral	21	23.08	
Dissatisfied	2	2.20	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	18		40 20 Very Satisfied Neutral Very Dissatisfied Satisfied Dissatisfied
Total Valid	91	100.00	
Total	91	100.00	



Satisfaction: ONLINE textbook rental return policy

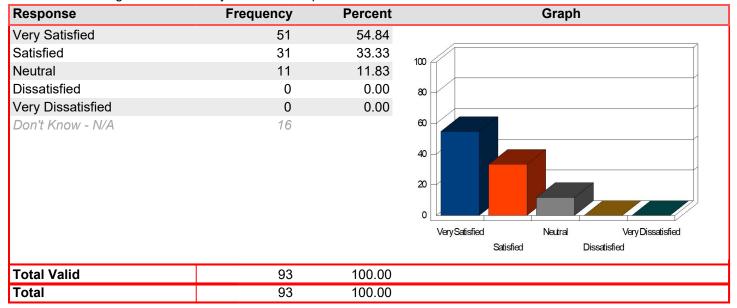
Response	Frequency	Percent	Graph
Very Satisfied	38	43.68	
Satisfied	25	28.74	100
Neutral	22	25.29	
Dissatisfied	1	1.15	80
Very Dissatisfied	1	1.15	
Don't Know - N/A	18		60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied
Total Valid	87	100.00	
Total	87	100.00	

Response	Frequency	Percent	Graph
Very Satisfied	42	42.86	
Satisfied	32	32.65	100
Neutral	22	22.45	
Dissatisfied	2	2.04	80
Very Dissatisfied	0	0.00	
Don't Know - N/A	11		40 20 Very Satisfied Neutral Very Dissatisfied
			Satisfied Dissatisfied
Total Valid	98	100.00	
Total	98	100.00	

# Satisfaction: Bookstore textbook buy back procedures

Mean: 4.18

Response	Frequency	Percent	Graph
Very Satisfied	41	43.16	
Satisfied	35	36.84	100
Neutral	15	15.79	
Dissatisfied	3	3.16	80
Very Dissatisfied	1	1.05	
Don't Know - N/A	15		60 40 20 Very Satisfied Neutral Very Dissatisfied Dissatisfied
Total Valid	95	100.00	
Total	95	100.00	



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

Mean: 3.39

Response	Frequency	Percent	Graph
Very Likely	27	24.77	
Likely	28	25.69	100
Neutral	27	24.77	100
Unlikely	14	12.84	80
Very Unlikely	13	11.93	
Don't Know or N/A	1		60
			40
			20
			Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	109	100.00	
Total	109	100.00	

# Likely: Make a future online purchase

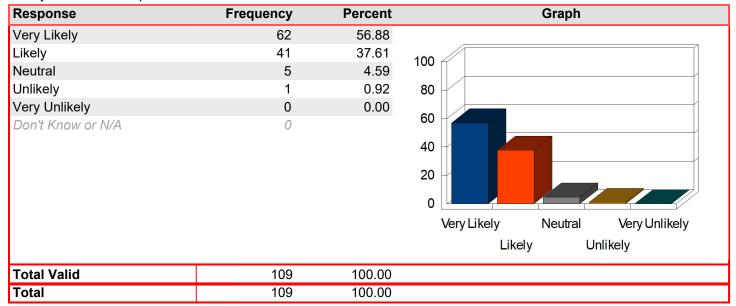
Mean: 3.75

Response	Frequency	Percent	Graph
Very Likely	32	30.19	
Likely	36	33.96	100
Neutral	22	20.75	
Unlikely	11	10.38	80
Very Unlikely	5	4.72	60
Don't Know or N/A	3		40 20 Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	106	100.00	
Total	106	100.00	

# Likely: Rent a Textbook in the future

Mean: 3.88

Response	Frequency	Percent	Graph
Very Likely	35	34.31	
Likely	36	35.29	100
Neutral	18	17.65	100
Unlikely	10	9.80	80
Very Unlikely	3	2.94	
Don't Know or N/A	3		60 40 20 Very Likely Neutral Very Unlikely Likely Unlikely
Total Valid	102	100.00	
Total	102	100.00	



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

Mean: 3.62

Response	Frequency	Percent	Graph
Very Likely	23	22.55	
Likely	34	33.33	100
Neutral	33	32.35	100
Unlikely	7	6.86	80
Very Unlikely	5	4.90	
Don't Know or N/A	8		60
			40
			20
			Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	102	100.00	
Total	102	100.00	

Likely: Purchase computers and other electronics if it were available

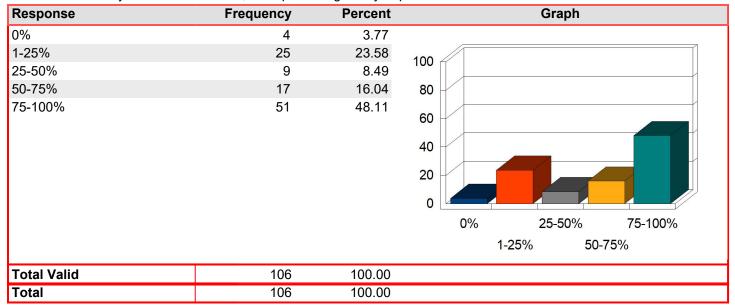
Mean: 3.45

Response	Frequency	Percent	Graph
Very Likely	23	23.00	
Likely	29	29.00	100
Neutral	25	25.00	
Unlikely	16	16.00	80
Very Unlikely	7	7.00	
Don't Know or N/A	10		60
			40
			20
			Very Likely Neutral Very Unlikely
			Likely Unlikely
Total Valid	100	100.00	
Total	100	100.00	

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

Mean: 2.17

Response	Frequency	Percent	Graph
0	1	0.92	
1-3	91	83.49	100
4-6	14	12.84	100
7-9	3	2.75	80
10 or more	0	0.00	60 40 20
			0 4-6 10 or more 1-3 7-9
Total Valid	109	100.00	
Total	109	100.00	



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

Mean: 1.26

Response	Frequency	Percent	Graph
0	86	78.90	
1-3	19	17.43	100
4-6	3	2.75	
7-9	1	0.92	80
10 or more	0	0.00	
			60
			40
			20
			0
			0 4-6 10 or more
			1-3 7-9
Total Valid	109	100.00	
Total	109	100.00	