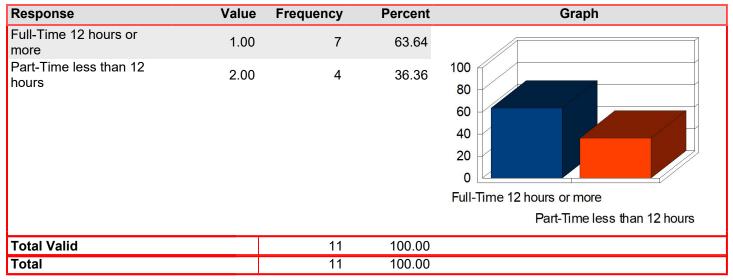
# **Trinity Valley Community College**

#### **Bookstore Satisfaction Survey**

#### Fall 2020

#### Athens

Student Status Mean: 1.36



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

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	9	81.82	
Agree	4.00	1	9.09	100
Neutral	3.00	0	0.00	
Disagree	2.00	1	9.09	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

Mean: 4.64

#### AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.64

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	9	81.82	
Agree	4.00	1	9.09	100
Neutral	3.00	0	0.00	
Disagree	2.00	1	9.09	80
Strongly Disagree	1.00	0	0.00	80
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

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

Mean: 4.55

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	8	72.73	
Agree	4.00	2	18.18	100
Neutral	3.00	0	0.00	
Disagree	2.00	1	9.09	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

### AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.55

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	9	81.82	
Agree	4.00	1	9.09	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	1	9.09	60
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	8	72.73	
Agree	4.00	2	18.18	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	1	9.09	80
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

### AGREEMENT: The bookstore has helpful in-store signs

Mean: 4.64

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	8	72.73	
Agree	4.00	2	18.18	100
Neutral	3.00	1	9.09	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

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

Mean: 3.91

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	5	45.45	
Agree	4.00	3	27.27	100
Neutral	3.00	2	18.18	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	1	9.09	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor NVA
Total Valid		11	100.00	
Total		11	100.00	

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

Mean: 4.27

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	6	54.55	
Agree	4.00	4	36.36	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	1	9.09	80
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

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

Mean: 4.36

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	7	63.64	
Agree	4.00	3	27.27	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	1	9.09	80
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

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

Mean: 3.55

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	3	27.27	
Agree	4.00	4	36.36	100
Neutral	3.00	2	18.18	
Disagree	2.00	1	9.09	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	1	9.09	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	3	27.27	
Agree	4.00	2	18.18	100
Neutral	3.00	3	27.27	
Disagree	2.00	1	9.09	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	2	18.18	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

#### SATISFACTION: Assistance of staff

Mean: 4.73

Mean: 3.09

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	10	90.91	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	1	9.09	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissestisfied Satisfied Dissatisfied Dont Know-N/A
Total Valid		11	100.00	
Total		11	100.00	

### SATISFACTION: Friendliness of staff

Mean: 4.73

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	10	90.91	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	1	9.09	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Disseatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		11	100.00	
Total		11	100.00	

### SATISFACTION: Knowledge of staff

#### Mean: 4.91

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	10	90.91	
Satisfied	4.00	1	9.09	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	80
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissesatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		11	100.00	
Total		11	100.00	

### SATISFACTION: Selection of school supplies

#### Mean: 4.55

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	7	63.64	
Satisfied	4.00	3	27.27	100
Neutral	3.00	1	9.09	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	80
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissestisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		11	100.00	
Total		11	100.00	

## SATISFACTION: Variety of college logo items

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	5	45.45	
Satisfied	4.00	3	27.27	100
Neutral	3.00	2	18.18	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	1	9.09	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissestisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		11	100.00	
Total		11	100.00	

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	5	45.45	
Satisfied	4.00	4	36.36	100
Neutral	3.00	1	9.09	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	1	9.09	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Disssatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		11	100.00	
Total		11	100.00	

## SATISFACTION: Ease of locating products I need at the bookstore

Mean: 4.40

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	6	54.55	
Satisfied	4.00	3	27.27	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	1	9.09	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissesatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		10	90.91	
Invalid Response		1	9.09	
Total		11	100.00	

### SATISFACTION: ONLINE textbook purchasing process

Mean: 2.91

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	5	45.45	
Satisfied	4.00	1	9.09	100
Neutral	3.00	1	9.09	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	80
Dont Know - N/A	0.00	4	36.36	Very Satisfied Neutral Very Dissesatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		11	100.00	
Total		11	100.00	

### SATISFACTION: ONLINE textbook rental process

Mean: 2.45

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	4	36.36	
Satisfied	4.00	1	9.09	100
Neutral	3.00	1	9.09	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	5	45.45	Very Satisfied Neutral Very Dissesatisfied Satisfied Dissetisfied Dont Know- N/A
Total Valid		11	100.00	
Total		11	100.00	

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	4	36.36	
Satisfied	4.00	1	9.09	100
Neutral	3.00	1	9.09	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	4	36.36	Very Satisfied Neutral Very Disseatisfied Satisfied Disseatisfied Dont Know-NVA
Total Valid		10	90.91	
Invalid Response		1	9.09	
Total		11	100.00	

### SATISFACTION: Bookstores return policies

Mean: 3.64

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	5	45.45	
Satisfied	4.00	3	27.27	100
Neutral	3.00	1	9.09	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	2	18.18	Very Satisfied Neutral Very Dissesatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		11	100.00	
Total		11	100.00	

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	5	45.45	
Satisfied	4.00	3	27.27	100
Neutral	3.00	1	9.09	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	80
Dont Know - N/A	0.00	2	18.18	Very Satisfied Neutral Very Dissipation Dissatisfied Dont Know- N/A
Total Valid		11	100.00	
Total		11	100.00	

### SATISFACTION: Using financial aid for your bookstore purchases

Mean: 3.64

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	6	54.55	
Satisfied	4.00	1	9.09	100
Neutral	3.00	2	18.18	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	2	18.18	Very Satisfied Neutral Very Dissestisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		11	100.00	
Total		11	100.00	

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

Mean: 4.09

Response	Value	Frequency	Percent	Graph
Very Likely	5.00	5	45.45	
Likely	4.00	0	0.00	100
Neutral	3.00	1	9.09	
Unlikely	2.00	2	18.18	80
Very Unlikely	1.00	1	9.09	60
Dont Know or N/A	6.00	2	18.18	Very Likely Neutral Very Unlikely Likely Unlikely Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

LIKELY: Make a future online purchase

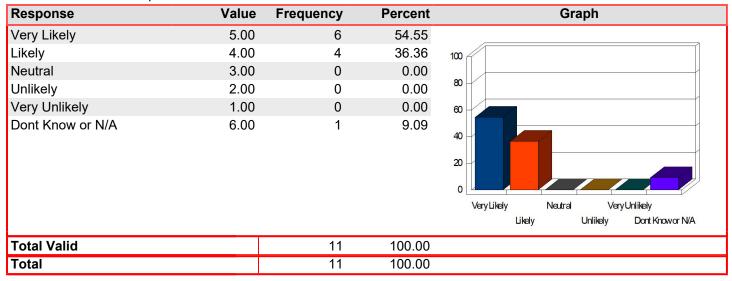
Mean: 3.90

Response	Value	Frequency	Percent	Graph
Very Likely	5.00	4	36.36	
Likely	4.00	3	27.27	100
Neutral	3.00	2	18.18	
Unlikely	2.00	0	0.00	80
Very Unlikely	1.00	1	9.09	60
Dont Know or N/A	6.00	0	0.00	Very Likely Neutral Very Unlikely Likely Unlikely Dont Knowor N/A
Total Valid		10	90.91	
Invalid Response		1	9.09	
Total		11	100.00	

LIKELY: Rent a Textbook in the future

Mean: 4.09

Response	Value	Frequency	Percent	Graph
Very Likely	5.00	4	36.36	
Likely	4.00	3	27.27	100
Neutral	3.00	1	9.09	
Unlikely	2.00	2	18.18	80
Very Unlikely	1.00	0	0.00	60
Dont Know or N/A	6.00	1	9.09	20 Very Likely Neutral Very Unlikely Likely Unlikely Don't Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	



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

Mean: 4.55

Response	Value	Frequency	Percent	Graph
Very Likely	5.00	5	45.45	
Likely	4.00	4	36.36	100
Neutral	3.00	1	9.09	
Unlikely	2.00	0	0.00	80
Very Unlikely	1.00	0	0.00	80
Dont Know or N/A	6.00	1	9.09	Very Likely Neutral Very Unlikely Likely Unlikely Don't Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

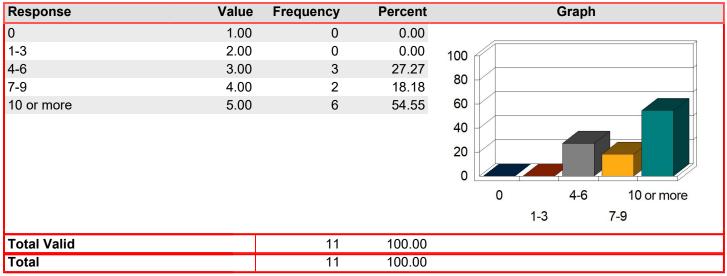
LIKELY: Purchase computers and other electronics if it were available

Mean: 4.00

Response	Value	Frequency	Percent	Graph
Very Likely	5.00	2	18.18	
Likely	4.00	4	36.36	100
Neutral	3.00	4	36.36	
Unlikely	2.00	0	0.00	80
Very Unlikely	1.00	0	0.00	60
Dont Know or N/A	6.00	1	9.09	20 Very Likely Neutral Very Unlikely Unlikely Dont Knowor N/A
Total Valid		11	100.00	
Total		11	100.00	

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

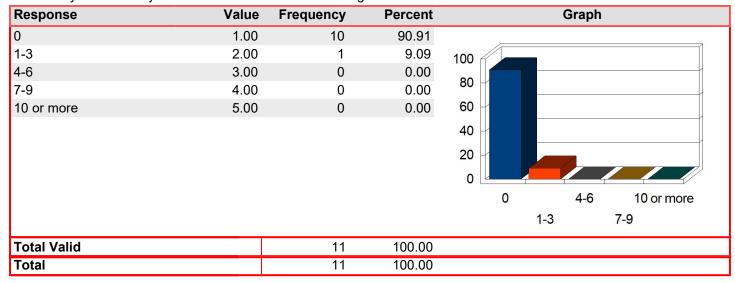




For the textbooks you needed at TVCC, what percentage did you purchase at this bookstore?

Mean: 3.30

Response	Value	Frequency	Percent	Graph
0%	1.00	2	18.18	
1-25%	2.00	2	18.18	100
25-50%	3.00	1	9.09	
50-75%	4.00	1	9.09	80
75-100%	5.00	4	36.36	60
				40
				20
				0
				0% 25-50% 75-100%
				1-25% 50-75%
Total Valid		10	90.91	
Invalid Response		1	9.09	
Total		11	100.00	



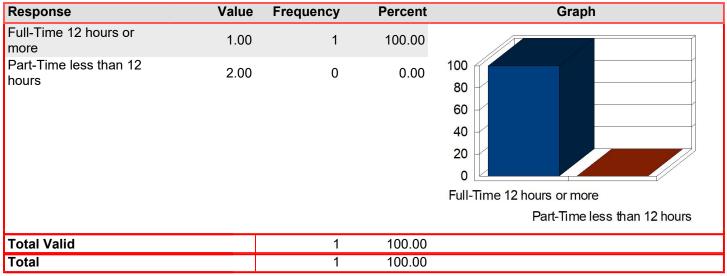
# **Trinity Valley Community College**

#### **Bookstore Satisfaction Survey**

#### Fall 2020

Online

Student Status Mean: 1.00



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

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	0	0.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	80
Dont Know or N/A	0.00	1	100.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

Mean: 0.00

### AGREEMENT: It is easy to get assistance at the bookstore

N/I	ean		n	1	Λ	n
IVI	can	. '	U	٠.	v	u

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	0	0.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	80
Dont Know or N/A	0.00	1	100.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

Mean: 0.00

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	0	0.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	80
Dont Know or N/A	0.00	1	100.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

## AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 5.00

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	1	100.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	ω -
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	rgia Biagra Barrana 1471
Total Valid		1	100.00	
Total		1	100.00	

#### AGREEMENT: The bookstore has attractive displays

N/I	ean		n	1	Λ	n
IVI	can	. '	U	٠.	v	u

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	0	0.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	80
Dont Know or N/A	0.00	1	100.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

### AGREEMENT: The bookstore has helpful in-store signs

Mean: 0.00

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	0	0.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	1	100.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	1	100.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dant Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

Mean:	0.00

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	0	0.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	80
Dont Know or N/A	0.00	1	100.00	40 20 Orangka Asaran Na Arangka Changka Changk
				Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

Mean: 0.00

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	0	0.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	1	100.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

Mean: 0.00

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	0	0.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	1	100.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dant Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	0	0.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	1	100.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

#### SATISFACTION: Assistance of staff

SATISFACTION: Assistance of staff				Mean: 0.00
Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	0	0.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	1	100.00	Very Satisfied Neutral Very Dissesatisfied Satisfied Dissetisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

#### SATISFACTION: Friendliness of staff

SATISFACTION: Friendliness of staff				Mean: 0.00
Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	0	0.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	1	100.00	Very Satisfied Neutral Very Dissesatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

Mean: 0.00

### SATISFACTION: Knowledge of staff

#### Mean: 0.00

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	0	0.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	80
Dont Know - N/A	0.00	1	100.00	Very Satisfied Neutral Very Disseatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

### SATISFACTION: Selection of school supplies

Mean: 4.00

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	0	0.00	
Satisfied	4.00	1	100.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Disssatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

## SATISFACTION: Variety of college logo items

Mean: 4.00

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	0	0.00	
Satisfied	4.00	1	100.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissestisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	0	0.00	
Satisfied	4.00	1	100.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	80
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissesatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

### SATISFACTION: Ease of locating products I need at the bookstore

Mean: 4.00

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	0	0.00	
Satisfied	4.00	1	100.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissestisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

## SATISFACTION: ONLINE textbook purchasing process

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	1	100.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Disseatisfied Satisfied Disseatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

#### SATISFACTION: ONLINE textbook rental process

Mean:	n	OO.
wicaii.	U.	v

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	0	0.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	80
Dont Know - N/A	0.00	1	100.00	Very Satisfied Neutral Very Disssatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

## SATISFACTION: ONLINE textbook rental return policy

Mean: 0.00

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	0	0.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	1	100.00	Very Satisfied Neutral Very Disssatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

## SATISFACTION: Bookstores return policies

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	1	100.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Disseatisfied Satisfied Disseatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

Mean: 5.00

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	1	100.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Disseatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

#### SATISFACTION: Using financial aid for your bookstore purchases

Graph Response Value **Frequency** Percent Very Satisfied 5.00 100.00 1 Satisfied 4.00 0 0.00 100 Neutral 3.00 0 0.00 80 Dissatisfied 2.00 0 0.00 Very Disssatisfied 1.00 0 0.00 60 Dont Know - N/A 0 0.00 0.00 40 20 Very Satisfied Neutral Very Disssatisfied Satisfied Dissatisfied Dont Know- N/A **Total Valid** 1 100.00

100.00

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

Mean: 2.00 Response Value Frequency Percent Graph Very Likely 0.00 5.00 0 Likely 4.00 0 0.00 100 Neutral 0 3.00 0.00 80 Unlikely 100.00 2.00 1 Very Unlikely 1.00 0 0.00 60 Dont Know or N/A 0.00 6.00 0 40 20 Very Likely Very Unlikely Likely Unlikely Dont Knowor N/A **Total Valid** 1 100.00 Total 100.00

Total

LIKELY: Make a future online purchase

Mean: 5.00

Response	Value	Frequency	Percent	Graph
Very Likely	5.00	1	100.00	
Likely	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Unlikely	2.00	0	0.00	80
Very Unlikely	1.00	0	0.00	60
Dont Know or N/A	6.00	0	0.00	20 Very Likely Neutral Very Unlikely Likely Unlikely Dont Know or N/A
Total Valid		1	100.00	
Total		1	100.00	

LIKELY: Rent a Textbook in the future

Mean: 1.00

Response	Value	Frequency	Percent	Graph
Very Likely	5.00	0	0.00	
Likely	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Unlikely	2.00	0	0.00	80
Very Unlikely	1.00	1	100.00	60
Dont Know or N/A	6.00	0	0.00	20 Very Likely Neutral Very Unlikely Likely Unlikely Don't Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

LIKELY: Make a future purchase at the bookstore

Mean: 5.00

Response	Value	Frequency	Percent	Graph
Very Likely	5.00	1	100.00	
Likely	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Unlikely	2.00	0	0.00	80
Very Unlikely	1.00	0	0.00	60
Dont Know or N/A	6.00	0	0.00	20 Very Likely Neutral Very Unlikely Likely Unlikely Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

Frequency

1

0

0

0

0

0

1

1

100.00

Value

5.00

4.00

3.00

2.00

1.00

6.00

Response

Very Likely

Likely

Neutral

Unlikely

Very Unlikely

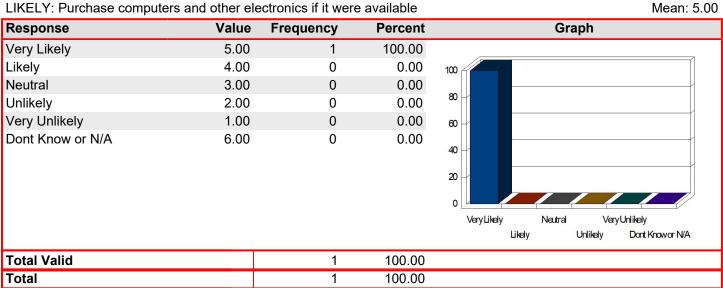
**Total Valid** 

Total

Dont Know or N/A

s a better	selection	Mean: 5.00
Percent		Graph
100.00		
0.00	100	
0.00		
0.00	80	
0.00	60	
0.00	40 20	
	0 VeryLikely Ne	tral Very Unlikely
	Likely	Unlikely Dont Knowor N/A
400.00	,	<u>,                                      </u>
100.00		

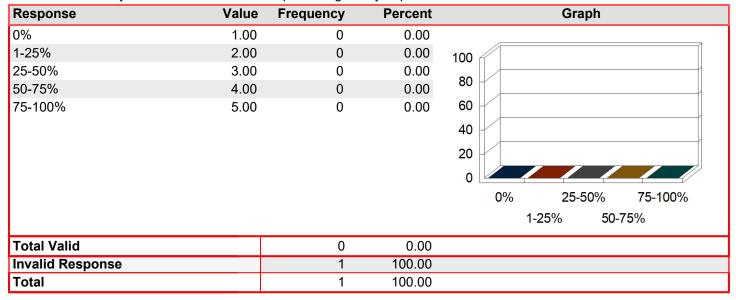
LIKELY: Purchase computers and other electronics if it were available



How many times through the school year do you shop at the campus bookstore for any reason?					Mean: 1.00
Response	Value	Frequency	Percent	Graph	
0	1.00	1	100.00		
1-3	2.00	0	0.00	100	
4-6	3.00	0	0.00	90	
7-9	4.00	0	0.00	80	
10 or more	5.00	0	0.00	60	
				40	
				20	
				0	
				0 4-6	10 or more
				1-3	7-9
Total Valid		1	100.00		
Total		1	100.00		

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

Mean: -



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

Mean: 1.00

Response	Value	Frequency	Percent	Graph
0	1.00	1	100.00	
1-3	2.00	0	0.00	100
4-6	3.00	0	0.00	
7-9	4.00	0	0.00	80
10 or more	5.00	0	0.00	60
				40
				20
				0
				0 4-6 10 or more
				1-3 7-9
Total Valid		1	100.00	
Total		1	100.00	

# **Trinity Valley Community College**

#### **Bookstore Satisfaction Survey**

#### Fall 2020

#### Palestine

Student Status Mean: 2.00

Response	Value	Frequency	Percent	Graph
Full-Time 12 hours or more	1.00	0	0.00	
Part-Time less than 12 hours	2.00	1	100.00	Full-Time 12 hours or more  Part-Time less than 12 hours
Total Valid		1	100.00	
Total		1	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	1	100.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	∞ -
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

#### AGREEMENT: It is easy to get assistance at the bookstore

#### Mean: 5.00

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	1	100.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	∞ -
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

Mean: 5.00

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	1	100.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

### AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	1	100.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

### AGREEMENT: The bookstore has attractive displays

M	lean	٠.	5	n	n
10	cai	١.	J.	v	u

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	1	100.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	80
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	5 5
Total		1	100.00	

### AGREEMENT: The bookstore has helpful in-store signs

Mean: 5.00

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	1	100.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	<b>ω</b>
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	1	100.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
T-4-137-P-1		4	400.00	Agree Disagree Dant Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

Frequency

0

0

0

0

0

1

1

Percent

100.00

0.00

0.00

0.00

0.00

0.00

100.00 100.00

Value

5.00

4.00

3.00

2.00

1.00

0.00

Response

Agree

Neutral

Disagree

**Total Valid** 

Total

Strongly Agree

Strongly Disagree

Dont Know or N/A

the semester	Mean. 5.00
	Graph
100	
80	
60	
40	
20	
0	
Strongly Agree	Neutral Strongly Disagree
Agree	Disagree Dont Knowor N/A

Mean: 5 00

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

Mean: 5.00 Response Value **Frequency** Percent Graph Strongly Agree 5.00 100.00 1 Agree 4.00 0 0.00 100 Neutral 3.00 0 0.00 80 Disagree 2.00 0 0.00 Strongly Disagree 0 1.00 0.00 60 0 Dont Know or N/A 0.00 0.00 40 20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A **Total Valid** 1 100.00 100.00 Total

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

AGINELIVIENT. THE BOOKSTO				
Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	1	100.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	60
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	1	100.00	
Agree	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Disagree	2.00	0	0.00	80
Strongly Disagree	1.00	0	0.00	80
Dont Know or N/A	0.00	0	0.00	20 Strongly Agree Neutral Strongly Disagree Agree Disagree Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

#### SATISFACTION: Assistance of staff

SATISFACTION: Assistance of staff				Mean: 5.00
Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	1	100.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	∞ -
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissesatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

#### SATISFACTION: Friendliness of staff

SATISFACTION: Friendliness of staff				Mean: 5.00
Response	Value	Frequency	Percent	Graph
Very Satisfied Satisfied Neutral Dissatisfied Very Disssatisfied Dont Know - N/A	5.00 4.00 3.00 2.00 1.00 0.00	1 0 0 0 0 0	100.00 0.00 0.00 0.00 0.00 0.00	100 80 60 40 20
Total Valid		1	100.00	Very Satisfied Neutral Very Disseatisfied Satisfied Dissatisfied Dont Know-N/A
Total		1	100.00	

#### SATISFACTION: Knowledge of staff

SATISFACTION: Knowledge	of staff	Mean: 5.00		
Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	1	100.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	€
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Disssatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

#### SATISFACTION: Selection of school supplies

SATISFACTION: Selection	of school suppli	Mean: 5.00		
Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	1	100.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	80
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissesatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

#### SATISFACTION: Variety of college logo items

SATISFACTION: Variety of	college logo ite	Mean: 5.00		
Response	Value	Frequency	Percent	Graph
Very Satisfied Satisfied Neutral Dissatisfied Very Disssatisfied Dont Know - N/A	5.00 4.00 3.00 2.00 1.00 0.00	1 0 0 0 0	100.00 0.00 0.00 0.00 0.00 0.00	100 80 60 40 20 0
				Very Satisfied Neutral Very Disssatisfied Satisfied Dissatisfied Dont Know-NVA
Total Valid		1	100.00	
Total		1	100.00	

#### SATISFACTION: Variety of clothing items available for purchase

Value

5.00

4.00

3.00

2.00

1.00

0.00

**Frequency** 

1

0

0

0

0

0

Percent

100.00

0.00

0.00

0.00

0.00

0.00

100.00

Response

Satisfied

Dissatisfied

**Total Valid** 

Very Disssatisfied

Dont Know - N/A

Neutral

Very Satisfied

	Gra	ph	
/			
100			
80			
60			
40			
20			
0			
Very Satisfied	Neutral	Very Disssatisfied	

Dissatisfied

Dont Know- N/A

Mean: 5.00

Satisfied

Mean: 5.00

Total	1	100.00

#### SATISFACTION: Ease of locating products I need at the bookstore

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	1	100.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	80
Dont Know - N/A	0.00	0	0.00	40 20 Very Satisfied Neutral Very Dississatisfied
				Satisfied Dissatisfied Dont Know-N/A
Total Valid		1	100.00	
Total		1	100.00	

#### SATISFACTION: ONLINE textbook purchasing process

SATISFACTION: ONLINE textbook purchasing process				Mean: 5.00
Response	Value	Frequency	Percent	Graph
Very Satisfied Satisfied Neutral Dissatisfied Very Disssatisfied Dont Know - N/A	5.00 4.00 3.00 2.00 1.00 0.00	1 0 0 0 0	100.00 0.00 0.00 0.00 0.00 0.00	100 80 60 40 20 Very Satisfied Neutral Very Dississatisfied
Total Valid		1	100.00	very seatisticut i very priesseatisticut Satisfied Dissatisfied Dont Know-N/A
Total		1	100.00 100.00	

### SATISFACTION: ONLINE textbook rental process

М	ear	1:	5.	0	0

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	1	100.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	∞ -
Dont Know - N/A	0.00	0	0.00	20 Very Satisfied Neutral Very Disssatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

## SATISFACTION: ONLINE textbook rental return policy

Mean: 5.00

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	1	100.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	∞ -
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissestisfied Satisfied Dissetisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

## SATISFACTION: Bookstores return policies

Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	1	100.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	60
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Disseatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

#### SATISFACTION: Bookstore textbook buy back procedures

SATISFACTION: Bookstore textbook buy back procedures				Mean: 5.00
Response	Value	Frequency	Percent	Graph
Very Satisfied Satisfied	5.00 4.00	1	100.00	
Neutral	3.00	0	0.00	100
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	∞ -
Dont Know - N/A	0.00	0	0.00	20 Very Satisfied Neutral Very Dissesatisfied Satisfied Dissetisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

SATISFACTION: Using financial aid for your bookstore purchases				Mean: 5.00
Response	Value	Frequency	Percent	Graph
Very Satisfied	5.00	1	100.00	
Satisfied	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	80
Very Disssatisfied	1.00	0	0.00	∞ -
Dont Know - N/A	0.00	0	0.00	Very Satisfied Neutral Very Dissesatisfied Satisfied Dissatisfied Dont Know- N/A
Total Valid		1	100.00	
Total		1	100.00	

LIKELY: Purchase and use F-books over traditional textbooks in the future

LIKELY: Purchase and use	E-books over tr	aditional textboo	oks in the futur	re Mean: 5.00
Response	Value	Frequency	Percent	Graph
Very Likely	5.00	1	100.00	
Likely	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Unlikely	2.00	0	0.00	80
Very Unlikely	1.00	0	0.00	∞ -
Dont Know or N/A	6.00	0	0.00	20 Very Likely Neutral Very Unlikely Likely Unlikely Don't Knowor N/A
Total Valid		1	100.00	, ,
Total		1	100.00	

LIKELY: Make a future online purchase

Mean: 5.00

Response	Value	Frequency	Percent	Graph
Very Likely	5.00	1	100.00	
Likely	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Unlikely	2.00	0	0.00	80
Very Unlikely	1.00	0	0.00	60
Dont Know or N/A	6.00	0	0.00	20 Very Likely Neutral Very Unlikely Likely Unlikely Dont Know or N/A
Total Valid		1	100.00	
Total		1	100.00	

LIKELY: Rent a Textbook in the future

Mean: 3.00

Response	Value	Frequency	Percent	Graph
Very Likely	5.00	0	0.00	
Likely	4.00	0	0.00	100
Neutral	3.00	1	100.00	
Unlikely	2.00	0	0.00	80
Very Unlikely	1.00	0	0.00	60
Dont Know or N/A	6.00	0	0.00	20 Very Likely Neutral Very Unlikely Likely Unlikely Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

LIKELY: Make a future purchase at the bookstore

Mean: 5.00

Response	Value	Frequency	Percent	Graph
Very Likely	5.00	1	100.00	
Likely	4.00	0	0.00	100
Neutral	3.00	0	0.00	
Unlikely	2.00	0	0.00	80
Very Unlikely	1.00	0	0.00	60
Dont Know or N/A	6.00	0	0.00	20 Very Likely Neutral Very Unlikely Likely Unlikely Dont Knowor N/A
Total Valid		1	100.00	
Total		1	100.00	

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

**Frequency** 

0

0

0

0

0

1

100.00

Value

5.00

4.00

3.00

2.00

1.00

6.00

Response

Very Likely

Likely

Neutral

Unlikely

Very Unlikely

**Total Valid** 

Total

Dont Know or N/A

s a better	selection	Mean: 5.00
Percent		Graph
100.00		
0.00	100	
0.00		
0.00	80	
0.00	60	
0.00	40	
	20	
	0	
	Very Likely Ne	utral Very Unlikely
	Likely	Unlikely Dant Knowar N/A
100.00		

LIKELY: Purchase computers and other electronics if it were available

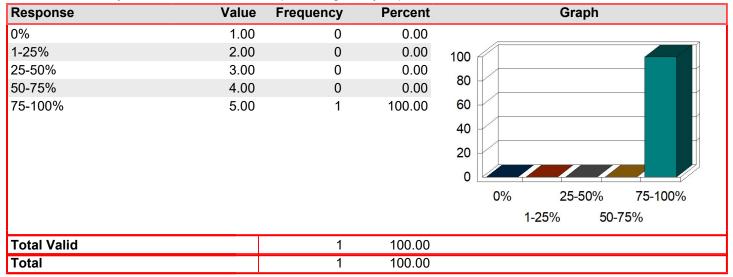
LIKELY: Purchase compute	ers and other ele	Mean: 3.00		
Response	Value	Frequency	Percent	Graph
Very Likely	5.00	0	0.00	
Likely	4.00	0	0.00	100
Neutral	3.00	1	100.00	
Unlikely	2.00	0	0.00	80
Very Unlikely	1.00	0	0.00	60
Dont Know or N/A	6.00	0	0.00	20 Very Likely Neutral Very Unlikely Likely Unlikely Dont Know or N/A
Total Valid		1	100.00	
Total		1	100.00	

How many times through the school year do you shop at the campus bookstore for any reason? Mean: 3.00

Response	Value	Frequency	Percent	Graph	
0	1.00	0	0.00		
1-3	2.00	0	0.00	100	
4-6	3.00	1	100.00		
7-9	4.00	0	0.00	80	
10 or more	5.00	0	0.00	60	
				40	
				20	
				0	
				0 4-6	10 or more
				1-3 7	-9
Total Valid		1	100.00		
Total		1	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: 1.00

Response	Value	Frequency	Percent	Graph
0	1.00	1	100.00	
1-3	2.00	0	0.00	100
4-6	3.00	0	0.00	
7-9	4.00	0	0.00	80
10 or more	5.00	0	0.00	60
				40
				20
				0
				0 4-6 10 or more
				1-3 7-9
Total Valid		1	100.00	
Total		1	100.00	