

Trinity Valley Community College

Bookstore Satisfaction Survey

Fall 2020

Athens

Student Status

Mean: 1.36

Response	Value	Frequency	Percent	Graph
Full-Time 12 hours or more	1.00	7	63.64	<p>Full-Time 12 hours or more</p> <p>Part-Time less than 12 hours</p>
Part-Time less than 12 hours	2.00	4	36.36	
Total Valid		11	100.00	
Total		11	100.00	

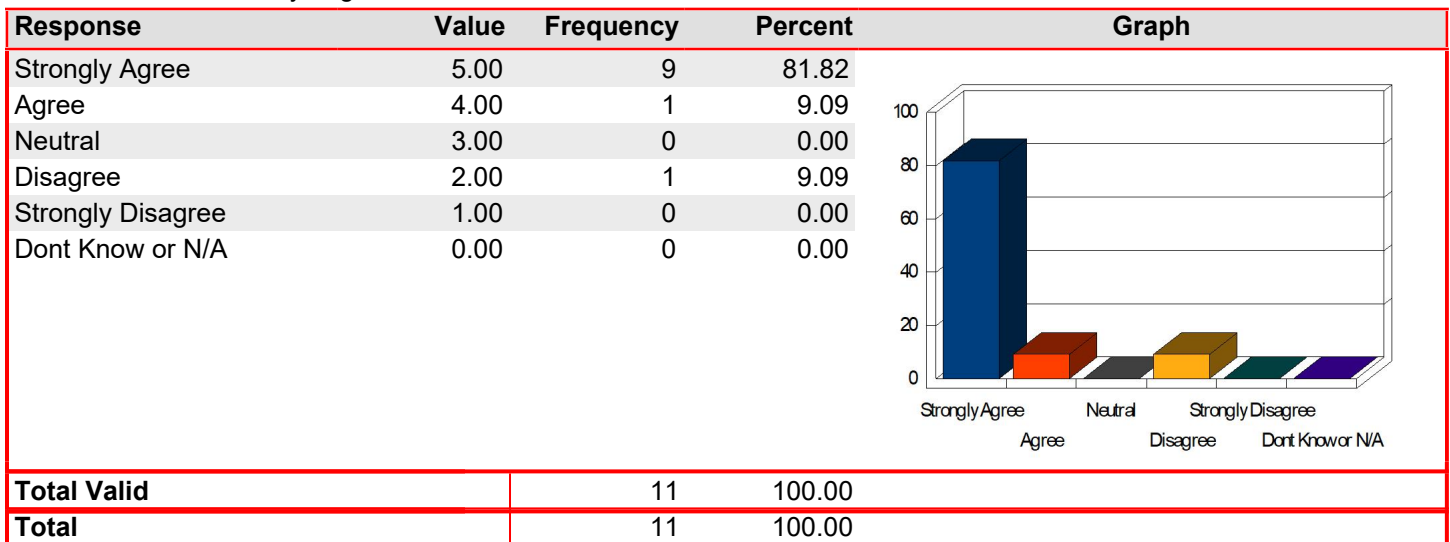
AGREEMENT: I am greeted when entering the bookstore

Mean: 4.64

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

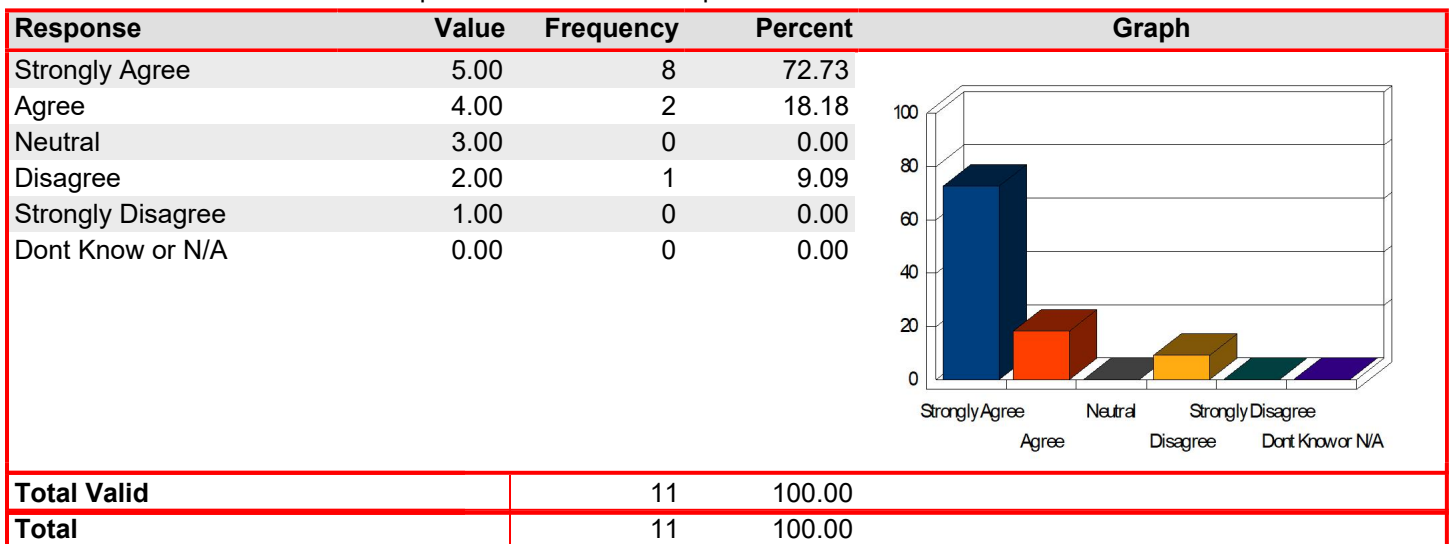
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 4.64



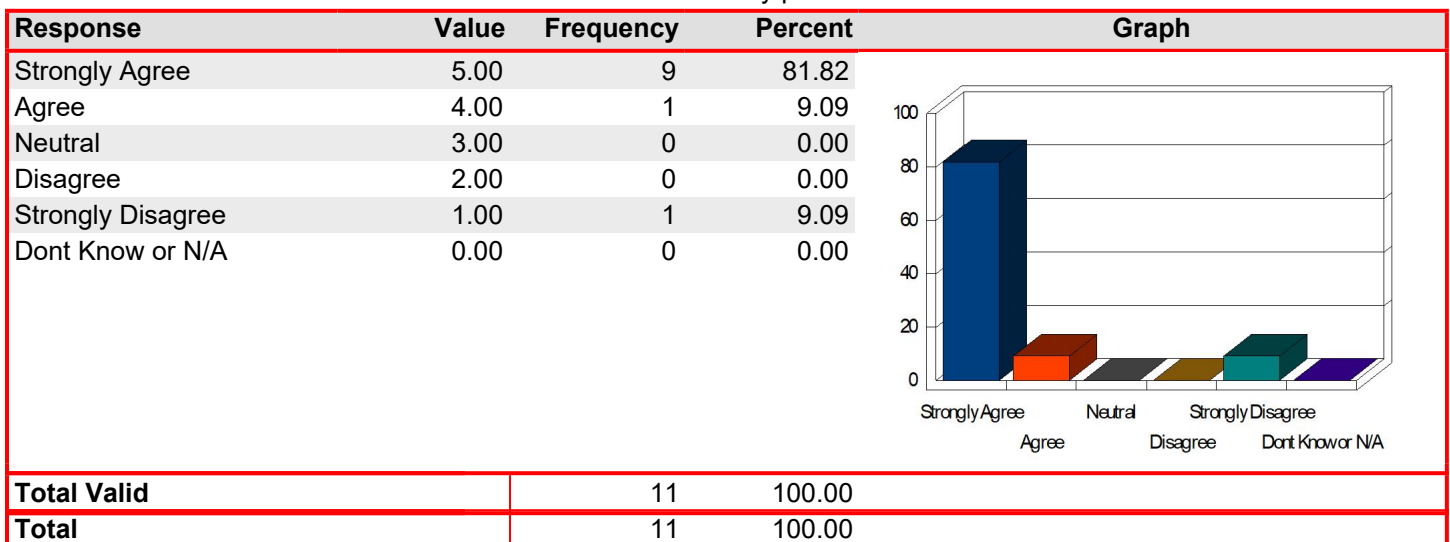
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 4.55



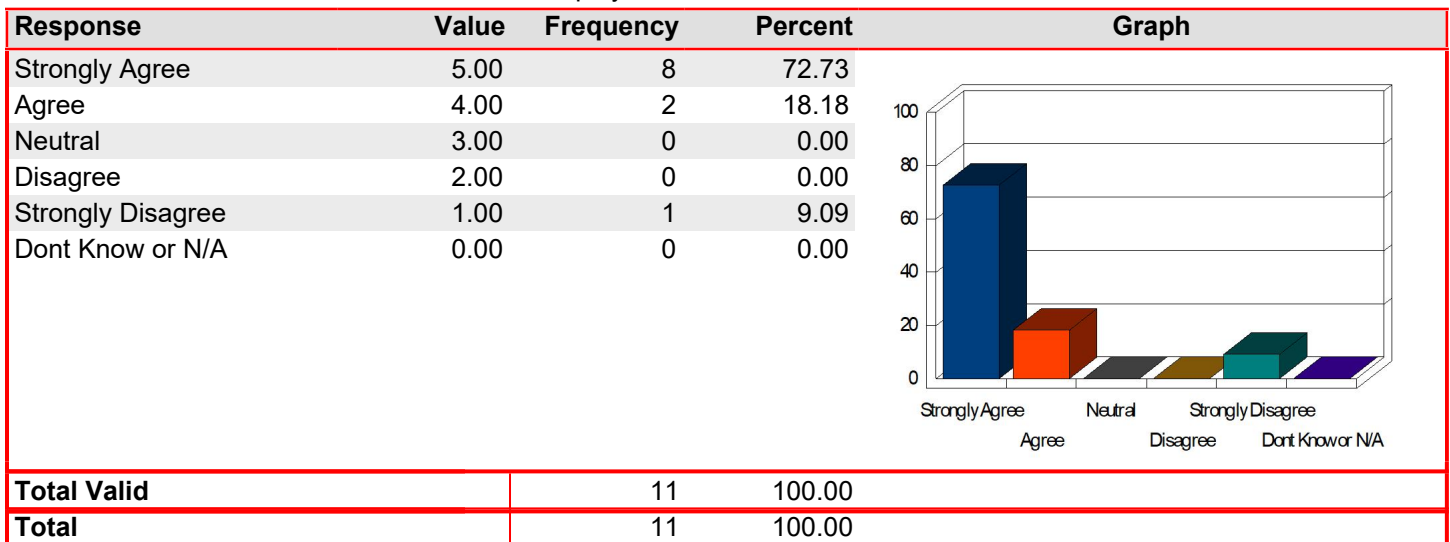
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 4.55



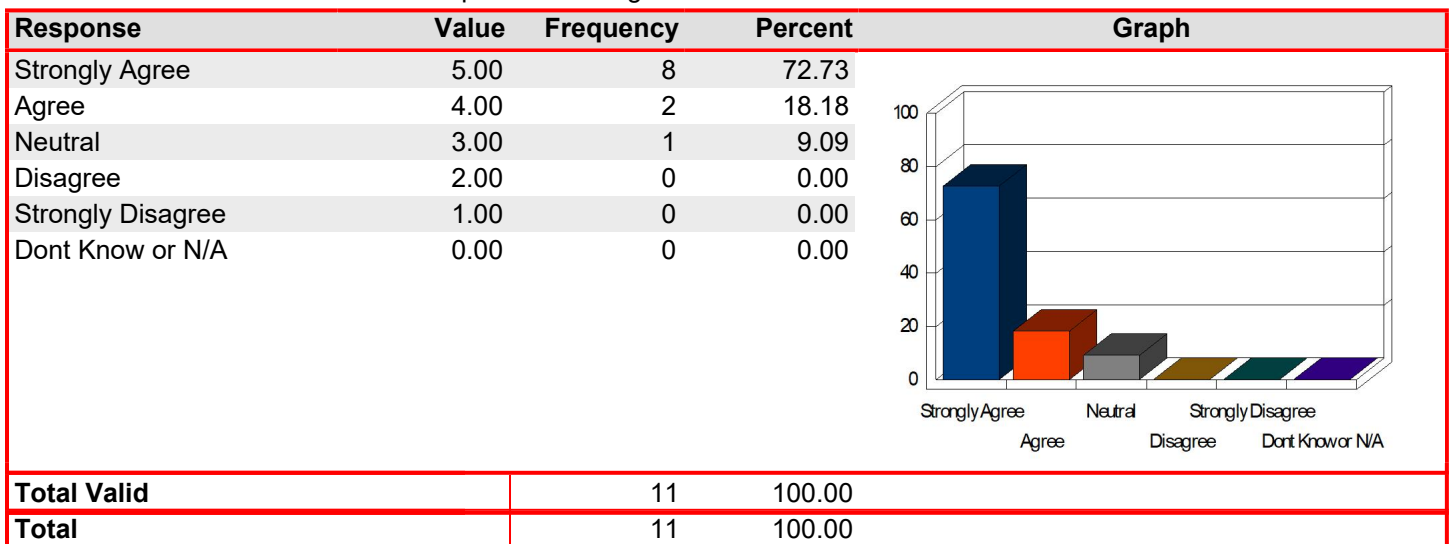
AGREEMENT: The bookstore has attractive displays

Mean: 4.45



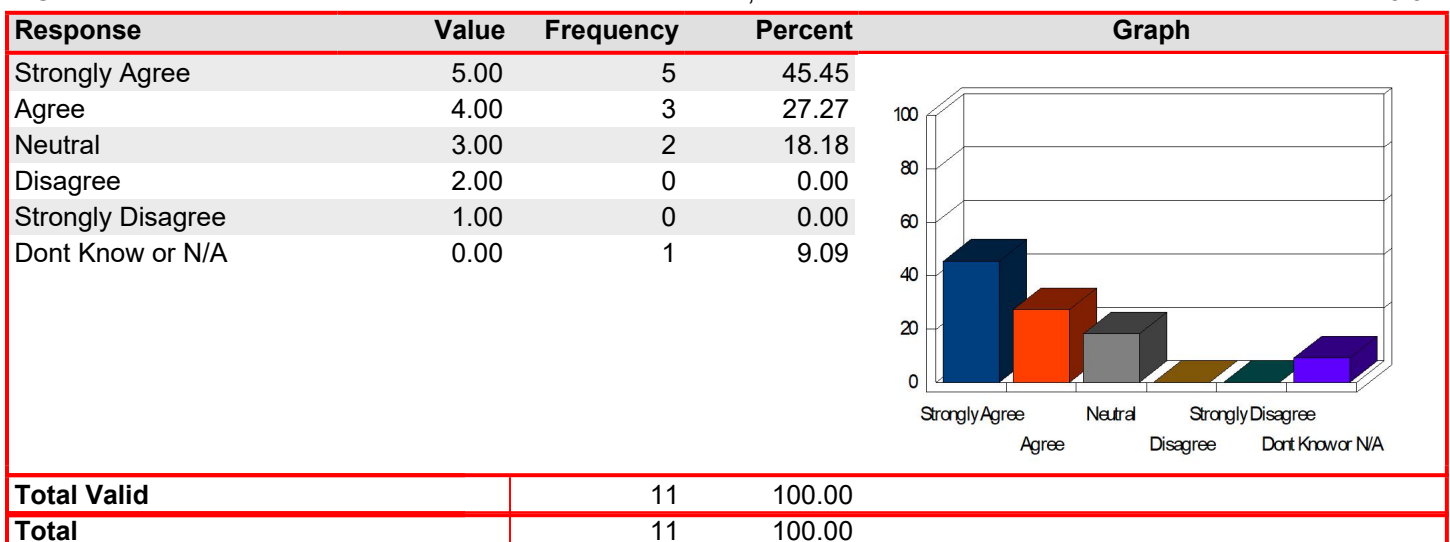
AGREEMENT: The bookstore has helpful in-store signs

Mean: 4.64



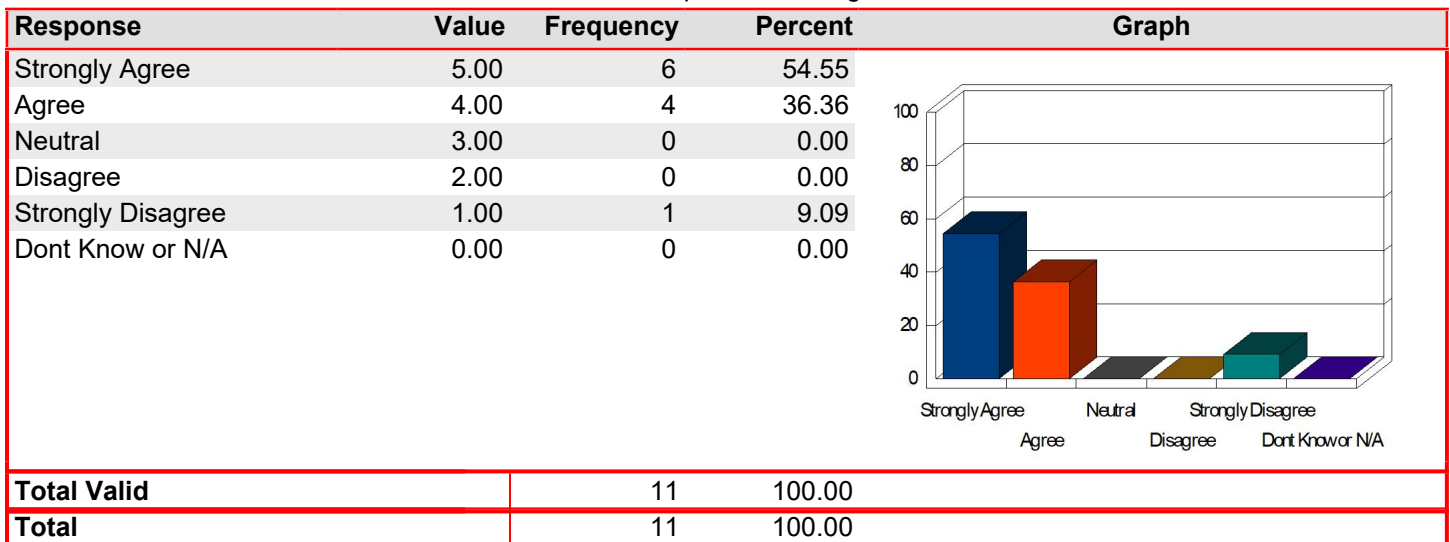
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 3.91



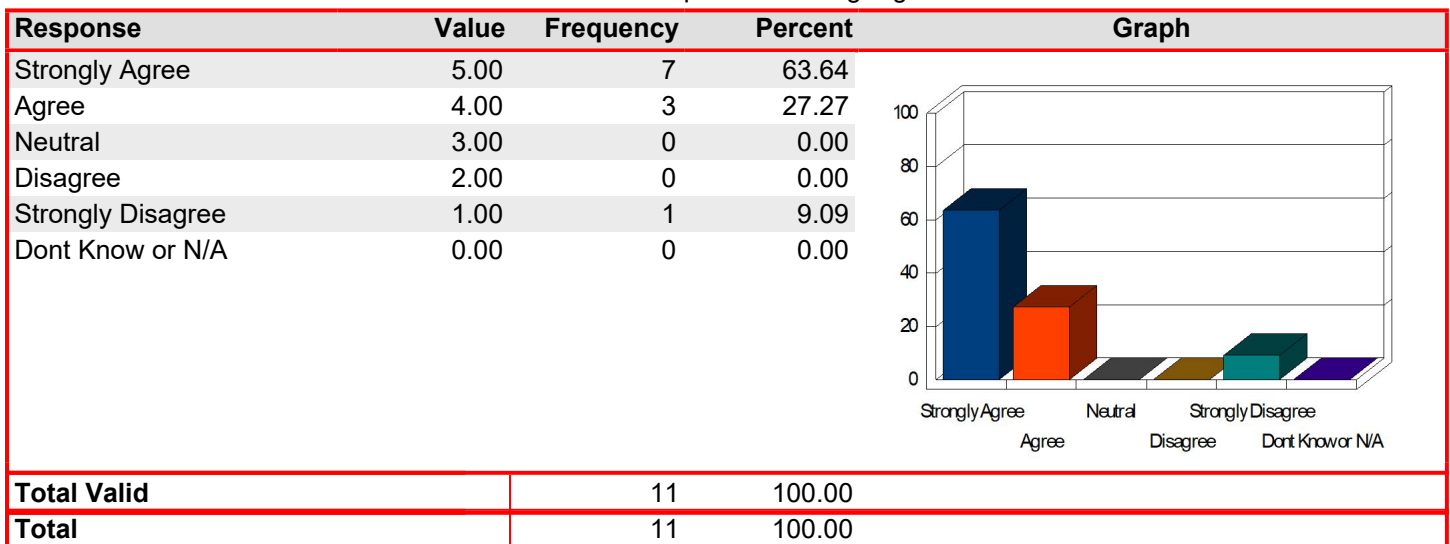
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 4.27



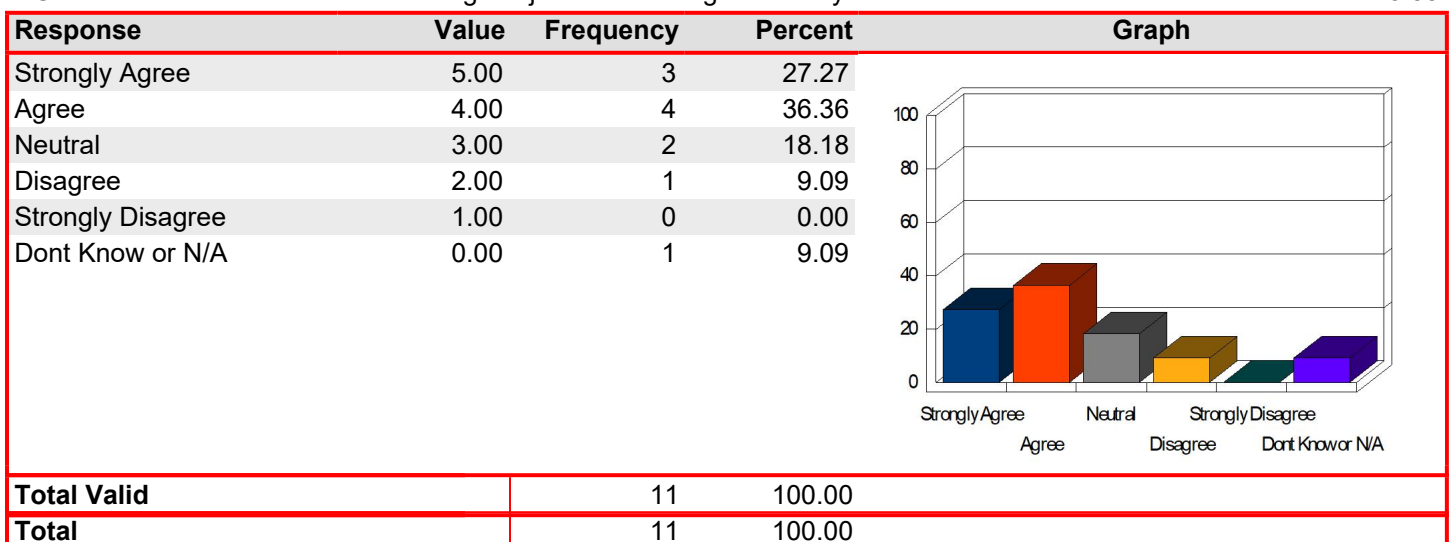
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 4.36



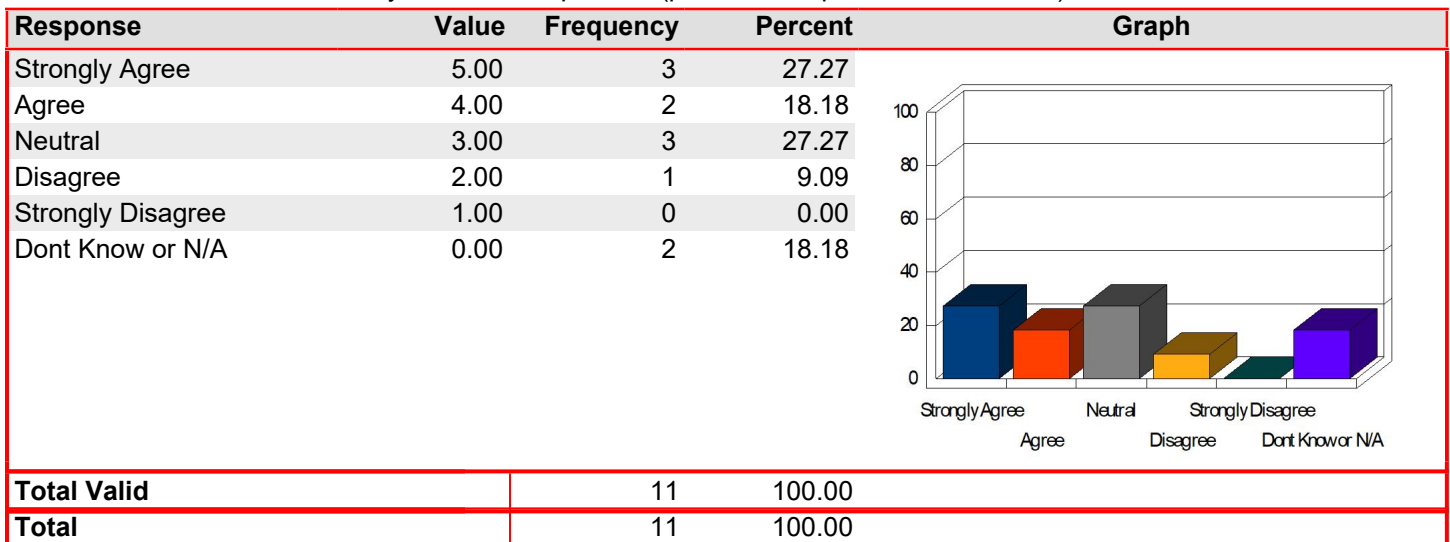
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 3.55



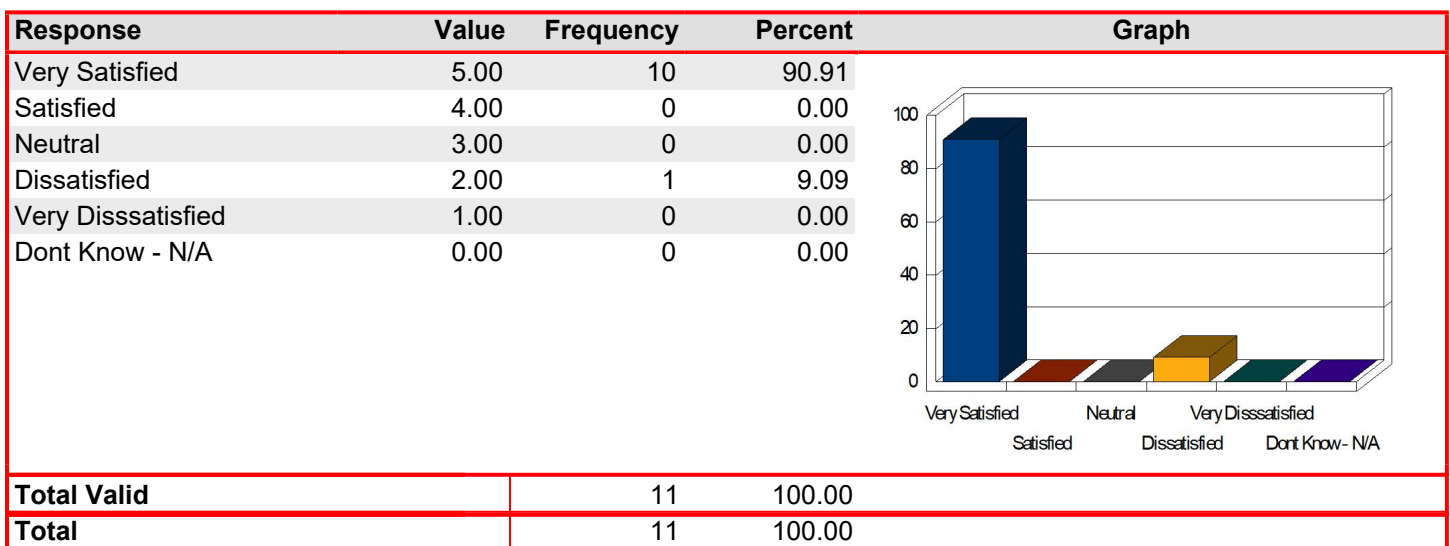
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 3.09



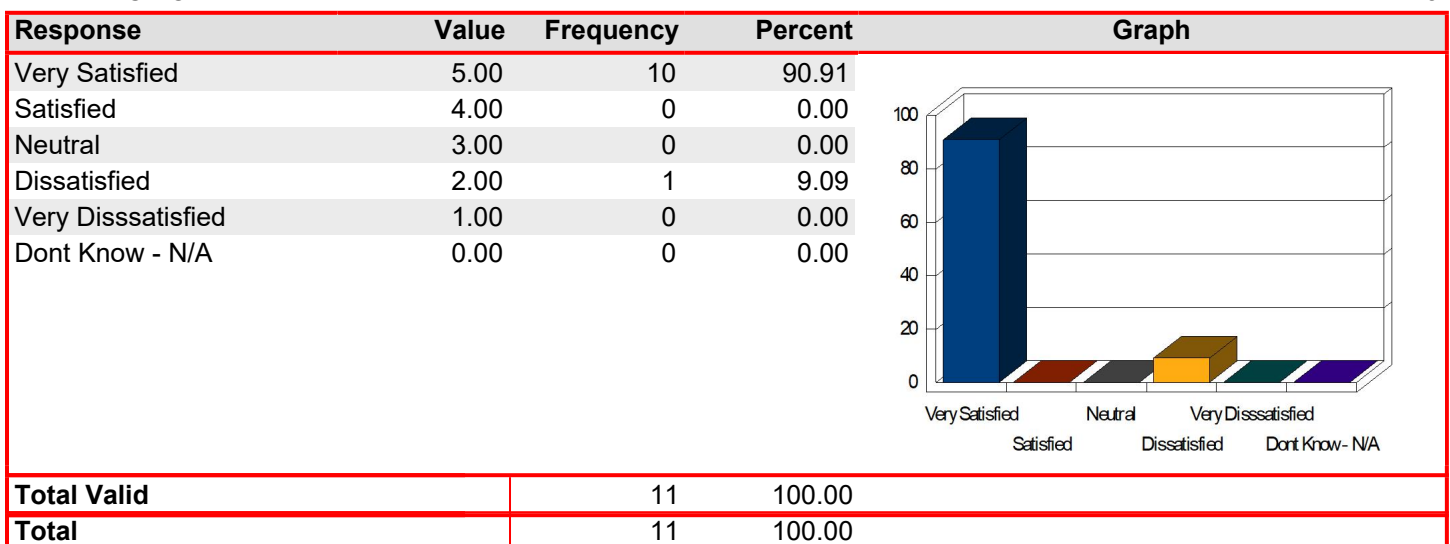
SATISFACTION: Assistance of staff

Mean: 4.73



SATISFACTION: Friendliness of staff

Mean: 4.73



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	
Neutral	3.00	0	0.00	
Dissatisfied	2.00	0	0.00	
Very Dissatisfied	1.00	0	0.00	
Dont Know - N/A	0.00	0	0.00	
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	
Neutral	3.00	1	9.09	
Dissatisfied	2.00	0	0.00	
Very Dissatisfied	1.00	0	0.00	
Dont Know - N/A	0.00	0	0.00	
Total Valid		11	100.00	
Total		11	100.00	

SATISFACTION: Variety of college logo items

Mean: 4.00

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

SATISFACTION: Variety of clothing items available for purchase

Mean: 4.09

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

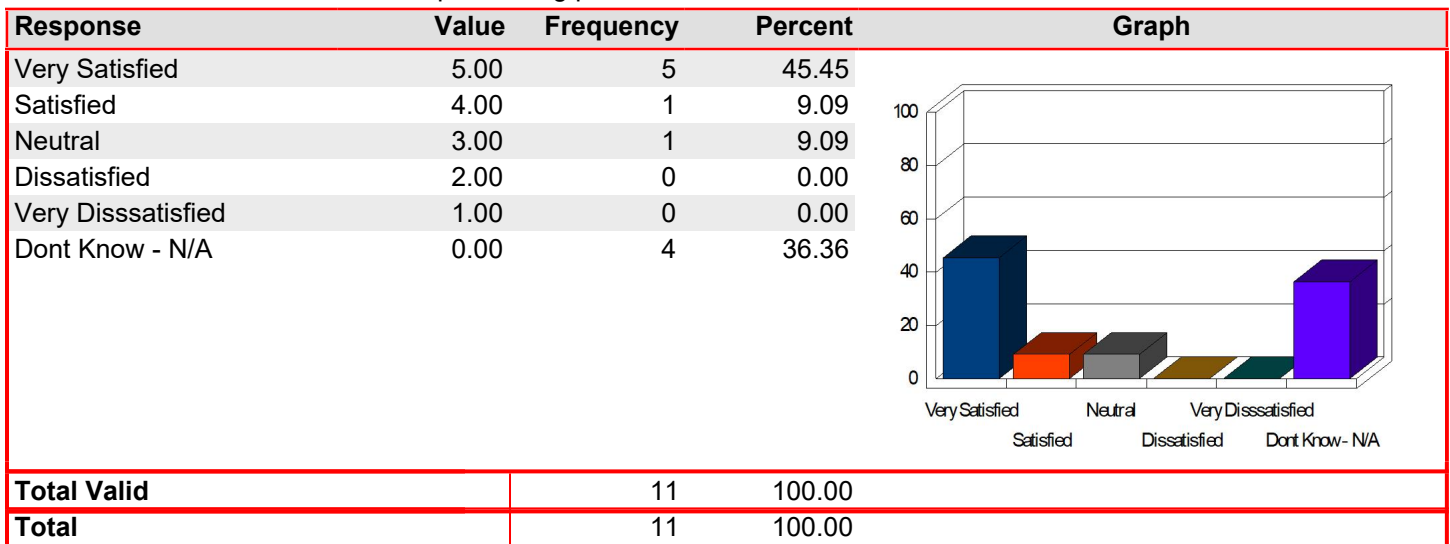
SATISFACTION: Ease of locating products I need at the bookstore

Mean: 4.40

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

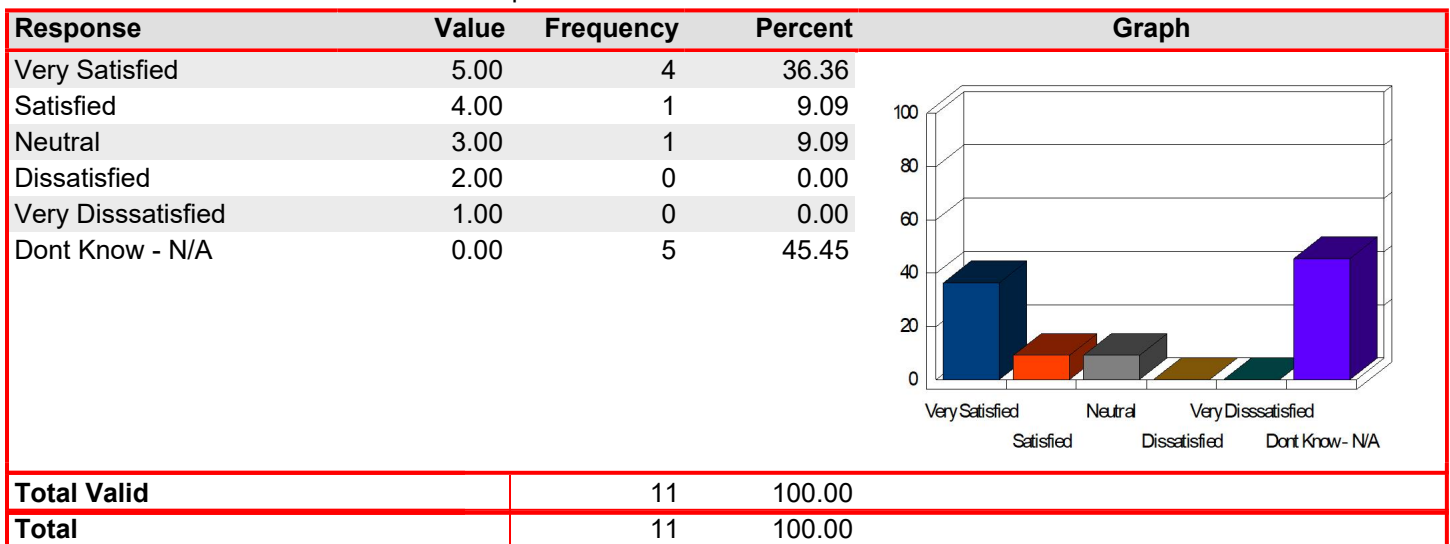
SATISFACTION: ONLINE textbook purchasing process

Mean: 2.91



SATISFACTION: ONLINE textbook rental process

Mean: 2.45



SATISFACTION: ONLINE textbook rental return policy

Mean: 2.70

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

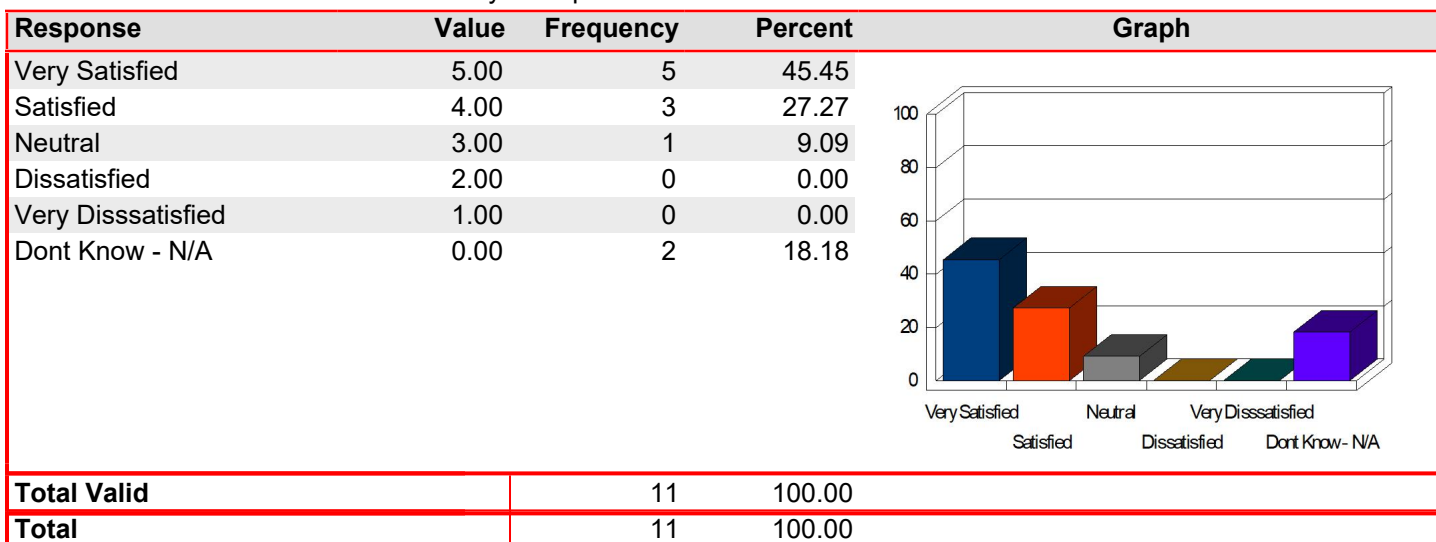
SATISFACTION: Bookstores return policies

Mean: 3.64

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

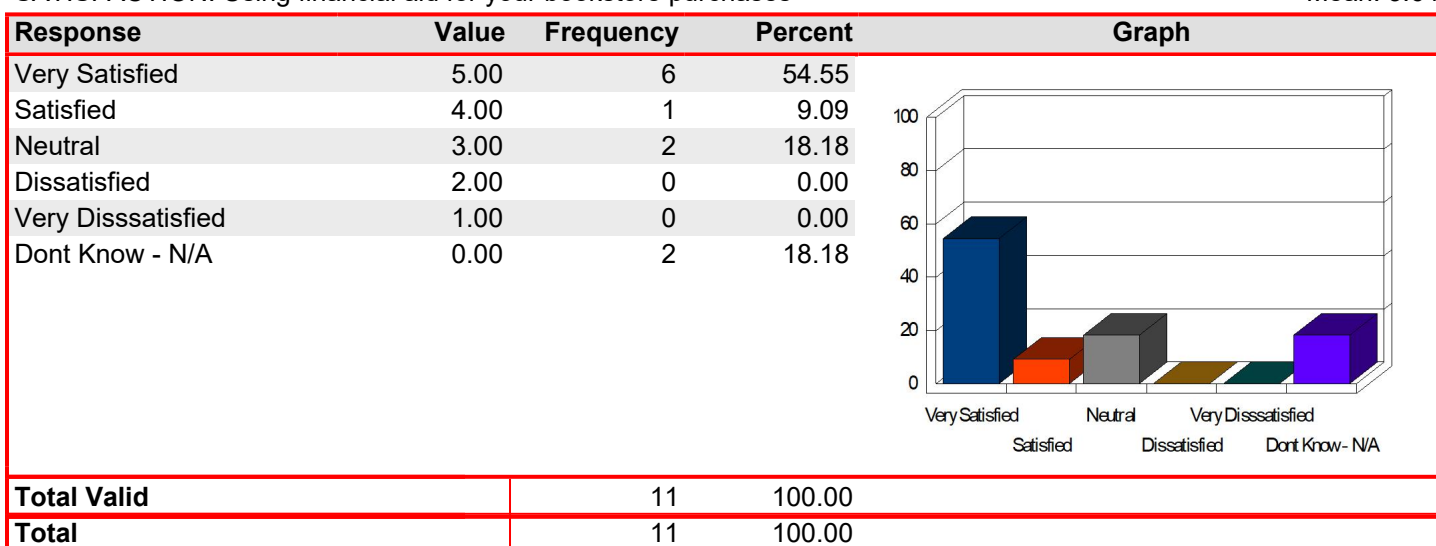
SATISFACTION: Bookstore textbook buy back procedures

Mean: 3.64



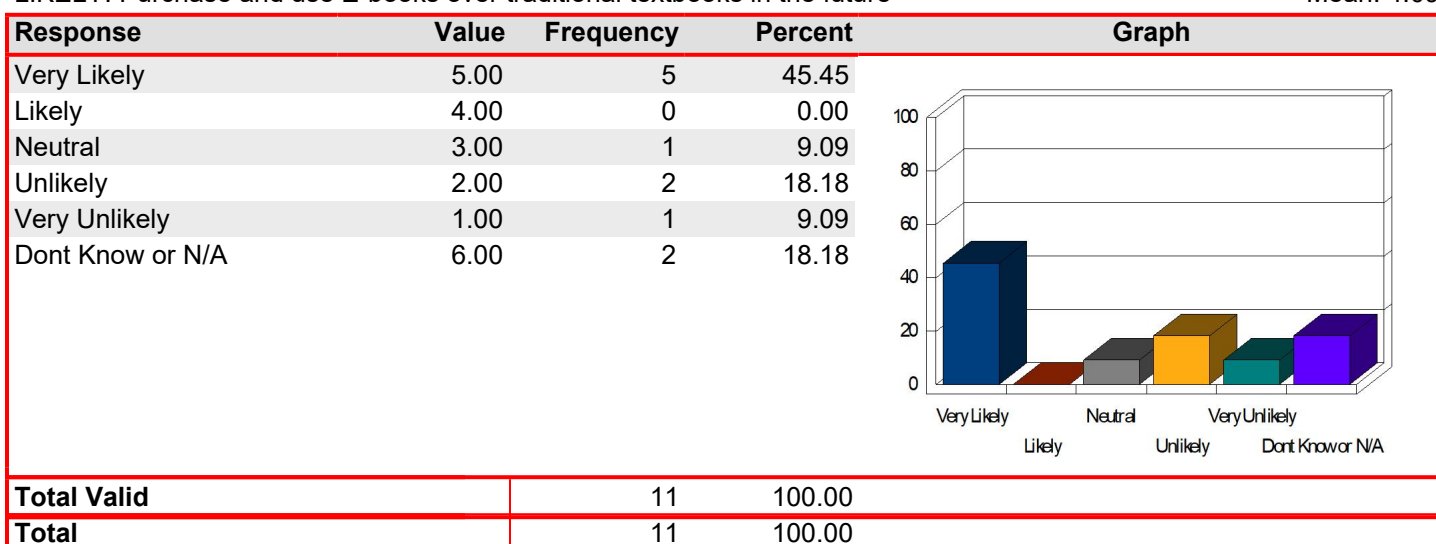
SATISFACTION: Using financial aid for your bookstore purchases

Mean: 3.64



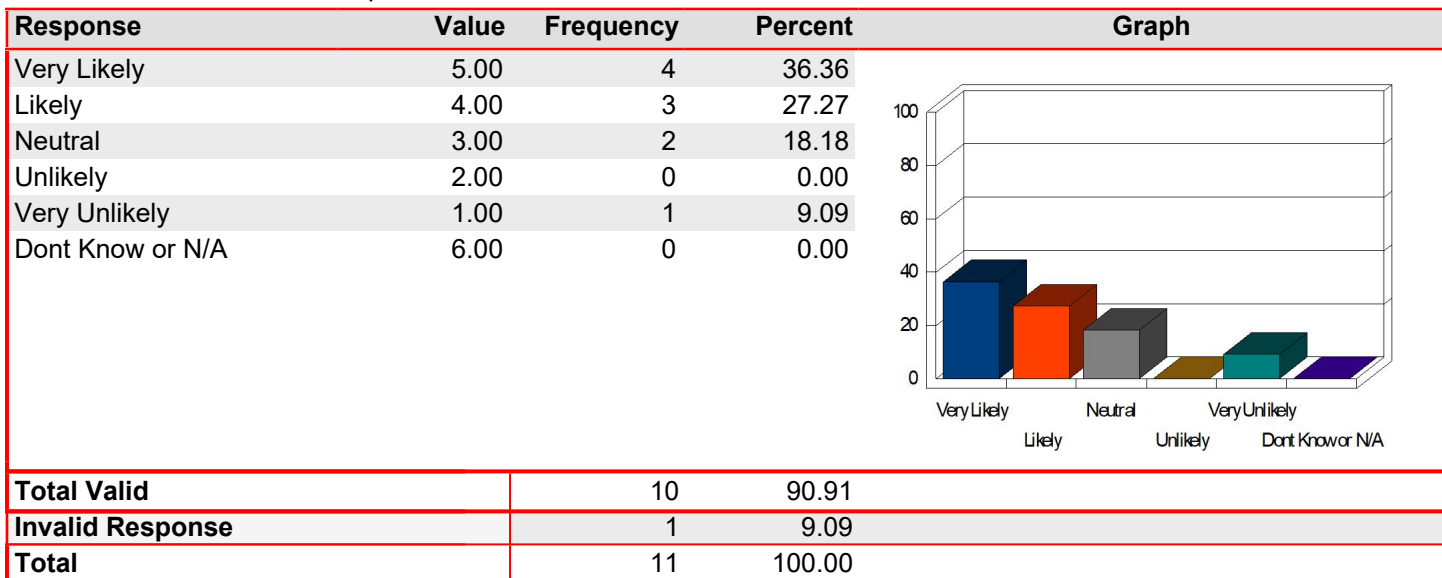
LIKELY: Purchase and use E-books over traditional textbooks in the future

Mean: 4.09



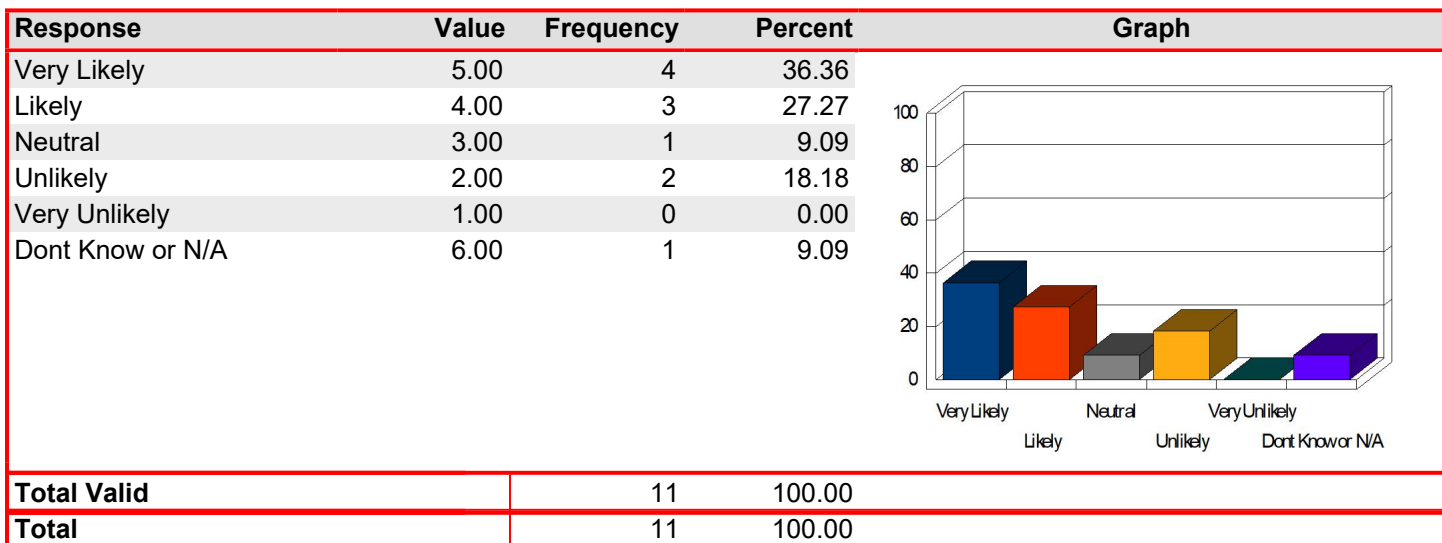
LIKELY: Make a future online purchase

Mean: 3.90



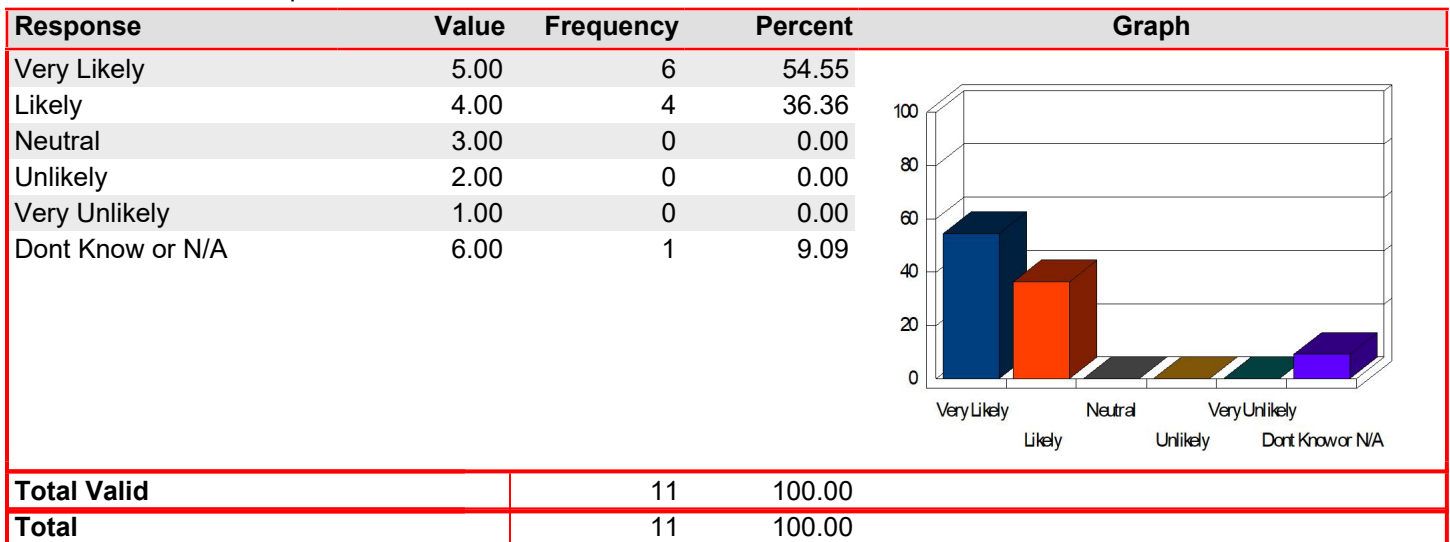
LIKELY: Rent a Textbook in the future

Mean: 4.09



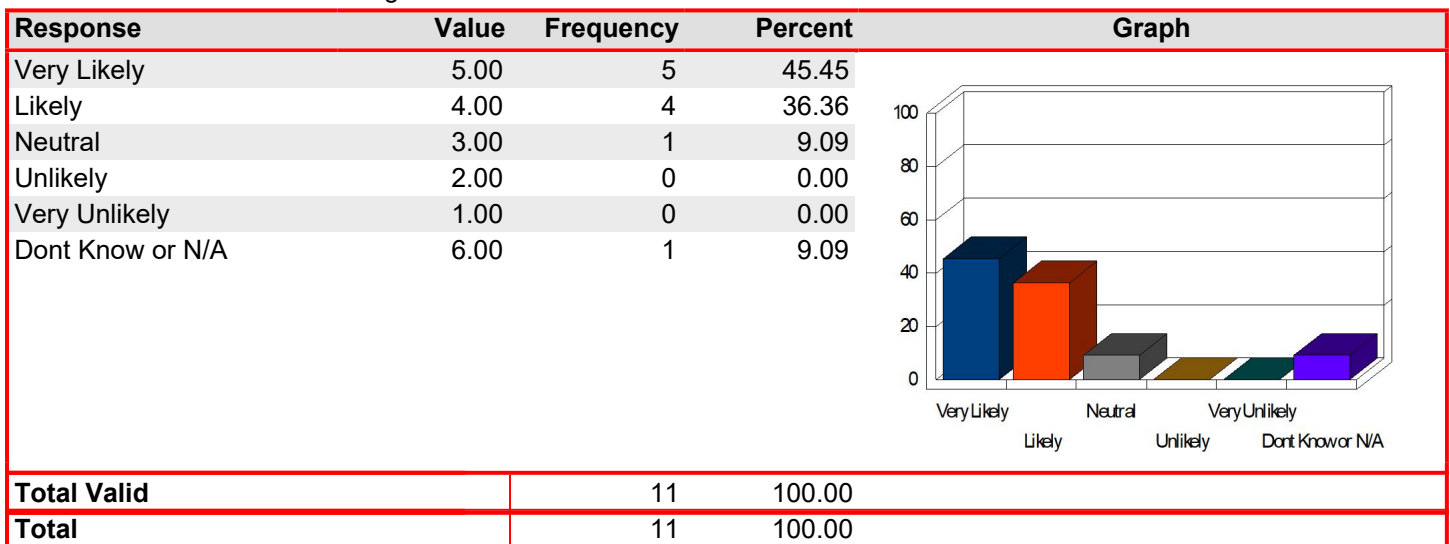
LIKELY: Make a future purchase at the bookstore

Mean: 4.73



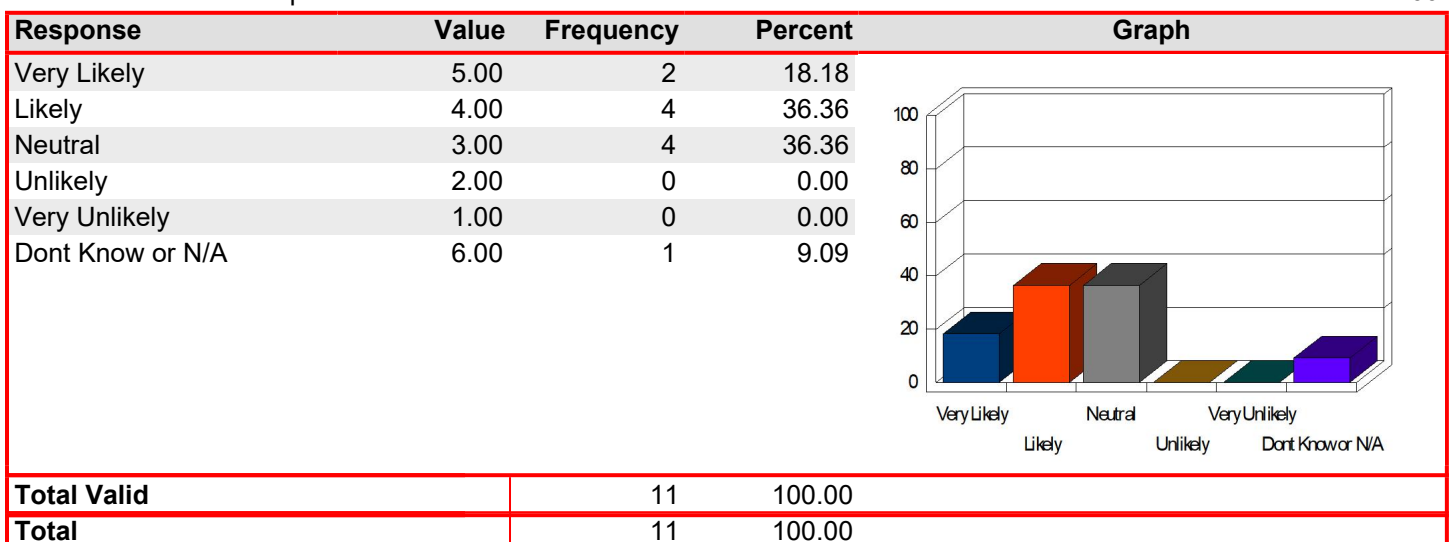
LIKELY: Purchase more clothing and merchandise if there was a better selection

Mean: 4.55



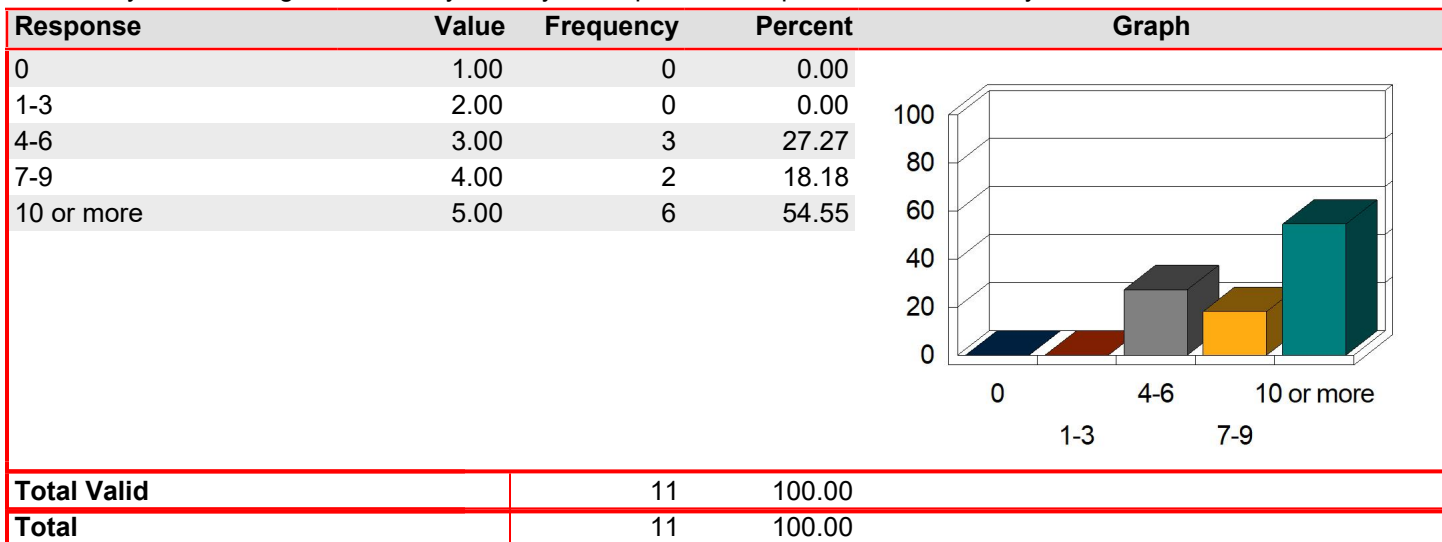
LIKELY: Purchase computers and other electronics if it were available

Mean: 4.00



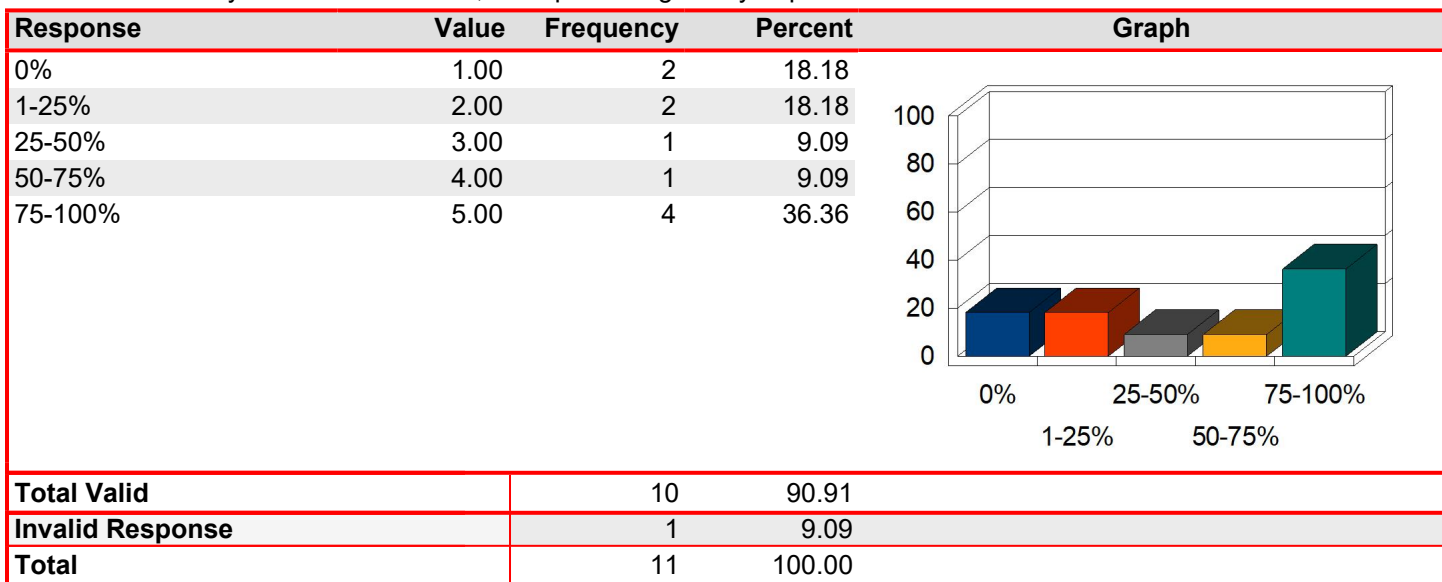
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 4.27



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

Mean: 3.30



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

Mean: 1.09

Response	Value	Frequency	Percent	Graph
0	1.00	10	90.91	
1-3	2.00	1	9.09	
4-6	3.00	0	0.00	
7-9	4.00	0	0.00	
10 or more	5.00	0	0.00	
Total Valid		11	100.00	
Total		11	100.00	

Trinity Valley Community College

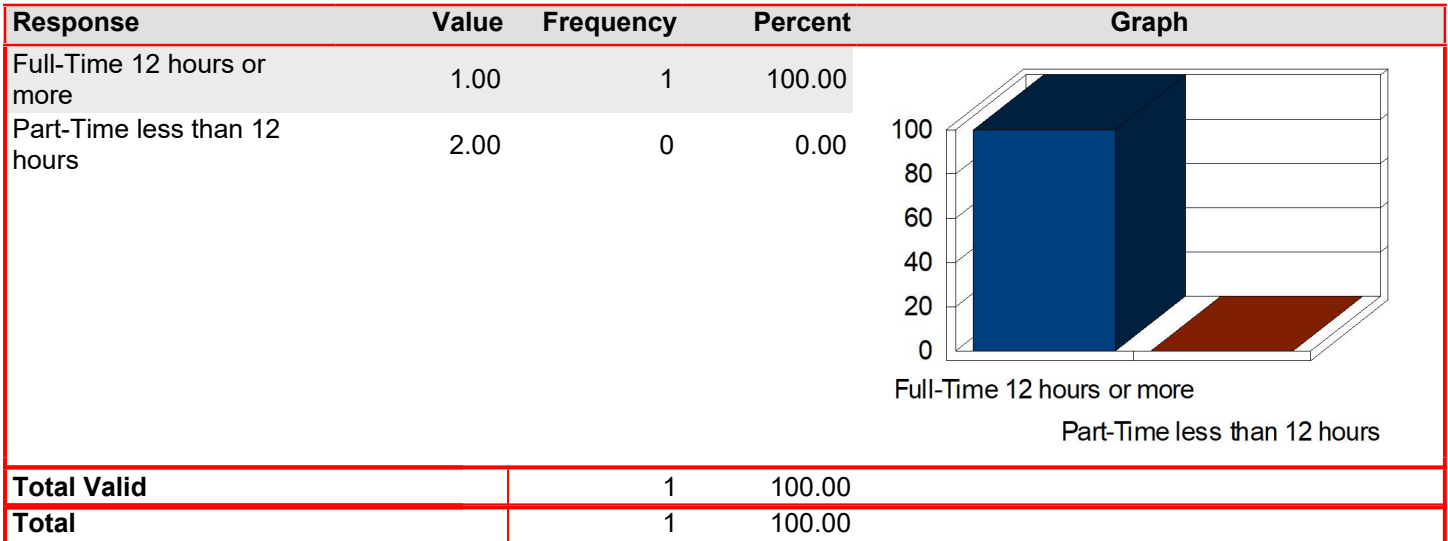
Bookstore Satisfaction Survey

Fall 2020

Online

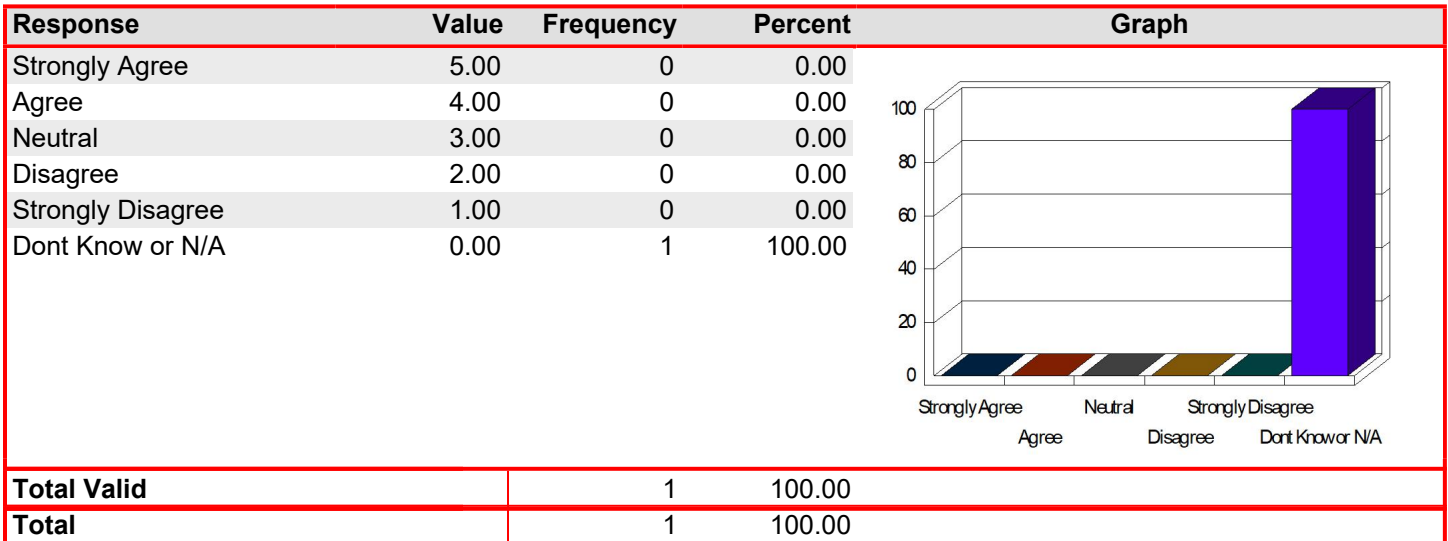
Student Status

Mean: 1.00



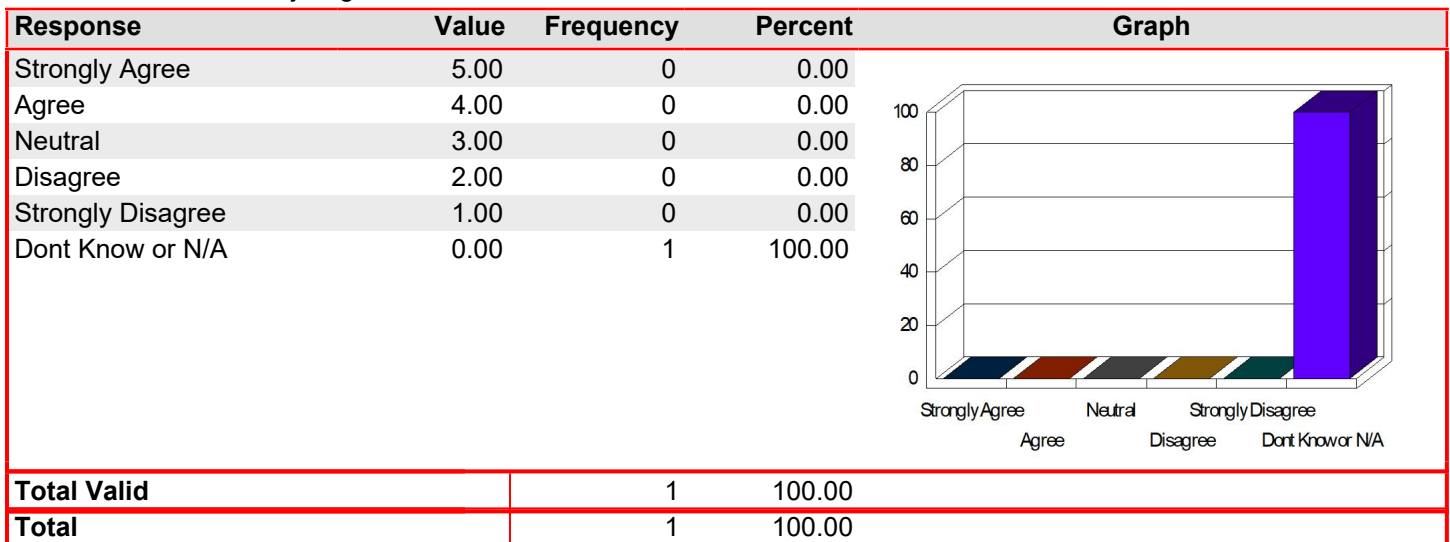
AGREEMENT: I am greeted when entering the bookstore

Mean: 0.00



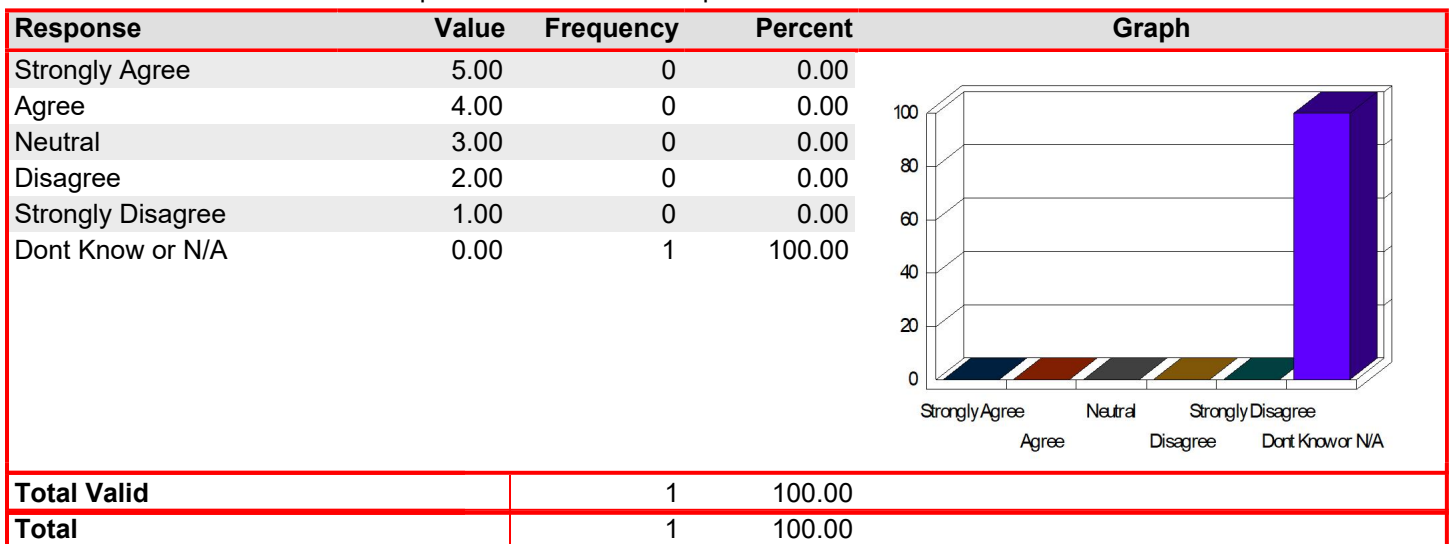
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 0.00



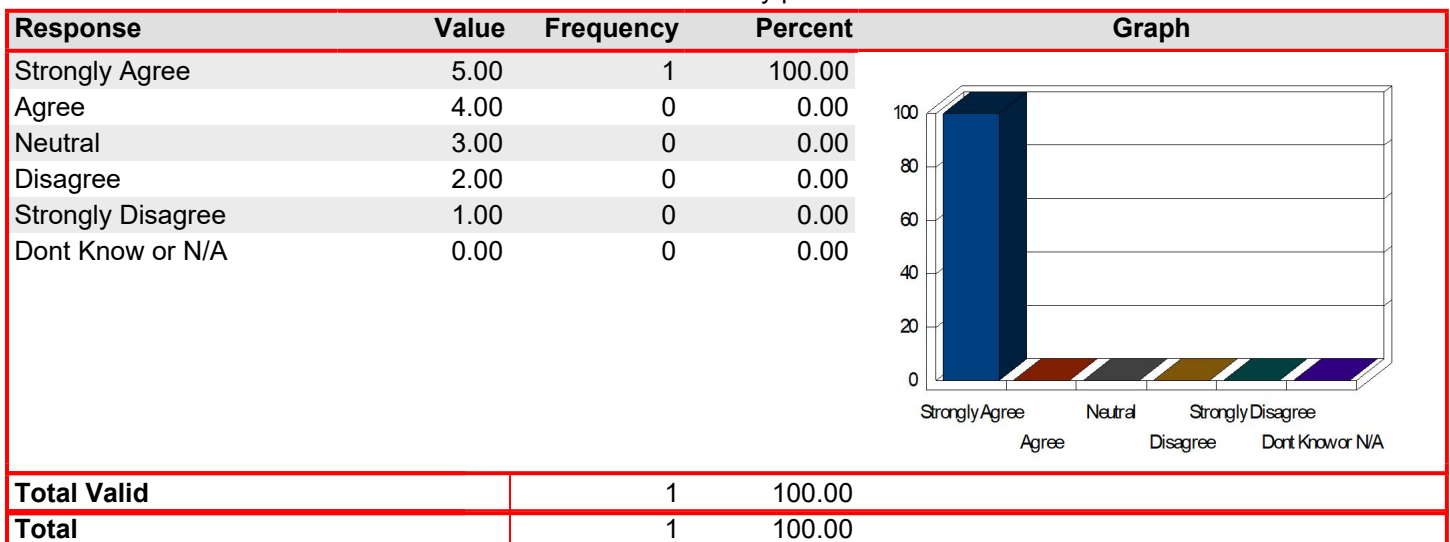
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 0.00



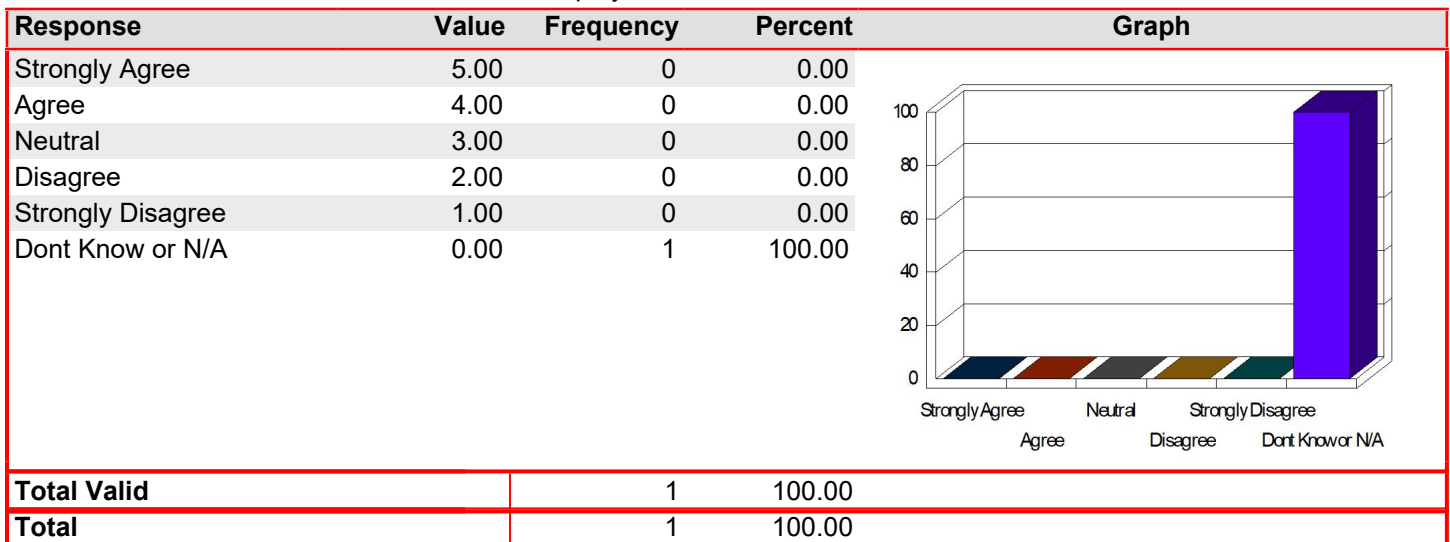
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 5.00



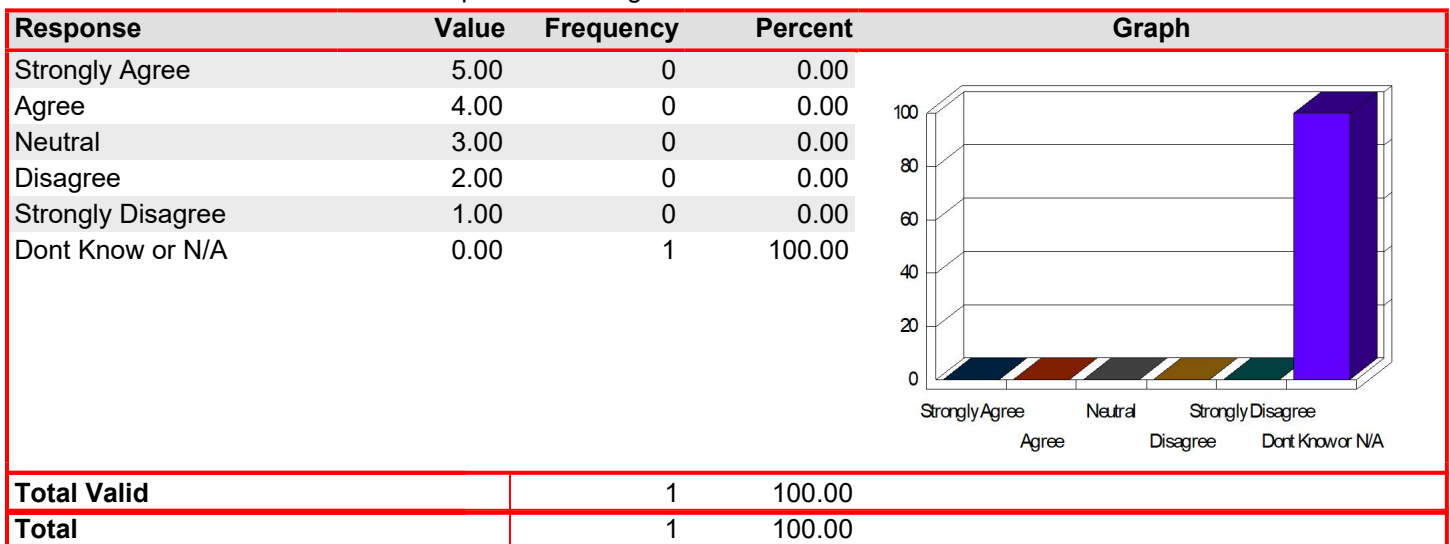
AGREEMENT: The bookstore has attractive displays

Mean: 0.00



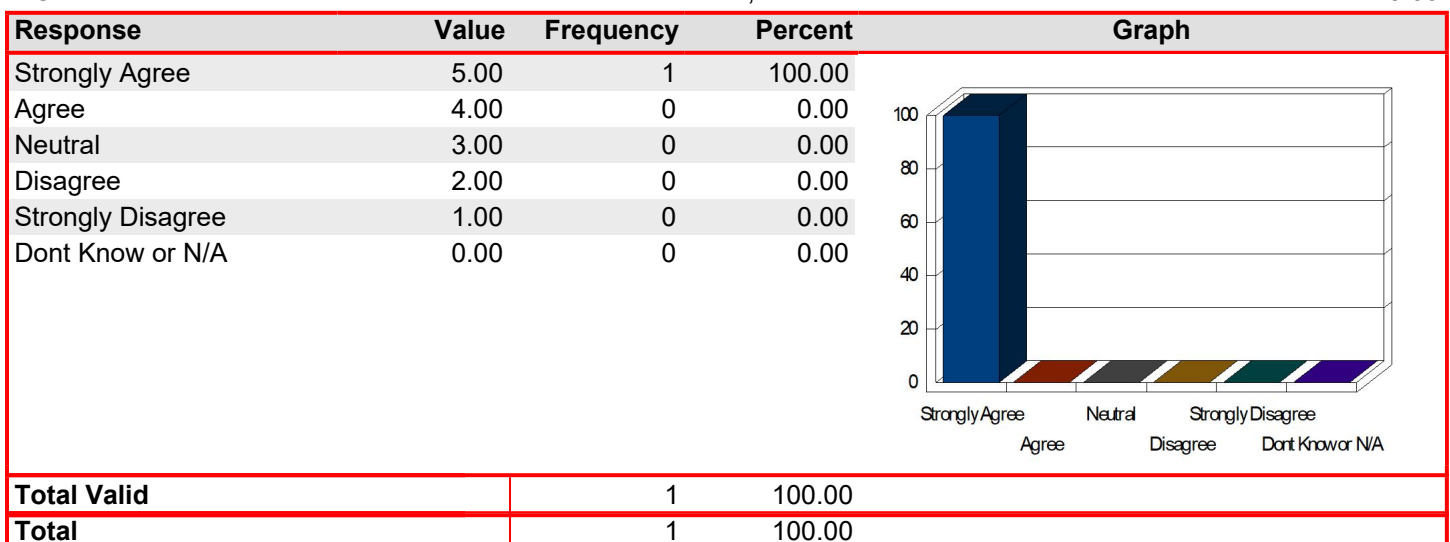
AGREEMENT: The bookstore has helpful in-store signs

Mean: 0.00



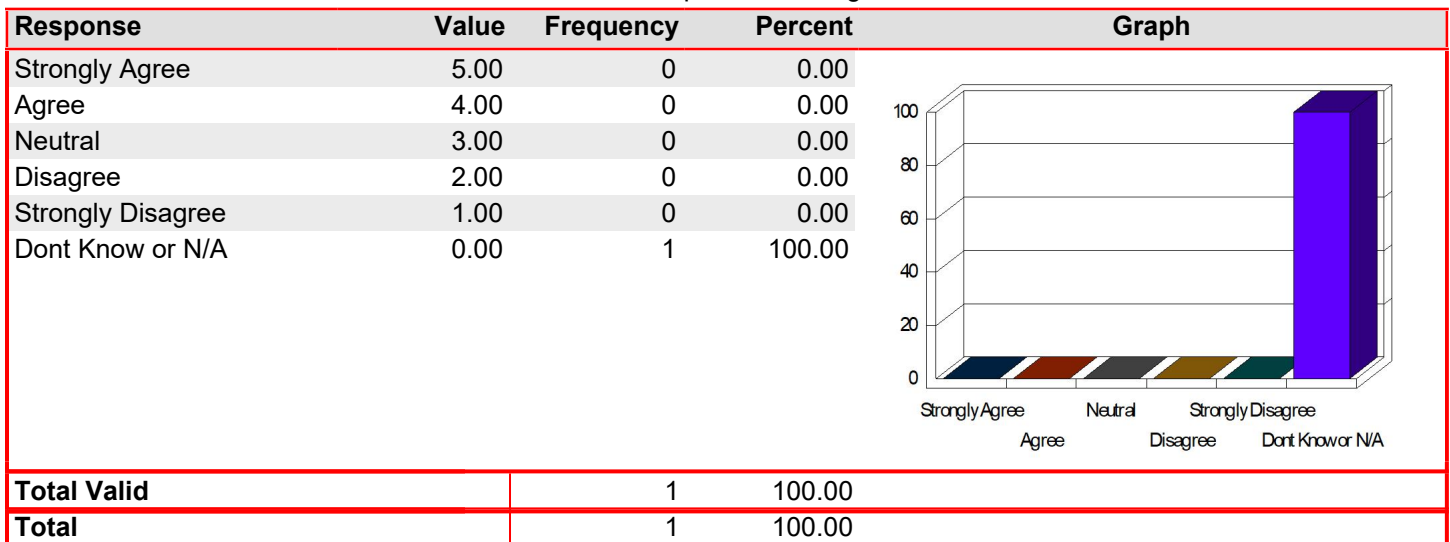
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 5.00



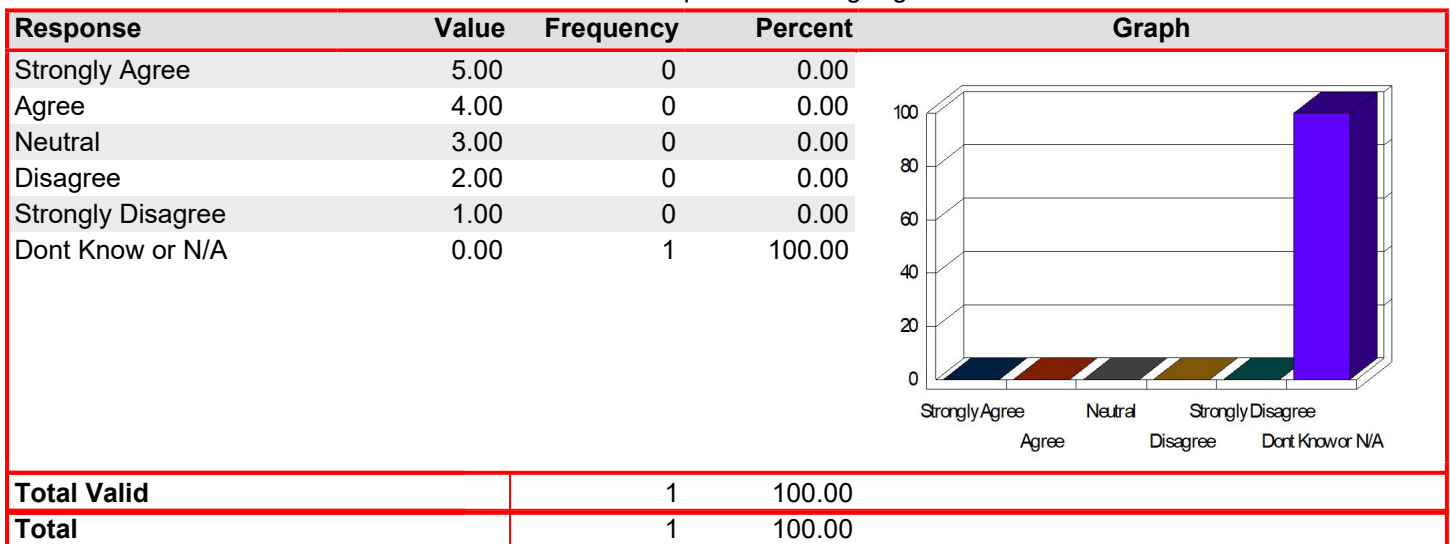
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 0.00



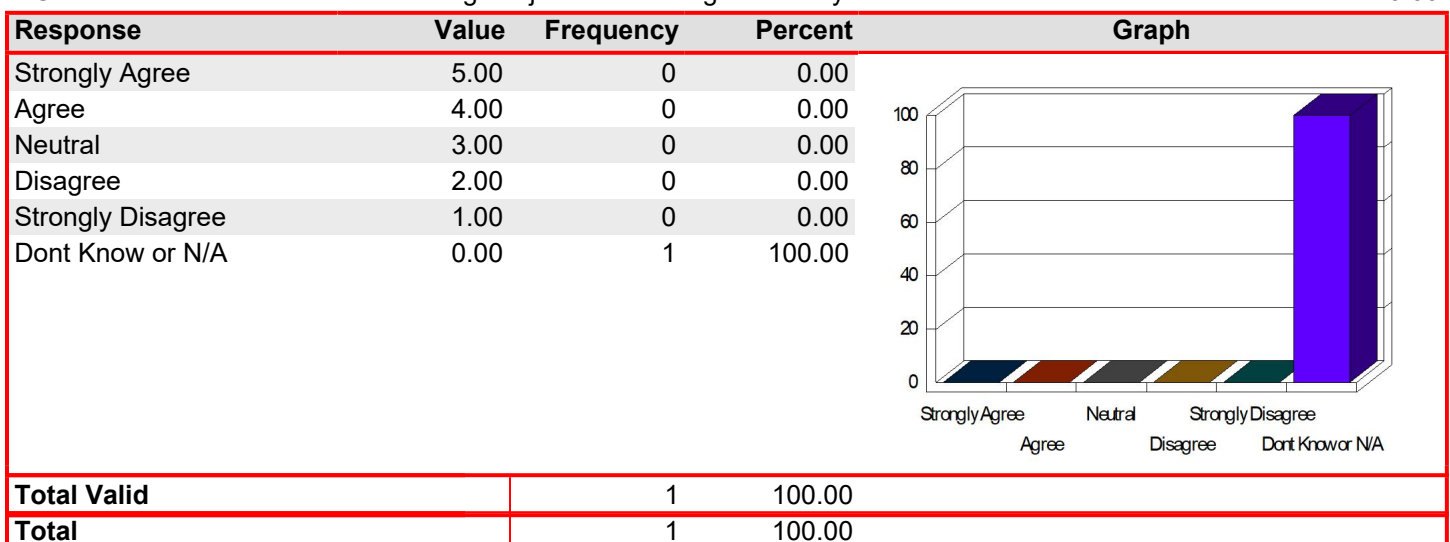
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 0.00



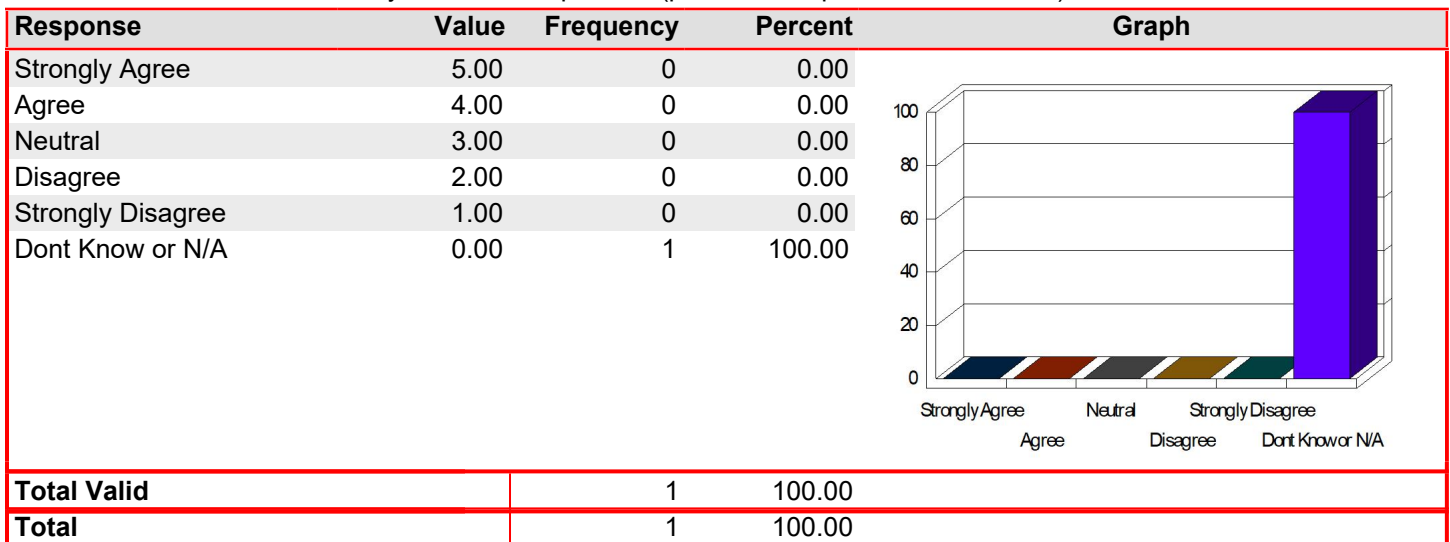
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 0.00



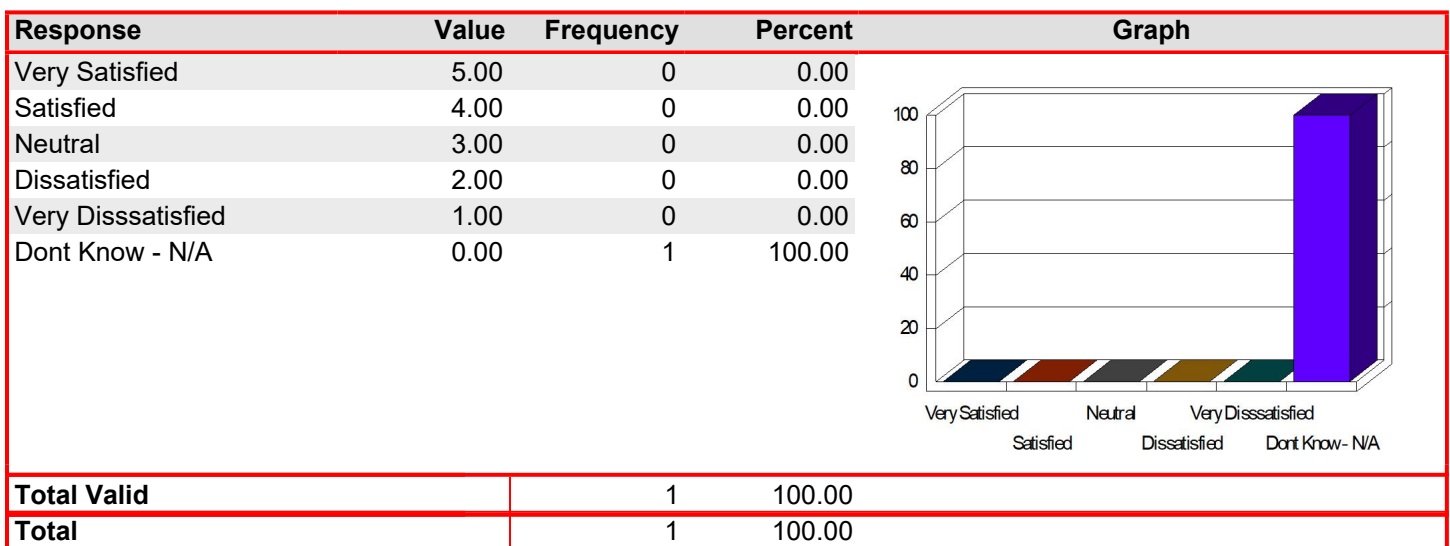
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 0.00



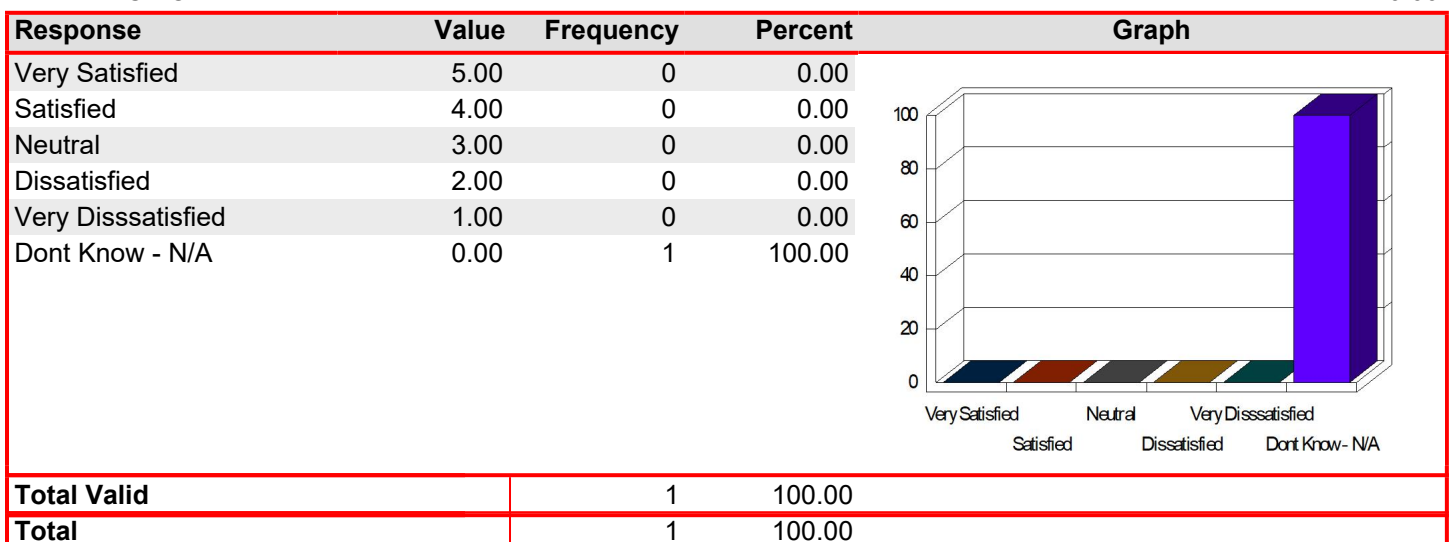
SATISFACTION: Assistance of staff

Mean: 0.00



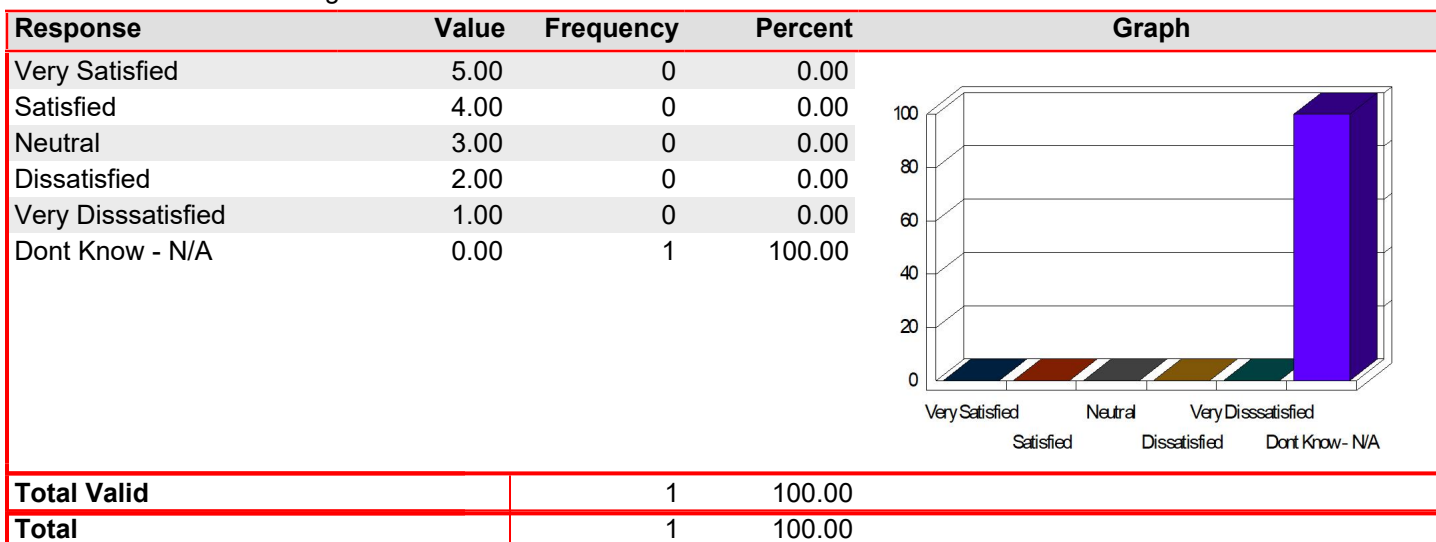
SATISFACTION: Friendliness of staff

Mean: 0.00



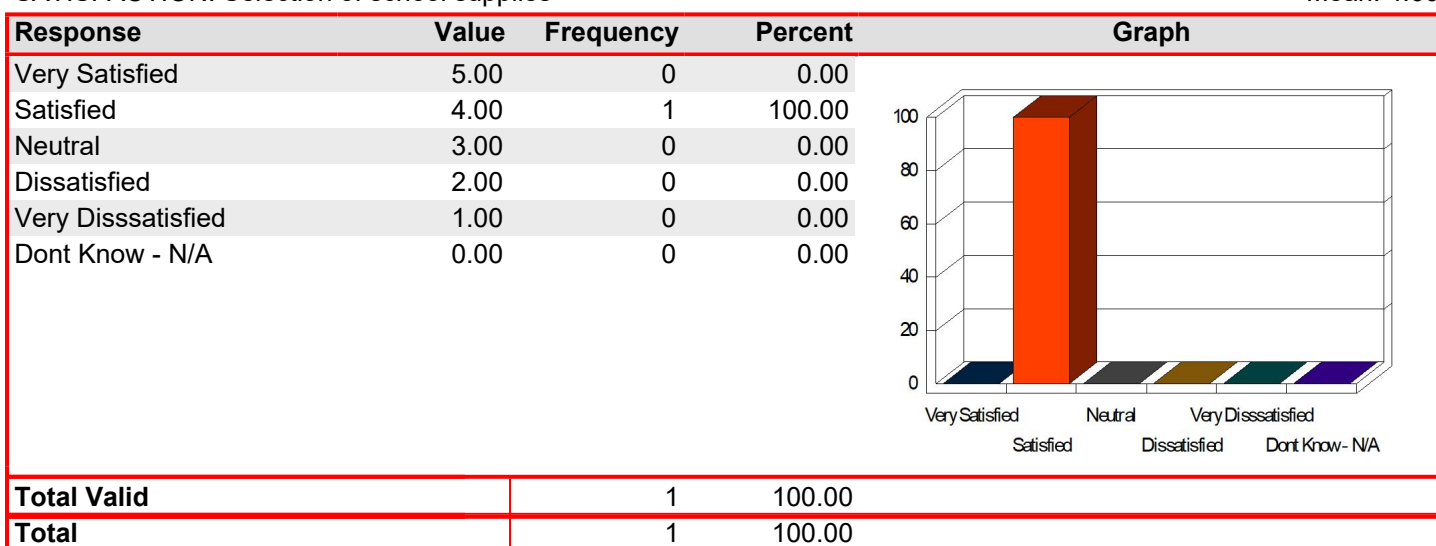
SATISFACTION: Knowledge of staff

Mean: 0.00



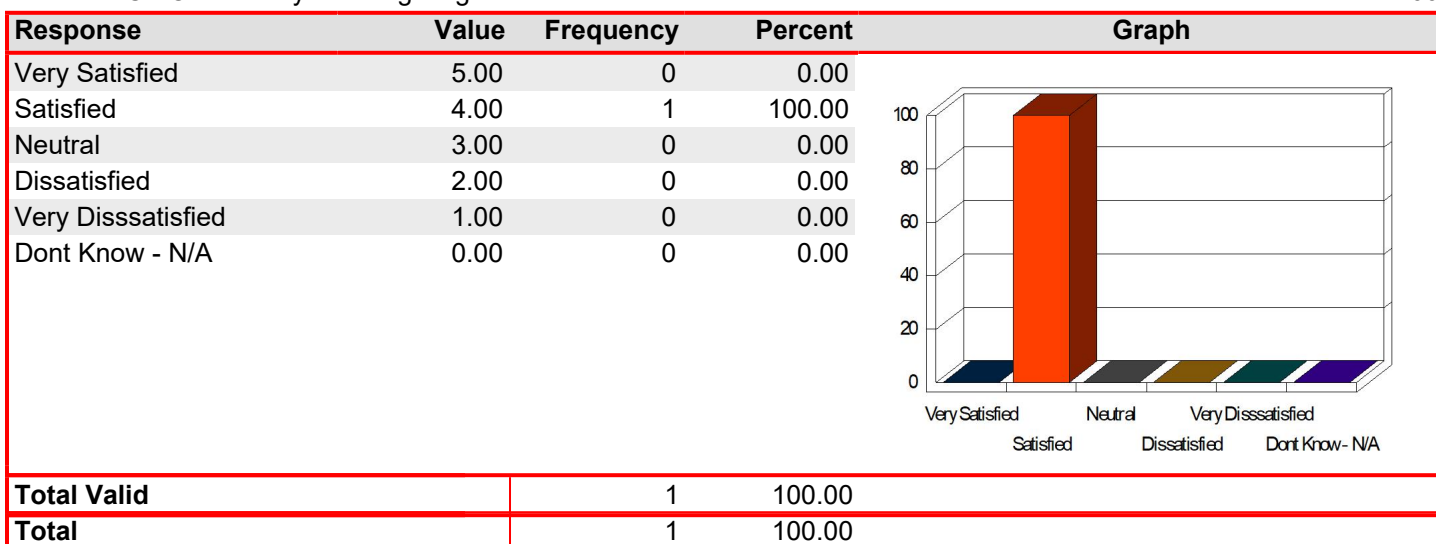
SATISFACTION: Selection of school supplies

Mean: 4.00



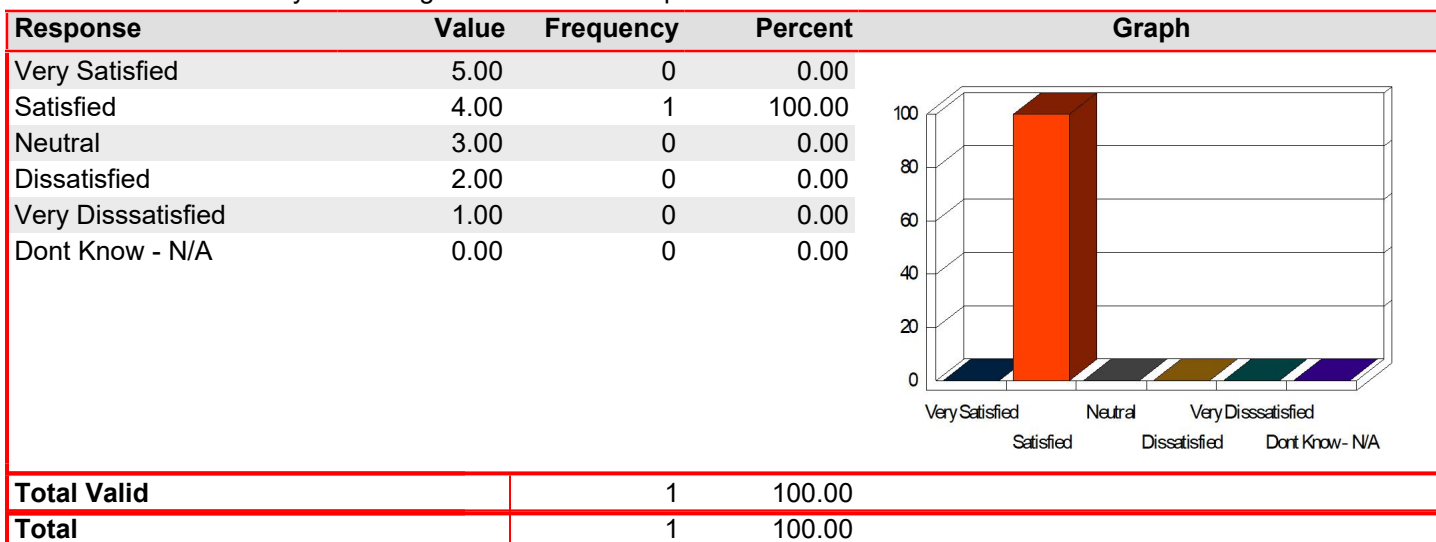
SATISFACTION: Variety of college logo items

Mean: 4.00



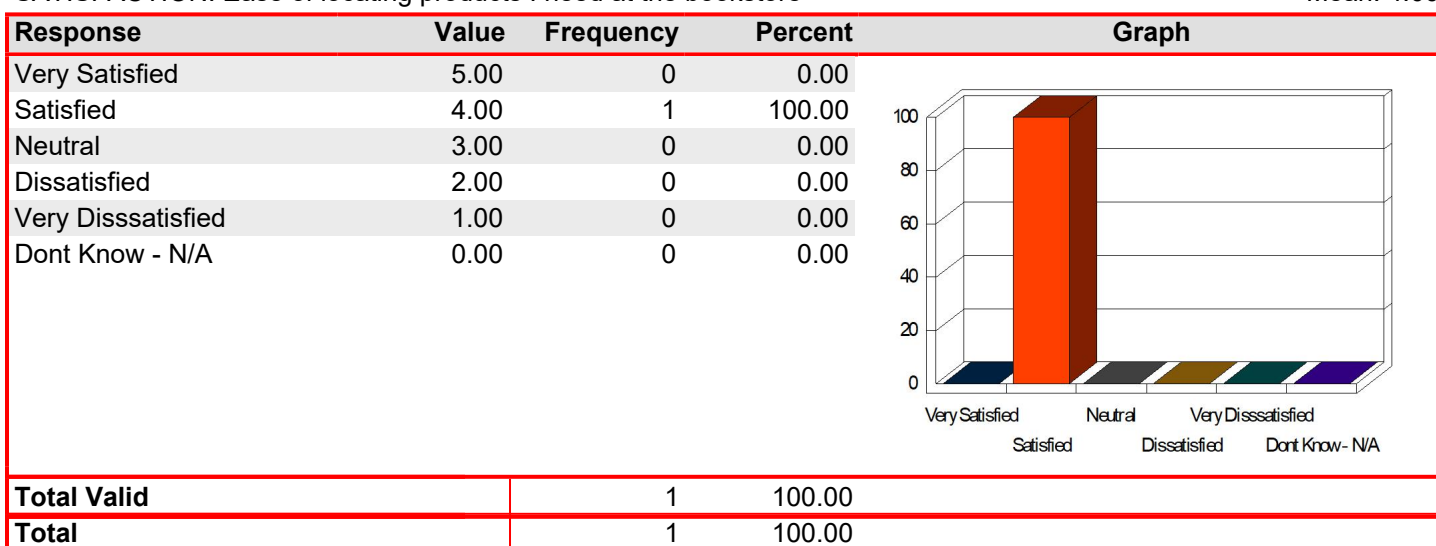
SATISFACTION: Variety of clothing items available for purchase

Mean: 4.00



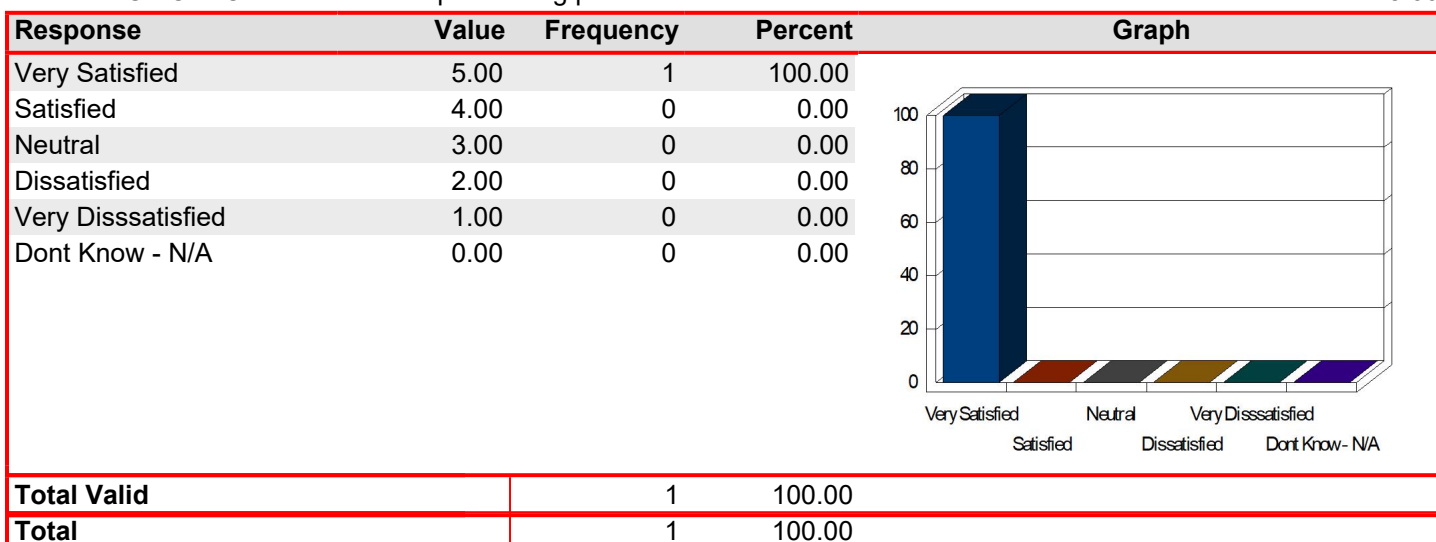
SATISFACTION: Ease of locating products I need at the bookstore

Mean: 4.00



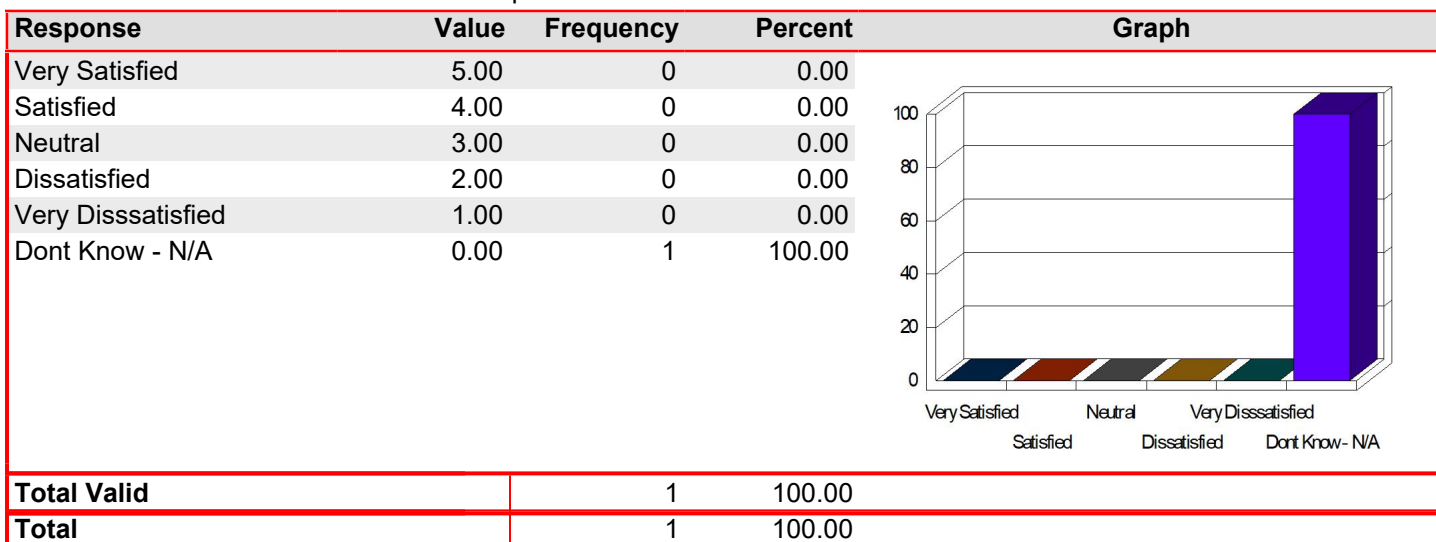
SATISFACTION: ONLINE textbook purchasing process

Mean: 5.00



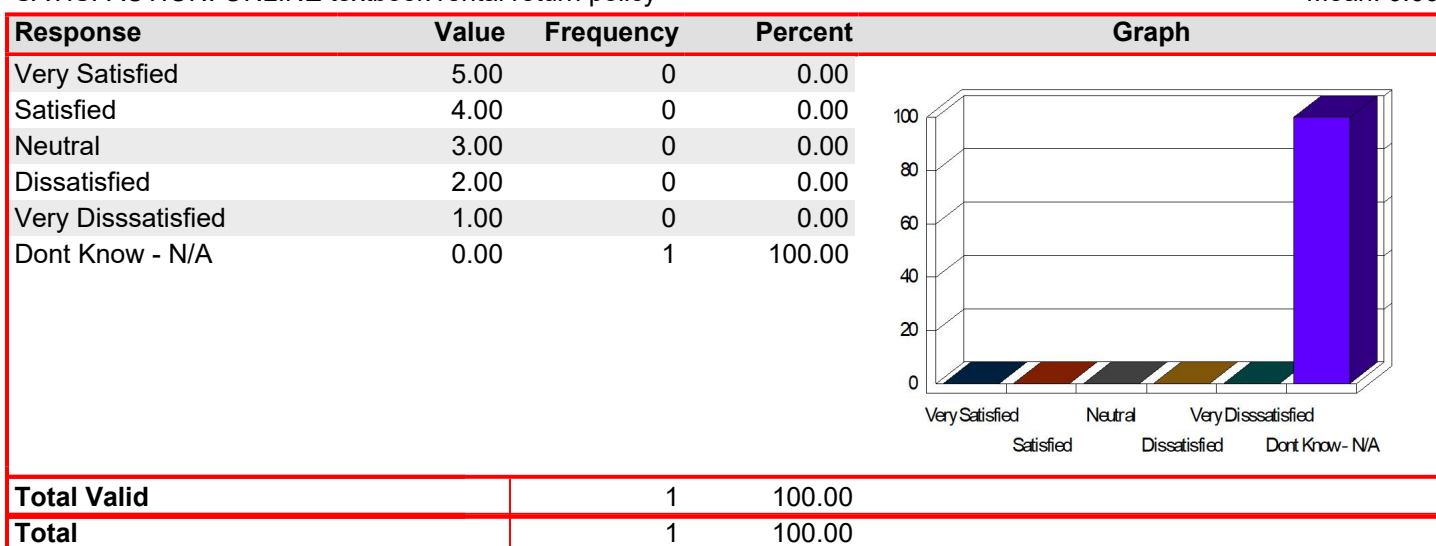
SATISFACTION: ONLINE textbook rental process

Mean: 0.00



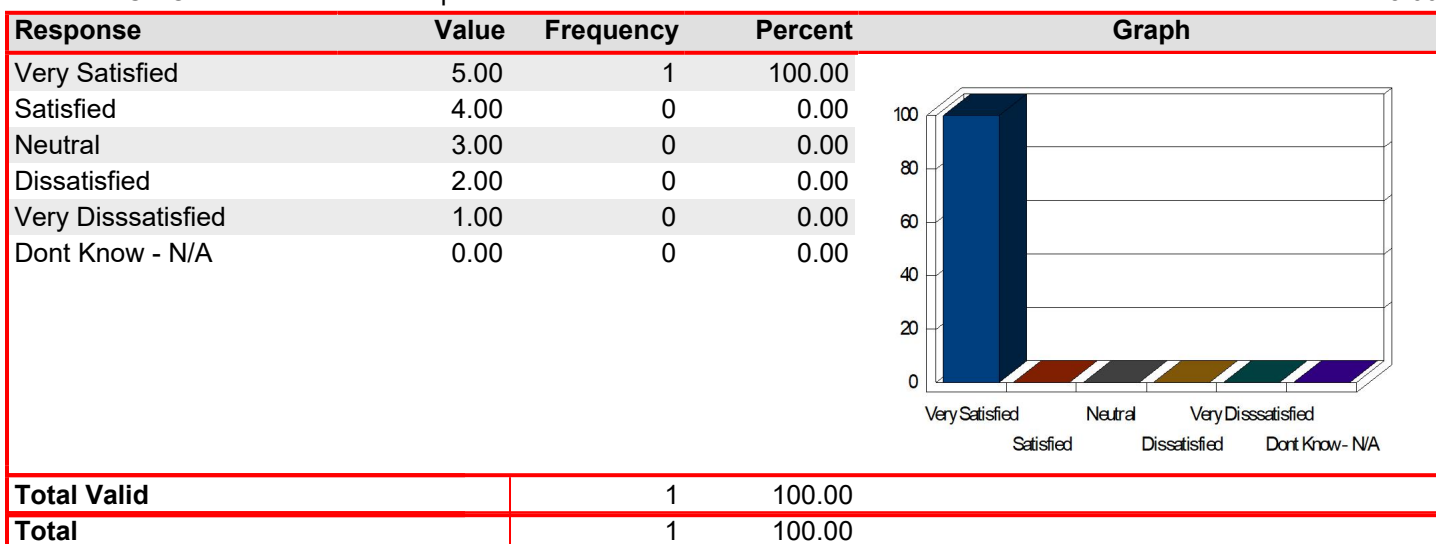
SATISFACTION: ONLINE textbook rental return policy

Mean: 0.00



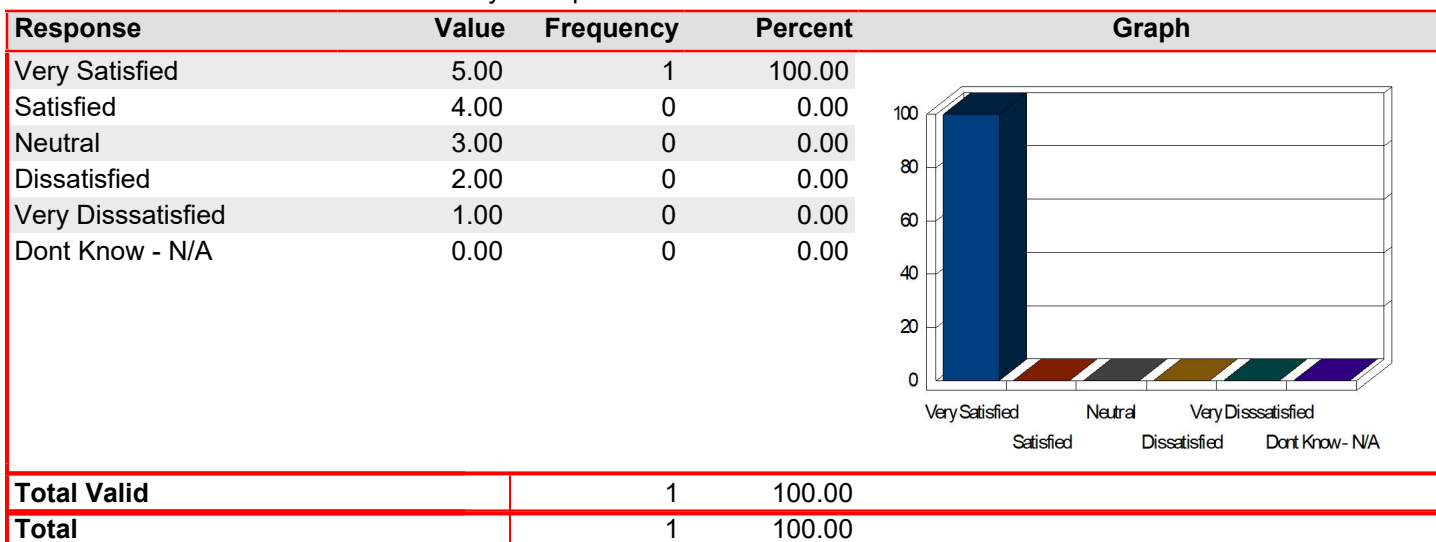
SATISFACTION: Bookstores return policies

Mean: 5.00



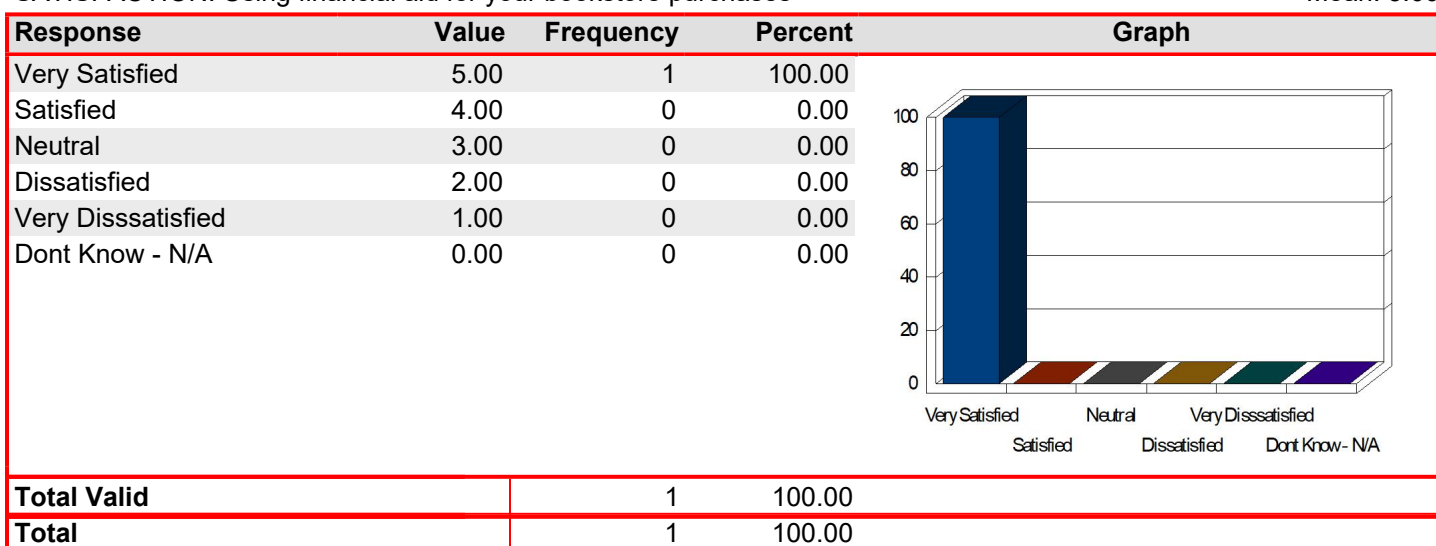
SATISFACTION: Bookstore textbook buy back procedures

Mean: 5.00



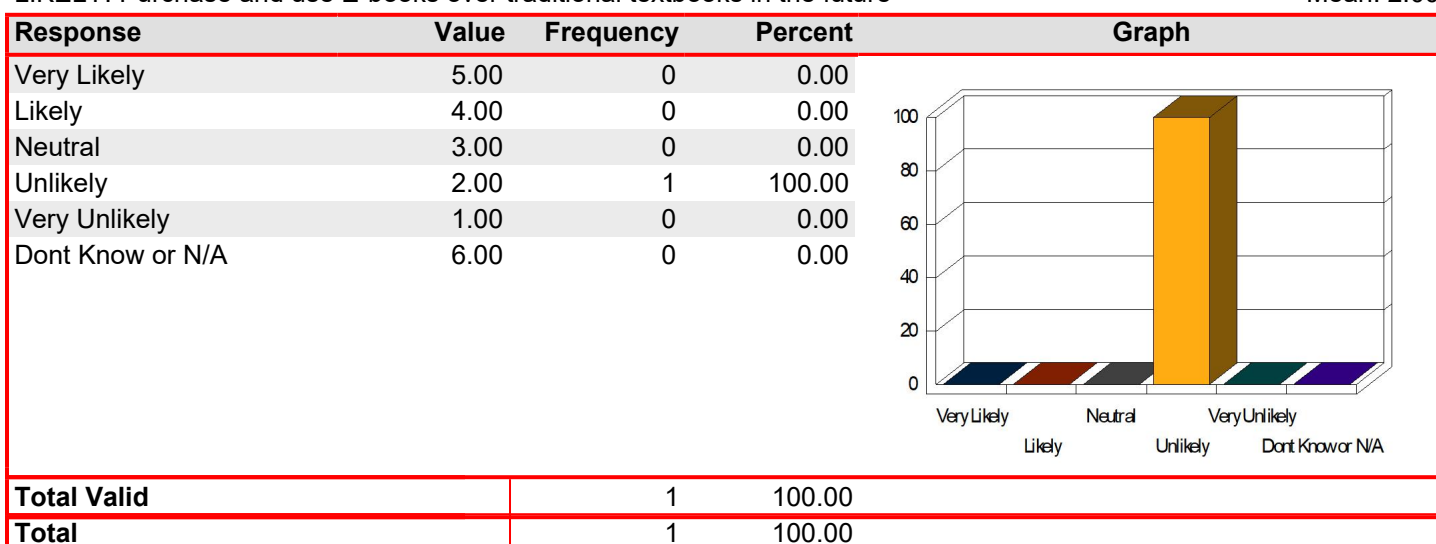
SATISFACTION: Using financial aid for your bookstore purchases

Mean: 5.00



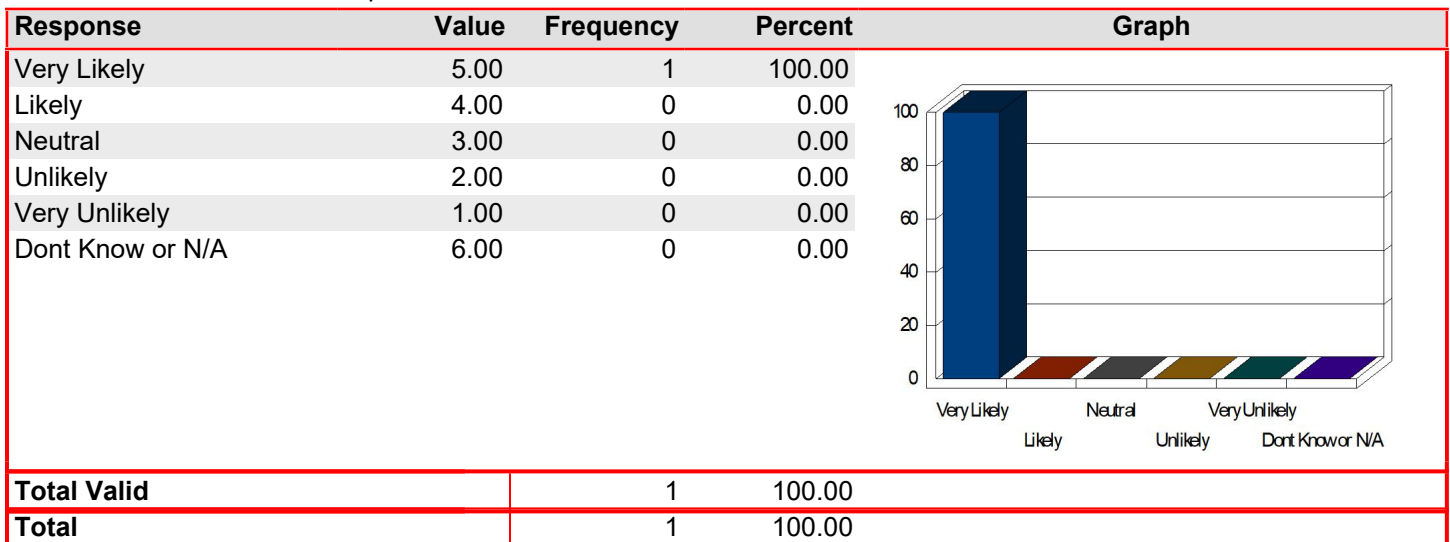
LIKELY: Purchase and use E-books over traditional textbooks in the future

Mean: 2.00



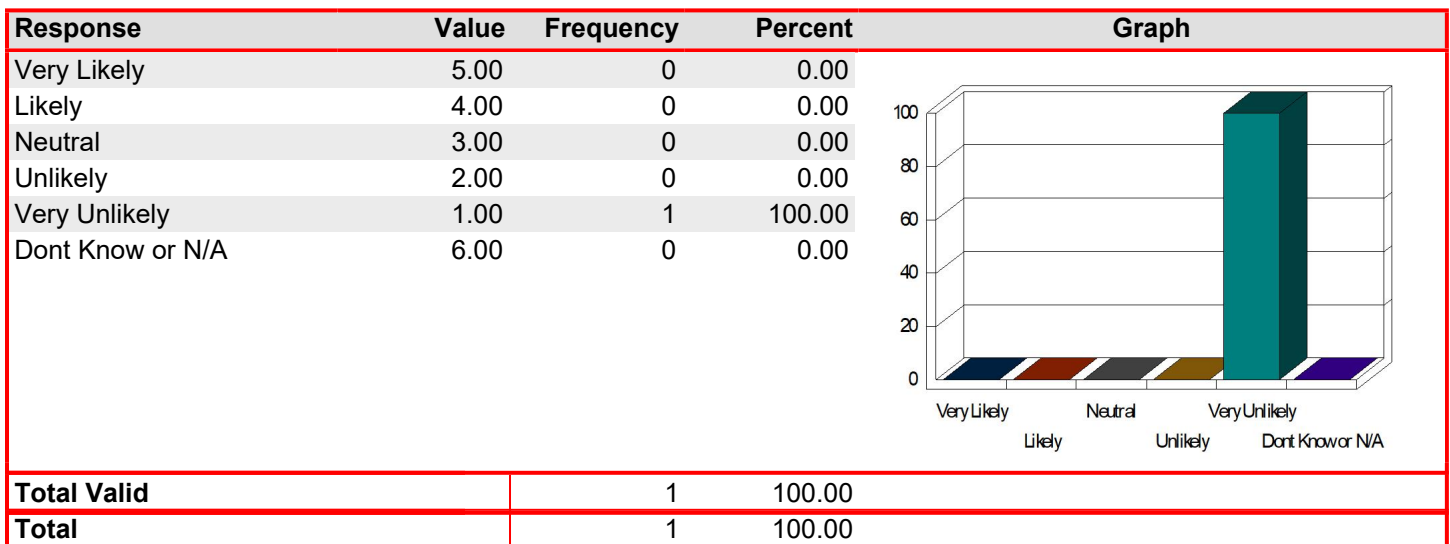
LIKELY: Make a future online purchase

Mean: 5.00



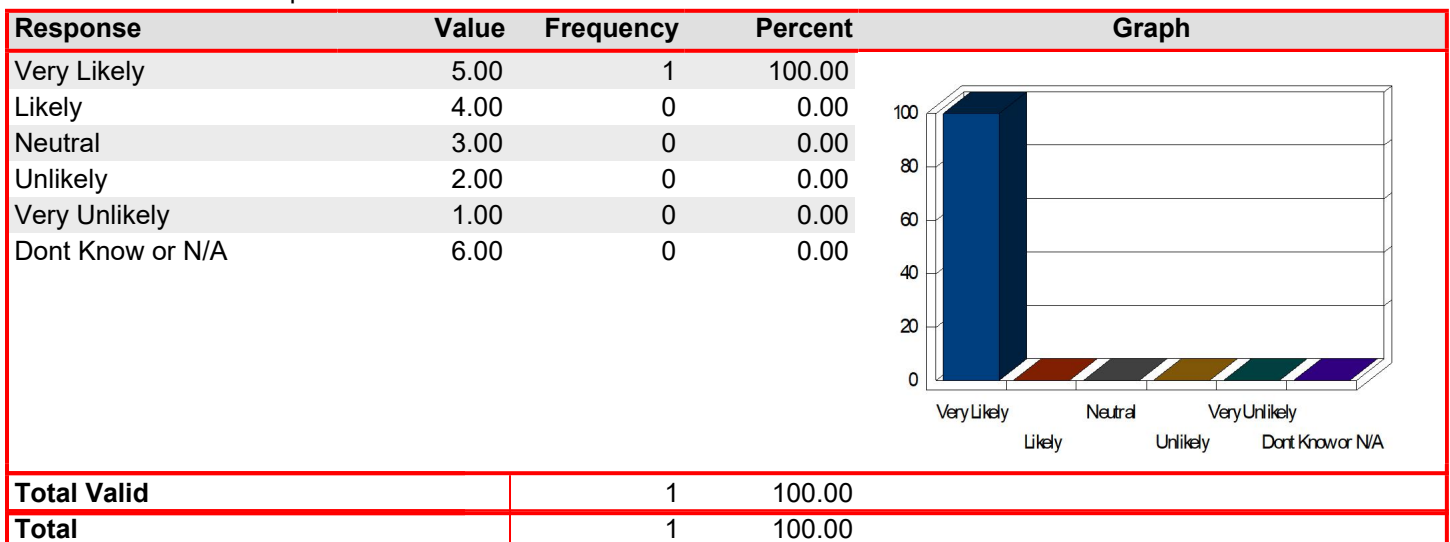
LIKELY: Rent a Textbook in the future

Mean: 1.00



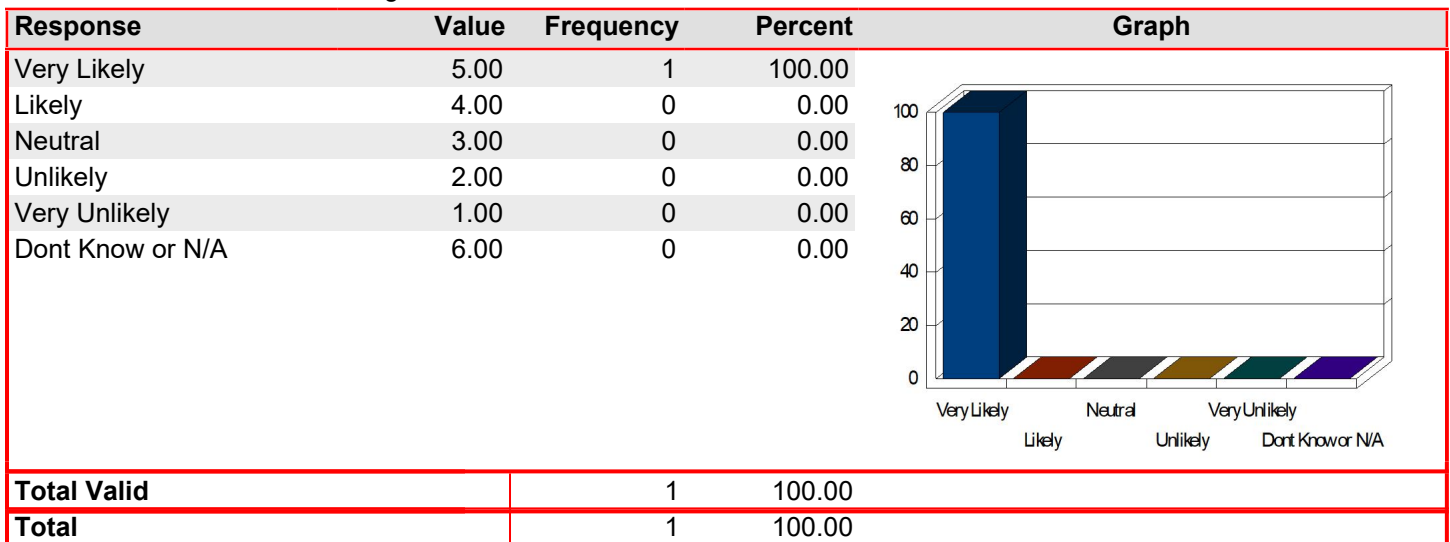
LIKELY: Make a future purchase at the bookstore

Mean: 5.00



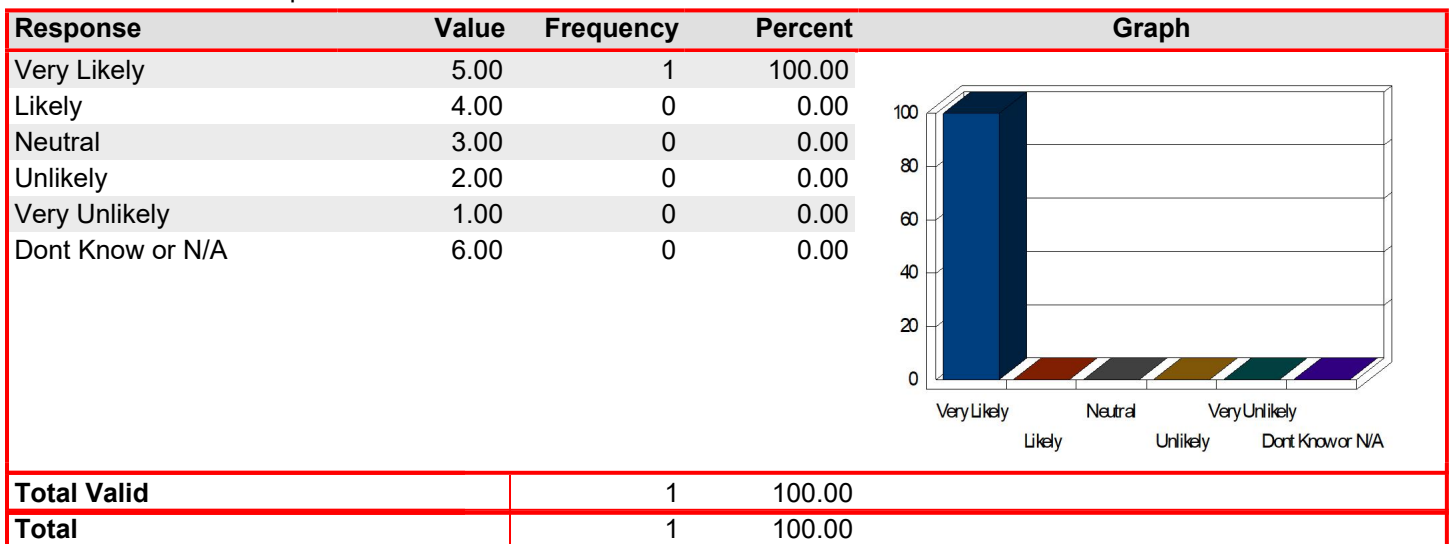
LIKELY: Purchase more clothing and merchandise if there was a better selection

Mean: 5.00



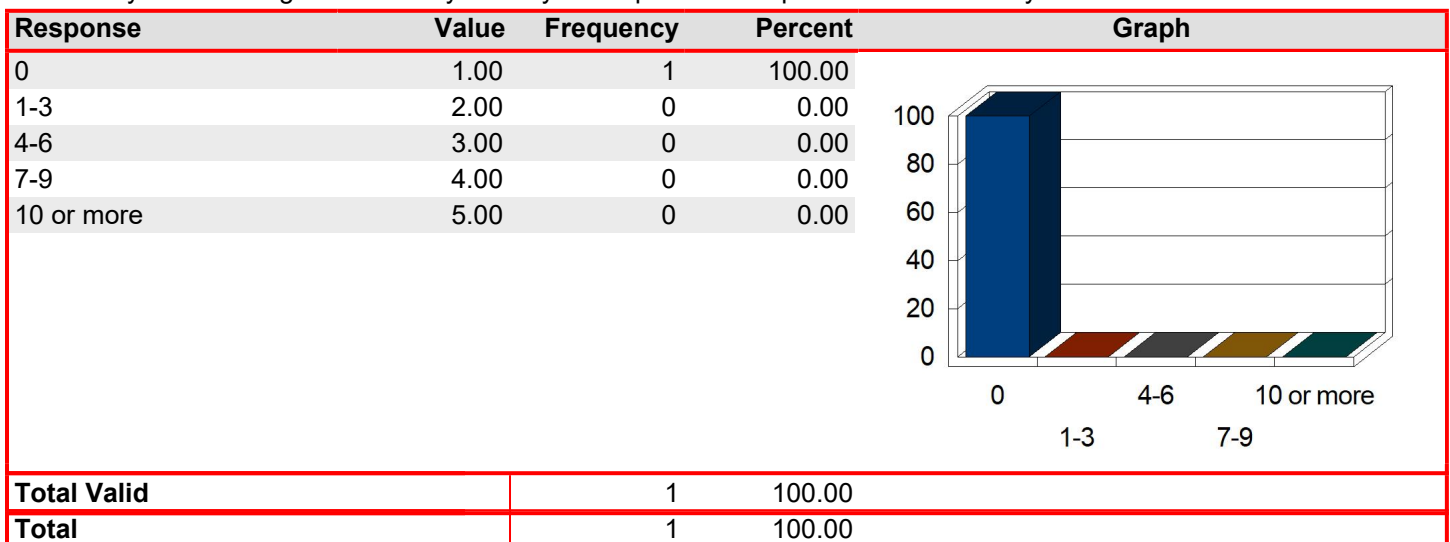
LIKELY: Purchase computers and other electronics if it were available

Mean: 5.00



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

Mean: 1.00



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

Mean: -

Response	Value	Frequency	Percent	Graph
0%	1.00	0	0.00	
1-25%	2.00	0	0.00	
25-50%	3.00	0	0.00	
50-75%	4.00	0	0.00	
75-100%	5.00	0	0.00	
Total Valid		0	0.00	
Invalid Response		1	100.00	
Total		1	100.00	

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	
4-6	3.00	0	0.00	
7-9	4.00	0	0.00	
10 or more	5.00	0	0.00	
Total Valid		1	100.00	
Total		1	100.00	

Trinity Valley Community College

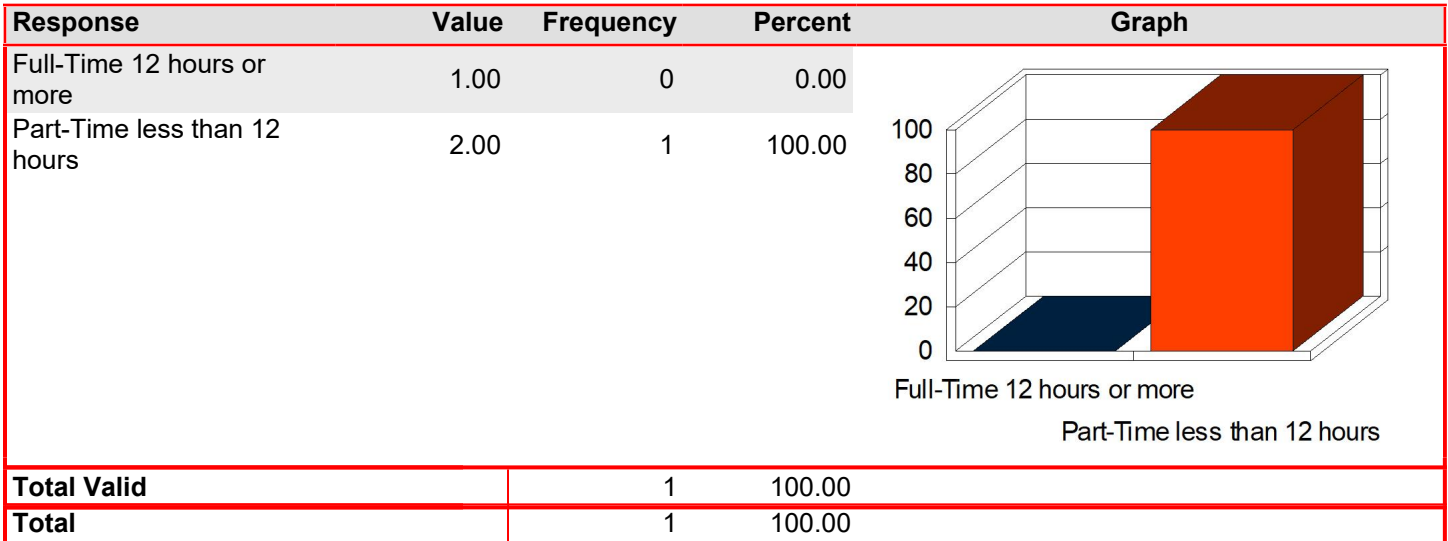
Bookstore Satisfaction Survey

Fall 2020

Palestine

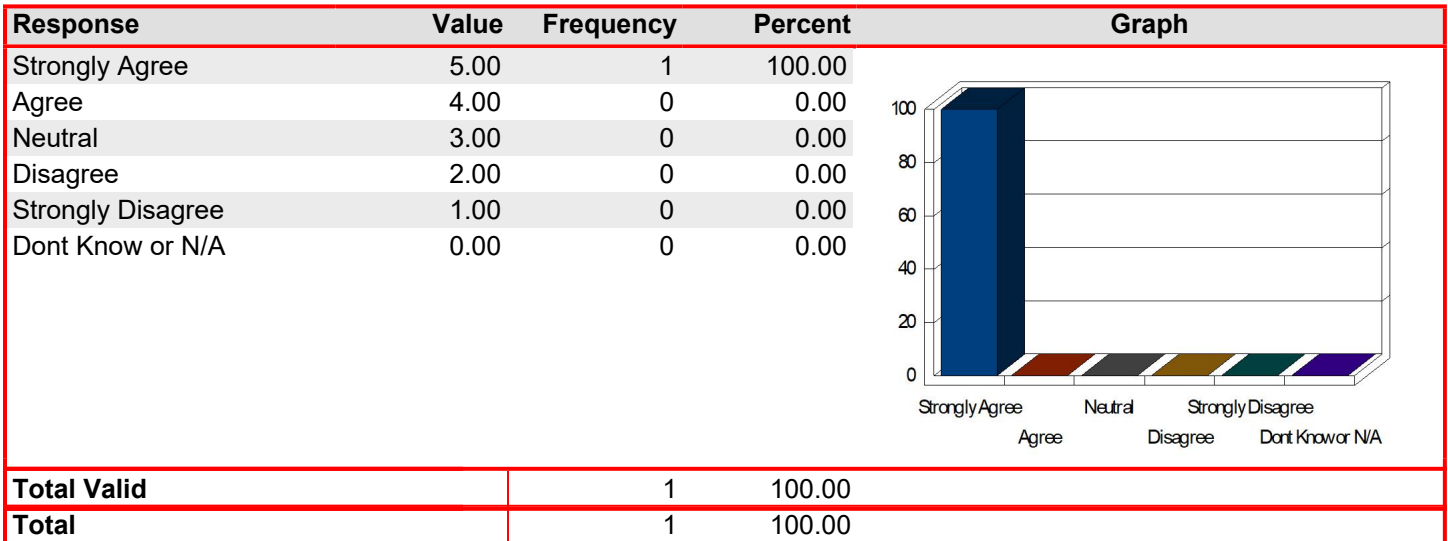
Student Status

Mean: 2.00



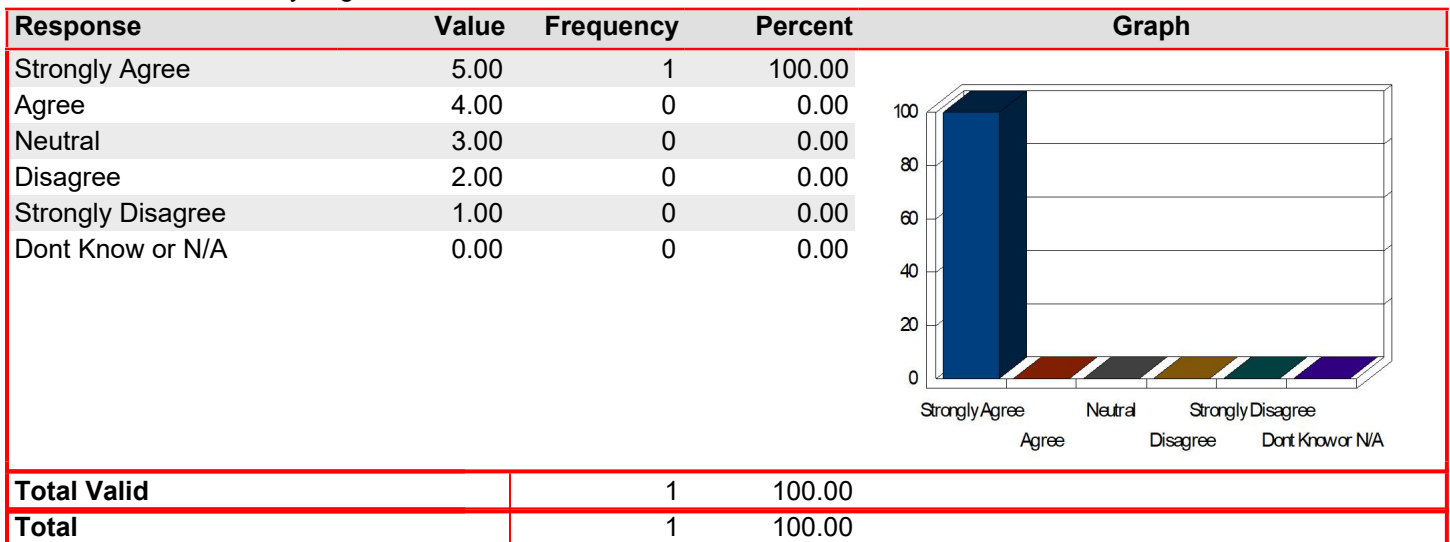
AGREEMENT: I am greeted when entering the bookstore

Mean: 5.00



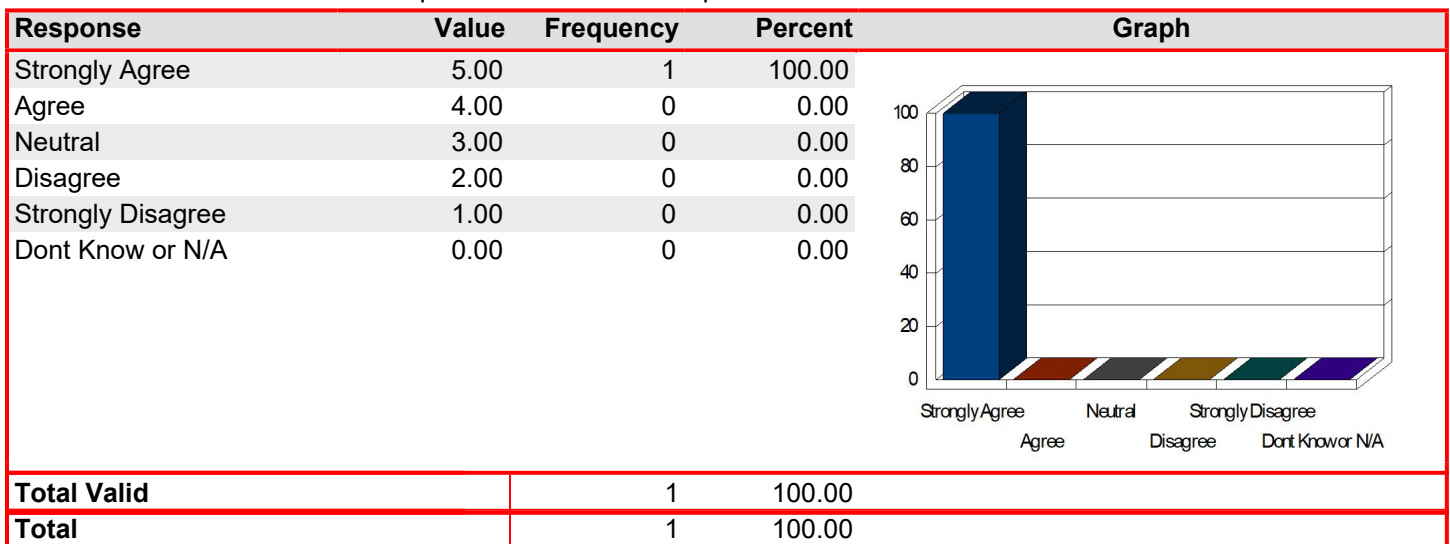
AGREEMENT: It is easy to get assistance at the bookstore

Mean: 5.00



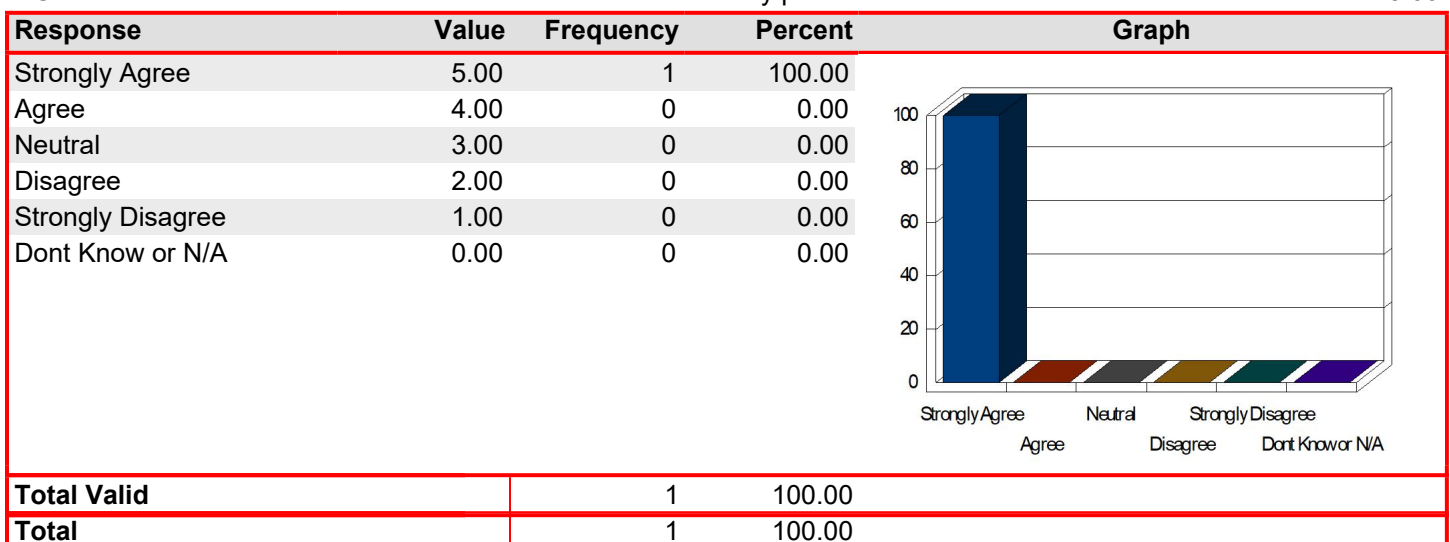
AGREEMENT: Bookstore staff responds to feedback to improve services

Mean: 5.00



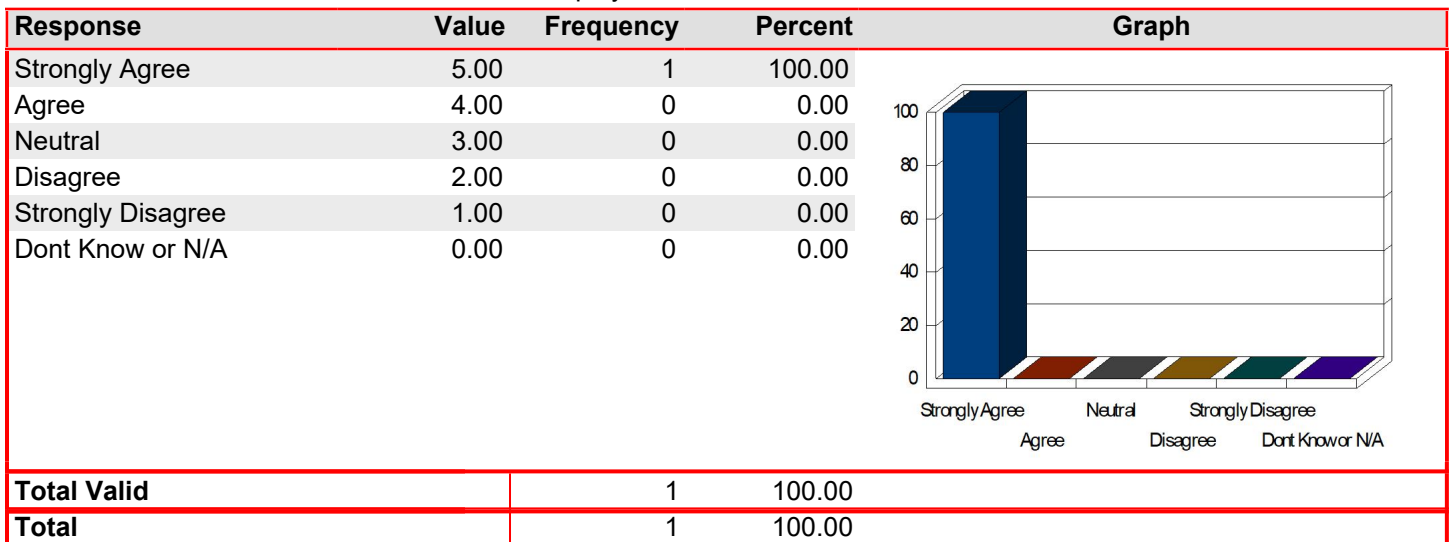
AGREEMENT: Bookstore staff has reasonable resolutions to my problems

Mean: 5.00



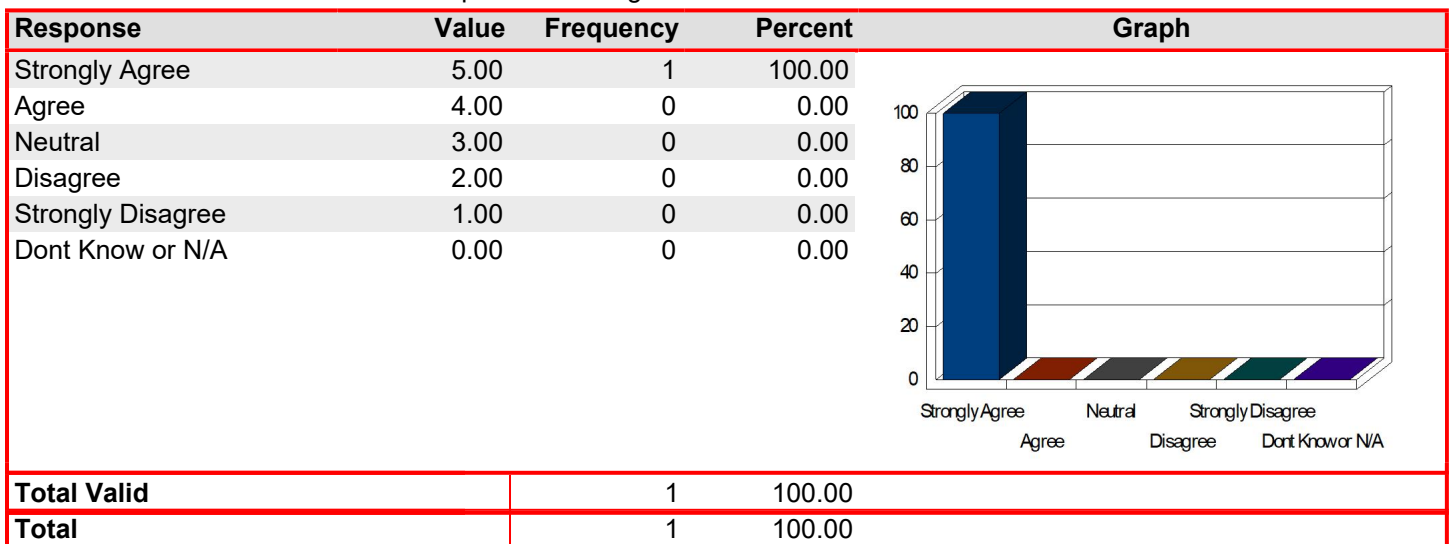
AGREEMENT: The bookstore has attractive displays

Mean: 5.00



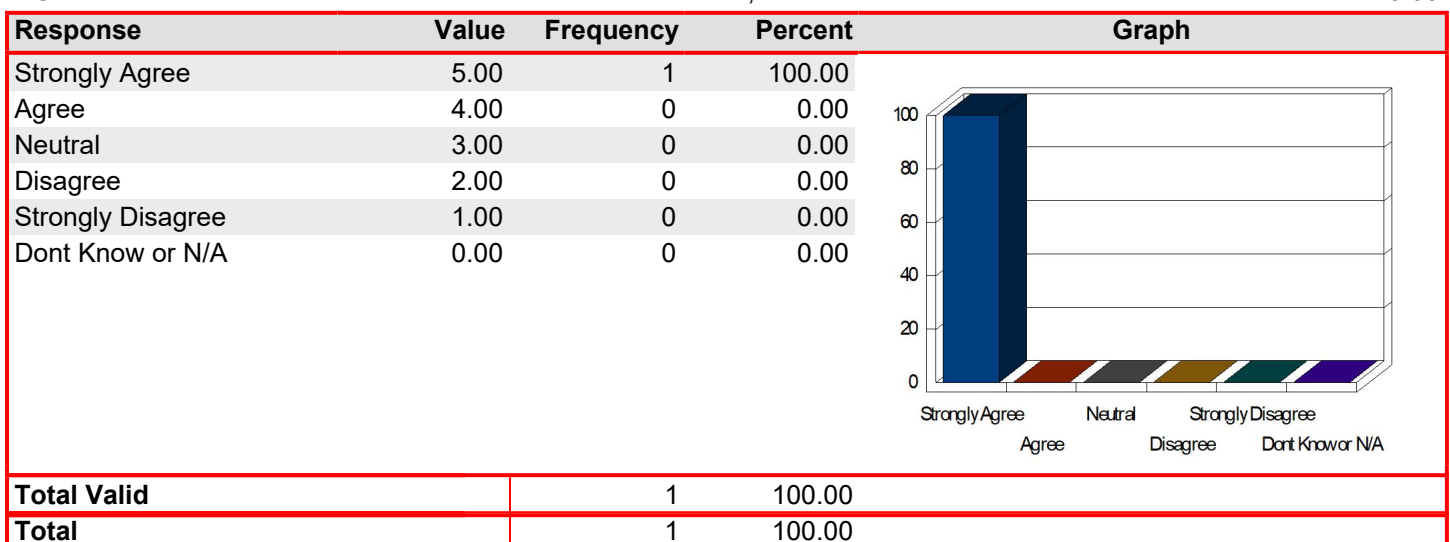
AGREEMENT: The bookstore has helpful in-store signs

Mean: 5.00



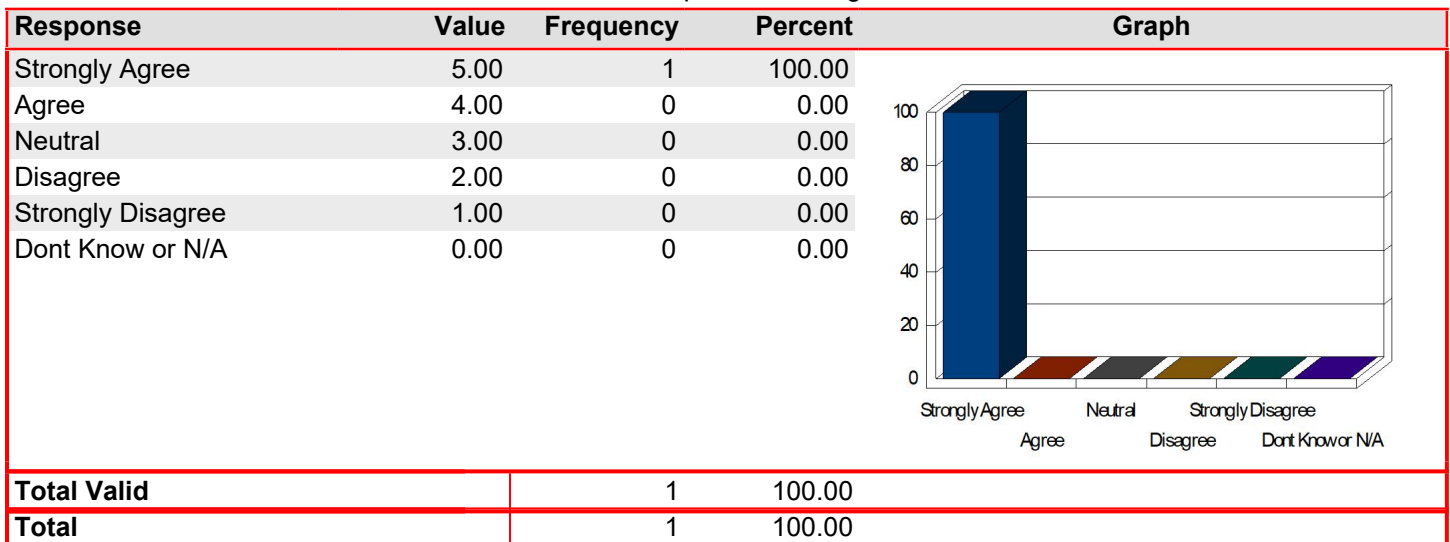
AGREEMENT: The bookstore has the course materials I need, when I need them

Mean: 5.00



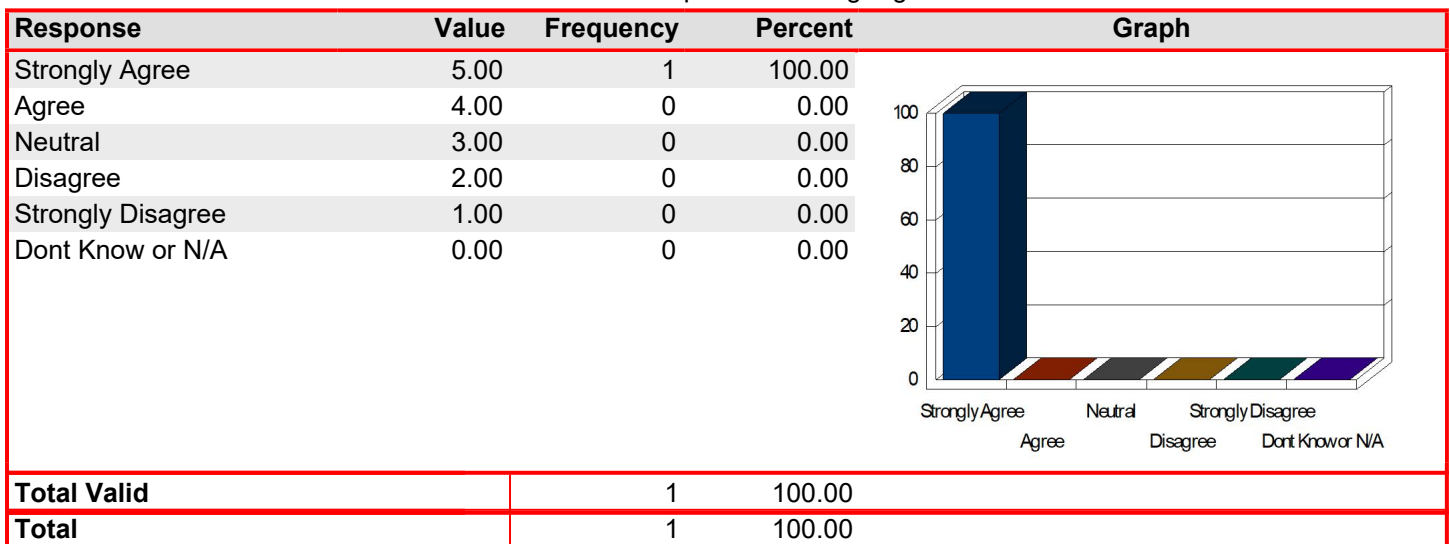
AGREEMENT: The bookstore has reasonable hours of operation during the semester

Mean: 5.00



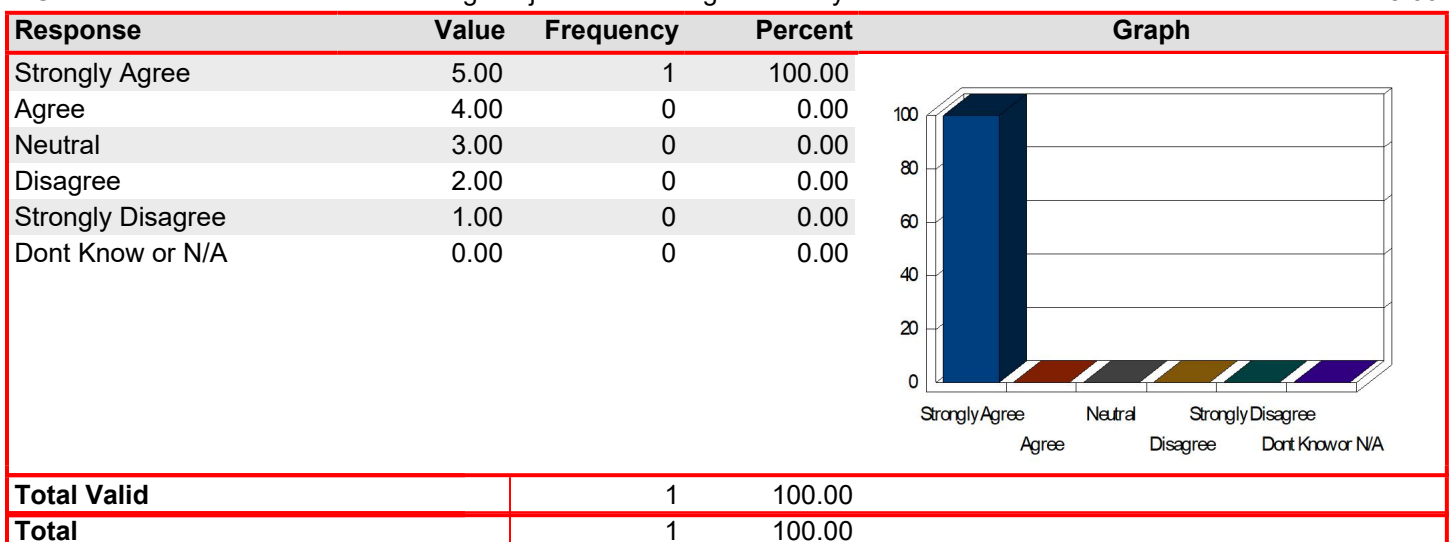
AGREEMENT: The bookstore has reasonable hours of operation during registration

Mean: 5.00



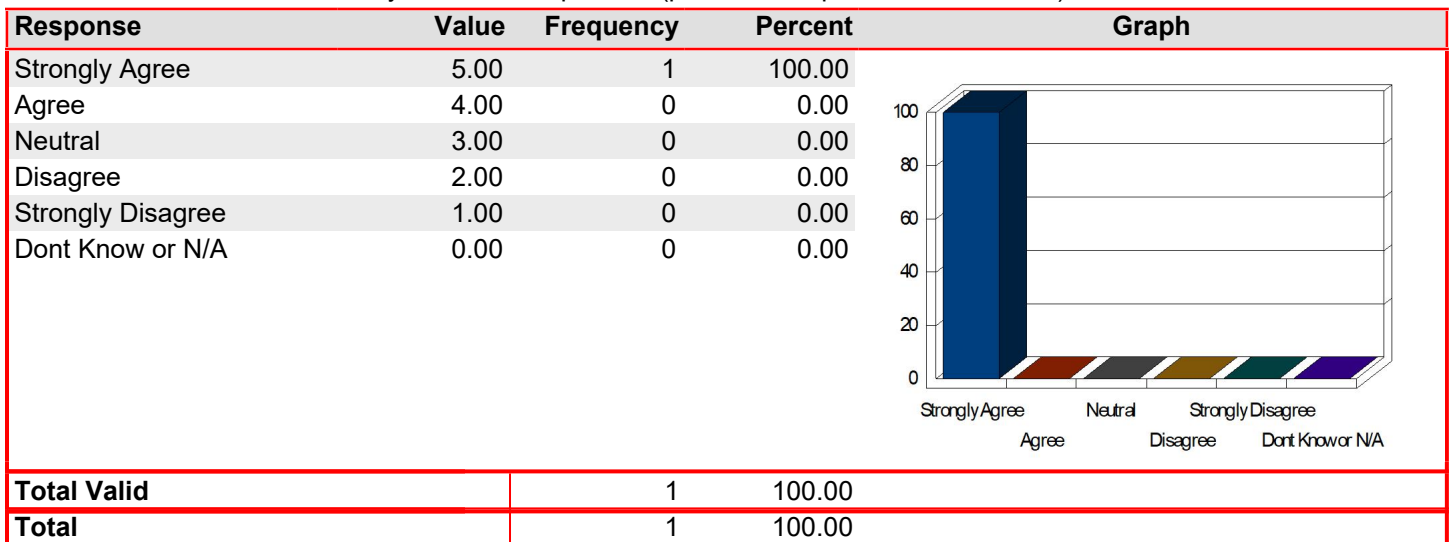
AGREEMENT: The bookstore does a good job of educating us on why books cost so much

Mean: 5.00



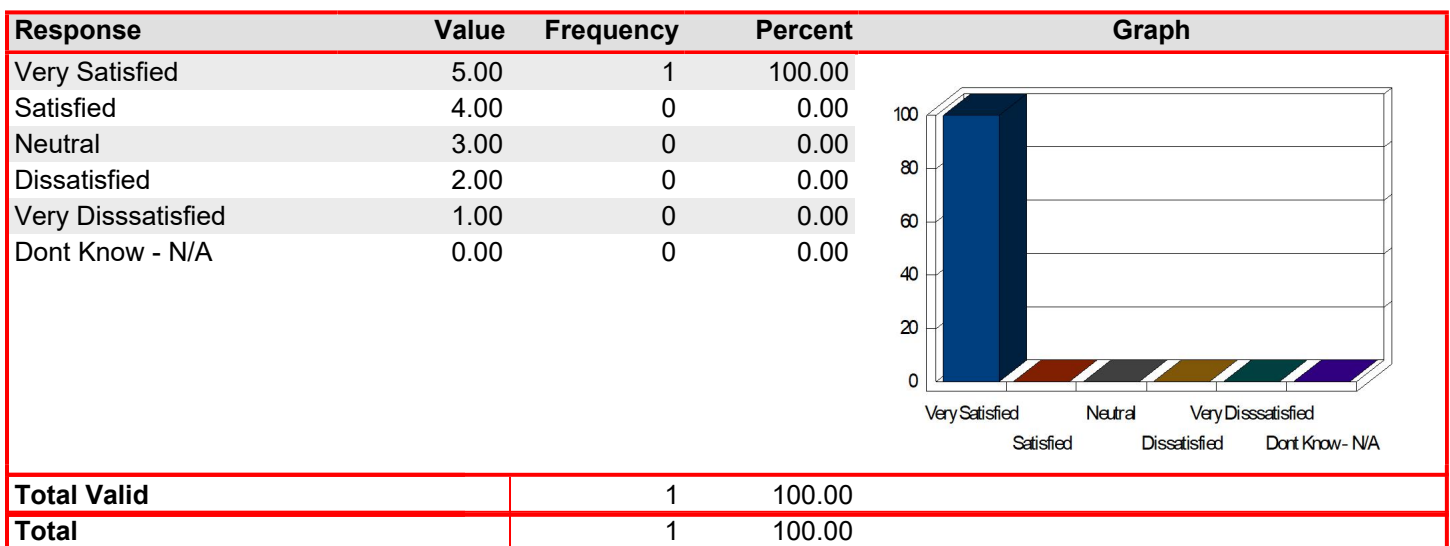
AGREEMENT: I understand why books are expensive (publishers represent 75% of cost)

Mean: 5.00



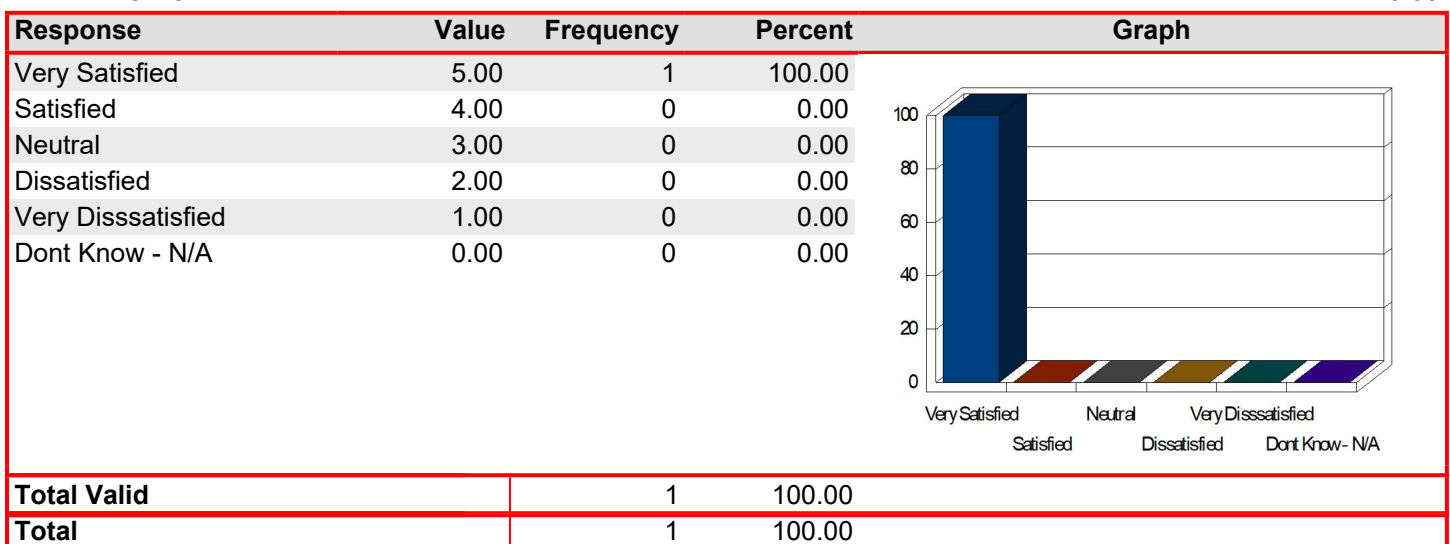
SATISFACTION: Assistance of staff

Mean: 5.00



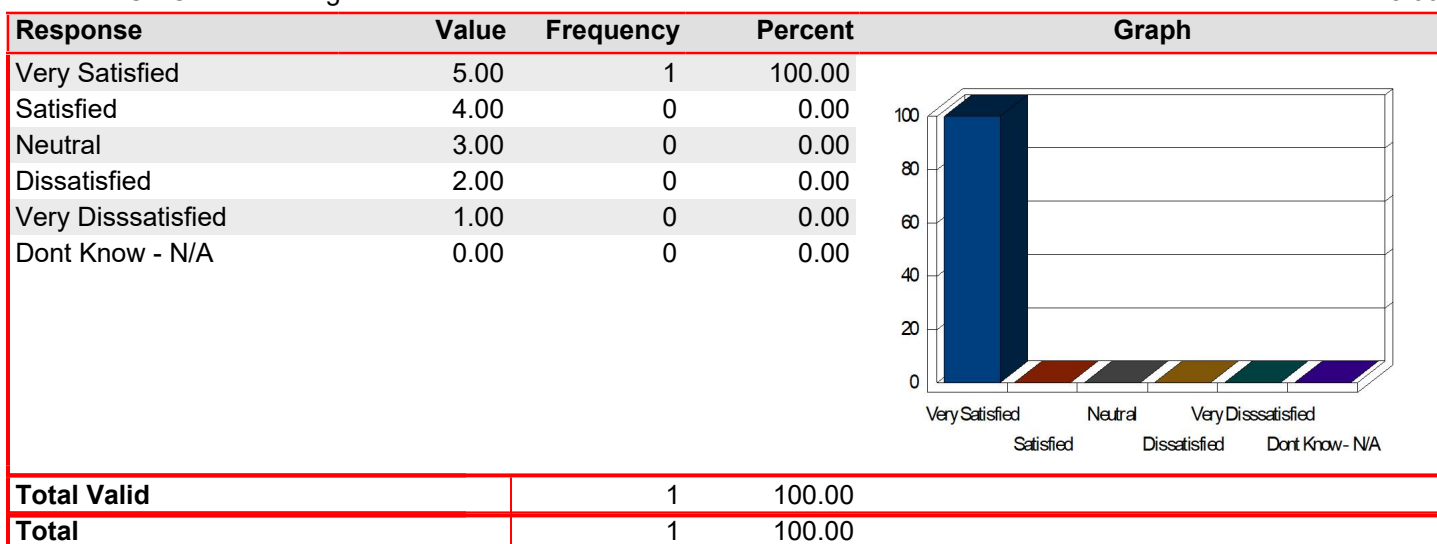
SATISFACTION: Friendliness of staff

Mean: 5.00



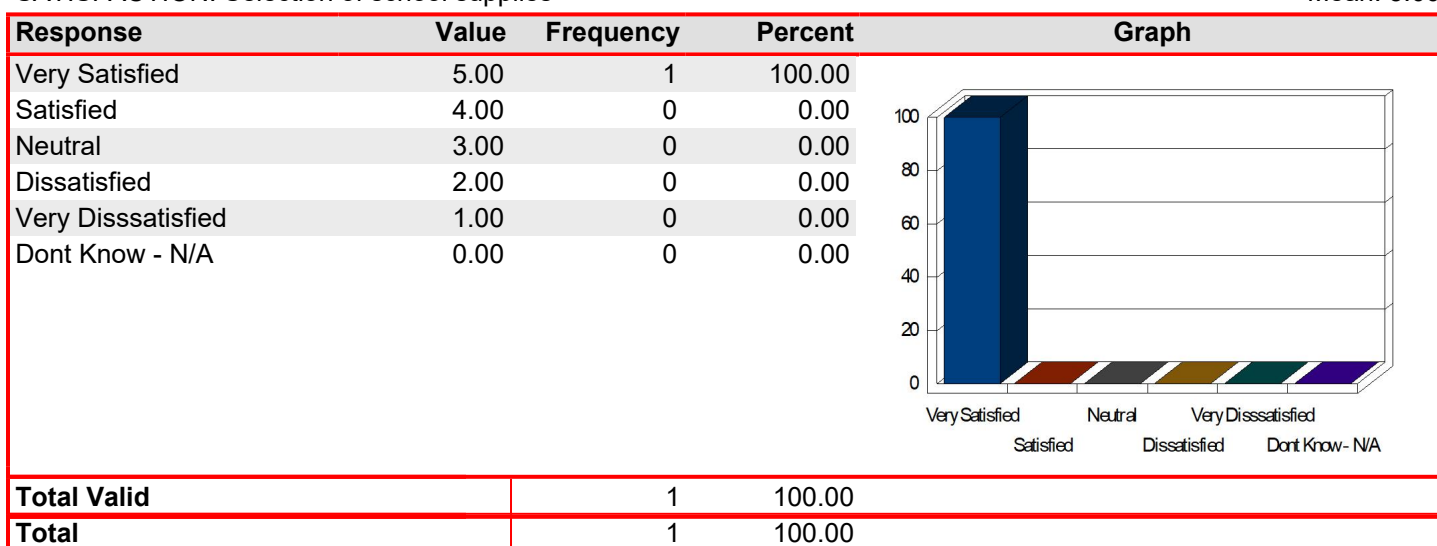
SATISFACTION: Knowledge of staff

Mean: 5.00



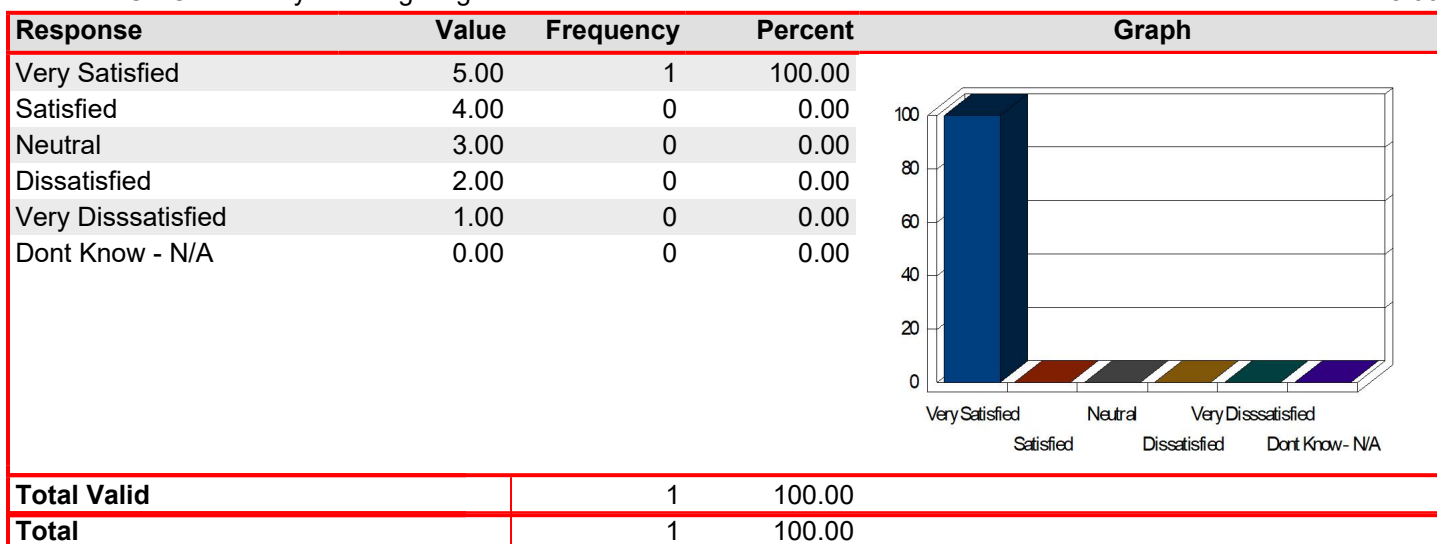
SATISFACTION: Selection of school supplies

Mean: 5.00



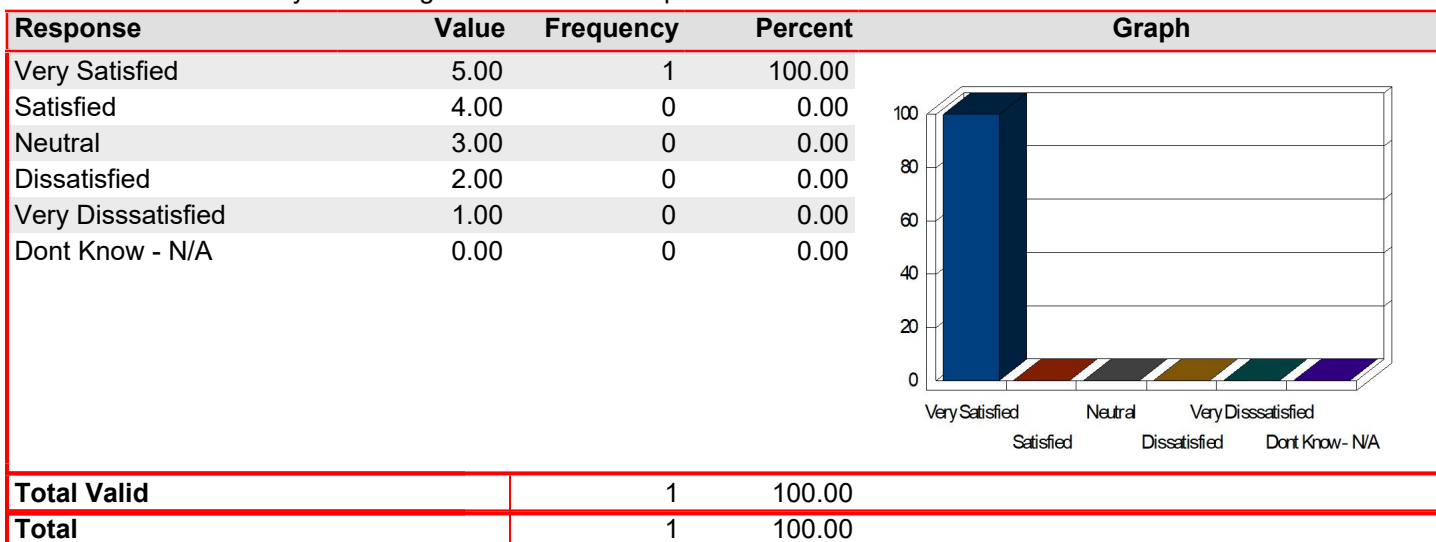
SATISFACTION: Variety of college logo items

Mean: 5.00



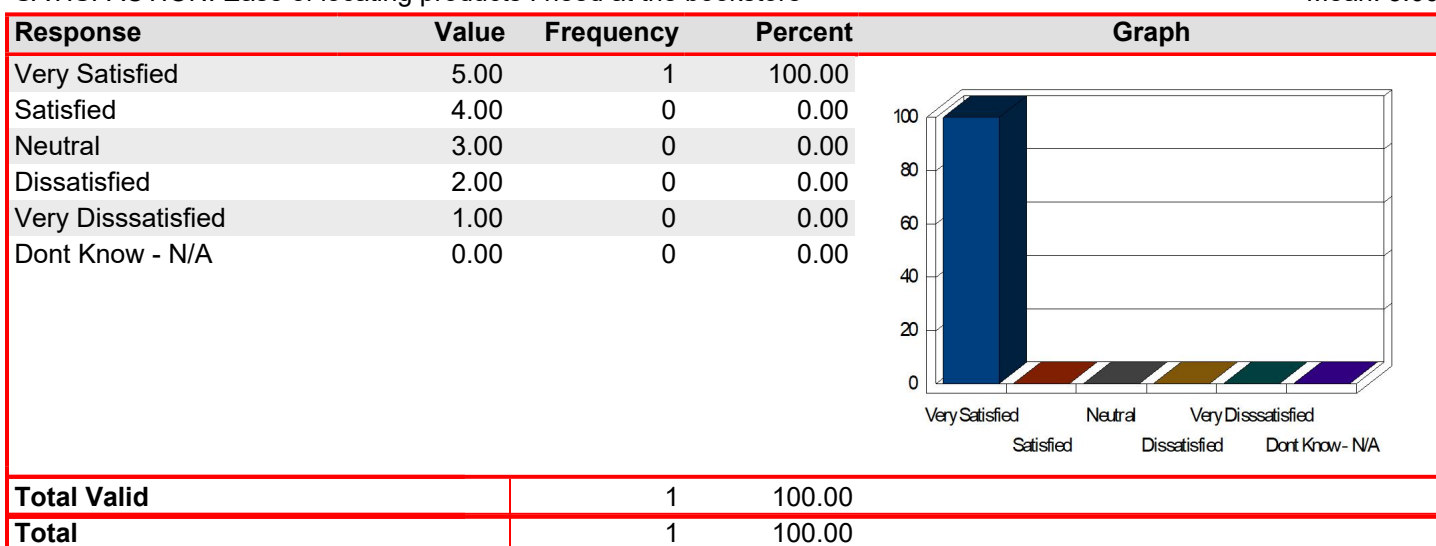
SATISFACTION: Variety of clothing items available for purchase

Mean: 5.00



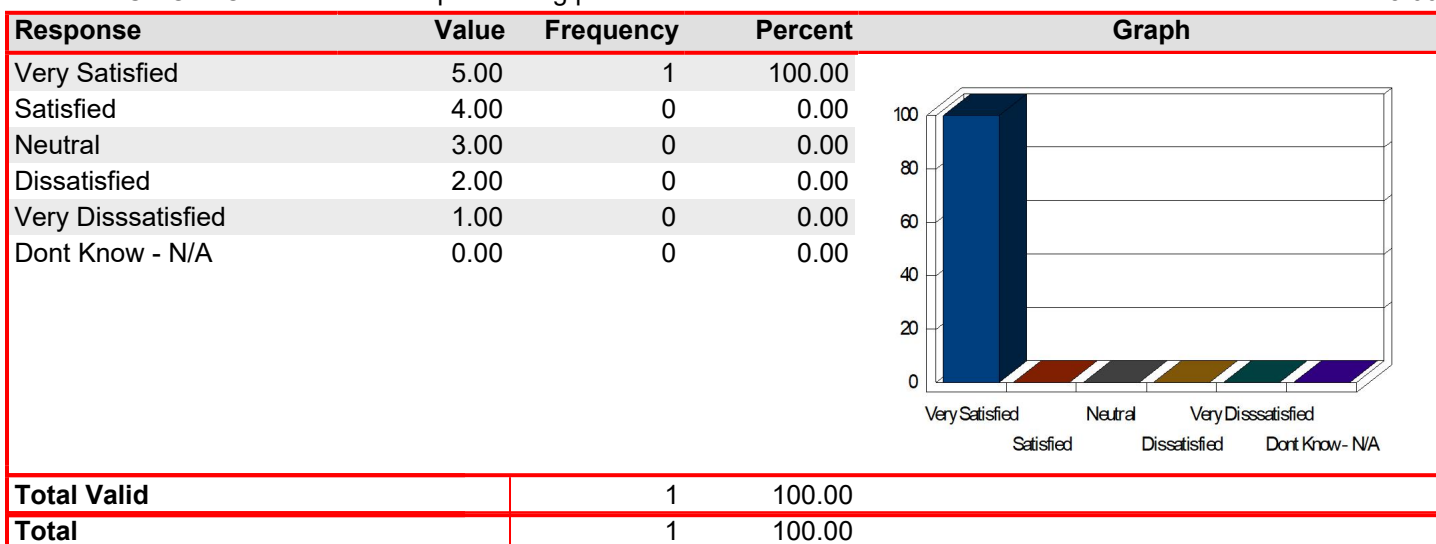
SATISFACTION: Ease of locating products I need at the bookstore

Mean: 5.00



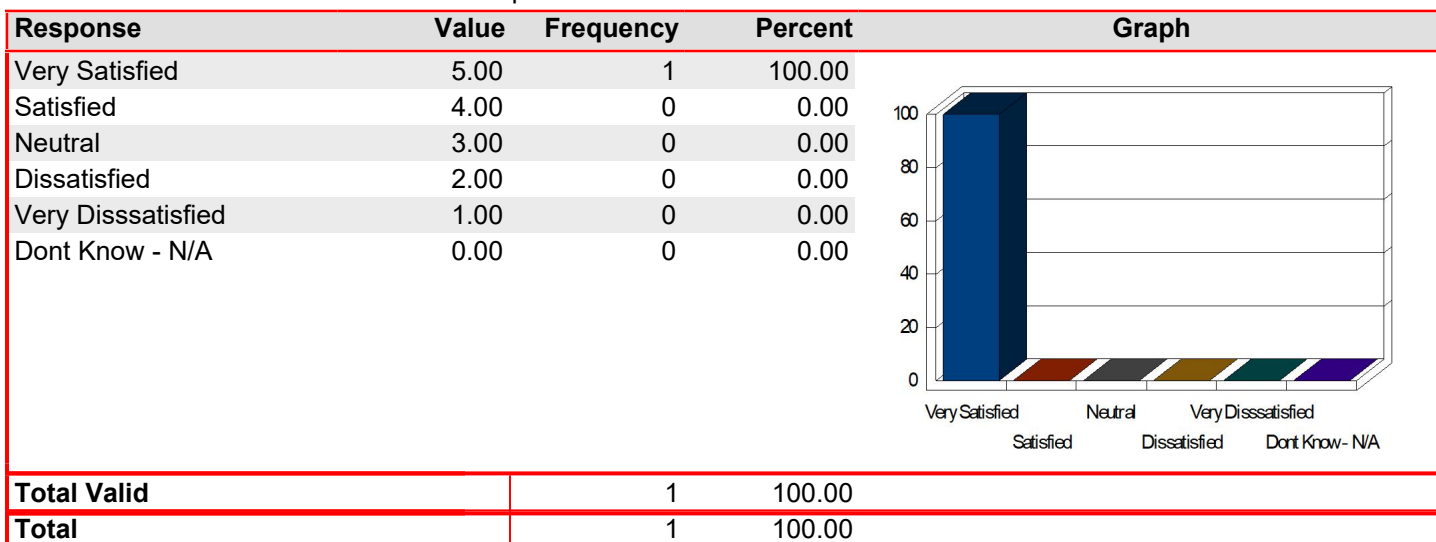
SATISFACTION: ONLINE textbook purchasing process

Mean: 5.00



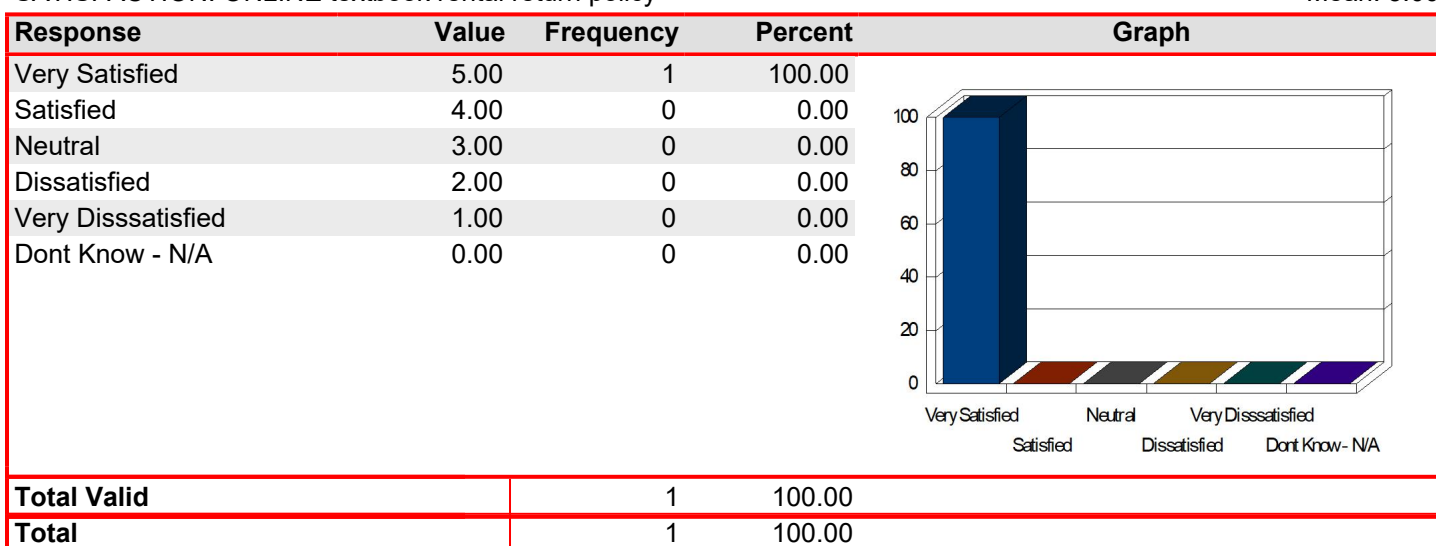
SATISFACTION: ONLINE textbook rental process

Mean: 5.00



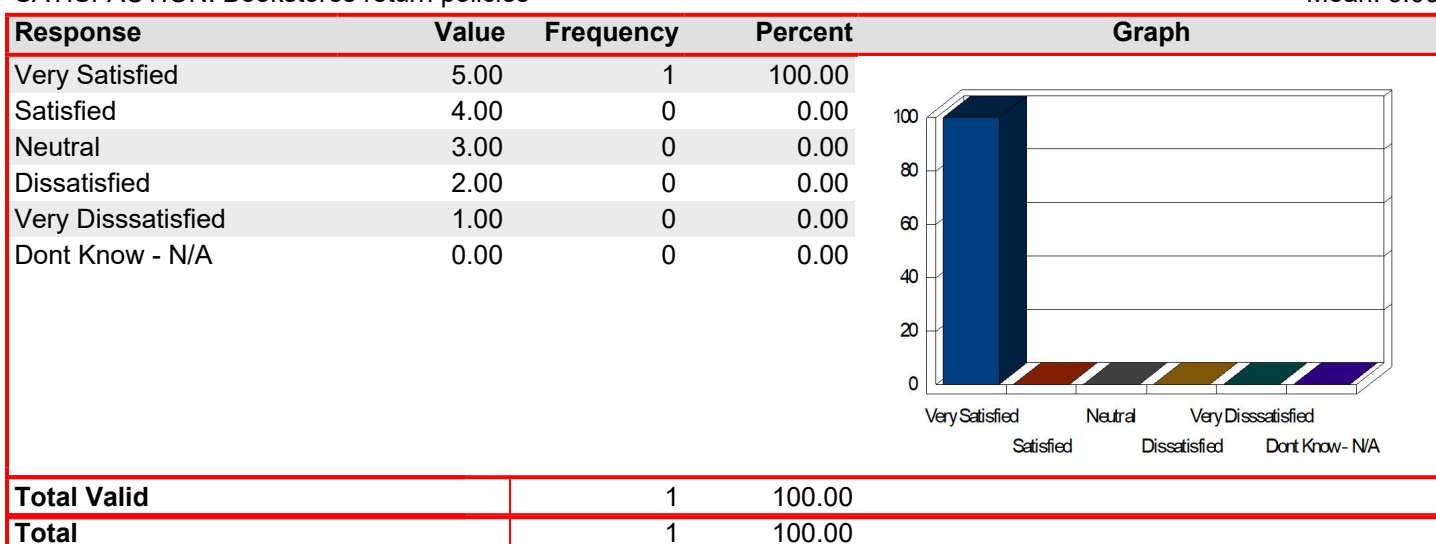
SATISFACTION: ONLINE textbook rental return policy

Mean: 5.00



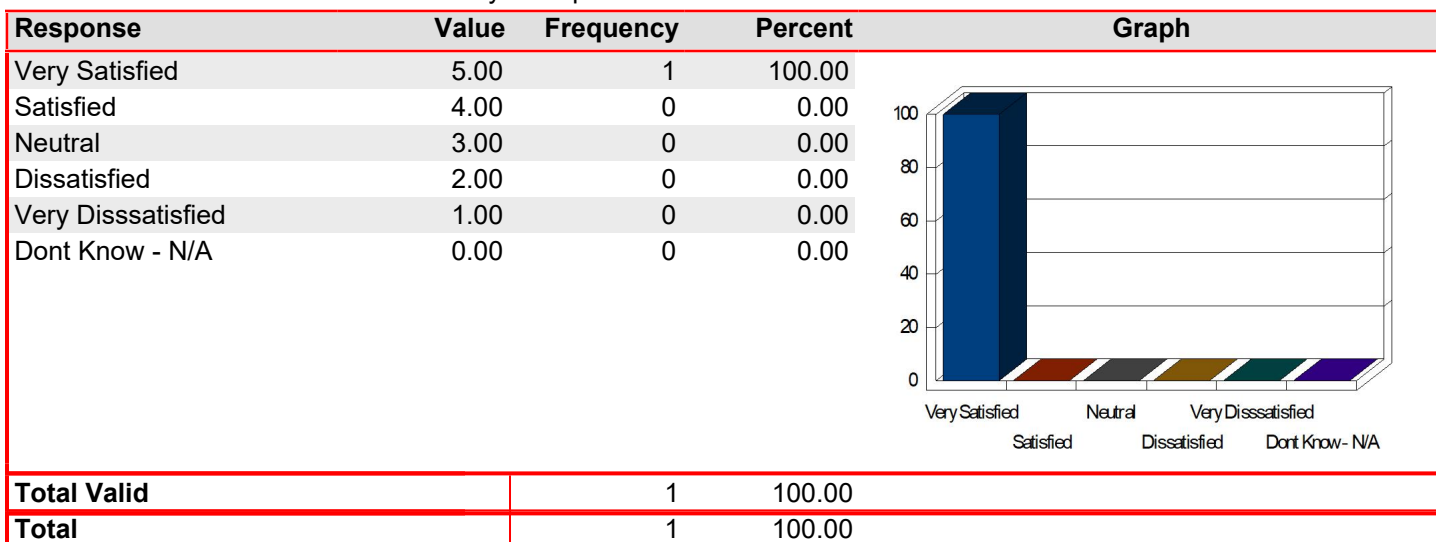
SATISFACTION: Bookstores return policies

Mean: 5.00



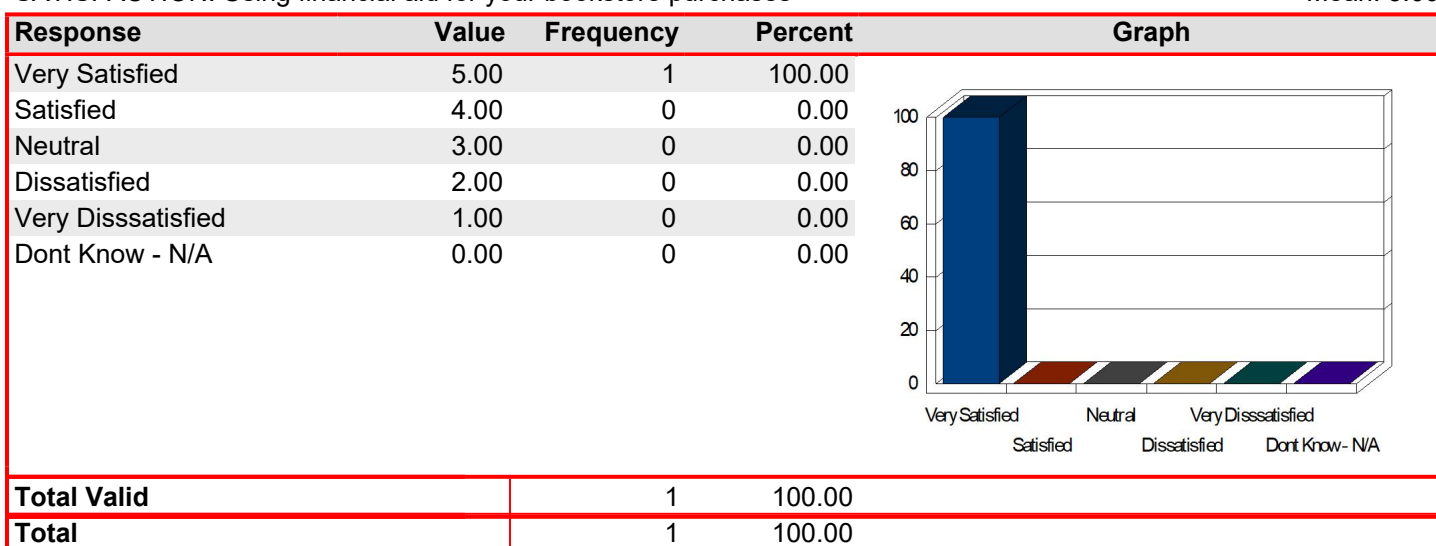
SATISFACTION: Bookstore textbook buy back procedures

Mean: 5.00



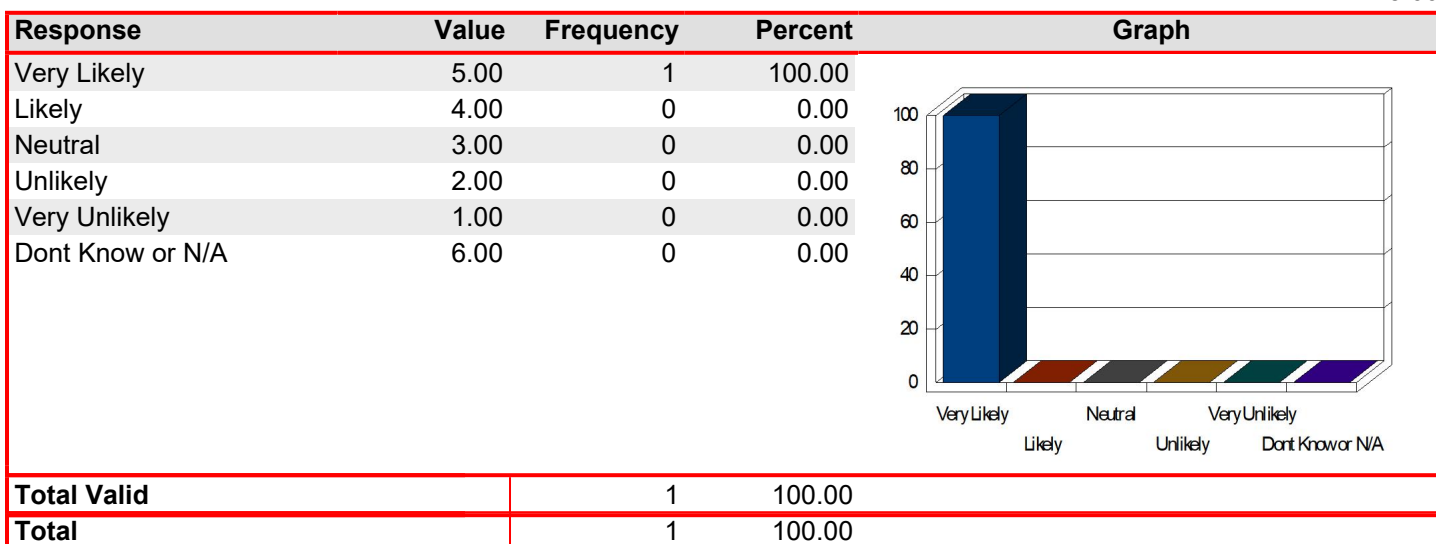
SATISFACTION: Using financial aid for your bookstore purchases

Mean: 5.00



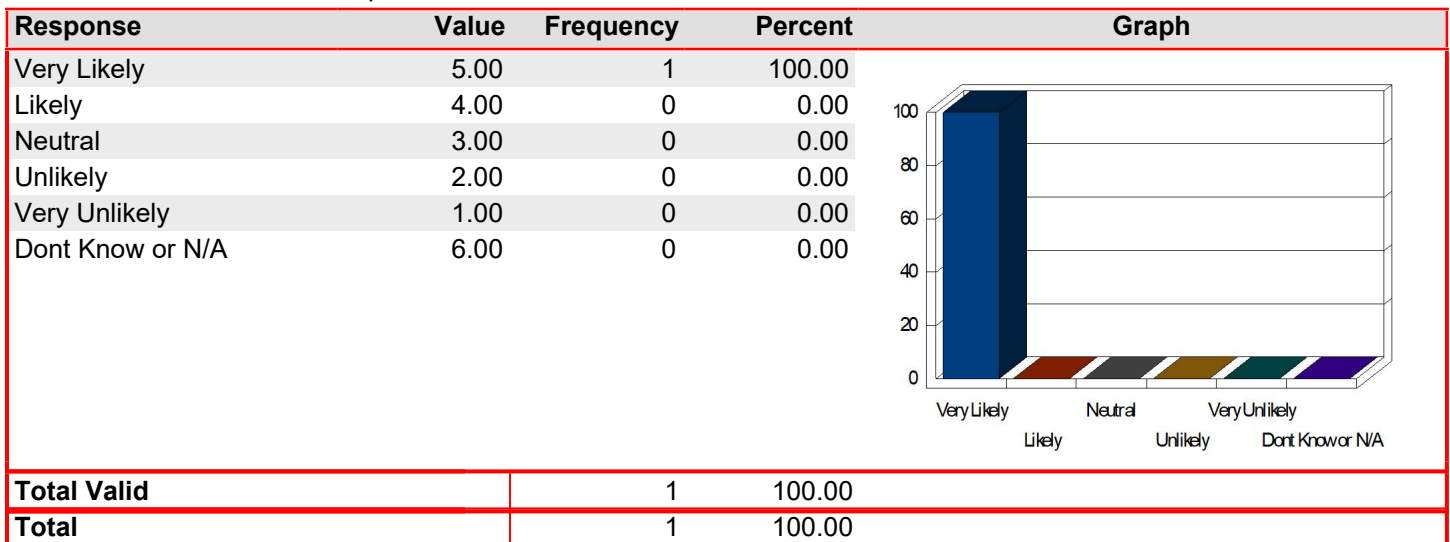
LIKELY: Purchase and use E-books over traditional textbooks in the future

Mean: 5.00



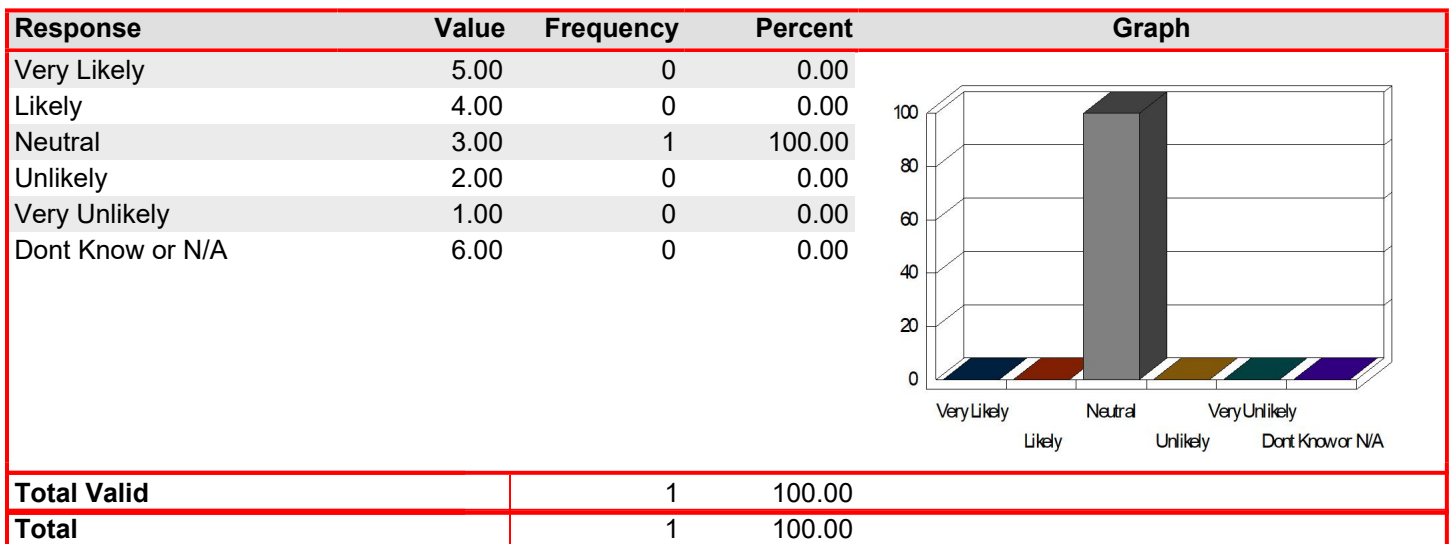
LIKELY: Make a future online purchase

Mean: 5.00



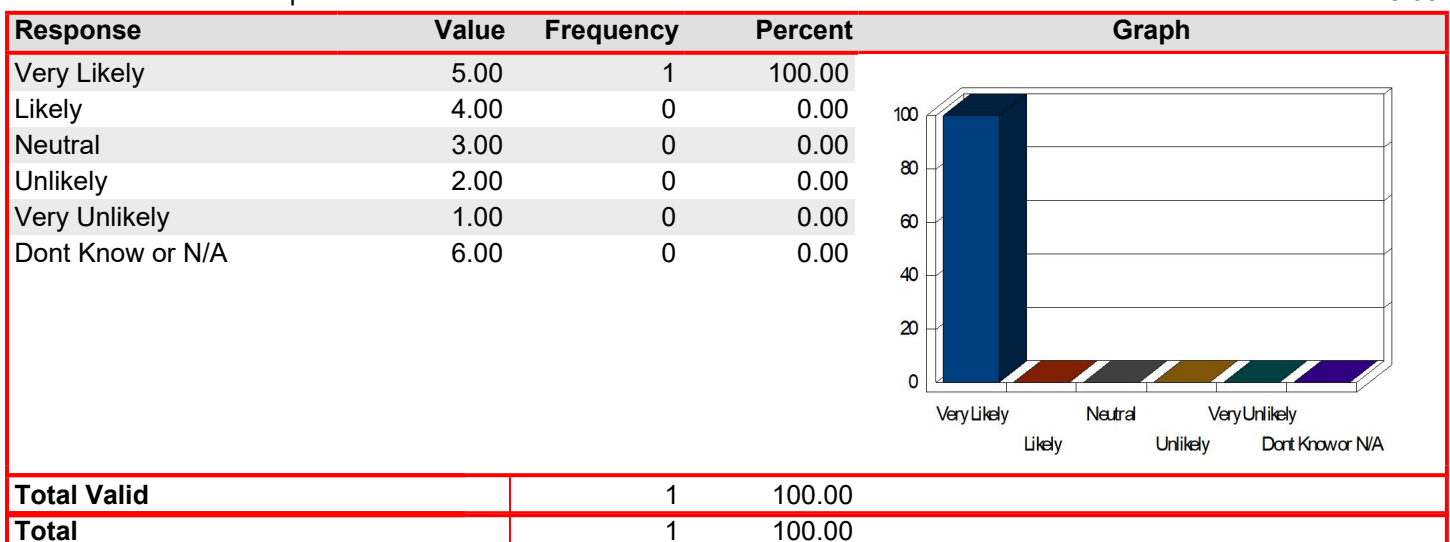
LIKELY: Rent a Textbook in the future

Mean: 3.00



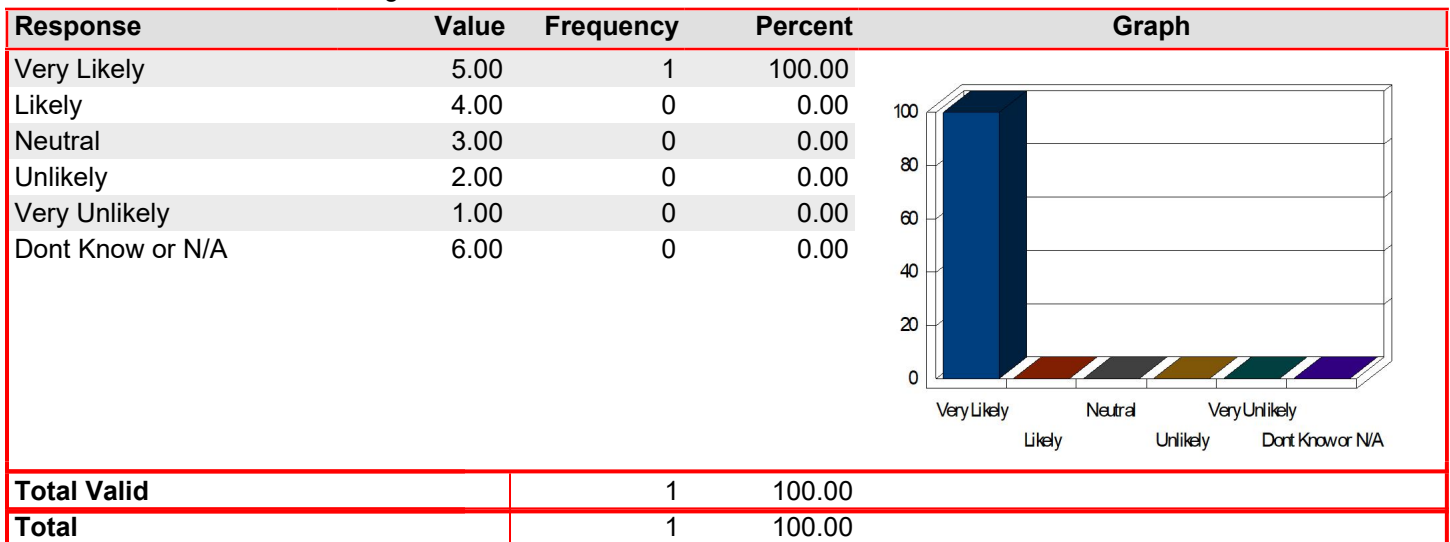
LIKELY: Make a future purchase at the bookstore

Mean: 5.00



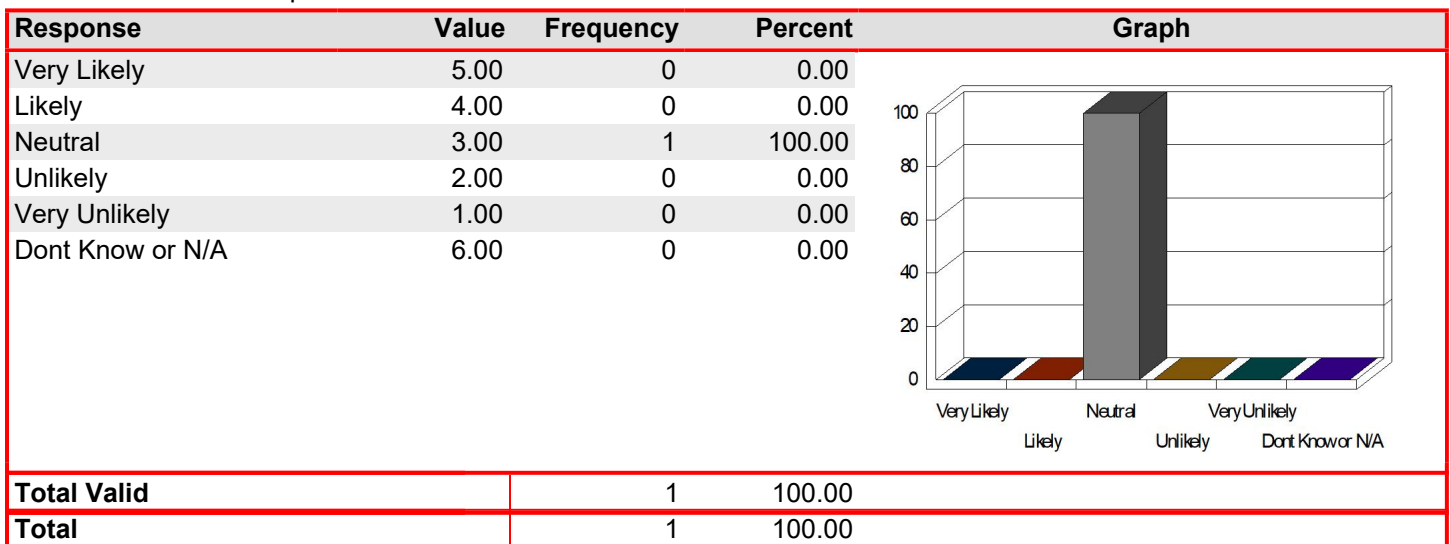
LIKELY: Purchase more clothing and merchandise if there was a better selection

Mean: 5.00



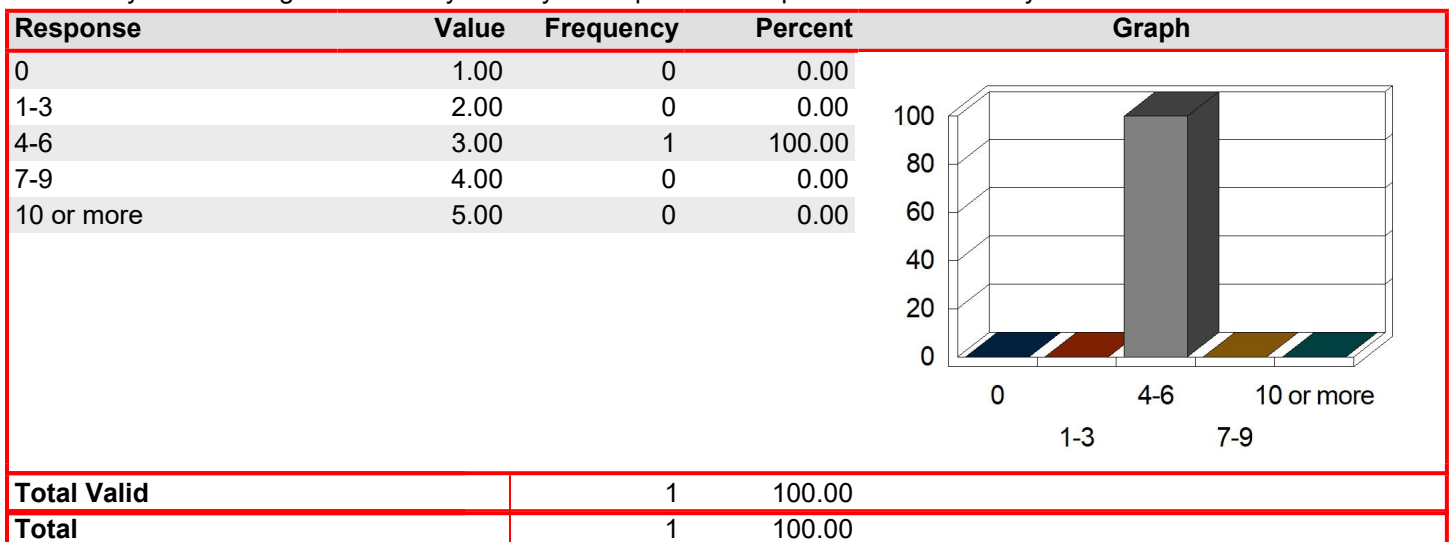
LIKELY: Purchase computers and other electronics if it were available

Mean: 3.00



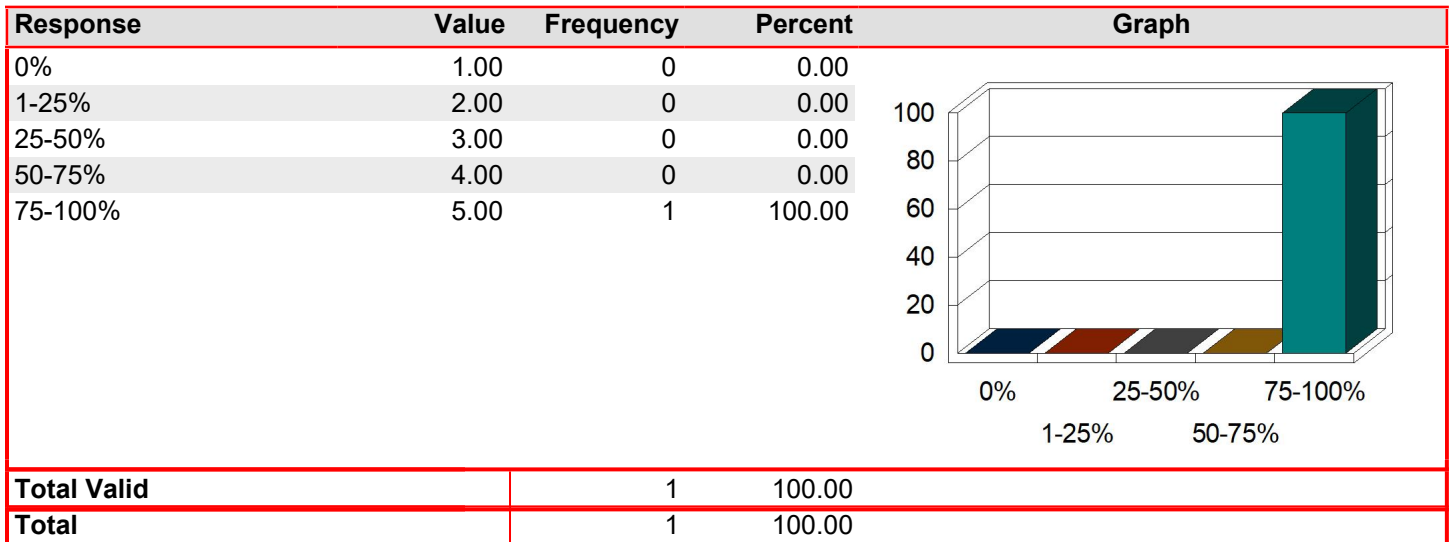
How many times through the school year do you shop at the campus bookstore for any reason?

Mean: 3.00



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

Mean: 5.00



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

Mean: 1.00

