

Bookstore

**Student Survey
Spring 2002, Spring 2003**

Friendliness of Bookstore						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	3	0.8%	1	0.3%	2	0.5%
Fair	9	2.5%	10	3.1%	-1	-0.6%
Average	36	9.9%	38	11.8%	-2	-1.9%
Good	110	30.2%	94	29.1%	16	1.1%
Excellent	206	56.6%	180	55.7%	26	0.9%
Total	364	100.0%	323	100.0%	41	0.0%
Never Used	72	15.8%	29	8.0%	43	7.7%
Missing	21	4.6%	9	2.5%	12	2.1%
Total	457	100.0%	361	100.0%	96	0.0%

Friendliness of Bookstore					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
316	86.8%	274	84.8%	42	2.0%

Knowledge of Bookstore Staff						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	4	1.1%	0	0.0%	4	1.1%
Fair	9	2.5%	11	3.5%	-2	-1.0%
Average	45	12.3%	33	10.4%	12	1.9%
Good	116	31.7%	101	32.0%	15	-0.3%
Excellent	192	52.5%	171	54.1%	21	-1.7%
Total	366	100.0%	316	100.0%	50	0.0%
Never Used	66	14.4%	32	8.9%	34	5.6%
Missing	25	5.5%	13	3.6%	12	1.9%
Total	457	100.0%	361	100.0%	96	0.0%

Knowledge of Bookstore Staff					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
308	84.2%	272	86.1%	36	-1.9%

Convenience of Hours Open						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	5	1.4%	7	2.2%	-2	-0.9%
Fair	16	4.3%	26	8.3%	-10	-3.9%
Average	49	13.3%	47	15.0%	2	-1.7%
Good	128	34.7%	100	31.8%	28	2.8%
Excellent	171	46.3%	134	42.7%	37	3.7%
Total	369	100.0%	314	100.0%	55	0.0%
Never Used	63	13.8%	33	9.1%	30	4.6%
Missing	25	5.5%	14	3.9%	11	1.6%
Total	457	100.0%	361	100.0%	96	0.0%

Convenience of Hours Open					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
299	81.0%	234	74.5%	65	6.5%

Student Survey
Spring 2002, Spring 2003

Availability of Needed Textbooks						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	17	4.6%	6	1.9%	11	2.7%
Fair	17	4.6%	20	6.3%	-3	-1.7%
Average	65	17.4%	62	19.4%	3	-1.9%
Good	121	32.4%	109	34.1%	12	-1.6%
Excellent	153	41.0%	123	38.4%	30	2.6%
Total	373	100.0%	320	100.0%	53	0.0%
Never Used	60	13.1%	30	8.3%	30	4.8%
Missing	24	5.3%	11	3.0%	13	2.2%
Total	457	100.0%	361	100.0%	96	0.0%

Availability of Needed Textbooks					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
274	73.5%	232	72.5%	42	1.0%

Availability of Other Textbooks						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	6	1.7%	7	2.3%	-1	-0.6%
Fair	13	3.7%	9	3.0%	4	0.7%
Average	45	12.7%	51	16.8%	-6	-4.1%
Good	136	38.3%	106	34.9%	30	3.4%
Excellent	155	43.7%	131	43.1%	24	0.6%
Total	355	100.0%	304	100.0%	51	0.0%
Never Used	74	16.2%	44	12.2%	30	4.0%
Missing	28	6.1%	13	3.6%	15	2.5%
Total	457	100.0%	361	100.0%	96	0.0%

Availability of Other Textbooks					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
291	82.0%	237	78.0%	54	4.0%

Cost of Textbooks						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	57	15.2%	54	16.8%	3	-1.5%
Fair	73	19.5%	55	17.1%	18	2.4%
Average	92	24.6%	95	29.5%	-3	-4.9%
Good	86	23.0%	67	20.8%	19	2.2%
Excellent	66	17.6%	51	15.8%	15	1.8%
Total	374	100.0%	322	100.0%	52	0.0%
Never Used	61	13.3%	29	8.0%	32	5.3%
Missing	22	4.8%	10	2.8%	12	2.0%
Total	457	100.0%	361	100.0%	96	0.0%

Cost of Textbooks					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
152	40.6%	118	36.6%	34	4.0%