

Dalton State College
Bookstore Faculty Survey - Fall 2011

Q1. Based on student feedback or your own knowledge, were your course materials (textbooks, supplies, etc.) available for purchase (on the shelf) on August 8?

<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
Yes	31.9%	15
No	68.1%	32
answered question:		47
skipped question:		2

Q2. Based on student feedback or your own knowledge, were your course materials (textbooks, supplies, etc.) available for purchase (on the shelf) on August 15?

<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
Yes	41.3%	19
No	58.7%	27
answered question:		46
skipped question:		3

Q3. Do you feel you were communicated to properly about expected arrival of late or out-of-stock course materials?

<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
Yes	16.3%	8
No	61.2%	30
N/A	22.4%	11
answered question:		49
skipped question:		0

Q4. Were your correct course materials (correct edition, etc.) ordered properly?

<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
Yes	61.7%	29
No	38.3%	18
answered question:		47
skipped question:		2

Q5. Did you e-mail a question, concern or other issue to bookstore@daltonstate.edu and get a response from a Bookstore employee?

<i>Answer Options</i>	<i>Response Percent</i>	<i>Response Count</i>
Yes	26.5%	13
No	38.8%	19
N/A	34.7%	17
answered question:		49
skipped question:		0

Q6. Did you call 706-272-4548 (main Bookstore number) to ask a question and was able to speak to someone?

Answer Options	Response Percent	Response Count
Yes	28.6%	14
No	38.8%	19
N/A	32.7%	16
answered question:		49
skipped question:		0

Q7. Did you leave a voicemail message at 706-272-4548?

Answer Options	Response Percent	Response Count
Yes	10.4%	5
No - voicemail was full	35.4%	17
N/A	54.2%	26
answered question:		48
skipped question:		1

Q8. If you left a voicemail message, did you receive a call back from a Bookstore employee?

Answer Options	Response Percent	Response Count
Yes	25.0%	1
No	75.0%	3
answered question:		4
skipped question:		45

Q9. Please rate the following questions: 1 = Poor 2 = Fair 3 = Average 4 = Good 5 = Outstanding

Answer Options	Lowest 1	2	3	4	Highest 5	N/A	Rating Average	Response Count
Available/Helpful Bookstore Manager	5	6	9	8	13	3	3.44	44
Helpful, friendly bookstore staff	1	6	6	11	14	4	3.82	42
Knowledgeable bookstore staff	5	10	9	7	7	4	3.03	42
Adequate number of staff	5	8	8	5	6	10	2.97	42
Speed of service during first week of classes	5	10	7	3	7	7	2.91	39
Speed of service at other times	5	4	7	10	9	6	3.4	41
Resolution of problems	11	7	5	9	6	5	2.79	43
Responsiveness to customers and requests	11	2	13	4	8	5	2.89	43
Availability of used textbooks	6	9	7	6	4	11	2.78	43
Confidence that textbook will be correct edition	7	9	7	8	8	5	3.03	44
Selection of school supplies	0	0	4	8	10	18	4.27	40
Selection of apparel/insignia items	1	2	2	9	13	14	4.15	41
Selection of snack and beverages	0	1	2	7	8	23	4.22	41
Ease of locating items	1	5	10	9	9	7	3.59	41
Clean and organized	0	0	6	11	17	7	4.32	41
Convenient store hours	0	0	4	13	11	13	4.25	41
Helpful in-store signs	2	2	5	9	9	15	3.78	42
Inviting shopping atmosphere	0	0	4	13	12	11	4.28	40
Ease of textbook ordering online	3	6	6	4	7	15	3.23	41
Online merchandise availability	1	3	6	4	4	23	3.39	41
answered question:								44
skipped question:								5

Q10. Please rate: 1 = Poor 2 = Fair 3 = Average 4 = Good 5 = Outstanding

Answer Options	Lowest 1	2	3	4	Highest 5	N/A	Rating Average	Response Count
Overall, how do you rate the Dalton State Bookstore?	8	12	11	6	5	0	2.71	42
answered question:								42
skipped question:								7