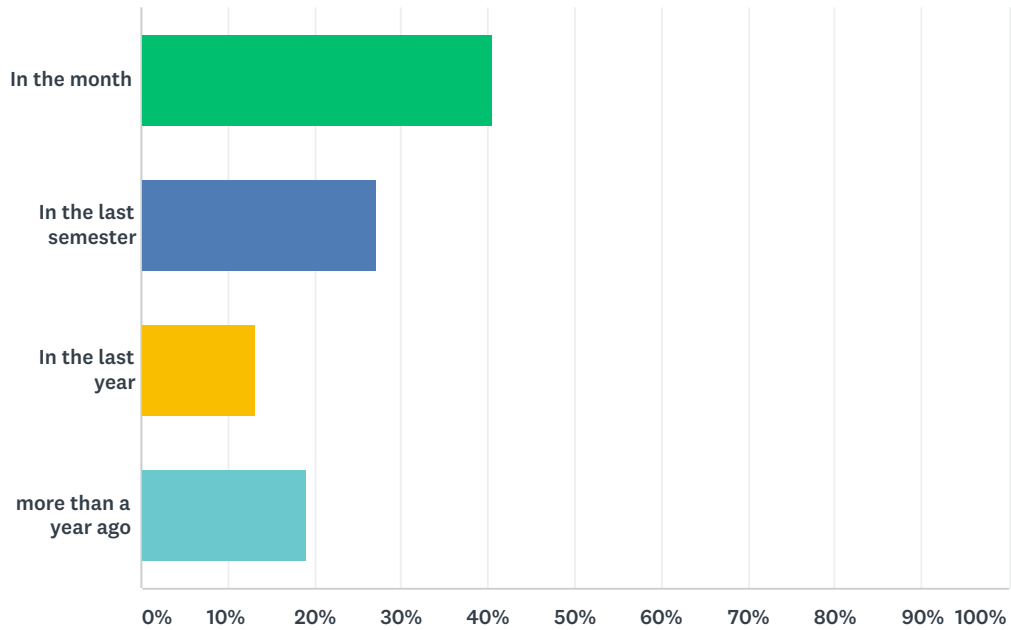


## Q1 When was the last time you visited the bookstore?

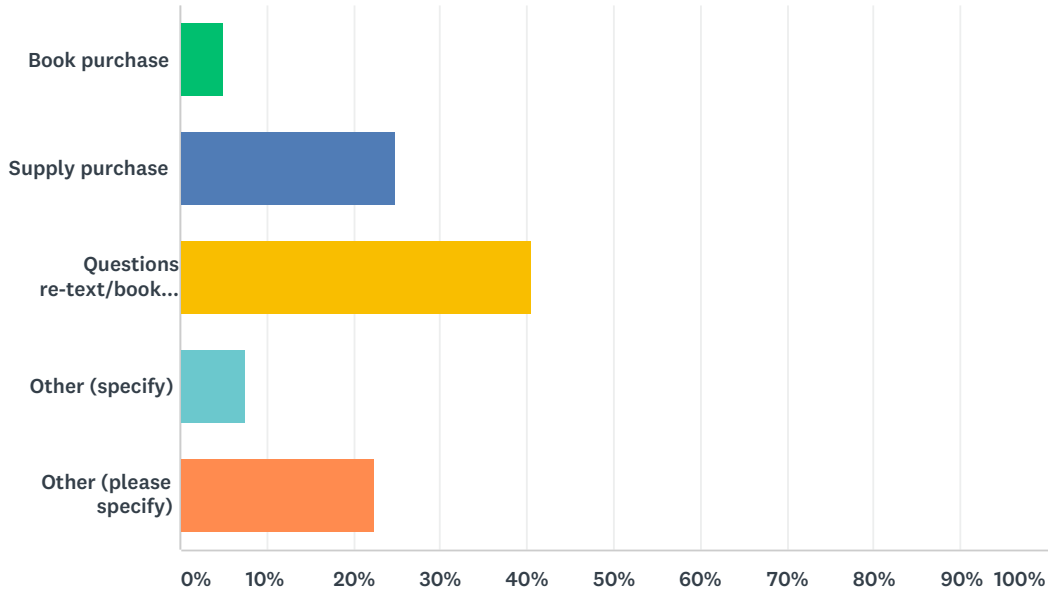
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
In the month	40.50%	49
In the last semester	27.27%	33
In the last year	13.22%	16
more than a year ago	19.01%	23
TOTAL		121

## Q2 What was the nature of your visit?

Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Book purchase	4.96%	6
Supply purchase	24.79%	30
Questions re-text/book order	40.50%	49
Other (specify)	7.44%	9
Other (please specify)	22.31%	27
<b>TOTAL</b>		<b>121</b>

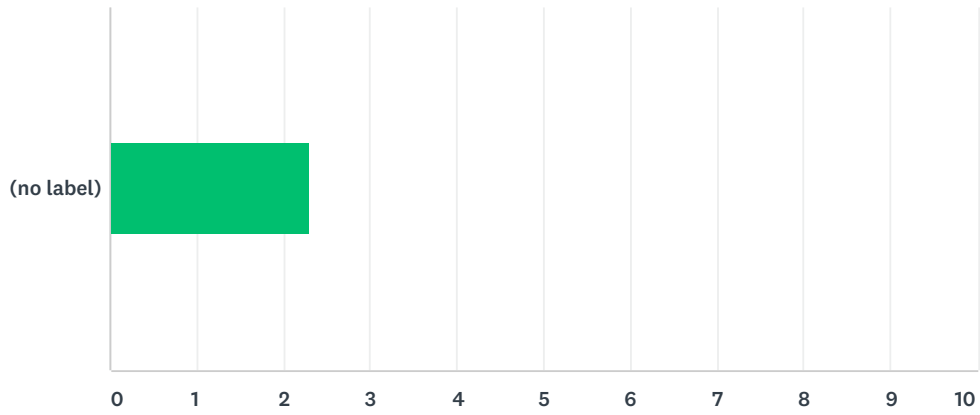
#	OTHER (PLEASE SPECIFY)	DATE
1	to buy 2 t shirts	11/16/2018 12:56 PM
2	Look around	11/15/2018 5:34 PM
3	Purchase snack	11/15/2018 1:57 PM
4	Class visit	11/15/2018 1:45 PM
5	to browse LAVC merchandise	11/14/2018 3:45 PM
6	i don't remember	11/14/2018 2:52 PM
7	Just browsing	11/14/2018 2:22 PM
8	food and supplies	11/14/2018 12:35 PM
9	Purchased regalia for a student	11/14/2018 12:27 PM
10	Checking on the price of textbook	11/14/2018 11:45 AM
11	check to see if they ordered my books for class	11/14/2018 11:15 AM
12	To see if there were more copies of supplies for my class.	10/15/2018 11:51 AM
13	looking for a planner	10/3/2018 11:09 AM

## Bookstore Faculty Textbook Survey

14	check on textbook orders	10/2/2018 1:41 PM
15	Seeking clarification on what book another prof was using	10/2/2018 12:42 PM
16	Buying cap & gown for a graduating student	10/2/2018 11:09 AM
17	ATM	10/2/2018 10:40 AM
18	snacks	10/1/2018 2:06 PM
19	order lab manuals and sashes	10/1/2018 1:14 PM
20	bought a Valley College t-shirt	10/1/2018 1:10 PM
21	major problems with books not being ordered again	9/30/2018 10:35 PM
22	To look around	9/29/2018 12:15 PM
23	Checking to see if books for the class I teach were in stock	9/29/2018 5:52 AM
24	Clothing	9/28/2018 3:05 PM
25	Just browsing inventory	9/28/2018 12:47 PM
26	Pick up book for class I'm teaching	9/28/2018 12:47 PM
27	Don't remember	9/28/2018 12:46 PM

Q3 Please rate your overall satisfaction with that visit to the Bookstore.

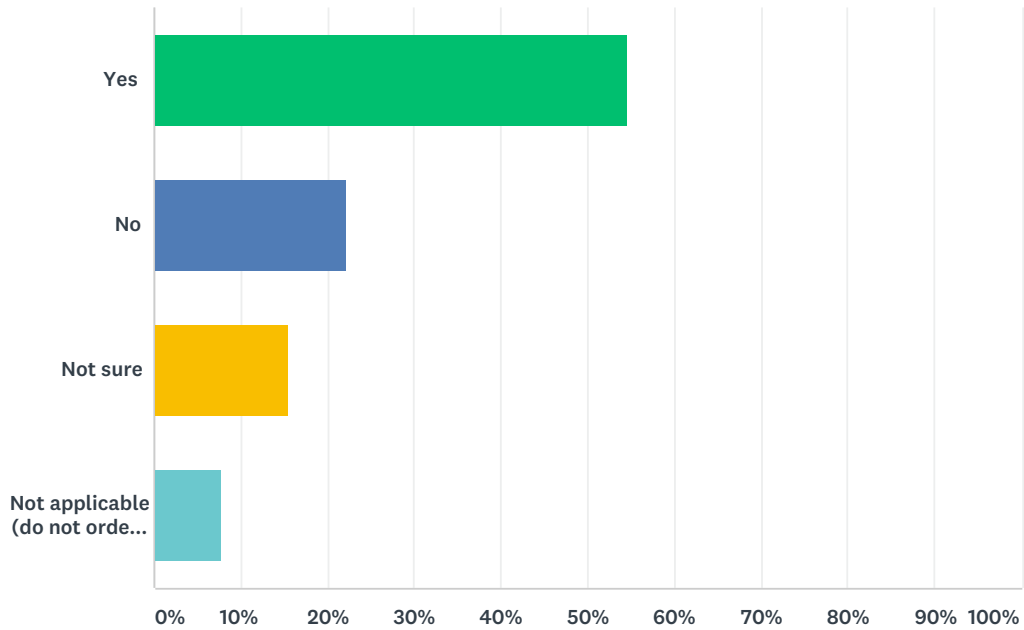
Answered: 119 Skipped: 2



	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	28.57% 34	34.45% 41	20.17% 24	11.76% 14	5.04% 6	119	2.30

## Q4 Do you receive email communications about textbook adoptions?

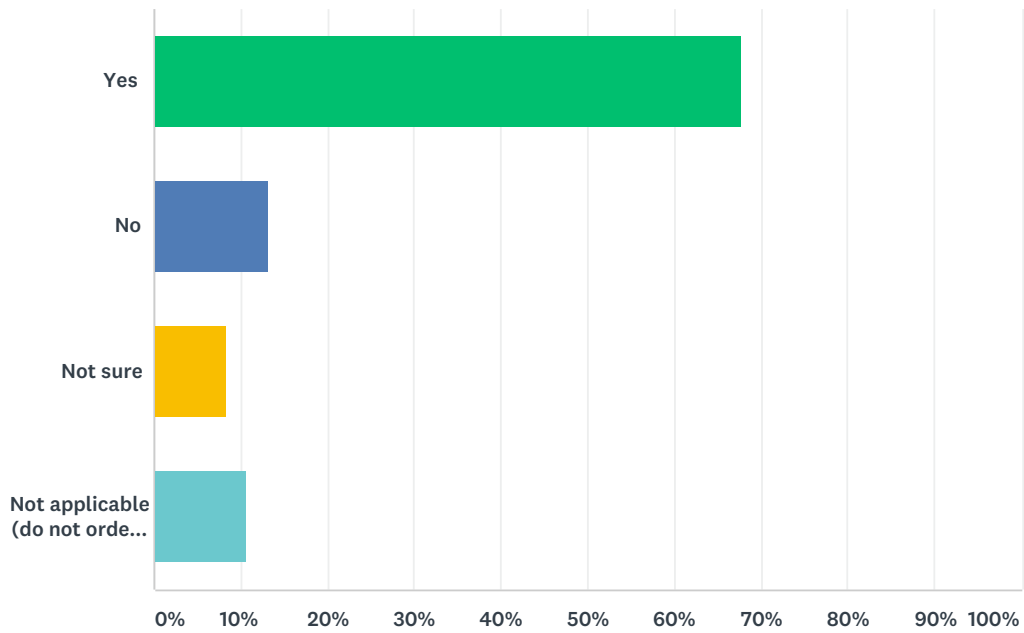
Answered: 117 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	54.70%	64
No	22.22%	26
Not sure	15.38%	18
Not applicable (do not order textbooks)	7.69%	9
<b>TOTAL</b>		<b>117</b>

## Q5 Are you aware of the due dates for submitting your textbook adoptions?

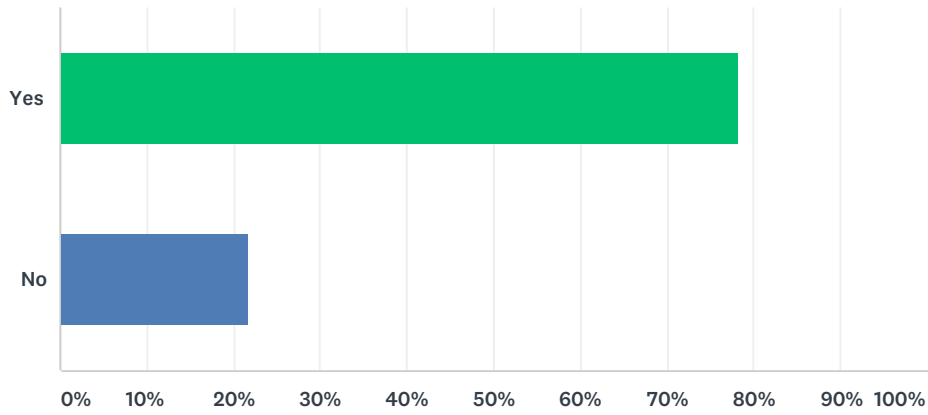
Answered: 121 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	67.77%	82
No	13.22%	16
Not sure	8.26%	10
Not applicable (do not order textbooks)	10.74%	13
<b>TOTAL</b>		<b>121</b>

## Q6 Have you ordered textbooks for your course(s) from the Bookstore?

Answered: 120 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	78.33%	94
No	21.67%	26
TOTAL		120

## Q7 Explain why you did not order your books through the LAVC Bookstore.

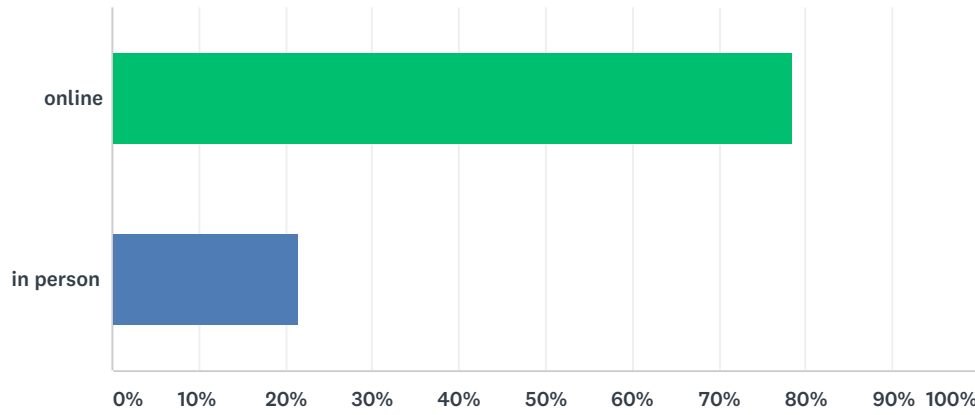
Answered: 22 Skipped: 99

#	RESPONSES	DATE
1	students prefer alternative sellers; more economical; better customer service	11/18/2018 10:53 PM
2	Because I am a part-timer, and my chair and or the lead faculty will order the books...	11/16/2018 8:22 AM
3	I am going to use OER for one of my two courses and I am approaching the deadline for the other textbook. I will put my order in early next week for English 101.	11/15/2018 5:58 PM
4	ZTC / OER	11/15/2018 5:34 PM
5	Is that a serious question?	11/14/2018 2:52 PM
6	There must be a glitch in the system as we are UNABLE to order in the normal way. We will have to do it verbally.	11/14/2018 12:15 PM
7	do not teach	11/14/2018 11:55 AM
8	N/A	11/14/2018 11:08 AM
9	Our Chair, Dr. [REDACTED], handles book orders for the Department.	10/7/2018 1:39 PM
10	I am not currently teaching a class.	10/3/2018 11:09 AM
11	I don't teach a credit course	10/2/2018 12:42 PM
12	I'm not a classroom teacher.	10/2/2018 10:40 AM
13	not an instructor	10/1/2018 6:03 PM
14	it was not required.	10/1/2018 8:27 AM
15	Because my co-instructor did the ordering.	9/30/2018 4:19 PM
16	I am faculty and I do not require a text book. I give lectures and hadouts	9/29/2018 4:12 PM
17	I teach a studio art class and we do not require books.	9/28/2018 9:00 PM
18	I ordered both textbooks through the bookstore.	9/28/2018 3:05 PM
19	do not teach	9/28/2018 12:51 PM
20	Teach Activity classes and do not recommend a textbook	9/28/2018 12:48 PM
21	I teach at a high school, so it was handled for me.	9/28/2018 12:47 PM
22	Texts are ordered by Dept. Chair.	9/28/2018 12:46 PM



## Q8 How do you submit your textbook adoptions?

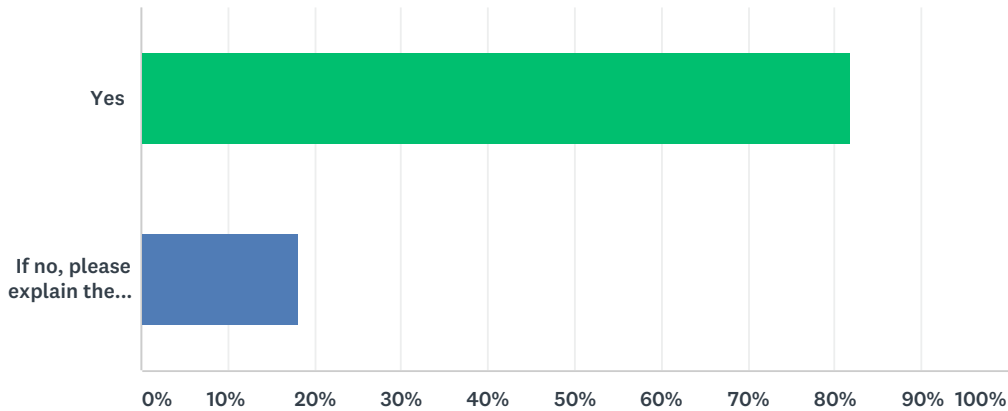
Answered: 93 Skipped: 28



ANSWER CHOICES	RESPONSES	
online	78.49%	73
in person	21.51%	20
TOTAL		93

## Q9 Were the correct books ordered for your class?

Answered: 93 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	81.72%	76
If no, please explain the issue	18.28%	17
<b>TOTAL</b>		<b>93</b>

#	IF NO, PLEASE EXPLAIN THE ISSUE	DATE
1	wanted more	11/19/2018 6:50 AM
2	A different volume was ordered that covered a range of material not covered in the scope of the course.	11/16/2018 10:05 AM
3	Yes, but the books came VERY LATE.	11/15/2018 1:46 PM
4	Often, not always.	11/15/2018 12:58 PM
5	Sometimes yes, sometimes no. Now I used an OER textbook for both classes.	11/14/2018 9:46 PM
6	I use an OER textbook. In spite of several requests for guidance about the bookstore's policy on OER, I've received no answer. How do I alert students that the textbook is free in the bookstore? In the online requisition form? Does the bookstore have a policy of offering OER textbooks that are assigned in LAVC classes (the policy at several other colleges)? If OER aids equity, and there is no clear policy on alerting students at the bookstore to the assignment of OER texts, -- ???? Any info will be much appreciated by me, but mostly by my students.	11/14/2018 11:31 AM
7	there is always an issue - sometimes they order the wrong books or they can't find my online order	11/14/2018 11:15 AM
8	none of my books were ordered for Fall 2017	10/31/2018 9:28 AM
9	The book buyer ordered the wrong title similar to the title I had requested in writing.	10/6/2018 8:09 AM
10	Books weren't ordered.	10/4/2018 2:41 PM
11	The order was erroneously cancelled by a bookstore employee.	10/2/2018 12:39 PM
12	None were ordered but [REDACTED] fixed it. Yay, [REDACTED]!	10/1/2018 9:40 AM
13	In previous semesters my books have not been ordered on time or simply not ordered at all. When the system first went online, my name was misspelled.	9/30/2018 11:35 PM
14	books arriving weeks late and only after multiple revisits and emails, complete failure to deliver books on time	9/30/2018 10:36 PM
15	The correct books were ordered, however they arrived three weeks later. This resulted in lots of copies, repro requests, and frustration on the part of students and myself.	9/29/2018 9:48 AM

## Bookstore Faculty Textbook Survey

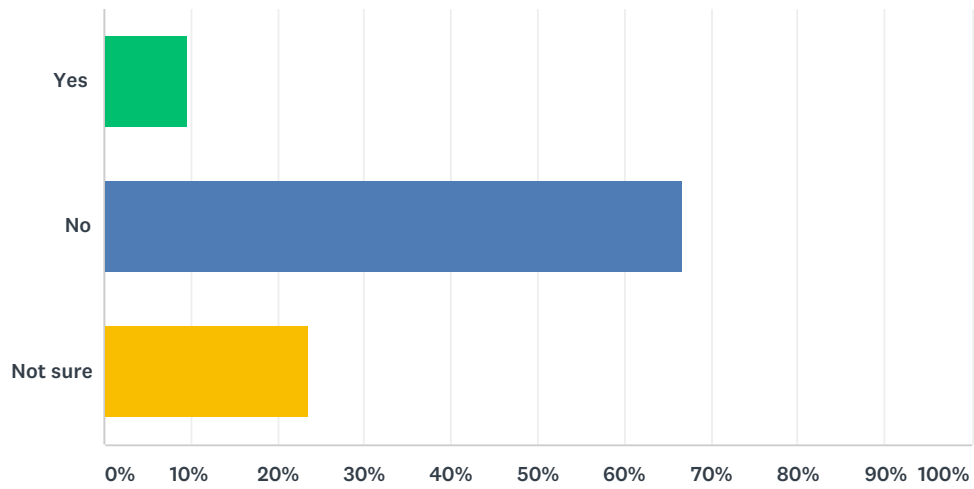
---

16	Books were never ordered by store and not available	9/28/2018 3:06 PM
17	lab notebooks were not ordered	9/28/2018 1:57 PM

---

## Q10 Did the Bookstore notify you when they were returning the textbooks for your class?

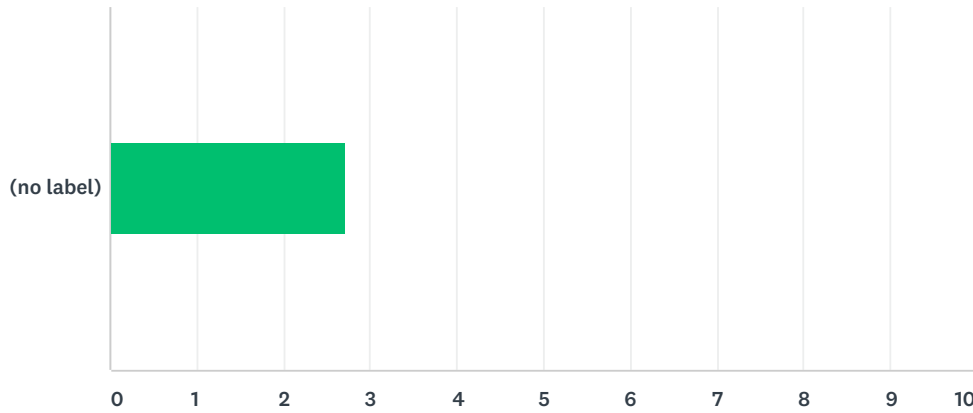
Answered: 93 Skipped: 28



ANSWER CHOICES	RESPONSES	
Yes	9.68%	9
No	66.67%	62
Not sure	23.66%	22
<b>TOTAL</b>		<b>93</b>

### Q11 Please rate your overall satisfaction with the textbook ordering services.

Answered: 93 Skipped: 28



	VERY HIGH QUALITY	HIGH QUALITY	NEITHER HIGH NOR LOW QUALITY	LOW QUALITY	VERY LOW QUALITY	TOTAL	WEIGHTED AVERAGE
(no label)	18.28% 17	24.73% 23	31.18% 29	19.35% 18	6.45% 6	93	2.71

## Bookstore Faculty Textbook Survey

# Q12 Additional Comments

Answered: 55    Skipped: 66

#	RESPONSES	DATE
1	When I used my e-mail pass word I could not order my books on line.	11/28/2018 5:37 PM
2	I have had mixed results with the bookstore; some textbooks were ordered correctly, others were not. I wish we had another more modern option for creating and printing course readers.	11/20/2018 2:39 PM
3	Too many idle employees in that bookstore; items overpriced; employees sometimes are assholes and bigots.	11/18/2018 10:55 PM
4	n/a	11/17/2018 9:33 PM
5	The bookstore should have an option where an instructor who uses the same text each time the course is taught can just indicate as much. This way the order information, which is already in their system, would not have to be re-entered. This should help relieve some of the ordering problems.	11/16/2018 10:10 AM
6	N/A	11/16/2018 8:22 AM
7	Please send me a reminder to put in my order and thank you!	11/15/2018 5:58 PM
8	I have tried several times to use the automated system, without success. I have been denied access and getting access is not user-friendly. So, I wait for an email that arrives at some point and respond to that.	11/15/2018 12:59 PM
9	At this time, I'm using zero cost textbooks for both classes, so I don't order books from the bookstore. In the past, there were problems, but I managed to solve them with [REDACTED], who no longer works there. The bookstore has other problems that need to be addressed, such as the way it looks and the lack of cleanliness.	11/14/2018 9:48 PM
10	I'm unable to order my books through the online system; the bookstore is aware of the issue, but has not been able to rectify it (for reasons unknown to me).	11/14/2018 7:11 PM
11	Several times I have placed orders then weeks later am told they did not receive them although I have email proof.	11/14/2018 4:42 PM
12	It has been a long time since I ordered books for classes. I am impressed with the new space, having been accustomed to buying most of my books, etc. in the old bookstore in Monarch Hall. Thank you for asking.	11/14/2018 3:46 PM
13	The bookstore is great - and a HUGE thank you to [REDACTED], who is wonderful. The online textbook ordering system sucks!!! Faculty are busy and this system is not helpful.	11/14/2018 3:33 PM
14	none	11/14/2018 2:20 PM
15	I would like to be notified when the price of the textbook I use for my class go up. If I am notified, I can go to the Publisher to find what is the reason for the increase.	11/14/2018 1:52 PM
16	Thank you!	11/14/2018 1:33 PM
17	N/A	11/14/2018 1:04 PM
18	Since the cafeteria doesn't offer fresh fruit of any kind whatsoever, the bookstore should. I'm talking apples, bananas. Even fresh salads would be nice.	11/14/2018 12:37 PM
19	I try to order online every time but am always told to just email my list directly which seems counterintuitive	11/14/2018 12:28 PM
20	Staff is always friendly, helpful and courteous.	11/14/2018 12:25 PM
21	none	11/14/2018 12:15 PM
22	The textbook ordering software is primitive and quirky (like the SIS). It makes it very difficult to make textbook orders. In addition, the textbook ordering system should be linked to the SIS so that there is ONE unified login for all instructional needs.	11/14/2018 12:13 PM

## Bookstore Faculty Textbook Survey

23	The staff is always friendly and helpful. [REDACTED] is great.	11/14/2018 12:13 PM
24	make book order procedure easier for professors	11/14/2018 11:55 AM
25	to order textbooks on line need a name and password. but they never work or the department is spelled wrong	11/14/2018 11:50 AM
26	See my earlier comments on adopting OER at LAVC. I and many others are unclear what the bookstore policy is in alerting students to OER/ZTC courses -- a question of equity.	11/14/2018 11:32 AM
27	Offer faculty discount for supplies and other purchases.	11/14/2018 11:20 AM
28	I tell others to give up and use other bookstores (in person or online) because our bookstore is known for making many errors, not having books on time, and ordering the wrong books. Poor communication.	11/14/2018 11:16 AM
29	I enjoy my and my department's relationship with the bookstore I under [REDACTED] management. Also, Ben has been great [REDACTED]	11/14/2018 11:12 AM
30	There needs to be some accountability when the book store does not order our books. This semester, my books were not ordered until weeks after the start of the term despite my having ordered them via the online system. There was no consequence for the bookstore -- but I had to work additional hours to supplement my classes as they had no access to the books.	10/31/2018 9:30 AM
31	Thank you so much for your service.	10/15/2018 11:53 AM
32	I have talked to the Bookstore staff on occasion and have always found them courteous and knowledgeable.	10/7/2018 1:40 PM
33	I direct my students to the bookstore as a first option, but students are price-saavy and know where to find the texts in various formats for less than the Bookstore can offer. If the Bookstore cannot compete with other text outlets on price, then they must do so on service. My advice, for what it's worth, is to exploit whatever service options available, including a one-stop shopping center for all formats. If that is too, labor-intensive, then expand rentals--with the option to return even if the text edition is older (the Bookstore can resell it online)--but lower the cost there as much as possible.	10/6/2018 8:54 AM
34	[REDACTED] did a great job ordering my PDF textbook via Reprographics, helping me with the cover, and making sure everything was in order.	10/3/2018 12:55 PM
35	The online ordering system frequently does not have my classes listed making it an ineffective way to order texts.	10/2/2018 5:03 PM
36	I have had two big problems with textbook. For some reason a textbook order of mine was cancelled by bookstore staff a year ago. Just last semester, another book order was cancelled by a textbook employee as well. I truly pray this mistake never happens again . Thank you.	10/2/2018 12:42 PM
37	I would like to order online but every time I try it won't let me.	10/2/2018 11:10 AM
38	Great customer services	10/1/2018 8:27 AM
39	Here's hoping something improves, and fast. The bookstore has failed to order my books for the last two semesters, even after receiving and responding to on-time order requests both times.	9/30/2018 10:37 PM
40	Most of the texts I use are ordered for the entire department, but where variations exist, I communicate mostly by telephone as well as online. No problems so far ever.	9/30/2018 4:29 PM
41	Thanks!	9/30/2018 8:42 AM
42	Students have ask about getting Frames for the LAVC Diploma and Certificates. Currently there are no AA degree diploma frames available.	9/29/2018 6:49 PM
43	I haven't used the bookstore in five years.	9/29/2018 12:15 PM
44	A few instructors in my department received their textbooks late, or are still waiting! This has resulted in a lot of frustration, wasted paper, and repro requests, all of which take extra time, which adjuncts are not paid for.	9/29/2018 9:49 AM
45	I enjoy met relations with all the bookstore staff— [REDACTED] ! Ps the coffeeshop is great [REDACTED]	9/29/2018 7:57 AM
46	Why does not bookstore offer faculty discount? hire friendly cashiers.	9/28/2018 9:31 PM

## Bookstore Faculty Textbook Survey

47	The bookstore is very understocked. Basic supplies such as computer printer paper are not on the shelves.	9/28/2018 9:01 PM
48	We all miss the talents of [REDACTED].	9/28/2018 8:36 PM
49	Bookstore needs to integrate with SIS to make required texts and cost transparent. Systems are dated and backward. Bookstore needs to be more proactive about supporting textbook affordability for students. It should diversify revenue streams, avoid hefty markups – ESPECIALLY for course readers, OER, etc. These materials should be sold at cost! Our bookstore should do more to support our students, not monetize them. It operates in opposition to the College's mission.	9/28/2018 2:51 PM
50	Whenever I have a problem with my book orders, I email [REDACTED] and she takes care of the problem promptly and accurately even when I am the problem! She is awesome!!!	9/28/2018 2:48 PM
51	None	9/28/2018 2:33 PM
52	our department secretary keeps us informed on the due dates and she does the ordering.	9/28/2018 2:04 PM
53	Books are not in the Bookstore before or at the beginning of the semester. Sometimes books are not placed on the shelf. This impacts student learning. Overall Bookstores need to improve its inventory control and service.	9/28/2018 1:22 PM
54	The online system for ordering textbooks never seems to work, but [REDACTED] is wonderful and always very helpful. He is a terrific addition to our campus!! Also, I like the expanded selection of supplies & snacks at the bookstore.	9/28/2018 12:47 PM
55	none	9/28/2018 12:46 PM