









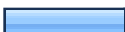
SPRING 2013 Rental Participants Survey



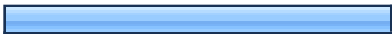


1. Was renting a textbook at the Bookstore convenient?

		Response Percent	Response Count
Yes		96.3%	211
No		3.7%	8
answered question			219
skipped question			0








2. How did you hear about our textbook rental program?

		Response Percent	Response Count
Campus website		36.1%	74
Visited the store		36.1%	74
Rented from the Bookstore before		32.2%	66
Facebook		3.4%	7
Bookstore staff		16.6%	34
Faculty		13.7%	28
Word of Mouth		17.6%	36
answered question			205
skipped question			14

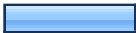

3. Did you rent a textbook before SPRING 2013?

		Response Percent	Response Count
Yes		58.0%	119
No		39.5%	81
I prefer not to answer		2.4%	5
answered question			205
skipped question			14




4. Where have you rented textbooks from?

		Response Percent	Response Count
WLAC Bookstore		85.2%	173
WLAC Math Department		8.9%	18
Book Renter		2.5%	5
Chegg.com		8.9%	18
College Book Renter.com		4.4%	9
eCampus		2.0%	4
Other (please specify)		10.8%	22
answered question			203
skipped question			16

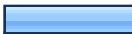

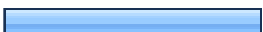




5. Did you receive an EOPS or CARE Book Grant, or a Financial Aid Book Loan in SPRING 2013?

		Response Percent	Response Count
Yes		19.3%	39
No		80.7%	163
		answered question	202
		skipped question	17



6. Please check all that apply

		Response Percent	Response Count
EOPS		68.4%	26
CARE		15.8%	6
Financial Aid Book Loan		31.6%	12
		answered question	38
		skipped question	181



7. If you had not rented your textbook from the Bookstore what would you have done?

		Response Percent	Response Count
Rented the book somewhere else		19.8%	40
Purchased the book from the college store		14.4%	29
Purchased the book online (amazon,eBay,cheaptextbooks.com)		40.1%	81
Borrowed the book from the library		6.4%	13
Shared with a classmate		3.5%	7
I would not have a book at all		12.4%	25
Other (please specify)		3.5%	7
		answered question	202
		skipped question	17

8. Did renting a textbook help you to do better in the class?

		Response Percent	Response Count
Yes		89.1%	180
No		10.9%	22
		answered question	202
		skipped question	17



9. Would you rent from the Bookstore again?

		Response Percent	Response Count
Yes		96.0%	194
No		4.0%	8
answered question			202
skipped question			17

10. Please tell us what we can do to improve our rental process.

	Response Count
	111
answered question	111
skipped question	108

11. Thank You for participating! Would you like to be entered into a drawing to win prizes from the Bookstore?

		Response Percent	Response Count
Yes		60.9%	120
No		39.1%	77
Please enter your e-mail address!			100
answered question			197
skipped question			22