

P116T100007 West Los Angeles College

[« Back to Summary](#)**Please tell us what we can do to improve our rental process.**

#	Response Date	Response Text
1	Jun 5, 2013 9:21 AM	nothing evrything was good and up to date
2	Jun 4, 2013 2:43 PM	cheaper
3	Jun 4, 2013 1:50 PM	There is nothing I can think of which would help to improve the rental process, everything seems to be perfect and fine for now!
4	Jun 4, 2013 1:32 PM	Its a good program already, so no changes needed
5	Jun 4, 2013 1:30 PM	Lower prices on books and make rentals more affoable
6	Jun 4, 2013 1:24 PM	It would be wonderful if part of the cost was returned....
7	Jun 4, 2013 1:06 PM	Everything is Good.
8	Jun 4, 2013 12:36 PM	longer return period. perhaps until end of june, etc.
9	Jun 4, 2013 12:34 PM	More available books, or a more quantity of books, so that the book store does not run-out.
10	Jun 4, 2013 12:13 PM	nothing
11	Jun 4, 2013 11:56 AM	I did benefit from renting a book from the bookstore, although, I would have liked to have rented a updated version of a math book instead of an outdated one. Thanks.
12	Jun 4, 2013 11:13 AM	Lower prices.
13	Jun 4, 2013 11:12 AM	Swag out your books with unparalleled swag. SWAGNATION SWAG SWAG SWAG
14	Jun 4, 2013 11:11 AM	nothing
15	Jun 4, 2013 10:56 AM	none
16	Jun 4, 2013 10:36 AM	more rental books offered
17	Jun 4, 2013 10:33 AM	no comment
18	Jun 4, 2013 10:10 AM	make lines shorter in the story by hiring more cashiers
19	Jun 4, 2013 9:43 AM	no surveys
20	Jun 3, 2013 5:54 PM	lower the prices
21	Jun 3, 2013 5:53 PM	Love the process
22	Jun 3, 2013 4:49 PM	N/A
23	Jun 3, 2013 4:38 PM	Offer more books for all subjects to be rented.
24	Jun 3, 2013 3:48 PM	I wish I did not have to go to a separate department to obtain a class printout in order to rent the book. It would have been much more convenient if the bookstore were able to validate my enrollment themselves. Otherwise - no problems!
25	Jun 3, 2013 3:04 PM	n/a
26	Jun 3, 2013 3:03 PM	Nothing, it is a very good process
27	Jun 3, 2013 2:48 PM	n/a
28	Jun 3, 2013 2:45 PM	nive
29	Jun 3, 2013 2:26 PM	You guys are great, no complaints
30	Jun 3, 2013 2:13 PM	lower the prices
31	Jun 3, 2013 2:02 PM	Provide cheaper prices for students who are PURCHASING books.
32	Jun 3, 2013 12:48 PM	nothing, very convinient.
33	Jun 3, 2013 9:48 AM	nothing
34	Jun 3, 2013 9:47 AM	To get our money back, but only for the people that return their books before the due date.
35	Jun 3, 2013 9:46 AM	keep up the good work

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36	Jun 3, 2013 9:45 AM	To have our money back for renting as well. but only for the people that returned the books before the due date.
37	Jun 3, 2013 9:42 AM	Your doing great.
38	May 30, 2013 5:21 PM	Lower the renter's price
39	May 30, 2013 4:46 PM	you're good.
40	May 30, 2013 3:59 PM	GET PROFESIONALS
41	May 30, 2013 3:20 PM	Nothing so far its been great...maybe the price?
42	May 30, 2013 3:10 PM	Everything was okay.
43	May 30, 2013 1:35 PM	Faster moving lines, easier, more convenient way for renting and returning books. Also have rentable books in better condition.
44	May 30, 2013 1:33 PM	Have books that are in better condition
45	May 30, 2013 1:22 PM	nothing youre doing just greattt
46	May 30, 2013 1:21 PM	it works perfectly
47	May 30, 2013 1:20 PM	Everything is pretty okay
48	May 30, 2013 1:05 PM	It was great having books available to rent.
49	May 30, 2013 12:56 PM	give back a small amount for returning to books early or on time
50	May 30, 2013 12:52 PM	Make it a bit more affordable for us.
51	May 30, 2013 12:51 PM	Make them cheaper
52	May 30, 2013 12:39 PM	Have a sufficient amount of supply of rental books
53	May 30, 2013 12:37 PM	price
54	May 30, 2013 12:35 PM	Give cheaper prices to those that dont recieve studaent aid.
55	May 30, 2013 12:35 PM	Take sealed wrapped text books even if new edition is being used the following semester.
56	May 30, 2013 12:28 PM	Supply more books that are available to be rented.
57	May 30, 2013 12:13 PM	lowe prices
58	May 30, 2013 12:11 PM	Everything was fine because it provided for a quick and easy way to have your books ready for the first day of class unlike buying books online in which you have to wait for shipping but I hope to see this continue for future semesters at West Los Angeles College
59	May 30, 2013 11:54 AM	The rental process was fine and easy. I wouldnt rent again because I find it easier to study if I can highlight and make notes directly in the book.
60	May 30, 2013 11:44 AM	Be accurate of what you actually have in stock, instead of calling after the rental purchase has been made to state that I have to rent a new book.
61	May 30, 2013 11:04 AM	Submitting the rental request online is easier and more convenient, improving that part will be useful
62	May 30, 2013 11:01 AM	Lower the prices.
63	May 30, 2013 10:59 AM	more sales
64	May 30, 2013 10:42 AM	na
65	May 30, 2013 10:31 AM	Pricing for rental books is too expensive!
66	May 30, 2013 10:28 AM	no improvements
67	May 30, 2013 10:12 AM	its awesome as is!!
68	May 30, 2013 10:08 AM	everything was awesome
69	May 30, 2013 9:48 AM	lower the price;)
70	May 30, 2013 9:46 AM	Just keep up then good work.
71	May 29, 2013 6:19 PM	More chooses and more staff to help with chooses
72	May 29, 2013 3:38 PM	Everything was great!
73	May 29, 2013 3:17 PM	Have competative rental prices.

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74	May 29, 2013 2:00 PM	Continue the exclecent service you have the for the students. Thank you!
75	May 29, 2013 12:39 PM	Lower prices.
76	May 29, 2013 11:38 AM	The renting process was very interesting. I dont have any improvement suggestions.
77	May 29, 2013 11:18 AM	add serial keys for books that dont have the disc anymore
78	May 29, 2013 10:46 AM	Keep up the good work
79	May 29, 2013 10:29 AM	more rental books
80	May 29, 2013 10:28 AM	If some of the books weren't so expensive to rent.
81	May 29, 2013 10:23 AM	More textbooks!!
82	May 29, 2013 9:57 AM	THANK YOU
83	May 29, 2013 9:56 AM	GREAT IDEA
84	May 29, 2013 9:55 AM	have more books for rent
85	May 29, 2013 9:51 AM	no comment
86	May 29, 2013 9:51 AM	RENT THE BOOKS AT A LOWER RATE
87	May 29, 2013 9:25 AM	Change the hours to 8AM-7PM, it would help a lot since some people have class at 9:35 AM.
88	May 29, 2013 9:09 AM	be open during the times you said you're open
89	May 28, 2013 4:32 PM	none, the line was short was in and out pretty fast.
90	May 28, 2013 4:10 PM	nothing!
91	May 28, 2013 3:42 PM	have a full supply other that perfect!!
92	May 28, 2013 1:50 PM	Have older versions available to sell back, even if this specific school isnt buying them back
93	May 28, 2013 1:38 PM	Everything was great. The rental process was quick and knowledgeable. Thank you.
94	May 28, 2013 1:33 PM	nothing more books for rent.
95	May 28, 2013 1:33 PM	lower the price
96	May 28, 2013 1:11 PM	none
97	May 28, 2013 1:00 PM	NA
98	May 28, 2013 12:58 PM	Lower the rental price. I didn't know I could've bought a used book online for not very much more than the rental price, needless to say that in the future i wont be renting anymore books from the bookstore, unless it is signifigantly cheaper than the used book price.
99	May 28, 2013 12:35 PM	I think it very good as it is.
100	May 28, 2013 12:30 PM	Nothing, it was a very simple process.
101	May 28, 2013 12:18 PM	Online options to order and pick up the order in the campus with proof of registration and rental agreement.
102	May 28, 2013 11:56 AM	nothing
103	May 28, 2013 11:40 AM	Amazing and cheap
104	May 28, 2013 11:39 AM	have more textbooks available for rent.
105	May 28, 2013 11:37 AM	nothing
106	May 28, 2013 11:36 AM	Nothing it is a good and convenient.
107	May 28, 2013 11:07 AM	you guys are doing great, lower the prices a little though
108	May 28, 2013 11:05 AM	Make it more reasonably priced to rent textbooks.
109	May 28, 2013 10:57 AM	continue to rent books for low prices
110	May 28, 2013 10:50 AM	nothing
111	May 28, 2013 9:48 AM	the process is great :)