

LET US KNOW WHAT YOU THINK !!!

Please take a few minutes to tell us what you think of your recent experience in **Delta College's Bookstore**. Please **rate the importance** of each of the following features of a campus bookstore and **your satisfaction with Delta College's performance** in that area. (On a scale from 1-low to 5-high.)

(1 = Low; 5 = high)
Your Satisfaction

**No
Experience**

Service

- Friendly and knowledgeable bookstore staff
- Speed of service
- Resolution of problems
- Refund/exchange policies
- Online ordering and processing

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- 1 2 3 4 5
- 1 2 3 4 5
- 1 2 3 4 5
- 1 2 3 4 5

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Textbooks

- Textbooks available when classes start
- Availability of used textbooks
- Competitively priced textbooks
- Convenience of selling back your textbooks

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Other:

- Ease of locating items
- Attractive displays
- Helpful in-store signs
- Good source for "one-stop" shopping

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Comments

If you would like us to contact you regarding any of your comments or concerns, please include your contact information:

Name: _____

Preferred method of contact:

Phone: _____ Convenient time to call: _____

Email: _____

Drop off your comments at the Bookstore in the Comment Card Box, or mail to: Delta College Bookstore, 1961 Delta Road, University Center, MI 48710.