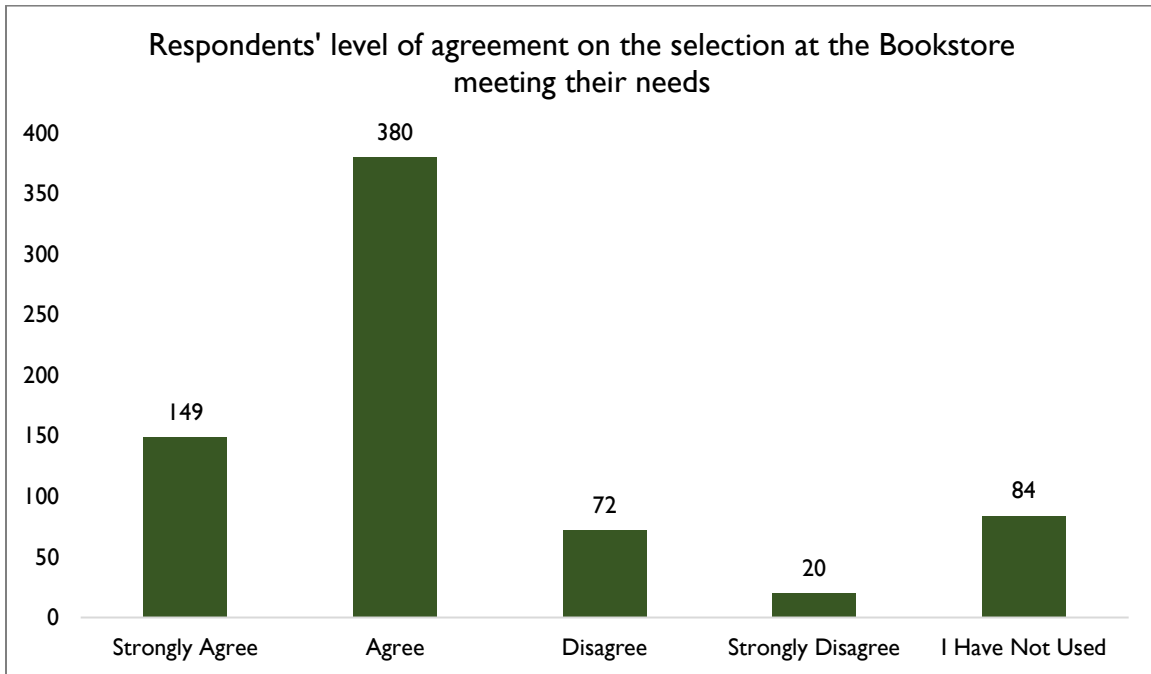




In Spring 2018, a student satisfaction assessment instrument was developed by the Office of Institutional Effectiveness, Research and Planning in collaboration with the Crafton Council. The survey was administered to students enrolled in sixty-six sections at Crafton Hills College through the use of random sampling. To assess student perception of various aspects of the college, participants responded to over 100 items ranging from satisfaction with education and services to demographic information. This summary report includes findings stemming from the student satisfaction survey pertaining to the Bookstore.

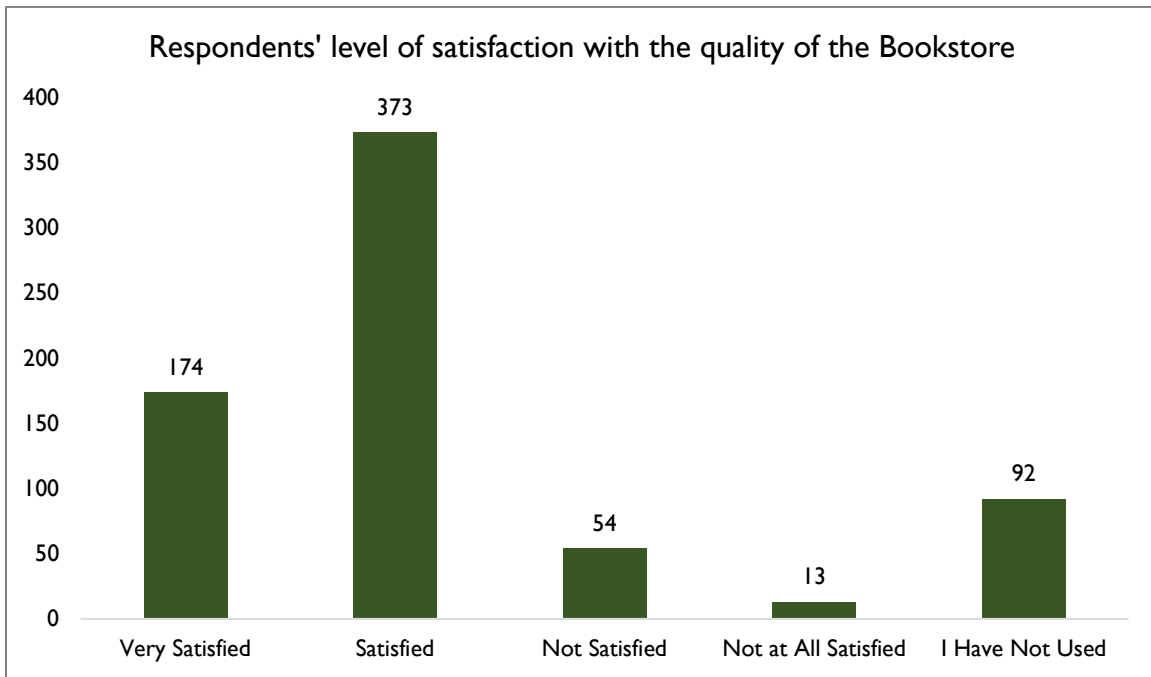
1. Please rate your level of agreement with the following statement: The selection at the bookstore meets my needs.



Total Respondents = 705

- Respondents were most likely to agree or strongly agree the selection at the Bookstore met their needs (75%).

2. Please rate your level of satisfaction with the quality of: Bookstore



Total Respondents = 706

- Respondents were most likely to indicate they were satisfied or very satisfied with the quality of the Bookstore (77%).

For questions, please contact Diana Vaichis, Research Analyst, at dvaichis@craftonhills.edu or (909) 389-3420.