* In your experience, how would you rate the level of overall customer service you’ve received from your official bookstore in your past visit?
	+ A
	+ B
	+ C
	+ D
	+ F
* If you’ve ever had a question about your course materials/order, how would you rate the speed and attentiveness of your customer service?
	+ A
	+ B
	+ C
	+ D
	+ F
* If you’ve ever submitted a question, comment or complaint about your bookstore electronically (by email, social media, through our site, etc.), how would you rate the overall speed, attentiveness and helpfulness of your response?
	+ A
	+ B
	+ C
	+ D
	+ F
* How would you grade the overall ease of use in finding and ordering course materials on your online bookstore?
	+ A
	+ B
	+ C
	+ D
	+ F
* Over your academic career, how many times have you visited your official campus bookstore for course materials?
	+ Several
	+ Once or twice
	+ I have not visited the store for course materials
* When ordering materials from your official bookstore, what format options do you choose/prefer? (Choose all that apply.)
	+ New
	+ Used
	+ Rental (new or used)
	+ Digital
	+ Marketplace
	+ Guaranteed Buyback
* When shopping for materials from your official bookstore, what format options do you WISH you could choose but are not available? (Choose all that apply.)
	+ New
	+ Used
	+ Rental (new or used)
	+ Digital
	+ Marketplace
	+ Guaranteed Buyback
* How many course materials did you acquire in the past two terms, either by buying or renting, from your official store?
	+ 5+
	+ 3-4
	+ 1-2
	+ I have not acquired course materials
* If you did not visit the store/acquire materials from the store, what factors made you do so? (Choose all that apply.)
	+ A bad customer service experience kept me away
	+ My required materials were too expensive at the official store
	+ I did not think I would need my required materials for class
	+ The store did not offer the options I wanted (like used, rental, digital, etc.)
	+ I wasn’t aware it had the options I wanted
	+ Buyback or rental returns were too complicated in previous terms
	+ Other (please specify)