

# PSH Bookstore Ranks Seventh on Survey

By Cathie McCormick Musser  
Capital Times Staff Writer

The Commonwealth Campuses Student Government Association recently released the results of a survey on campus bookstore satisfaction levels.

The survey, conducted during the fall 1999 semester, asked for

feedback on a variety of topics including price, customer service and book return policies. In addition to individual campus results, the report also lists average satisfaction levels and ranking by campus.

Results of the PSH bookstore survey are listed below. Of the 16 campuses surveyed, PSH ranked seventh in overall bookstore satisfaction and second in satisfaction with textbook availability at the start of semesters.

## Penn State Bookstore Results • Harrisburg Campus • Number of Surveys: 77

*The books in the Penn State Bookstore are priced fairly.*

	Respondents	Percentage	Score
Strongly Disagree	.43	.56%	.056
Disagree	.23	.30%	.060
Undecided	.8	.10%	.031
Agree	.3	.4%	.016
Strongly Agree	.0	.0%	.000

*The Penn State Bookstore employees treat me with respect and courtesy.*

	Respondents	Percentage	Score
Strongly Disagree	.3	.4%	.004
Disagree	.2	.3%	.005
Undecided	.12	.16%	.047
Agree	.43	.56%	.223
Strongly Agree	.18	.23%	.117

*The clothing and other goods in the Penn State Bookstore are of adequate variety, and are also priced fairly.*

	Respondents	Percentage	Score
Strongly Disagree	.6	.8%	.008
Disagree	.25	.32%	.065
Undecided	.24	.31%	.094
Agree	.22	.29%	.114
Strongly Agree	.0	.0%	.000

*I would still shop at the Penn State Bookstore even if I could receive the same product at a lower price elsewhere.*

	Respondents	Percentage	Score
Strongly Disagree	.37	.48%	.048
Disagree	.28	.36%	.073
Undecided	.10	.13%	.039
Agree	.2	.3%	.010
Strongly Agree	.0	.0%	.000

*In the beginning of the semester I have adequate time to return a book if it is no longer needed.*

	Respondents	Percentage	Score
Strongly Disagree	.5	.6%	.006
Disagree	.13	.17%	.034
Undecided	.21	.27%	.082
Agree	.38	.49%	.197
Strongly Agree	.0	.0%	.000

*I don't usually have to wait for a book to be ordered in the beginning of the semester.*

	Respondents	Percentage	Score
Strongly Disagree	.5	.6%	.006
Disagree	.17	.22%	.044
Undecided	.13	.17%	.051
Agree	.38	.49%	.197
Strongly Agree	.4	.5%	.026

*The Penn State Bookstore is open at times that are convenient for me.*

	Respondents	Percentage	Score
Strongly Disagree	.1	.1%	.001
Disagree	.6	.8%	.016
Undecided	.15	.19%	.058
Agree	.50	.65%	.260
Strongly Agree	.5	.6%	.032



Photo by Cathie McCormick Musser

Evening students enjoy the snacks offered during the Spring Semester Open House.

## Evening Students Open House

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lingered to chat while enjoying their snack. SGA President Roderick Lee attributed the increased interest in the event to both a change in promotional methods and growth in SGA members' skill at "getting students a little more interested."

Faculty members teaching Tuesday-evening classes had

been asked to announce the event and encourage attendance as an additional promotional method, Lee said.

Visible during the event was SGA presidential hopeful Joe Marsicano. According to Lee, Marsicano's name will appear on the spring SGA election ballot.

Elections are scheduled for March 28, 29 and 30.



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