



BOOKSTORE SERVICES STUDENT SERVICES ANNUAL PROGRAM REVIEW 2013-2014 AND PLAN 2014-2015

Committee Members: (Alphabetized by last name)

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1. Program Mission/Description:

Program Mission:

Citrus College delivers high quality instruction to students both within and beyond traditional geographic boundaries. Bookstore Services are dedicated to fostering a diverse educational community and learning environment by providing an open and welcoming culture that supports successful completion of transfer, career/technical education, and basic skills development. Bookstore Services demonstrates its commitment to academic excellence and student success by continuously assessing its contribution to student learning and institutional effectiveness.

Program Description:

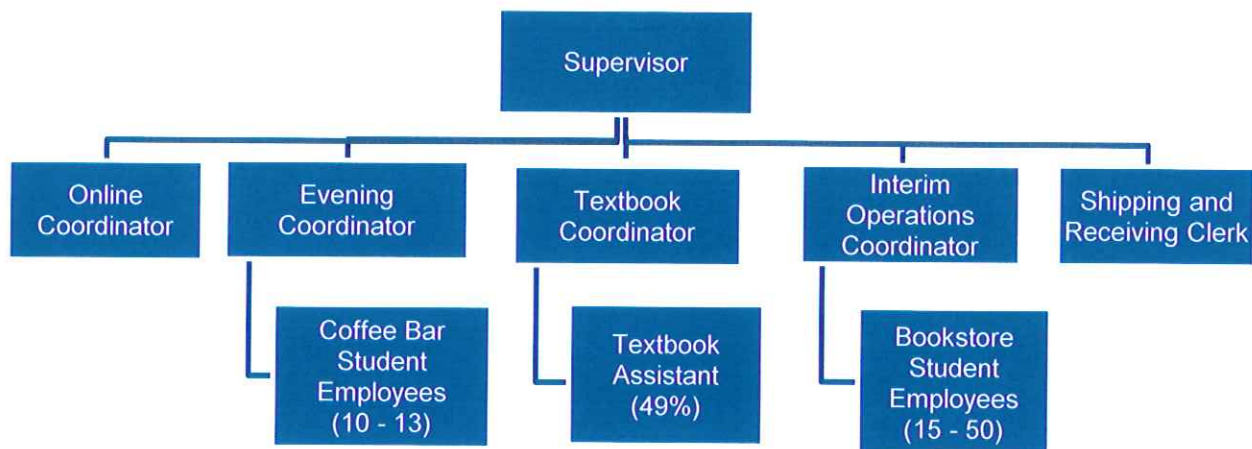
The Bookstore Services through the Owl Bookshop, Art & Coffee Bar, vending services, and cosmetology retail services, provides a safe, friendly, and accessible environment where all students, alumni, staff, and community members may optimize their academic, career, and cultural development. Services provided by Bookstore Services include access to course materials necessary for learning excellence, properly training student workers to be successful entrepreneurs and/or employees, creating an inviting place to shop, eat, and safely spend time between classes by providing premier customer service.

2. Key Functions/Goals:

Key Functions/Goals:

- To support the College's mission and vision by contributing to the academic success of students and to the overall quality of life at Citrus College.
- To promote textbook affordability through effective communication with students, staff, and faculty as well as Legislative directive to guide textbook policy change.
- To render outstanding service to the college community through the wide range of goods and services, and by providing support to a broad range of campus programs and organizations through its annual dividend to the Associated Students of Citrus College (ASCC).
- To meet the various opportunities for change by identifying and implementing productive innovations including those of a technological nature. This analytical approach to the constantly changing environment enables Bookstore Services to maintain both competitive pricing and premium customer service.
- To be a dynamic and rewarding place to work. Store employees will be supportive of each other and of the store's values. They will personify ethical conduct and professionalism.
- To encourage staff members to participate in leadership roles in the College's committees. This involvement will provide store employees with the opportunity to enhance leadership skills and participate in shared governance.
- To encourage staff to have a strong commitment to creating the store's future, not merely allowing it to occur.

Organization Chart



3. Assessment of Outcomes:

Assessment: *How did you assess the outcomes? What method did you use?*

Result: *What was the product or consequence of your assessment?*

Change: *What will you do differently as a result of what you learned from the assessment?*

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (ARCC/Scoreboard and CCSSE surveys) to address this topic. Use existing data and/or document with a survey.

Populate with the existing Unit Outcomes			
Outcome	Assessment	Result	Change
1. Students should be able to distinguish the Owl Bookshop as the on campus center for practical educational resources to further their educational planning process and future goals. CCSP 4.1.2	Bookstore staff surveyed students who returned their textbooks during spring 2014.	Buying cheaper books somewhere else, dropping their class, were still the highest responses. Being given the wrong books again ranked as one of the lowest in responses. This confirms last year's findings and demonstrates that the changes made in shelf tags and employee training has been consistently successful.	While originally slated to be removed from SLO's last year, an additional year was added to further validate the results. Bookstore Services will continue distributing surveys to verify successful training at refunds but not include in SLO's.
2. Students should be able to distinguish the Owl Bookshop as the on campus center for practical educational resources to further their educational planning process and future goals. CCSP 4.1.2	Bookstore staff with assistance from Institutional Research will create and distribute surveys to students and staff during fall 2014. The survey will contain elements from the 2009 extensive survey to be used for comparison. New questions about course materials, format preferences and snack/drink needs will be added.	New	New

<p>3. Offering Pell recipient access to educational materials the first week of spring and fall semesters will improve student perception of improved progress in courses. CCSP 4.1.2</p>	<p>Pell students were surveyed at the completion of fall 2013 Pell access period through Survey Monkey. (See attached) Extended Opportunity Programs and Services (EOP&S) questions were added to find solutions to the practice of students using Pell funds instead of EOP&S funds.</p>	<p>44.65% of the respondents were EOP&S students. While 88.24% of the EOP&S respondents knew that EOP&S funds could only be used for textbooks only 60.17% of EOP&S respondents knew to use their EOP&S funds first.</p> <p>In the open ended sections some respondents had concerns with the logistics of the lines in the store during rush, the ability to rent books using Pell funds and the quantities of registers available to serve guests.</p>	<p>Re-organizing the layout of the store is planned for 2014-2015 program review goals. Purchasing two additional registers and the addition of in store rentals were included in the 2013-2014 program review. Fall 2014 Pell survey responses should reflect these three changes with fewer complaints of line logistics and too few cash registers.</p> <p>The fall 2014 Pell survey will be reviewed by committee for editing. Q5 will be deleted because of repetition and respondent confusion.</p>
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4. Recommendations/Next Steps:

Prompt: Provide an outline of the previous recommendations. Insert title of person(s) responsible. Status should be Completed or In Progress. If goal is in progress, explain why under status. Indicate completion date by Month/Year.

	Previous Recommendations/Goals 2013-2014	Person(s) Responsible	Status/Progress	Completed
1	<p>Interface set up between the District and bookstore to transfer/update student and course information from District servers to Sequoia Point of Sale and Textbook Partner. Successful implementation will result in efficiency savings of one business week off the current term adoption process. CCSP 4.1.2</p>	Supervisor, Textbook Coordinator and TeCServices	Completed	January 2014
2	<p>Expand current online rental service to include in-store textbook rental. CCSP 4.1.2</p>	Supervisor, Online Coordinator and Textbook Coordinator	Completed	February 2014
3	<p>Develop a marketing campaign through the Owl Bookshop Website in conjunction with the Citrus College centennial celebration to sell and promote products to Citrus Alumni. CCSP 3.2.4</p>	Alumni & Friends Association, Supervisor and Online Coordinator	Completed	June 2014
4	<p>Continue planning meetings on implementing a new digital textbook adoption process. CCSP 4.1.2</p>	Supervisor, Textbook Coordinator and Enrollment Management Chair	In Progress	June 2014

5. New Recommendations/Goals:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable, reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals, using the following format. Example: **CCSP 2.3.2 / EFMP pg. 361**

	New Recommendations/Goals 2014-2015	Person(s) Responsible	Estimated Completion	Budget Priority
1 st	To improve student access to information by various means such as textbook loan programs, e-readers/texts, extended library hours and a personalized WingSpan page, Bookstore Services will reorganize the cashier/customer service, course material and general merchandise sales areas at the Owl Bookshop for improved traffic flow, space limitations, slow moving merchandise sales, security, and positive customer experience. CCSP 4.1.2	Supervisor	August 2014	2
2 nd	To improve student access to information by various means such as textbook loan programs, e-readers/texts, extended library hours and a personalized WingSpan page, Bookstore Services will implement the Rafter Digital Course Material Module. The process will mirror current paper adoption process during the first phase of implementation. Future phases will develop a connection to CurricUNET and increased faculty involvement in the adoption process. CCSP 4.1.2	Supervisor and Textbook Coordinator	December 2014	2
3 rd	To increase on campus retail services to better serve the students' needs, Bookstore Services will research and add an athletics section and study abroad course term on the Owl Bookshop website. Study abroad students will be able to purchase their course materials online saving the bookstore expenses of being open on a Saturday. CCSP 3.2.4	Supervisor, Online Coordinator and Textbook Coordinator	February 2015	2
4 th	To improve student access to information by various means such as textbook loan programs, e-readers/texts, extended library hours and a personalized WingSpan page, Bookstore Services will explore expanding Pell Grant process in banner to allow financial aid, scholarships, and veteran students to open accounts at the bookstore that will be paid through Banner. This process will give students access to course materials when courses begin. CCSP 4.1.2	Supervisor	June 2015	2

Program Projections contained in the Educational & Facilities Master Plan: 2011-2020	Progress toward completion: (please check one)		
Bookstore	Completed	In Progress	Not yet begun
N/A – There are no projections in the Educational & Facilities Master Plan for Bookstore Services.			

6. Resources Requested:

Prompt: All requests should be linked to new recommendations in section 5 (above).

Bookstore Services

Certificated Personnel (FNIC)

Position	Discuss impact on goals / SLOs	Cost	Priority
N/A			

Classified Personnel

Position	Discuss impact on goals / SLOs	Cost	Priority
Food Service Team Leader 49% (2 positions)	<p>Goal: Hire two 49% food team leader positions for the Art & Coffee Bar.</p> <p>Impact: The opening of the west satellite (Cyber Café and Art Store) requires three additional 49% classified staff. These positions will be funded by increased sales from the Art & Coffee Bar. Additional staff will distinguish the Owl Bookshop as the on campus center for practical educational resources to further their educational planning process and future goals.</p>	Salary \$17,434 Benefits \$3,725 Health -0- \$21,159 each X 2 = \$42,318 annually	2
Account Clerk/Cashier 49% (1 position)	<p>Goal: Hire one 49% Account Clerk/Cashier position for the Owl Bookshop.</p> <p>Impact: The opening of the west satellite (Cyber Café and Art Store) requires one additional 49% classified staff. This position will be funded by increased sales from the Art & Coffee Bar. Additional staff will distinguish the Owl Bookshop as the on campus center for practical educational resources to further their educational planning process and future goals.</p>	Salary \$18,317 Benefits \$3,914 Health -0- Total: \$22,231 annually	1

Staff Development (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
NACS Webinars	Enhance student services through improved customer service.	\$1,000	3

Facilities (Facilities)

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Building / Room	Priority
Enhance front entrance and research ways to expand space.	Additional space will allow the Owl Bookshop to offer more services and continue to be the campus center for practical educational resources to further student educational planning process and future goals.	Owl Bookshop entrance	3

Computers / Software (TeCS)

Item	Discuss impact on goals / SLOs	Cost	Priority
Server	Move Bookstore server to TeCServices to better integrate data and information control.	\$5,000	2

Equipment

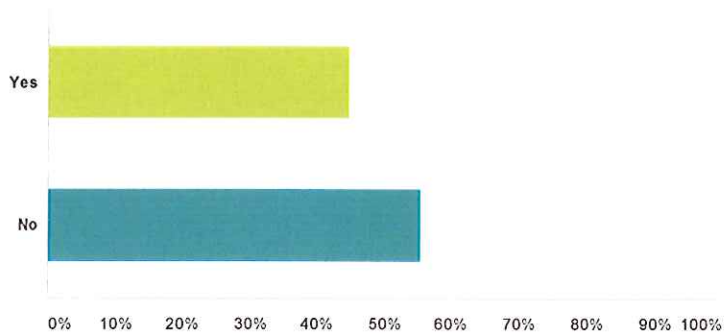
Item	Discuss impact on goals / SLOs	Cost	Priority
Sentry System	<p>Install security sensors at the entrance and exit of the main bookstore.</p> <p>OPTION A: WAM - Wide Aisle Management - Digital EAS System - This system also incorporates the very latest advancements in digital EAS technology.</p> <p>OPTION B: MM1 - Digital EAS System - This system also incorporates the very latest advancements in digital EAS technology.</p>	<p>Option A (2) WAM Single Aisle (2 antenna - 4ft) \$13,990.00 Installation \$ 2,975.00 Total \$16,965.00</p> <p>Option B (2) MM1 Single Aisle (2 antenna - 3ft) \$ 9,000.00 Installation \$ 2,975.00 Total \$11,975.00</p> <p>In addition to either A or B :</p> <p>Counter top deactivators and detachers \$2,895 tags \$1,929.50</p>	2

Supplies (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
N/A			

Q1 Are you an EOPS student?

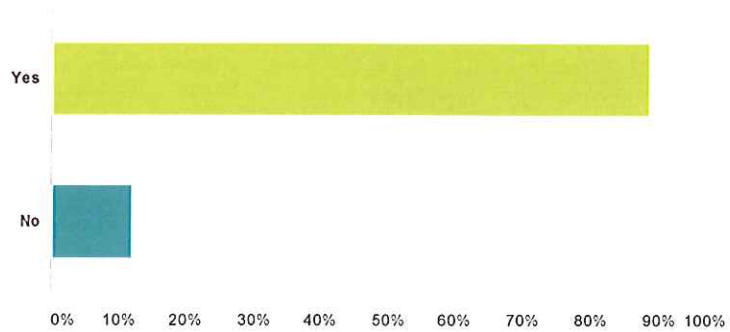
Answered: 318 Skipped: 4



Answer Choices	Responses
Yes	44.65%
No	55.35%
Total	318

Q2 Were you aware that EOPS funds may only be used to purchase required textbooks?

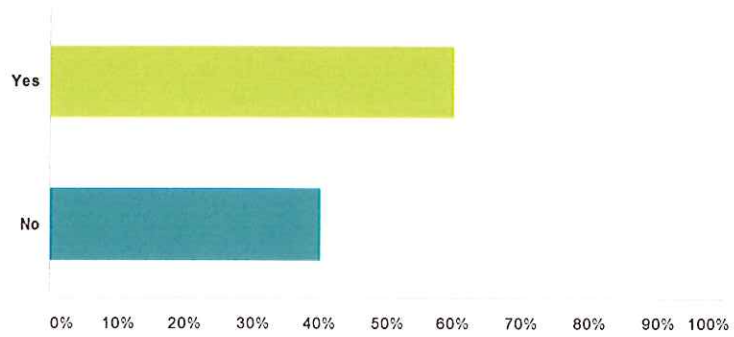
Answered: 119 Skipped: 203



Answer Choices	Responses
Yes	88.24%
No	11.76%
Total	119

Q3 Were you aware that EOPS funds should be used before Pell funds?

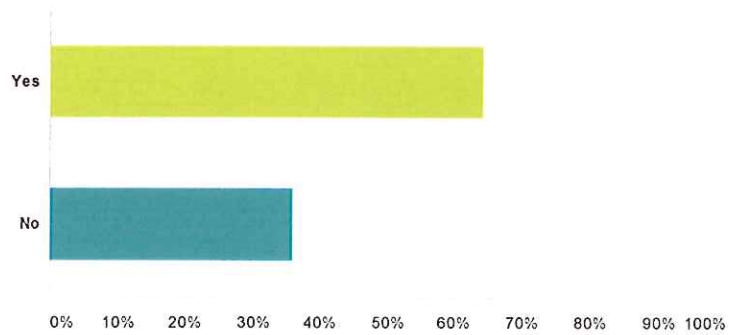
Answered: 118 Skipped: 204



Answer Choices	Responses
Yes	60.17%
No	39.83%
Total	118

Q4 Did you use your Pell funds at the Owl Bookshop

Answered: 292 Skipped: 30



Answer Choices	Responses
Yes	64.04%
No	35.96%
Total	292

Appendix A

Citrus College Fall 2013 EOP&S/Pell/Bookstore Survey

Q5 Why did you not use your Pell funds at the Owl Bookshop?

Answered: 139 Skipped: 183

I don't know how it works.
There was a block that prevented me to purchase anything during the week I could use it.
I did.
For convenience.
Didn't know about Pell funds
Need funds for other things for school.
I don't receive Pell grants.
To purchase books and supplies?
I used it.
I had already bought my books from the owl book shop before the grant went through
It took almost four weeks before I received my aid.
Did not know the Pell grant account number that I needed to checkout when i was trying to buy the books online.
I was told I could not use it anymore so I just paid with my debit card.
textbooks
My funds weren't available yet
I did not take any sort of state or federal financial aid.
I do not receive Pell grants.
i didn't know i can use them at the book store.
Because I found cheaper used books online
I did use my Pell funds at the bookshop
I didn't get my disbursement until after the first week of school. Making it unavailable to use.
Found cheaper books online
I did
Because I have not received my Pell grant.
I actually used a few \$ from my Pell funds but also bought books online because they were much cheaper than the crazy prices of the library.
I used my Pell grant at the owl bookshop
used books for sale here are way too expensive compared to renting on amazon.
I did not need to at the time.
I did use them on OWL Bookshop.
I bought my books online
Only some of my Pell was used in the Owl Bookshop. The book voucher from EOPS took care of most of the expenses this semester.
I purchased my books from a different vendor.
I did use my Pell money towards my books at the Owl Bookshop.
I have not used my Pell funds yet
Did not need to.
I did use Pell funds at the bookshop to pay for the difference between the total and what the EOP&S book voucher covered.
I did use the Pell grant to buy my math 20 book.
I did use Pell funds at the Owl Bookshop.
I rather just use the money I have at that time and save the Pell grant for my classes
i did use it
I did use it at the Owl Bookshop.
because I didn't not have enough money to buy my books on my own.
I was not sure how to use my Pell funds.
Didn't need them.

Appendix A

Citrus College Fall 2013 EOP&S/Pell/Bookstore Survey

Unwanted to save the money use for the winter semester of 2013
I am AB 540, I do not receive a Pell grant
I didn't know that I could have used them. This is my first experience with the Pell Grant.
i didn't know i could use them there
I did.
I did use my Pell funds
I bought my books online
useful
Because EOP&S & S Help
i did use my Pell grant on the owl bookshop
My mother told me.
paying for textbooks
i did not know
I did use it.
In order to pay for my books.
I in fact actually signed up for Pell funds too late and received disbursement on the 2nd date for the 1st disbursement
Not enough of a time period to use them
I used the Pell funds for all my units at the book store.
I was not informed that I was already able to use my Pell funds.
I don't use it there because I rent and you guys basically give our money to the book shop so we get the expensive option.
The book store is too expensive.
I was not aware that I had Pell funds to use.
The book I needed was sold out of the bookstore until the next week, I purchased it elsewhere.
Pell funds came a little late
EOP&S fund cover all my textbook fee
I didn't know how to use the Pell grant
I found necessities and books cheaper elsewhere
Because I cannot afford to buy books on my own
i did i used some
Books too expensive
I didn't know I had a Pell fund
Because at this point in my life I am not financially stable and this pell grant was truly a blessing that helped me get the books I needed.
i bought the books before the funds were available at the bookstore
Food
owl bookshop was too expensive, although the Pell grant is a blessing, i need to use it wisely.
Paid early
I saved my Pell funds.
I didn't make the deadline to buy books. But I took the reimbursement to buy a textbook online.
because i rent my books for a cheaper price off of a website
I did.
Didn't get my money in time.
I was not aware I could use it there.
In order to save for future expenses.
My books were already paid for.
didn't know i could
To save the money for further textbook expenses.
Did not receive the reimbursement letter until 3 or 4 weeks the class started because my paper was not filed on time.
Because I did not have financial Aid

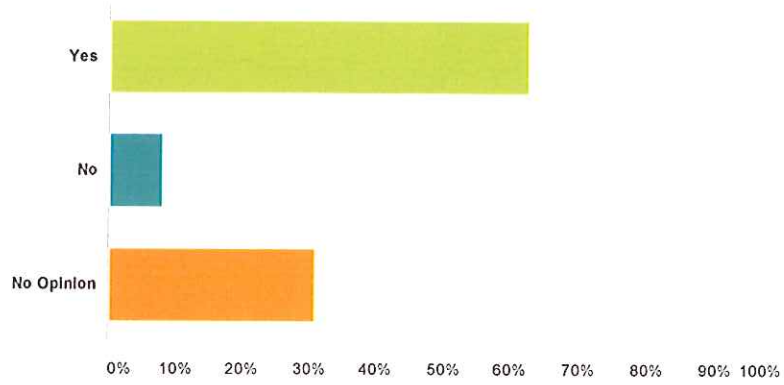
Appendix A

Citrus College Fall 2013 EOP&S/Pell/Bookstore Survey

Needed to buy books
I did use my money at the book store because I need my books. If I would have had a check previous to class starting (rather than day two of school) I could have gotten my books for a lot cheaper.
I purchase my books elsewhere. The text books at Citrus College are unreasonably priced for a Community College.
The EOPS money covered all my textbook funds.
Books are too pricey at the Owl Bookshop
I purchased my books in Amazon
My financial aid did to go through in time
Cheaper options online
I did
I did
I did use my Pell funds at the Owl Bookshop
I use some funds there but the owl bookshop is very expensive, far more expensive than its competitors.
I can find books and products cheaper online and at other locations.
Because I found the books cheaper elsewhere
I did use them
I did use them at the owl bookshop.
To purchase supplies
Deadline was over
Too expensive
I was able to find some of the books for a much lower price through friends. Instead of paying full price- I pad 75% less by buying them cash from friends I made in my previous semester luckily.
I did
Pell funds were used because I had no financial stability to purchase the books on my own.
I did use it at book store
Did not qualify for Pell grant.
Our bookshop is a lot more expensive than buying online.
They weren't available because I was enrolled in one 16 week course on first day even though I added two more by the end of the first week.
Because I found cheaper books at another location.
I didn't need to use it.
I got everything I needed
I did use some of them
i didn't receive it in time & i ended up buying used books off other citrus students
I did use the Pell Grant at the Owl Bookstore.
Did not that I could
I didn't know I could
Na
Books paid for by California Dept. Of Rehabilitation.
I wasn't able to
I have used my Pell funds at the bookstore.
I dos.
I was told that since I am in Cal works that I use my Pell grant and get reimbursed for book purchases
I used Pell funds at the Owl Bookshop
Because I had cash left over in my bank and I used the EOPS book services and I made it with enough money.
I received my financial aid late
The lines where too long an didn't have time to wait

Q6 Did you find it convenient to use PELL grant funds at the Owl Bookshop?

Answered: 260 Skipped: 62



Answer Choices	Responses	
Yes	61.92%	161
No	7.69%	20
No Opinion	30.38%	79
Total		260

Q7 Why was it not convenient to use Pell grant funds at the Owl Bookshop?

Answered: 76 Skipped: 246

IDK
I stood in line for an hour for them to turn me away that there was a block.
Not being able to use the funds for books until school started.
NONE
The lines are extremely long. And I think there should be a line for people that are just going to buy snack. To make that line is really frustrating just to get something to eat.
Not in before school started, bought books early
Did not know where to find the Pell grant number that I needed to use the money to buy the books from the Owl bookshop online.
I could not use my Pell grant at the bookshop.
Did not use.
i was not aware i could use it
I did use PELL funds at the Owl Bookshop
I would of if I had my money from the Pell grant.
Books are too expensive on campus!
Expensive books
It is Convenient.
The system is very organized and I am able to track my spending with my receipts.
It is a longer process.
Well I liked using my Pell funds there but what I didn't like was that I couldn't find the books somewhere else for cheaper and saved money
Since it is made available at the bookshop we don't get our checks until it is too late to shop for cheaper books, and be more cost efficient and budget money better. For example I had to spend \$189 on my math book at the owl bookshop instead of \$50-70 online.
I would assume that it would've been convenient, if I hadn't already ordered my books from someplace else.
I have no comment.
It was very convenient
Too crowded and I got the books cheaper online. I think the Bookstore should of had expanded hours to cover the capacity. Open earlier and close later.
Long was too long and time was wasted because book was not available
it was very convenient to be able to use my id to use my Pell grant funds before disbursement
I do not know.
Some text is cheaper elsewhere
It was very convenient to use the monies at the bookstore.
It's inconvenient because some people want to get them cheaper through other methods and you guys basically hold our fund until we are to two weeks in.
I look for better prices. The line is to long with students getting coffee; I don't have time to wait, too many "workers" messing around.
I wasn't aware that I had funds to use.
it didn't come in time
it may cost too much and i need Pell grant for other use
Need funding available sooner so I can get a jump on my classes... I start out behind because I cannot get my books earlier.
Long lines, books run out quick, not enough used copies. Bad return policy.
I didn't know I had a Pell grant

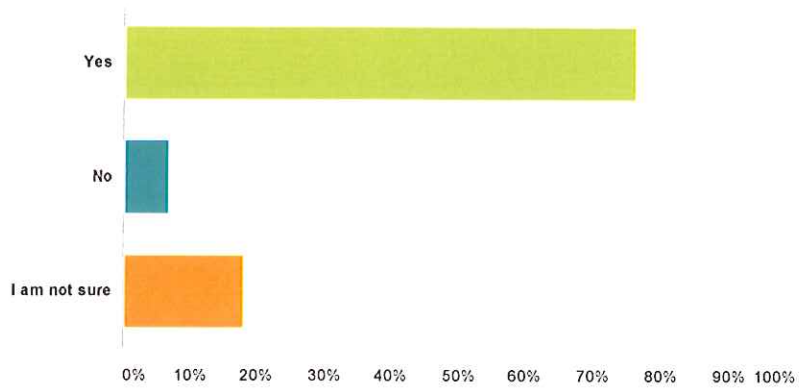
Appendix A

Citrus College Fall 2013 EOP&S/Pell/Bookstore Survey

The books were too expensive
There's a deadline
no opinion
It is quite convenient now that I understand the process.
Books and supplies are too expensive
I was not aware.
Because regardless I was trying to save until after I knew what supplied I most definitely needed
I haven't used the money yet.
Because I could get my books as soon as possible instead of waiting for my check to come.
Because the lines were long and I was almost late to my class. It's more affordable for me to shop online at different retailers instead of being forced to buy at the bookstore seeing as I cannot wait weeks without getting my books
Books too expensive, bought them elsewhere
found good prices at Amazon
I did find it convenient. HOWEVER, I did NOT find it convenient to find that I didn't have access to ALL (or, at least more) of my Pell Grant funds in the bookshop. As a result, I had to pay for one of the books out of pocket, even though the rest were covered... The policy seems to be to split the Pell Grant funds in two, and disburse each half at different times. The first half (which was made available in the bookshop first week) was NOT enough money to cover my need. But, Financial Aid doesn't disburse more, in case a student falls below the # of units to which the Pell Grant was awarded and thus has to go through the process of possibly paying back money that was spent... But, this is inconvenient for those students who don't fall below the # of units awarded, because then they might not be able to purchase some required materials due to lack of funds, thereby needing to drop a class, and therefore may end up falling below the original # of units and needing to pay back money! ...My opinion is that Financial Aid should make all the funds available so that students can buy what they need. Thank you for your consideration. Sean Flowers
Price
Books are more expensive and the line is long
The convenience of having funds available to purchase textbooks is greatly appreciated; however, they're very unorganized. I think the logistics of their line system needs help.
I found it convenient
It was very convenient.
Because I needed those things ASAP
I didn't need to but the previous semester when I did use my Pell grant funds to buy books- it definitely made it easier for me to acquire my books.
It was
The dates available for purchase are the same when classes start which make it extremely difficult to make it easy and convenient.
Everything is overpriced
Cost of Books
I didn't need to
I would prefer to receive my Pell Grant earlier because the books at the Owl Bookshop are overwhelmingly too expensive.
It was convenient. The downsides were the prices, the lines, and lack of knowledge about computers.
quick & easy
No.
Because I wasn't able to use it and had to pay out of pocket because EOP&S only gave me \$150 for books
I didn't have to worry about not having the money to buy all my books
some items are available elsewhere at a lower cost, lines to enter the Owl Bookshop were long during Pell funds

Q8 Would you use Pell grant funds at the Owl Bookshop in the future?

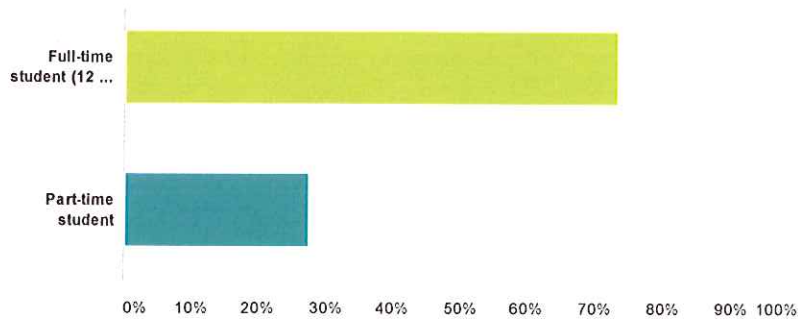
Answered: 260 Skipped: 62



Answer Choices	Responses	Count
Yes	75.77%	197
No	6.54%	17
I am not sure	17.69%	46
Total		260

Q9 Are you a:

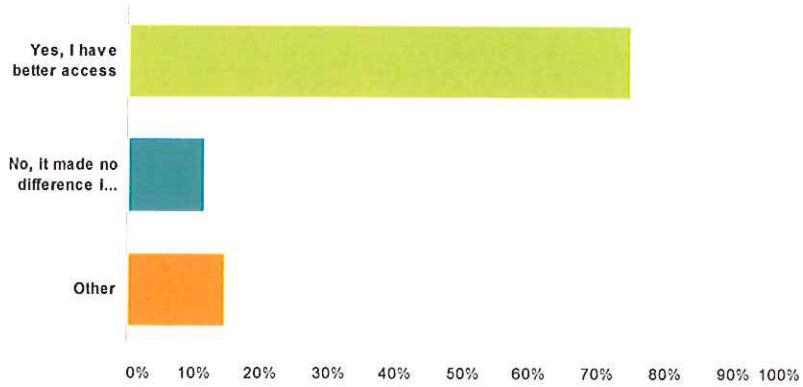
Answered: 268 Skipped: 64



Answer Choices	Responses	Count
Full-time student (12 or more units)	72.87%	188
Part-time student	27.13%	70
Total		268

Q10 Does having your Pell Grant funds available at the Owl Bookshop during the first week of school improve your access to books and supplies?

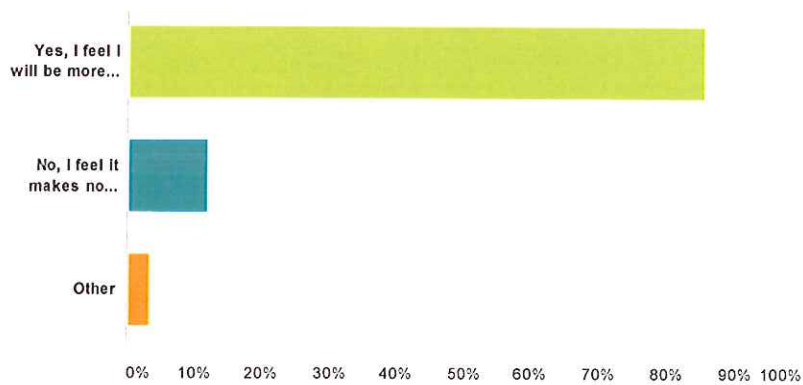
Answered: 257 Skipped: 65



Answer Choices	Responses	
Yes, I have better access	74.32%	191
No, it made no difference in access	11.28%	29
Other	14.40%	37
Total		257

Q11 Do you feel that having your books and supplies available during the first week of school will make you a more successful student?

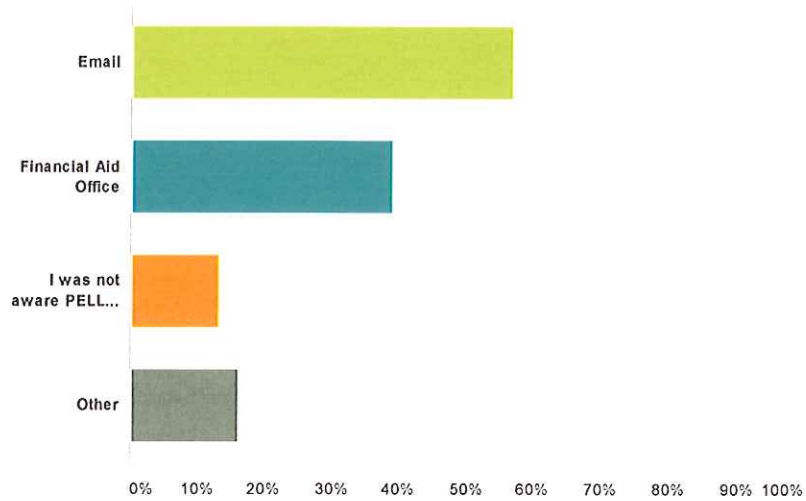
Answered: 258 Skipped: 64



Answer Choices	Responses	
Yes, I feel I will be more successful	85.27%	220
No, I feel it makes no difference to my success	11.63%	30
Other	3.10%	8
Total		258

Q12 How did you find out about your PELL funds being available at the Owl Bookshop?

Answered: 257 Skipped: 66



Answer Choices	Responses	
Email	56.42%	145
Financial Aid Office	38.52%	99
I was not aware PELL funds were available at Bookstore	12.84%	33
Other	15.95%	41
Total Respondents: 257		

Appendix A Citrus College Fall 2013 EOP&S/Pell/Bookstore Survey

Q13 How could the Owl Bookshop provide better service for Pell Grant or EOPS book purchase?

Answered: 112 Skipped: 210

Cheaper books =)~
letting us know
Provide a longer window for shopping at least two weeks. There are too Many students and long lines. Plus the bookshop has few registers for the traffic.
Maybe by letting the funds be available a week before school starts.
They do a great job.
Send an email when students are able to use their Pell grant
It's nice to use the money to buy your books BUT if you have money left over we should be able to use it for other supplies as we need it like pencil, pens, scan trans, etc.
maybe access to self-serve register so line is not so long
I do not have problem with program now.
Provide them at an earlier date
No comment
Having the funds available through the student's school ID number or other form to access the funds since I could not contact the financial Aid office the first two weeks of school so I had no idea where to find my Pell grant number.
They should allow students to use some Pell grant funds if EOPS funds are not enough for the total price of all required textbooks.
I have no opinion.
Have the Pell grant available earlier.
Everything is good.
the way it is set up now works fine
Things are fine the way they are
Having the funds Available A couple days longer
Provide the Pell Grants to be offered 1 week BEFORE classes start in order to avoid long lines.
Allowing use before the first week
lower prices
Extending the service for the first two weeks of school rather than just the first week. The lines get ridiculously long and it makes it hard to get books and supplies in between classes sometimes.
Having a few more people helping you find the right books.
Extend book store hours
By knowing how to do the transaction from the start. Cashiers are often confused with them or something goes wrong.
Lower your prices
Online Service for Pell Grant book purchase.
The system has worked fine for my first two semesters at Citrus College.
Buying books during the first week was a nightmare. The ticketed time frame system was horrible, I have medical issues that make movement hard, after standing waiting in line for my "Slot" they called everyone up with that time window. So I went from the front to the end of the group (because I don't move well and everyone behind me ran past) and got the pleasure of of waiting through the entire group. I found my books then waited an hour with an armful of books for one of two registers. I spent the next two days trying to recover. I take online classes because I know my physical limits, I'm not looking for an exception or anything of the sort. Better organization like taking the line in order by time pass, or having more than two registers operating would go along way.

Possibly by having their own line within the bookstore or having a certain day of the week for those of us with

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such grants to have the bookstore to ourselves so we can come and buy our supplies without the normal chaos.
Access to these funds ON THE FIRST DAY OF CLASSES!
There should be a separate line for people using these funds.
having just a Pell grant checkout line
I have no suggestions
Perhaps a PELL grant specific line, or lines. The lines are long and the space is limited. If you keep having more students enroll, but don't expand the infrastructure, much like the parking nightmare, any student services will suffer. In their defense, every single person in the bookstore has been kind, courteous and helpful, that makes the experience more positive.
Make prices reasonable rather than outrageous
have all books all time
Faster service
Send an e-mail to incoming freshman that Pell Grants can be used to buy textbooks and supplies, like maybe a month beforehand
no comment
It already has an outstanding service.
Longer hours on the first week of school.
I'm sorry, but no comment.
It would be more efficient to make the purchases online and then have students simply pick up their textbooks from the book store, thus eliminating long lines for people who already paid online.
Have expanded hours the first week of school. Have them available before school starts.
Faster Checkout
If we can purchase books a bit sooner to avoid the long lines
by getting informed about the EOPS programs and the book purchases at the owl bookshop.
a website for owl bookshop where i can use my Pell grant to buy my books and search online, since i work full time and could not wait to make the long line to pay. Maybe we can place the order online and go just to pick up
More cashiers would be helpful, or expand the bookstore.
no comment
More cash registers
Maybe a credit card so we can personally get our supplies at the bookshop instead of waiting for the order to be ready.
Have a separate controlled account where the student chooses the amount that is set aside from they're checks that is accessible throughout the year at any venue that the school offers. That is available (upon students request) to be disbursed in check form to the student
Make it more known that the Pell grant is available at the bookstore and explain it better how it works.
Keep doing what you are doing!
The Owl Bookshop should let us know that we are able to use the Pell Grant.
Have two lines. 1 for coffee only!
have it available the first day u can start putting in book orders
have more books in stock
Have specific lines for only Pell, and EOPS.
Giving out schedules (early registrations go first) for buying books. 1. Can keep the busy and waiting time short 2.staffs be able to have more time to help more people.
The bookshop does a good job with the check-out process, it really is quite efficient.
I think it worked great
Lower prices!
Most students don't know that they're able to use the Pell Grant at the store maybe advertise it more.
no opinion
Cheaper supplies

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More knowledge.
Make it available before school begins or a week longer.
No comment.
Having it available a week before classes starts.
Mange the lines of people better. Have more workers in the back to manage the student's book.
Lower their prices...
There doesn't need to be any improvements. The bookshop provides a good service.
The suggestion mentioned in #5 (otherwise, great job!): I did find it convenient. HOWEVER, I did NOT find it convenient to find that I didn't have access to ALL (or, at least more) of my Pell Grant funds in the bookshop. As a result, I had to pay for one of the books out of pocket, even though the rest were covered... The policy seems to be to split the Pell Grant funds in two, and disburse each half at different times. The first half (which was made available in the bookshop first week) was NOT enough money to cover my need. But, Financial Aid doesn't disburse more, in case a student falls below the # of units to which the Pell Grant was awarded and thus has to go through the process of possibly paying back money that was spent... But, this is inconvenient for those students who don't fall below the # of units awarded, because then they might not be able to purchase some required materials due to lack of funds, thereby needing to drop a class, and therefore may end up falling below the original # of units and needing to pay back money! ...My opinion is that Financial Aid should make all the funds available so that students can buy what they need. Thank you for your consideration. Sean Flowers
Allow renting books or lower price
Nothing to add. They're good.
Maybe more staff to help students find the books they need
I think it's highly unfair that they give priority line service when paying to those using cash. The rest of us using PELL/EOPS have the wait in a line that on average is about 45 minutes.
No comment
An earlier window. The first week is fine, but me personally, i like having my books before school starts to beat the lines and get ahead on reading.
I feel they did a good job.
More time
Lower the price of the books. That's a good start. Some books are ridiculously expensive.
Too crowded, i suggest opening up more registers rather than just 2... It is not logical to have 2 registers for hundreds of students.
Have more employees on staff during rush. The lines were ridiculously long to check out with my purchases.
I could have had a better warning about when it was ending.
They both great
Better advertisement and having user friendly website. Currently the owl bookstore's website is not easy to manage when finding textbooks.
Provide more used books to lower the cost and lower their prices.
Add more time for those who are able to add more classes AFTER the first day of the semester.
They are doing great
Lower the cost of books.
I believe they should further extend the time to make the use of Pell grant
Priority lines
More cash registers for shorter lines
Book purchase
They shouldn't take any money
get a bigger bookstore
the only thing that suck about this process is the wait lines in the bookstore
They provided great service.
lowering costs
By letting us use them like two weeks before the semester starts. That would be nice.
Not sure

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Q14 Comments or suggestions

Answered: 62 Skipped: 260

Please extend the window for time allowed to use our Pell grant.
Thank you so much for all the help. No suggestions.
I like the program
The owl bookshop should have a web page to help the students find their pell number
They should allow students to use some Pell grant funds if EOPS funds are not enough for the total price of all required textbooks.
This was a great opportunity for students
maybe extend the length of time you can use your Pell grant a little longer in case the book you need isn't in stock
Extend the PELL service in the Owl Bookshop to two weeks versus just the first week of classes.
Owl bookshop is a good place to purchase anything you need just that the first weeks are kind of full of people getting their materials and books and no way to go out fast from the owl bookshop.
Price books reasonably or distribute Pell grants sooner so students can buy books off campus. Also, stock up on books they always run out. I could not get my anthropology book!
Long live EOPS and PELL grant!
It's not very clear how you are able to use your funds at the bookstore. I don't want to show up and not have whatever information i need to use in order to buy with my pell grant funds
No comment.
Just want to say thank you for the help. I appreciate it very much. Being less concerned about book expenses allows me to concentrate on my education.
See #11, I think it covers it.
I found it inconvenient that the funding was only available in the OWL bookshop for a short amount of time. It should be extended.
Stop funneling money into the pockets of administrators, who don't really do enough to justify their exorbitant salaries, and put those monies back into the college itself.
this money couldn't cover all books we need. Maybe just one book. We need it more to be successes
Sorry if I wasn't much help. Thank you, and have a great day!
comment or suggestions
Opening one hour or staying open one hour earlier gives people access to the books and supplies for more time.
I am returning the text to Professor Christianson. Thank you.
I was very happy knowing that i could use my id only to use my Pell grant to buy my books and other supplies, since my Pell grant was not available for me yet (it was not disbursed yet), i wouldn't be able to afford to buy my books any other way.
None.
Allow us to us the money the first day of school.
Most students/ classmates did not know they could use Pell Funds to purchase books. I think it could be advertised more. Explained in detail how it works
Thank you!
You should provide option for people that don't purchase through the book store I always have to try and thin out my fafsa until next semester to obtain my books from an outside source. It would be good if you would provide those students who don't purchase through the bookshop with their fafsa funds beforehand.
Thank u for your wonderful programs. .
see no.13
Getting the books a week before class starts would be nice...
I think having the Pell grant on the first day is very helpful. I can purchase my books and get prepared for class rather than waiting to receive the Pell grant in the mail.

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<p>Improve customer service. Cashiers are persistently rude and make you feel unwelcome. You feel like you're bothering them when you arrive at the counter to make a purchase.</p>
<p>lower prices and i will consider using my funds in the book store</p>
<p>I really liked the fast pass tickets, because we got our ticket and knew exactly when to come back to avoid super long lines. Great Job!</p>
<p>Using my PELL funds in the Owl Bookstore is the only way I am able to get what I need on time for school.</p>
<p>More posters and awareness available for knowledge.</p>
<p>No comment.</p>
<p>Mange the lines of people better. Have more workers in the back to manage the student's book.</p>
<p>I know that you're trying to increase sales at the book store but I can get these books at cheaper prices online. Let's try being fair to the students and allow them to make the chose rather than forcing them to get their books at the bookstore</p>
<p>Lower the prices on everything being sold at the Owl Bookshop.</p>
<p>Please make sure that having the Pell grant available at the Owl Bookshop easier for students to notice. Thank you.</p>
<p>The suggestion mentioned in #5: I did find it convenient. HOWEVER, I did NOT find it convenient to find that I didn't have access to ALL (or, at least more) of my Pell Grant funds in the bookshop. As a result, I had to pay for one of the books out of pocket, even though the rest were covered... The policy seems to be to split the Pell Grant funds in two, and disburse each half at different times. The first half (which was made available in the bookshop first week) was NOT enough money to cover my need. But, Financial Aid doesn't disburse more, in case a student falls below the # of units to which the Pell Grant was awarded and thus has to go through the process of possibly paying back money that was spent... But, this is inconvenient for those students who don't fall below the # of units awarded, because then they might not be able to purchase some required materials due to lack of funds, thereby needing to drop a class, and therefore may end up falling below the original # of units and needing to pay back money! ..My opinion is that Financial Aid should make all the funds available so that students can buy what they need. Thank you for your consideration. Sean Flowers</p>
<p>Doing a really good job, keep up the good work!</p>
<p>It would be amazing if we could pre-order our text books via the internet using our PELL/EOPS funds. Space seems to be very limited, perhaps during the first week the owl bookshop can set-up a "book shop" or "pick up only" in the student center across the hall.</p>
<p>Too crowded, i suggest opening up more registers rather than just 2... It is not logical to have 2 registers for hundreds of students.</p>
<p>Having the Pell grants available is great. It's very convenient to have funds accessible at the place where students get their books.</p>
<p>Help promote this information in the citrus college website.</p>
<p>Great service.</p>
<p>Please take into consideration those who are on the waitlist-add more classes after first day of semester. So we can use PG money in bookshop too if we aren't enrolled in 6 units on first day of classes.</p>
<p>Actually I did use my Pell at the shop for supplies that were not covered by EOPS</p>
<p>Yes, lower the cost of books. It is no secret that the books there are overpriced. If you want to help the students, you can do so by lowering the cost of books. Thank you.</p>
<p>The financial aid lady who assisted me was very rude and not helpful! I don't know her name, but she has dirty blonde hair and wear glasses</p>
<p>Thanks to the EOPS office for all the help they do for us.</p>
<p>I think it is good how it is. If people don't know about it they are not too smart. If was going to have to pay all the money for books then I could not afford to go to school.</p>
<p>Overall the owl bookstore is very helpful, workers were extremely helpful, and the bookshop was very well organized.</p>
<p>None</p>
<p>None</p>