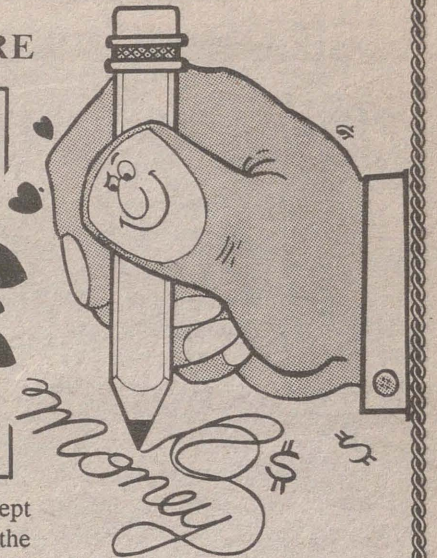
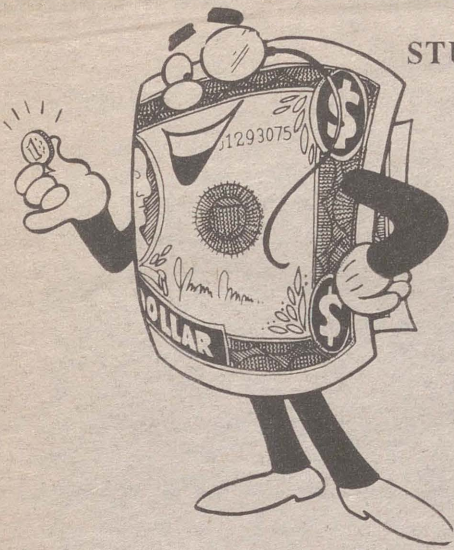


STUDENTS

OPINION POLLS

DOWNTOWN BOOKSTORE



HOW DO YOU FEEL ABOUT THE SERVICE WHEN YOU GO TO PURCHASE YOUR COLLEGE BOOKS?

"S"

ARE YOU SATISFIED WITH THE PRICE YOU PAY FOR YOUR COLLEGE BOOKS? DO YOU FEEL THE PRICES ARE REASONABLE? "P"

IS THE DOWNTOWN BOOKSTORE CONVENIENTLY LOCATED FOR YOU? "L"

OTHER COMMENTS "O"

DO YOU GET A REASONABLE REFUND WHEN YOU RETURN YOUR COLLEGE BOOKS? "R"

C "The prices are outrageous, but when you are the 'only game in town' we play by their rules."

"Attitude and service of the bookstore employees has been less than acceptable."

S "Basically, the service is good most of the time, but the attitude toward students is poor. My feeling is that patronage is taken for granted and I go to Walden for other purchases for this reason."

S "The employees are all ready and willing to help you find the books and supplies that you will need. I feel very good about service."

O "I feel that there should be a change in establishments, or something has to be done about the prices, buy backs, used books, and his overall attitude."

S "I do not like the service they provide. Because they are the only store in town that carry college text books they make sure you are aware that you must get your books there."

O "I feel that we are in need of a new book store with friendly personal, and someone who is happy to have your business."

O "The idea of ACC is suppose to be affordable quality education. By the time I was done buying my books and drafting equipment, which only the paper-works had, the cost of my accessories had exceeded my tuition."

O "The store constantly orders short of the quantities of books needed for classes. I can't comprehend why this college deals with a business that so obviously does not appreciate its patrons."

R "No. I returned a brand new book which I got for class; on the first day of class the teacher changed the book. I was not refunded the entire price of the book."

S "They are greedy, they try to push microwaves or typewriters at you if you are on the pell grant."

O "I would like to see the bookstore back on campus. If there is a profit to be made let it be the college. Also it would make available more jobs for students here that could really use them."

S "Service from younger generation employee's is good. Perhaps they understand the needs of their own age group. If the owner of the establishment were an employee he would have been fired long ago."

O "Get it back here at the college to benefit the students not the supplier. I do not mind a supplier making a profit...let the college get the profit because eventually it will benefit us the student somewhere down the line."

L "No. Parking is always a problem, and it is a pain to go there."

S "The service is not bad, except they try to push everything in the store on you, people with Pell Grants really get the push to buy sweatshirts, back packs etc"

R "I feel that I get a reasonable refund for my books. I have had no complaints thus far."

S "Horrible. I feel like a criminal. Why do they expect ACC students will shoplift. They do not require people using the front of the store to leave bags and packages at the counter-just those going back for textbooks."

R "If there was a refund even about to be given, that would put him out of business. He pinches a nickel so hard, he makes the buffalo shit!"

O "When you have a pell grant they want you to buy everything they have there. They want you to spend your whole pell grant ther. The owner is not very friendly!"

S "It is poor, and they are to pushy on things you do not need."

L "Not unless I am going to see a movie"

O "I am thinking of investing in the paper-works stock option plan. He is got a real goldmine down their."

R "Yes, about enough to buy lunch at McDonalds after returning \$150 worth of books I bought at the beginning of the semester."

O "I have had numerous run-ins with this man and he is a crook. Also my friends have had disagreements with him. He is not a good reflection of the Alpena community; we are known for a warm and friendly port and this man is not even close to it. He should not be associated with the college, he is a disgrace to society."

S "The owner has a terrible attitude towards students when he is asked questions."

FACULTY

DOES THE BOOK STORE KEEP YOU UP-TO-DATE ON THE NEW BOOK EDITIONS? "UP"

IS THERE A GOOD COMMUNICATION LINE BETWEEN THE BOOK STORE AND FACULTY? "C"

OTHER COMMENTS? "O"

C "The faculty does their part in communicating to the bookstore, but the bookstore does not communicate with this faculty!"

UP "No. In fact he sold old editions knowing new editions were coming out next semester and sold them at top price."

O "The guy is a total Dick he has no patiance, never tries to help you, and is very short with you."

C "Sometimes there is- it usually depends on who is handling the college section. Mr. Dickinson is particularly difficult to deal with- he has no sense of customer relations."

O "They are rude, inconsiderate and uncooperative. I suspect they 'rip off' our students, and I think they create a real problem with our public image."

O "In my opinion, the bookstore does a much less than adequate job in terms of ordering and supplying text books they also have poor public relations with the student. The book store should be relocated back on the ACC campus."

O "I have never seen a bookstore which made a profit. If the college takes over the bookstore it will have to be subsidized by the college budget. This means that other areas of the budget will be cut. Running a bookstore is not a simple and easy task--think it over thoroughly."

O "I would fully support having an on-campus bookstore, managed either by the college or a private vendor, excluding Mr. Dickinson."

UP "They have a poor selection of books for concrete technology."

C "Mr. Dickinson is impossible to communicate with on a meaningful level."

C "No, hard to get along with the owner, this excludes the employees."

