

Refund Survey

1. How is your campus academic year scheduled?

Quarters: 24

Semesters: 8

Trimesters: 0

2. Approximately, what is your campus FTE?

1,000 - 5,000: 14

5,001 - 10,000: 11

10,001 - 15,000: 3

More than 15,000: 4

3. Does your bookstore serve a

Community College: 18

College or University: 12

Professional or Technical College: 2

4. How is your textbook refund period defined?

From date of purchase: 5

Limited to the number of weeks into current term: 27

5. How long is your bookstore's textbook refund policy?

Only during first week of classes: 1

First 2 weeks of classes: 15

First 3 weeks of classes: 4

First 4 weeks of classes: 0

Other:

1. We give a 100% refund through the end of the first week of the quarter after that 100% is received if the student is dropping the class other than that, the student receives 50%.
2. First two weeks then 2 days remainder of quarter
3. full refund 1st week 50% refund for dropped classes up to 3rd week
4. first two weeks full refund, then 60% of retail until books get returned to vendor. We offer full refund all through semester for returns within 48 hours.
5. Monday of the 2nd week of term. College last day to drop with refund is the Sunday before.
6. for classes of 14 days duration, no return (exceptions allowed) For classes of 30 days or less, one week from date of purchase For quarter-length classes, 2 weeks from date of purchase (exception: cancelled class)
7. Full refund during first 2 weeks 75% during 3rd week
8. They have 21 days from purchase date at any time during the quarter.
9. Two week period for full refund and another four weeks return at 50%.
10. Within first 5 days of purchase.
11. One week used Two weeks new from start of quarter

6. Does your bookstore require a customer receipt to process a refund?
- Yes: 22
 No: 1
 Yes, but we do make exceptions: 9
7. Does your bookstore require refunds to have a proof of a dropped course or withdrawal?
- Yes: 11
 No: 17
 Yes, but we do make exceptions: 4
8. If yes, is this proof for the entire refund period or only for a certain duration?
- Proof of drop required for entire refund period: 1
 Proof of drop only required after 1st week of classes: 4
 Proof of drop only required after 2nd week of classes: 8
 A combination of B & C: 4
9. What is the percentage of refund dollars per term compared to the gross textbook sales for that term?
- Less than 5%: 3
 5 - 8%: 13
 8 - 12%: 13
 More than 12%: 2
10. Has your bookstore contemplated in the last year reducing your textbook refund period?
- Yes: 16
 No: 16
11. How certain are you that your student customers are taking advantage of your refund period to accommodate their online shopping for textbooks?
- Very certain: 17
 Somewhat certain: 13
 Cannot say either way: 1
 Pretty sure that does not happen on our campus: 1
 Does not happen on our campus: 0
12. Has your store surveyed students to ascertain the reasons for their textbook refunds?
- Yes: 14
 No: 17

13. Do you have any additional comments you would like to add on this topic? Please limit your reply to 2-3 sentences. If you would like to be contacted, please include your name and email.
1. We have a 24 hour refund period during the quarter
 2. Students come right out and tell us their cheaper online order came in so they are returning our book. I'm thinking of shrink wrapping everything and slapping on "not returnable if opened" stickers.
 3. Rather than reduce days of refunds, we are considering a "no drop/add exchange" penalty of xx%.
 4. We have not recently surveyed students however, in the past we asked students for the reason for their return and it was fairly equal between dropped classes, wrong book or my friend, brother, mother etc. already has. We no longer ask for the reason. We found that applying a similiar policy as the college tuition refund policy (1st week full up to 3rd week 50% with drop verification) seems to have worked well and it's also easier to determine reorders. We revised our refund policy W'08. We had the support of administration. Linda O'Reilly/Edmonds CC
 5. On the whole, I believe that a generous returns policy helps stores more by creating good will and providing good customer service than it hurts them due to lost income.
 6. WE have problems with faculty or depts. ordering text books as required and when the student gets to class is told he really doesn't need it for class, and can return it to the bookstore.
 7. RE: 11 - I'm certain we have some students that return books that they purchase online.
 8. FTE numbers and % of refund \$... may not be accurate...just a guess.
 9. Online purchasing and then return of bookstore text happens only 1 or 2x a semester.
 10. We usually ask why they are returning books - the majority say they dropped the class, didn't need the book or friend had one comes in second.
 11. We are such a small campus, most students comment on why they are returning when they come in.