



Student Services Annual Highlights 2011-2012

Department Name: College Store

Dash Board Indicators: (Benchmark data reported in budget process with end of year numbers. Please include multiple year data if available.)

TOTAL SALES: \$11,000,000 approx. 2010-2011 \$11,222,000

Programming or Service Highlights: (Please use bullet format.)

- Meet with 12-15 division heads to get commitments of Guaranteed Textbook Program
- Enhanced the textbook rental options in store
- Enlarged the number of Ebook offerings presently offerings now offering 60 titles
- Continue with the customer service training
- Continue offering academic pricing on all computer products
- Continue working with College Store associations to receive competitive pricing in supplies etc.
- Continue operations at all six store sites to enable the SLCC students access to all required textbooks, supplies needed for their academic fields etc.
- Operation of the College Store in acceptable financial condition and net income
- Survive

Assessment Highlights: (Please use bullet format.)

- Participation in the National Association of College Store Financial Survey shows that the SLCC College Store financially is operated at a good return on investment.
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