**Focused on UMKC Students**

1. **Reduced costs to students**: On the campuses we serve, price is the greatest influencer of student purchases, with Rental as the most preferred platform, followed by Used.

* The University of Missouri Campus Stores collectively rank #1 in used book sales and rental units.
  + rental options on almost 50% of titles
  + 42% of course materials contain a digital element
* When you combine rental, used and digital options, UM students collectively saved $7.7 million dollars last year, when compared to new prices. In the last three years, UMKC students saved **$2.7M** through rental, used and digital programs.

1. **Student Wages**: Since 2006, student wages at the UMKC Bookstores totaled $904,312, or approximately $100,000 per year to assist with the cost of education.
2. **Transparency**: The UMKC Bookstores offer online price comparisons, which allows students to compare our textbook prices and competitor prices on the website. So far this year, **94%** of our online customers chose us after comparing prices.
3. **Student Engagement**:

* Collaborate with students to gain feedback regarding technology/departmental sales, digital textbooks and market basket analysis. Students at UMKC participated in the spring 2015 Student Watch Survey, conducted by the National Association of College Stores. This survey collects data related to student preferences regarding traditional and digital course materials.
* Aside from employing 25+ UMKC students, the UMKC Bookstores helped support over seventy campus events this past year through donations, as well as volunteered time and assisted with event programming.

1. **Services and Programs:**

* Alpha arrangement: Students can print their booklists in the store. The list is organized alphabetically by author, which mirrors the textbook floor. The course and section are listed with the book information, which should aid students in selecting the correct title when author names are the same or similar. Staff are available to answer any questions and provide assistance.
* Textbook reservation program gives incoming students first choice of rental and used
* Order online for in-store pick up options
* Convenient Payment options: In addition to standard methods of payment, we accept student charge payment both in-store and online
* Kauffman Scholarship textbook program was expanded to improve service at both UMKC Bookstores; offer student athlete textbook program and vocational rehabilitation and 3rd party accounts
* Convenient and easy returns