

Constant Contact Survey Results

Survey Name: Copy of Jan 13 2017 Survey

Response Status: Partial & Completed

Filter: None

4/9/2017 12:19 PM EDT

1. High School Name & State

74 Response(s)

2. Teacher/Store Advisor's Name.

73 Response(s)

3. School Store Name

73 Response(s)

4. Teacher Assistant's Name (if you have)

34 Response(s)

5. List 1 to 5 (Top) Student Managers, 1st & Last Names

73 Response(s)

6. With student employees, do you rotate School Store responsibilities?

	Number of Response(s)
Yes	56
No	13
Other	4
No Responses	7
Total	80

7. What are the student employee responsibility areas? Choose as many answers that fit.

	Number of Response(s)
Cashier	69
Security (Door)	34
Marketing (Promotions & Advertising)	63
Accounting	36
Purchasing	51
Inventory	62
Customers	58
Human Resources (HR)	28
Food Prep	26
Cleaning	63
Other	10
Total	72

8. Do your student employees Clock-in & out? (using POS Time Clock)

	Number of Response(s)
Yes	26
No	46
No Responses	8
Total	80

9. Do your cashiers LOG-OUT of POS when done with day or shift?

	Number of Response(s)
Yes	58
No	11
Other	4
No Responses	7
Total	80

10. Does your Store have a Student Club affiliation? Choose 1 or more answers that apply

	Number of Response(s)
DECA	51
FBLA	6
BPA	7
None	10
Other	3
Total	73

11. Location of School Store?

	Number of Response(s)
near Cafeteria	33
near Front Entrance	22
near Media Center	2
Kiosk can "pop-up" anywhere	8
Poor Location	1
Other	25
Total	73

12. Is Teacher's Classroom adjacent to School Store?

	Number of Response(s)
Yes	40

No	33
No Responses	7
Total	80

13. Does your store have a DVR-Camera Security System?Choose 1 answer

	Number of Response(s)
Yes, DVR operated by store	34
Yes, DVR operate by school elsewhere	18
No, don't have & don't need	8
No, Need One	11
Total	72
10 Comment(s)	

14. School Store is open

	Number of Response(s)
all day	13
during Lunch	38
Before and/or After School	35
Other	23
Total	73

15. Is store open for (after hours) Special Events?

	Number of Response(s)
No	7
Yes (List events below)	66
Total	73
66 Comment(s)	

16. Quantity of POS Stations (with cash drawers) you have?

	Number of Response(s)
1	31
2	20
3	11
4 or more	2
Total	62

17. Do you have a Mobile POS Station? (Tablet or Laptop)

	Number of Response(s)
Yes	30
No	32
No Responses	18
Total	80

18. Do you have a Back-Office POS Station? (in Office or Classroom)

	Number of Response(s)
Yes	5
No	57
No Responses	18
Total	80

19. Does your POS Sales Screen operated by Touch-Screen or Smart-Keyboard? Choose 1 answer

	Number of Response(s)
Touch-Screen Monitor	26

Smart-Keyboard	20
Both	17
Total	62

20. What version of POSitive POS are you using? Choose 1 answer

	Number of Response(s)
Positive for Windows (PFW 4.3)	5
Positive Retail Manager (PRM 5)	16
POSitive Retail Manager (PRM 6)	34
Other	7
Total	62

21. How many Cashier Shifts do you have daily?

	Number of Response(s)
1	15
2 or more shifts a day	47
No Responses	18
Total	80

22. How many times DAILY do you balance 1 POS Station? (close 1 register & count drawer)

	Number of Response(s)
1	48
2 or more times a day	12
No Responses	20
Total	80

23. Since 2016-17 School Year, what is your average daily Customer Count? (Go to Manager Mode See Summary Spreadsheet, 2nd column = Cust. QTY, Estimate Daily Avg.)Select only 1

	Number of Response(s)
under 50	25
51-100	15
101-200	19
200-300	1
over 300	2
Total	61

24. Reviewing last 12 months of sales history, what month had the highest sales??(Go to Manager Spreadsheets, see Annual Sales, Choose Highest Month)If you don't have 12 months of History, see check last line

	Number of Response(s)
January	3
February	2
March	5
April	2
May	3
June	2
July	0
August	3
September	16
October	10
Novemeber	6
December	19
Don't have 12 Months of History	4
Total	61

25. Reviewing last 2-3 years of sales history, what YEAR had the highest sales??(Go to Manager M Spreadsheets, see Annual Sales, Choose Highest Year at bottom)If you don't have multiple years o Highest Year & also check last line

	Number of Response(s)
2015	13
2016	22
2017	20
Don't have Multiple Sales Years	10

Total

61

26. Since the 2016-17 School Year, what Hour had the highest sales?(Go to Manager Mode, Graphs Sales, Choose Date Range = 1st school day of 2016-Today, and choose busiest hour)Select only 1

	Number of Response(s)
10am	3
11am	9
12pm	24
1pm	4
2pm	4
Other	19
Total	61

27. Do you sell (retail) packaged Food & Beverage items?

	Number of Response(s)
Yes	45
No	17
No Responses	18
Total	80

28. Do you sell Food & Beverage items you have to prepare?(Microwave, Bake, Mix, etc..)

	Number of Response(s)
Yes	25
No	36
No Responses	19
Total	80

**29. Do you sell Consignment items for other Departments or Clubs? Do you operate & sell a Specialty Department?
Answers that fit**

	Number of Response(s)
Yes for Consignments (Sell for others)	26
Yes for Services (Example: Poster Making)	3
No	35
Total	62

30. Choose the #1 Department in \$ Sales for the 2016-17 School Year?(Go to Mgr. Mode, Graphs & Reports, Dept. Sales with Date Range = 1st, 2016 school day to Today, and select Bar Graph, #1 Dept. in Sales)

	Number of Response(s)
Apparel	32
Beverages	14
Food Prep	5
Gifts & Spirits	0
Open Dept. Keys	2
Other	5
Total	56

**31. What's the best selling Category within your #1 selling Department for the 2016-17 School Year?
Dept. in Dept. Graph & Choose Drill down & select Category with biggest sales)**

55 Response(s)

32. Do you charge State Sales Tax? (Attached to certain Categories)

	Number of Response(s)
Yes	19
No	37
No Responses	24
Total	80

33. In the 2016-17 School Year, list the top 2 selling, inventory items sold by Qty?(Go to Mgr. Mod Reports & Items Sorted, Select date range, 2016 1st day of school to Today & Check Qty Sold)Be sp Item (e.g. Logo Hoodie Blue/Med, Coffee Small..)

55 Response(s)

34. In the 2016-17 School Year, list the top 2 selling inventory items sold by % Profit?Go to Mgr. M Reports & Items Sorted, Select date range, 2016 1st day of school to Today & Check % Profit.Be sp Item (e.g. Logo Hoodie Blue/Med, Coffee Small..)

55 Response(s)

35. In the 2016-17 School Year, what was your Gross Average profit % margin? (Go to Mgr. Mode, F Reports & Invoices, Choose date range = 2016, 1st day of School to Today, & un-check detail boxes)

	Number of Response(s)
under 10%	3
10-20%	11
20-30%	17
30-40%	13
40-50%	7
over 50%	5
Total	56

36. Select all Payment Tenders you accept.Choose as many answers that fit.

	Number of Response(s)
Cash	53
Check	44
Credit Cards	32
Gift Cards	43
House Account (30 days)	21
Other	3
Total	56

37. What's the average Retail Price for an item?(Look through 2016-17 Invoice history for retail \$ the
1

	Number of Response(s)
.25	1
.50	2
\$1.00	29
\$1.50	5
\$2.00	3
Other	17
Total	56

38. What advance pricing strategies do you use?Choose as many answers as fits.

	Number of Response(s)
Mix & Match (example: 3/\$1.00)	17
Calendar Discount Sales (example: Hoodies 20% off Next week only)	25
Generic Coupon (example: \$ off)	11
Custom Coupon (example: \$ or % off on certain items)	22
Don't use advance pricing strategies.	5
Clearance Discounts	36
Other	3
Total	55

39. Do you sell to specific Customers?(Look up Customer Name from list)

	Number of Response(s)
Yes	26
No	30
No Responses	24
Total	80

40. If you sell to specific Customers...Why?Choose as many answers that fits

	Number of Response(s)
Allow 30-Day House Accounts	24
Give Auto-Customer Discounts	4
Have a Customer Loyalty Rewards Program	1
Do special Customer Orders?	11
Other	26
Total	56

41. Do you Track physical Stock Counts on your Inventory?Choose only 1 Answer

	Number of Response(s)
Yes	44
No	6
Only on certain Departments	6
Other	0
Total	55

42. How do you replenish physical stock counts when new inventory arrives?Choose only 1 Answer

	Number of Response(s)
Manual Adjust Stock Counts	22
Pro-Active Purchase Order (Create PO prior to delivery)	11
Reactive Purchase Order (Create PO & Rcv. after delivery)	20
Neither, I don't Track Inventory	3
Other	0
Total	56

43. How many Vendors to your purchase Inventory from?Choose only 1 Answer

	Number of Response(s)
1-5	30
6-10	12
Over 10	15
Total	56

44. Do you purchase Inventory from Internet Vendors?

	Number of Response(s)
Yes	34
No	21
No Responses	25
Total	80

45. What best describes how you purchase inventory? Choose as many answers that fits.

	Number of Response(s)
Salesman comes in	22
Fax an Order	19
Computer Order	35
Physically go Cash 'n Carry	24
Delivery Guy arrives to see my needs	25
Other	15
Total	55

46. How many unique SKU's do you have in your Inventory database?(Go to Inventory Center, select bottom-right Stats, # Active Items) Select only 1 Answer

	Number of Response(s)
Under 25	8
26-50	13
51-100	5
101-200	7

Over 200	19
Total	52

47. If you counted your entire Inventory Stock, how many items would you have?(Go to Report Center, select right-side Inv. Valuation & go to 2nd Last Page, Total of Stock column)Select only 1 Answer

	Number of Response(s)
No Stock, I don't Track	1
50-100	9
101-300	15
301-500	4
Over 501 items	23
Total	52

48. If you did a physical Stock Count of your Inventory & had correct Vendor \$ costs. What would be the total value of your Store's Inventory?(Go to Report Center, select left-side Inventory Reports, select right-side Inventory Valuation & go to 2nd Last Page, Total of Costs column)Select only 1 Answer

	Number of Response(s)
No Cost Value, I don't track stock	2
Under \$500	2
\$501-\$2,999	10
\$3,000-\$4,999	9
Over \$5,000	28
Other	2
Total	52

49. How do you sell Inventory Items & Services that don't come with a manufacture Bar-Code?Select all that apply

	Number of Response(s)
Use a special, Touch Button	23
Use a Hot-Key, Keyboard Button	23
Print out custom Bar-Code Labels	28
Use Misc. Keys or Buttons (that ask for \$)	11
Other	2
Total	52

50. If you could have another POS Training session, what Topics would you want to review?Select

	Number of Response(s)
Basic Review of all POS Topics	17
Touch-Screen Button Programming	19
Smart-Keyboard Programming	12
Customer House Accounts	10
Advance Inventory Sales Strategies (Mix-Match, Promos, Custom	32
Reports & Graphs	21
Gift Cards	11
Customer Loyalty Rewards	18
Vendor Purchasing & Receiving	11
Other	3
Total	52

51. How many POS Training visits did you receive?Choose 1 answer

	Number of Response(s)
1	15
2	4
3	5
4	8
5 or more	9
None (New Teacher)	7
Other	7
Total	52

52. What POS Training vehicles were the most helpful?Select as many answers that fit.

	Number of Response(s)
Remote-in and/or Face-Face Training	33
PDF. Training Guides	22
Training Videos (POS Internal)	15
Training Videos (YouTube Channel)	5

POS Internal Help Guide (F1)	3
POS Manual	9
Other	4
Total	52

53. What are the most common issues using School Store POS? Select as many answers that fit.

	Number of Response(s)
Training new students	30
Network (POS Stations can't connect)	21
Getting Staff to pay their A/R bills	1
Getting POS Support after 12-months of usage	6
Finding time to learn basic & new features	31
POS Hardware breaking down	23
Other	3
Total	52
1 Comment(s)	

54. In your School or in another school in your District, could there be another student-based enterprise that may benefit from a POS? Another School Store, Book Store? Culinary-Ed. (Restaurant-Cafe)? Cosmo Sports Concession Stand?

	Number of Response(s)
No	39
Yes (Please name S.B.E, Location & Contact person)	13
No Responses	28
Total	80
13 Comment(s)	

55. Would you like to integrate Credit Card features with POS? Please choose 1 answer

	Number of Response(s)
Yes	19
No	8
Already Have this	23
Other	3

Total

52

56. Does your School Store have a Web Store?Choose 1 answer.

	Number of Response(s)
Yes	10
No, Don't want 1	18
No, I want 1	23
Other	1
Total	52

57. Do you have a Facebook Page?Choose 2 Answers Only

	Number of Response(s)
Yes, School Store Facebook	33
No, School Store Facebook	10
Yes, Business Club Facebook (DECA, BPA, FBLA)	17
No, Business Club Facebook (DECA, BPA, FBLA)	5
Total	52

58. Do you decorate and change the theme of the store often?Select as many answers that fit.

	Number of Response(s)
Never	8
Yes, We change per Season	23
Yes, We change the look once a month.	9
Yes, Only during specific Holidays	20
Other	2
Total	52

59. Do you use Digital Signage in your School Store?

	Number of Response(s)
Yes	23
No	29
No Responses	28
Total	80

60. Do you use product displays in and out of your store?

	Number of Response(s)
Yes	45
No	7
No Responses	28
Total	80

61. Does your School Store have examples of using a Logo? (Branding)Select as many answers th

	Number of Response(s)
Yes, Store Aprons, Shirts & Uniforms	12
Store Sign	30
Store Marketing Posters (around school)	25
Store Custom Gift Cards	10
Store T.V Commercials	11
Store Newspaper Ads	4
No, we don't use Store Logos or Brandi	13
Other	3
Total	52

62. How does your School Store advertise & market to Students & StaffSelect as many answers th

	Number of Response(s)
Announcements (Audio commercials)	43
School Newspaper	12
Poster Signs (around school)	39
Display Case	31
Issue Coupons	21
Facebook	32
Twitter	28
Text Marketing	3
Email Marketing	21
Digital Signage	14
Word of Mouth	40
Pop-up, and sell at Special Events	27
Consumer Sampling	9
We don't Market or Advertise the School Store	0
Other	5
Total	52

63. Has your School Store Program won any Student Base Enterprise awards? (from DECA, FBLA,

	Number of Response(s)
Yes	28
No	20
Other	4
No Responses	28
Total	80

**64. Do you wish to nominate your store for the Best School Store of 2016-17?In Comments box (be
High School & Teacher. Please include Teacher's email**

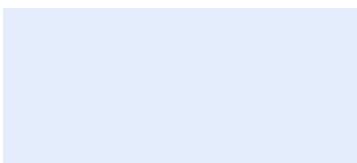
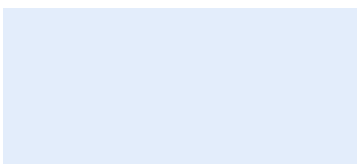
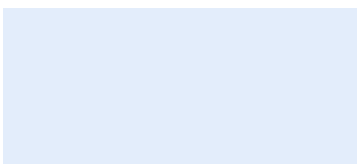
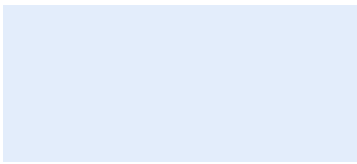
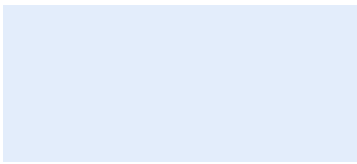
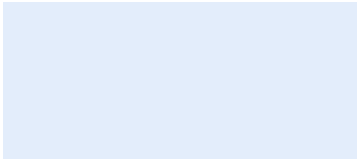
	Number of Response(s)
Yes	49
No	1
No Responses	30
Total	80
42 Comment(s)	

65. Do you wish to nominate your Teacher or Teacher's Assistant for Best School Store Advisor of box (below), list Teacher or Teacher's Assistant Name you wish to nominate. Please include Teach

	Number of Response(s)
Yes	40
No	10
No Responses	30
Total	80
34 Comment(s)	

66. Do you wish to nominate a student manager for The Best, School Store Manager of 2016-17? In include School Name & Student Managers (1st & last names, you wish to nominate (5 max.)

	Number of Response(s)
Yes	40
No	10
No Responses	30
Total	80
35 Comment(s)	



Response Ratio

70.0%

16.2%

5.0%

8.7%

100%

Response Ratio

95.8%

47.2%

87.5%

50.0%

70.8%

86.1%

80.5%

38.8%

36.1%

87.5%

13.8%

100%

Response Ratio

32.5%

57.4%

10.0%

100%

Response Ratio

72.5%

13.7%

5.0%

8.7%

100%

Response Ratio

69.8%

8.2%

9.5%

13.6%

4.1%

100%

Response Ratio

45.2%

30.1%

2.7%

10.9%

1.3%

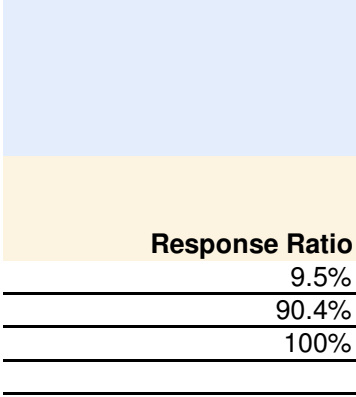
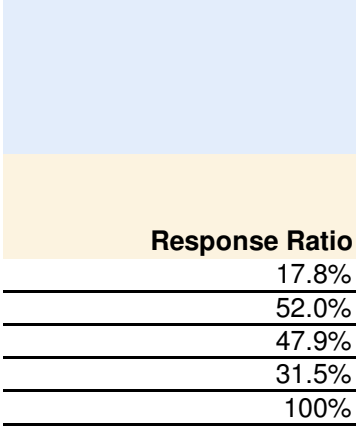
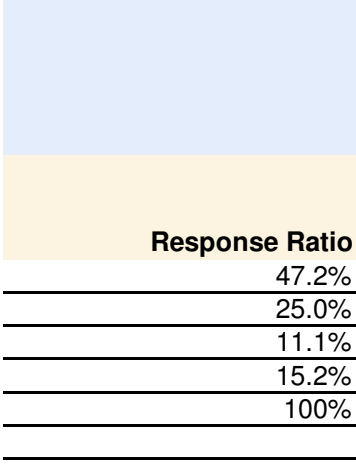
34.2%

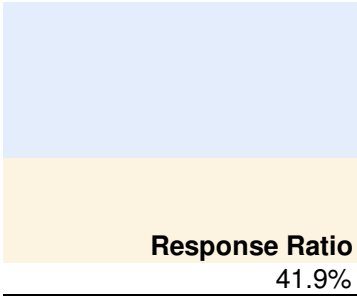
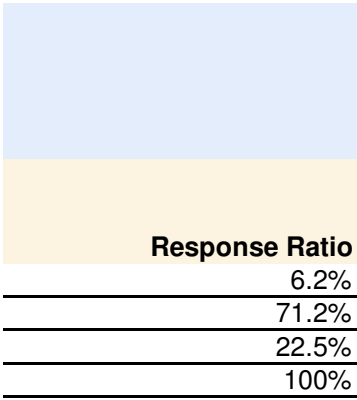
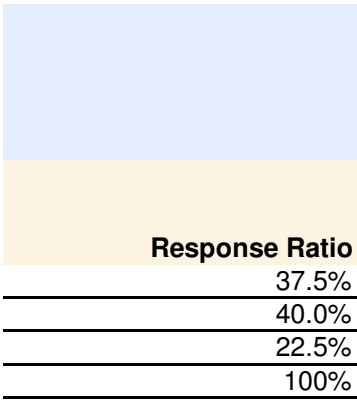
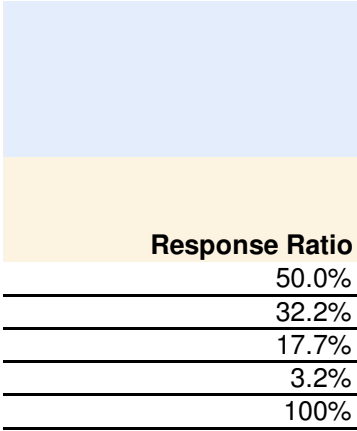
100%

Response Ratio

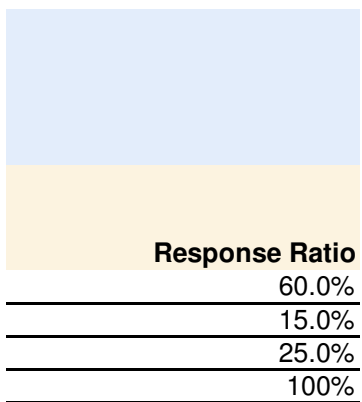
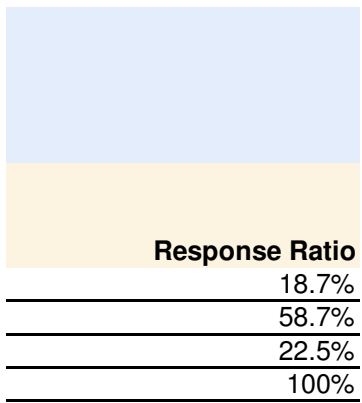
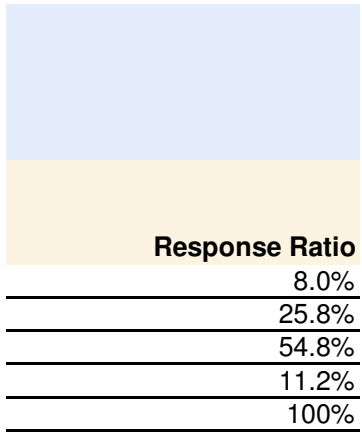
50.0%

41.2%
8.7%
100%





32.2%
27.4%
100%



, Graphs & Spreadsheets,

Response Ratio

40.9%
24.5%
31.1%
1.6%
3.2%
100%

**r Mode, Graphs &
lect Highest Month & also**

Response Ratio

4.9%
3.2%
8.1%
3.2%
4.9%
3.2%
0.0%
4.9%
26.2%
16.3%
9.8%
31.1%
6.5%
100%

**ode, Graphs &
f Sales History, select**

Response Ratio

21.3%
36.0%
32.7%
16.3%

100%

s & Spreadsheets, Hourly

Response Ratio

4.9%

14.7%

39.3%

6.5%

6.5%

31.1%

100%

Response Ratio

56.2%

21.2%

22.5%

100%

Response Ratio

31.2%

45.0%

23.7%

100%

al Service? Select as many

Response Ratio

41.9%

4.8%

56.4%

100%

Spreadsheets, choose
(es)Select only 1

Response Ratio

57.1%

25.0%

8.9%

0.0%

3.5%

8.9%

100%

, (Right click best selling

Response Ratio

23.7%

46.2%

30.0%

100%

e, Report Center, Sales-specific in describing Inv.

ode, Report Center, Sales-specific in describing Inv.

Report Center, Sales-specific
)Choose only 1 answer

Response Ratio

5.3%

19.6%

30.3%

23.2%

12.5%

8.9%

100%

Response Ratio

94.6%

78.5%

57.1%

76.7%

37.5%

5.3%

100%

at repeat the most)Choose

Response Ratio

1.7%

3.5%

51.7%

8.9%

5.3%

30.3%

100%

Response Ratio

30.9%

45.4%

20.0%

40.0%

9.0%

65.4%

5.4%

100%

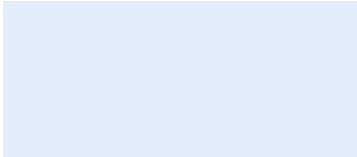
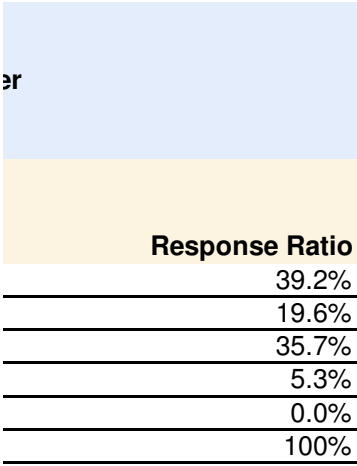
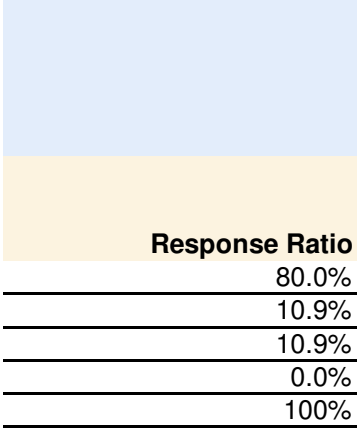
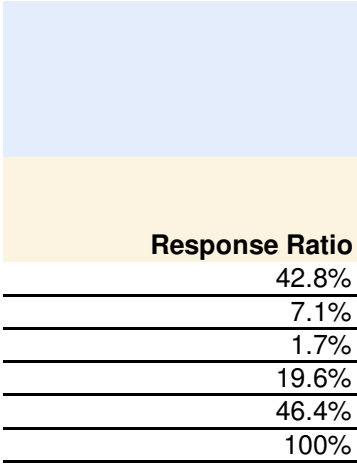
Response Ratio

32.5%

37.5%

30.0%

100%



Response Ratio

53.5%

21.4%

26.7%

100%

Response Ratio

42.5%

26.2%

31.2%

100%

Response Ratio

40.0%

34.5%

63.6%

43.6%

45.4%

27.2%

100%

ct left-side Stock-Manager,

Response Ratio

15.3%

25.0%

9.6%

13.4%

36.5%

100%

After, select left-side
select only 1 Answer

Response Ratio

1.9%

17.3%

28.8%

7.6%

44.2%

100%

Compute the Total Cost Value of
v. Valuation & go to 2nd

Response Ratio

3.8%

3.8%

19.2%

17.3%

53.8%

3.8%

100%

Select as many answers that

Response Ratio

44.2%

44.2%

53.8%

21.1%

3.8%

100%

t as many answers that fit.

Response Ratio

32.6%
36.5%
23.0%
19.2%
61.5%
40.3%
21.1%
34.6%
21.1%
5.7%
100%

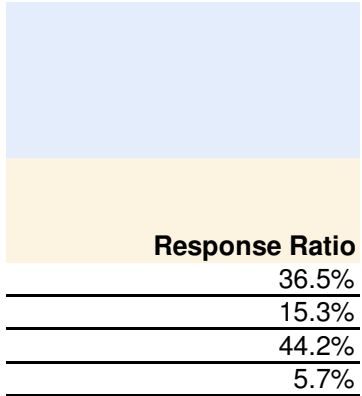
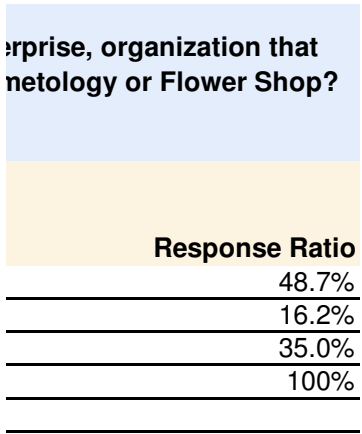
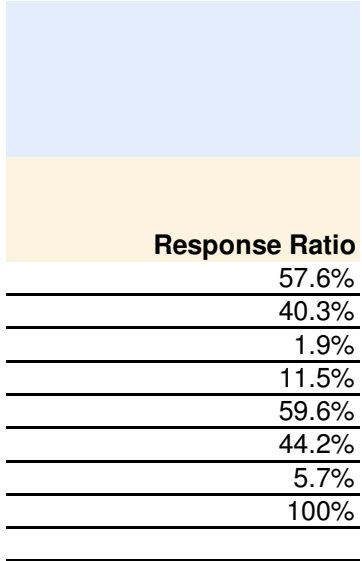
Response Ratio

28.8%
7.6%
9.6%
15.3%
17.3%
13.4%
13.4%
100%

Response Ratio

63.4%
42.3%
28.8%
9.6%

5.7%
17.3%
7.6%
100%



100%



19.2%

34.6%

44.2%

1.9%

100%



63.4%

19.2%

32.6%

9.6%

100%



15.3%

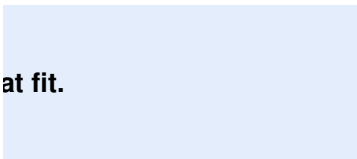
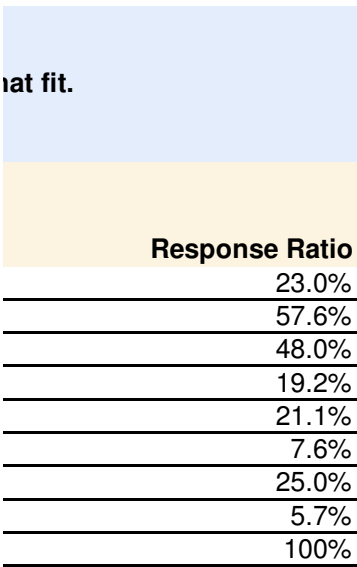
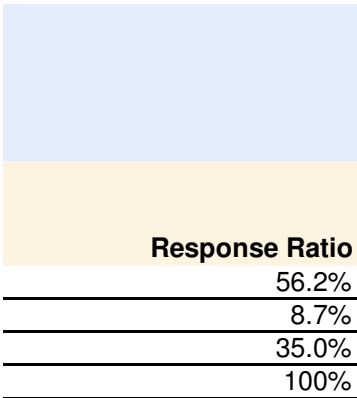
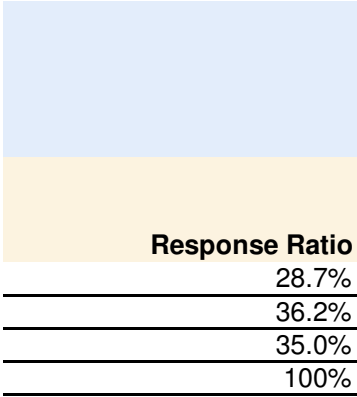
44.2%

17.3%

38.4%

3.8%

100%



Response Ratio

82.6%
23.0%
75.0%
59.6%
40.3%
61.5%
53.8%
5.7%
40.3%
26.9%
76.9%
51.9%
17.3%
0.0%
9.6%
100%

(BPA, other..)

Response Ratio

35.0%
25.0%
5.0%
35.0%
100%

elow), list Name(s) of Store,

Response Ratio

61.2%
1.2%
37.5%
100%

f 2016-17?In Comments
er's email

Response Ratio

50.0%

12.5%

37.5%

100%

Comments box (below),

Response Ratio

50.0%

12.5%

37.5%

100%