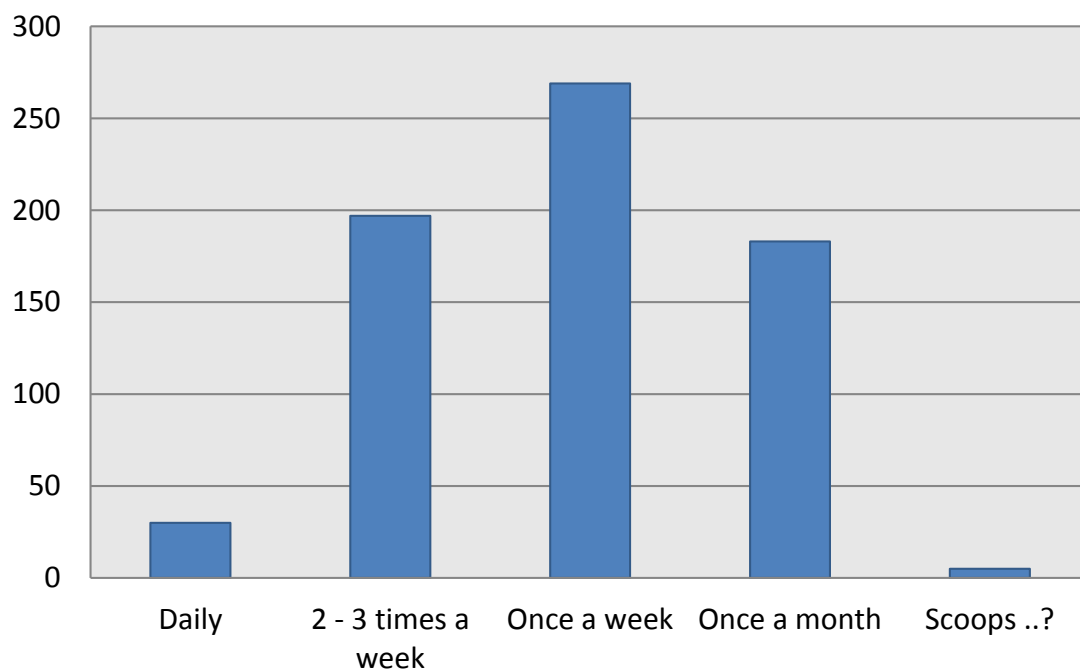
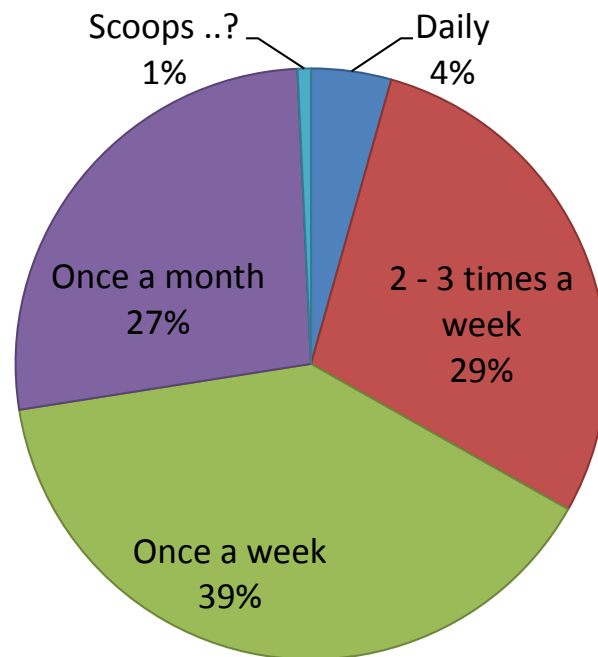


SCOOPS Survey Report

A survey was conducted by the Board of Student Welfare, through the form at bsw.iitd.ac.in/scoops.php regarding the SCOOPS stationery shop. This report is based on about 700 responses received by the board.

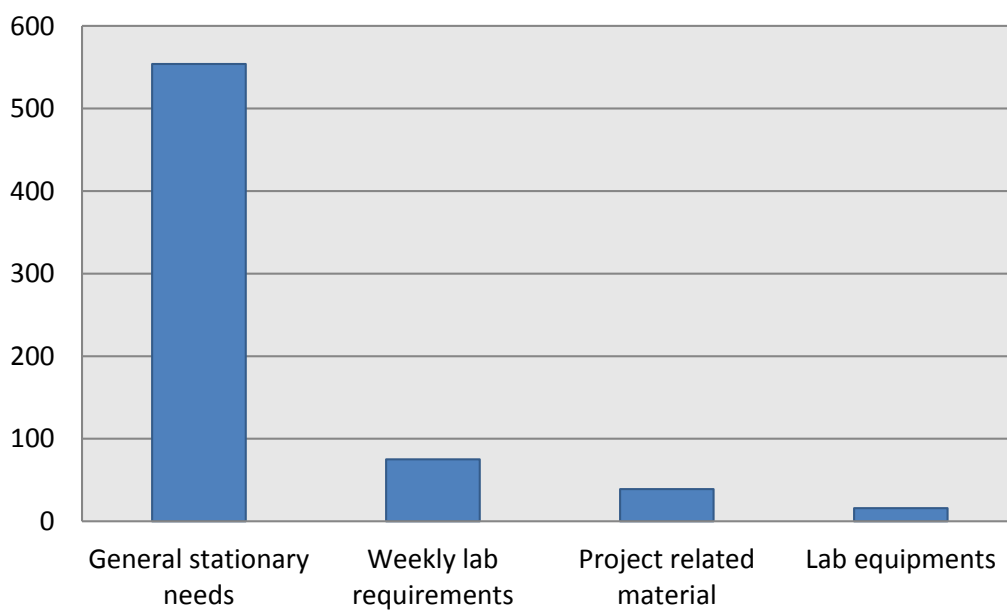
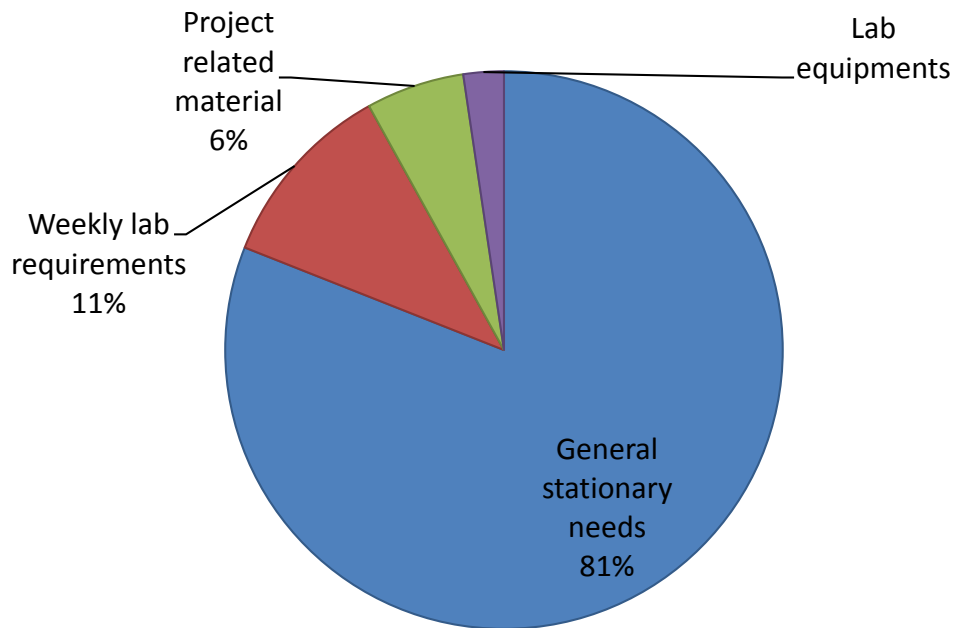
How frequently do you visit SCOOPS?

Daily	30	4%
2 - 3 times a week	197	29%
Once a week	269	39%
Once a month	183	27%
SCOOPS..?	5	1%



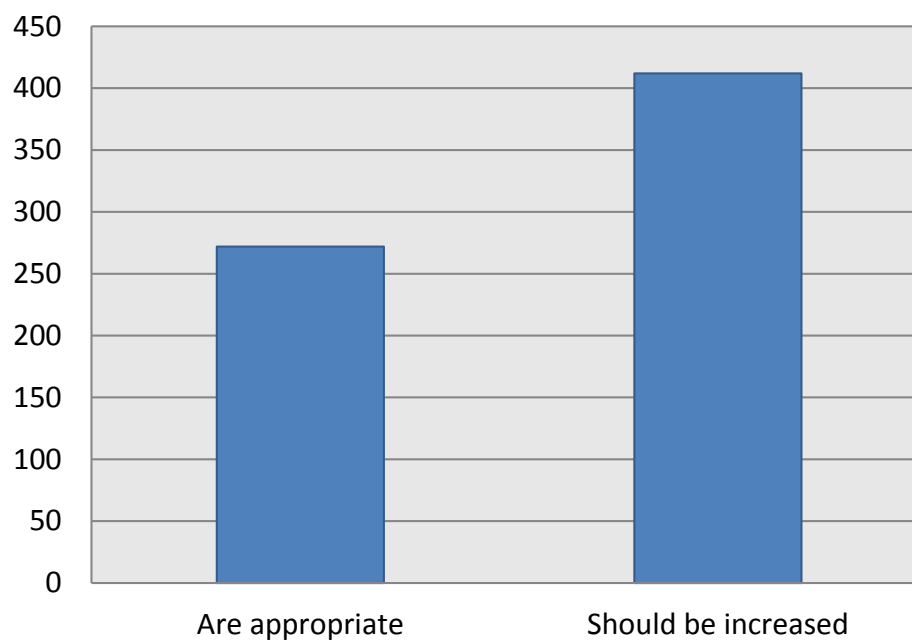
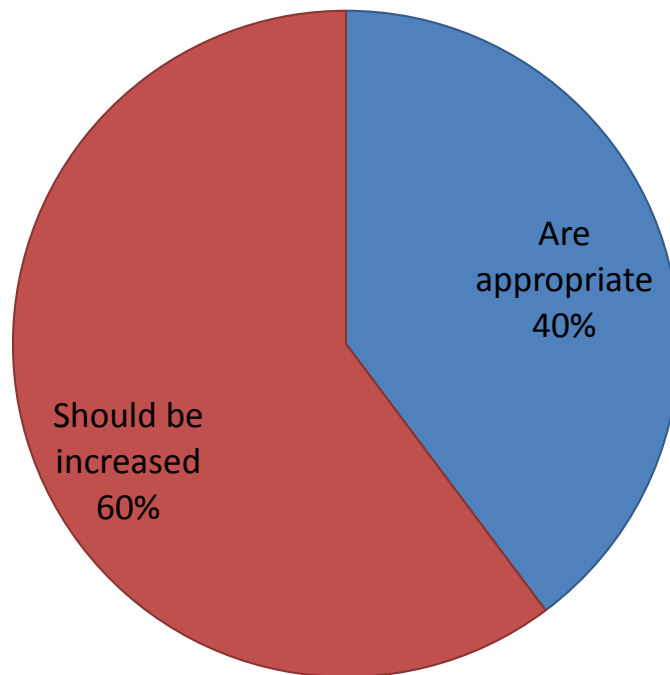
Why do you visit SCOOPS generally?

General stationary needs	554	81%
Weekly lab requirements	75	11%
Project related material	39	6%
Lab equipment: Lab coat, Safety Goggles, Drafter etc	16	2%



The timings of SCOOPS:

Are appropriate	272	40%
Should be increased	412	60%

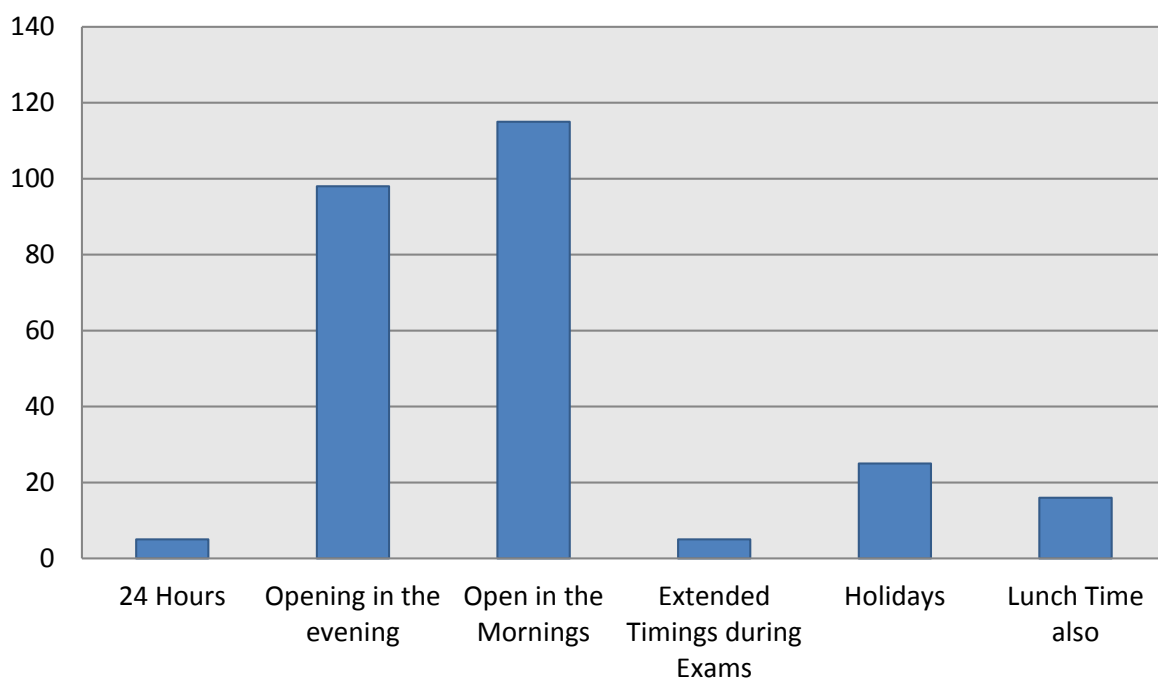
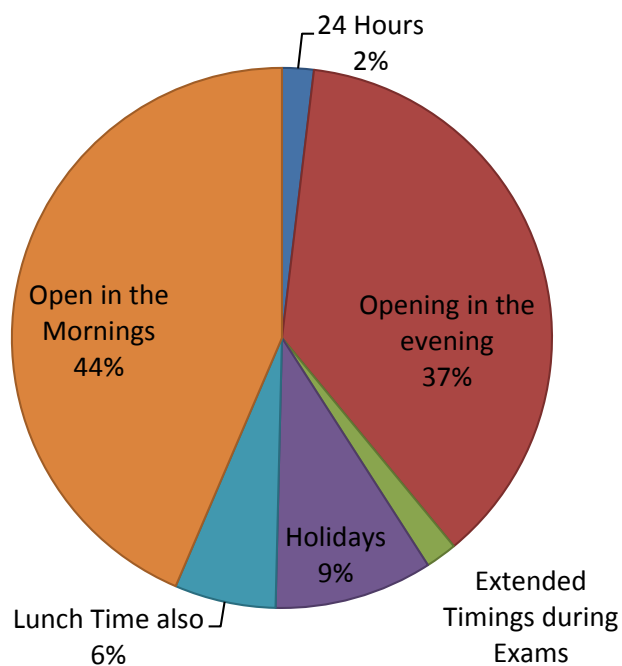


Specific timing SCOOPS should be open at

Of the number of students who said that the timings were inappropriate, 44% suggested that the shop should be open before the first classes in the morning, i.e. at least before 8 a.m.

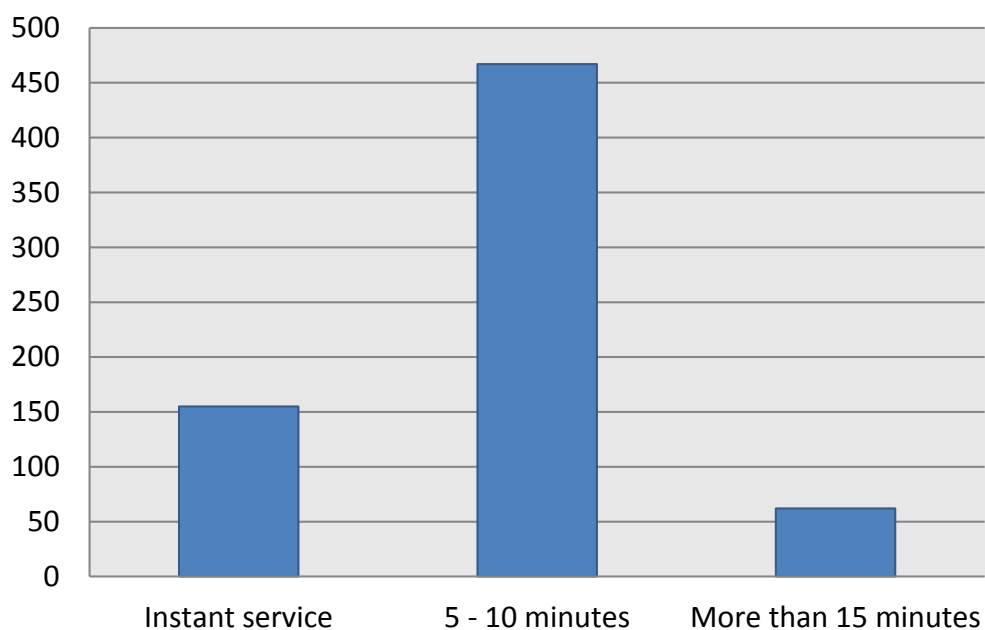
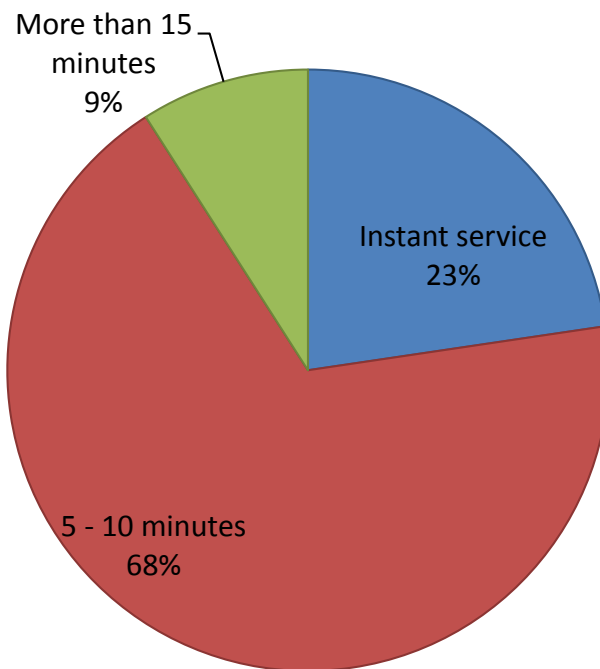
37% students also suggested that the shop should be open beyond its regular timing of 6 p.m. till about 9 or 10 p.m.

Since the store closes for lunch between 1 and 2 p.m., 6% of the students feel that some arrangement to keep it functional during that time be made.



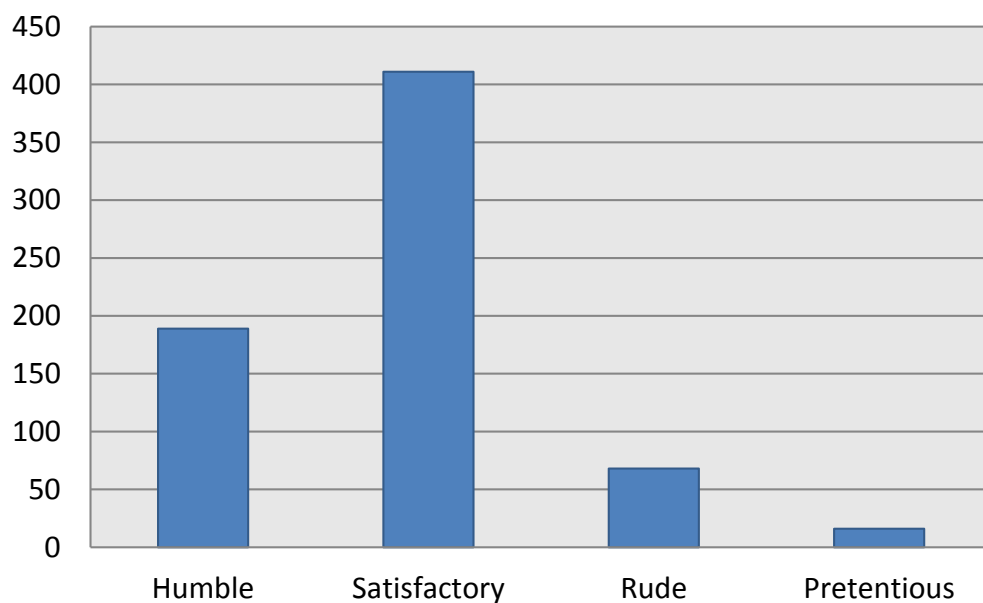
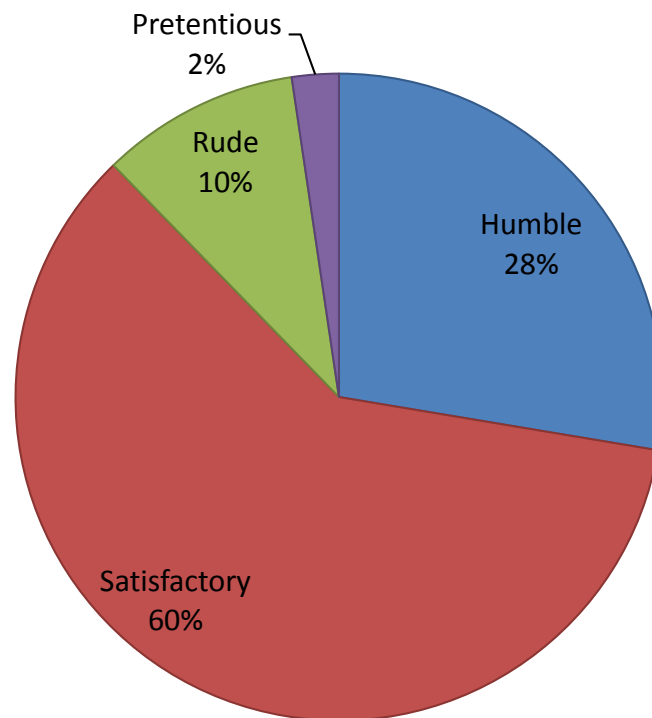
The waiting time at SCOOPS is:

Instant service	155	23%
5 - 10 minutes	467	68%
More than 15 minutes	62	9%



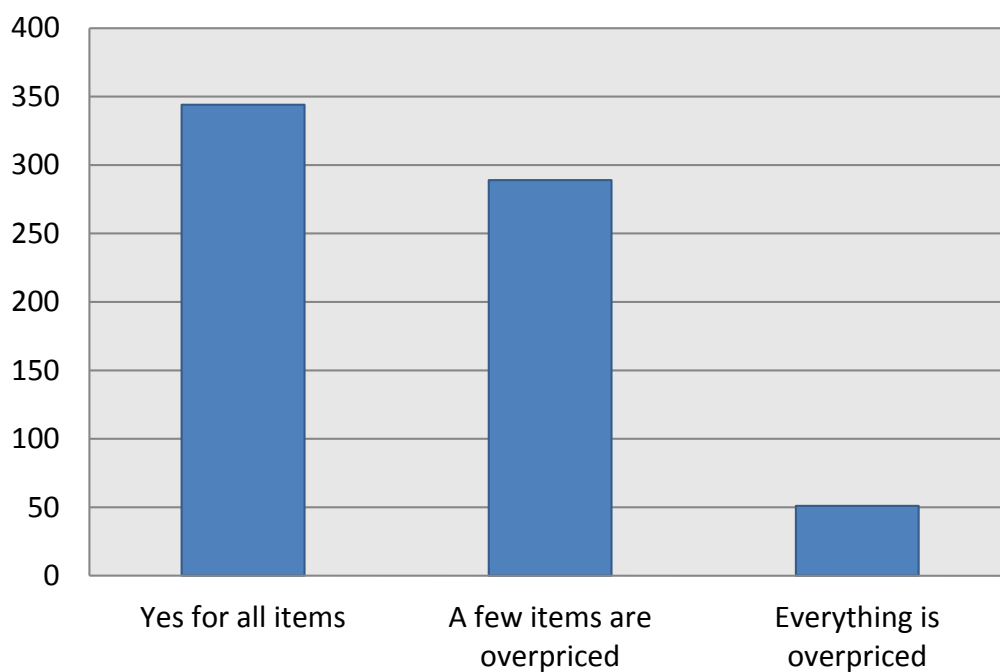
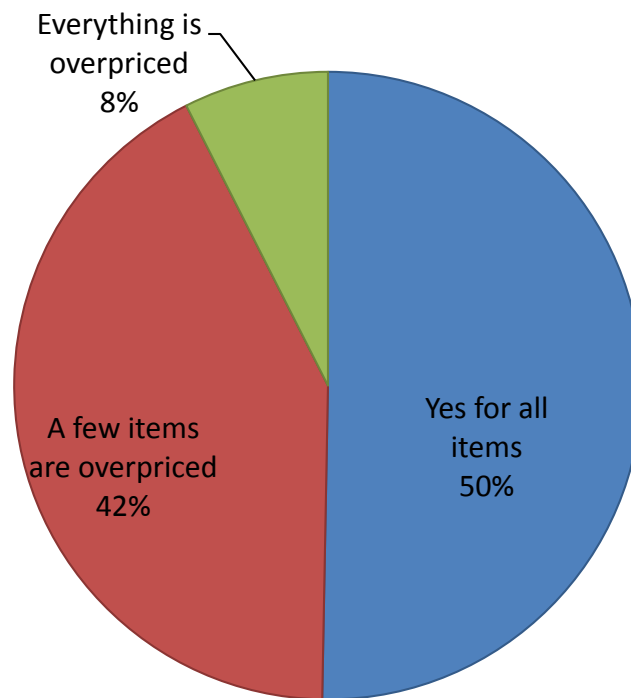
The behaviour of the shopkeeper is

Humble	189	28%
Satisfactory	411	60%
Rude	68	10%
Pretentious	16	2%



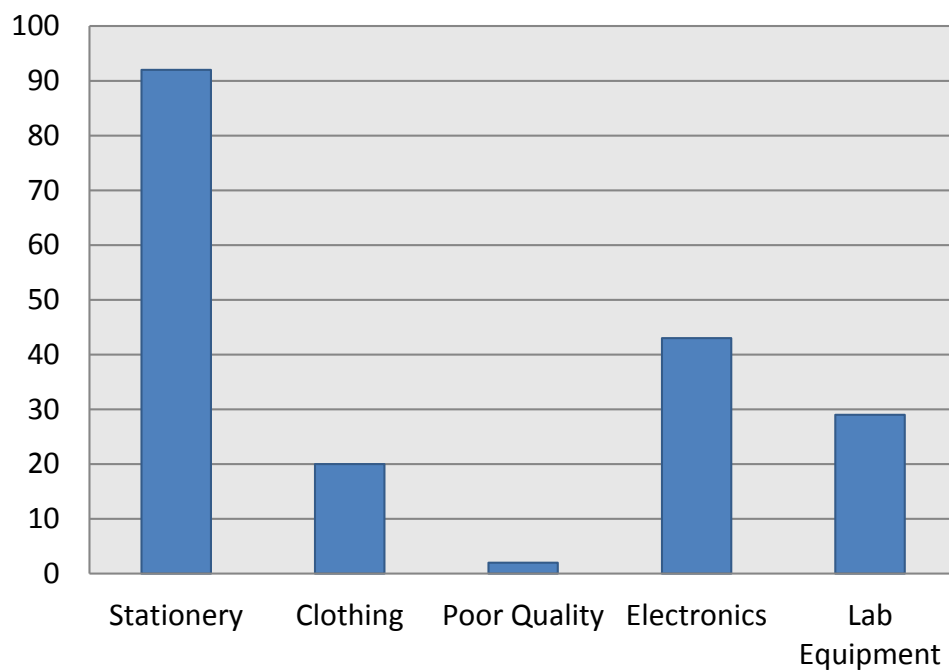
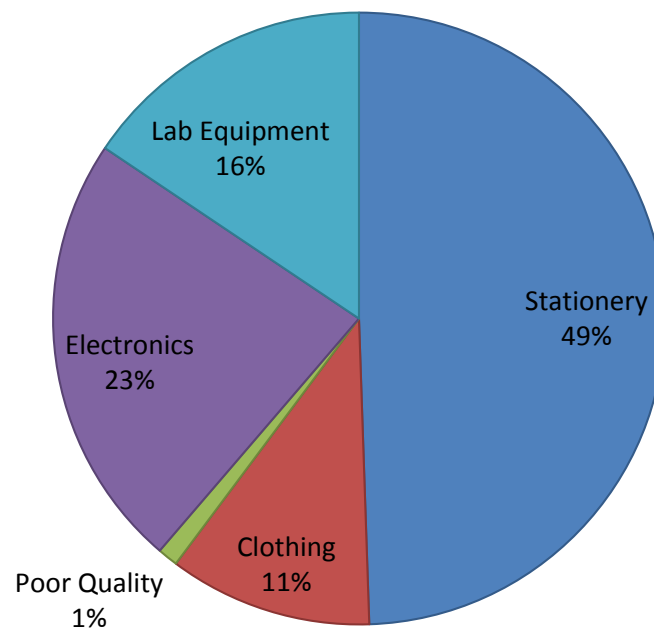
Is the price appropriate?

Yes for all items	344	50%
A few items are overpriced	289	42%
Everything is overpriced	51	7%



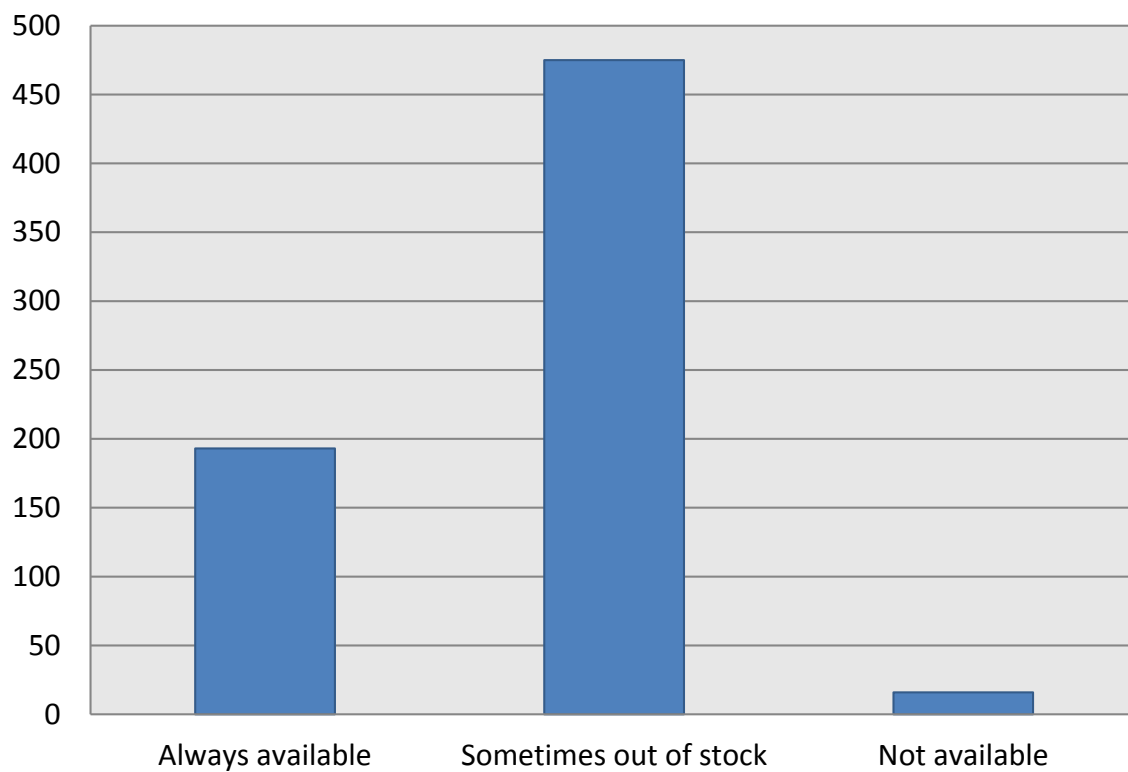
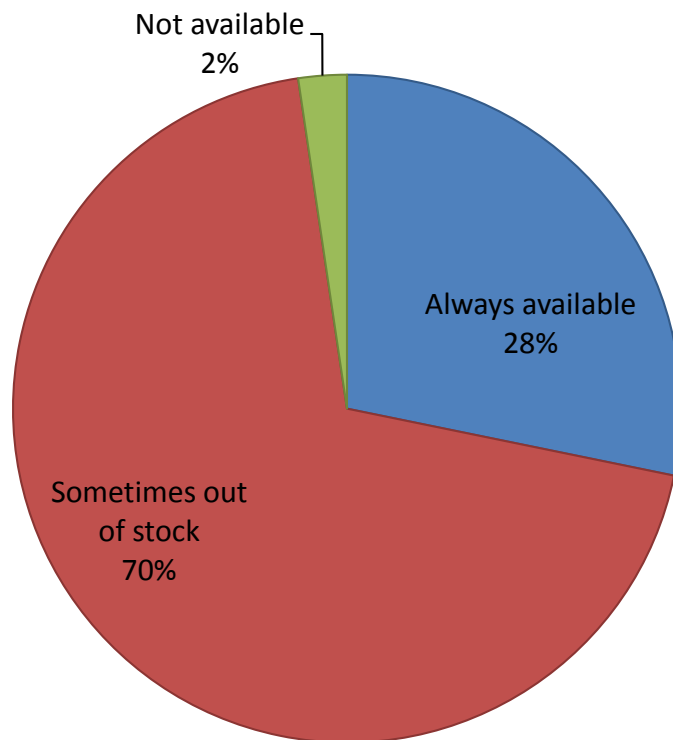
Which items do you think are overpriced?

Since SCOOPS is a students' store, items should be available at discounted or subsidized prices. Amongst stationery, IITD branded notebooks and spiral copies were said to be overpriced. Lab coats, drafters and goggles were also said to be not worth the cost, given the poor quality.



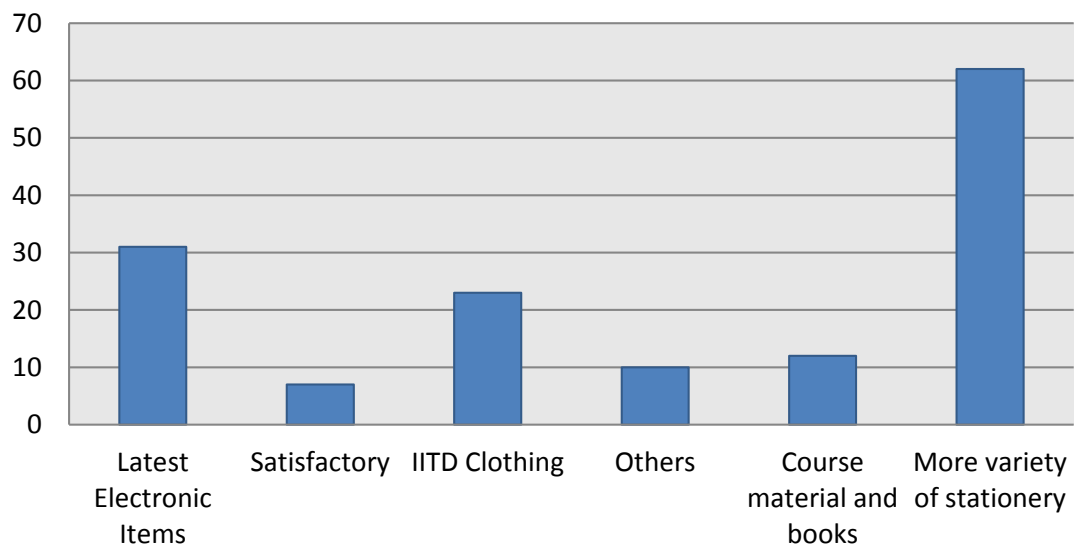
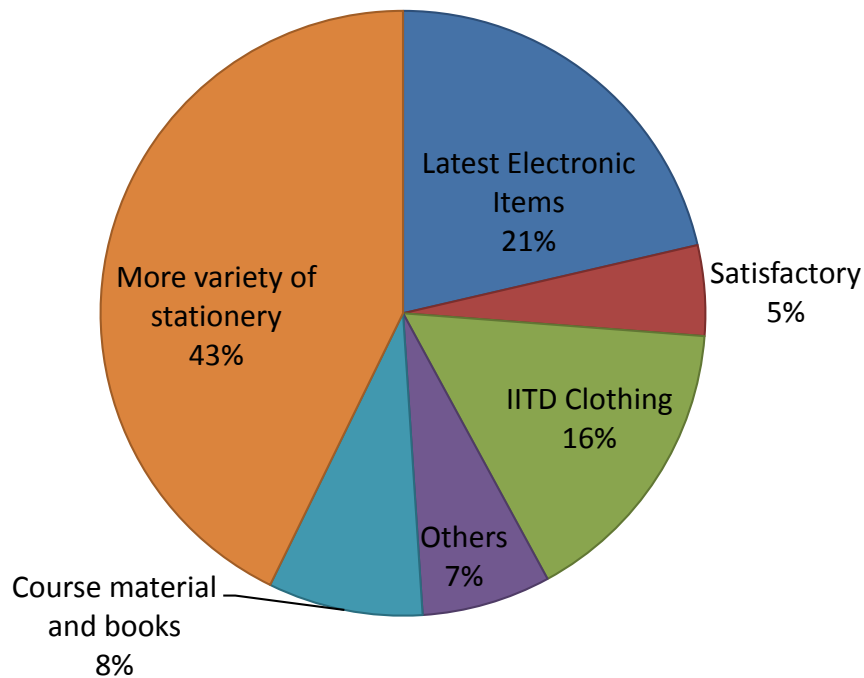
Materials demanded at SCOOPS were

Always available	193	28%
Sometimes out of stock	475	69%
Not available	16	2%

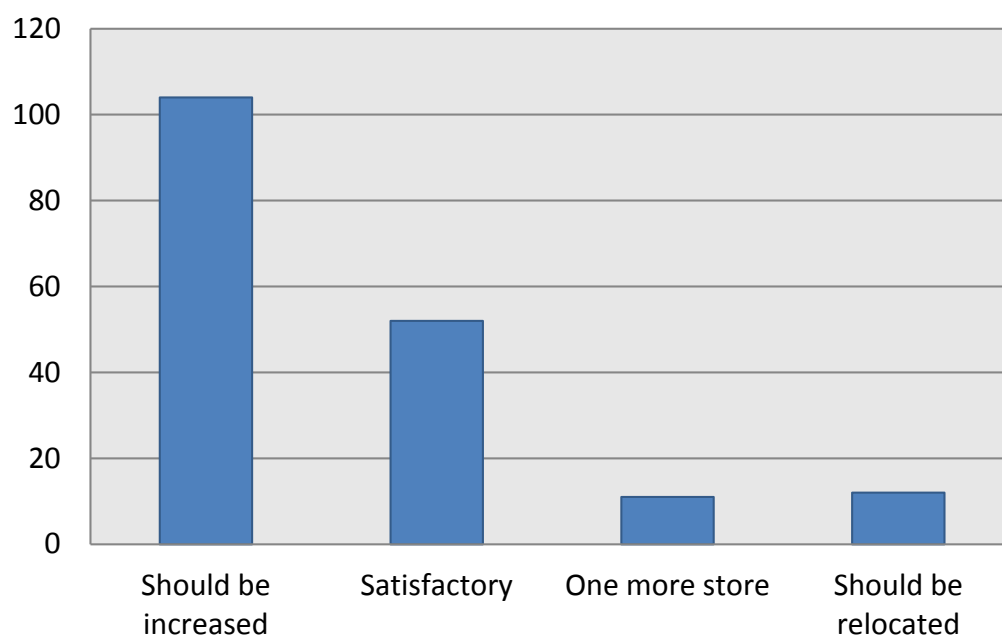
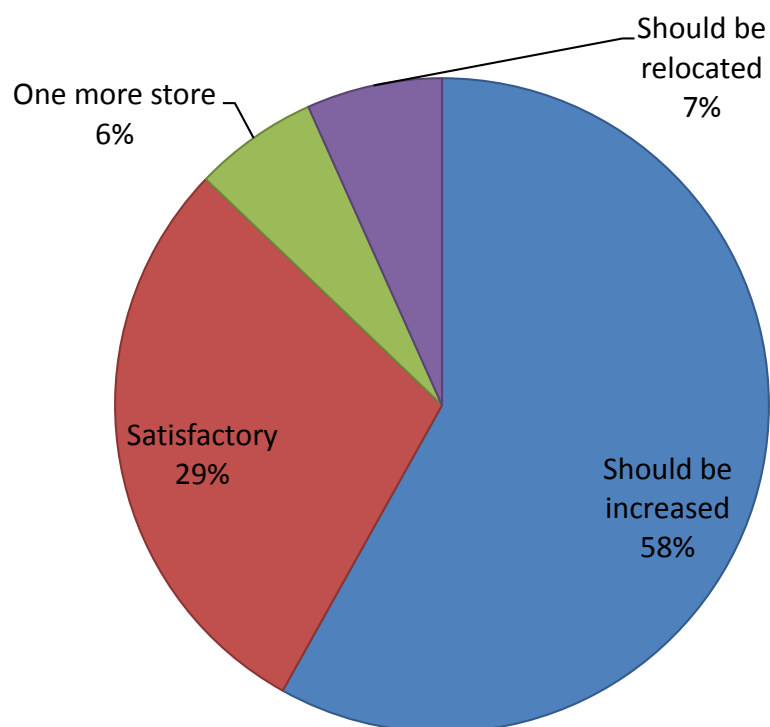


Stuff which should be made available

USB 3.0 Pen drives, Wi-Fi routers should be made available.



Opinion on the location and space



Specific Comments and Suggestions

Students suggested the following:

More such stores are required in the institute, possibly one in the boys' hostel area and the timings must be increased.

Subsidy and discounts should be provided as it is a retail store for the benefit of the student community.

It can be combined with the recharge shop which is irregular and does not really require much space. The recharge options can be availed in the store itself.

More often than not, the store fails to keep change and refuses to sell something unless the students provide change themselves.

A similar survey of the Gupta stores and all outlets in the institute area should also be conducted.

Some items are of substandard quality.

Since eatables such as biscuits and chips are not available at any outlet here, they may be availed at SCOOPS.

A window may be made so students can stand outside the store and buy items, as the space inside is cramped.