

# WVU Press

| Feedback Summary                   | Count |
|------------------------------------|-------|
| Collaborate/Duplication/Efficiency | 0     |
| Improve Student Experience         | 1     |
| Marketing and Customer Service     | 7     |
| Poor or No Service                 | 0     |
| Reduce Services                    | 0     |
| Do Not Cut                         | 3     |
| Positive Feedback                  | 18    |
| Total Comments                     | 29    |

## Highlights:

- Mostly positive comments related to the quality of work, particularly noting an upswing in quality and positively impacting WVU's reputation
- Questions asked about the business model and the level of subsidization provided