

**JACKSON STATE UNIVERSITY**  
**May 2003 Student Satisfaction Survey**  
**Summary Analysis**

**N=363**

<b>Items</b>	<b>Percentage Levels of Satisfaction</b>			
	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Total %*</b>
Course content in major field	84.6	12.1	3.3	100.0
Instruction in major field	83.5	13.1	3.4	100.0
Out-of-class availability of instructor	77.2	18.1	4.7	100.0
Attitude of faculty towards students	72.7	20.7	6.6	100.0
Value of information provided by instructor	80.2	13.5	6.3	100.0
Student voice in university policies	57.0	29.5	13.5	100.0
Rules governing student conduct at university	66.4	26.2	7.4	100.0
Resident hall rules and regulations	55.7	31.1	13.2	100.0
Personal security/safety at the university	62.5	22.1	15.4	100.0
Adequate classroom facilities	69.4	21.2	9.4	100.0
Adequate laboratory facilities	59.5	25.6	14.9	100.0
Representation of students by Student Union	60.1	31.6	8.3	100.0
Campus bookstore	70.0	21.5	8.5	100.0
Availability of student housing	52.2	43.1	4.7	100.0
Billing and fee payment procedures	56.9	29.1	14.0	100.0
University's concern for students	56.6	26.0	17.4	100.0
Attitude of non-teaching staff	56.8	27.5	15.7	100.0
Campus media (student newspaper, radio station)	62.8	32.2	5.0	100.0
Overall satisfaction with quality of education received	77.9	19.9	2.2	100.0

<b>Campus Services</b>	<b>Percentage Levels of Satisfaction</b>		
	<b>Used</b>	<b>Did Not Use</b>	<b>Total %</b>
Academic advising	75.2	24.8	100.0
Career planning	53.7	46.3	100.0
Job placement	53.0	47.0	100.0
Student health center	57.1	42.9	100.0
Financial Aid	85.6	14.4	100.0
Financial services	86.2	13.8	100.0
Parking facilities	81.8	18.2	100.0

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<b>Campus Services</b>	<b>Percentage Satisfaction Level of Service Used</b>			
	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Total %*</b>
Academic advising	63.4	11.8	7.4	82.6
Career planning	48.8	9.7	6.1	64.6
Job placement	45.5	5.7	6.3	57.5
Student health center	51.3	9.5	5.2	66.0
Financial Aid	62.0	18.5	7.7	88.2
Financial services	60.6	22.8	9.9	93.3
Parking facilities	43.0	15.7	34.7	93.4
Overall satisfaction with quality of services used	60.9	30.0	9.1	100.0

*\* Percentages (except overall satisfaction) will not add to 100 percent because non-users of services were excluded.*

<b>Activities Participated In</b>	<b>Percentage Frequency of Participation</b>			
	<b>Frequently</b>	<b>Occasionally</b>	<b>Not at All</b>	<b>Total %</b>
Religious service	25.1	28.4	46.5	100.0
Being bored in class	17.9	62.3	19.8	100.0
Participated in organized demonstrations	24.0	38.0	38.0	100.0
Failed to complete homework assignment on time	13.2	42.2	44.6	100.0
Tutored another student	22.6	43.0	34.4	100.0
Studied with others	34.4	47.9	17.7	100.0
Was a guest at a teacher's home	11.9	22.6	65.5	100.0
Smoked cigarettes	9.9	17.1	73.0	100.0
Drank beer	11.3	28.1	60.6	100.0
Drank wine or liquor	13.8	40.8	45.4	100.0
Felt overwhelmed by all that needed to be done	25.1	50.1	24.8	100.0
Felt depressed	15.7	49.6	34.7	100.0
Performed volunteer work	26.5	51.0	22.5	100.0
Played a musical instrument	14.3	24.8	60.9	100.0
Asked a teacher for advice after class	34.7	47.9	17.4	100.0
Overslept and missed a class	14.1	42.4	43.5	100.0
Discussed politics	21.8	53.2	25.0	100.0
Worked in a local, state or national political campaign	13.2	30.0	56.8	100.0
Voted in a student election	30.0	33.6	36.4	100.0
Used a personal computer	62.8	26.5	10.7	100.0
Socialized with someone of another racial/ethnic group	47.7	39.4	12.9	100.0