

**JACKSON STATE UNIVERSITY**  
**May 2004 Student Satisfaction Survey**  
**Summary Analysis**

**N=258**

<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	82.9	12.4	3.9	99.2
Instruction in major field	78.3	15.9	4.7	98.8
Out-of-class availability of instructor	69.8	21.3	8.5	99.6
Attitude of faculty towards students	64.7	20.5	14.3	99.6
Value of information provided by instructor	74.0	15.5	10.1	99.6
Student voice in university policies	41.1	41.9	17.1	100.0
Rules governing student conduct at university	57.8	36.8	5.0	99.6
Resident hall rules and regulations	37.3	45.4	14.7	97.4
Personal security/safety at the university	51.2	32.6	15.9	99.6
Adequate classroom facilities	68.2	19.8	11.6	99.6
Adequate laboratory facilities	55.8	24.0	20.2	100.0
Representation of students by Student Union	52.3	39.2	8.1	99.6
Campus bookstore	63.6	21.7	12.8	98.1
Availability of student housing	49.2	43.0	4.3	96.5
Billing and fee payment procedures	50.0	24.8	23.6	98.5
University's concern for students	45.7	29.1	23.3	98.1
Attitude of non-teaching staff	48.5	28.7	20.5	97.7
Campus media (student newspaper, radio station)	55.4	35.3	7.0	97.7
Overall satisfaction with quality of education received	78.7	14.0	5.4	98.1

*\* Total percentages may not add to 100 percent because of rounding and/or missing responses.*

<b>Campus Services</b>	<b>Percentage Levels of Service Used</b>		
	<b>Used</b>	<b>Did Not Use</b>	<b>Total %*</b>
Academic advising	79.8	18.6	98.4
Career planning	40.3	58.1	98.5
Job placement	33.3	65.1	98.5
Student health center	53.5	45.0	98.5
Financial Aid	89.5	8.5	98.1
Financial services	87.2	11.2	98.5
Parking facilities	86.8	11.6	98.5

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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	64.0	21.3	9.7	95.0
Career planning	34.1	45.4	5.0	84.5
Job placement	29.9	47.3	7.8	84.9
Student health center	43.0	39.5	5.4	88.0
Financial Aid	62.8	19.4	14.3	96.5
Financial services	58.9	20.5	17.1	96.5
Parking facilities	22.5	15.5	59.7	97.7
Overall satisfaction with quality of services used	55.0	33.3	9.7	98.1

*\* 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	25.2	25.6	46.1	96.9
Being bored in class	13.2	70.9	14.0	98.1
Participated in organized demonstrations	12.8	39.5	45.7	98.1
Failed to complete homework assignment on time	4.7	48.5	44.2	97.3
Tutored another student	12.1	46.1	36.4	94.7
Studied with others	36.8	53.5	6.6	96.9
Was a guest at a teacher's home	3.9	10.1	84.1	98.1
Smoked cigarettes	2.7	6.6	88.0	97.3
Drank beer	5.4	15.5	76.0	96.9
Drank wine or liquor	7.4	40.7	48.5	96.5
Felt overwhelmed by all that needed to be done	31.8	56.6	9.7	98.1
Felt depressed	8.9	53.1	36.1	98.1
Performed volunteer work	30.6	53.5	14.3	98.5
Played a musical instrument	10.9	12.0	74.8	97.7
Asked a teacher for advice after class	28.7	57.4	12.0	98.1
Overslept and missed a class	5.4	49.6	43.0	98.1
Discussed politics	16.3	61.6	20.2	98.1
Worked in a local, state or national political campaign	3.5	20.2	74.4	98.1
Voted in a student election	31.4	38.0	28.3	97.7
Used a personal computer	82.6	11.2	4.7	98.5
Socialized with someone of another racial/ethnic group	49.2	43.0	6.2	98.4

*\* Total percentages may not add to 100 percent because of no responses.*