

JACKSON STATE UNIVERSITY
May 2008 Student Satisfaction Survey
Summary Analysis

N=677

Academic Characteristics Items	Percentage Levels of Satisfaction			
	Satisfied	Neutral	Dissatisfied	Total %*
Course content in major field	87.6	9.3	3.1	100.0
Instruction in major field	84.9	10.8	4.3	100.0
Out-of-class availability of instructor	76.7	18.3	5.0	100.0
Attitude of faculty towards students	72.8	18.5	8.7	100.0
Value of information provided by instructor	79.6	11.8	8.6	100.0
Student voice in university policies	55.1	29.0	16.0	100.1
Rules governing student conduct at university	63.8	26.0	10.2	100.0
Resident hall rules and regulations	44.0	41.5	14.5	100.0
Personal security/safety at the university	52.0	26.3	21.7	100.0
Adequate classroom facilities	74.6	15.5	9.9	100.0
Adequate laboratory facilities	67.5	21.0	11.5	100.0
Representation of students by Student Union	59.8	30.7	9.5	100.0
Campus bookstore	72.4	15.5	12.1	100.0
Availability of student housing	56.1	40.0	3.8	99.9
Billing and fee payment procedures	48.4	24.2	27.3	99.9
University's concern for students	52.9	26.4	20.7	100.0
Attitude of non-teaching staff	56.1	28.8	15.1	100.0
Campus media (student newspaper, radio station)	64.7	30.7	4.6	100.0
Overall satisfaction with quality of education received	83.2	14.6	2.2	100.0

* Total percentages may not add to 100 percent because of rounding.

Campus Services	Percentage Levels of Satisfaction		
	Used	Did Not Use	Total %
Academic advising	88.9	11.1	100.0
Career planning	55.1	44.9	100.0
Job placement	41.2	58.8	100.0
Student health center	55.7	44.3	100.0
Financial Aid	94.4	5.6	100.0
Financial services	94.7	5.3	100.0
Parking facilities	82.6	17.4	100.0

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Campus Services	Percentage Satisfaction Level of Service Used			
	Satisfied	Neutral	Dissatisfied	Total %*
Academic advising	74.6	9.7	4.6	88.9
Career planning	47.3	5.6	2.2	55.1
Job placement	34.3	4.7	2.2	41.2
Student health center	44.3	8.6	2.8	55.7
Financial Aid	59.2	16.5	18.6	94.3
Financial services	56.3	17.0	21.4	94.7
Parking facilities	33.5	11.2	37.8	82.5
Overall satisfaction with quality of services used	64.1	26.6	9.3	100.0

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

Activities Participated In	Percentage Frequency of Participation			
	Frequently	Occasionally	Not at All	Total %*
Religious service	30.6	33.1	36.3	100.0
Being bored in class	14.5	65.1	20.4	100.0
Participated in organized demonstrations	30.0	41.5	28.5	100.0
Failed to complete homework assignment on time	6.4	39.7	53.9	100.0
Tutored another student	16.2	48.9	34.9	100.0
Studied with others	43.3	50.2	6.5	100.0
Was a guest at a teacher's home	4.1	10.8	85.1	100.0
Smoked cigarettes	3.4	6.9	89.7	100.0
Drank beer	5.6	18.2	76.2	100.0
Drank wine or liquor	7.8	41.2	51.0	100.0
Felt overwhelmed by all that needed to be done	26.4	57.9	15.7	100.0
Felt depressed	11.7	42.8	45.5	100.0
Performed volunteer work	32.5	52.9	14.6	100.0
Played a musical instrument	13.6	13.7	72.7	100.0
Asked a teacher for advice after class	39.0	53.3	7.7	100.0
Overslept and missed a class	8.3	45.3	46.4	100.0
Discussed politics	28.4	51.3	20.4	100.1
Worked in a local, state or national political campaign	9.6	19.5	70.9	100.0
Voted in a student election	37.1	31.2	31.8	100.1
Used a personal computer	80.6	15.7	3.7	100.0
Socialized with someone of another racial/ethnic group	62.2	34.4	3.4	100.0

** Total percentages may not add to 100 percent because of rounding.*