

JACKSON STATE UNIVERSITY
May 2005 Student Satisfaction Survey
Summary Analysis

N=96

| Items | Percentage Levels of Satisfaction | | | |
|---|--|----------------|---------------------|-----------------|
| | Satisfied | Neutral | Dissatisfied | Total %* |
| Course content in major field | 91.7 | 8.3 | 0.0 | 100.0 |
| Instruction in major field | 88.5 | 9.4 | 1.0 | 98.9 |
| Out-of-class availability of instructor | 77.1 | 17.7 | 4.2 | 99.0 |
| Attitude of faculty towards students | 76.1 | 18.8 | 2.1 | 96.9 |
| Value of information provided by instructor | 77.1 | 15.6 | 6.2 | 98.9 |
| Student voice in university policies | 53.1 | 35.4 | 10.4 | 99.0 |
| Rules governing student conduct at university | 61.5 | 31.3 | 4.2 | 96.9 |
| Resident hall rules and regulations | 45.8 | 46.9 | 3.1 | 95.8 |
| Personal security/safety at the university | 61.5 | 25.0 | 10.4 | 96.9 |
| Adequate classroom facilities | 72.9 | 15.6 | 8.3 | 96.9 |
| Adequate laboratory facilities | 67.7 | 21.9 | 7.3 | 96.9 |
| Representation of students by Student Union | 51.0 | 39.6 | 4.2 | 94.8 |
| Campus bookstore | 58.3 | 14.6 | 12.5 | 85.4 |
| Availability of student housing | 42.7 | 34.4 | 5.2 | 82.3 |
| Billing and fee payment procedures | 45.8 | 20.8 | 16.7 | 83.3 |
| University's concern for students | 42.7 | 30.2 | 9.4 | 82.3 |
| Attitude of non-teaching staff | 45.8 | 25.0 | 12.5 | 83.3 |
| Campus media (student newspaper, radio station) | 54.2 | 26.0 | 4.2 | 84.4 |
| Overall satisfaction with quality of education received | 71.9 | 11.5 | 1.0 | 84.4 |

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

| Campus Services | Percentage Levels of Service Used | | |
|------------------------|--|--------------------|-----------------|
| | Used | Did Not Use | Total %* |
| Academic advising | 72.9 | 13.5 | 86.5 |
| Career planning | 40.6 | 44.8 | 85.4 |
| Job placement | 34.4 | 50.0 | 84.4 |
| Student health center | 49.0 | 36.5 | 85.4 |
| Financial Aid | 79.2 | 6.3 | 85.4 |
| Financial services | 80.2 | 5.2 | 85.4 |
| Parking facilities | 77.1 | 9.4 | 86.5 |

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

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May 2005 Student Satisfaction Survey
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N=96

| Campus Services | Percentage Satisfaction Level of Service Used | | | |
|--|--|----------------|---------------------|-----------------|
| | Satisfied | Neutral | Dissatisfied | Total %* |
| Academic advising | 62.5 | 17.7 | 2.1 | 82.3 |
| Career planning | 40.6 | 34.4 | 0.0 | 75.0 |
| Job placement | 33.3 | 39.6 | 1.0 | 74.0 |
| Student health center | 44.8 | 27.1 | 2.1 | 74.0 |
| Financial Aid | 53.1 | 22.9 | 7.3 | 83.3 |
| Financial services | 55.2 | 21.9 | 7.3 | 84.4 |
| Parking facilities | 34.4 | 21.9 | 27.1 | 83.3 |
| Overall satisfaction with quality of services used | 61.5 | 19.8 | 1.0 | 82.3 |

** Percentages may 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 | 16.7 | 24.0 | 41.7 | 82.3 |
| Being bored in class | 10.4 | 59.4 | 13.5 | 83.3 |
| Participated in organized demonstrations | 16.7 | 31.3 | 33.3 | 81.3 |
| Failed to complete homework assignment on time | 9.4 | 32.3 | 38.5 | 80.2 |
| Tutored another student | 17.7 | 33.3 | 29.2 | 80.2 |
| Studied with others | 35.4 | 40.6 | 7.3 | 83.3 |
| Was a guest at a teacher's home | 7.3 | 15.6 | 59.4 | 82.3 |
| Smoked cigarettes | 5.2 | 6.3 | 70.8 | 82.3 |
| Drank beer | 10.4 | 14.6 | 58.3 | 83.3 |
| Drank wine or liquor | 10.4 | 32.3 | 40.6 | 83.3 |
| Felt overwhelmed by all that needed to be done | 20.8 | 43.8 | 18.8 | 83.3 |
| Felt depressed | 11.5 | 41.7 | 29.2 | 82.3 |
| Performed volunteer work | 25.0 | 43.8 | 13.5 | 82.3 |
| Played a musical instrument | 11.5 | 15.6 | 55.2 | 82.3 |
| Asked a teacher for advice after class | 31.3 | 42.7 | 8.3 | 82.3 |
| Overslept and missed a class | 13.5 | 34.4 | 35.4 | 83.3 |
| Discussed politics | 19.8 | 40.6 | 21.9 | 82.3 |
| Worked in a local, state or national political campaign | 11.5 | 16.7 | 53.1 | 81.3 |
| Voted in a student election | 24.0 | 18.8 | 38.5 | 81.3 |
| Used a personal computer | 65.6 | 14.6 | 3.1 | 83.3 |
| Socialized with someone of another racial/ethnic group | 51.0 | 25.0 | 6.3 | 82.3 |

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