

JACKSON STATE UNIVERSITY
May 2009 Student Satisfaction Survey
Summary Analysis

N=525

Academic Characteristics Items	Percent Satisfaction			
	Satisfied	Neutral	Dissatisfied	Total %*
Course content in major field	89.5	8.2	2.3	100.0
Instruction in major field	85.3	12.2	2.5	100.0
Out-of-class availability of instructor	74.9	20.5	4.6	100.0
Attitude of faculty towards students	74.1	19.0	6.9	100.0
Value of information provided by instructor	76.8	16.5	6.7	100.0
Student voice in university policies	61.7	27.8	10.5	100.0
Rules governing student conduct at university	69.7	25.3	5.0	100.0
Resident hall rules and regulations	50.0	41.0	9.0	100.0
Personal security/safety at the university	59.0	25.4	15.6	100.0
Adequate classroom facilities	77.2	15.4	7.4	100.0
Adequate laboratory facilities	66.7	21.3	12.0	100.0
Representation of students by Student Union	68.6	26.8	4.6	100.0
Campus bookstore	80.4	13.5	6.1	100.0
Availability of student housing	58.5	37.5	4.0	100.0
Billing and fee payment procedures	53.1	23.9	23.0	100.0
University's concern for students	58.1	24.8	17.1	100.0
Attitude of non-teaching staff	59.0	25.4	15.6	100.0
Campus media (student newspaper, radio station)	68.0	28.8	3.2	100.0
Overall satisfaction with quality of education received	84.0	13.1	2.9	100.0

Campus Services Used	Percent Service Used/Not Used		
	Used	Did Not Use	Total %
Academic advising	90.3	9.7	100.0
Career planning	60.0	40.0	100.0
Job placement	42.9	57.1	100.0
Student health center	50.5	49.5	100.0
Financial Aid	94.7	5.3	100.0
Financial services	93.5	6.5	100.0
Parking facilities	81.9	18.1	100.0

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Campus Services	Percent Satisfaction of Service Used			
	Satisfied	Neutral	Dissatisfied	Total %*
Academic advising	71.0	12.1	7.2	90.3
Career planning	46.9	9.7	3.4	60.0
Job placement	32.0	7.9	3.0	42.9
Student health center	38.5	8.2	3.8	50.5
Financial Aid	62.5	16.4	15.8	94.7
Financial services	58.9	17.8	16.8	93.5
Parking facilities	41.1	16.6	24.2	81.9
Overall satisfaction with quality of services used	69.0	24.1	6.9	100.0

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

Activities Participated In	Percent Frequency of Activity Participation			
	Frequently	Occasionally	Not at All	Total %*
Religious service	28.0	33.0	39.0	100.0
Being bored in class	11.0	65.0	24.0	100.0
Participated in organized demonstrations	22.1	44.2	33.7	100.0
Failed to complete homework assignment on time	3.8	46.1	50.1	100.0
Tutored another student	14.9	51.0	34.1	100.0
Studied with others	42.5	50.3	7.2	100.0
Was a guest at a teacher's home	2.7	8.2	89.1	100.0
Smoked cigarettes	3.0	8.2	88.8	100.0
Drank beer	4.6	21.1	74.3	100.0
Drank wine or liquor	8.4	39.6	52.0	100.0
Felt overwhelmed by all that needed to be done	28.8	53.1	18.1	100.0
Felt depressed	11.4	41.3	47.3	100.0
Performed volunteer work	29.1	54.9	16.0	100.0
Played a musical instrument	11.0	16.4	72.6	100.0
Asked a teacher for advice after class	35.6	51.6	12.8	100.0
Overslept and missed a class	5.9	44.8	49.3	100.0
Discussed politics	23.2	60.8	16.0	100.0
Worked in a local, state or national political campaign	6.5	24.0	69.5	100.0
Voted in a student election	31.6	40.0	28.4	100.0
Used a personal computer	81.5	16.4	2.1	100.0
Socialized with someone of another racial/ethnic group	62.9	33.9	3.2	100.0