

JACKSON STATE UNIVERSITY
May 2010 Student Satisfaction Survey
Summary Analysis

N=1283

Academic Characteristics

| Items | Percent Satisfaction | | | Total %* |
|---|----------------------|---------|--------------|----------|
| | Satisfied | Neutral | Dissatisfied | |
| Course content in major field | 89.6 | 8.1 | 2.3 | 100.0 |
| Instruction in major field | 85.4 | 11.5 | 3.1 | 100.0 |
| Out-of-class availability of instructor | 78.5 | 16.1 | 5.4 | 100.0 |
| Attitude of faculty towards students | 75.5 | 15.8 | 8.7 | 100.0 |
| Value of information provided by instructor | 80.7 | 12.8 | 6.5 | 100.0 |
| Student voice in university policies | 63.8 | 24.7 | 11.5 | 100.0 |
| Rules governing student conduct at university | 71.4 | 23.3 | 5.3 | 100.0 |
| Resident hall rules and regulations | 54.3 | 37.1 | 8.6 | 100.0 |
| Personal security/safety at the university | 55.9 | 23.2 | 20.9 | 100.0 |
| Adequate classroom facilities | 76.2 | 14.8 | 9.0 | 100.0 |
| Adequate laboratory facilities | 69.4 | 20.5 | 10.1 | 100.0 |
| Representation of students by Student Union | 65.5 | 28.3 | 6.2 | 100.0 |
| Campus bookstore | 83.4 | 10.8 | 5.8 | 100.0 |
| Availability of student housing | 57.7 | 38.9 | 3.4 | 100.0 |
| Billing and fee payment procedures | 58.3 | 24.0 | 17.7 | 100.0 |
| University's concern for students | 56.0 | 25.3 | 18.7 | 100.0 |
| Attitude of non-teaching staff | 57.1 | 26.4 | 16.5 | 100.0 |
| Campus media (student newspaper, radio station) | 65.9 | 29.5 | 4.6 | 100.0 |
| Overall satisfaction with quality of education received | 83.6 | 12.9 | 3.5 | 100.0 |

* Percentages may not add to 100 percent because of rounding errors.

Campus Services Used

| | Percent Service Used/Not Used | | |
|-----------------------|-------------------------------|-------------|---------|
| | Used | Did Not Use | Total % |
| Academic advising | 88.3 | 11.7 | 100.0 |
| Career planning | 48.9 | 51.1 | 100.0 |
| Job placement | 33.4 | 66.6 | 100.0 |
| Student health center | 50.7 | 49.3 | 100.0 |
| Financial Aid | 93.5 | 6.5 | 100.0 |
| Financial services | 91.6 | 8.4 | 100.0 |
| Parking facilities | 82.6 | 17.4 | 100.0 |

| Campus Services | Percent Satisfaction of Service Used | | | | |
|--|--------------------------------------|---------|--------------|-------------|----------|
| | Satisfied | Neutral | Dissatisfied | Did Not Use | Total %* |
| Academic advising | 73.3 | 9.1 | 5.9 | 11.7 | 100.0 |
| Career planning | 39.3 | 7.6 | 2.0 | 51.1 | 100.0 |
| Job placement | 26.6 | 5.2 | 1.6 | 66.6 | 100.0 |
| Student health center | 37.0 | 8.0 | 5.7 | 49.3 | 100.0 |
| Financial Aid | 68.2 | 12.9 | 12.4 | 6.5 | 100.0 |
| Financial services | 64.8 | 14.2 | 12.6 | 8.4 | 100.0 |
| Parking facilities | 45.0 | 12.8 | 24.8 | 17.4 | 100.0 |
| Overall satisfaction with quality of services used | 68.1 | 24.6 | 7.3 | | 100.0 |

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

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| Activities Participated In | Percent Frequency of Activity Participation | | | |
|---|--|---------------------|-------------------|-----------------|
| | Frequently | Occasionally | Not at All | Total %* |
| Religious service | 29.1 | 31.3 | 39.6 | 100.0 |
| Being bored in class | 13.5 | 56.2 | 30.3 | 100.0 |
| Participated in organized demonstrations | 22.0 | 40.7 | 37.3 | 100.0 |
| Failed to complete homework assignment on time | 4.2 | 40.9 | 54.9 | 100.0 |
| Tutored another student | 15.4 | 47.3 | 37.3 | 100.0 |
| Studied with others | 37.6 | 49.3 | 13.1 | 100.0 |
| Was a guest at a teacher's home | 4.3 | 12.9 | 82.8 | 100.0 |
| Smoked cigarettes | 4.4 | 6.4 | 89.2 | 100.0 |
| Drank beer | 4.2 | 22.1 | 73.7 | 100.0 |
| Drank wine or liquor | 6.5 | 40.3 | 53.2 | 100.0 |
| Felt overwhelmed by all that needed to be done | 21.2 | 55.3 | 23.5 | 100.0 |
| Felt depressed | 10.7 | 38.7 | 50.6 | 100.0 |
| Performed volunteer work | 31.7 | 49.5 | 18.8 | 100.0 |
| Played a musical instrument | 11.3 | 18.5 | 70.2 | 100.0 |
| Asked a teacher for advice after class | 33.5 | 54.0 | 12.5 | 100.0 |
| Overslept and missed a class | 6.9 | 37.1 | 56.0 | 100.0 |
| Discussed politics | 22.5 | 54.8 | 22.7 | 100.0 |
| Worked in a local, state or national political campaign | 10.3 | 24.5 | 65.2 | 100.0 |
| Voted in a student election | 26.2 | 34.3 | 39.5 | 100.0 |
| Used a personal computer | 75.8 | 20.2 | 4.0 | 100.0 |
| Socialized with someone of another racial/ethnic group | 58.8 | 34.7 | 6.5 | 100.0 |

* Percentages may not add to 100 percent because of rounding errors.

| Personal Considerations | Percent Frequency | | |
|--------------------------------|--------------------------|-----------|----------------|
| | Yes | No | Total % |
| Planned to join the military | 6.5 | 93.5 | 100.0 |
| Raising family now | 39.5 | 60.5 | 100.0 |
| Planned to raise a family | 65.3 | 34.7 | 100.0 |