

JACKSON STATE UNIVERSITY
May 2011 Student Satisfaction Survey
Summary Analysis

N=1175

Academic Characteristics Items	Percent Satisfaction			
	Satisfied	Neutral	Dissatisfied	Total %
Course content in major field	89.4	8.2	2.4	100.0
Instruction in major field	87.7	8.7	3.6	100.0
Out-of-class availability of instructor	78.5	17.2	4.3	100.0
Attitude of faculty towards students	79.2	13.7	7.1	100.0
Value of information provided by instructor	83.8	10.8	5.4	100.0
Student voice in university policies	64.4	26.8	8.8	100.0
Rules governing student conduct at university	71.3	24.2	4.5	100.0
Resident hall rules and regulations	52.6	40.4	7.0	100.0
Personal security/safety at the university	57.0	25.7	17.3	100.0
Adequate classroom facilities	76.7	15.9	7.4	100.0
Adequate laboratory facilities	70.6	22.0	7.4	100.0
Representation of students by Student Union	66.0	30.3	3.7	100.0
Campus bookstore	81.0	13.6	5.4	100.0
Availability of student housing	53.9	44.0	2.1	100.0
Billing and fee payment procedures	57.9	25.2	16.9	100.0
University's concern for students	58.4	27.6	14.0	100.0
Attitude of non-teaching staff	59.7	26.2	14.1	100.0
Campus media (student newspaper, radio station)	66.5	30.2	3.3	100.0
Overall satisfaction with quality of education received	84.6	12.1	3.3	100.0

Campus Services Used	Percent Service Used/Not Used		
	Used	Did Not Use	Total %
Library	95.6	4.4	100.0
Academic advising	90.0	10.0	100.0
Career planning	50.1	49.9	100.0
Job placement	31.9	68.1	100.0
Student health center	47.9	52.1	100.0
Financial Aid	93.8	6.2	100.0
Financial services	92.1	7.9	100.0
Parking facilities	86.5	13.5	100.0

Campus Services	Percent Satisfaction of Service Used				
	Satisfied	Neutral	Dissatisfied	Did Not Use	Total %
Academic advising	74.0	11.8	4.1	10.1	100.0
Career planning	39.6	8.2	2.4	49.8	100.0
Job placement	24.9	4.9	2.2	68.0	100.0
Student health center	36.4	7.5	4.0	52.1	100.0
Financial Aid	65.4	14.7	13.7	6.2	100.0
Financial services	62.8	14.2	15.1	7.9	100.0
Parking facilities	45.8	13.7	27.0	13.5	100.0
Overall satisfaction with quality of services used	72.9	21.5	5.6		100.0

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Activites Participated In	Percent Frequency of Activity Participation			
	Frequently	Occasionally	Not at All	Total %
Religious service	26.7	28.3	45.0	100.0
Being bored in class	7.6	54.2	38.2	100.0
Participated in organized demonstrations	27.0	39.8	33.1	100.0
Failed to complete homework assignment on time	3.4	40.1	56.5	100.0
Tutored another student	46.8	16.6	36.6	100.0
Studied with others	44.9	45.8	9.3	100.0
Was a guest at a teacher's home	4.4	8.3	87.3	100.0
Smoked cigaretttes	4.3	6.6	89.1	100.0
Drank beer	4.4	19.7	75.9	100.0
Drank wine or liquor	7.9	38.6	53.6	100.0
Felt overwhelmed by all that needed to be done	23.7	51.4	25.0	100.0
Felt depressed	10.2	39.6	50.2	100.0
Performed volunteer work	37.5	42.8	19.7	100.0
Played a musical instrument	11.5	19.7	68.8	100.0
Asked a teacher for advice after class	32.9	54.0	13.2	100.0
Overslept and missed a class	4.9	34.3	60.8	100.0
Discussed politics	23.8	51.2	25.0	100.0
Worked in a local, state or national political campaign	12.4	20.6	67.0	100.0
Voted in a student election	30.8	33.1	36.1	100.0
Used a personal computer	77.8	17.9	4.4	100.0
Socialized with someone of another racial/ethninc group	63.3	31.1	5.7	100.0

Personal Considerations	Percent Frequency		
	Yes	No	Total %
Planned to join the military	5.56	94.44	100.0
Raising family now	39.07	60.93	100.0
Planned to raise a family	66.62	33.38	100.0