



BETHEL UNIVERSITY

Student Satisfaction Inventory (SSI) Results 2011-2023

Item Pertaining to Counseling Staff

Background: Over the years we have asked CAS students to complete the Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI) during odd numbered years of the fall semester. In this survey students are asked to rate how important an item is to them on a 1 to 7 scale (7 highly important). Then students rate how satisfied they are with that item, again using a 7-point scale (7 very satisfied). The vast majority of the time the importance rating is higher than the satisfaction rating.

The chart below shows trend lines from 2011 to 2023 for **importance ratings (dashed lines)** and **satisfaction ratings (solid lines)**. **Bethel's line is always blue** and the line in red represents the 4-year national private college benchmark.

Counseling Staff

Bethel has consistently had significantly higher satisfaction ratings regarding the counseling staff's care for students as individuals compared to the national 4-yr private colleges benchmark ($p < .001$). The 2023 rating for this item is the highest we have had in 12 years and is significantly higher than the Bethel 2021 rating ($p < .05$).

