



BETHEL UNIVERSITY

Student Satisfaction Inventory (SSI) Results 2011-2023

Items Pertaining to Instructional Effectiveness

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 charts below show trend lines from 2011 to 2023 for **importance ratings (dashed lines)** and **satisfaction ratings (solid lines)**. **Bethel's line is always blue** and the red colored line is the 4-year national private college benchmark. There are seven items on the survey related to instructional effectiveness or academic excellence.

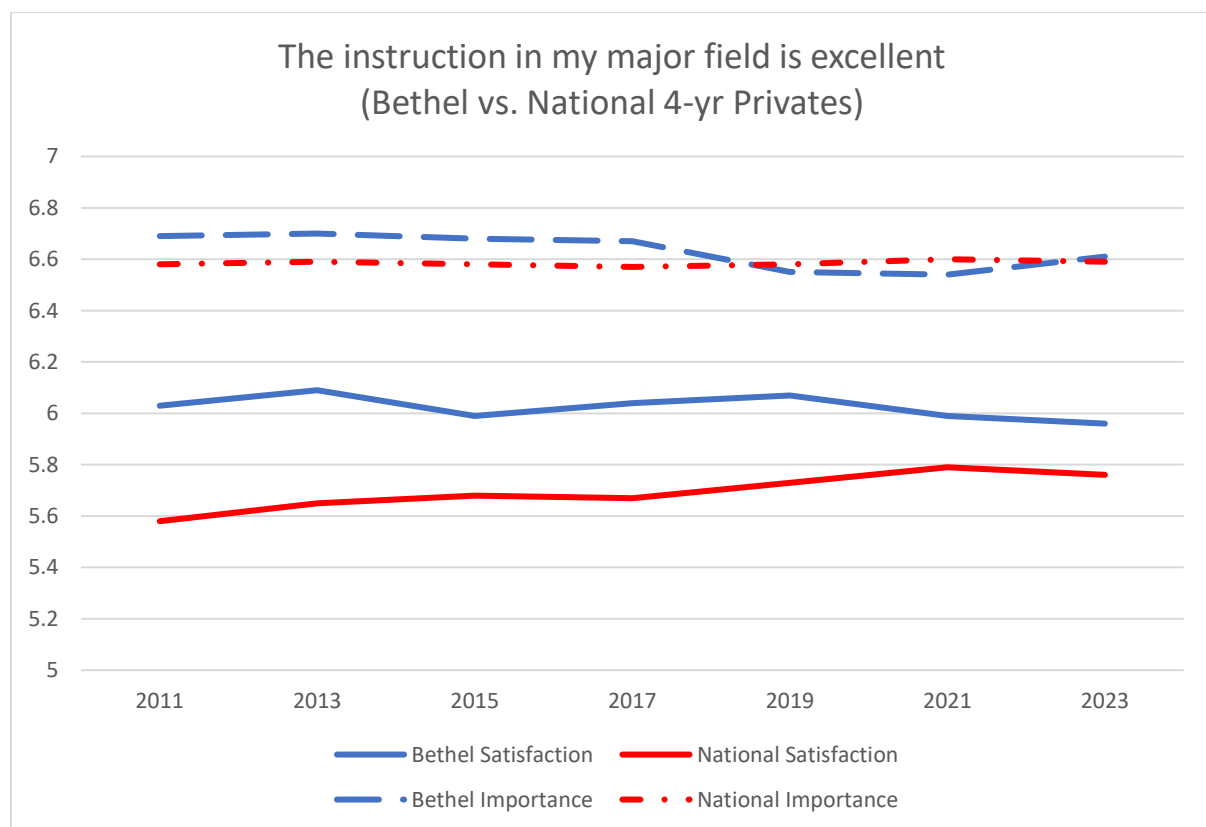
Primary Results

- Compared to the 4-year national privates benchmark, Bethel students **rate their satisfaction significantly higher** on all but one of the items.
- In 2023, Bethel students rated the item “**Faculty care about me as an individual**” significantly higher compared to 2021 ($p < .01$). This is a hopeful and exciting result! This item had been a concern because we had seen a slight downward trend in satisfaction from 2013 to 2021. This rating was also significantly higher than the national benchmark ($p < .001$).

- Students are **significantly more satisfied with the intellectual environment at Bethel** and the **commitment to academic excellence at Bethel** ($p < .001$) compared to the national benchmark.
- The Bethel rating for **Timely Feedback** was the highest we have had in the past 12 years.

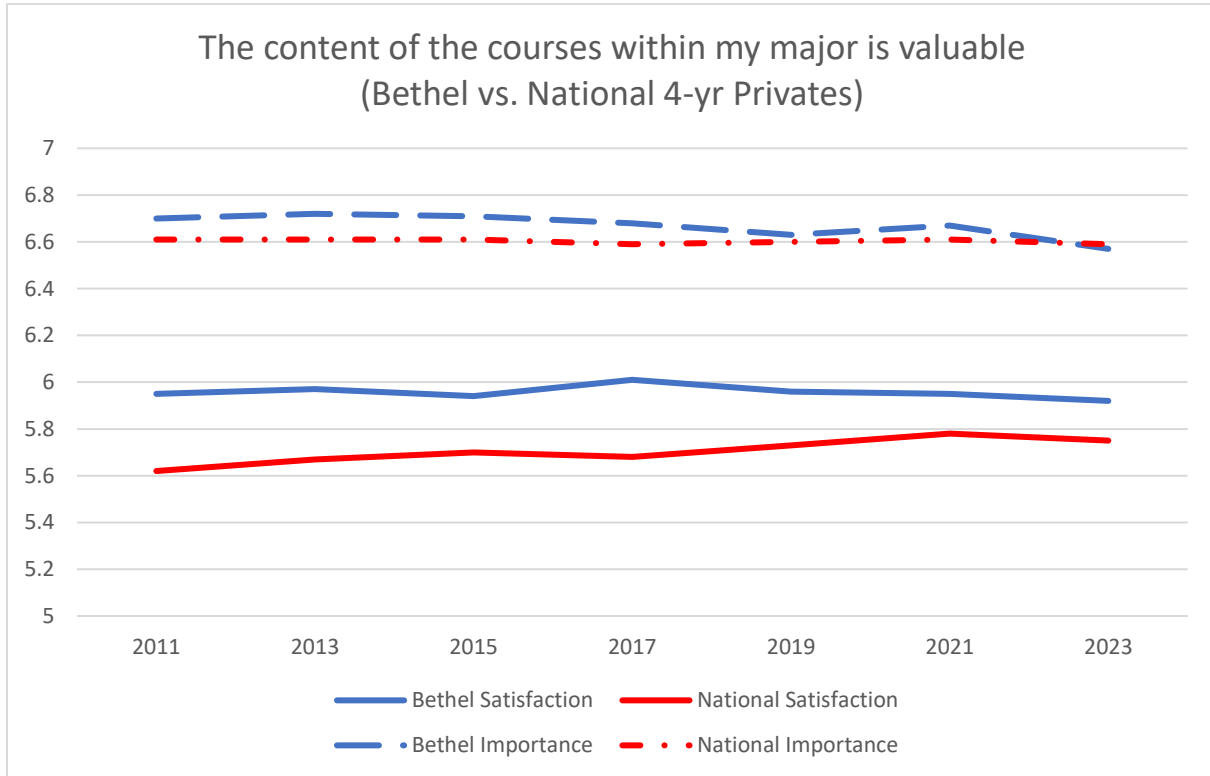
Instruction in Major

Bethel students give significantly higher satisfaction ratings for instruction in their major field compared to the national 4-year privates benchmark ($p < .01$). The 2023 Bethel satisfaction ratings were a little lower compared to 2019, but the difference was not statistically significant. The ratings for satisfaction with instruction in the major have been pretty consistent over the years.



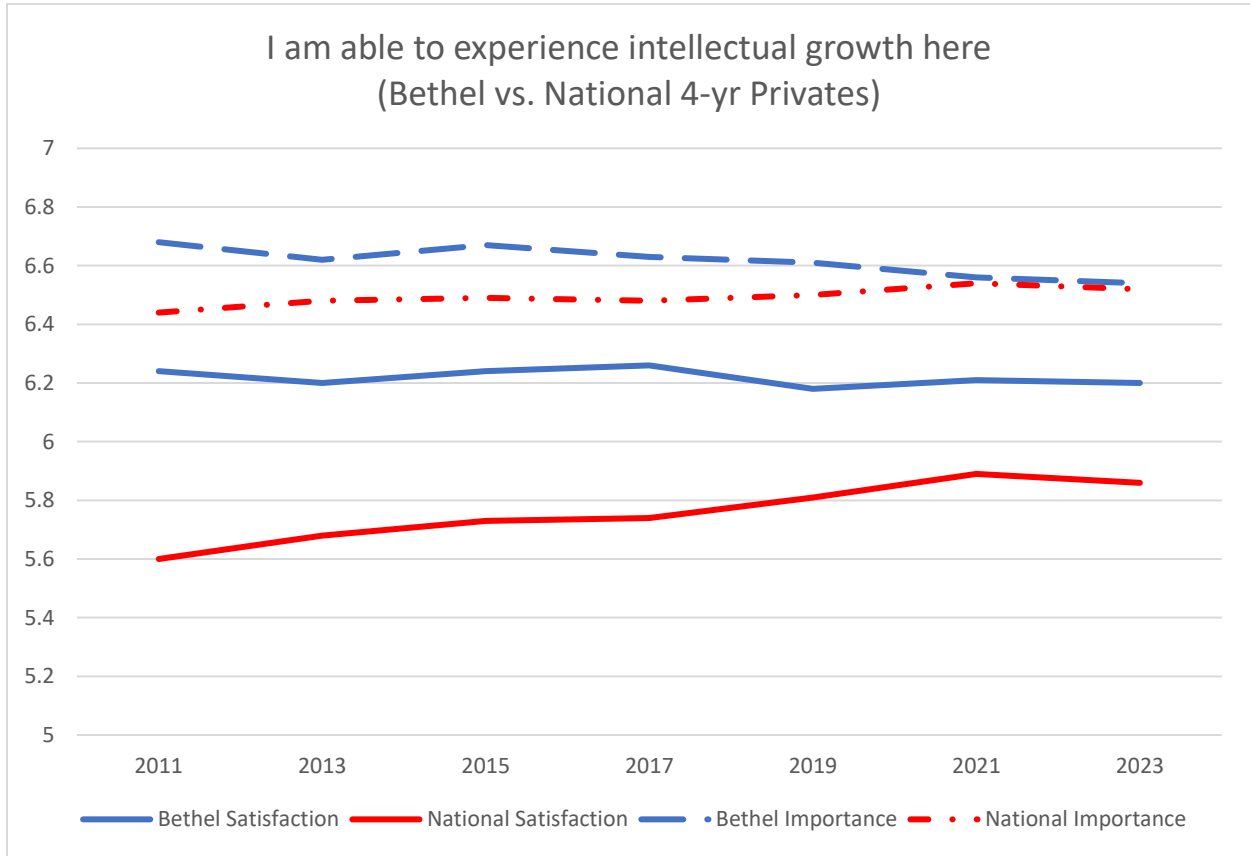
Valuable Content in Major Courses

The satisfaction ratings for Bethel students on this item are remarkably consistent. The ratings are significantly higher than for national 4-year privates ($p < .01$).



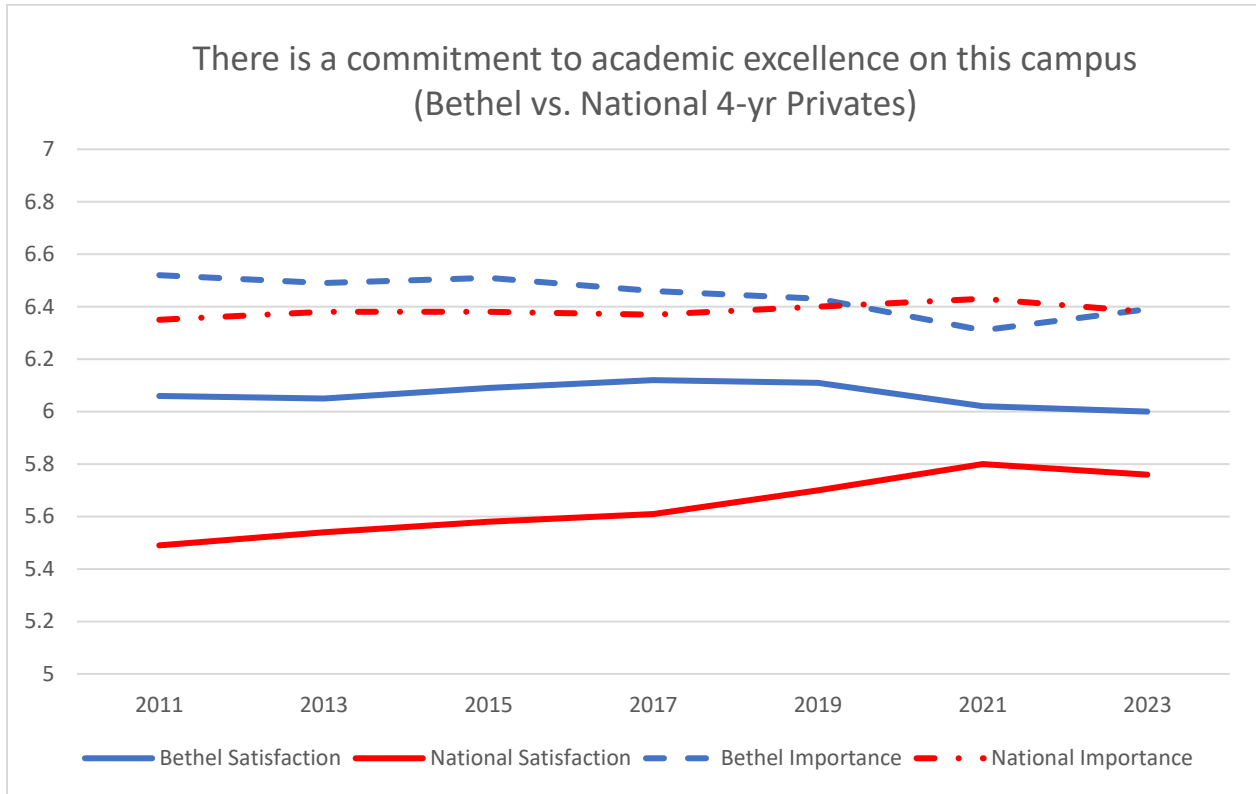
Atmosphere for Intellectual Growth

Bethel students give significantly higher ratings on the atmosphere for intellectual growth at Bethel compared to the national 4-year privates benchmark ($p < .001$). The satisfaction ratings have been consistently strong from 2011 to 2023.



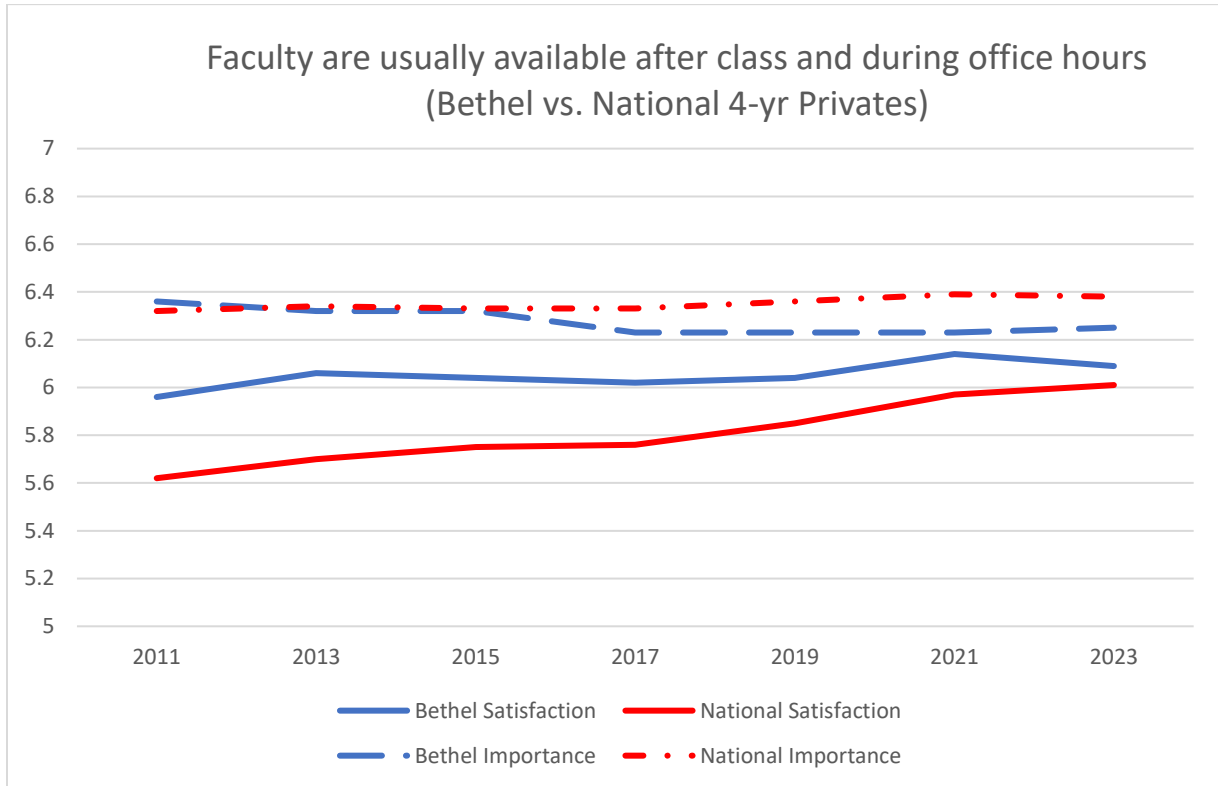
Commitment to Academic Excellence

Similar to the previous “atmosphere for intellectual growth” item, Bethel students give significantly higher ratings to the commitment to academic excellence at Bethel ($p < .001$) compared to the national 4-year private college benchmark, although the gap in satisfaction ratings has narrowed a bit since 2021.



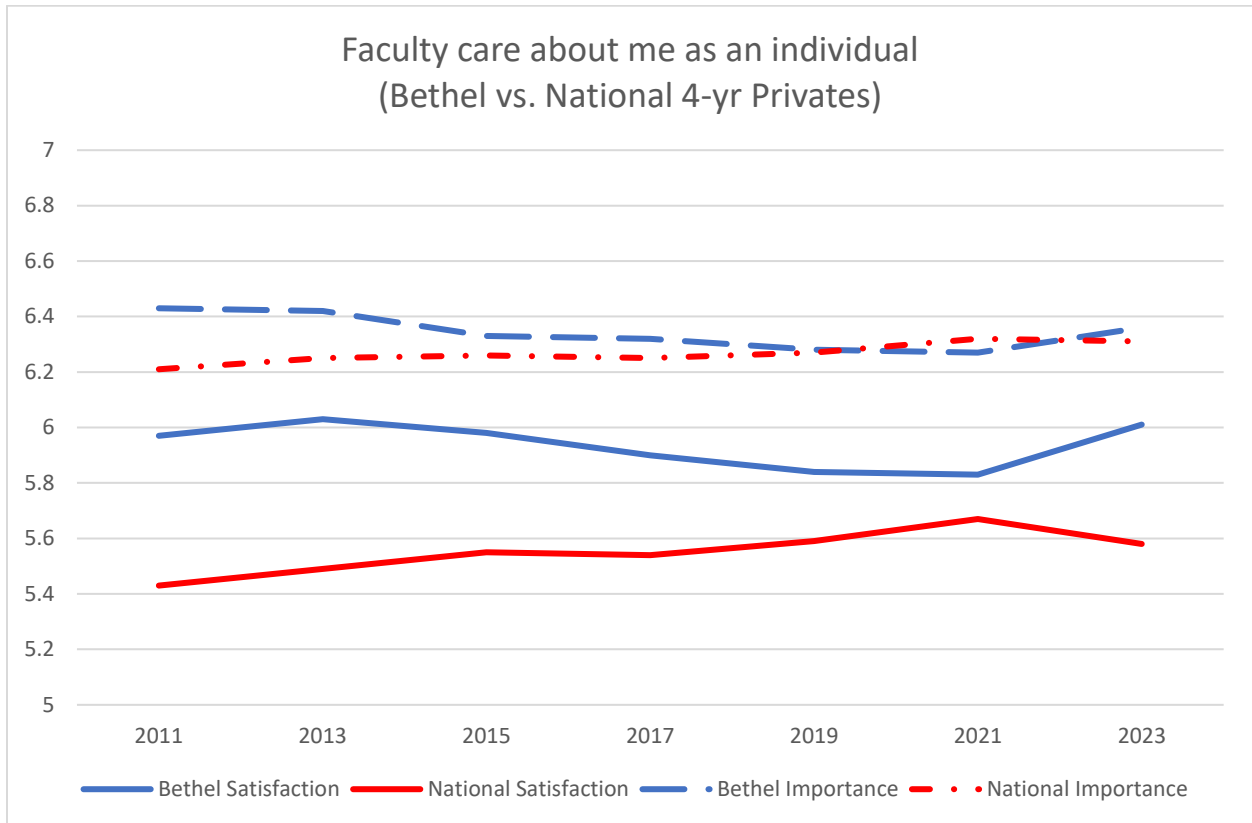
Availability of Faculty

Bethel students give similar satisfaction ratings for the availability of faculty compared to the National 4-year private college benchmark. Notice, though, that Bethel's ratings are consistently at or above 6 on a 7-point scale. Nationally there has been a steady increase in satisfaction ratings on this item from 2011 to 2023.



Faculty Care About Me as an Individual

In 2023 Bethel had significantly higher satisfaction ratings for the item *Faculty Care About Me as an Individual* compared to 2021 ($p < .01$). This is a hopeful and exciting result! This item had been a concern because we had seen a slight downward trend in satisfaction from 2013 to 2021. The satisfaction ratings are also significantly higher than the national 4-year privates benchmark ($p < .001$).



Timely Feedback

Since 2017, we have seen slow but steady increases in satisfaction ratings on this item on timely feedback. The rating in 2023 was significantly higher than the national benchmark ($p < .05$) and the highest rating we have had in the past 12 years.

