



BETHEL UNIVERSITY

Student Satisfaction Inventory (SSI) Results 2011-2023

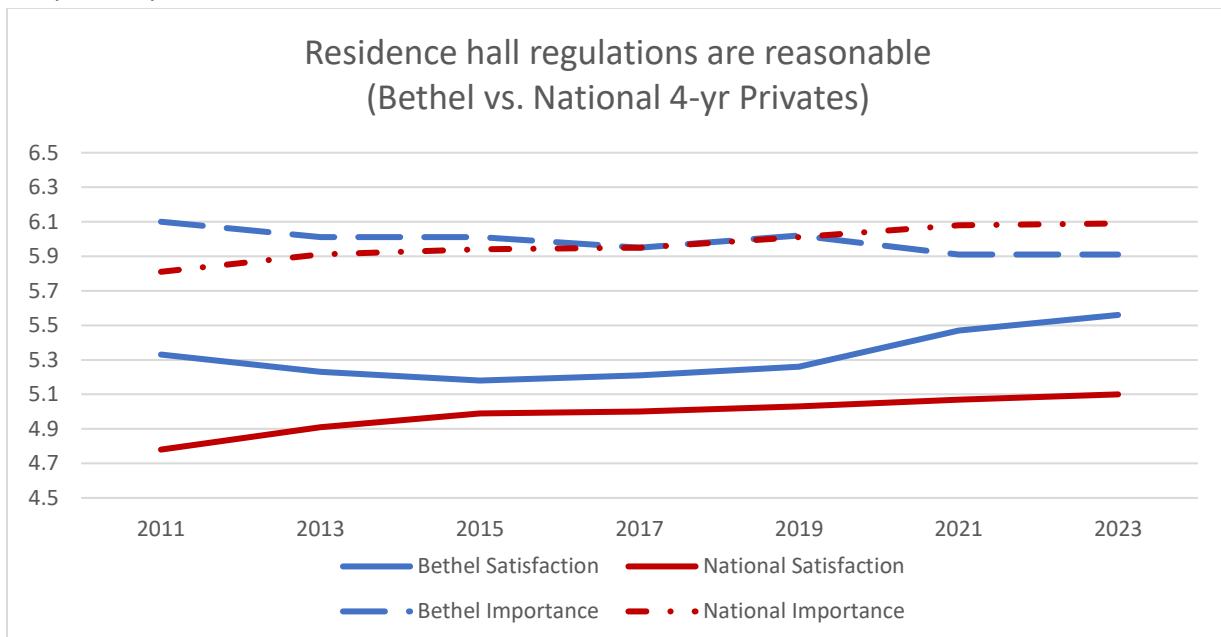
Items Pertaining to Residence Halls

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 line in red represents the 4-year national private college benchmark.

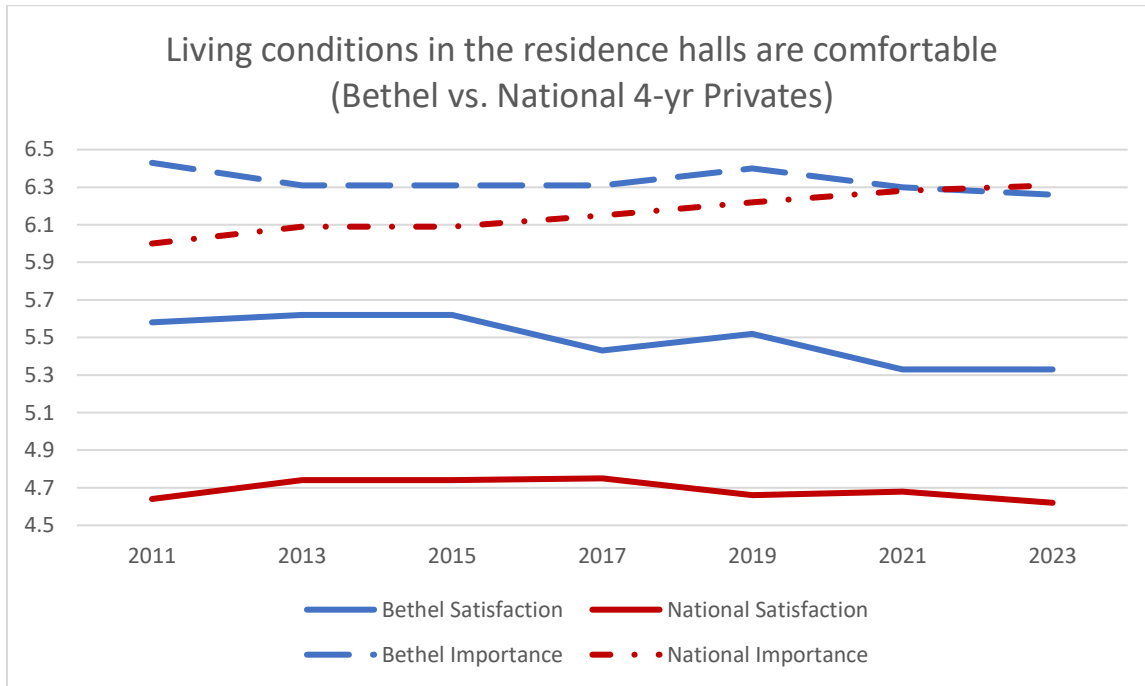
Residence Hall Regulations Reasonable

Bethel students are significantly more satisfied with the residence hall regulations than students nationally ($p < .001$). The 2023 satisfaction ratings for Bethel students on this item are significantly higher compared to 2019. Note that this is the highest satisfaction rating we have had on this item over the past 12 years.



Residence Hall Living Conditions

Bethel students are significantly more satisfied with the living conditions in the residence halls compared to the national benchmark ($p < .001$). However, the 2023 Bethel satisfaction ratings for this item are lower compared to 2015 and earlier ratings.



Residence Hall Staff Concerned

Bethel students are significantly more satisfied with residence hall staff compared to students nationally ($p < .001$). This is the highest satisfaction rating we have had for this item over the past 12 years.

