



BETHEL
UNIVERSITY

Student Satisfaction Inventory (SSI) Results
2011-2023
Student Life Items

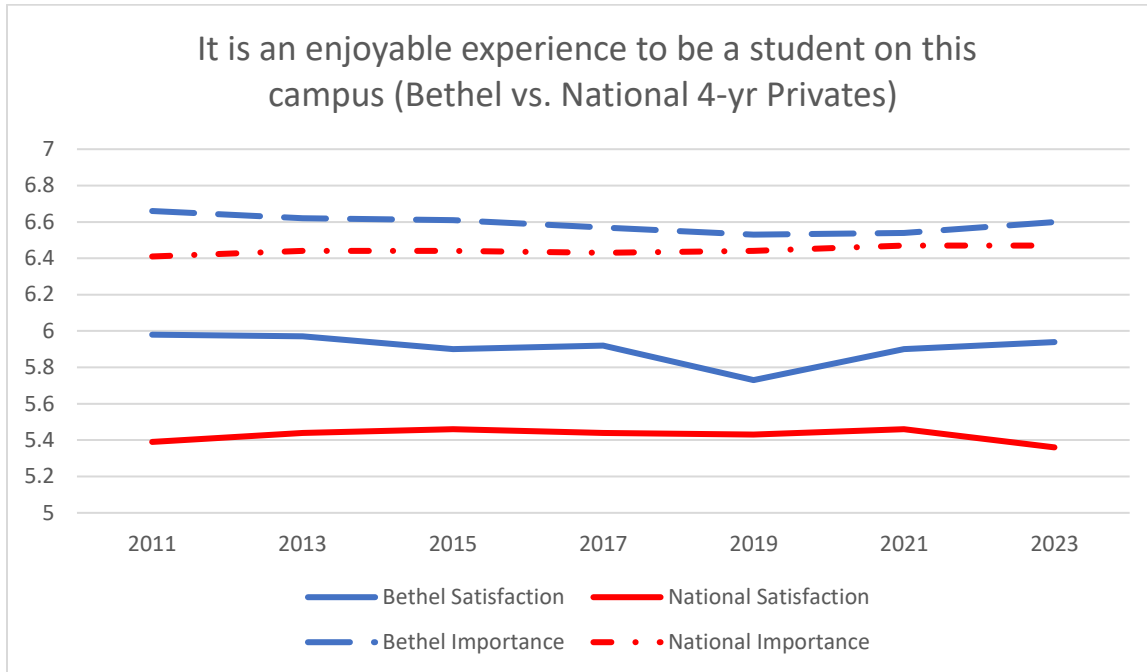
Background: Over the years we have asked CAS students to complete the Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI) during odd numbered years of the fall semester. In this survey students are asked to rate how important an item is to them on a 1 to 7 scale (7 highly important). Then students 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.

Note that some of these items are not just related to Student Life. For example, classroom experiences should be impacting how enjoyable of an experience it is to be on this campus. But they all relate to Student Life in some way.

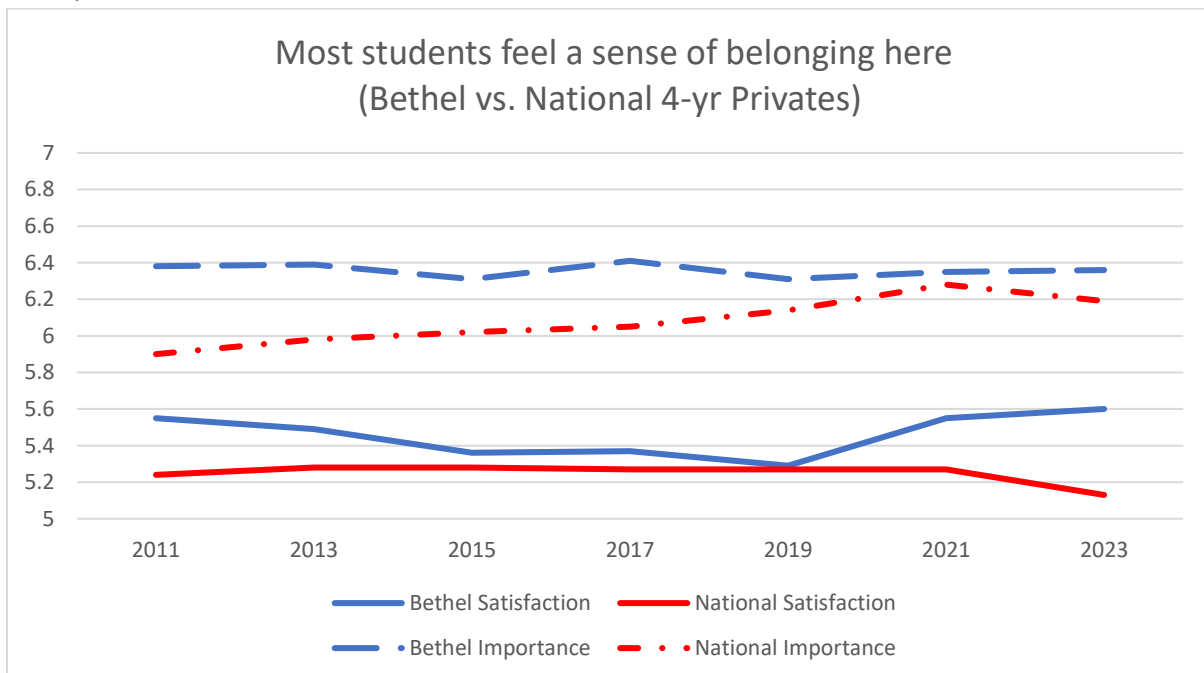
Enjoyable Experience on Campus

There continues to be a strong rebound in satisfaction ratings for this item compared to 2019. Bethel students are significantly more satisfied with their experience on campus compared to students in the national benchmark group ($p < .001$).



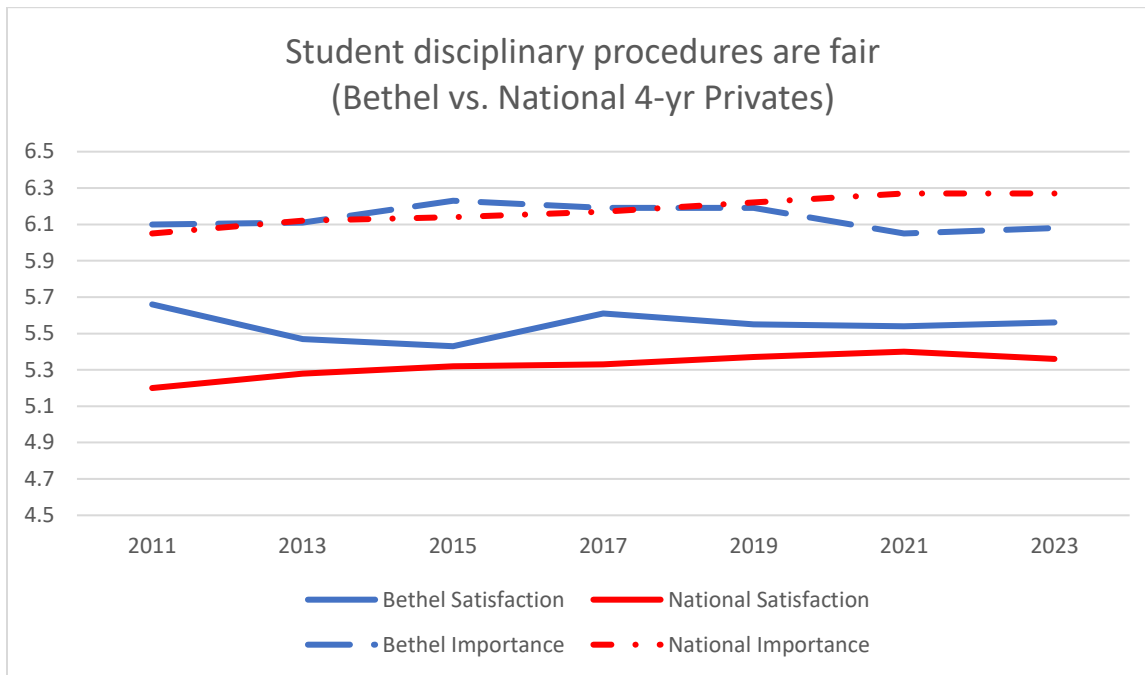
Sense of Belonging

Since 2019, there has been a large and significant increase in BU student satisfaction ratings related to sense of belonging ($p < .001$). Additionally, the 2023 rating is the highest rating we have had on this item in 12 years.



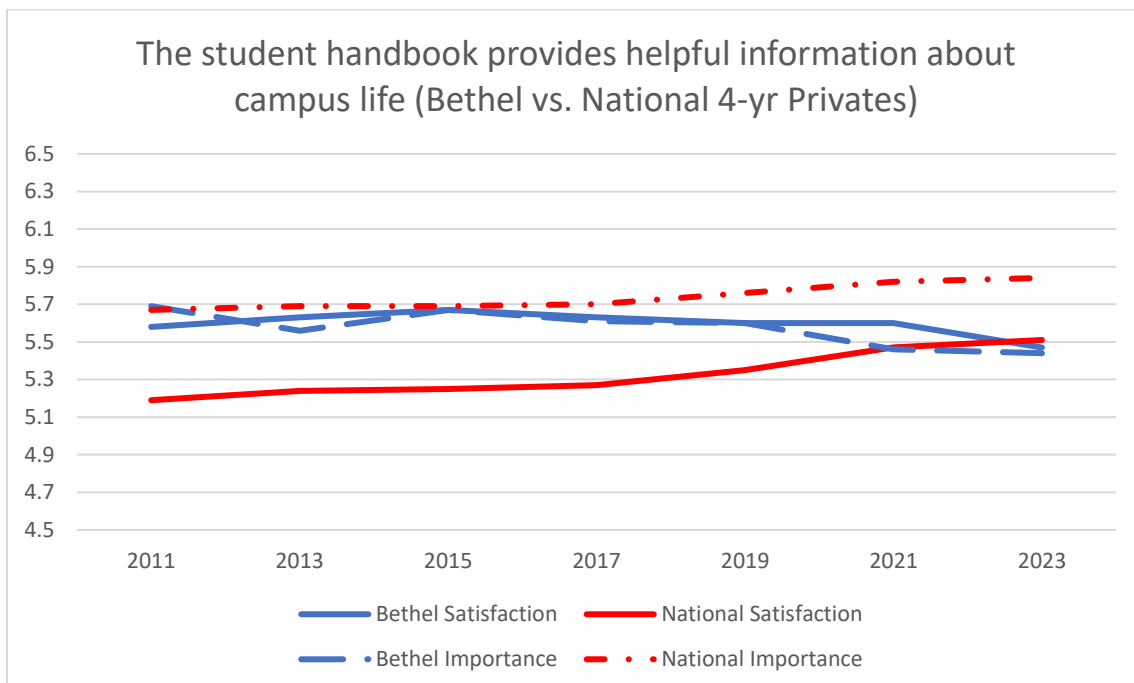
Disciplinary Procedures are Fair

Bethel students are significantly more satisfied with the fairness of disciplinary procedures compared to students nationally ($p < .05$). The difference in satisfaction ratings is not large, though.



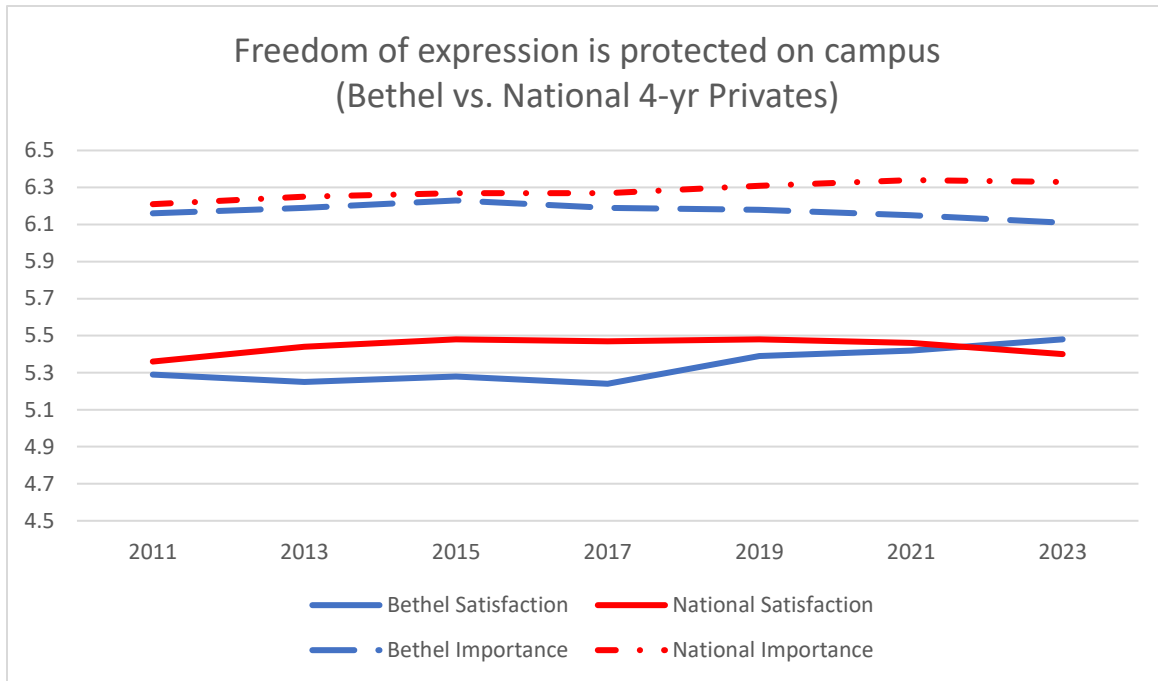
Student Handbook

Bethel students similarly satisfied with the information provided in the student handbook compared to the national 4-yr privates benchmark. Interestingly, the Bethel student importance rating for this item is much lower than the national benchmark.



Freedom of Expression Protected

The ratings on this item have increased for BU students since 2017. BU ratings are very similar to the national ratings. The 2023 satisfaction rating was the highest we have seen in the past 12 years.



Student Activities Fees

There was a significant increase in Bethel students' satisfaction ratings on this item starting in 2015. Our students are now significantly more satisfied with the use of student activities fees compared to the national benchmark ($p < .001$).

