



**BETHEL**  
UNIVERSITY

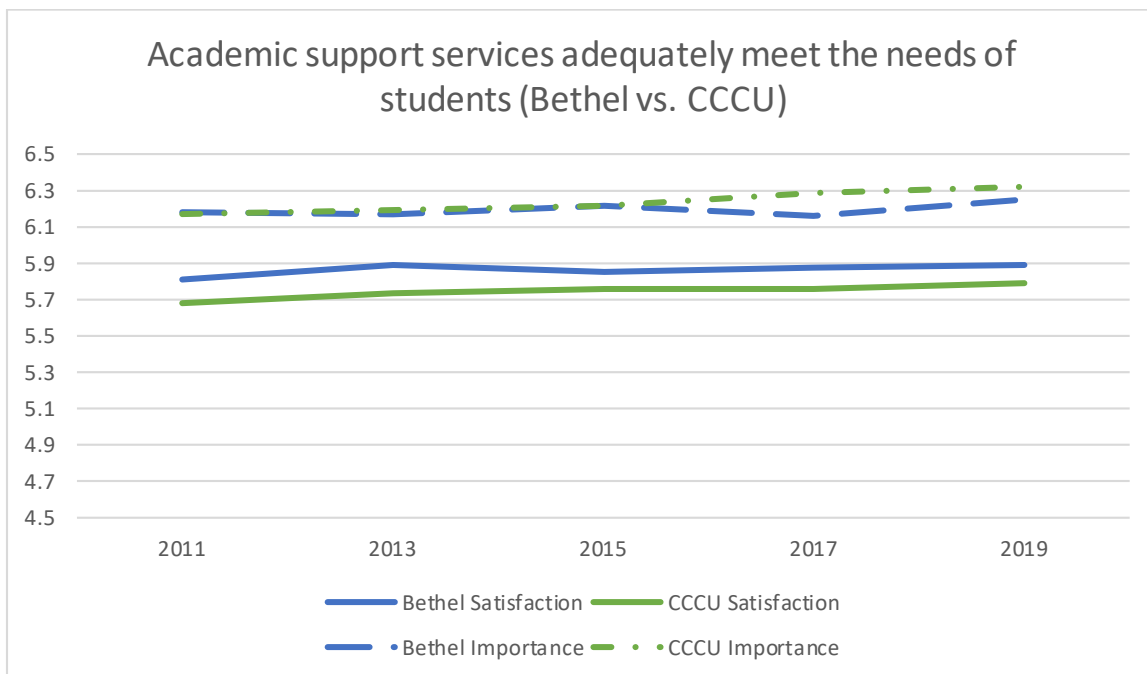
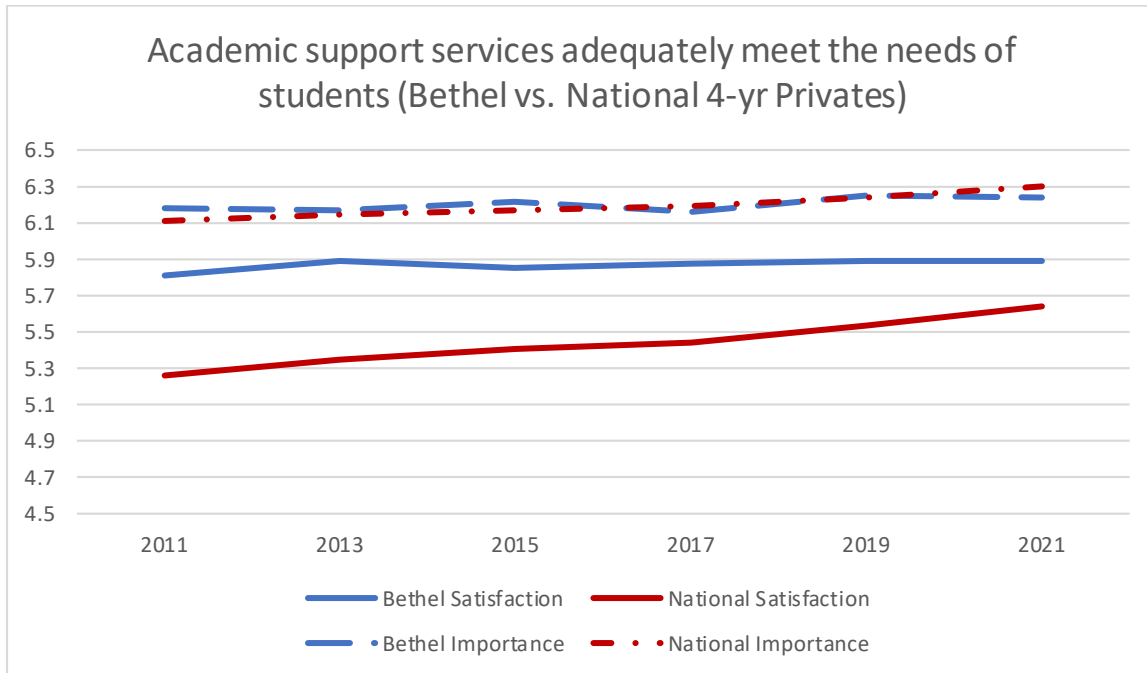
## **Student Satisfaction Inventory (SSI) Results 2011-2021 Items Pertaining to the AESC Office**

**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 2021 for **importance ratings (dashed lines)** and **satisfaction ratings (solid lines)**. **Bethel's line is always blue** and the other colored line is the benchmark group, either 4-year national private colleges or other CCCU institutions. Note that the CCCU comparison group is generally a pretty rigorous norm group on the SSI.

### Academic Support Meets Needs

Bethel students are significantly more satisfied with academic support compared to students nationally. They are consistently more satisfied compared to CCCU students, but that difference is not statistically significant. Bethel importance ratings on this item are very similar to both norm groups.



## Tutoring Services

Bethel students are significantly more satisfied with the availability of tutoring services compared to the national benchmark. Similar to the previous results, Bethel students are consistently more satisfied compared to CCCU students, but that difference is not statistically significant. Bethel importance ratings on this item are very similar to both norm groups and there has been a slow but steady increase in importance ratings. The importance and satisfaction ratings are similar to one another for Bethel and other CCCU institutions. That is, there is not much of a gap between importance and satisfaction ratings.

