



BETHEL UNIVERSITY

Student Satisfaction Inventory (SSI) Results 2011-2023

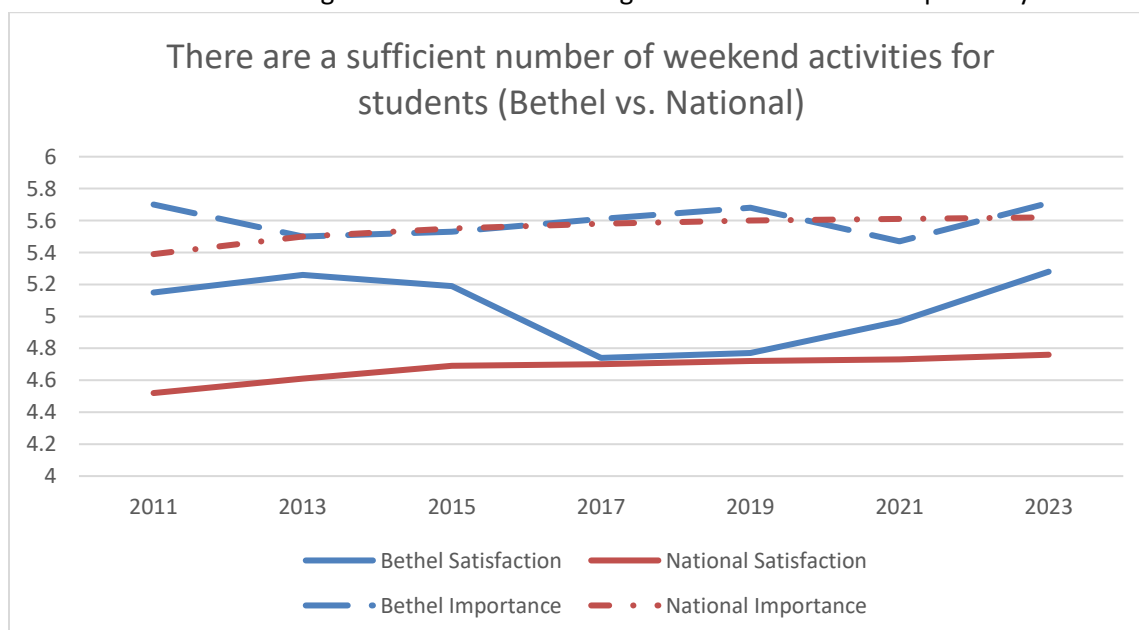
Items Pertaining to Activities & Student Center

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.

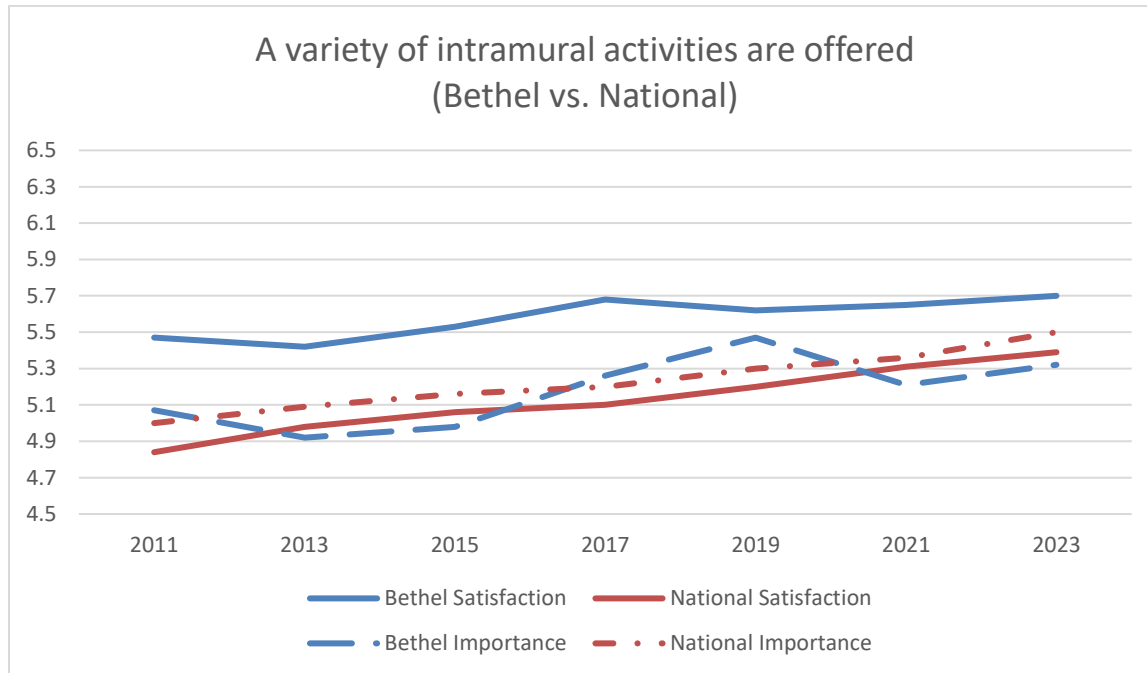
Weekend Activities

One can see from the chart that there was a significant drop off in 2017 with Bethel student satisfaction ratings regarding the number of weekend activities. This leveled off in 2019 and rebounded significantly in 2023. The 2023 satisfaction ratings are significantly higher than the national benchmark ($p < .001$). Also, the Bethel ratings increased significantly from 2021 to 2023 ($p < .01$). Finally, the 2023 satisfaction ratings for this item are the highest we have had in the past 12 years.



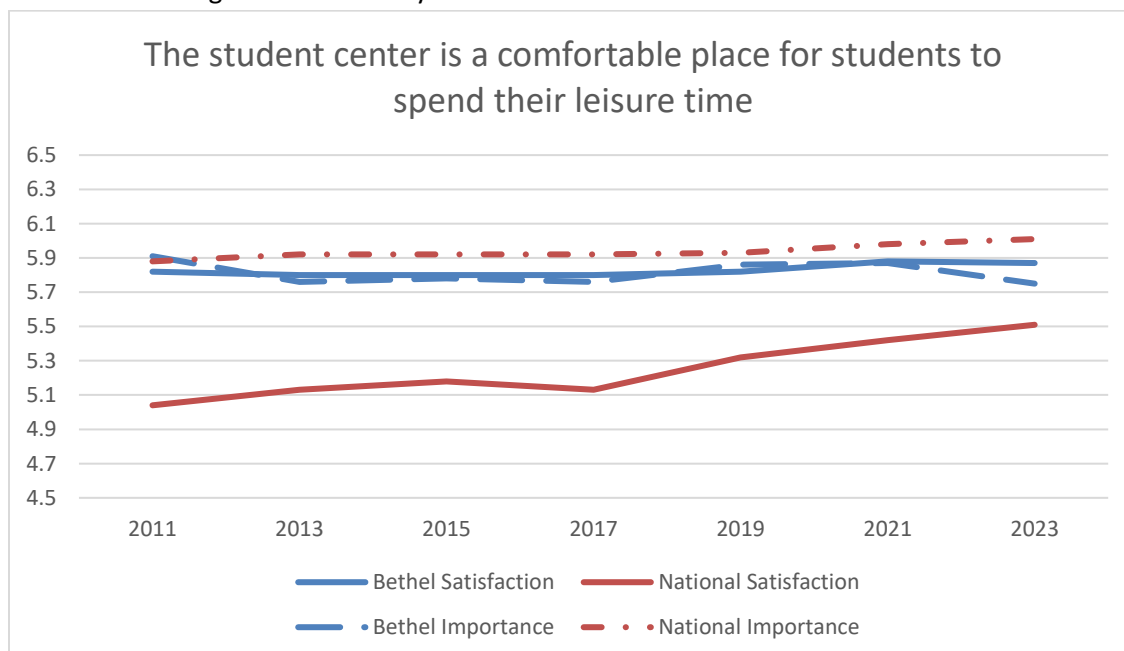
Variety of Intramural Activities

This is one of the few items on the SSI where the satisfaction ratings are higher than the importance ratings for Bethel students. Bethel students are significantly more satisfied with the offerings of intramural activities compared to students nationally ($p < .001$). The 2023 rating was the highest we have had in the past 12 years.



Student Center

Our students are significantly more satisfied with the student center compared to the national benchmark ($p < .001$). This is one of the few items on the survey where Bethel importance and satisfaction ratings are consistently similar to one another.



Ease of Involvement in Campus Organizations

Bethel students are significantly more satisfied on this item compared to students at other private colleges ($p < .001$). The 2023 Bethel satisfaction rating on this item was the highest in the past 12 years.

