



BETHEL
UNIVERSITY

Student Satisfaction Inventory (SSI) Results

2011-2023

Item Pertaining to Career Services

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 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.

Career Services

The 2023 Bethel satisfaction ratings on this item were a little higher compared to the ratings 2021. The Bethel ratings are significantly higher than the national 4-year private benchmark ($p < .01$) and similar to the CCCU benchmark.

