



BETHEL
UNIVERSITY

Student Satisfaction Inventory (SSI) Results 2011-2021 Items Pertaining to Instructional Effectiveness

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.

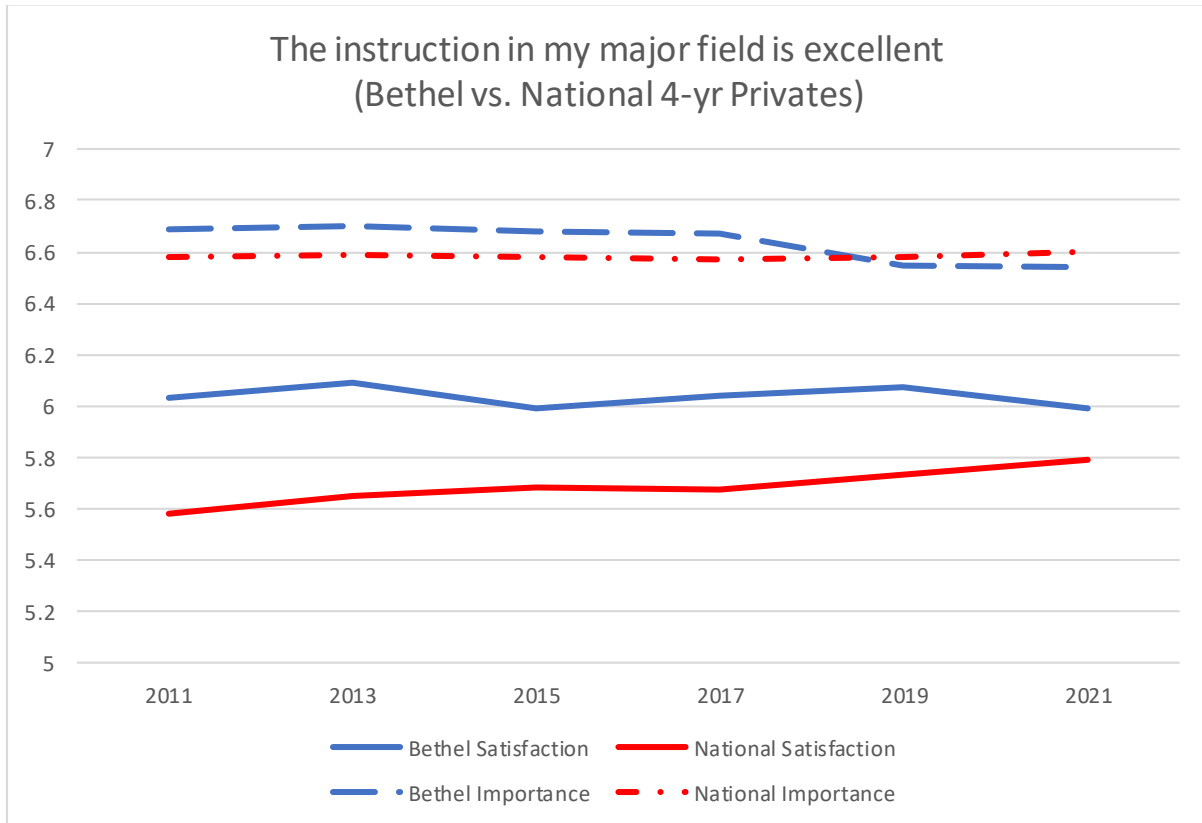
The charts below show trend lines from 2011 to 2021 for **importance ratings (dashed lines)** and **satisfaction ratings (solid lines)**. **Bethel's line is always blue** and the red colored line is the 4-year national private college benchmark.

Primary Results

- Compared to the 4-year national privates benchmark, Bethel students **rate their satisfaction significantly higher** on all but one of the items. Students are **significantly more satisfied with the intellectual environment at Bethel** compared to the national benchmark.
- Nationally, satisfaction ratings on these items have been **trending upward**.
- In 2021, Bethel students rated the **availability of faculty** a little higher while they rated the item "**Faculty care about me as an individual**" a little lower compared to 2019.

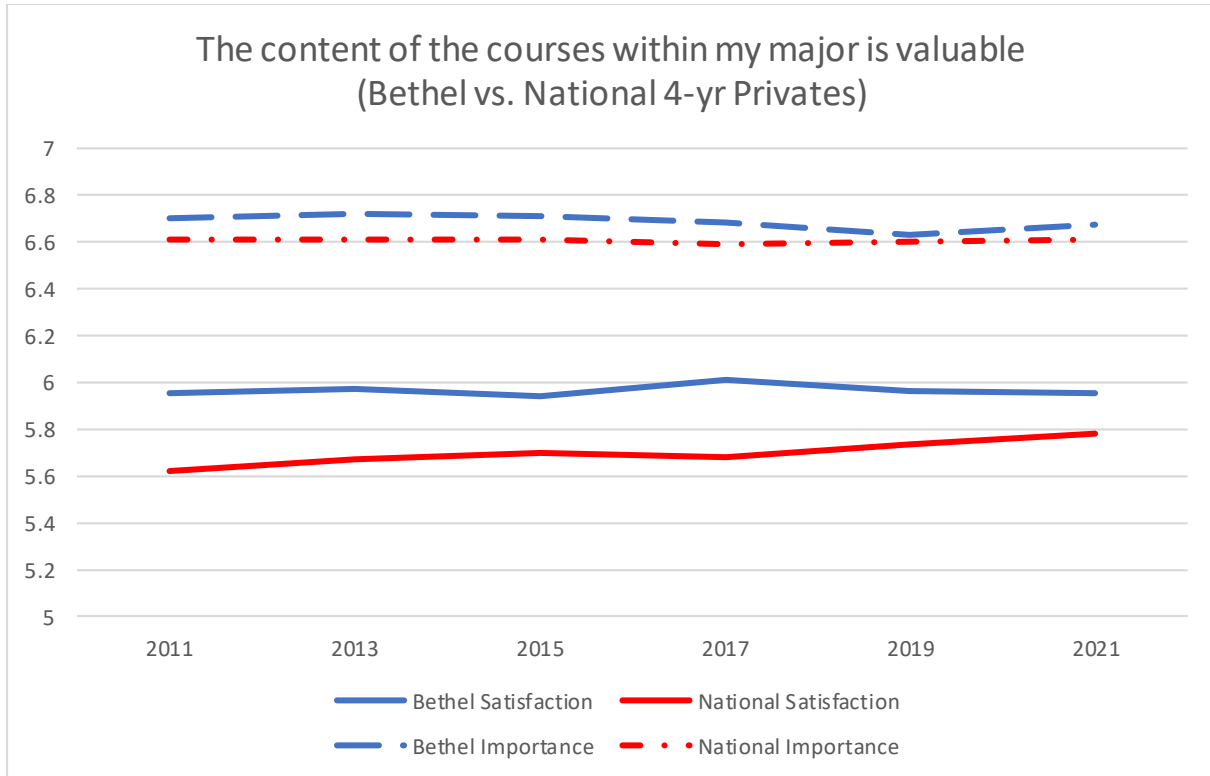
Instruction in Major

Bethel students give significantly higher satisfaction ratings for instruction in their major field compared to the national 4-year privates benchmark ($p < .01$). The 2021 Bethel satisfaction ratings were a little lower compared to 2019, but the difference was not statistically significant. The ratings for satisfaction with instruction in the major have been pretty consistent over the years.



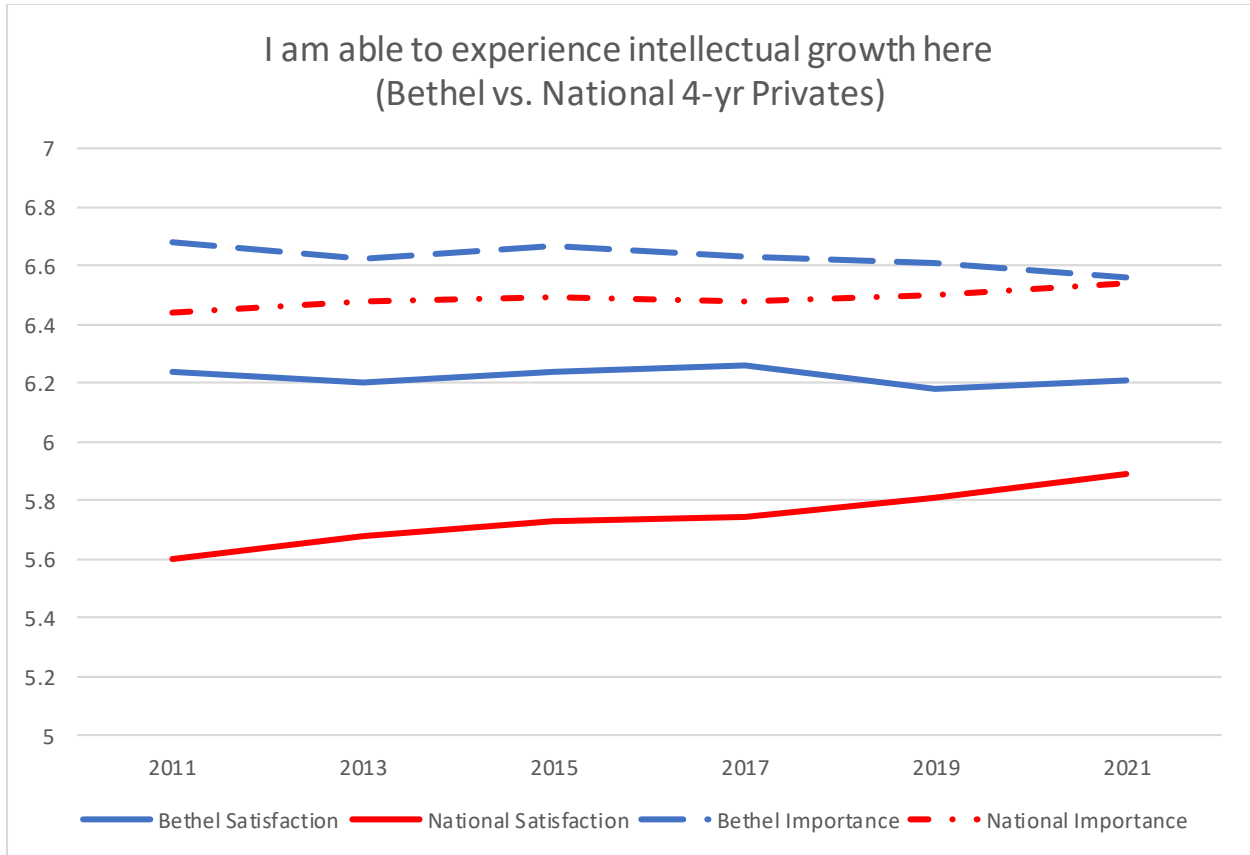
Valuable Content in Major Courses

The satisfaction ratings for Bethel students on this item are remarkably consistent. The ratings are significantly higher than for national 4-year privates ($p < .01$).



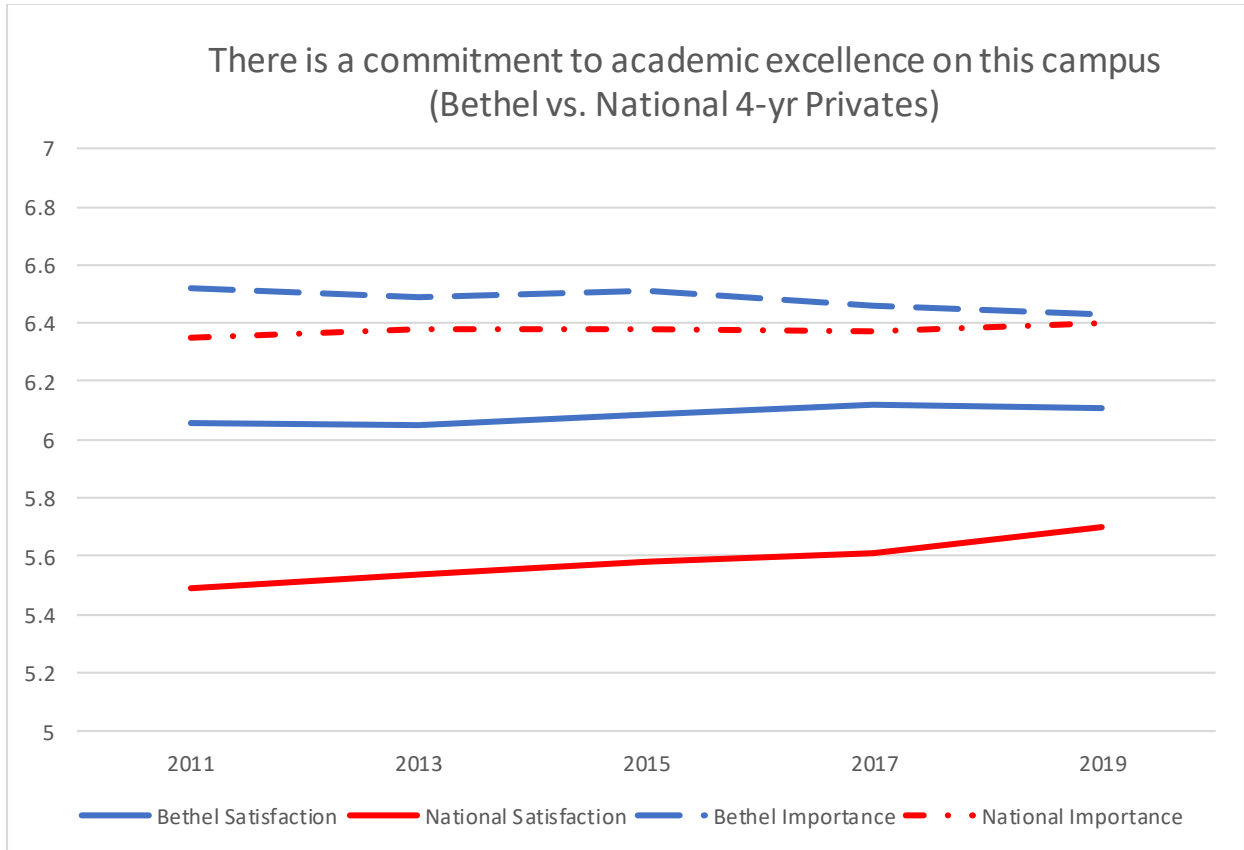
Atmosphere for Intellectual Growth

Bethel students give significantly higher ratings on the atmosphere for intellectual growth at Bethel compared to the national 4-year privates benchmark ($p < .001$). The satisfaction ratings have been consistently strong from 2011 to 2021.



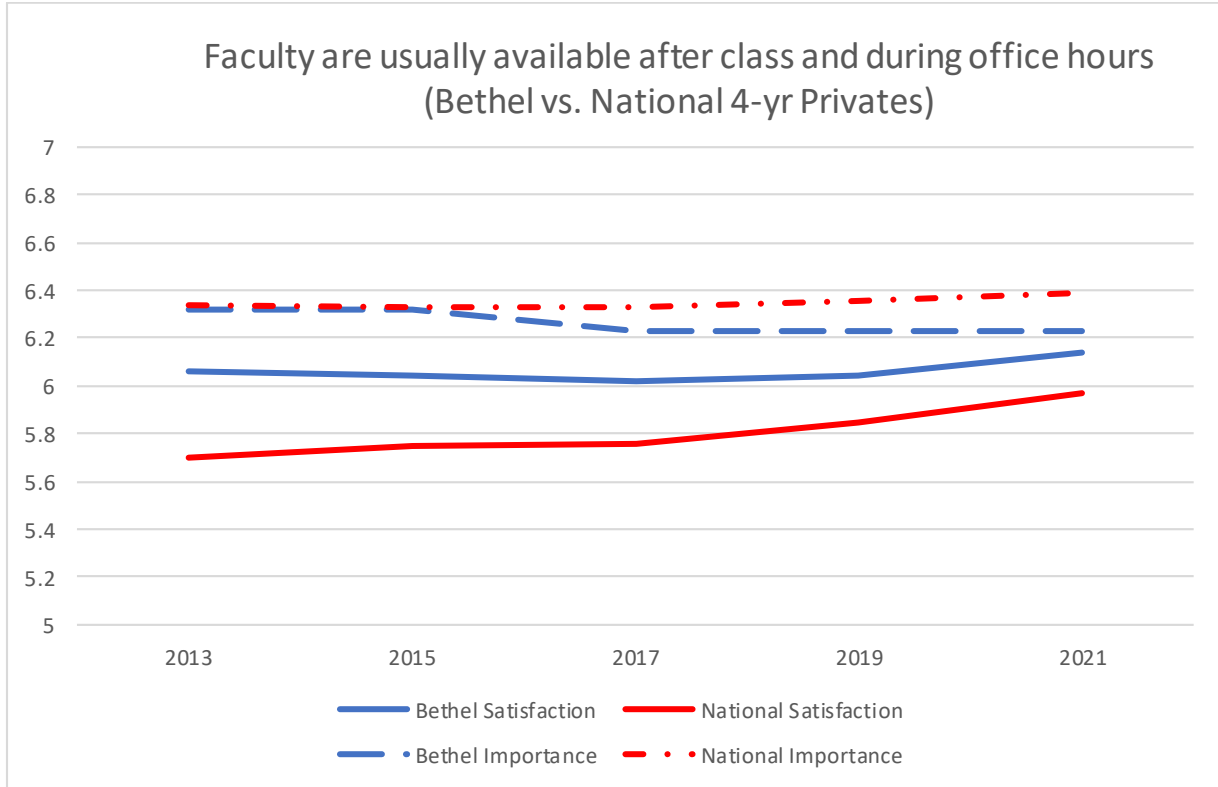
Commitment to Academic Excellence

Similar to the previous “atmosphere for intellectual growth” item, Bethel students give significantly higher ratings to the commitment to academic excellence at Bethel ($p < .001$) compared to the national 4-year private college benchmark.



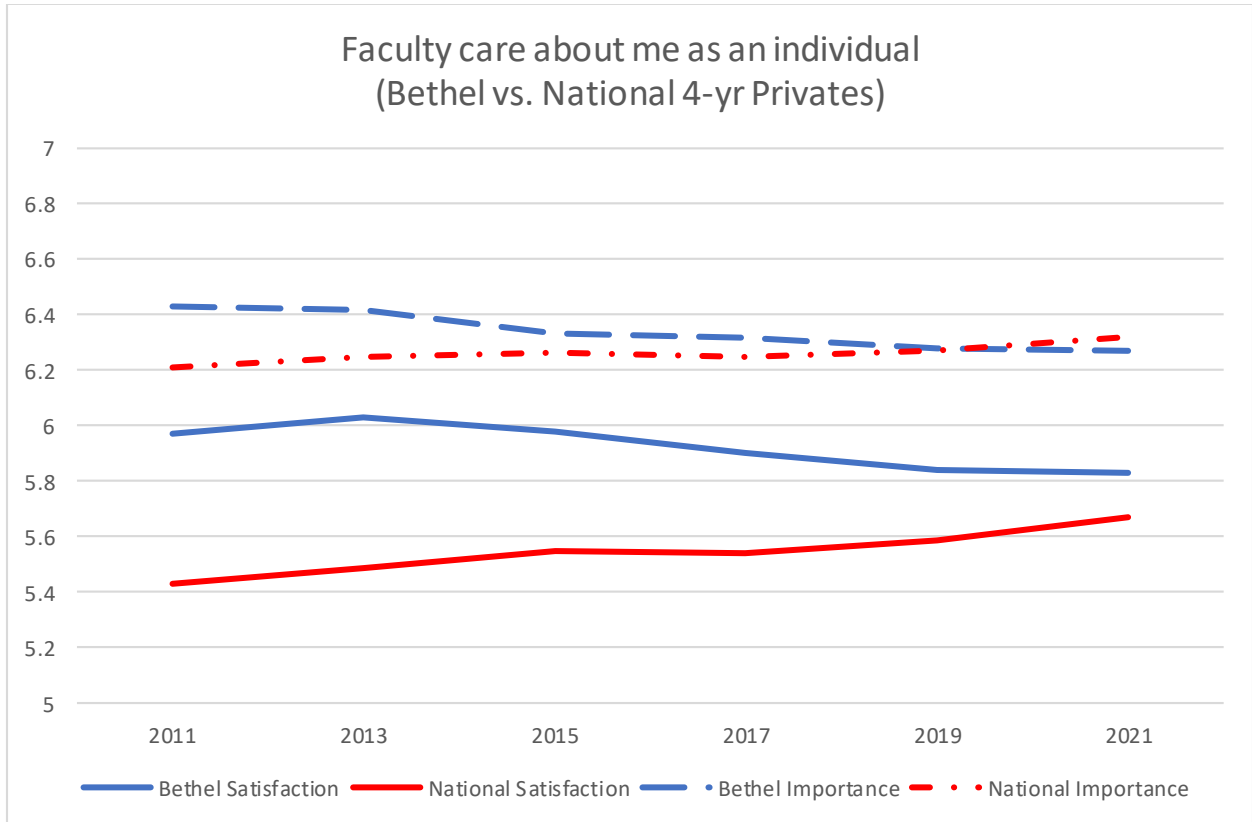
Availability of Faculty

Bethel students give significantly higher satisfaction ratings for the availability of faculty compared to the National 4-year private college benchmark ($p < .01$). There was an increase in ratings for us on this item from 2019 to 2021.



Faculty Care About Me as an Individual

A concern for this item is that we have seen a slight downward trend in satisfaction from 2013 to 2021. The satisfaction ratings are still significantly higher than the national 4-year privates benchmark, though ($p < .05$).



Timely Feedback

The item on timely feedback about progress in a course is the one item where Bethel does not have significantly higher satisfaction ratings compared to the 4-year national privates benchmark. We do consistently have higher ratings, but the difference compared to the benchmark is not large.

