



**BETHEL**  
UNIVERSITY

## **Student Satisfaction Inventory (SSI) Results**

**2011-2021**

### **Miscellaneous Items Pertaining to Student Life**

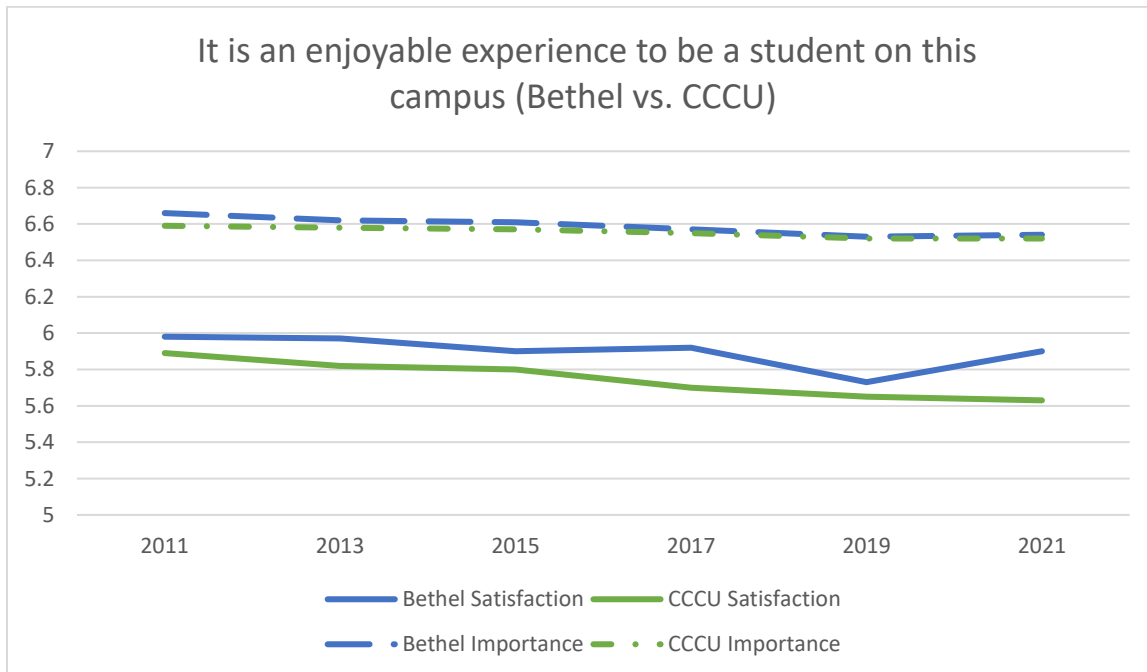
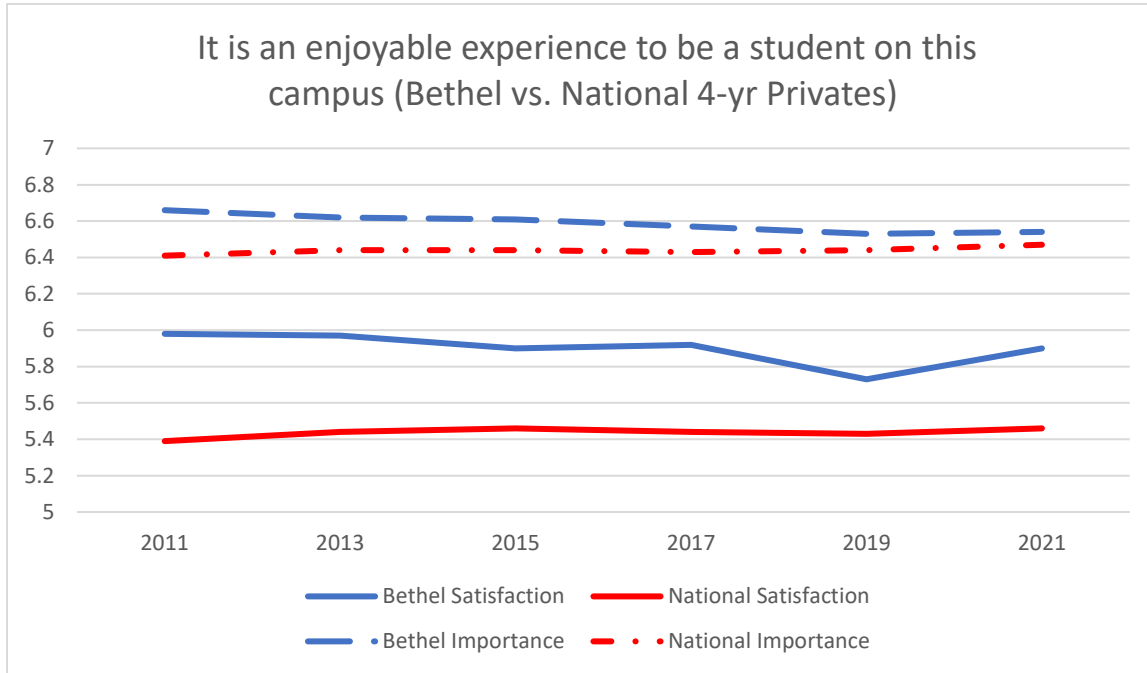
**Background:** Over the years we have asked CAS students to complete the Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI) during odd numbered years of the fall semester. In this survey students are asked to rate how important an item is to them on a 1 to 7 scale (7 highly important). Then students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

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.

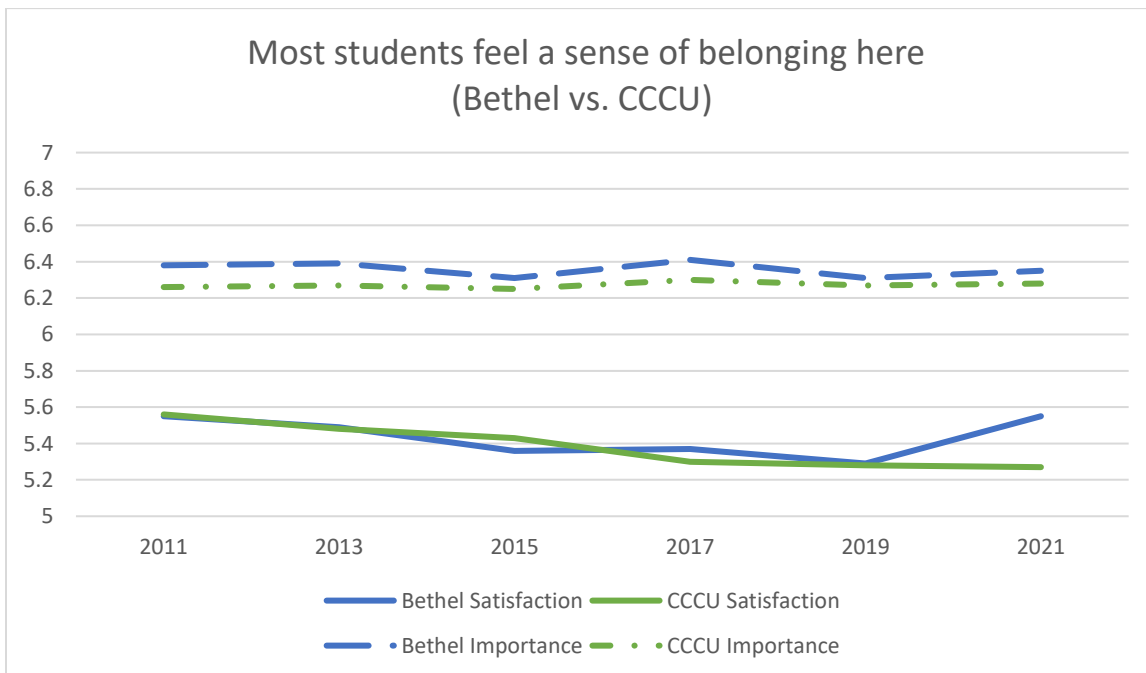
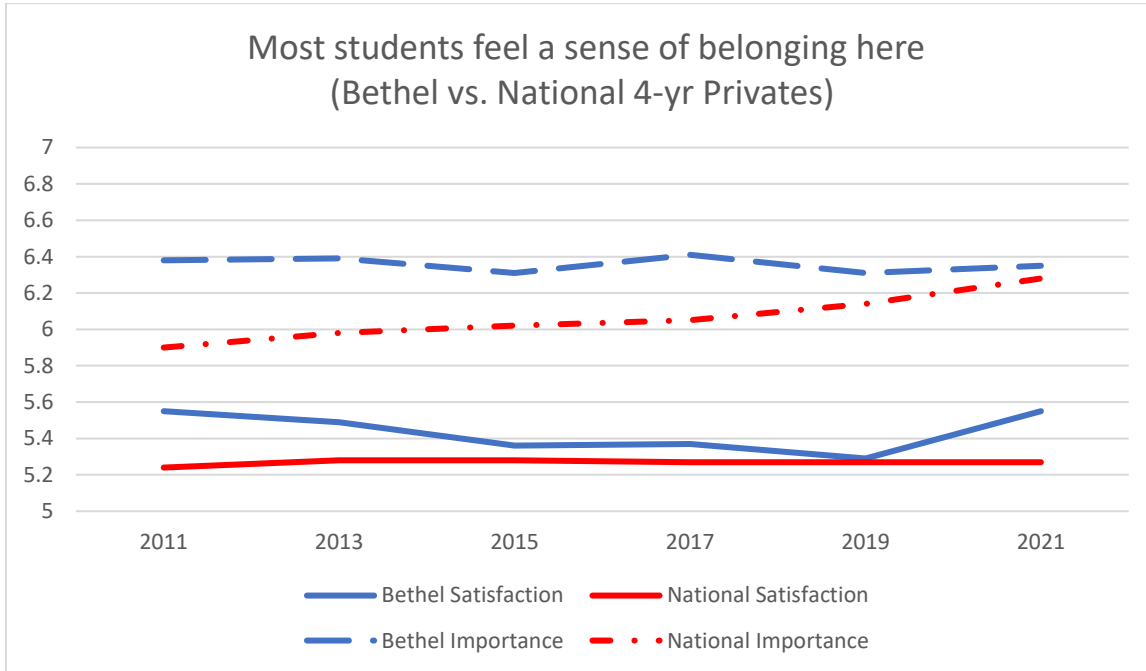
### Enjoyable Experience on Campus

There was a strong rebound in satisfaction ratings for this item in 2021 compared to 2019. Bethel students are significantly more satisfied with their experience on campus compared to students in the national and CCCU benchmarks.



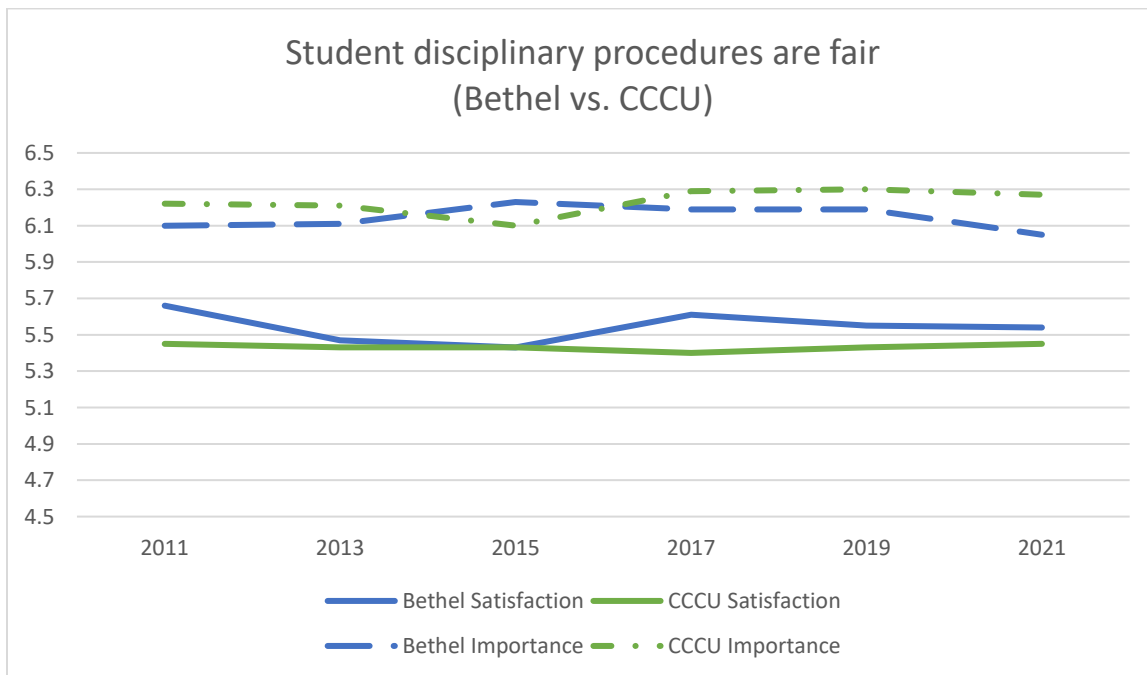
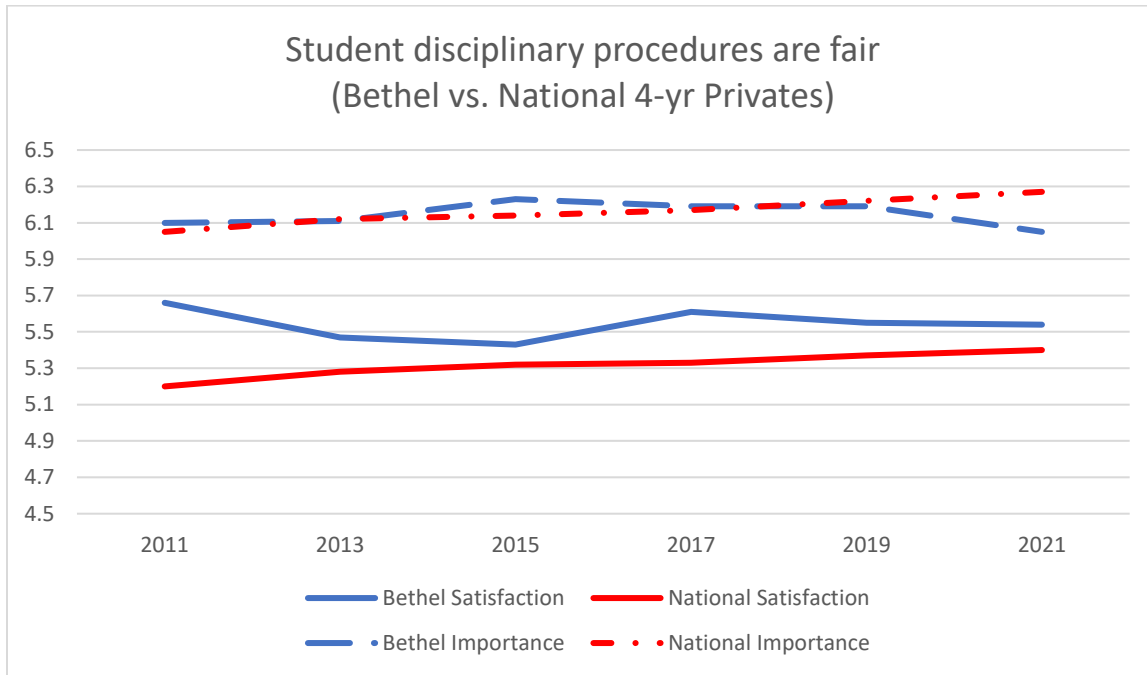
### Sense of Belonging

There was a large and significant increase in BU student satisfaction ratings on this item in 2021. Our ratings were significantly higher than the national and CCCU benchmarks. Bethel is bucking the national trend for Christian colleges and universities in this area. CCCU institutions continue to see a downward trend.



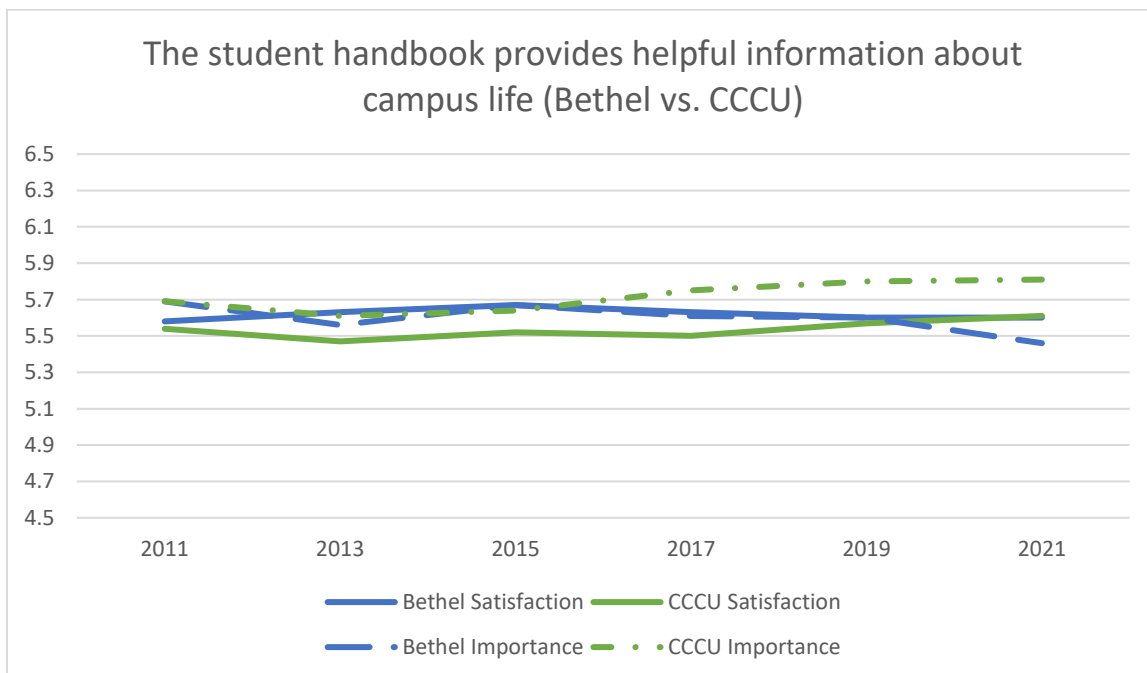
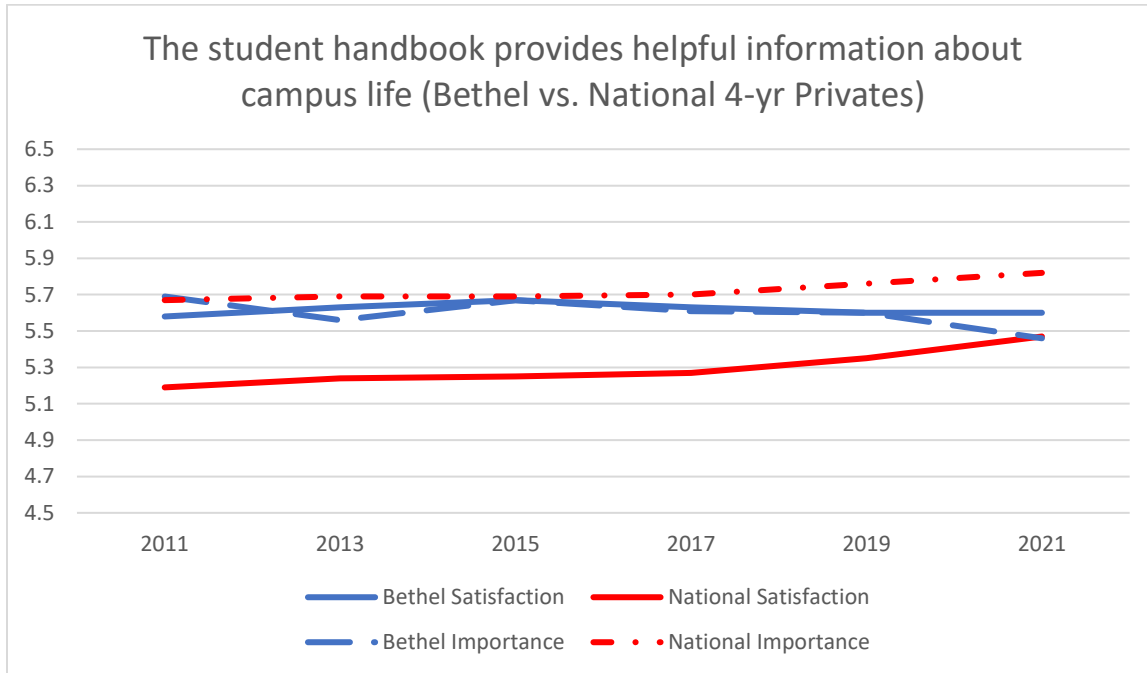
### Disciplinary Procedures are Fair

Bethel students are somewhat more satisfied with the fairness of disciplinary procedures compared to students nationally and the CCCU norm group. The difference in satisfaction ratings is not large, though. Bethel importance ratings on this item were lower in 2021.



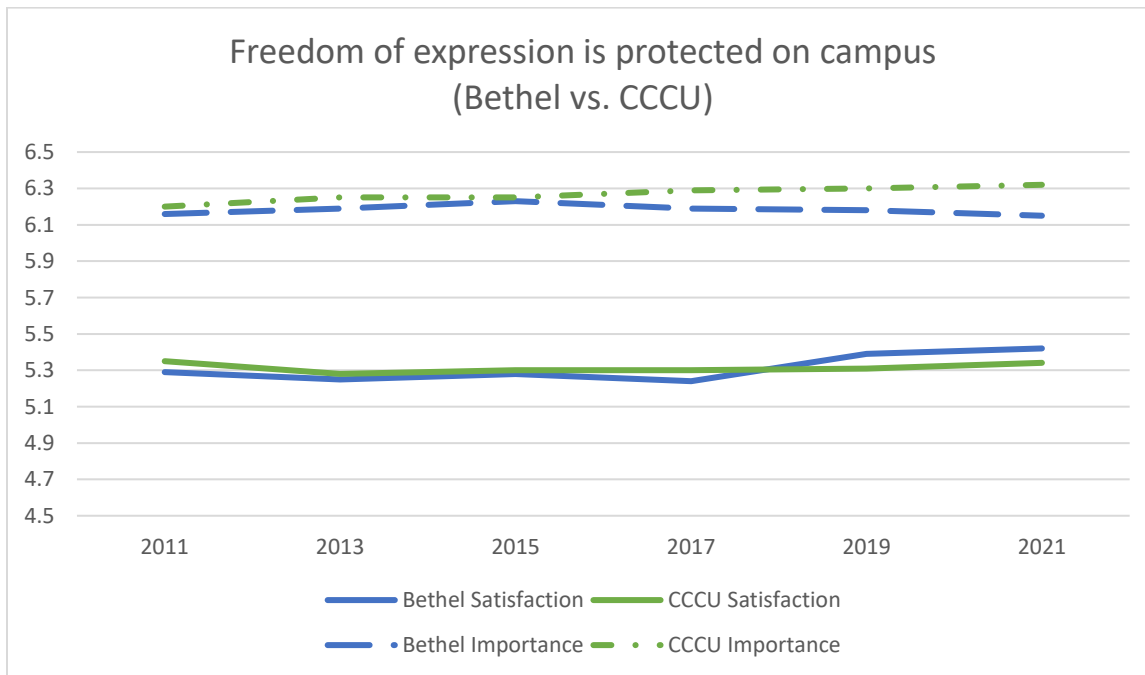
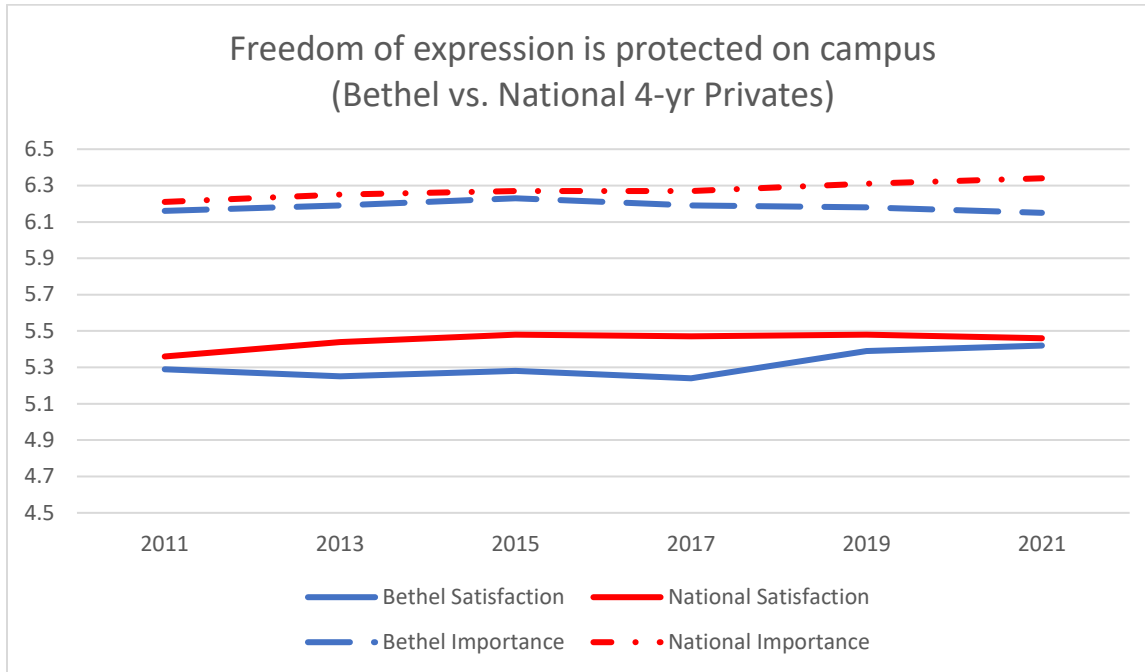
### Student Handbook

Bethel students are significantly more satisfied with the information provided in the student handbook compared to the national 4-yr privates norm group. The satisfaction ratings are similar to other CCCU institutions. There has not been much change in satisfaction ratings on this item over the years. However, the importance ratings for BU students were much lower in 2021.



### Freedom of Expression Protected

The rating on this item has risen for BU students since 2017. The ratings are very similar to the national and CCCU benchmarks.



### 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 norm and the CCCU benchmark.

