



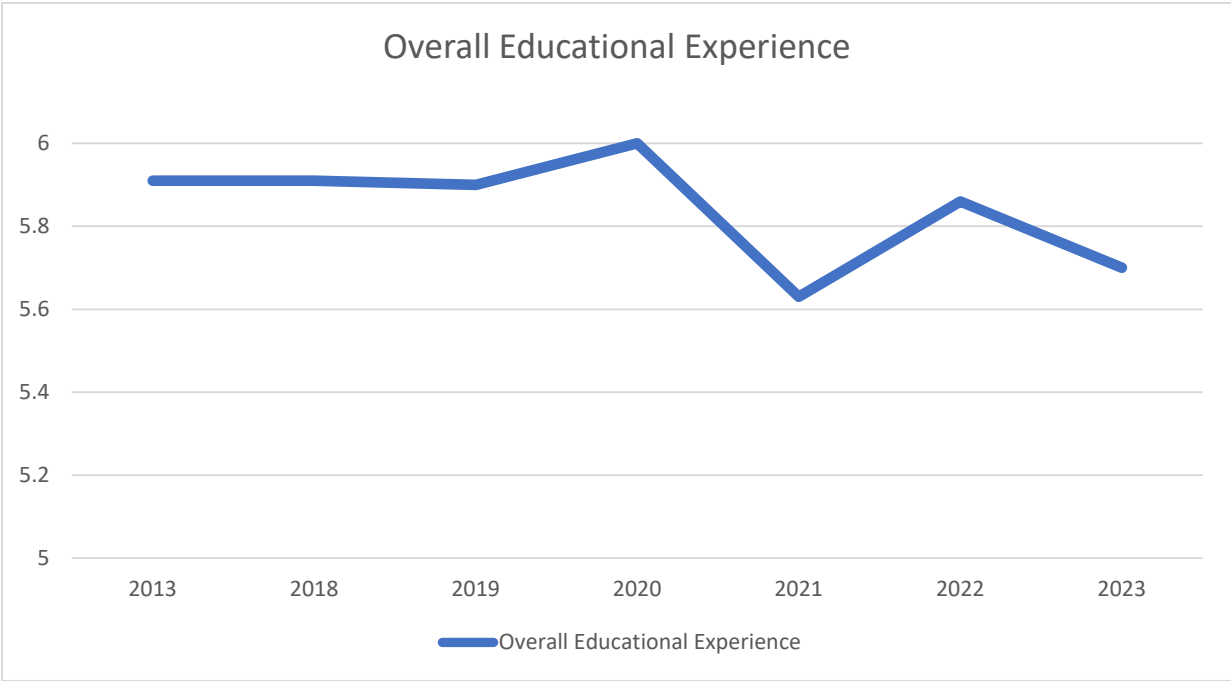
BETHEL
UNIVERSITY

CAS Student Satisfaction with Core Elements of Their Experience at Bethel: Trends Over Time

Summary: Toward the end of each spring semester, we ask CAS students to complete the Campus Life Survey (a homegrown survey). There are a set of items that ask about student satisfaction with the some of the core elements of their experience at Bethel. For the most part, these ratings have been fairly stable over time. However, there are a few core areas that have received lower ratings recently.

Satisfaction with *General Education* has taken a noticeable downturn after 2020. *Academic Advising ratings* also decreased starting in 2021. However, the advising ratings are still better than the ratings 10-years ago. Other areas to watch are *instruction in the major* ratings (lower in 2023 but still solid) and overall educational experience ratings (again, lower in 2023 but still solid). Below are the satisfaction ratings in each core area from students over the past 6 years (2018-2023) and ratings from 10-years ago (2013).

On the Campus Life Survey we also ask students to rate the academic challenge (rigor) of their major and the academic support they receive in their major. During 2020 and after, the academic challenge ratings decreased significantly. In many ways this is not surprising given the changes that took place in response to Covid-19. The academic support ratings also went down in 2020 & 2021 but rebounded in 2022 & 2023.



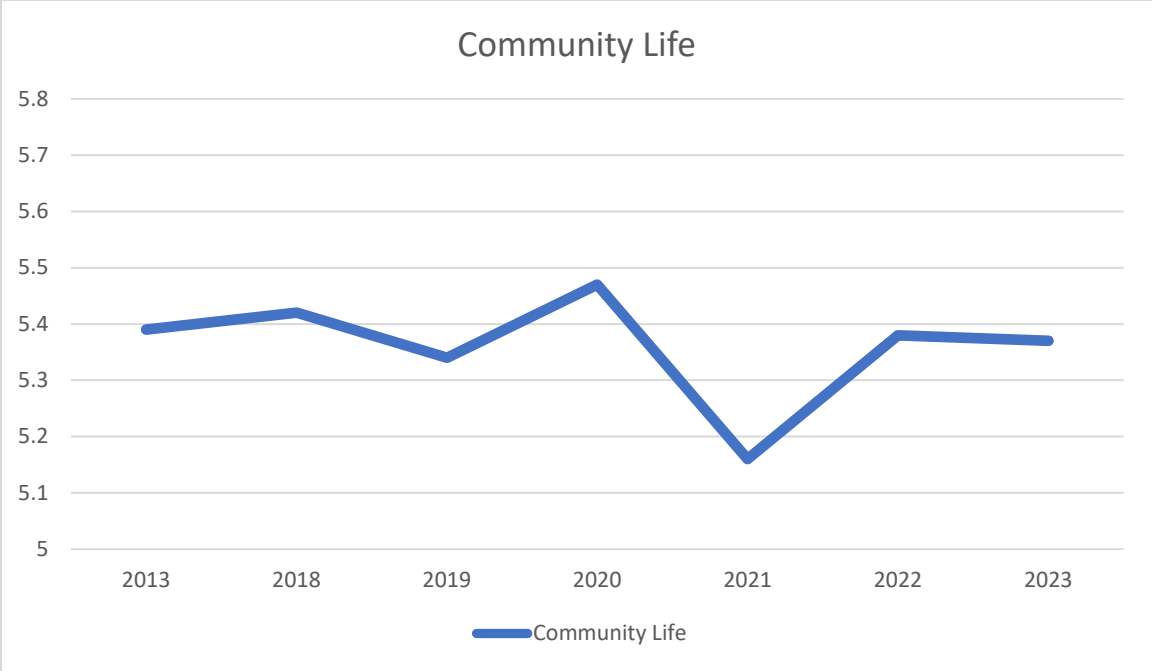
How satisfied are you with your overall educational experience at Bethel?
 1 = very dissatisfied to 7 = very satisfied scale

The ratings from 2021 and 2023 are lower than we typically see for this key item. If it remains low next year, one plan would be to engage in some focus groups with students to probe for reasons for the lower ratings.

Thinking about your education at Bethel, how satisfied are you with:

Item	Year	% of CAS Students Satisfied or Very Satisfied	CAS Mean
Overall educational experience at Bethel	2023	69%	5.70
	2022	73%	5.86
	2021	67%	5.63
	2020	80%	6.00
	2019	78%	5.90
	2018	75%	5.91
	2013	77%	5.91

1 = very dissatisfied to 7 = very satisfied scale



How satisfied are you with your Bethel Community Life Experience?
 1 = very dissatisfied to 7 = very satisfied scale

These ratings have remained stable, except for 2021. Given all of the extra Covid-19 precautions in 2021, the lower ratings for that year are not surprising.

Thinking about your education at Bethel, how satisfied are you with:

Item	Year	% of CAS Students Satisfied or Very Satisfied	CAS Mean
Bethel Community Life Experience	2023	56%	5.37
	2022	57%	5.38
	2021	51%	5.16
	2020	60%	5.47
	2019	59%	5.34
	2018	62%	5.42
	2013	58%	5.39

1 = very dissatisfied to 7 = very satisfied scale



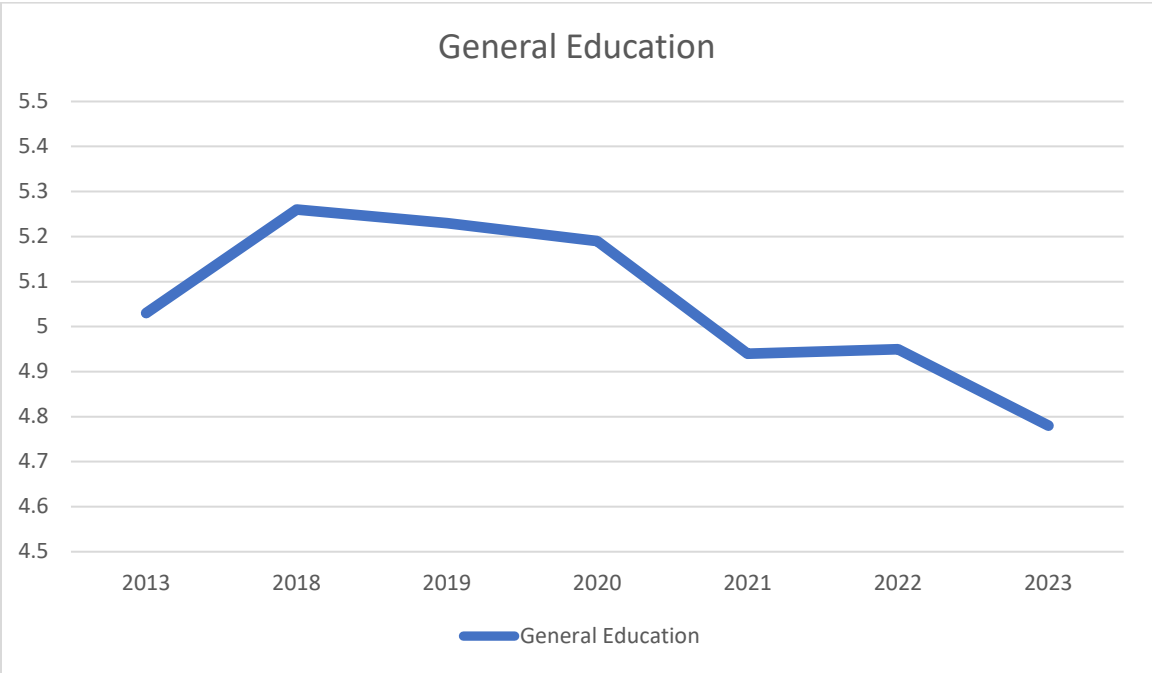
How satisfied are you with Bethel’s environment to help your spiritual growth?
 1 = very dissatisfied to 7 = very satisfied scale

The spiritual growth ratings have rebounded from the low ratings of 2021. Ratings in this area have been pretty stable. We had the exact same mean in 2023 as in 2013.

Thinking about your education at Bethel, how satisfied are you with:

Item	Year	% of CAS Students Satisfied or Very Satisfied	CAS Mean
Bethel’s Environment to help you in your Spiritual Growth	2023	57%	5.45
	2022	55%	5.32
	2021	50%	5.21
	2020	61%	5.54
	2019	57%	5.39
	2018	59%	5.41
	2013	59%	5.45

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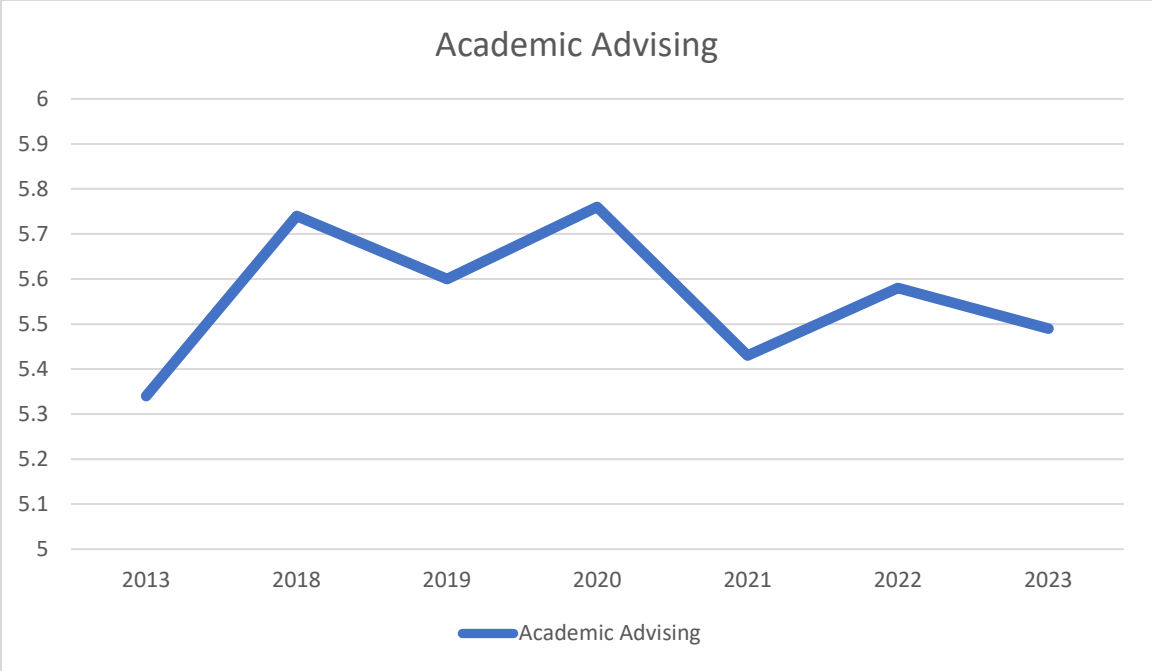
How satisfied are you with your General Education courses at Bethel?
 1 = very dissatisfied to 7 = very satisfied scale

Satisfaction with General Education hit an all-time low in 2023.

Thinking about your education at Bethel, how satisfied are you with:

Item	Year	% of CAS Students Satisfied or Very Satisfied	CAS Mean
General Education	2023	34%	4.78
	2022	41%	4.95
	2021	41%	4.94
	2020	49%	5.19
	2019	52%	5.23
	2018	51%	5.26
	2013	45%	5.03

1 = very dissatisfied to 7 = very satisfied scale



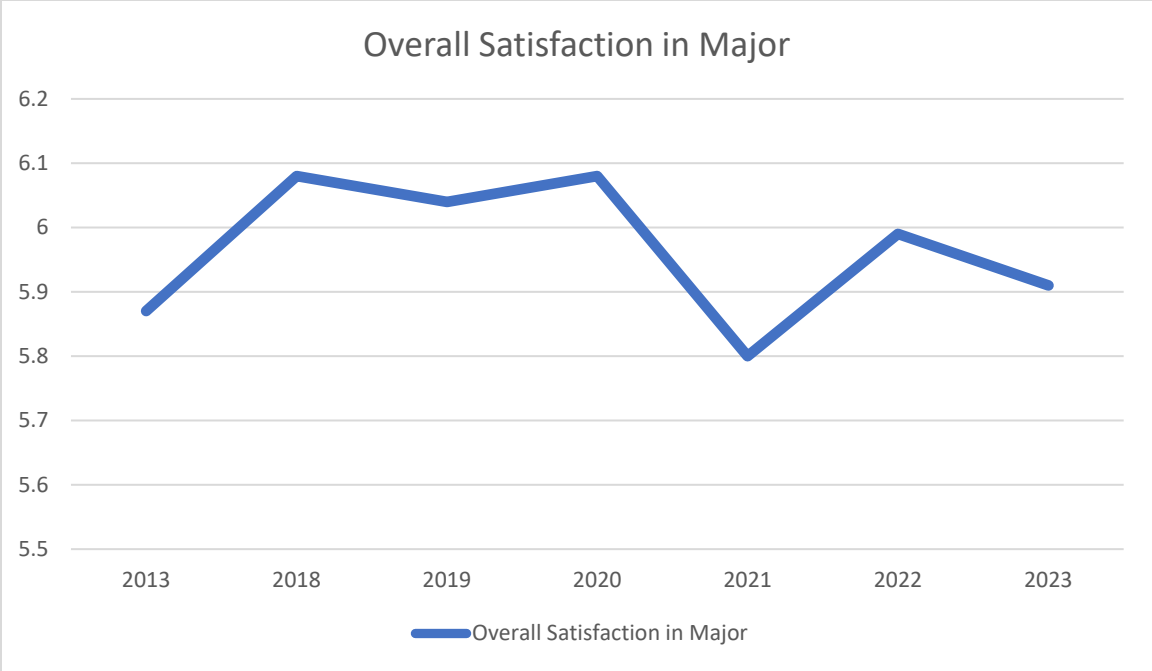
How satisfied are you with the academic advising you have received?
 1 = very dissatisfied to 7 = very satisfied scale

The academic advising ratings have decreased significantly since the peaks of 2018-2020. However, the current ratings are still better than 10-years ago.

Thinking about your education at Bethel, how satisfied are you with:

Item	Year	% of CAS Students Satisfied or Very Satisfied	CAS Mean
Academic Advising	2023	60%	5.43
	2022	62%	5.58
	2021	60%	5.43
	2020	69%	5.76
	2019	66%	5.60
	2018	68%	5.74
	2013	57%	5.34

1 = very dissatisfied to 7 = very satisfied scale



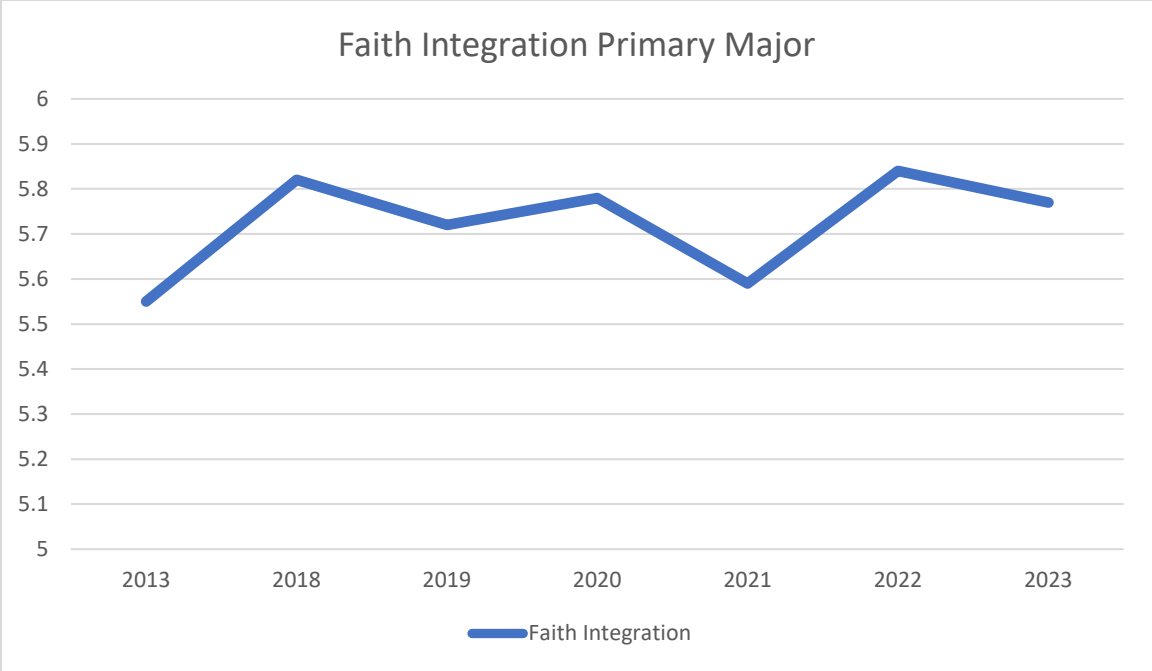
How satisfied are you with your overall educational experience in your primary major?
1 = very dissatisfied to 7 = very satisfied scale

Ratings for overall educational experience in the major have been fairly stable (low-point in 2021; a consistent theme).

Thinking about your education at Bethel, how satisfied are you with:

Item	Year	% of CAS Students Satisfied or Very Satisfied	CAS Mean
Overall educational experience in major	2023	76%	5.91
	2022	77%	5.99
	2021	75%	5.80
	2020	80%	6.08
	2019	81%	6.04
	2018	83%	6.08
	2013	75%	5.87

1 = very dissatisfied to 7 = very satisfied scale



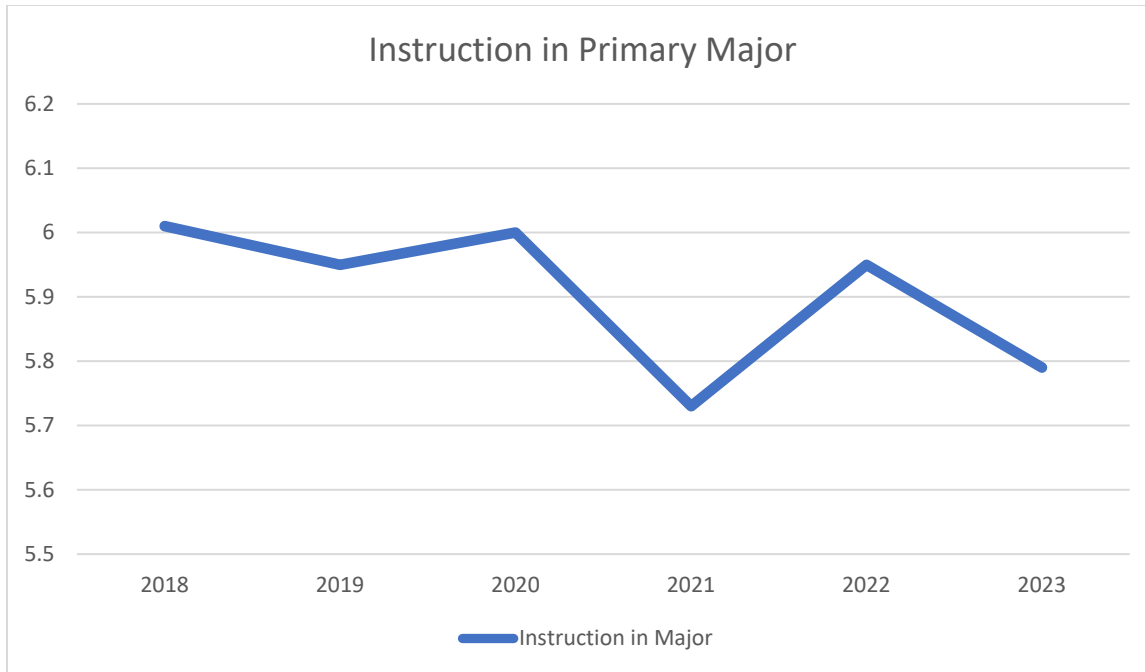
How satisfied are you with the faith integration you have experienced in the courses in your primary major? 1 = very dissatisfied to 7 = very satisfied scale

Faith integration ratings remain strong and are significantly higher than 10-years ago.

Thinking about your education at Bethel, how satisfied are you with:

Item	Year	% of CAS Students Satisfied or Very Satisfied	CAS Mean
Faith-integration in major courses	2023	72%	5.77
	2022	73%	5.84
	2021	65%	5.59
	2020	70%	5.78
	2019	69%	5.72
	2018	74%	5.82
	2013	62%	5.55

1 = very dissatisfied to 7 = very satisfied scale



How satisfied are you with the quality of instruction in the classes in your major?
1 = very dissatisfied to 7 = very satisfied scale

Ratings for instruction in the major were lower in 2021 and 2023. Given that 2022 ratings were strong, hopefully the 2021 and 2023 ratings were just aberrations.

Thinking about your education at Bethel, how satisfied are you with:

Item	Year	% of CAS Students Satisfied or Very Satisfied	CAS Mean
Instruction you received in your primary major	2023	72%	5.79
	2022	77%	5.95
	2021	70%	5.73
	2020	78%	6.00
	2019	78%	5.95
	2018	78%	6.01

1 = very dissatisfied to 7 = very satisfied scale

Note: this item was not on the 2013 version of the Campus Life Survey.

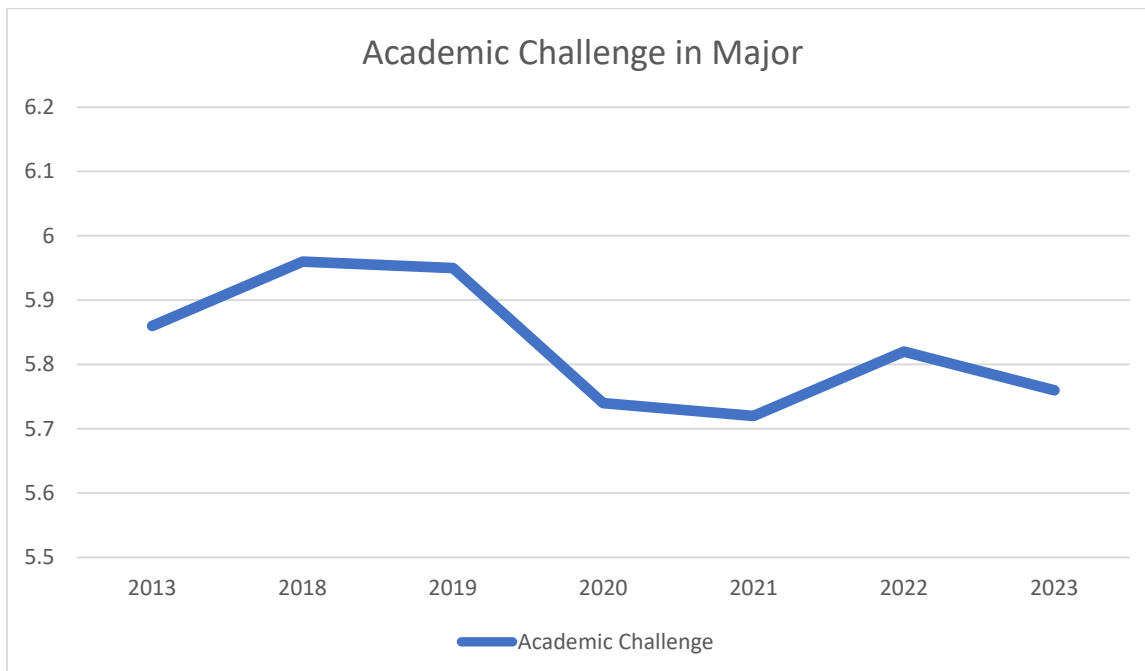
Academic Challenge. Current students are asked “Do you feel you were challenged enough academically in your primary major?” They respond to this item on a 1 (not at all) to 7 (definitely) scale.

Ratings for academic challenge have decreased since Covid-19. This is not too surprising given the accommodations that faculty were forced to make to adjust for online learning and distancing in classrooms.

Mean Ratings for the Item “Do you feel you were challenged enough academically in your primary major?” for Alumni and CAS Students by Year

	Year	Academic Challenge Mean Rating
CAS students	2013	5.86
	2018	5.96
	2019	5.95
	2020	5.74
	2021	5.72
	2022	5.82
	2023	5.76

1 = not at all, 7 = definitely



Support

Current students and alumni are asked “Do you feel you received enough support in your primary major or program?” They respond to this item on a 1 (not at all) to 7 (definitely) scale. Surprisingly, current students give lower ratings for support compare to alumni.

Academic support ratings have increased significantly since 2021.

Mean Ratings for the Item “Do you feel you received enough support in your primary major or program?” for Alumni and CAS Students

	Year	Support Mean Rating
CAS students	2018	5.78
	2019	5.68
	2020	5.63
	2021	5.52
	2022	5.71
	2023	5.72

1 = not at all, 7 = definitely

Note: This item was not on the 2013 survey

