



## Satisfaction-Priorities Web Surveys Online Setup Instructions

To access your survey administration page log in at <https://client.ruffalonl.com/myruffalonl/logon/>. Don't worry if you have not received or if you have forgotten your password – just click the link “Forgot your Login”, *enter the email address used for the confirmation, and your password will be sent to you instantly.*

*At my Home within your my Applications box you will find the Satisfaction-Priorities Web Surveys icon. Click on the button and either you are taken directly into the Administration or you can select the active administration for the survey you will be working from.*

For a quick video tutorial on the website, see: [Video Tutorial](#)

### Within the Administration Page, you will find:

**Dashboard:** Your Dashboard is a quick overview of your account. The end date, scheduled emails, and completion counts are all reflected here. As your survey activity gets underway, the completion count will populate and a line graph will present you with a visual display of the activity. Additionally, under Edit Administration, a ‘sample survey’ link is available. This link may be shared for testing purposes, but remember, this link will not capture responses.

**Audience:** Allows you to import your survey recipient file, export your student list (most commonly used to access the list of completed survey takers) or create anonymous passcodes (not assigned to any specific survey recipients).

**Survey Items:** Survey Items allow you to add/edit/remove your unique Satisfaction/Importance items, demographics items, or program/majors. Using the check boxes at the top of the page, you can view all survey items or your campus specific items.

**Email:** Allows you to setup email messages to be sent to your survey recipients. There is no additional costs to use this tool or for setting up any number of email messages. Sample email text can be found attached to your confirmation email or by using the email wizard within the Email button at your administration page. The bracketed items in your sample text are merge fields that will merge in the designated text when the email is sent.

**Sample:** Allows you to view the sample survey exactly as your survey recipients will see the survey.

### To start the survey:

**Load your survey recipient file ([VIDEO TUTORIAL](#))** (or create anonymous passcodes if you are not sending emails from the survey administration page). A recipient file containing email address, first name, last name must be loaded.

**Within the Audience button, select Import:** The Import button allows you to upload a survey recipient file. In order for your file to upload, you will create an excel file with the headers found in our template.

**Select Import Recipients:** You can download a template under the Audience – Import – Import Recipients button at your survey administration page.

	A	B	C	D	E	F	G
1	<b>Passcode</b>	<b>Primary Email *</b>	<b>First Name *</b>	<b>Last Name *</b>	<b>Secondary Email</b>	<b>Student Id</b>	<b>PhoneNo</b>
2		<a href="mailto:samplestudent1@RNL.com">samplestudent1@RNL.com</a>	Sample One First	Sample Last	<a href="mailto:ss@gmail.com">ss@gmail.com</a>		
3		<a href="mailto:samplestudent2@RNL.com">samplestudent2@RNL.com</a>	Sample Two First	Sample Last			
4		<a href="mailto:samplestudent3@RNL.com">samplestudent3@RNL.com</a>	Sample Three First	Sample Last		123456	3335556666

The file must be in this exact order and your header row must exactly match. If you are not uploading all the requested information, leave the header row but leave the column blank. If you are not uploading a passcode, a random passcode will be assigned to each individual. The items noted with ‘\*’ are required. Once your file is created, save the Excel file on your computer and use the Browse – Import button.

Note: the import process has been taking some time, but if it is spinning, it is working. Once completed, confirm that your ‘successfully’ loaded count matches your recipient file. If you have errors in your file, only reload the error output.

**Unassigned Passcodes:** If you do not plan on sending emails from the RNL administration page, you may create unassigned passcodes. The Unassigned Passcodes button allows you to create anonymous passcodes that are not assigned to any individuals. These passcodes can be used to distribute locally with the standard survey URL of: <https://survey.ruffalonl.com>.

**Setup your email messages. (VIDEO TUTORIAL)** Email messages must be setup in your survey administration page. Sample text is available via the attachment on your confirmation email as well as on your survey administration page.

Note: If applicable, register our domain address of @RuffaloNL.com with your technology department to avoid security settings; be sure to provide the dates emails are expected to come through. If your IT team request additional information, send an email to [StudentSuccesstech@RuffaloNL.com](mailto:StudentSuccesstech@RuffaloNL.com) and we are happy to pass along our documentation with additional information on whitelisting our IP addresses.

**Within the Email button, select Email Setup:**

Use the Email Setup button to create your email messages. You will want to be prepared with the following:

- *From Name* - the sender name the message appears to be coming from
- *Reply to email* - The email address replies from survey takers would be routed to should they click reply.
- *Subject* - short descriptor inviting survey takers
- *Send Date* -the send date for the communication
- *Email Message* - use the sample text provided in the create/edit tool or in the attachment to the confirmation letter.

The email invitation will contain a unique link with an embedded unique passcode taking the survey recipient directly to their reserved survey. In your email messages, the merge field of: {{surveylink}} must be present. This will ensure the survey recipients receives their personal URL. Emails are typically sent early to mid-morning, (depending on the day's volume).

**Customize your survey.** ([VIDEO TUTORIAL](#)) You have three ways to customize your survey at no charge. The three ways are Importance/Satisfaction Items, Demographics Questions and Programs/Majors. Responses are included in your standard reporting. You are welcome to customize the following items:

### Importance/Satisfaction Items:

Within the Survey Items button, select **Add New, Edit or Import Questions**, to add Satisfaction/Importance Items. Remember, these are items rated on the same importance and satisfaction scale as the standard items in the survey. You can add up to 10 items (20 for ASPs) with a 125 character limit per question. (Spaces are counted as characters).

The items may be added by using the copy/paste function from a document on file or by typing text directly into the fields. Or if you prefer to upload a file, you may create an Excel file with the following layout (a template is available on the Import Questions button):

	A
1	<b>Importance/Satisfaction Item*</b>
2	The Student Support staff are helpful.

### Demographic Questions:

Within the Survey Items button, select **Add New or Edit existing question**, to add Demographic Questions. Remember, these are questions or statements that provide up to six options for your recipients to select one response from. The demographic question allows for approximately 109 characters. Response fields accommodate approximately 50 characters. (Spaces are counted as characters)

The demographic may be added by using the copy/paste function from a document on file or by typing text directly into the fields.

### Program/Majors:

Within the Survey Items button, select **Add New, Edit or Import Questions**, to add a list of your Programs/Majors. This appears near the end of the survey as a dropdown list where the individual can select one response from the list of majors you provided. An unlimited list of your specific programs/majors can be uploaded. Both a four digit numeric code and the name of the program are required. The four digit code does not need to mean anything at your institution but it is the driver for our survey. If you have used codes in the past, we encourage you to use the same codes for this administration. The survey taker will not see the four digit codes, as only the 'program/major name' appears on the survey.

Program/Majors may be added by using the copy/paste function from a document on file or by typing text directly into the fields. Or if you prefer to upload a file, you may create an Excel file with the following layout (a template is available on the Import Questions button):

	A	B
1	4 Digit Code*	Program/Major*
2	1001	Accounting
3	1002	Elementary Education

**Review your email messages.** You may review your email messages once they have been loaded into your administration page (within the Email button, select Send Sample)

**Preview a copy of your survey.** Preview the survey once all customization is complete to confirm everything is as expected (Select the Sample button).

Once the above tasks are completed, you are ready to start. The survey will automatically launch on the scheduled date of your emails. After your survey has launched, we suggest that you login and periodically check your completion rates and demographic breakdown.

## Additional Information

**ADA Compliant** Ruffalo Noel Levitz is committed to complying with ADA standards. To accommodate those individuals with disabilities, there is link on the Welcome page of the survey to an ADA version of the survey.

**Best Practices:** Our best practices and suggestions for a successful online administration, can be found at: <https://client.ruffalonl.com/OnlineAdminResources>. There is also a brief recorded tutorial on this topic which can be found here: <https://client.ruffalonl.com/SatisfactionSurveyTutorials>.

**Mobile Capability:** All the satisfaction surveys have mobile capability. This requires no additional programming. The survey will automatically recognize the survey respondent is using a mobile device and route them to the mobile version of the survey.

**Frequently Asked Questions:** Attached to your confirmation email is another document titled Frequently Asked Questions. If you have questions or need additional assistance with any of the steps in the setup process, we encourage you to review this document for guidance.

**Billing/Results:** A notification will be sent via email when your results are ready, typically 5-10 days after the close of your administration. All billing occurs at this time based on the actual number of invited individuals and the actual number of completed surveys.

**Technical Support:** We are generally available to provide technical support between 8:30a.m. and 4:30p.m. Central Time, Monday through Friday. Please contact us with any questions. We look forward to working with you.

Your Satisfaction-Priorities Survey Online Administration Team  
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