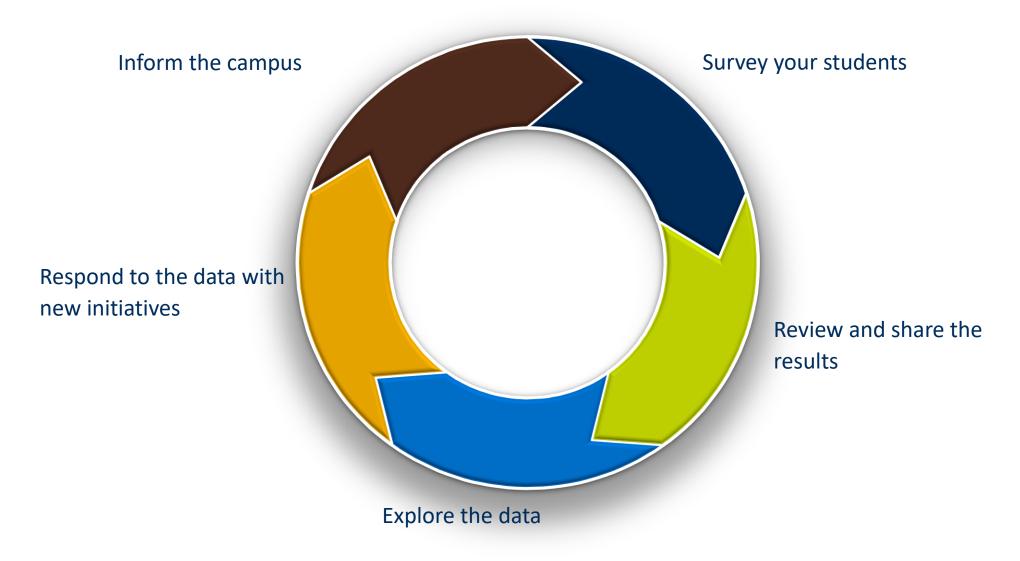
24 Month SPS Assessment Cycle Calendar

Most institutions gather student satisfaction data once every two years.

Use this document to guide your action steps between satisfaction assessments on your campus. The steps are color-coded to follow this recommended cycle of activity between survey administrations. There is one guide for fall administrations and another for spring surveys.



Fall Cycle

			Y	ear 1			Year 2						
	Aug- Sept.	Oct Nov	Dec- Jan	Feb- Mar	Apr- May	Jun- July	Aug- Sept.	Oct Nov	Dec- Jan	Feb- Mar	Apr- May	Jun- July	
Plan for your administration: make sure to review RNL best practices													
Survey your students: ensure that the appropriate reminders/messaging/advertisement occurs													
Review and share results: read the RNL Interpretive Guide; customize RNL Infographic template; share results with faculty, committees, administrators and students													
Review data by subpopulations and spend time analyzing the comments file													
Conduct focus groups													
Summarize focus groups findings; meet with departments and committees to brainstorm next steps													
Present data at fall kick-off meetings; identify leadership, committees, actions teams to develop response plans													
Act on initiatives with established timelines with a feedback loop on what action was taken and why; identify what will be done next; review upcoming tasks and accomplishments monthly													
Communicate with students (and their families) on actions that have been taken with the data													
Include an update of activities during fall kick- off meetings; coordinate with leadership and begin informing the campus of your upcoming survey plan; be sure to highlight what has been implemented since the last administration and to identify how the data will be used again through the next cycle; start over at the beginning of the cycle													

Spring Cycle

			Υe	ear 1				Year 2					
	Dec- Jan	Feb- Mar	Apr- May	Jun- July	Aug- Sept.	Oct Nov	Dec- Jan	Feb- Mar	Apr- May	Jun- July	Aug- Sept.	Oct Nov	
Plan for your administration: make sure to review RNL best practices													
Survey your students: ensure that the appropriate reminders/messaging/advertisement occurs													
Review and share results: read the RNL Interpretive Guide; customize RNL Infographic template; share results with faculty, committees, administrators and students													
Review data by subpopulations and spend time analyzing the comments file													
Conduct focus groups													
Summarize focus groups findings; meet with departments and committees to brainstorm next steps													
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