



Matching Satisfaction Survey Raw Data to Student Data

For a charge of \$100, RNL will match data uploaded into our system (typically email address, first name and last name) back to a raw data file. The charge for this is due to the manual process of matching the two files together. While we strive to provide exceptional service, we know that with anything manual there is always room for error. RNL will not match back any additional data to your raw data files. If you wish to match back additional data, you will need to do that on campus using the instructions which can be found on the second page of this document.

If you do not wish to incur the charge, instructions for matching uploaded data to your raw data file are included below:

Matching E-mail address, First Name and Last Name to Raw Data

1. Retrieve your raw data file from your SafeMail account and open in Excel using the instructions provided in your zipped folder.
2. Sort the file by passcode (at the end of the file).
3. Retrieve your list of completed students from your SPS Online Administration account page and open in Excel. Retrieve this list by using one of the following options:
 - a. You can download a list of those who have completed the survey, at your survey administration page. To do this:
 - i. Click on the Audience link on the left hand menu (recipients should already be highlighted)
 - ii. Set your filter to your appropriate population (Completed)

A screenshot of a web interface showing two filter sections. The first section is labeled "Complete Status" and has an information icon (i) followed by three radio button options: "All" (which is selected with a green checkmark), "Completed", and "Incomplete". The second section is labeled "Email Opt-out" and has an information icon (i) followed by three radio button options: "All" (which is selected with a green checkmark), "Yes", and "No".
 - iii. Select Export Recipients
 - iv. You will be prompted to open or save your Excel file.
 - b. Request this list from StudentSuccessTech@RuffaloNL.com
4. Sort by passcode.
5. Copy and paste the columns from your list of completed students to your raw data file.
6. Spot check to make sure the passcodes matched up properly.