



RNL Satisfaction and Priorities Surveys Quick Guide

RNL Client Portal

Your RNL SPS results live in the RNL Client Portal. There is nothing for you to download or save to your own computer. Whenever you would like to review your results, you will use your login to enter the RNL Client Portal.

One login is provided per institution. You will establish your password when you first login, using your institutional email address which has been associated with your account.

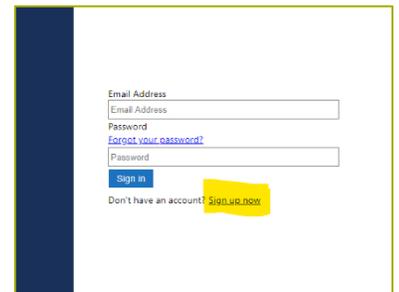
The first time you enter your email address, you will indicate you don't have an account, and click on "Sign up now". Here you will be prompted to receive a verification code to be sent to your email. Once you enter the verification code, you will be prompted to create a password.

If you plan to share your login to the RNL Client Portal with others on your campus, you may want to use a more generic password than you would for your own personal computer or account access.

Upon request, RNL can provide a second login for your institution to use. The email address must be a legitimate email for the authentication process.

Logging into the RNL Client Portal for the First Time

1. Using any browser, go to: <https://myportal.rnl.com/>
2. Click on 'Don't have an account? Sign up now'
3. Enter your email address in the **Email Address** field.
4. Click the blue button 'Send verification code.'
Within a few minutes you should receive an email from 'Microsoft on Behalf of RNL'. Copy the 6-digit code from the body of the email. Back on the login screen, enter the code into the **Verification code** field. Click the blue button 'Verify code'. You should see the message '*E-mail address verified. You can now continue*' above your email address.
5. Enter a password in the **New Password** box. The password must have at least 8-16 characters and contain at least 3 of the following:
 - a. Lowercase characters
 - b. Uppercase characters
 - c. Digits (0-9)
 - d. One or more of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ` ~ " () ; .
6. Enter the password again in the next box. Click the blue button 'Create'.

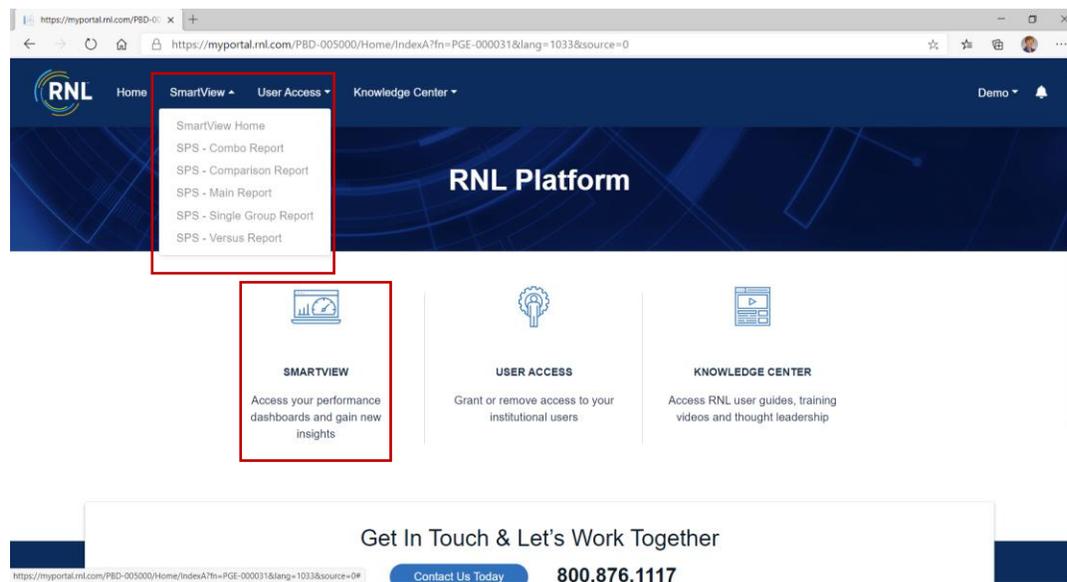


NOTE: If you see an error message after entering your password, close your browser, open it up again and go to <https://myportal.rnl.com/>. Use your email and password to log in.

SmartView Reports

IMPORTANT: Once you enter the portal, you will select the SmartView icon on the main screen, or use the SmartView drop down in the upper left corner to select the report format you would like to view.

Screenshot of the RNL Platform with SmartView access:



Report Formats Available in the SmartView of the RNL Client Portal

- **Main Report:** Compare your institution's survey results to the national comparison groups.
- **Year to Year Report:** Compare your most recent survey administration to a past administration. *Example:* Compare your spring 2021 results to your 2019 results.
- **Comparison Report:** Allows you to isolate the data by specific demographic subpopulations. Comparison Reports can help you to better understand the perceptions of subsets of your overall population. We recommend that identified subpopulations have a minimum of ten students represented in them. (Refer to the demographic tab in the main report to see the number of responses for each demographic variable).
- **Versus Report:** Compare two demographic subpopulations to each other. *Example:* Responses of males versus females. This report format is the only location where majors/programs can be isolated for review.
- **Single Group Report:** Allows you to isolate the data by a specific demographic subpopulation and compare it to the corresponding demographic population on the national level. This report provides the opportunity for you to compare the data for a particular population which may be a majority for you and not a majority in the overall national comparison group, isolating for both to see how your students match up externally. *Example:* your female students with female students at community colleges nationally.
- **Combo Report:** This report allows you to compare results from administrations of different survey types. *Example:* Compare SSI 2021 to IPS 2021. This report format is only provided for administrations that include either the IPS or the PSI.

Additional Deliverables

- **Data Exports of Calculated Data:** If you wish to export summarized data from the SmartView reports, click the three dot icon found in the top right corner of any table or graph. Click 'Export data' and choose either the .csv or .xlsx format.
- **Raw Data:** The raw data includes all of the individual responses to each survey item as well as all of the demographic responses. The raw data file is also the one place that provides the individual record identifier (i.e. student ID or unique online passcode). If needed, this field can be matched back to the file loaded into the SPS Web administration site, using the passcode for the crosswalk.
- **Open Ended Comments:** The open ended comments are captured with online administrations of the survey instruments and are delivered in their own Excel document.
- **Recommendation Scores:** The recommendation scores are captured with online administrations of the survey instruments and are delivered in their own Excel document.

Report Segments

The report segments are reflected in the tabs at the bottom of your screen.

Screenshot of the Tabs at the Bottom of the Main Report:



- **Home:** This is where you identify the data you want included in each report format. Select your data set under the Survey Name filter. You can select current or past administrations. The National Norms filter allows you to choose which group to use as the external comparison point for your data set. As available, regional norm groups may also appear under the National Norm options. **IMPORTANT:** For your report to populate correctly, be sure to select your data set AND a corresponding national norm group before navigating through the report segment tabs at the bottom of the page.
- **Demographics:** Here you will find a demographic overview of the individuals you surveyed. The results of your survey reflect the perceptions of the group that you surveyed, either a representative sample or a particular subset of your population which may be most represented in the results. It is important to know and to share on campus the demographic aspects of the students who were surveyed. The Demographic segment is also where you will see the number of students reflected in each variable to help you determine if the group is appropriate to isolate in a Comparison Report, Versus Report or Single Group Report.
- **Majors/Programs:** If the campus-defined item for the unlimited list of majors or programs was utilized by the institution, the responses are included here. If the survey was administered by paper, only the numeric indications are reflected and the detailed information will need retrieved from the campus contact.
- **Strategic Planning Overview:** The Strategic Planning Overview provides an executive summary of your results including the indication of your strengths and challenges. This section identifies the areas that matter most to your students, where you are meeting their expectations, and where you have room for improvement. It also highlights how you compare with your comparison group.
- **Scale Summary:** The items on each of the surveys have been analyzed statistically and conceptually to produce scale scores. The scales provide the big picture overview of what

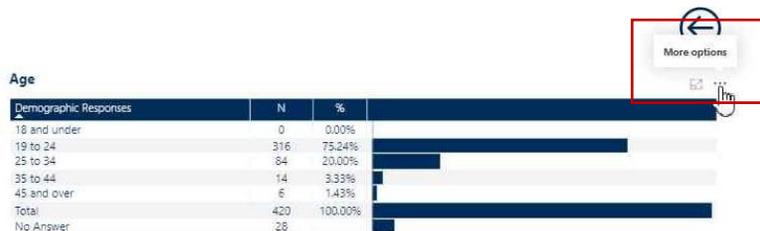
matters to your students. You can see the items that contribute to each scale by using the filter option in the Item Report.

- **Item Report:** The item scores reflect your students' responses to individual items on the survey. This report includes the standard items as well as any campus defined items rated for importance and satisfaction.
- **Item Percentage:** This segment reflects the percentage of students who indicated that the item was important or very importance (answer 6 or 7) and the percentage who said they were satisfied for very satisfied (answer 6 or 7) for all of the individual items on the survey, including both the standard and campus defined items.
- **Summary Report:** The summary report presents the average scores and the percentage of students who responded to each of the possible responses. This summary provides a good bottom line overview of how your students feel about their experience.

Data Exports of Calculated Data

If you wish to export summarized data from the SmartView reports, click the three dot icon found in the top right corner of any table or graph. Click 'Export data' and choose either the .csv or .xlsx format.

Screenshot of the Three Dot Icon in the Upper Right of the Tables:



The screenshot shows a table titled "Age" with columns for "Demographic Responses", "N", and "%". The table data is as follows:

Demographic Responses	N	%
18 and under	0	0.00%
19 to 24	316	75.24%
25 to 34	84	20.00%
35 to 44	14	3.33%
45 and over	6	1.43%
Total	420	100.00%
No Answer	28	

A red box highlights the "More options" menu icon in the top right corner of the table.

Screenshot of the Export Data Indicator:

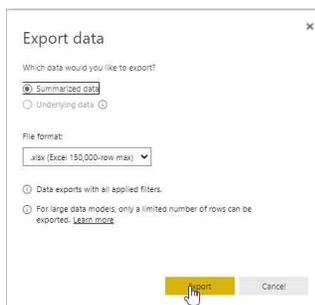


The screenshot shows the same "Age" table as above, but with the "Export data" menu open. The menu options are:

- Export data
- Show as a table
- Spotlight
- Sort descending
- Sort ascending
- Sort by

A red box highlights the "Export data" menu icon and the "Export data" option in the menu.

Screenshot of the Export Data Pop Up:



The screenshot shows the "Export data" dialog box with the following options:

Which data would you like to export?

Summarized data

Underlying data

File format:

.xlsx (Excel 150,000-row max)

Data exports with all applied filters.

For large data modes, only a limited number of rows can be exported. [Learn more](#)

Export Cancel

The Main Report

On the Home Page of the Main Report, select your data set under the Survey Name filter. You can select current or past administrations. The National Norms option allows you to choose which group to use as the external comparison point for your data set. As available, regional norm groups may also appear under the National Norm options.

IMPORTANT: For your report to populate correctly, be sure to select your data set AND a corresponding national norm group before navigating through the report segment tabs at the bottom of the page.

Screenshot of the Home Page of the Main Report:



The screenshot shows the 'Main Report' header in a dark blue banner. Below it, the 'Report Parameters' section includes three filter fields: 'Institution Name' with a dropdown showing 'RNL University', 'Survey Name' with a dropdown showing 'RNL University - SSI-Nov-2019', and 'National Norms' with a dropdown showing 'National Four-Year Privates (2019) - Southern Region'.

The Year to Year Report

The Year to Year Report format allow for easy comparison between the current survey administration and a previous survey administration. Please note that the report format only allows for the comparison of any two administrations, but you may generate multiple reports if you have more than two years of data on file within in the system.

On the Home Screen of the Year to Year Report select your current administration for the left column and your previous administration for the right column. *This is important so when you review the far right hand difference column, positive numbers will reflect where satisfaction has increased year over year.*

Screenshot of the Home Page for the Year to Year Report:



The screenshot shows the 'Year to Year Report' header in a dark blue banner. Below it, the 'Report Parameters' section includes three filter fields: 'Institution Name' with a dropdown showing 'Community College', 'Survey Administration (Left Column)' with a dropdown showing 'Community College - SSI - 3/2020-Mar 2020' and 'Community College - SSI - 4/2017-Apr 2017', and 'Survey Administration (Right Column)' with a dropdown showing 'Community College - SSI - 3/2020-Mar 2020' and 'Community College - SSI - 4/2017-Apr 2017'.

Comparison Reports

These reports are presented in a multiple column format with a column for the institution results as a whole and then multiple columns for the demographic subsets you have selected. *Example: Class level reporting.* **IMPORTANT:** The Strategic Planning Overview reflects the strengths and challenges for the data set as a whole and is not specific to any of the demographic subsets.

On the Home Screen of the Comparison Reports select your current administration and then select the demographic subpopulations that you want to review in the multiple columns. *It is recommended that you review subsets within a particular category.* Keep in mind that you may only want to select three or four demographic subpopulations to review at a time.

Screenshot of the Home Page for the Comparison Reports:

Comparison Reports

Institution Name: RNL University

Survey Administration: RNL University - SSF-Nov 2019

Demographics Filter:

- Age
- Class Level
 - Freshman
 - Junior
 - Senior
 - Graduate/Professional
- Current Class Load
- Current Enrollment Status
- Current GPA
- Current Residence
- Disabilities
- Educational Goal
- Employment
- Ethnicity/Race
- Gender
- Institution Was My
- Residence Classification

Versus Reports

The Versus Reports compare two demographic subpopulations to each other. *Example: Responses of males versus females.* **This report format is the only location where majors/programs can be isolated for review.**

The data are presented in the two column format, along with a column reflecting the satisfaction score difference and the statistical significance for the difference, letting you see where a subpopulation is significantly more or less satisfied than the subpopulation you are comparing it with. **IMPORTANT:** The gold star strengths and red flag challenges are reflected in the report and in the Strategic Planning Overview are for the subpopulation in the left column of the report.

On the Home Screen of the Versus Report select your current administration and then select the demographic subpopulations that you want to see in the left column and in the right column. *It is recommended that you review subsets within a particular category.*

Screenshot of the Home Page for the Versus Reports:

Versus Report

Institution Name: RNL University

Survey Administration: RNL University - SSF-Nov 2019

Demographic List (Left):

- Age
- Class Level
- Current Class Load
- Current Enrollment Status
- Current GPA
- Current Residence
- Disabilities
- Educational Goal
- Employment
- Ethnicity/Race
- Gender
- Group Codes
- Institution Was My
- Residence Classification

Demographic List (Right):

- Age
- Class Level
- Current Class Load
- Current Enrollment Status
- Current GPA
- Current Residence
- Disabilities
- Educational Goal
- Employment
- Ethnicity/Race
- Gender
- Group Codes
- Institution Was My
- Residence Classification

Demographic Responses (Left):

- Female
- Male

Demographic Responses (Right):

- Female
- Male

Single Group Reports

These reports allow you to compare a single demographic group to the same demographic group nationally. *Example:* your female students compared with female students nationally. These reports are two-column reports. **IMPORTANT:** The gold star strengths and red flag challenges are reflected in the report and in the Strategic Planning Overview are for the single group subpopulation in the left column of the report.

On the Home Screen of the Single Group Report select your current administration and the appropriate national norm. Then select the demographic category and response for which you want to see the isolated data.

Screenshot of the Home Page for the Single Group Reports:

The screenshot shows the 'Single Group Reports' home page with the following selection options:

- Institution Name:** RNL University
- Survey Administration:** RNL University - SSI-Nov 2019
- Demographic List:**
 - Age
 - Class Level
 - Current Class Load
 - Current Enrollment Status
 - Current GPA
 - Current Residence
 - Disabilities
 - Educational Goal
 - Employment
 - Ethnicity/Race
 - Gender
 - Institution Was My
 - Residence Classification
- National Norms:**
 - National Four-Year Privates (2019)
 - National Four-Year Privates (2019) - Southern Region
- Demographic Responses:**
 - Gender-Female
 - Gender-Male

Combo Reports

This report format is only provided for administrations that include the Institutional Priorities Survey (IPS) or the Parent Satisfaction Inventory (PSI). This report allows you to compare administrations of different survey types. *Example:* SSI 2021 with IPS 2021.

On the Home Screen of the Combo Report select your current student administration (SSI, ASPS) for the right column of data and the appropriate IPS or PSI administration for the left column of data.

Next Steps

1. Review the full-length SPS Interpretive Guide for additional guidelines on reviewing and interpreting your results. The Guide also includes tips and tricks for getting the most out of your data.
2. Spend time with the additional resources available on the RNL SPS Client Resources site.
3. Request a **free** one-hour report review to discuss your data with an experienced RNL consultant. Contact Julie.Bryant@RuffaloNL.com for more information.