



RNL Satisfaction and Priorities Surveys Quick Guide

RNL Client Portal

Your RNL SPS results live in the RNL Client Portal. Whenever you would like to review your results, you will use your login to enter the RNL Client Portal. You also have the option to download the tables from the reports into Excel documents to save to your own computer.

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

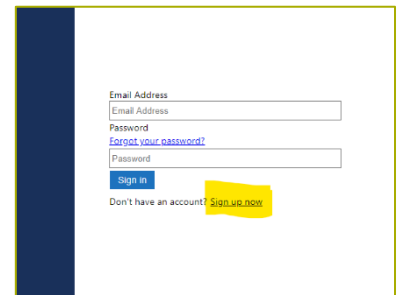
The first time you enter your email address, you will indicate you don't have an account, and click on "Sign up now". Here you will be prompted to receive a verification code to be sent to your email. Once you enter the verification code, you will be prompted to create a password.

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 account access.

Upon request, RNL can provide additional logins for your institution to use. (Typically no more than three per institution) 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'.

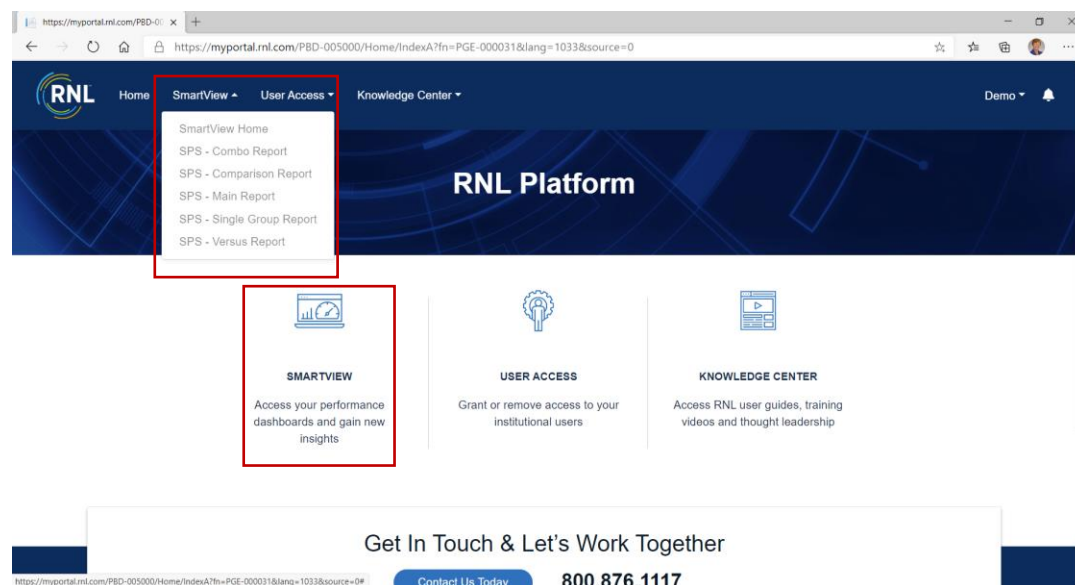


NOTE: If you see an error message after entering your password, close your browser, open it up again, and go to <https://myportal.rnl.com/>. Use your email and password to log in.

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:



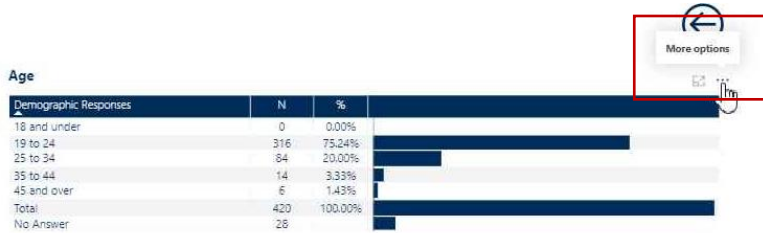
Report Formats Available in the SmartView of the RNL Client Portal

- **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 2023 results to your 2021 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. From the same administration or at a year-to-year comparison. *Example:* Responses of males versus females or Females 2023 versus Females 2024. This report format is the best location where majors/programs and campus-defined demographic items 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 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 2023 to IPS 2023. This report format is only provided for administrations that include the IPS.

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 the data with the current format.

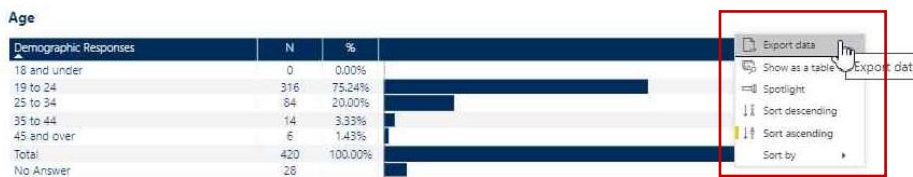
Screenshot of the Three Dot Icon in the Upper Right of the Tables:



Age

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	

Screenshot of the Export Data Indicator:




Age

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	

Screenshot of the Export Data Pop-Up:


Which data do you want to export? ×

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more about exporting data](#)




Data with current layout

Export this data in the same layout you see now, but without any icons, colors, or other formatting you added.



Summarized data

Export the summarized data used to create your visual (for example, sums, averages, and medians).



Underlying data

The report author turned off this option

File format:

Note: To assist you, RNL has developed an Excel template for the reporting format located on the [SPS Client Resources](#) site: [SPS SmartView Export Template.xlsx \(live.com\)](#). Export the data, copy, and paste from the data.xlsx document into the template for each table.

The Main Report

Begin the exploration of your results in 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:

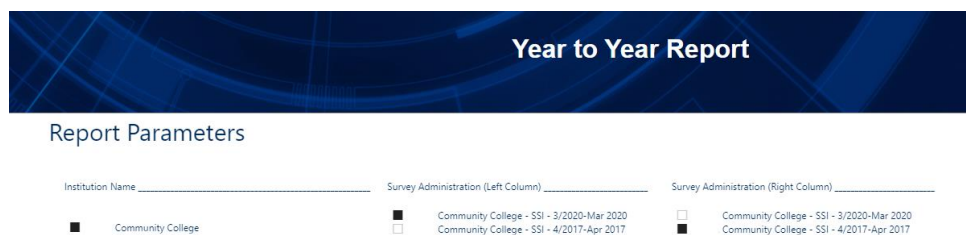


The Year to Year Report

The Year to Year Report format allows 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 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 that 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:



Versus Reports

The Versus Reports compare two demographic subpopulations to each other. *Example:* Responses of males versus females or Females 2023 versus Females 2024. **This report format is the best location to isolate the results for our campus-defined items and your majors/programs.**

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 for the subpopulation in the left column of the report. Two Executive Summary tabs are provided: one for the subpopulation in the left column and another for the subpopulation in the right column. Be sure to review your results carefully based on your selections.

On the Home Screen of the Versus Report select your current administration from the Demographic List (left) and then select the demographic subpopulations that you want to see in the left column. From there you want to select the administration from the Demographic List (Right) and then select the demographic subpopulations that you want to see in the right column. With the versus report you can compare demographics within one administration or year-to-year. *It is recommended that you review subsets within a particular category.*

Screenshot of the Home Page for the Versus Reports:

Versus Report Please be sure to make a selection from each section below

☰

Institution Name _____ Survey Type _____ Survey Administration _____ Survey Administration _____

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ASPS
 IPS
 PSI
 PSOL
 SSI

Demo - PSOL - Aug 2021
 Demo SSI 21R - Sep 2021
 Demo SSI 21R B - Mar 2021
 Demo SSI 41R B - Apr 2021
 RNL - SSI 41R Sample 08/2021-Aug 2021
 RNL - SSI 41R 2019-Jan 2019

Demo - PSOL - Aug 2021
 Demo SSI 21R - Sep 2021
 Demo SSI 21R B - Mar 2021
 Demo SSI 41R B - Apr 2021
 RNL - SSI 41R Sample 08/2021-Aug 2021

Demographic List (Left) _____ Demographic List (Right) _____

Age
 Campus Item 1
 Campus Item 2
 Child's Class Level
 Child's Employment
 Child's Ethnicity/Race
 Child's Gender
 Child's GPA

Age
 Campus Item 1
 Campus Item 2
 Child's Class Level
 Child's Employment
 Child's Ethnicity/Race
 Child's Gender

Demographic Responses (Left) _____ Demographic Responses (Right) _____

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. *It is also important to note that the Strategic Planning Overview reflects the strengths and challenges of 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.* For example, select the class-level responses to compare results for freshmen, sophomores, juniors, and seniors in one report. Keep in mind that the real estate space for the columns on your screen is limited, so 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:

Single Group Reports

These reports allow you to compare a single demographic group to the same demographic group nationally. For example, you can look at the perceptions of Hispanic students at your institution compared with Hispanic students at your type of institution nationally. These reports are two-column reports, and the guidelines provided previously for reviewing your general campus report apply. **IMPORTANT:** The gold star strengths and red flag challenges are reflected in the report and in the Strategic Planning Overview for the single 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:

Combo Reports

This report format is only provided for administrations that include the Institutional Priorities Survey (IPS). This report allows you to compare administrations of different survey types.

Example: SSI 2023 with IPS 2023.

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 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.
2. Spend time with the SPS Guide: Sharing and Using Your Results for suggestions on the best ways to communicate the feedback from your students and to take actions to improve the student experience.
3. Explore the additional resources available on the RNL [SPS Client Resources](#) site.
4. Request a **free** one-hour report review to discuss your data with an experienced RNL consultant. Contact Julie.Bryant@RuffaloNL.com for more information.

For More Information:

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Download this document from this location: www.RuffaloNL.com/SPSClientResources

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