



Completed	SPS Admin	Task
<input type="checkbox"/>	Preparing (not in SPS admin)	Spend time on our Resource page (https://RuffaloNL.com/OnlineAdminResources). Here you will find our templates and individual video tutorials. At minimum, review: <ul style="list-style-type: none">• Users Guide (review the table of contents) – this is a must have resource!• SPS Admin Video Tutorial• Middle section of the page with more details for the items outlined below
<input type="checkbox"/>	Planning (not in SPS admin)	The bulk of your time should be spent in the planning phase. Determine what you will do to achieve your desired completion rates. Simply sending emails from SPS admin won't do it. Be sure to review our Multi-Touch Plan resource (on our resource page) and consider incentives.
<input type="checkbox"/>	Audience	Use our template (available on the resource page or in SPS admin) to upload a student file containing email address, first name, last name, and passcode (optional). If you plan on doing any local communications, be sure to upload a passcode in the passcode column of the template (Student ID or student email address). If you will ONLY be sending emails via the SPS Admin, you do not need to include a passcode, as one will be randomly assigned and included in the personal URL each student receives.
<input type="checkbox"/>	Survey Items	Update your survey customization. This includes: <ul style="list-style-type: none">• 10 campus defined items – 10 positive statements (20 for ASPSP) that may be rated on importance and satisfaction (125 character limit per question). Use our template for upload (on our resource page and SPS admin)• Demographic questions – up to two multiple choice questions or statements that provide up to 15 (NEW!!) options to select one response from. (Character restrictions: 109 characters per question and 40 characters per response).• Program/majors – we highly suggest you take advantage of this customization so you have the potential to slice the results by the responses! Use our template for the upload (on our resource page and SPS admin).
<input type="checkbox"/>	Email	Determine how you will distribute your survey. You can use one or both of the following methods but if you plan to use both, be sure to upload a passcode in your student file. <ul style="list-style-type: none">• Distribute personal URL links (typically done via email distribution from SPS admin). RNL will NOT send any emails on your behalf unless you have scheduled emails with send dates within the Email section (not Email Administration) of your admin page. Sample email templates are available for your review (on resource page). Avoid SPAM by sharing our Whitelisting documentation with your IT. The send date noted on your invitation email will launch (start) your survey. Emails are sent at 9AM Central.• Distribute a survey specific URL used in conjunction with a passcode. This requires you upload a passcode in your survey recipient file (in the passcode column). The passcode could be Student ID or student email address. The survey specific URL can be turned into a QR code for promotional material.
<input type="checkbox"/>	Dashboard	Modify your survey End Date to meet your survey timeline. You can also adjust your survey introduction (first page students see when taking the survey) or survey thank you (page students see after completing the survey) and find your Survey URL (to be used in conjunction with a passcode). When your survey is live, you can monitor your response rate in the Dashboard.
<input type="checkbox"/>	Sample	Before launching, be sure to preview your survey and ensure all your customization appears as expected.

StudentSuccessTech@RuffaloNL.com is happy to help with the setup of your survey, but you will need to organize and include all requirements (preferably in our templates). This includes the exact email text/customization you want to use.