



The suggested timeline below is designed to help RMS clients survey their students at the appropriate time and set a guideline of when they should be reviewing and sharing the results. Each step of the process is important and should not be forgotten. With that in mind, if you have a different timeline in place that works well for you and your campus, stick with it! If you have additional questions, feel free to contact us at:

- **RMS Subject Matter Expert:** [Brandi Phillips](#) or [Laura Breckner](#)
- **RMS Data Center Resource:** StudentSuccessTech@RuffaloNL.com

Item	Suggested Timeline	Additional Resource
Order Surveys	April	Orders can be placed at http://www.ruffalonl.com/orderRMS . About a week after your order is placed, we will set up your survey. After setup, you can customize your survey.
CSI Survey Customization	April-May	Data Center Documents – See Survey Customization (custom grouping fields, securing access of reports, custom questions and custom report narrative text).
Consider Campus System Integration	April-May	Data Center Documents – See Account Setup. RNL offers individual reports and/or a file can be posted to an RNL SFTP site specific to your institution. You can retrieve reports from this SFTP site for posting into your campus system. Contact RNL to start the SFTP site setup.
Advisor Training	July-August	Resource Webpage – Includes materials to assist with training your advisors/success coaches. Contact Us if you are interested in purchasing a training.
Upload CSI Student File	Prior to Implementation	Data Center Documents – See Recipient File to track students that have not completed the survey.
Implement CSI Survey	June-August	Resource Webpage - We have many implementation options but would suggest aligning with a required activity, such as a pre-enrollment check-list, in orientation or an in-class assignment. Your goal should be 100% completion. See Survey Distribution for more information.
Upload CSI Student File	Post Administration	Data Center Documents – You can upload your original file again. This will help update any records that were incorrectly updated by your students.
Advisor/Student Interaction	August-September	Resource Webpage – Includes materials to assist your advisors/success coaches with student interactions and interpreting the reports.
CSI Data Review	September-October	Resource Webpage - Be sure to review our Data Review Webinar recording or schedule time with a consultant.
Distribute Student Lists with Key Departments	September	Resource Webpage – See recommended lists to pull. These lists allow you to collaborate with different departments on campus for workshops or outreach.
Share your Results	September-December	Resource Webpage – Populate our infographics to ensure the data you are capturing is being seen by other departments!
Implement CSI to Spring Admits	January-February	You can simply add your spring admits to your existing survey administration. Be sure to have conversations with them post survey completion.

Key MYSA Timeline Items

	Suggested Timeline	Additional Resource
MYSAs Survey Customization	October	Data Center Documents – See Survey Customization (custom grouping fields, securing access of reports, custom questions, and custom report narrative text).
Implement MYSA Survey	November-December	Resource Webpage - We have many implementation options but would suggest aligning with a required activity, such as an in-class assignment. Your goal should be 100% completion.
Advisor/Student Interaction	December-January	Resource Webpage – Includes materials to assist your advisors/success coaches with student interactions and interpreting the reports.
Distribute Student Lists with Key Departments	January-February	Pull list to share across campus and summarize your data so others are aware of all the good things you are doing.
Share your Results	January-February	Resource Webpage – Populate our infographic to ensure the data you are capturing is being seen by other departments!

Key SYSA Timeline Items

	Suggested Timeline	Additional Resource
SYSA Survey Customization	March	Data Center Documents – See Survey Customization (custom grouping fields, securing access of reports, custom questions and custom report narrative text).
Upload SYSA Student File	April	Data Center Documents – See Uploading Student Records to track students that have not completed the survey.
Implement SYSA Survey	April-June	Resource Webpage - We have many implementation options but would suggest aligning with a required activity, such as an in-class assignment. Your goal should be 100% completion.
Advisor/Student Interaction	April-September	Resource Webpage – Includes materials to assist your advisors/success coaches with student interactions and interpreting the reports.
Share your Results	July On	Pull list to share across campus and summarize your data so others are aware of all the good things you are doing.