



# 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. Please contact [StudentSuccessTech@Ruffalonl.com](mailto:StudentSuccessTech@Ruffalonl.com) to request additional logins.

## 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'.

Email Address  
Email Address  
Password  
[Forgot your password?](#)  
Password  
Sign in  
Don't have an account? [Sign up now](#)

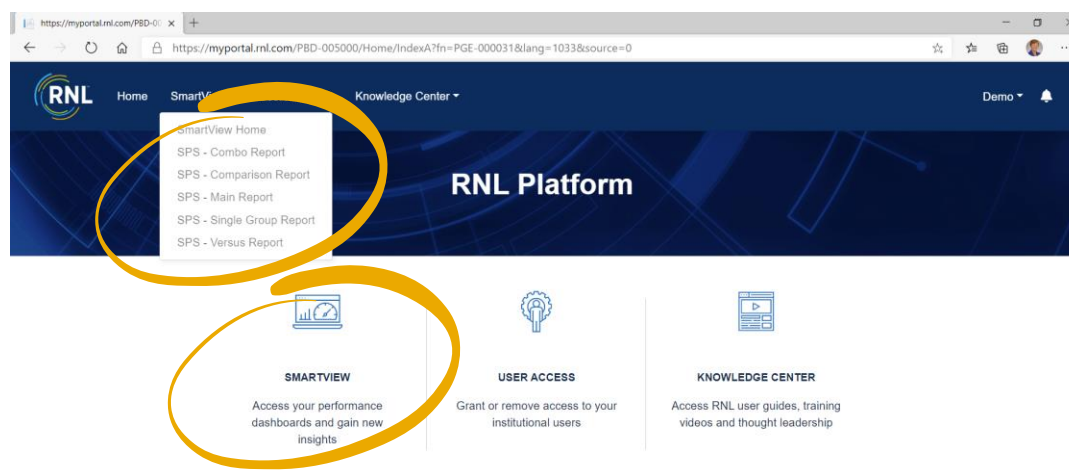


**NOTE:** If you see an error message, close your browser, open it up again, and go to <https://myportal.rnl.com/> (don't use a saved favorite). If the issue is not resolved, contact [StudentSuccessTech@Ruffalonl.com](mailto:StudentSuccessTech@Ruffalonl.com) with a screenshot and additional detail.

## 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.

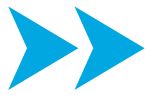
**Screenshot of the RNL Platform with SmartView access:**



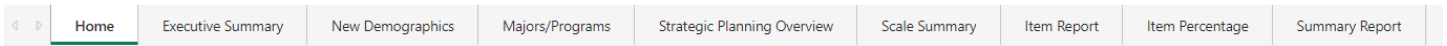
### Report Formats Available in the SmartView of the RNL Client Portal

- **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 2024 results to your 2022 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 (this includes combined multiple responses into one subpopulation) from the same administration or as a year-to-year comparison. *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 part-time students with part-time students at community colleges nationally.
- **Combo Report:** This report allows you to compare results from administrations of different survey types. *Example:* Compare SSI 2024 to IPS 2024. This report format is only provided for administrations that include the IPS.
- **Raw Data Download:** Allows you to download your raw data including open ended comments and net promoter score.

## Report Segments



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



## Report Export



If you wish to share your reports, the **Executive Summary** provides you with a view of the most critical information from your results. RNL has created a Executive Summary Export Template (found on the [Report Resource](#) page under the *SPS Report Export* section) to walk you through easily creating a PDF document of the Executive Summary tab that can be printed or saved.

## Data Exports of Calculated Data

If you wish to export summarized data from the SmartView reports:

1. Click the three-dot icon found in the top right corner of any table or graph
2. Click 'Export data'
3. Choose the data with the current format.
4. Select Export

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	

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**

File format:

.xlsx (Excel 150,000-row max) ▾

### KEY RESOURCES START HERE

- SPS REPORT LOGIN & QUICK GUIDE
- SPS INTERPRETIVE GUIDE
- SPS USE & SHARE GUIDE
- SPS REPORT EXPORT**
- SPS REPORT REVIEW

To keep the formatting (including colored icons), copy your export into the template available within the SPS Client Resource pages.

Within the Client Portal you have two different methods for exporting your data.

**Executive Summary:** This high-level overview of your key data points is a great way to share your data across campus. Our video tutorial will walk you through a few quick steps for taking screenshots that are easily shared.

**Excel file:** Populate our Excel template with your data via a fast and easy export. Our video tutorial explains the process.

## Report Formats:

### 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 screenshot shows the 'Main Report' header with a blue background. Below it is the 'Report Parameters' section. It contains three filter fields: 'Institution Name' with a dropdown menu showing 'RNL University'; 'Survey Name' with a dropdown menu showing 'RNL University - SSI-Nov-2019'; and 'National Norms' with a dropdown menu showing 'National Four-Year Privates (2019)' and 'National Four-Year Privates (2019) - Southern Region'.

### 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:

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

## Versus Reports

Compare two demographic subpopulations to each other (this includes combined multiple responses into one subpopulation) from the same administration or as a year-to-year comparison. **This report format is the best location where majors/programs and campus-defined demographic items can be isolated for review.** *Examples:*

- Males vs. Females
- Females 2023 versus Females 2024
  - Nursing vs. Education
  - Freshman and Sophomore vs. Juniors and Seniors

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. 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 administration from the Survey Administration, left and right columns. Either for the same administration, or to compare across different survey administration years. With the versus report you can compare demographics within one administration or as year-to-year comparisons.

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

☰


<p><b>Institution Name</b> _____</p> <p>🔍 Ruffalo</p> <p><input checked="" type="checkbox"/> Ruffalo Noel Levitz</p>	<p><b>Survey Type</b> _____</p> <p>🔍 Search</p> <p><input type="checkbox"/> ASPS</p> <p><input type="checkbox"/> IPS</p> <p><input type="checkbox"/> PSI</p> <p><input type="checkbox"/> PSOL</p> <p><input checked="" type="checkbox"/> SSI</p>	<p><b>Survey Administration</b> _____</p> <p>🔍 Search</p> <p><input type="checkbox"/> Demo SSI 2YR - Sep 2021</p> <p><input type="checkbox"/> Demo SSI 2YR B - Mar 2021</p> <p><input type="checkbox"/> Demo SSI 4YR B - Apr 2021</p> <p><input type="checkbox"/> RNL - SSI 4YR Sample 08/2021-Aug 2021</p> <p><input checked="" type="checkbox"/> Demo - SSI 4YR 2023-Jan 2023</p> <p><input type="checkbox"/> mapreptest-Oct 2023</p>	<p><b>Survey Administration</b> _____</p> <p>🔍 Search</p> <p><input type="checkbox"/> Demo SSI 2YR - Sep 2021</p> <p><input type="checkbox"/> Demo SSI 2YR B - Mar 2021</p> <p><input type="checkbox"/> Demo SSI 4YR B - Apr 2021</p> <p><input type="checkbox"/> RNL - SSI 4YR Sample 08/2021-Aug 2021</p> <p><input checked="" type="checkbox"/> Demo - SSI 4YR 2023-Jan 2023</p> <p><input type="checkbox"/> mapreptest-Oct 2023</p>
--	--	---	---

Next, select the demographic category you want to select subpopulations from for the left and right columns. *It is recommended that you review subsets within a particular category.*


<p><b>Demographic List (Left)</b> _____</p> <p>🔍 Search</p> <p><input type="checkbox"/> Age</p> <p><input type="checkbox"/> Campus Item 1</p> <p><input checked="" type="checkbox"/> Class Level</p> <p><input type="checkbox"/> Current Class Load</p> <p><input type="checkbox"/> Current Enrollment Status</p> <p><input type="checkbox"/> Current GPA</p> <p><input type="checkbox"/> Current Residence</p> <p><input type="checkbox"/> Disabilities</p> <p><input type="checkbox"/> Educational Goal</p> <p><input type="checkbox"/> Employment</p>	<p><b>Demographic List (Right)</b> _____</p> <p>🔍 Search</p> <p><input type="checkbox"/> Age</p> <p><input type="checkbox"/> Campus Item 1</p> <p><input checked="" type="checkbox"/> Class Level</p> <p><input type="checkbox"/> Current Class Load</p> <p><input type="checkbox"/> Current Enrollment Status</p> <p><input type="checkbox"/> Current GPA</p> <p><input type="checkbox"/> Current Residence</p> <p><input type="checkbox"/> Disabilities</p> <p><input type="checkbox"/> Educational Goal</p> <p><input type="checkbox"/> Employment</p>
--	---

Once the categories have been selected, you can then select the demographic population you want to review in the left and the right columns.

**Demographic Responses (Left)** \_\_\_\_\_


-  Search
- 
- Freshman
  - Sophomore
  - Junior
  - Senior
  - Special student
  - Other class level

**Demographic Responses (Right)** \_\_\_\_\_


-  Search
- 
- Freshman
  - Sophomore
  - Junior
  - Senior
  - Special student
  - Other class level

**Including multiple responses** in each subgroup column is possible. Under the “Demographic Response” section, you may hold down the \*CTRL key and select multiple demographic responses.

**Demographic Responses (Left)** \_\_\_\_\_

-  Search
- 
- Freshman
  - Sophomore
  - Junior
  - Senior
  - Special student
  - Other class level

**Demographic Responses (Right)** \_\_\_\_\_

-  Search
- 
- Freshman
  - Sophomore
  - Junior
  - Senior
  - Special student
  - Other class level

## Comparison Reports

These reports are presented in a multiple-column format with a column for the institution’s 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:

<b>Institution Name</b> _____ <input checked="" type="checkbox"/> RNL University	<b>Survey Administration</b> _____ <input checked="" type="checkbox"/> RNL University - SSI-Nov 2019	<b>Demographics Filter</b> _____ <input type="checkbox"/> Age <input checked="" type="checkbox"/> Class Level <input checked="" type="checkbox"/> Freshman <input checked="" type="checkbox"/> Junior <input checked="" type="checkbox"/> Senior <input type="checkbox"/> Graduate/Professional <input type="checkbox"/> Current Class Load <input type="checkbox"/> Current Enrollment Status <input type="checkbox"/> Current GPA <input type="checkbox"/> Current Residence <input type="checkbox"/> Disabilities <input type="checkbox"/> Educational Goal
---	---	--

## 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:

<b>Institution Name</b> _____ <input checked="" type="checkbox"/> RNL University	<b>Survey Administration</b> _____ <input checked="" type="checkbox"/> RNL University - SSI-Nov 2019	<b>Demographic List</b> _____ <input type="checkbox"/> Age <input type="checkbox"/> Class Level <input type="checkbox"/> Current Class Load <input type="checkbox"/> Current Enrollment Status <input type="checkbox"/> Current GPA <input type="checkbox"/> Current Residence <input type="checkbox"/> Disabilities <input type="checkbox"/> Educational Goal <input type="checkbox"/> Employment <input type="checkbox"/> Ethnicity/Race <input checked="" type="checkbox"/> Gender <input type="checkbox"/> Institution Was My <input type="checkbox"/> Residence Classification
<b>National Norms</b> _____ <input checked="" type="checkbox"/> National Four-Year Privates (2019) <input type="checkbox"/> National Four-Year Privates (2019) - Southern Region		<b>Demographic Responses</b> _____ <input checked="" type="checkbox"/> Gender-Female <input type="checkbox"/> Gender-Male

## 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 2024 with IPS 2024.

**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.

## Raw Data Download

This report format allows you to download the survey raw data (importance 7, satisfaction 5, etc.). This file also includes the *open-ended comments* and *net promoter scores*.

You can analyze this data yourself in Excel or in other data management systems.

**On the Home Screen of the Raw Data Download** select your current student administration (one at a time), then scroll to the bottom and select Raw Data Download and then export as normal.

Refer to the [File Format documentation](#) on the SPS Client Resources site for directions on what each response represents.

## 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 action 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](mailto:Julie.Bryant@RuffaloNL.com) for more information.

## For More Information:

Ruffalo Noel Levitz.

Phone: 800-876-1117

Email: [StudentSuccessTech@RuffaloNL.com](mailto:StudentSuccessTech@RuffaloNL.com)

Website: [www.RuffaloNL.com](http://www.RuffaloNL.com)

Download this document from this location: [www.RuffaloNL.com/SPSClientResources](http://www.RuffaloNL.com/SPSClientResources)

All material in this document is copyright © by RNL, LLC. Permission is required to redistribute information from RNL, LLC. either in print or electronically. Please contact us at [ContactUs@RuffaloNL.com](mailto:ContactUs@RuffaloNL.com) about reusing material from this document.

Updated February 2025