Student Satisfaction Inventory (SSI) Survey Quick Guide

Instructions to access the full results

1. Using any browser, go to: https://myportal.rnl.com/
2. Username: vichungwa@tacomacc.edu; Password: Up4TITAN$

Once logged in, all the reports are located under the SmartView drop down on the main screen.

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 our institution's survey results to the national comparison groups.
- **Year to Year Report:** Compare our most recent survey administration to a past administration. *Example*: Compare our fall 2021 results to our 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 our overall population. Recommendation: Ensure 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 our students match up externally. *Example*: our female students with female students at community colleges nationally.

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 our survey reflect the perceptions of the group that you surveyed, either a representative sample or a particular subset of our 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 our results including the indication of our strengths and challenges. This section identifies the areas that matter most to our students, where you are meeting their expectations, and where you have room for improvement. It also highlights how you compare with our 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 our 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 our 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.

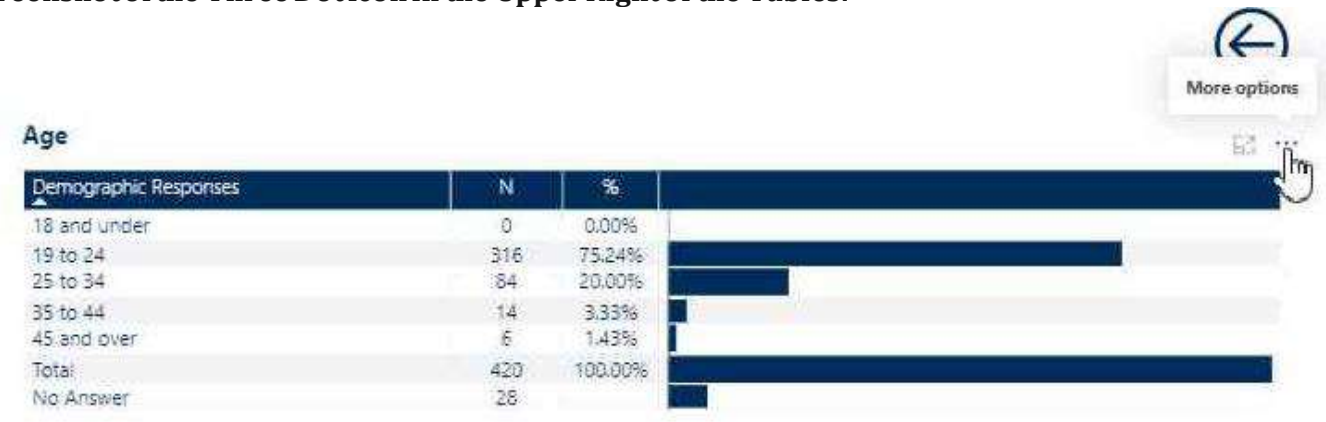
- **Item Percentage**: This segment reflects the percentage of students who indicated that the item was important or very importance (answer 6 or 7) and the percentage who said they were satisfied for very satisfied (answer 6 or 7) for all of the individual items on the survey, including both the standard 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 our students feel about their experience.

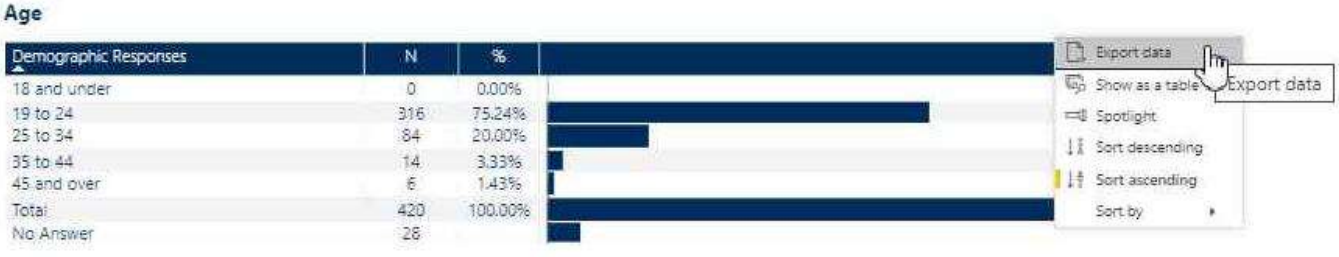
Data Exports of Calculated Data

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.

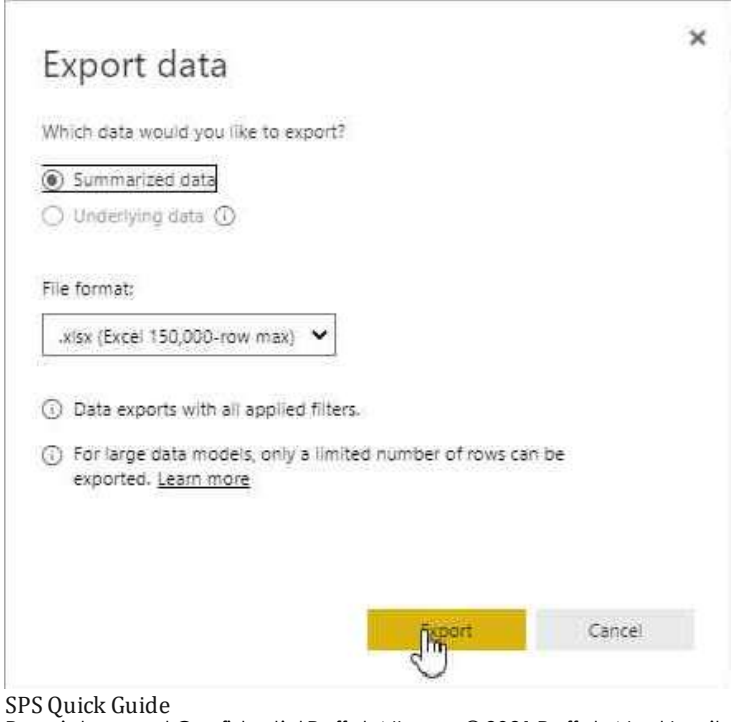
Screenshot of the Three Dot Icon in the Upper Right of the Tables:



Screenshot of the Export Data Indictor:



Screenshot of the Export Data Pop Up:



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 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 our current administration for the left column and our 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.* Please note that our previous administration to choose is the first one: Tacoma Community College – SSI – 1/2019-Jan 2019 as this reflects the results of our 2018 administration. The Dec 2018 reflects only the online survey results and not all the results.

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

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 our 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:

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 our 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:

Single Group Reports

These reports allow you to compare a single demographic group to the same demographic group nationally. *Example*: our 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 our 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: