Strength And Challenge

Strength
1. This institution has a good reputation.
2. My program advisor is accessible by telephone and e-mail.
3. Instructional materials are appropriate for program content.
4. Faculty provide timely feedback about student progress.
5. My program advisor helps me work toward career goals.
6. Tuition paid is a worthwhile investment.
7. Program requirements are clear and reasonable.
8. Student-to-student collaborations are valuable to me.
9. Adequate financial aid is available.
10. This institution responds quickly when I request information.
11. Student assignments are clearly defined in the syllabus.
12. There are sufficient offerings within my program of study.
13. The frequency of student and instructor interactions is adequate.
15. Channels are available for providing timely responses to student complaints.
16. Appropriate technical assistance is readily available.
17. Assessment and evaluation procedures are clear and reasonable.
18. Registration for online courses is convenient.
19. Online career services are available.
20. The quality of online instruction is excellent.
21. Adequate online library resources are provided.
22. I am aware of whom to contact for questions about programs and services.
23. Billing and payment procedures are convenient for me.
24. Tutoring services are readily available for online courses.
25. Faculty are responsive to student needs.
26. The bookstore provides timely service to students.
27. Campus item: Discussions with other students contribute to my learning.
28. Campus item: Faculty provide feedback I can use to improve my learning.
29. Campus item: Faculty make the relevance of the courses evident.
30. Campus item: Media is used effectively to convey course concepts.
31. Source of information: Catalog and brochures (printed)
32. Source of information: Catalog (online)
33. Source of information: College representatives
34. Source of information: Web site
35. Source of information: Advertisements
36. Source of information: Recommendation from instructor or program advisor
37. Source of information: Contact with current students and/or recent graduates of the program
38. Factor to enroll: Ability to transfer credits
39. Factor to enroll: Cost
40. Factor to enroll: Financial assistance available
41. Factor to enroll: Future employment opportunities
42. Factor to enroll: Reputation of institution
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The goal with the new SmartView reporting platform is that you login to the system and review your data on the fly. This gives you the ability to slice and dice your data as needed.

We have provided this template for your use to download and share your data.

A Video Tutorial is available for your review in addition to these instructions. It can be found at the link below.

Video Tutorial

1. Login to the SmartView Platform
2. Select the Main Report
3. Select your Survey Administration
4. Select your National Norm
5. At the bottom, review your demographics and majors so you have an understanding of your population
6. At the bottom, select Strategic Planning Overview
7. Select the ... to export your Strengths - copy and paste into the worksheet
8. Select the ... to export your Challenges - copy and paste into the worksheet
9. At the bottom, select Scale Summary
10. Select the ... to export your data - copy and paste into the worksheet
11. At the bottom, select Item Report
12. Select the ... to export your data - copy and paste into the worksheet
13. At the bottom, select Item Percentages
14. Select the ... to export your data - copy and paste into the worksheet
15. At the bottom, select Summary Report
16. Select the ... to export your data - copy and paste into the worksheet

You may also find it helpful to reflect your data into our Infographic documentation. We offer a one page overview or a PowerPoint Presentation that you may download.

More detail on how to export:
1. In the top right corner, select Export Data
2. Leave "Data with current layout" selected
3. Select Export
4. Open up the file
are easily understandable for your campus colleagues. These can be found at: www.RuffaloNL.com/SPSInfographic
<table>
<thead>
<tr>
<th>S/C</th>
<th>No</th>
<th>Item</th>
<th>vs. Comparison</th>
<th>Imp Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>★</td>
<td>2</td>
<td>My program advisor is accessible by email and telephone.</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>★</td>
<td>7</td>
<td>Program requirements are clear and reasonable.</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>★</td>
<td>10</td>
<td>This institution responds quickly when I request information.</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>★</td>
<td>17</td>
<td>Assessment and Evaluation procedures are clear and reasonable.</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>★</td>
<td>18</td>
<td>Registration for courses is convenient.</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>
## CPS PSOL Results May 2023 Challenges

<table>
<thead>
<tr>
<th>S/C</th>
<th>No</th>
<th>Item</th>
<th>vs. Comparison</th>
<th>Imp Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>3 Instructional materials are appropriate for program content.</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 Faculty provide timely feedback about student progress.</td>
<td>▼</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>20 The quality of online instruction is excellent.</td>
<td>▼</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>28 Campus item: Faculty provide feedback I can use to improve my learning.</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6 Tuition paid is a worthwhile investment.</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>Scale</td>
<td>Importance</td>
<td>Satisfaction</td>
<td>SD</td>
<td>Gap</td>
</tr>
<tr>
<td>------------------------</td>
<td>------------</td>
<td>--------------</td>
<td>----</td>
<td>-----</td>
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<tr>
<td>Academic Services</td>
<td>6.41</td>
<td>6.01</td>
<td>1.11</td>
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<td>Enrollment Services</td>
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<td>0.48</td>
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<td>Institutional Perceptions</td>
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<td>5.9</td>
<td>1.19</td>
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</tr>
<tr>
<td>Instructional Services</td>
<td>6.32</td>
<td>5.77</td>
<td>1.19</td>
<td>0.55</td>
</tr>
<tr>
<td>Student Services</td>
<td>6.37</td>
<td>6.02</td>
<td>1.18</td>
<td>0.35</td>
</tr>
<tr>
<td>No</td>
<td>Item</td>
<td>Importance %</td>
<td>Satisfaction %</td>
<td>Gap %</td>
</tr>
<tr>
<td>----</td>
<td>----------------------------------------------------------------------</td>
<td>--------------</td>
<td>----------------</td>
<td>-------</td>
</tr>
<tr>
<td>1</td>
<td>This institution has a good reputation.</td>
<td>84%</td>
<td>73%</td>
<td>11%</td>
</tr>
<tr>
<td>2</td>
<td>My program advisor is accessible by telephone and e-mail.</td>
<td>90%</td>
<td>82%</td>
<td>8%</td>
</tr>
<tr>
<td>3</td>
<td>Instructional materials are appropriate for program content.</td>
<td>94%</td>
<td>72%</td>
<td>22%</td>
</tr>
<tr>
<td>4</td>
<td>Faculty provide timely feedback about student progress.</td>
<td>91%</td>
<td>68%</td>
<td>23%</td>
</tr>
<tr>
<td>5</td>
<td>My program advisor helps me work toward career goals.</td>
<td>81%</td>
<td>62%</td>
<td>19%</td>
</tr>
<tr>
<td>6</td>
<td>Tuition paid is a worthwhile investment.</td>
<td>86%</td>
<td>64%</td>
<td>22%</td>
</tr>
<tr>
<td>7</td>
<td>Program requirements are clear and reasonable.</td>
<td>93%</td>
<td>75%</td>
<td>18%</td>
</tr>
<tr>
<td>8</td>
<td>Student-to-student collaborations are valuable to me.</td>
<td>46%</td>
<td>44%</td>
<td>2%</td>
</tr>
<tr>
<td>9</td>
<td>Adequate financial aid is available.</td>
<td>83%</td>
<td>62%</td>
<td>21%</td>
</tr>
<tr>
<td>10</td>
<td>This institution responds quickly when I request information.</td>
<td>90%</td>
<td>81%</td>
<td>9%</td>
</tr>
<tr>
<td>11</td>
<td>Student assignments are clearly defined in the syllabus.</td>
<td>89%</td>
<td>74%</td>
<td>15%</td>
</tr>
<tr>
<td>12</td>
<td>There are sufficient offerings within my program of study.</td>
<td>86%</td>
<td>67%</td>
<td>19%</td>
</tr>
<tr>
<td>13</td>
<td>The frequency of student and instructor interactions is adequate.</td>
<td>80%</td>
<td>63%</td>
<td>17%</td>
</tr>
<tr>
<td>14</td>
<td>I receive timely information on the availability of financial aid.</td>
<td>87%</td>
<td>76%</td>
<td>11%</td>
</tr>
<tr>
<td>15</td>
<td>Channels are available for providing timely responses to student complaints.</td>
<td>82%</td>
<td>65%</td>
<td>17%</td>
</tr>
<tr>
<td>16</td>
<td>Appropriate technical assistance is readily available.</td>
<td>87%</td>
<td>81%</td>
<td>6%</td>
</tr>
<tr>
<td>17</td>
<td>Assessment and evaluation procedures are clear and reasonable.</td>
<td>89%</td>
<td>80%</td>
<td>9%</td>
</tr>
<tr>
<td>18</td>
<td>Registration for online courses is convenient.</td>
<td>90%</td>
<td>80%</td>
<td>10%</td>
</tr>
<tr>
<td>19</td>
<td>Online career services are available.</td>
<td>80%</td>
<td>67%</td>
<td>13%</td>
</tr>
<tr>
<td>20</td>
<td>The quality of online instruction is excellent.</td>
<td>89%</td>
<td>63%</td>
<td>26%</td>
</tr>
<tr>
<td>21</td>
<td>Adequate online library resources are provided.</td>
<td>85%</td>
<td>73%</td>
<td>12%</td>
</tr>
<tr>
<td>22</td>
<td>I am aware of whom to contact for questions about programs and services.</td>
<td>86%</td>
<td>75%</td>
<td>11%</td>
</tr>
<tr>
<td>23</td>
<td>Billing and payment procedures are convenient for me.</td>
<td>90%</td>
<td>79%</td>
<td>11%</td>
</tr>
<tr>
<td>24</td>
<td>Tutoring services are readily available for online courses.</td>
<td>78%</td>
<td>72%</td>
<td>6%</td>
</tr>
<tr>
<td>25</td>
<td>Faculty are responsive to student needs.</td>
<td>90%</td>
<td>75%</td>
<td>15%</td>
</tr>
<tr>
<td>26</td>
<td>The bookstore provides timely service to students.</td>
<td>82%</td>
<td>84%</td>
<td>-2%</td>
</tr>
<tr>
<td>27</td>
<td>Campus item: Discussions with other students contribute to my learning.</td>
<td>59%</td>
<td>53%</td>
<td>6%</td>
</tr>
<tr>
<td>28</td>
<td>Campus item: Faculty provide feedback I can use to improve my learning.</td>
<td>90%</td>
<td>68%</td>
<td>22%</td>
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<tr>
<td>29</td>
<td>Campus item: Faculty make the relevance of the courses evident.</td>
<td>88%</td>
<td>68%</td>
<td>20%</td>
</tr>
<tr>
<td>30</td>
<td>Campus item: Media is used effectively to convey course concepts.</td>
<td>86%</td>
<td>74%</td>
<td>12%</td>
</tr>
<tr>
<td>31</td>
<td>Source of information: Catalog and brochures (printed)</td>
<td>56%</td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
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<td>66%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>Source of information: Web site</td>
<td>89%</td>
<td></td>
<td></td>
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<td>35</td>
<td>Source of information: Advertisements</td>
<td>45%</td>
<td></td>
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<td>36</td>
<td>Source of information: Recommendation from instructor or program advisor</td>
<td>77%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>Source of information: Contact with current students and / or recent graduates of the program</td>
<td>58%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>Factor to enroll: Ability to transfer credits</td>
<td>80%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>Factor to enroll: Cost</td>
<td>82%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>Factor to enroll: Financial assistance available</td>
<td>80%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>41</td>
<td>Factor to enroll: Future employment opportunities</td>
<td>74%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>Factor to enroll: Reputation of institution</td>
<td>80%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>Factor to enroll: Work schedule</td>
<td>88%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>Factor to enroll: Flexible pacing for completing a program</td>
<td>91%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>Factor to enroll: Convenience</td>
<td>91%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>Factor to enroll: Distance from campus</td>
<td>52%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>Factor to enroll: Program requirements</td>
<td>80%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>Factor to enroll: Recommendations from employer</td>
<td>58%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Summary</td>
<td>AnswerDescription</td>
<td>Institution</td>
<td>Space</td>
<td>National Norms</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------</td>
<td>-------------</td>
<td>-------</td>
<td>----------------</td>
</tr>
<tr>
<td>So far, how has your college experience met your expectations?</td>
<td>Total</td>
<td>5.10</td>
<td></td>
<td>5.210000038</td>
</tr>
<tr>
<td>1= Much worse than I expected</td>
<td>2%</td>
<td>2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2= Quite a bit worse than I expected</td>
<td>1%</td>
<td>1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3= Worse than I expected</td>
<td>8%</td>
<td>6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4= About what I expected</td>
<td>26%</td>
<td>24%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5= Better than I expected</td>
<td>21%</td>
<td>21%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6= Quite a bit better than I expected</td>
<td>14%</td>
<td>15%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7= Much better than I expected</td>
<td>25%</td>
<td>27%</td>
<td></td>
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</tr>
<tr>
<td>Rate your overall satisfaction with your experience here thus far.</td>
<td>Total</td>
<td>5.62</td>
<td></td>
<td>5.800000191</td>
</tr>
<tr>
<td>1= Not satisfied at all</td>
<td>2%</td>
<td>1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2= Not very satisfied</td>
<td>2%</td>
<td>2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3= Somewhat dissatisfied</td>
<td>7%</td>
<td>5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4= Neutral</td>
<td>8%</td>
<td>6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5= Somewhat satisfied</td>
<td>8%</td>
<td>10%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6= Satisfied</td>
<td>36%</td>
<td>34%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7= Very satisfied</td>
<td>33%</td>
<td>38%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All in all, if you had it to do over again, would you enroll here?</td>
<td>Total</td>
<td>5.70</td>
<td></td>
<td>5.920000076</td>
</tr>
<tr>
<td>1= Definitely not</td>
<td>3%</td>
<td>2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2= Probably not</td>
<td>4%</td>
<td>3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3= Maybe not</td>
<td>5%</td>
<td>3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4= I don’t know</td>
<td>5%</td>
<td>6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5= Maybe yes</td>
<td>10%</td>
<td>7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6= Probably yes</td>
<td>24%</td>
<td>25%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7= Definitely yes</td>
<td>45%</td>
<td>50%</td>
<td></td>
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</tbody>
</table>
More detail on adding gold stars and red flags if you are not copying pasting into the template.

1. Select the $S/C$ column in the excel file.
2. Select Conditional Formatting (on the Home tab)
3. Scroll down to Icon Sets
4. Select More Rules
5. Set Conditions to:

   ![Format all cells based on their values](image)

   - **Format Style:** Icon Sets
   - **Icon Style:** Custom
   - **Reverse Icon Order**
   - **Show Icon Only**

   **Display each icon according to these rules:**

   - Icon: Flag, when value is $>= 2$
   - Icon: Star, when value is $< 2$ and $>= 1$
   - No Cell Icon, when value is $< 1$

6. Select Ok
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<th>Item</th>
<th>Importance</th>
<th>SatisfacT</th>
<th>SD</th>
<th>Gap</th>
<th>Space3</th>
<th>Importance</th>
<th>SatisfacT</th>
<th>SD</th>
<th>Gap</th>
<th>Space3</th>
<th>Difference SS</th>
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<td>5.4</td>
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<td>5.42</td>
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<td>6.64</td>
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<td>Neither</td>
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