

S/C	Strength And Challenge	No	Item	Importance	Satisfaction	SD	Gap	Space	Comparison Importance	Comparison Satisfaction	Comparison SD	Comparison Gap	Space2	Difference	SS
	Neither	1	This institution has a good reputation.	6.34	6.06	1.15	0.28		6.44	6.11	1.22	0.33		-0.05	
★	Strength	2	My program advisor is accessible by telephone and e-mail.	6.52	6.32	1.2	0.20		6.52	6.17	1.35	0.35		0.15	
▶	Challenge	3	Instructional materials are appropriate for program content.	6.60	5.93	1.31	0.67		6.65	6.06	1.26	0.59		-0.13	
▶	Challenge	4	Faculty provide timely feedback about student progress.	6.56	5.78	1.37	0.78		6.6	5.95	1.36	0.65		-0.17 ★	
	Neither	5	My program advisor helps me work toward career goals.	6.28	5.62	1.73	0.66		6.35	5.76	1.64	0.59		-0.14	
▶	Challenge	6	Tuition paid is a worthwhile investment.	6.46	5.72	1.52	0.74		6.58	5.86	1.49	0.72		-0.14	
★	Strength	7	Program requirements are clear and reasonable.	6.64	6.09	1.23	0.55		6.64	6.06	1.32	0.58		0.03	
	Neither	8	Student-to-student collaborations are valuable to me.	4.85	4.98	1.88	-0.13		5.18	5.43	1.62	-0.25		-0.45 ★★★	
	Neither	9	Adequate financial aid is available.	6.30	5.57	1.81	0.73		6.41	5.75	1.67	0.66		-0.18	
★	Strength	10	This institution responds quickly when I request information.	6.51	6.16	1.29	0.35		6.58	6.07	1.38	0.51		0.09	
	Neither	11	Student assignments are clearly defined in the syllabus.	6.55	5.96	1.36	0.59		6.65	6.08	1.28	0.57		-0.12	
	Neither	12	There are sufficient offerings within my program of study.	6.43	5.82	1.46	0.61		6.56	6.01	1.33	0.55		-0.19 ★	
	Neither	13	The frequency of student and instructor interactions is adequate.	6.25	5.67	1.5	0.58		6.39	5.94	1.37	0.45		-0.27 ★★★	
	Neither	14	I receive timely information on the availability of financial aid.	6.39	6.04	1.49	0.35		6.41	5.9	1.54	0.51		0.14	
	Neither	15	Channels are available for providing timely responses to student complaints.	6.24	5.68	1.62	0.56		6.32	5.7	1.64	0.62		-0.02	
	Neither	16	Appropriate technical assistance is readily available.	6.40	6.17	1.28	0.23		6.49	6.18	1.26	0.31		-0.01	
★	Strength	17	Assessment and evaluation procedures are clear and reasonable.	6.50	6.2	1.16	0.30		6.56	6.11	1.25	0.45		0.09	
★	Strength	18	Registration for online courses is convenient.	6.58	6.15	1.49	0.43		6.67	6.33	1.22	0.34		-0.18 ★	
	Neither	19	Online career services are available.	6.25	5.78	1.62	0.47		6.17	5.91	1.45	0.26		-0.13	
▶	Challenge	20	The quality of online instruction is excellent.	6.55	5.62	1.55	0.93		6.67	5.86	1.46	0.81		-0.24 ★★	
	Neither	21	Adequate online library resources are provided.	6.39	6.06	1.34	0.33		6.52	6.25	1.21	0.27		-0.19 ★★	
	Neither	22	I am aware of whom to contact for questions about programs and services.	6.47	6.05	1.36	0.42		6.51	5.97	1.47	0.54		0.08	
	Neither	23	Billing and payment procedures are convenient for me.	6.52	6.07	1.5	0.45		6.56	6.24	1.27	0.32		-0.17 ★	
	Neither	24	Tutoring services are readily available for online courses.	6.15	5.95	1.51	0.20		6.18	5.83	1.56	0.35		0.12	
	Neither	25	Faculty are responsive to student needs.	6.57	5.98	1.42	0.59		6.65	6.05	1.36	0.6		-0.07	
	Neither	26	The bookstore provides timely service to students.	6.32	6.32	1.14	0.00		6.33	6.13	1.32	0.2		0.19 ★	
	Neither	27	Campus item: Discussions with other students contribute to my learning.	5.29	5.11	2.01	0.18								
▶	Challenge	28	Campus item: Faculty provide feedback I can use to improve my learning.	6.51	5.76	1.51	0.75								
	Neither	29	Campus item: Faculty make the relevance of the courses evident.	6.48	5.85	1.45	0.63								
	Neither	30	Campus item: Media is used effectively to convey course concepts.	6.43	6.03	1.35	0.40								
	Neither	37	Source of information: Catalog and brochures (printed)	4.90					5.2						
	Neither	38	Source of information: Catalog (online)	6.27					6.3						
	Neither	39	Source of information: College representatives	5.63					5.75						
	Neither	40	Source of information: Web site	6.45					6.49						
	Neither	41	Source of information: Advertisements	4.69					4.86						
	Neither	42	Source of information: Recommendation from instructor or program advisor	5.99					6.1						
	Neither	43	Source of information: Contact with current students and / or recent graduates of the program	5.29					5.55						
	Neither	44	Factor to enroll: Ability to transfer credits	6.14					6.27						
	Neither	45	Factor to enroll: Cost	6.29					6.4						
	Neither	46	Factor to enroll: Financial assistance available	6.17					6.25						
	Neither	47	Factor to enroll: Future employment opportunities	5.95					6.24						
	Neither	48	Factor to enroll: Reputation of institution	6.21					6.3						
	Neither	49	Factor to enroll: Work schedule	6.49					6.54						
	Neither	50	Factor to enroll: Flexible pacing for completing a program	6.52					6.58						
	Neither	51	Factor to enroll: Convenience	6.62					6.62						
	Neither	52	Factor to enroll: Distance from campus	4.60					5.51						
	Neither	53	Factor to enroll: Program requirements	6.21					6.38						
	Neither	54	Factor to enroll: Recommendations from employer	5.06					5.32						

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.

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

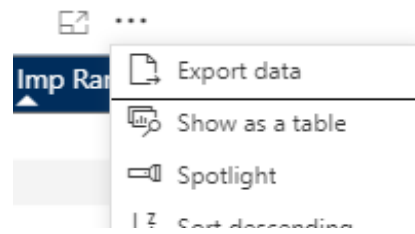
You may also find it helpful to reflect your data into our Infographic documentation. We offer a one page overview or a PowerPoint Presentation that :

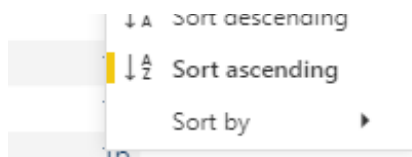
More detail on how to export:

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





CPS PSOL May 2023 - Strengths

S/C	No	Item	vs. Comparison	Imp Rank
★	2	My program advisor is accessible by email and telephone.		8
★	7	Program requirements are clear and reasonable.		1
★	10	This institution responds quickly when I request information.		10
★	17	Assessment and Evaluation procedures are clear and reasonable.		12
★	18	Registration for courses is convenient.		3

CPS PSOL Results May 2023 Challenges

S/C	No	Item	vs. Comparison	Imp Rank
S/C	No	Item	vs. Comparison	Imp Rank
	3	Instructional materials are appropriate for program content.		2
	4	Faculty provide timely feedback about student progress.	▼	5
	20	The quality of online instruction is excellent.	▼	6
	28	Campus item: Faculty provide feedback I can use to improve my learning.		10
	6	Tuition paid is a worthwhile investment.		15

Scale	Importance	Satisfaction	SD	Gap	Space	Comparison Importance	Comparison Satisfaction	Comparison SD	Comparison Gap	Space2	Difference	SS
Scale	Importance	Satisfaction	SD	Gap	First Space3	Importance	Satisfaction	SD	Gap	First Space4	Difference	SS
Academic Services	6.41	6.01	1.11	0.40		6.47	6.04	1.04	0.43		-0.03	
Enrollment Services	6.45	5.97	1.32	0.48		6.52	6.07	1.14	0.45		-0.1	
Institutional Perceptions	6.4	5.9	1.19	0.50		6.51	5.99	1.22	0.52		-0.09	
Instructional Services	6.32	5.77	1.19	0.55		6.42	5.94	1.1	0.48		-0.17	★★
Student Services	6.37	6.02	1.18	0.35		6.39	5.96	1.2	0.43		0.06	

No	Item	Importance %	Satisfaction %	Gap %	Space	Comparison Importance %	Comparison Satisfaction %	Comparison Gap %	Space2	Difference
★	1 This institution has a good reputation.	84%	73%	11%		86%	77%	9%		-4%
▶	2 My program advisor is accessible by telephone and e-mail.	90%	82%	8%		88%	79%	9%		3%
▶	3 Instructional materials are appropriate for program content.	94%	72%	22%		93%	75%	18%		-3%
▶	4 Faculty provide timely feedback about student progress.	91%	68%	23%		91%	72%	19%		-4%
	5 My program advisor helps me work toward career goals.	81%	62%	19%		83%	68%	15%		-6%
▶	6 Tuition paid is a worthwhile investment.	86%	64%	22%		90%	69%	21%		-5%
★	7 Program requirements are clear and reasonable.	93%	75%	18%		93%	76%	17%		-1%
	8 Student-to-student collaborations are valuable to me.	46%	44%	2%		50%	56%	-6%		-12%
	9 Adequate financial aid is available.	83%	62%	21%		85%	67%	18%		-5%
★	10 This institution responds quickly when I request information.	90%	81%	9%		91%	76%	15%		5%
	11 Student assignments are clearly defined in the syllabus.	89%	74%	15%		93%	76%	17%		-2%
	12 There are sufficient offerings within my program of study.	86%	67%	19%		90%	74%	16%		-7%
	13 The frequency of student and instructor interactions is adequate.	80%	63%	17%		85%	72%	13%		-9%
	14 I receive timely information on the availability of financial aid.	87%	76%	11%		86%	72%	14%		4%
	15 Channels are available for providing timely responses to student complaints.	82%	65%	17%		82%	66%	16%		-1%
	16 Appropriate technical assistance is readily available.	87%	81%	6%		87%	79%	8%		2%
★	17 Assessment and evaluation procedures are clear and reasonable.	89%	80%	9%		90%	78%	12%		2%
★	18 Registration for online courses is convenient.	90%	80%	10%		93%	84%	9%		-4%
	19 Online career services are available.	80%	67%	13%		78%	70%	8%		-3%
▶	20 The quality of online instruction is excellent.	89%	63%	26%		94%	70%	24%		-7%
	21 Adequate online library resources are provided.	85%	73%	12%		88%	81%	7%		-8%
	22 I am aware of whom to contact for questions about programs and services.	86%	75%	11%		88%	73%	15%		2%
	23 Billing and payment procedures are convenient for me.	90%	79%	11%		90%	81%	9%		-2%
	24 Tutoring services are readily available for online courses.	78%	72%	6%		78%	69%	9%		3%
	25 Faculty are responsive to student needs.	90%	75%	15%		93%	76%	17%		-1%
	26 The bookstore provides timely service to students.	82%	84%	-2%		83%	78%	5%		6%
	27 Campus item: Discussions with other students contribute to my learning.	59%	53%	6%						
▶	28 Campus item: Faculty provide feedback I can use to improve my learning.	90%	68%	22%						
	29 Campus item: Faculty make the relevance of the courses evident.	88%	68%	20%						
	30 Campus item: Media is used effectively to convey course concepts.	86%	74%	12%						
	37 Source of information: Catalog and brochures (printed)	56%				55%				
	38 Source of information: Catalog (online)	83%				82%				
	39 Source of information: College representatives	66%				67%				
	40 Source of information: Web site	89%				88%				
	41 Source of information: Advertisements	45%				46%				
	42 Source of information: Recommendation from instructor or program advisor	77%				78%				
	43 Source of information: Contact with current students and / or recent graduates of the program	58%				62%				
	44 Factor to enroll: Ability to transfer credits	80%				83%				
	45 Factor to enroll: Cost	82%				85%				
	46 Factor to enroll: Financial assistance available	80%				82%				
	47 Factor to enroll: Future employment opportunities	74%				80%				
	48 Factor to enroll: Reputation of institution	80%				82%				
	49 Factor to enroll: Work schedule	88%				89%				
	50 Factor to enroll: Flexible pacing for completing a program	91%				90%				
	51 Factor to enroll: Convenience	91%				91%				
	52 Factor to enroll: Distance from campus	52%				66%				
	53 Factor to enroll: Program requirements	80%				85%				
	54 Factor to enroll: Recommendations from employer	58%				59%				

Summary	AnswerDescription	Institution	Space	National Norms	Space	Difference	SS
So far, how has your college experience met your expectations?	Total	5.10		5.210000038		-0.110000038	
	1= Much worse than I expected	2%		2%			
	2= Quite a bit worse than I expected	1%		1%			
	3= Worse than I expected	8%		6%			
	4= About what I expected	26%		24%			
	5= Better than I expected	21%		21%			
	6= Quite a bit better than I expected	14%		15%			
	7= Much better than I expected	25%		27%			
Rate your overall satisfaction with your experience here thus far.	Total	5.62		5.800000191		-0.180000191	★
	1= Not satisfied at all	2%		1%			
	2= Not very satisfied	2%		2%			
	3= Somewhat dissatisfied	7%		5%			
	4= Neutral	8%		6%			
	5= Somewhat satisfied	8%		10%			
	6= Satisfied	36%		34%			
	7= Very satisfied	33%		38%			
All in all, if you had it to do over again, would you enroll here?	Total	5.70		5.920000076		-0.220000076	★★
	1= Definitely not	3%		2%			
	2= Probably not	4%		3%			
	3= Maybe not	5%		3%			
	4= I don't know	5%		6%			
	5= Maybe yes	10%		7%			
	6= Probably yes	24%		25%			
	7= Definitely yes	45%		50%			

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
3. Select More Rules
4. Set Conditions to:

Format all cells based on their values:

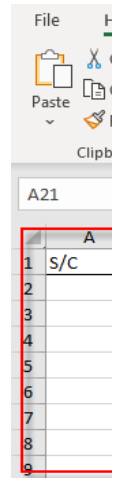
Format Style: Icon Sets Reverse Icon Order

Icon Style: Custom Show Icon Only

Display each icon according to these rules:

Icon	Condition	Value	Type
	when value is	\geq 2	Number
	when $<$ 2 and	\geq 1	Number
No Cell Icon	when $<$ 1		

5. Select Ok



File Home Insert Page Layout Formulas Data Review View Help

Cut Copy Paste Format Painter

Calibri 11 A⁺ A⁻ Wrap Text

B I U Font Merge & Center

Number \$ % , .00 →0

Conditional Formatting Format as Table

Normal Neutral

	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	Strength	A No	Item	Importanc	Satisfactic	SD	Gap	Space3	Importanc	Satisfactic	SD	Gap	Space4	Differenc	SS
0	Neither	1	This instit	6.53	5.7	1.34	0.83		6.48	6.03	1.24	0.45		-0.33	★
0	Neither	2	My progra	6.54	5.81	1.67	0.73		6.53	6.13	1.35	0.4		-0.32	
2	Challenge	3	Instructio	6.82	5.7	1.48	1.12		6.65	6.01	1.26	0.64		-0.31	
0	Neither	4	Faculty pr	6.80	5.84	1.55	0.96		6.62	5.91	1.37	0.71		-0.07	
0	Neither	5	My progra	6.38	4.68	1.89	1.70		6.33	5.68	1.63	0.65		-1.00	★★★
0	Neither	6	Tuition pa	6.64	5.29	1.74	1.35		6.6	5.8	1.49	0.8		-0.51	★
0	Neither	7	Program r	6.61	5.11	1.75	1.50		6.64	6	1.33	0.64		-0.89	★★★
0	Neither	8	Student-ti	5.32	5.4	1.64	-0.08		5.16	5.42	1.58	-0.26		-0.02	

