



RNL Student Satisfaction Inventory CCCU CAP 2021

The RNL Student Satisfaction Inventory (SSI) will be the featured instrument for the fall 2021 CCCU Collaborative Assessment Project (CAP). Institutions must be registered for this year's CAP to get the package pricing and CCCU comparison report. The discounted CAP fee of \$100 should be paid directly to the CCCU. Please contact Nita Stemmler at the CCCU with questions about the CAP: nstemmler@cccu.org.

You can learn more about the SSI here: www.RuffaloNL.com/SSI.

For questions on how to administer and to move forward with placing your order for this year, please contact Shannon Cook via email at Shannon.Cook@RuffaloNL.com.

Timeline:

Now – October 2021: Contact RNL (shannon.cook@ruffalonl.com) to place your survey order. Online accounts will be set up within two weeks after orders are received. **NOTE: RNL is no longer supporting the paper/pencil format, therefore all administrations will be online.**

September 2021: RNL will host a Pre-Administration Webinar for CCCU institutions participating in CAP to provide guidance for a successful survey administration, **with additional details for those moving from a paper/pencil survey to an online implementation.** (Date to be determined).

September 15– November 15, 2021: This is the official window for the SSI (and optional add-on surveys) to be administered on campuses, but contact RNL to discuss options to start earlier or end later as needed.

December 2021: Results will be delivered to individual campuses.

January 2022: CCCU comparison results will be delivered to individual campuses. RNL will host a Post-Administration Webinar to review the results with the campuses and to provide direction on ways to use the data for decision making. (Date to be determined).

Survey Administration

The Student Satisfaction Inventory is the primary instrument for the 2021 CCCU CAP. Institutions may also order optional add-on survey instruments for the Institutional Priorities Survey (IPS), the Adult Student Priorities Survey (ASPS) and the Priorities Survey for Online Learners (PSOL). Special discounts (10%) for the CCCU are included in the prices quoted here.

Flat Rate Pricing Based on the Institution's Enrollment

The quantity rate is based on the number of students invited to complete the survey and includes unlimited number of completed surveys and all reports outlined below.

The standard fees are reflected here as well as the fee with the 10% CCCU Discount:

Number of Students	Flat-Rate Fee
1-499	\$1,000 (\$900 with 10% discount)
500-2499	\$2,000 (\$1,800 with 10% discount)
2500-4999	\$3,500 (\$3,150 with 10% discount)
5000-9999	\$5,500 (\$4,950 with 10% discount)
10,000-14,999	\$8,000 (\$7,200 with 10% discount)
15,000 – 19,999	\$12,000 (\$10,800 with 10% discount)
20,000+	<u>Please contact RNL</u>

SSI Reporting Includes:

- National comparison group report
- Regional comparison group report
- CCCU comparison group report
- Year to year report for fall 2021 vs. latest on file, if applicable
- NEW: The ability to slice results by ALL demographic variables in various formats:
 - To compare internally across demographic responses (example: your female students alongside your male students)
 - To compare externally with the same demographic group (example: your female students with female students nationally)
- The raw data files to load into SPSS or Excel for additional cross-tab analysis or to append with additional information from campus database.
- Excel worksheets that include Overall Recommendation Scores and Open Ended Comments.
- As part of the main campus report, institutions will receive their identified strengths and challenges, the results for all individual items, as well as the items within the scale clusters, the item percentage results, the summary scores and the demographic responses.