

Technical Support Available for Qualtrics from the Budget, Planning and Analysis Office

This document describes the technical support available to UW-Stout users of Qualtrics from the Applied Research Center in the Budget, Planning and Analysis office.

Contact info:

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Email: qualtrics@uwstout.edu

Office location: 15C Administration

Types of support available

- *Open office hours.* Each semester, open office hours will be set for when people can either walk in asking for help, or else schedule an appointment in advance. Information about how to schedule an appointment will be posted when it is available. Preference will be given to people who have scheduled an appointment. All others will be seen on a first come, first served basis.
 - Fall 2009 office hours:
 - Monday 1:00pm-5:00pm
 - Tuesday 1:00pm – 5:00pm
 - Wednesday 1:00pm-4:00pm
- *Email support.* Qualtrics users can email qualtrics@uwstout.edu with their questions, concerns and feedback. These emails will be responded to only during the office hours.
- *Group training.* Group training sessions for beginning and advanced Qualtrics users will be scheduled throughout the year. The schedule will be posted online.
 - *Schedule for Fall 2009 (locations to be announced)*
 - Basic Qualtrics Training: Friday, October 2, 2009 2:00-3:00pm
 - Advanced Qualtrics Training: Friday, October 23, 2009 2:00-3:00pm
 - Basic Qualtrics Training: Friday, December 4, 2009 2:00-3:00pm
- *Online course evaluation discussion list.* Questions, comments and concerns can also be posted to the Qualtrics discussion list. This discussion list is for people who are interested in using Qualtrics for online course evaluations. To join, send an email to qualtrics@uwstout.edu with “join discussion list” in the subject line.
- *Users group meetings.* Twice per year, users group meetings will be scheduled for individuals who are using Qualtrics for online course evaluations, or for people who are interested in learning about online course evaluations. These dates will also be posted online.
 - *Schedule for 2009-10:*
 - Monday, August 31, 2009 @ 2:00-3:00pm (Maple/Oakwood Room)
 - Friday, April 23, 2009 @ 2:00-3:00pm (location to be announced)
- *Qualtrics webinars.* Webinars take place every Wednesday at 12:00pm. Information about upcoming Qualtrics webinars will be posted on the website. For select webinars, we will arrange a room for viewing the webinar.

- *Schedule for August 2009 (webinar topics announced monthly):*
 - *8/19/2009: New Features*
 - *8/26/2009: Survey Flow and Pipe Smart Texting*
- *Website.* The Qualtrics website (located off of the BPA website) will include information on all of the above types of support, as well as FAQ's, and other information as it becomes available.

Level of support available

We will provide the following services:

- Answer questions about what is possible/not possible in Qualtrics - including questions related to developing participation lists, putting surveys online, and survey reporting
- Train users 1:1 or in groups on how to use Qualtrics (during scheduled times – see above)
- Review surveys after they have been put online (but before administration) for any errors. Individuals who wish to use this service must bring their survey in for a face-to-face meeting during office hours.

In addition, requests for group customized training, such as presenting during a class or other meeting, can be made to qualtrics@uwstout.edu. We are only available for this type of training in the afternoons or evenings.

Individuals are responsible for putting their own surveys online, and for administering their surveys.

Services available for a fee

Individuals can pay a fee to have their surveys put online and/or administered. For information on this service, please contact:

The UW-Stout Applied Research Center
www.uwstout.edu/bpa/arc
arc@uwstout.edu
 232-4098

Timeline: Please allow the following amount of time when making a request for technical support:

Reviewing surveys after they have been put online for any errors	Requires in-person meeting during office hours. Must come in two weeks before launch in order to ensure that any problems can be addressed.
1:1 training on basic features of Qualtrics, or basic Qualtrics questions	Available immediately if you come during open office hours
Questions related to complex/advanced Qualtrics features	Available immediately if you come during open office hours. If your question is something we can't answer right away, allow 2 business days to respond
Customized 1:1 training on advanced features of Qualtrics	5 business days
Customized group training on Qualtrics	15 business days before requested training date

