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Service Desk Request

Submitting a Ticket

Call the ITS Service Desk (901-678-8888) on a 24x7 basis

Important Links

* This work contains content adapted from the Qualtrics Documentation at https://www.qualtrics.com/support.
Purpose
This documentation highlights features of umSurvey (Qualtrics), how to log in, create surveys, and navigate throughout.

Audience
This documentation is designed for University faculty, students, and employees that will be using umSurvey (Qualtrics).
What is umSurvey (Qualtrics)?

umSurvey (Qualtrics)

umSurvey is survey services provided by Qualtrics at the University of Memphis. This service can be used to create, distribute, and analyze surveys. The software has advanced reporting capabilities, social media integration, and extensive collaboration opportunities.
Logging in to the umSurvey (Qualtrics)

To access the umSurvey (Qualtrics), use your University of Memphis Universal User Identification (UUID) and password. The UUID and password required to enter umSurvey (Qualtrics) are the same as those used to login to your University e-mail and other University computer resources.

1. Go to: umSurvey and enter your UUID and password.

2. Click Login. The umSurvey (Qualtrics) Home page will display.

NOTE: The myMemphis Portal UUID and password are case sensitive. If you have trouble, contact your local technical support provider or you may visit the self-service portal at iam.memphis.edu.
Every time you log in to Qualtrics the **My Projects** tab will be open. This tab is a list of the surveys you have created and surveys that have been collaborated with you. In line with each survey are shortcuts to survey tasks, such as, pausing the survey response collection, editing, previewing, translating, distributing, analyzing data and analysis, viewing reports, and deleting, or translating a survey. This is also where you will reveal the survey in a folder, rename the project, copy the project, share, or delete the project.
Creating a new Survey

To create a new survey, click on the Create Project button located at the top right hand corner below the menu. As you are working on your survey, it will be automatically saved for your convenience.

Next, you will be presented with choices to create your survey/project. You can create a new survey/project, as well as, create from a copy of an existing survey/project, from a library or from a file. If you are creating a brand new project (Create a Project from Scratch), you can name the project/survey and choose the destination folder where the project/survey will be saved using the drop down menu. When you have finished click Create Project.

You are now ready to begin creating questions.

To create a new question, click on Create a New Question.
Once you create a question, you will need to decide the format of the question. When you begin to create the new survey there are two places to choose your question format. A multiple choice question will be created by default. To change the question type, click the **Change Item Type** drop-down, then select the question type.
Question Types

Static Content:

*Descriptive Text* - For instructions and other written information you’d like to display for your participants.

*Graphic* - You can display a graphic to the participant without asking for feedback.

Standard:

*Multiple Choice* - The Multiple Choice question allows the respondent to choose one or multiple options from a list of possible answers. The variations include: single answer, multiple answer, dropdown list, select box, and multi select box.

*Matrix Table* - Used to collect multiple pieces of information in one question. The variations include: linkert, bipolar, rank order, constant sum, text entry, profile, and maxdiff.

*Text Entry* - Used to gather open-ended feedback from participants. The 5 types of entry variations include: single line, multiline and essay, form, password, choice and text entry.

*Slider* - Allows the user to indicate their level of preference with a draggable bar rather than a traditional scale point.

*Rank Order* - Used to determine each participant’s order of preference for a list of items.

*Side by Side* - Used to ask multiple questions in one condensed table.
**Specialty Questions:**

**Constant Sum**
- Collects numeric data and displays sum to participant.

**Pick, Group, and Rank**
- Used for sorting activities where participants place items in groups.

**Hot Spot**
- Participants interact with regions of an image, often used in usability testing and concept testing.

**Heat Map**
- Participants click on significant points on an image. Unlike Hot Spot, regions you define are hidden.

**Graphic Slider**
- A variation of a slider question which allows participants to change a frown to a smile. These formats can be particularly useful for younger audiences or for simple satisfaction feedback.

**Gap Analysis**
- A specialized variation of the Side by Side question, designed to help you identify “gaps” in satisfaction.

**Drill Down**
- Used to help participants choose from a long list of options.

**Net Promoter Score®**
- Net Promoter® Score, commonly referred to as NPS®, is a customer loyalty metric that gauges how willing a customer is to recommend a product or service.
Advanced (Tracking Questions):

Timing

*Timing* - A hidden question that can be added on any page of your survey to manage how long a participant spends on that page.

Meta Info Question

*Meta Info Question* - A hidden question that will track and report basic information about your participants, such as their operating system and browser.

Captcha Verification

*Captcha Verification* - Captcha verification is a common web technique to ensure that your visitors are real humans and not a program written to spam your survey.
Editing a Question

You are now ready to edit your question. Click on **Click to write the question text** to edit the question.

Once you have clicked you will see this menu appear. You can type your question in the provided space.

The **Rich Content Editor** will allow you to format your text. Whenever your text needs special formatting such as images or colored text, use the **Rich Content Editor**.

With **Piped Text**, you can customize question and choice wording for each participant. When you add **Piped Text** to your survey, it will appear as a line of code.
There are other project/survey question formatting options available. Located beneath the Change Question Type column.

A. Choices
Choices allows you to select the number of choices your question will have.

B. Answers
Answers allows you to choose the type of answers for your question.

C. Position
Position allows you to choose the position of your question.

D. Validation Options
With validation, you can request or require respondents to complete unfinished questions in your survey.

E. Validation Type
Validation Type will allow Validation to pass if the conditions are met.

F. Actions
Actions allows for a more precise control on position of questions and look of formatting.
Display Logic
Display Logic is mostly used on a single-question basis. For example, if you ask a yes or no question and you only want people who answer “Yes” to see the next question, then you will use Display Logic.

Skip Logic
Skip Logic is used to skip respondents past multiple questions within a single block. A block contains multiple questions. You can have multiple blocks throughout your survey. For example, if you only want respondents to continue through the survey if they answer “Yes” to attending the conference. Every respondent that answered “No,” will be skipped to the end of survey.
Branch Logic

Branches are useful when you want respondents directed to different paths in your survey. You can use Branch Logic to branch respondents to different particular survey flow elements based on variables like question responses or embedded data. You can direct respondents to a specific block of questions depending on how they answer a previous question. Maybe you only want males to see a set of questions and females to see a separate set of questions; branching would allow you to do this.

In this survey branch, logic is being used so that only e-Book owners will have the ability to answer the survey questions. The non-owners are skipped to the portion of the survey that does not deal with questions that pertain to owning an e-Book.
Survey Flow

Survey Flow allows you to customize where your survey respondents go in your survey and what the respondents will actually see.

**Question Blocks** - allows you to show a block of questions that will be used with other Survey Flow elements.

**Branch** - allows you to make things visible in your survey with certain conditions.

**Embedded Data** - allows you to add any extra information in addition to survey responses like panel data or other variables.

**Randomizer** - presents question blocks or other elements in a random order in your survey.

**Web Service** - allows you to pull information from an external source into your survey.

**Authenticator** - allows you to verify the identity of a respondent before the survey is taken.

**Reference Survey** - allows multiple surveys to use the same set of questions.

**Table of Contents** - allows the ability of respondents to navigate as they wish throughout the survey.

**Conjoint** - the conjoint wizard can set up a conjoint survey easily and quickly.
Deleting a Question

If you no longer need a question and wish to delete it, it can be deleted. A deleted question will be stored in your trash bin until permanently deleted.

**Warning:** Deleting a question in an active survey will invalidate all of the data associated with that question.

To delete a question:

1. Click the question.

When the question is selected, it will be a slightly darker color than the other questions. With the question selected click the red minus sign to delete the question.

Deleted questions will be stored in your **Trash/Unused Questions** until they are permanently deleted. To permanently delete stored questions, click on the Empty Trash button on the right hand side.
Distributing a Survey

Once you have built your survey you will need to activate it. Activating the survey will allow you to begin the collection of data from the respondents.

1. Select your Survey

2. Click on the Distribution tab. When the distribution tab is selected you will see several methods of distributing a survey. These distribution methods include: email (sent with Qualtrics or using your own email system), embedding your survey link on a website, and distribution on social media. Once the distribution method has been selected the survey is activated.
Distribution Methods:

A. Email (sent with Qualtrics or using your own email system)

B. Embedding your survey link on a website using an anonymous link.

C. Distribution on social media.
D. Using Mobile to create a survey link using a QR code.

Once the Survey’s distribution method is chosen, it will appear like this.
Activating Survey

Once your survey is set up, you will need to activate your survey. To activate, choose the arrow to the right of the survey.

When the arrow is chosen a drop down menu will appear with several survey options. **Activate Survey** is the first choice in the drop down menu. From here you will also have a link in the drop down menu for quick access to edit, preview, translate, and distribute your survey as well as view reports, data and analysis. Links are also available for you to rename, copy, share, or delete the project. Once the survey has been activated, the survey status will change from inactive **Grey** color to active **Green** in color.
**Sharing your Project**

Sometimes you want to share your project with someone, but not offer them full functionality and options. In these instances, use the sharing feature.

**Sharing & Collaborating with others Inside the UofM Community**

On the *My Projects* page, click the dropdown menu to the right of the project you want to share to access the project actions.

Choose *Share Project*.

From here you can add users individually (A), add them from the User and Group Address Book from the UofM, or from a contact list you have saved (B).
Once you have added the person you would like to share and collaborate with click Add.

When you click Add, the option to send the user a message via email will immediately pop up. Here you can send the user a message telling them that you have shared a project with them. Type your message in the provided field then click OK.
Once the message is sent you will be presented with the options for permission levels you want to grant to the user. Here you can check the boxes to edit specific permissions for the user you are collaborating with.

The choices in sharing/collaboration include: edit, view reports, activate/deactivate, copy, and distribute.

**Edit Details** and **View Reports Details** contain many more survey permissions that are available for you to select.

Once you have selected the choices, click **Save**.
Creating a Custom Contact List

From the Projects page go to the contacts menu listing located at the upper right hand corner of the page.

Next click Create Contact List. From here you will choose.

Once you have named and designated where the contacts will be saved click Next.
Adding Contacts

You can add contacts from an imported csv file, add them manually, or import them from another survey.
Importing Contacts from a File

File Requirements:
The first row must have the field names for each column.
Each row must have a primary email address (Email). All other fields are optional (FirstName, LastName, etc.) The maximum file size is 100mb.

Updating Existing Contacts:
Use a 'RecipientID' column containing recipient IDs and add any optional fields.
Contact data will be updated. New fields will be added as necessary. You can download a provided sample Excel template for contacts by clicking on the Example Document.

Adding Contacts Manually:
1. Navigate to the Import Contacts window by following the same steps for Creating a New Contact List. Select Add Manually. Enter the email, first name, last name. External Data Reference and Language are optional. You may also choose to add and additional field by selecting the green + sign located at the top right hand corner of contact list.

2. Once you have entered the contacts click Add Contacts.
Creating a Contact List Sample

A Contact List Sample is a subgroup of participants from your contact list to which you can send surveys. You can sample randomly or you can select participants that meet certain conditions.

Using a Contact List Sample allows you to target specific segments of your audience at a time, allowing you to run pilot distributions, space your data collection over time, and reach out to individuals who haven’t responded to a survey invitation and more.

1. Navigate to Contacts section of the survey and click Create Sample.

2. Select the contact list you want to pull your sample from.
3. Name your sample by typing the name in the space provided under the words Sample Name.

4. Enter your limit of how large your sample can be by selecting the Max Sample Size.
5. Use the **Sample Randomness** slider to control how fast and random the sample is calculated.

![Sample Randomness slider](image)

6. You can also choose to add a **Sample Condition**, which will set conditions for which the contacts are eligible to be in the sample (to add multiple conditions, click the gray plus sign to the right of the condition).

![Sample Condition](image)

7. Click the green **Generate Sample** button to generate a sample.
Creating a Contact List Sample

To create a survey, which uses your UofM Authentication credentials, first select the survey you would like to authenticate using the UofM credentials.

Select the survey you would like to authenticate.

1. Select Survey Flow once you have selected the survey to edit.

2. Next select Add a New Element here.
3. Next, you will select **Authenticator** from underneath the question. What do you want to add? Choose Authenticator from the list of selections.

4. With the **Authenticator Menu** selected make sure you choose **SSO** from **Authentication Type**, **Associate Respondent With Panel** is not selected, **Capture Respondent Identifying Info** is not selected and that **SSO Type** has **Shibboleth** as a choice selected from the drop down menu.
5. Next, you will need to move your block of questions below the branch authentication. (A) Clicking on **Move** will change colors to a bright green. (B) Drag the block of questions below and get right next to the indented arrow so that the block of questions falls underneath branch and by the arrow.

![Survey Flow](image)

When your questions block has been moved to the correct place, it will look like this. Click **Save Flow**.

![Survey Flow](image)
6. Next, you will need to make sure the survey options have been configured correctly.

Under Survey Protection make sure open access is selected and that password protection is not selected. Click Save when you have finished.
Table of Contents

Use the Table of Contents (ToC) feature to allow your respondents to navigate between question blocks while taking a survey. Each survey respondent will have access to a Table of Contents that allows them to jump to different sections in your survey and track their overall progress.

Table of contents is a Survey Flow element similar to Branch Logic or Randomizers. When a respondent reaches a Table of Contents (ToC), they see a list of all the blocks included within the ToC and can choose to start in any block.

The respondent can then click on a block to move to that section of the survey.
At any point, the respondent can click on a sidebar to see a list of all blocks in the ToC. Any completed blocks will have a checkmark, helping the respondent keep track of their progress.
How to Create a Table of Contents

1. With your survey open next open Survey Flow in the survey module.

2. Click Add a New Element Here or Add Below.

3. Select Table of Contents.
4. Move the **Table of Contents** element to the correct location by clicking move and dragging the element.

5. Click **Move** to move the question block and other elements so that they are nested beneath the Table of Contents element.

6. Click **Save Flow**, located at the bottom right hand corner of the page.
Table of Contents Options

There are several available options for table of content navigation. To see the available options, select Options.

From here you can select the various options available. When your selections are made click OK.
Collecting Survey Results
The survey has a quick view of results located to the right of the survey which provides information about the survey. It tells you the status of your survey, the number of responses. How many of those responses are complete, how many of them are only partially completed, as well as an overall completion rate.

Data and Analysis
The Data & Analysis module allows you to manage, add information to, and analyze individual participant responses. The module is organized into three tabs: Data, Text, and Cross Tabs.
Reports

Reports are available to you once your survey has been completed. There are several different modes of visualization that your reports can be displayed in. Visualization options are located to the lower right hand side of the page.

The choices for visualization include: Simple Table, Bar Chart, Line Chart, Pie Chart, Breakdown Bar, Statistics Table and Gauge Chart.
Reports can also be exported as a PDF Document, Word Document, or CSV (comma separated value). There are two places you can export your report from.

Exporting report from **Page Options**.

Exporting report from **Report Options**.
Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. Upon completing the training covered in this course; faculty, staff and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901-678-8888) on a 24x7 basis (Excluding Some Holidays)

- Call the Service Desk for immediate assistance with login problems or issues with using the Service Desk Request Form.

- If you do not receive a response from via the Service Desk Request Form after 24 hours, email The Center for Teaching and Learning, umtech@memphis.edu (Using this email will automatically generate a help desk ticket). Please provide your Service Desk ticket number for faster assistance.

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation