

Service Description

Updated as of 2019-05-21

General Information

Heading	Description
Service Category	Administrative and Business
Service Name	Online Surveys
Aliases	Qualtrics
Service Owner ⁱ	Director of Education Technology and Instructional Design
Process Owner ⁱⁱ	Technology Specialist within the Education Technology Office

Specific Details

Heading	Description
Description	This service offering provides assistance with creating and publishing online surveys, using the Qualtrics web-based cloud-hosted tool, and analyzing the data that is captured.
Features and Benefits	<ul style="list-style-type: none">• Secure access to survey data• Survey templates to guide beginners through the process of creating a survey• Survey Template Library to customize surveys for a specific purpose• Display output graphically and statistically• Compatible outputs include SPSS, PDF, Word or comma separated values for Excel• Accessible integrated mailing, schedule delivery, dashboard of respondent status• Log in with FSU campus credentials• Self-support Qualtrics video tutorials and text documentation• Access to online libraries, tutorials and Qualtrics support facilities
Included	<ul style="list-style-type: none">• Support for Qualtrics is provided by the vendor. When a user is logged into Qualtrics they may use Qualtrics Help to access extensive online training materials. Email and phone contact information for individual support is also provided by Qualtrics.

Heading	Description
Eligibility	All Faculty and Staff are eligible for this service as well as Students at the request of a sponsoring Faculty member NOTE: Qualtrics <i>is not</i> suitable for the storage or transmission of sensitive or confidential data
Prerequisites	Login credentials and access privileges to use Qualtrics for creating and managing surveys can only be requested by individuals with login credentials and access to the University's computing network.
Requesting the Service	The requestor may request access via the <u>ITSM portal</u> [https://myit.framingham.edu].
Related Documentation	<u>Qualtrics Support</u>
Fulfillment Target	Within three business days, the Education Technology Office will respond to the requestor to acknowledge the service request and answer any specific questions.

ⁱ The **Service Owner** is accountable for strategy, design, transition, operation and continual improvement (a.k.a. the service management lifecycle).

ⁱⁱ The **Process Manager** is responsible for the planning and coordination of all activities associated with delivering a service within the agreed upon fulfillment target including monitoring the process.