

Qualtrics is a research survey suite available for Washington University faculty and staff through a university-wide site license. This tool will make it easier for members of the campus community to build, share, distribute and collect results from online surveys.

Use is limited to academic teaching or research purposes only. Access is granted through the university's WUSTL Key. Please visit the following site to create an account begin using the service: wustl.qualtrics.com

Frequently Asked Questions:

1.How do I set up an account?

Visit wustl.qualtrics.com and enter your WUSTL Key ID for access. After logging in for the first time with WUSTLKey, Qualtrics will ask the user if they already have a Qualtrics account. If not, then it creates one.

2.Is there any cost?

There is no cost to the user; the university has a university-wide subscription with unlimited accounts. However, there are other products available by Qualtrics that may not be covered by this agreement.

3.What if I am an existing user?

If you have an existing account for the Research Suite, then it will not change as long as your subscription is valid. If you wish to migrate your account to the university's subscription, that capability will be in place in the coming weeks. Updated information and directions will be provided soon.

4.What are the restrictions on use?

The software is strictly limited to purposes that support the mission of the university, including but not limited to academic and research purposes. Large university-wide surveys of WashU faculty and/or students require advance approval from the Office of the Provost. For any survey we

encourage sampling to avoid survey fatigue. Any user who violates this rule will have their account terminated.

5. How do I learn about training or support? Who do I contact with questions?

Use the yellow “Help and Tutorials” button that is visible on most Qualtrics screens.

The University’s license includes both email and phone support. If you have questions about how to use Qualtrics or are experiencing technical difficulties, please contact Qualtrics directly by emailing support@qualtrics.com or calling 1-800-340-9194 between 8am-8pm EST.

Tutorials, webinars and help documentation are available from Qualtrics as part of Qualtrics University (<http://www.qualtrics.com/university/>) including a tutorial on Learning Qualtrics in 5 Steps <http://www.qualtrics.com/university/researchsuite/misc-pages/misc/learn-qualtrics-in-5-steps/>