

Content Managers' Meeting

April 9, 2026

Web Content Team
Division of Information Technology

April 9, 2026 – Agenda

- Submit a ServiceDesk Plus Ticket
- Qualtrics Update
- DX Bug Fixes and Enhancements
- How To ... Search For Your Content
- Housekeeping and Reminders
- Training Opportunities in April
- Accessibility
- Questions and Comments

ServiceDesk Plus Tickets

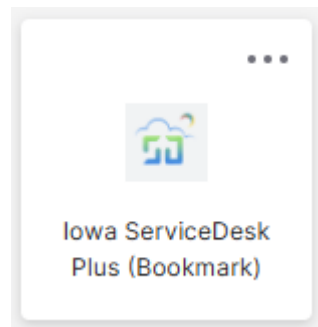
REMINDER: Need help or think you've found a bug? Submit a ticket through [ServiceDesk Plus](#) for DOM DoIT Websites and Digital Services. **Please submit a ticket rather than emailing or otherwise contacting the DX team.** By using ServiceDesk Plus we can better track tickets as a team and have the solutions available as future resources for all DX team members.

- **Submit tickets for -**

- Bug reports
- Enhancement requests
- New user requests
- Training needs
- Generic requests and questions

- **The why -**

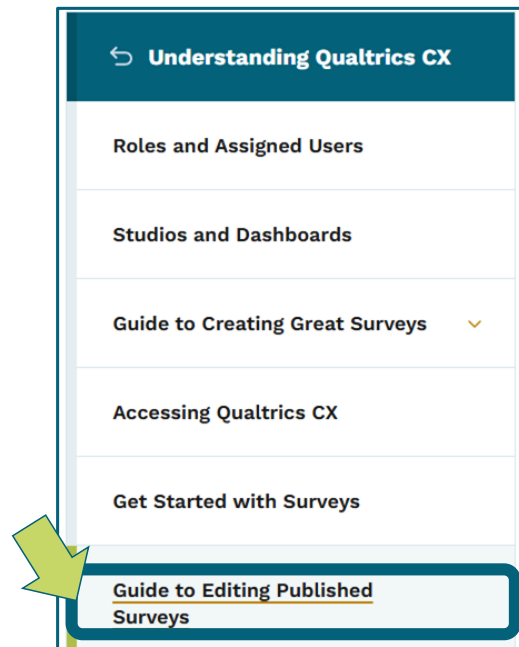
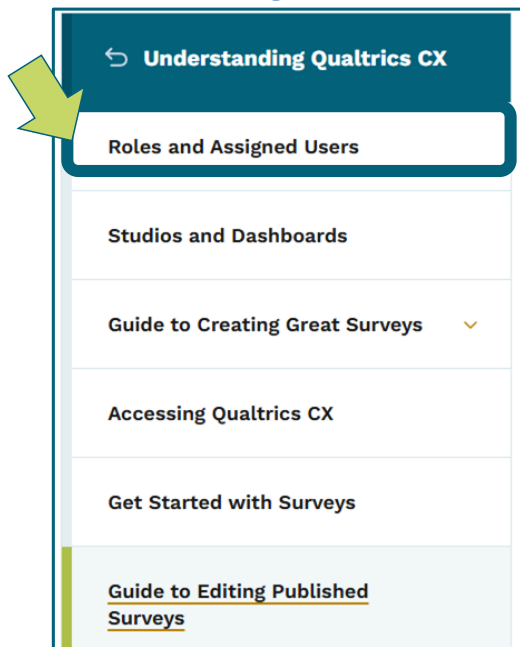
- Ensure better service
- Provide better oversight
- Offer opportunities for knowledge sharing
- Accommodate all users



Qualtrics Updates

More Support Pages

- [Roles and Assigned Users](#) and [Guide to Editing Published Surveys](#)



Qualtrics Resources and Support

- 25+ resources available on the DX Training Website
- Bi-weekly office hours for live support and Q&A
- Bi-monthly bulletins with updates and tips
- 1:1 booking options for personalized assistance

Bi-Weekly Office Hours

Join us Tuesday and Thursday

Qualtrics Office Hours

- Day: Tuesday
- Date Range: November 4, 2025 - June 30, 2026
- Excluding holidays
- Time: 10:00 - 10:30 a.m.
- Format: Virtual session hosted via Microsoft Teams
- Joining Information:**
- Join now [↗](#)
- ID: 285 498 811 581 5
- Passcode: nv6Yd69z
- Office Hours will not be recorded.

Qualtrics Office Hours

- Day: Thursday
- Date Range: November 6, 2025 - June 30, 2026
- Excluding holidays
- Time: 1:00 - 1:30 p.m.
- Format: Virtual session hosted via Microsoft Teams
- Joining Information:**
- Join now [↗](#)
- ID: 285 498 811 581 5
- Passcode: nv6Yd69z
- Office Hours will not be recorded.

Bi-monthly Bulletins

Bi-monthly Newsletter –

Next edition goes out

Friday, April 10, 2026.

All past newsletters are
posted on the DX Website
-catch up anytime!

Qualtrics Bulletins

Stay connected with the latest Qualtrics updates, announcements, and helpful info. Subscribe to the DOMDoIT_Qualtrics topic via the [subscription page](#) or read the important updates below.

Title

Filter

Displaying 1 - 8 of 8 results.

Qualtrics

Qualtrics CX

Qualtrics DX

NEWS

Helping You Succeed with Qualtrics: New Options for the New Year

New Year, New Qualtrics Support: Extended Office Hours through March + 1:1 booking pilot for personalized help. Learn more & book today!

DECEMBER 19, 2025

Qualtrics CX Support & Strategy – Expert 1:1 Session

Qualtrics CX Support & Strategy – Expert 1:1 Session

Book a dedicated 30-minute session with the Qualtrics CX team to receive tailored support.

Whether you need technical assistance, help with survey design, or guidance on program-level strategy and governance, we're here to help you maximize the impact of your Qualtrics initiatives.

Qualtrics CX Support & Strategy – Expert 1:1 Session

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To schedule, visit the [Qualtrics CX Booking Page](#) and select an available time in January 2026. This offering is part of a pilot program to assess its value to all of us. If it proves helpful, we plan to expand availability in the future.

Note: This offering complements our regular **Tuesday** and **Thursday** office hours and is intended for more in-depth support, including strategic planning, technical troubleshooting, and discussion of specific use cases.

State of Iowa CX Projects

Exciting news! We're excited to share that we have reached important milestones on our roadmap. You should now have access to all State of Iowa CX Project dashboards within Qualtrics. This update provides clearer visibility, better transparency, and faster access to support directly inside the platform.

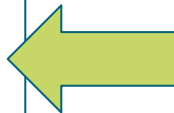
- CX Engage Studio
- Review and Approval Dashboard



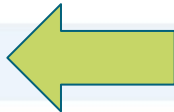
CX Engage Studio



State of Iowa CX Projects



CX Engage Studio



Review and Approval Dashboard

Where you can find
quick access to a variety
of resources including
Enterprise tools,
reviews, and
dashboards.

Iowa + Qualtrics CX Engage Studio



CX Engage Studio

Here is where you can find quick access to a variety of resources including Enterprise tools, reviews, and dashboards. This space will evolve as we build and enhance capabilities.

Quick Links to Dashboards

- Review and Approval Dashboard
- Qualtrics CX Champions Studio (Limited Access)
- Agency Approver(s) Dashboard (Limited Access)

Get Help



- [Qualtrics Training and Support](#)
- [Qualtrics Office Hours and Training Classes](#)
- [Qualtrics On-Demand: Your Training, Your Time](#)
- [Level Up Your Qualtrics Game: Basecamp Course List](#)
- [Get Started with Surveys](#)
- [Qualtrics Support Pages](#)

Submit for Request for Help in ServiceDesk Plus

A Qualtrics-specific request type is now available in [ServiceDesk Plus](#).

When to Submit a ServiceDesk Plus Ticket

Use this option for tasks such as:

- Providing access to new or existing users
- Re-enabling your account
- Requesting support for service account projects (e.g., publishing, sharing, etc.)
- Deleting tickets
- Adding users to groups or ticket groups
- Troubleshooting failed workflows
- Setting up an API connection
- Directory assistance

Review and Approval Dashboard

CX Engage Studio

Here is where you can find quick access to a variety of resources including Enterprise tools, reviews, and dashboards. This space will evolve as we build and enhance capabilities.

Quick Links to Dashboards

- [Review and Approval Dashboard](#)
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Review and Approval Dashboard

Track the status of your project throughout the review and approval process. Need help? [ServiceDesk Plus ticket](#).

Below are the workflow statuses and what each one means:

- **Agency Approver**
 - Awaiting final review by an authorized agency designee.
- **Closed**
 - Survey request completed and finalized. The survey is fully approved, configured, and distributed. No further action required—ticket is closed.
- **Denied**
 - Survey did not meet review requirements. This could be due to design, methodology, accessibility, or security issues. You'll need to revise and resubmit for review.
- **Quality & Security**
 - This is the review phase, and its duration depends on the selected path: Express Lane or Comprehensive Lane. The review may include checks for theme, accessibility, survey methodology, and data security/compliance configurations. The team will provide actionable feedback to ensure your survey meets all standards.
- **Republish**
 - Edits required after review and approval. Once updated, it should be resubmitted for final approval and publication. This process is still a work in progress.
- **Testing**
 - The survey owner needs to publish it before proper testing can occur. It is not ready for review or approval yet.

Note: As this process becomes fully implemented, we will continue making improvements. Statuses and steps are subject to change.

Additional Resources:

- [How Do I Publish in Qualtrics?](#)
- [What to Expect from the Survey Publication Workflow?](#)

Review and Approval Dashboard

Filters Requester Email: All Status: All Ticket Data: Agency: All

Back to top

Ticket Dashboard 22

Ticket ID	Agency	Survey Name ↑	Owner Email	Selected Review Lane	Status	Days from Created to Last Updated	Launch Date	Request Date	Updated Date
T-6297	DNR - Natural Resources	2026 Trout Angler Survey	Qualtrics-CX+Protected-DNR-DataOwner@dom.iowa.gov		Testing	00:00:09	-	2026-02-27	2026-03-09T17:12:59.702Z
T-3496	DOC - Corrections	6th District Probation Attestation Form	colin.ryan@iowa.gov	Comprehensive Review (Full Service)	Agency Approver	00:01:51	01/01/2026	2025-11-19	2026-03-10T21:34:03.404Z
T-3529	HHS - Health and Human Services	AAA & DAP Time Study	robert.stewart@hhs.iowa.gov	Streamlined Review (Express Lane)	Quality & Security	00:01:49	11/26/2025	2025-11-20	2026-03-09T21:11:34.432Z
T-5196	IWD - Iowa Workforce Development	Business Engagement Communications	kolby.knupp@iwd.iowa.gov	Comprehensive Review (Full Service)	Quality & Security	00:00:46	04/01/2026	2026-01-21	2026-03-09T21:29:33.352Z
T-6040	DOC - Corrections	Change Champions	ethan.canady@iowa.gov	Streamlined Review (Express Lane)	Denied	00:00:18	03/16/2026	2026-02-19	2026-03-09T20:50:51.109Z

Resources

- [CX Studios and Review and Approval Dashboards](#)
- [How Do I Publish in Qualtrics?](#)

DX Bug Fixes and Enhancements

To report a bug or request help, visit ServiceDesk Plus at servicedesk.iowa.gov.

DX Bug Fixes and Enhancements

- **CTA button embed not working**

The issue preventing the addition of the CTA (Call to Action) insert button in the Drupal WYSIWYG toolbar has been fixed.

- **Acquia Optimize scan showing page spike**

Pages were being created that have /index.php in the URL. This has been addressed. If you see any of those listed in Acquia, please let the DX team know.

If you'd like to see a [list of all currently reported active issues](#), visit the [DX Training website](#) for the latest updates.

DX How To...

How To ...

Search for Content by Node ID

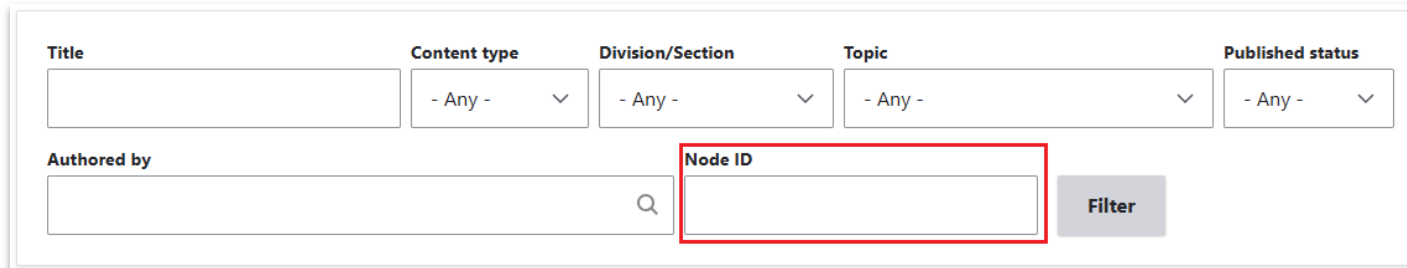
If you can't find a piece of your website content in Drupal, or you don't remember the title but you know the Node ID, you can use that Node ID to search for it in your Content Library. This applies to content / web pages.

To search by Node ID:

1. In Drupal, select Content.
2. Look for the Node ID search box.
3. Enter the Node ID number.

For example, if your content URL looks like <https://dxtraining.iowa.gov/node/13>, the Node ID is **13**. Type **13** into the Node ID search box to locate the content.

From there, you can edit, delete, or clone the item.



The screenshot shows the Drupal Content Library search interface. It features a search bar with a magnifying glass icon and a 'Filter' button. Above the search bar, there are five dropdown menus: 'Title', 'Content type' (set to '- Any -'), 'Division/Section' (set to '- Any -'), 'Topic' (set to '- Any -'), and 'Published status' (set to '- Any -'). Below the search bar, there is a 'Node ID' search box, which is highlighted with a red rectangle. The 'Node ID' search box is located to the right of the 'Authorized by' search box.

How To ...

Search for Content Using /edit

If you have a link to a document that includes the media ID number, such as

[https://dxtraining.iowa.gov/media/155,](https://dxtraining.iowa.gov/media/155)

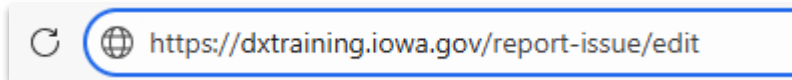
but you can't remember the file name or can't find it in your Media Library, you can go directly to the item by adding

/edit

to the end of the URL.

For example: **<https://dxtraining.iowa.gov/media/155/edit>**

This link will take you straight to that media item in your Media Library, where you can edit, replace, or delete.



Housekeeping and Reminders

Google Drive > Microsoft 365

The DOM staff is moving to Microsoft 365 and will no longer be using Google Drive. We've had to clean up our Google Drive files and move them to SharePoint.

If your agency is moving to Microsoft 365, be aware of your website links to Google Drive documents and files.

For accessibility best practices, if you have links to Google Drive, you should be checking those documents in to Drupal for linking before you lose access and constituents receive 404 errors from your website.

DX YouTube Channel

These training videos are available on YouTube and linked from the DX Training website within the content pages.

Subscribe: [Digital Experience Channel](#)

Playlists:

- [MSF&W Accessibility Training](#)
- [Digital Features](#)
- [Digital Experience Course](#)
- [Content Manager Meetings](#)
- [Qualtrics](#)
[Qualtrics DX](#) | [Qualtrics CX](#)



Training Opportunities in April

Weekly Open Office Hours

- **Content Manager Open Office Hours**
[Thursdays from 1-2 p.m.](#)
- **Qualtrics Open Office Hours**
[Tuesdays 10-10:30 a.m.](#)
[Thursdays 1-1:30 p.m.](#)
- **MSF&W Accessibility Open Office Hours**
[Wednesdays from 9-10 a.m.](#)
- **Allyant CommonLook Training Open Office Hours**
[Tuesday and Friday from 12-1 p.m. CST](#) (1-2 p.m. EST)

Training Resources



- Check out the [live, on-demand](#), and [office hours](#) that are available for [Accessibility Training](#).
- Join the live Thursday's Content Manager Support office hour from 1-2pm. Details can be found on [Training Courses and Open Office Hours](#)
- [Basic Training](#) video courses are available.
- Past [Content Manager Meetings](#), along with corresponding agendas and topics covered, are available on the DX Training site.

Accessibility

ADA Accessibility Deadline

Agencies are required to have their digital content accessible by **April 24, 2026**. That's only two weeks away!

There are three parts to auditing your website content:

1. Digital Documents - PDFs, Doc(x), Xls(x), Google Docs / Sheets, Forms, etc.
2. Website
3. Web applications (Out of scope for the DX team)

Digital Documents

Every agency was provided an inventory of their digital documents.

Agencies have four options for digital document compliance:

1. Remove / delete
2. Remediate
3. HTML
 - a. Create HTML pages instead of PDFs
Read [Why Going HTML Over PDF is Worth It](#) on the DX Training website.
4. Archive - *It's very easy to archive documents*
 - a. 7 13 24 out of 49 agencies are now using this feature!

Archived Digital Documents

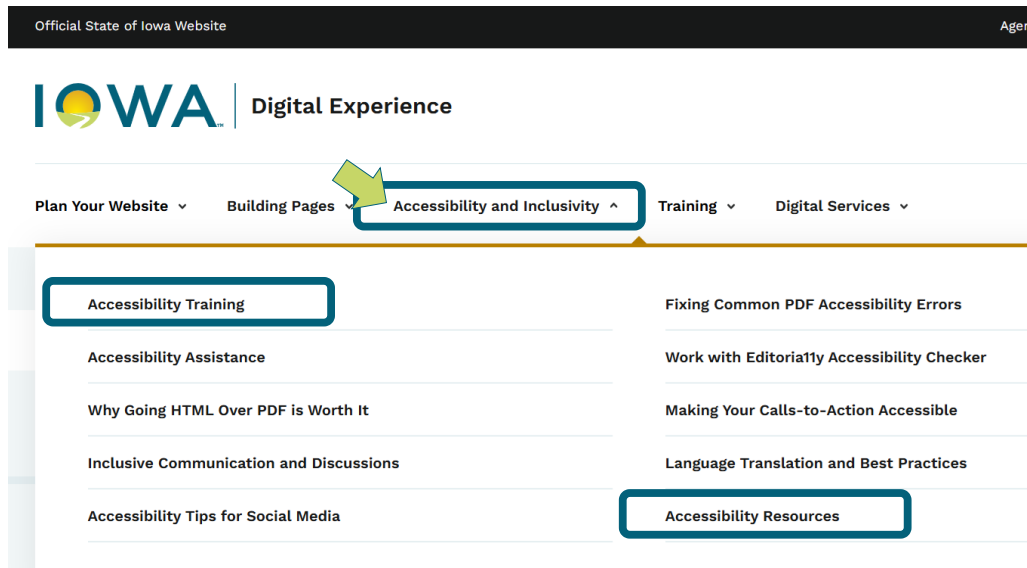
To qualify as archived content, digital documents must meet four conditions:

1. The content was created before April 24, 2026, the date state or local government must comply with this rule, or reproduces paper documents or the contents of other physical media (audiotapes, film negatives, and CD-ROMs for example) that were created before the government must comply with this rule, AND
2. The content is kept only for reference, research, or recordkeeping, AND
3. The content is kept in a special area for archived content, AND
4. The content has not been changed since it was archived.

This would commonly include PDFs, Excel files, PowerPoints, Word docs.

Accessibility Training Resources

There are [Accessibility Resources](#) available on the DX Training Site. The resources include [live training](#) and [office hours](#) support from the MSFW Accessibility Team.



Acquia Optimize Resource

Our team has documentation available within the [DX Training Acquia Optimize Topic](#).

These will help you better understand how Acquia can be used to help improve the Accessibility and Quality Assurance Score of your site.

 [Acquia Optimize Documentation](#)

Acquia Optimize

Learn more about the features of Acquia Optimize, how it scores your website, and how to generate various reports.

[Accessibility](#) [Training](#) [Acquia Optimize](#)

Understanding Acquia Optimize

Learn more about the free content optimization tool to use to find broken links, spelling errors, and accessibility issues with your website.

[Training](#) [Acquia Optimize](#) [Accessibility](#)

Identify and Fix Broken Links with Acquia Optimize

Questions, Comments or Concerns?