

Content Managers' Meeting

September 10, 2026

Web Content Team
Division of Information Technology

September 10, 2026 - Agenda

- Welcome Logan Essy
- Qualtrics Update
- Accessibility Assistance Requests
- Feature Updates and How Tos
 - Same Link Being Handled in Different Ways in a Browser
 - Visual Link Collections Not Adding Alt Text
 - Alt Text Error in Drupal Media Library
- Training Opportunities in September
- Housekeeping Reminders
- Questions and Comments

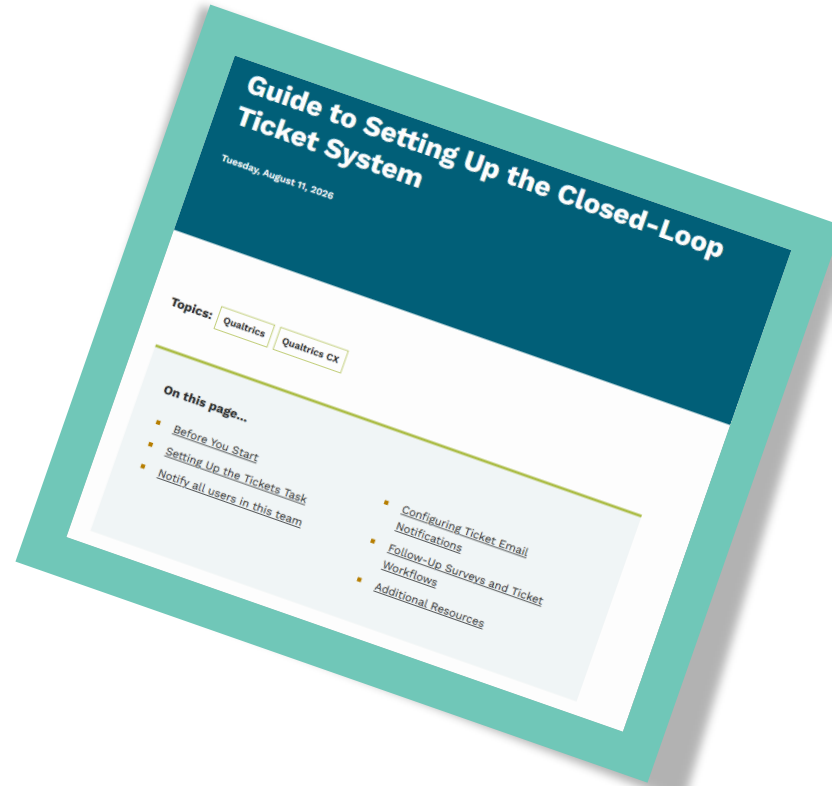
Welcome Logan Essy

- New Product Owner for the Digital Experience Platform
- 5+ years with the State of Iowa, previously supporting DOT products
- Background in digital products, business analysis, and process improvement
- Looking forward to meeting and working with all of you!

Qualtrics CX & DX Updates

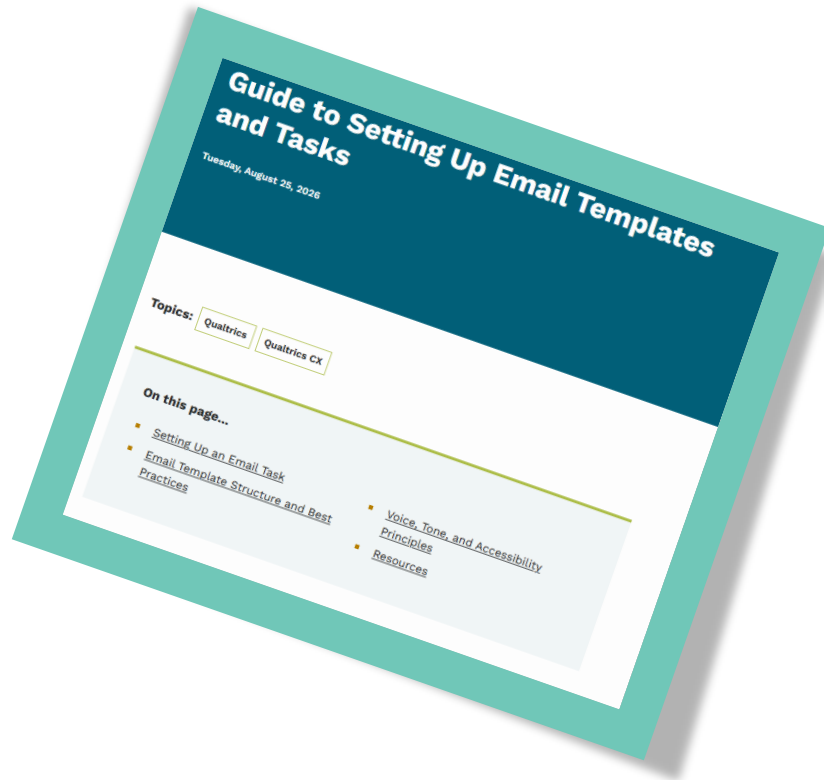
Guide to Setting Up the Closed-Loop Ticket System

- This guide walks agency staff through setting up the Tickets Task for the first time, covering key fields, naming conventions, and email notifications.
 - [Guide to Setting Up the Closed-Loop Ticket System](#)



Guide to Setting Up Email Templates and Tasks

- This guide covers how to write clear, accessible email templates and how to set up an Email Task in a workflow.
 - [Guide to Setting Up Email Templates and Tasks](#)



Special Thursday Training: Qualtrics CX Survey 101

Beginner-friendly virtual training covering core survey tools, question types, design, and accessibility best practices.

- **Qualtrics CX Survey 101**

- This training will cover:
 - Core survey-building tools and features
 - Common question types
 - Best practices for design and accessibility

- **Day: Thursday, September 17, 2026**

- **Time:** 1:00 – 3:00 p.m.

- **Format:** Virtual session hosted via Microsoft Teams



Tuesday with Qualtrics: New Release Spotlight

Join our monthly training session to go over new product releases - **Tuesday (2nd Tuesday of the Month)**

- **October 13, 2026**
- November 10, 2026
- December 8, 2026

Tuesdays with Qualtrics: New Release Spotlight

Day: Tuesday (2nd Tuesday of each month)

- Date Range: September 8, 2026 - December 29, 2026
- Excluding holidays

Time: 10:00 - 10:30 a.m.

- Format: Virtual session hosted via Microsoft Teams
- The demonstration portion of this session will be recorded for training purposes
- **Joining Information:**
- **Join now** 
- ID: 285 498 811 581 5
- Passcode: nv6Yd69z



Bi-Weekly Office Hours

Join us Tuesday and Thursday

Qualtrics Office Hours

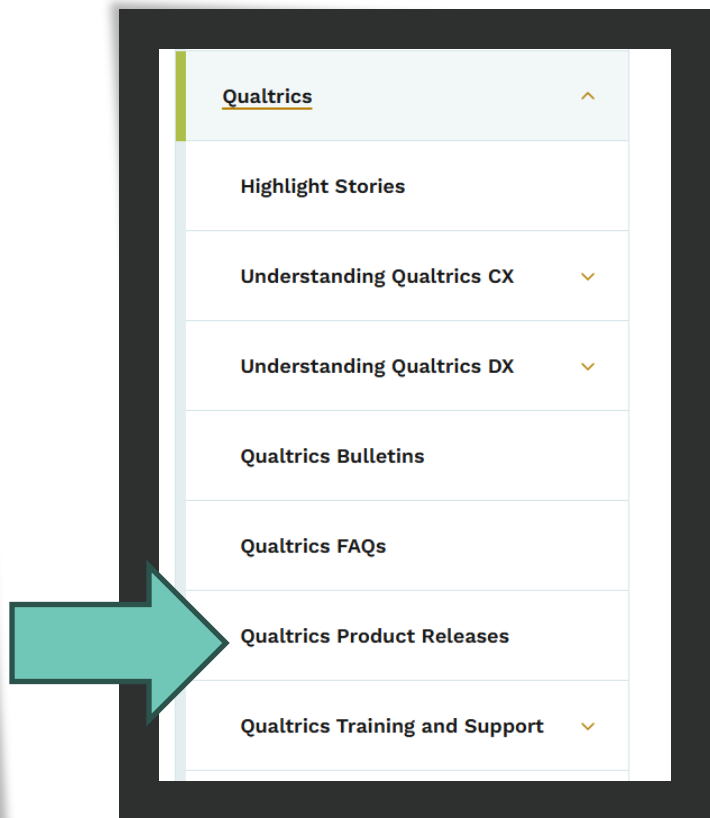
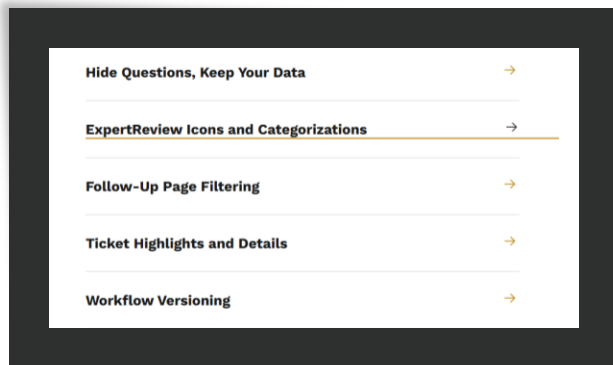
- Day: Tuesday
- Date Range: November 4, 2025 - June 30, 2026
- Excluding holidays
- Time: 10:00 - 10:30 a.m.
- Format: Virtual session hosted via Microsoft Teams
- **Joining Information:**
- [Join now](#) 
- ID: 285 498 811 581 5
- Passcode: nv6Yd69z
- Office Hours will not be recorded.

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.

Qualtrics Product Release

We're excited about this month's new Qualtrics features. We also launched a new page to highlight current and upcoming releases. Check it out to see what's coming next.



Workflow Versioning

To learn how to create version snapshots, view your revision history, and restore past versions, check out the official documentation:

- [Workflow Versioning](#)



Ticket Highlights and Details

To learn how to set up custom data sections, headers, and top three highlights, explore the official documentation:

- [**Ticket Highlights and Details**](#)



ExpertReview Icons and Categorizations

To learn the new icons make it easier to spot, interpret, and prioritize ExpertReview suggestions in the survey editor, explore the official documentation:

- [ExpertReview Icons and Categorizations](#)



Hide Questions, Keep Your Data

To learn on how to hide a question from respondents with one click without losing any of the data you've already collected for it, explore the official documentation:

- [Hide Questions, Keep Your Data](#)



Feature Updates, Bug Fixes, and How Tos

Enhancements and Bug Fixes

- **Visual Link Collections Not Adding Alt Text**

Even though images in your Media Gallery have alt text, that alt text was not being brought over into Visual Link Collections. The fix ensures screen readers receive the correct description for all images in link collection lists.

- **Alt Text Error in Drupal Media Library**

If you received an error that you're missing alt text when adding an image to Drupal Media Library even before you had a chance to enter it, this error has been fixed.

How To: Clear Quality Assurance Warnings in Acquia Optimize

- **Is the image alternative text descriptive enough?**

If your image alt text is one word or a vague description like **screenshot**, you may see this warning. Remember to make your alt text descriptive enough for anyone using a screen reader to understand the context.

- **Are all visual lists correctly coded as lists?**

This means don't type numbers, letters, or dashes before your list items. Use the Drupal toolbar to choose a bulleted or numbered list option to create your list.

Learn more about Acquia Optimize [on the DX Training website.](#)

Accessibility Assistance Requests

Accessibility Assistance Requests in Qualtrics

Please respond to any accessibility assistance tickets in your queue. You should be receiving emails with a link to each ticket in Qualtrics.

State of Iowa - Accessibility Request or Report Form Received - T-22802



State of Iowa - Accessibility <noreply@dom.iowa.gov>
To  Delrow, Suzanne



8/11/2026

A new accessibility-related response has been submitted through the **State of Iowa Feedback Tab Survey**. Please review and take action on the ticket and submission details below.

Page Referrer:
Current URL:
Website: IOWA

Ticket Link: [T-22802](#)

Accessibility Assistance Requests in Qualtrics

If you haven't logged in to Qualtrics in the last 30 days and are unable to log in, please submit a Qualtrics request through ServiceDesk Plus at [New Request - State of Iowa](#).

We've noticed a growing backlog, and your attention to these items helps keep everything moving smoothly. You can find information on the DX Training site that walks through the [Accessibility Assistance Request process](#).

We will be holding a [15-minute open session](#) on September 10, 2026, at 2:30 p.m. to go over how to work through and resolve accessibility tickets in Qualtrics.

Housekeeping and Reminders

ServiceDesk Plus Tickets

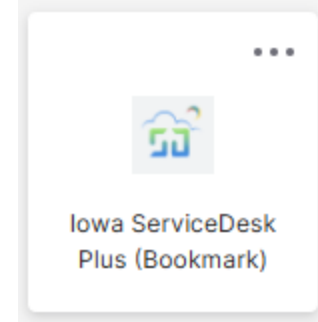
Need help or think you've found a bug? Submit a ticket through [ServiceDesk Plus](#) for **DOM DoIT Digital Experience(DX) & Digital Services** – note the name change. **Please submit a ticket rather than emailing or otherwise contacting the DX team.** By using ServiceDesk Plus we can better track tickets as a team and have the solutions available as future resources for all DX team members. **Please be sure to respond to your technician when contacted for follow up.**

- **Submit tickets for -**

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

- **The why -**

- Ensure better service
- Provide better oversight
- Offer opportunities for knowledge sharing



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 September

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)

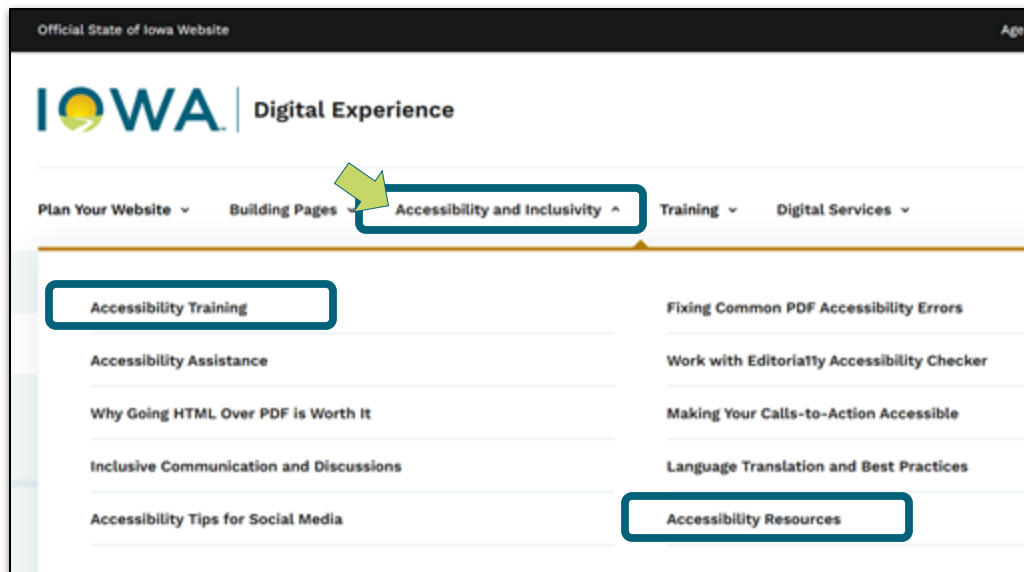
- **CommonLook Office Users**

If you'd like to learn how to create more accessible Microsoft Word documents - and produce PDFs that require less remediation - consider attending **Intro to CommonLook Office** on September 16.

You can [register on the Allyant website](#).

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 and links to the CommonLook trainings and office hours.



Questions, Comments or Concerns?