IOWA™ | Department of Management

Review and Approval Process Training: Best Practices and New Republishing Steps

October 27, 2026

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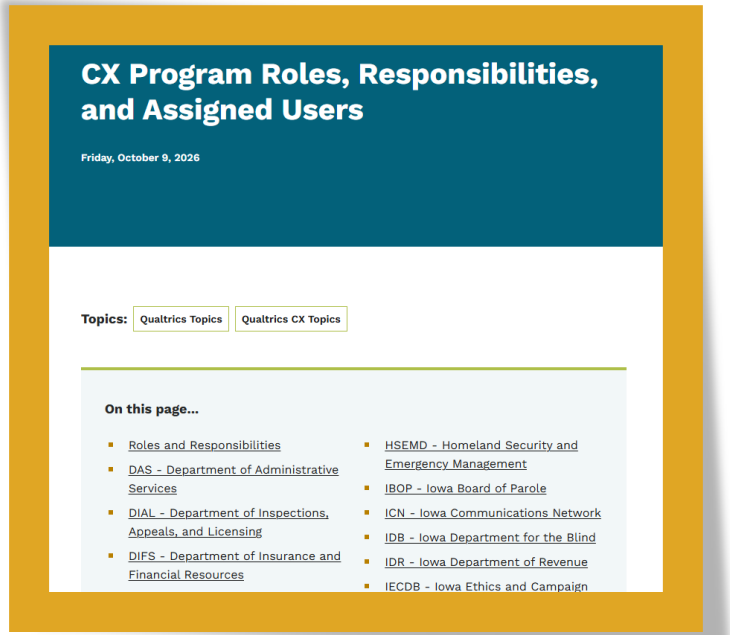
The Review & Approval Process

How a survey gets from draft to live

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Don't Skip Your Agency's Process

- Every **agency's** process is different **— if yours has its own intake or IT approval step, keep following it;** this review doesn't replace it, just adds a check for accessibility, security, and brand before final sign-off
- Not sure what your agency's process looks like? Start with your Agency Approver
- Don't know who that is? Ask your Agency CX Champion — or visit **CX Program Roles, Responsibilities, and Assigned Users**, to find the right person



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Five Steps to Draft to Live



1 Build & Edit

Create and edit your survey as the creator.

2 Request

Click Publish, select Jessica from the approver dropdown (just triggers the workflow), add notes, and request approval.

3 Choose Your Path

Complete the intake form and pick Comprehensive or Streamlined.

4 Review

Our AI review tool — used on both paths — and our team review your survey.

5 Approve & Publish

Your agency's approver decides. If approved, you're both notified and the survey goes live.

Get in the queue sooner rather than later — the earlier you submit, the more time the review team has to work with you before launch.

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How a Survey Gets Published

Every survey moves through the same six stages on its way to going live.

Status: Quality & Security

1. Request to Publish — you submit a formal request, starting the review

2. Intake (Choose your Review Path) — you define your survey's purpose; select your review path

3. Qualtrics + IA Security & Quality review — AI and security review

4. Service Delivery actions — settings applied, migrated to the right account and other infrastructure best practices

Status: Agency Approver

5. Approve/Deny — your agency makes the final call

Status: Closed

6. Finalize and Distribute — Congrats your published, -- now time distribute or we tell you why it was declined by your agency



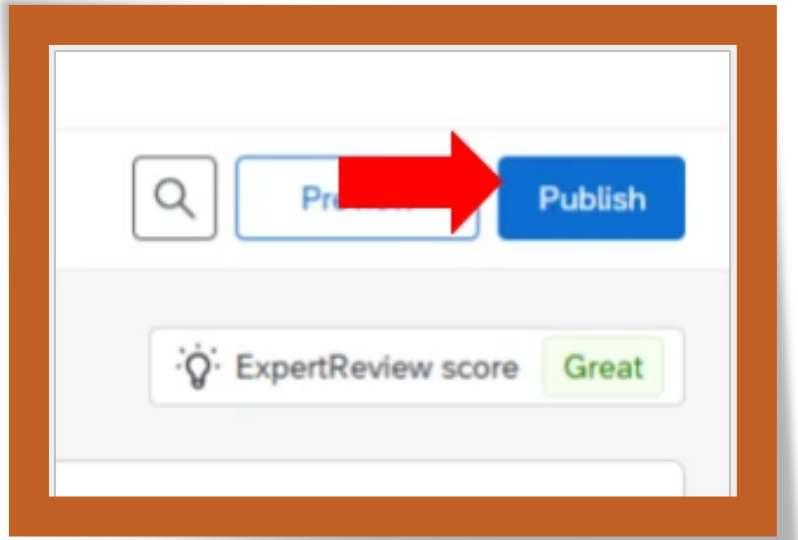
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Request to Publish – Step 1

Status: Quality & Security

Step 1: Click Publish

- In the Survey Editor, click Publish in the top right corner. This kicks off the approval workflow. It doesn't publish your survey yet.



❗ You'll **only** ever click the **blue Publish button** once per survey. Starting November 4, every update after that goes through the new republish option instead.

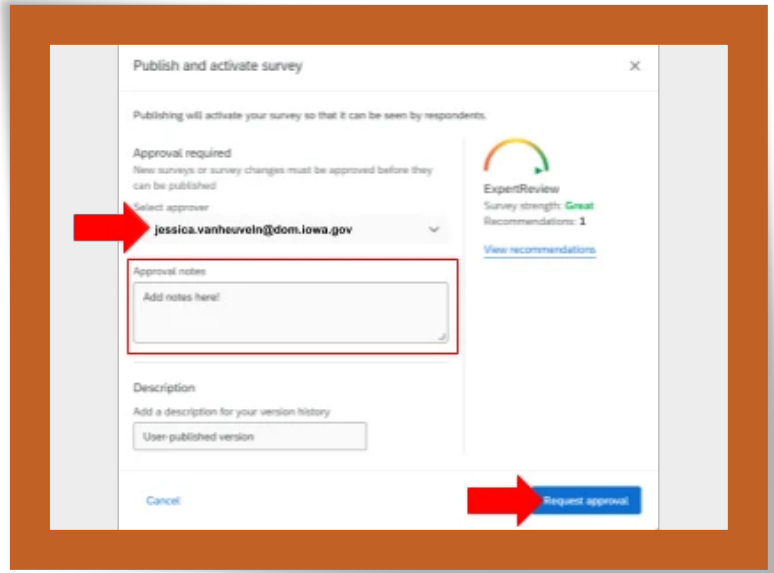
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Request to Publish – Step 2

Status: Quality & Security

Step 2: Select Jessica and Add Notes

- **Select Jessica** from the approver dropdown.
- It simply **kicks off the workflow**. Your **agency's actual designated approver** reviews and signs off later.



❗ Selecting **Jessica** doesn't mean she's your approver — **it's just what triggers the process**. You'll **only** ever click the **blue Publish button** once per survey. Starting November 4, every update after that goes through the new republish option instead.

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Intake – Choosing Your Review Path

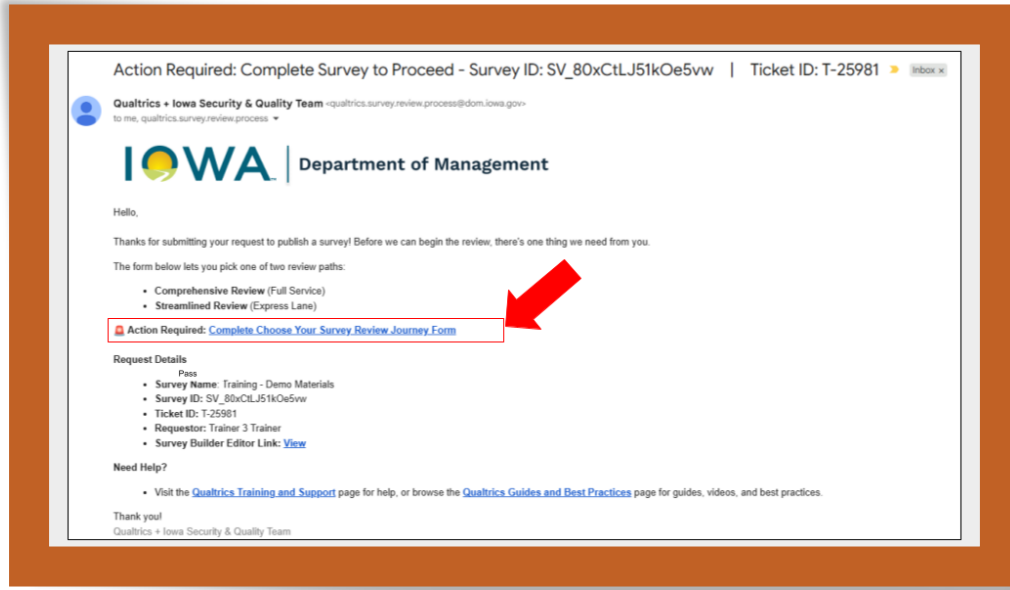
Status: Quality & Security

Step 3: Complete the Choose Your Path Form

After you request approval, you'll get an email **(hour later)** asking you to complete the Choose Your Path form.

This is where you pick your review lane:

- **Comprehensive Review (Full Service):** recommended for public-facing or constituent surveys; full accessibility, theming, and methodology feedback; includes one extra Listen Understand Act (LUA) section
- **Streamlined Review (Express Lane):** a good fit for internal or low-risk surveys, or agencies with their own strong review process; security only



❗ Both paths include an AI review

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Intake - Choosing Your Review Path

Status: Quality & Security

Both paths ask the same core questions:

Security Overview: could any of your responses include an 8-digit number, or a number between 12 and 26 digits long? Think Social Security numbers, Medicaid IDs, bank account numbers, driver's license numbers.

Protected Data Categories: which apply, CJIS, FERPA, FTI, HIPAA, PII, or None.

Issues and Tips Panel: did your Issue and Tips Panel show a Sensitive Data Request warning?

Launch Date: your expected launch date.

Primary Audience: constituents, internal staff, partner organizations, or other.

Distribution: how the survey will be distributed, and whether it will be posted on a State of Iowa website.

Long-Term Ownership Check: is this survey long-term, public-facing, used with a QR code, used programmatically, or handling sensitive data? Your answer here determines whether it should move to a dedicated service account.

Platform Features: which platform features your project uses.

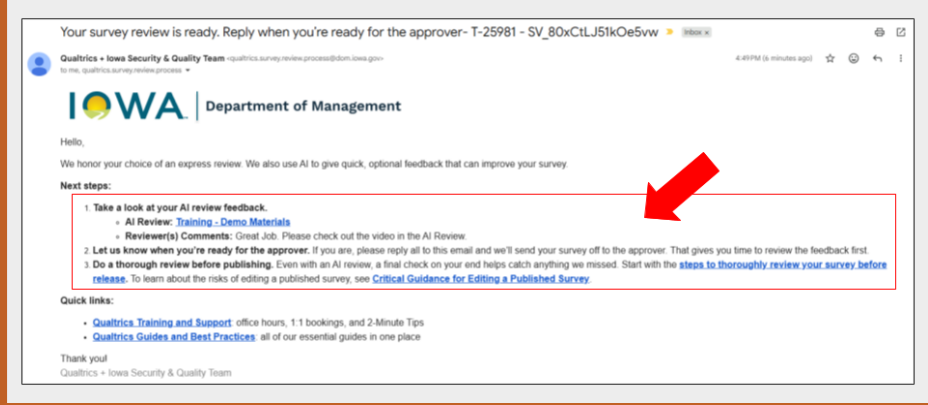
Comprehensive only: one extra section before submitting, Listen Understand Act (LUA), what you're capturing (Listen), the why behind it (Understand), and what you'll do with it (Act). Streamlined skips this and goes straight to submission.

Qualtrics + IA Security & Quality review

Status: Quality & Security

Step 4: Your Survey Is Reviewed

- Your survey goes to the Qualtrics and Iowa Security & Quality Team, with help from our AI review tool — used on both review paths
- You'll get an email with your AI review results and reviewer comments
- First time through? You **may** get a short video walking through your specific survey's feedback


Your survey review is ready. Reply when you're ready for the approver- T-25981 - SV_80xCtLJ51kOe5vw

Qualtrics + Iowa Security & Quality Team

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Hello,

We honor your choice of an express review. We also use AI to give quick, optional feedback that can improve your survey.

Next steps:

1. **Take a look at your AI review feedback.**
   - **AI Review:** Training - Demo Materials
   - **Reviewer(s) Comments:** Great Job. Please check out the video in the AI Review.
2. **Let us know when you're ready for the approver.** If you are, please reply all to this email and we'll send your survey off to the approver. That gives you time to review the feedback first.
3. **Do a thorough review before publishing.** Even with an AI review, a final check on your end helps catch anything we missed. Start with the steps to thoroughly review your survey before release. To learn about the risks of editing a published survey, see Critical Guidance for Editing a Published Survey.

Quick links:

- Qualtrics Training and Support: office hours, 1:1 bookings, and 2-Minute Tips
- Qualtrics Guides and Best Practices: all of our essential guides in one place

Thank you!

Qualtrics + Iowa Security & Quality Team

❗ Both paths include an AI review

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AI - Review

Status: Quality & Security

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Qualtrics Feedback Report

ICM User Readiness Survey - Post Go Live

Survey: ICM User Readiness Survey - Post Go Live

Survey ID: SV_bpW5jOPdBolFCGq

Status: Inactive

Total Questions: 17 (live survey flow only; 2 additional questions sit in the Trash block and are out of scope for this review)

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Strongly Recommend Fix 2
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A Note on This Report

This report was generated by Claude, an AI assistant, using only the information in the attached QSF file. AI-generated content can occasionally miss context or get details wrong, so please use your own judgment and verify anything important before acting on it — treat this as a strong starting point, not a final word.

Randy and Jessica are our second reviewers on the DOM Quality team, and they also check every report before it's shared with you. Where either of them has added a note of their own, you'll see it in green as a comment on the side.

How to Find a Question's QID

Every finding below references a Question ID (QID) so you can find the exact question quickly.

- Open the survey in Qualtrics and click Edit Survey.
- Locate internal IDs by going to Tools > Show Internal IDs.
- Click the magnifying glass (search) icon near the top of the editor.
- The QID (e.g., QID12) shows next to the question number, just above the question text.

You don't need to open the raw QSF file to do this.

Watch a 5-second screen recording of this

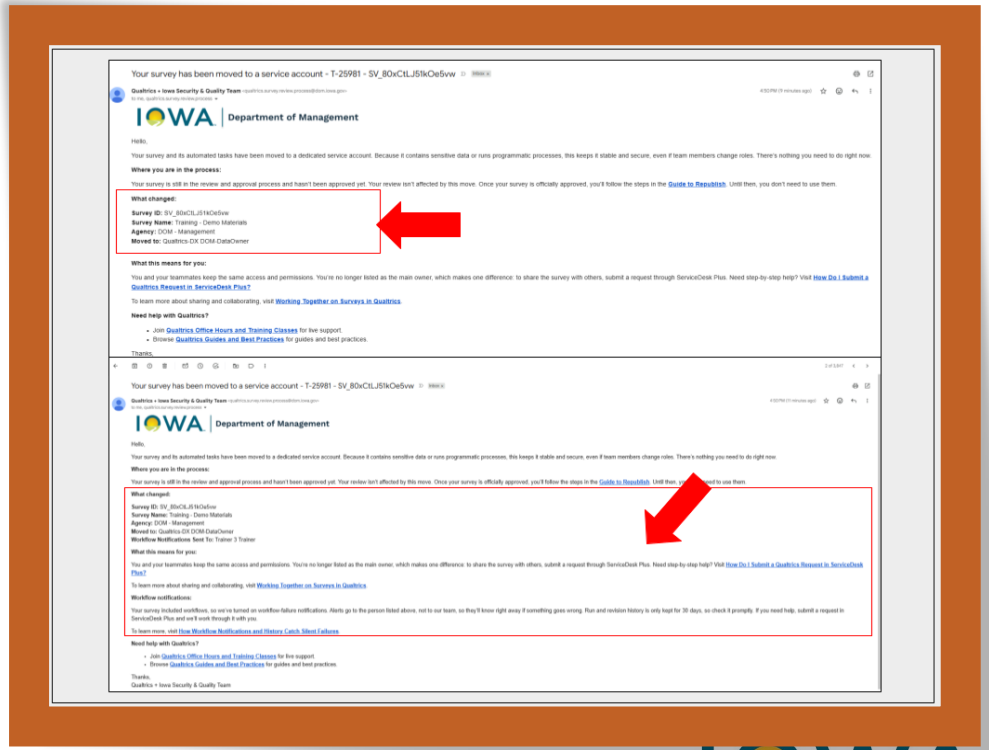
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Service Delivery Actions

Status: Quality & Security

Step 4: Your Survey Is Reviewed

- If your survey handles sensitive data or runs automated processes, it moves to a dedicated service account
- You and your team keep the **same access and permissions** — you're just no longer listed as the main owner
- **Sharing the survey** with someone new now goes through a **ServiceDesk Plus request**



Collaboration

Status: Quality & Security

Sharing the survey with someone new now goes through a **ServiceDesk Plus request**

Hello,

Thank you! We received your request to share your project with the listed user(s). Qualtrics has multiple collaboration permission types, and we want to be sure we assign the right level of access.

Please follow the simple 3 steps below so we can complete this request.
Step 1: Visit and Review: Working Together on Surveys in Qualtrics and How Do I Locate my Survey ID?
Step 2: Copy the Table below
Step 3: Click **Reply**, enter your **Survey ID**, and **enter Yes or No** for each collaboration permission you want to grant.

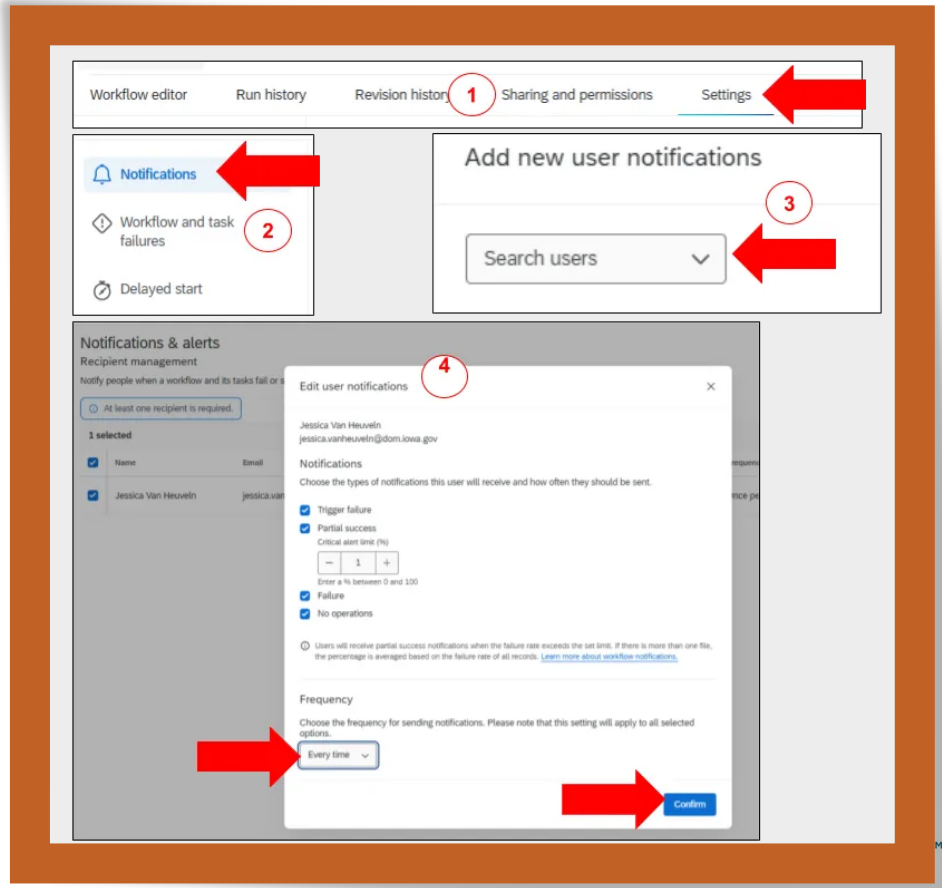
Survey ID:	
Permission	**Yes/No**
View Survey Provides read-only access to the survey questions and structure	
Edit Survey Allows changes to questions, logic, and layout	
View Reports Provides access to the data, results, and filtering tools	
View Reports Provides access to the data, results, and filtering tools	
Activate or Close Allows the user to manage the active status of the survey for response collection	
Copy Allow the user to duplicate the project to serve as a template for their work	
Distribute Survey Grants the ability to launch and manage how the survey is sent	

Thanks,
Qualtrics CX Team

Workflow Notifications

Status: Quality & Security

- We confirm notifications are on — but failure alerts go to the workflow's recipients, not our team, so we only hear about a failure if you tell us
- Stuck on a failed workflow? Bring it to **Qualtrics Office Hours and Training Classes** or **submit a ServiceDesk Plus request** and we'll work through it with you
- Don't wait too long — run history is only kept for **30 days, so reach out** while it's still there

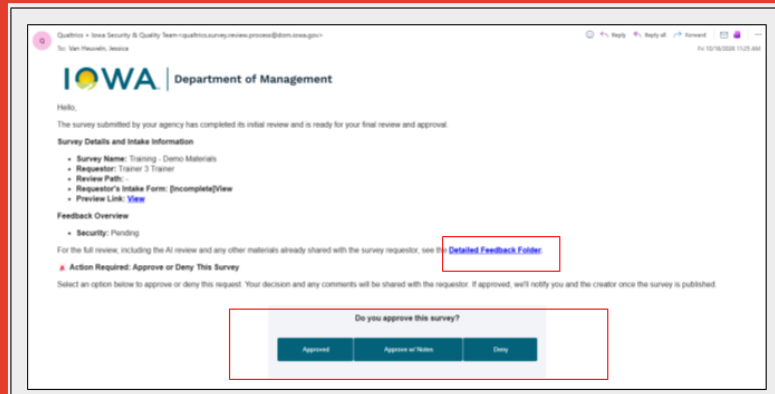


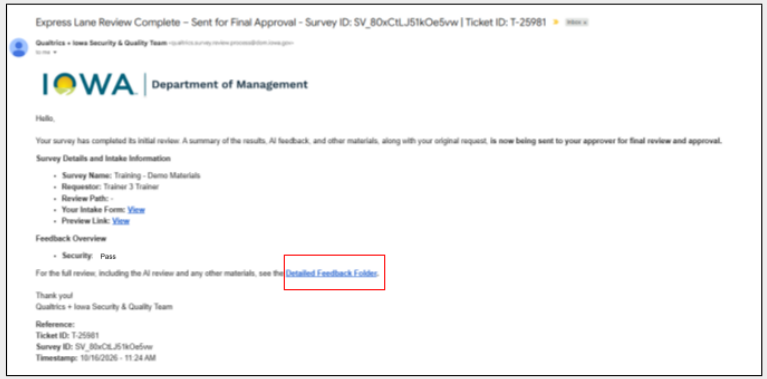
Approve/Deny

Status: Approver

Step 5: Your Approver Reviews and Decides

- Your approver sees everything you did — survey name, review path, your Choose Your Path answers, AI review results, any personalized video, full feedback, and a preview link.
- The preview link lets them walk through the survey itself (including mobile view), with an Ignore Validation option to skim required fields quickly
- They choose Approve, Approve with notes, or Deny



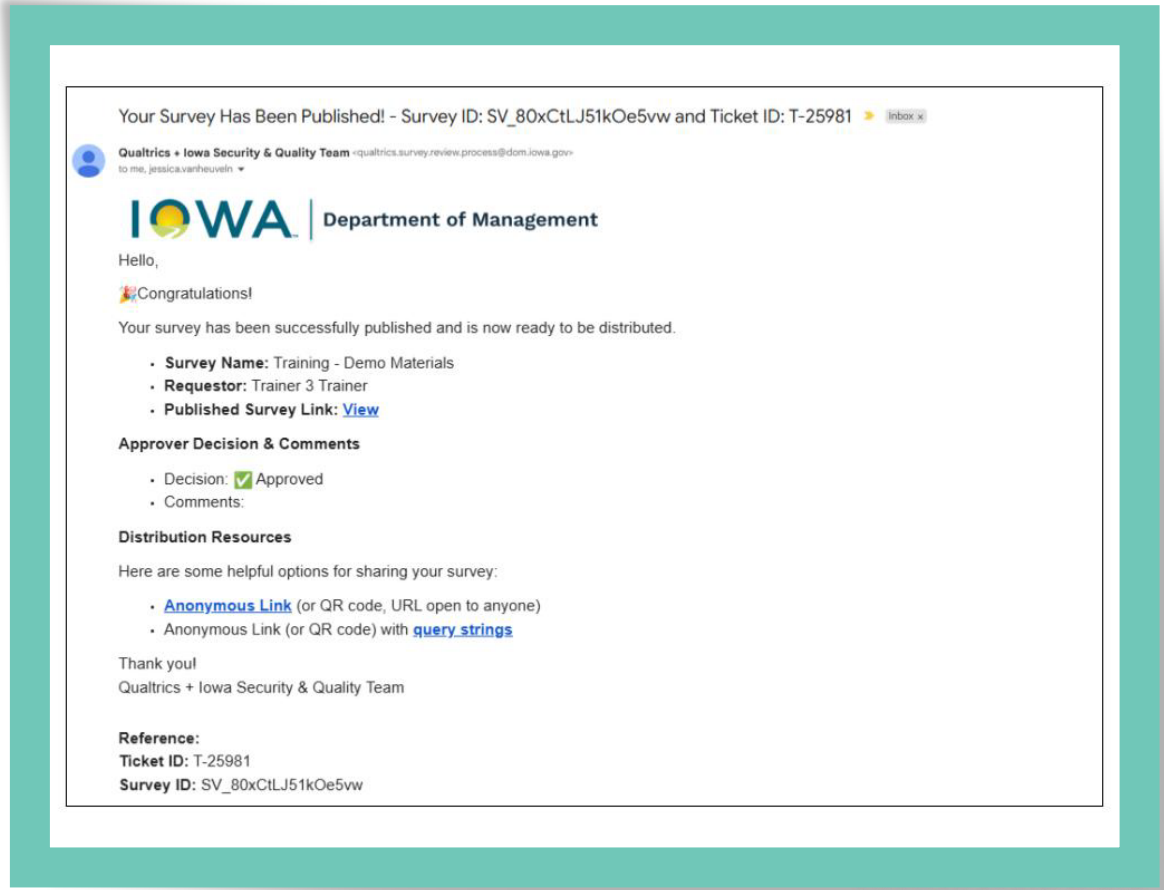


Finalize and Distribute

Status: Closed

Step 6: You're Notified Either Way

- **Approved:** you and your approver both get a confirmation email, plus your distribution links (anonymous link, and anonymous link with query strings)
- **Denied:** you get an email explaining why



Your Survey Has Been Published! - Survey ID: SV_80xCtLJ51kOe5vw and Ticket ID: T-25981 Inbox ×

Qualtrics + Iowa Security & Quality Team <qualtrics.survey.review.process@dom.iowa.gov>
to me, jessica.vanheuvein

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Hello,

🎉Congratulations!

Your survey has been successfully published and is now ready to be distributed.

- **Survey Name:** Training - Demo Materials
- **Requestor:** Trainer 3 Trainer
- **Published Survey Link:** View

Approver Decision & Comments

- Decision: ✅ Approved
- Comments:

Distribution Resources

Here are some helpful options for sharing your survey:

- Anonymous Link (or QR code, URL open to anyone)
- Anonymous Link (or QR code) with query strings

Thank you!
Qualtrics + Iowa Security & Quality Team

Reference:
Ticket ID: T-25981
Survey ID: SV_80xCtLJ51kOe5vw

Three Statuses You Might See

Status: Testing, Denied, or Republish

Denied — your agency approver didn't sign off. Revise and resubmit when ready.

Republish — your last request is already being processed by the Quality & Security Team.

Testing — the preview window covers most surveys, but a handful of complex projects need a published version to test properly.

Collaboration

Status: Closed

Sharing the survey with someone new now goes through a **ServiceDesk Plus request**

Hello,

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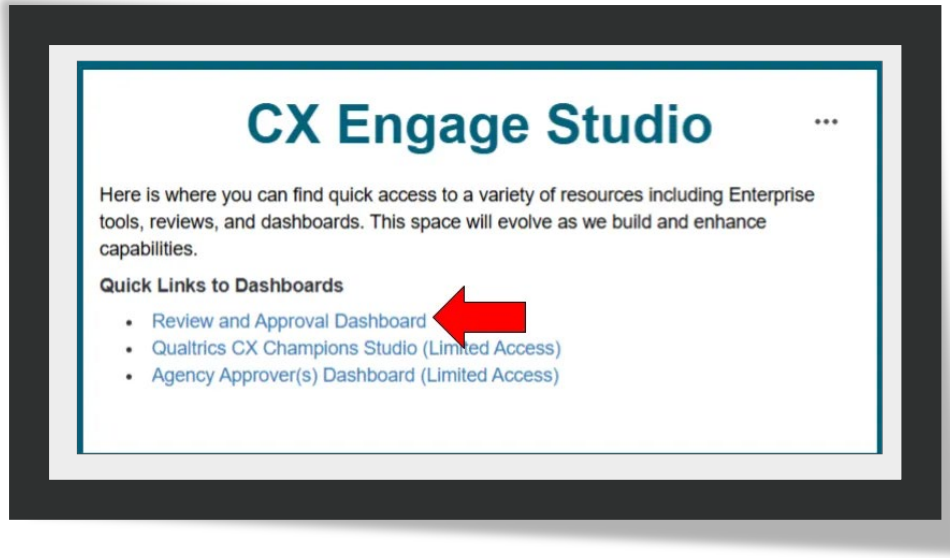
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Permission	**Yes/No**
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Edit Survey Allows changes to questions, logic, and layout	
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Activate or Close Allows the user to manage the active status of the survey for response collection	
Copy Allow the user to duplicate the project to serve as a template for their work	
Distribute Survey Grants the ability to launch and manage how the survey is sent	

Thanks,
Qualtrics CX Team

Track Your Survey's Status Anytime

- **Review and Approval Dashboard** — see surveys currently in review, their status, and what's left to do
- **Agency Approvers Dashboard** — built for your agency's approvers, showing what's waiting on their review



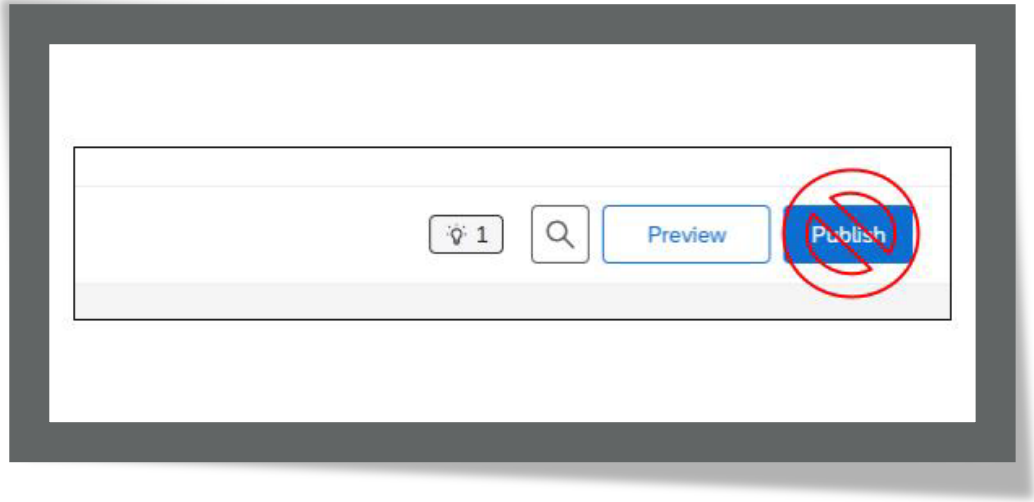
New Republishing Steps

Previewed today — live **November 4, 2026**

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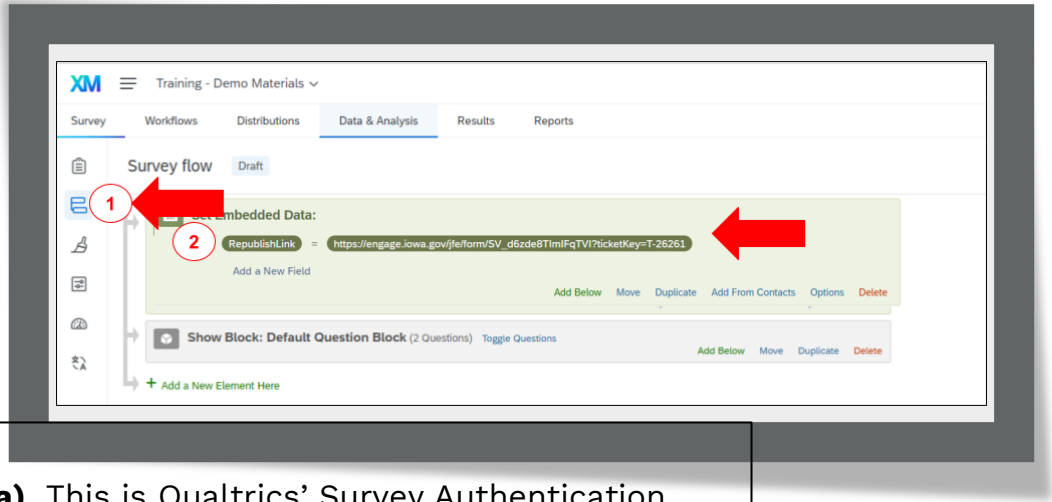
Don’t Use the Publish Button

- In the Survey Editor, there’s a **Publish** button in the top right corner. Do not use it to republish.
- That button is only for publishing a survey for the **first time.**
- If you use it to request a republish, we won’t accept it.



Finding Your Republish Link

- Open your survey and click **Survey Flow** on the left side.
- Look for a field called **RepublishLink. Don't delete it.**
- Copy the link next to it.
- Open that link in a new tab.
- Republish Link is unique per survey



! Important Notes:

You may be prompted to sign in with **SSO (Okta)**. This is Qualtrics' Survey Authentication feature, which confirms the identity of who's requesting the republish. **If you can't get in:** submit a **Qualtrics Request in ServiceDesk Plus** for help.

This Republish Link is tied to this specific survey. Please do not use a link from a different survey and request republishing. Each survey has its own unique republish link.

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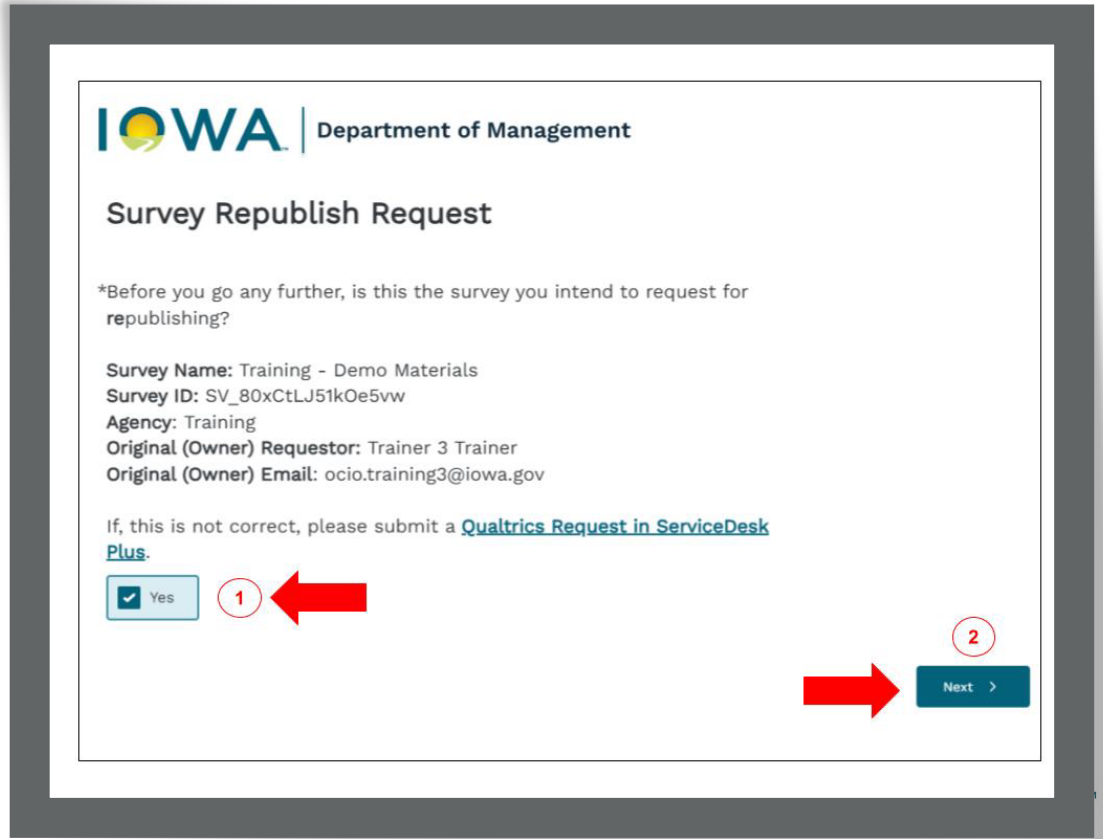
Read the intro screen

You'll see a short welcome screen. It links to two things worth reading first: the **Critical Guidance for Editing a Published Survey** page and this guide. Click **Next** when you're ready.



Confirm it's the right survey

You'll see your survey's name, ID, and agency. Check it's correct, select **Yes**, then click **Next.**



If You Can't Republish Yet

If your status is...	What it means	What to do
Quality & Security	Your survey is going through internal review, accessibility, theming, methodology, and security checks.	Submit a **Qualtrics SD+ Request** if you need your status changed to Testing
Approved - Pending Publish	Something didn't complete properly after approval. This is a technical issue and should be rare.	Submit a **Qualtrics SD+ Request**
Republish	Your last republish request is already being processed.	Wait for your confirmation email. If it's been a while, submit a **Qualtrics SD+ Request**
Denied	Your survey was not approved by your agency approver.	Submit a **Qualtrics SD+ Request**

Verify your name and email

- Verify your full name and email address.
- Then click **Next.**

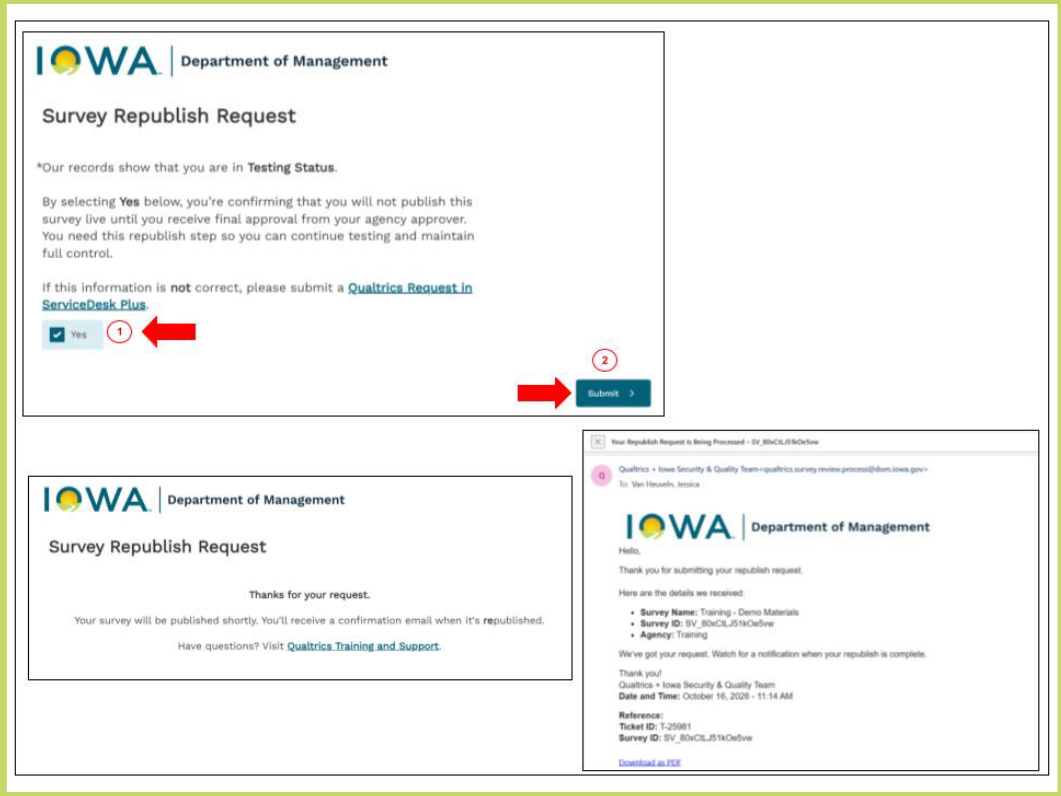


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Answer ONE Question.

Status: Testing

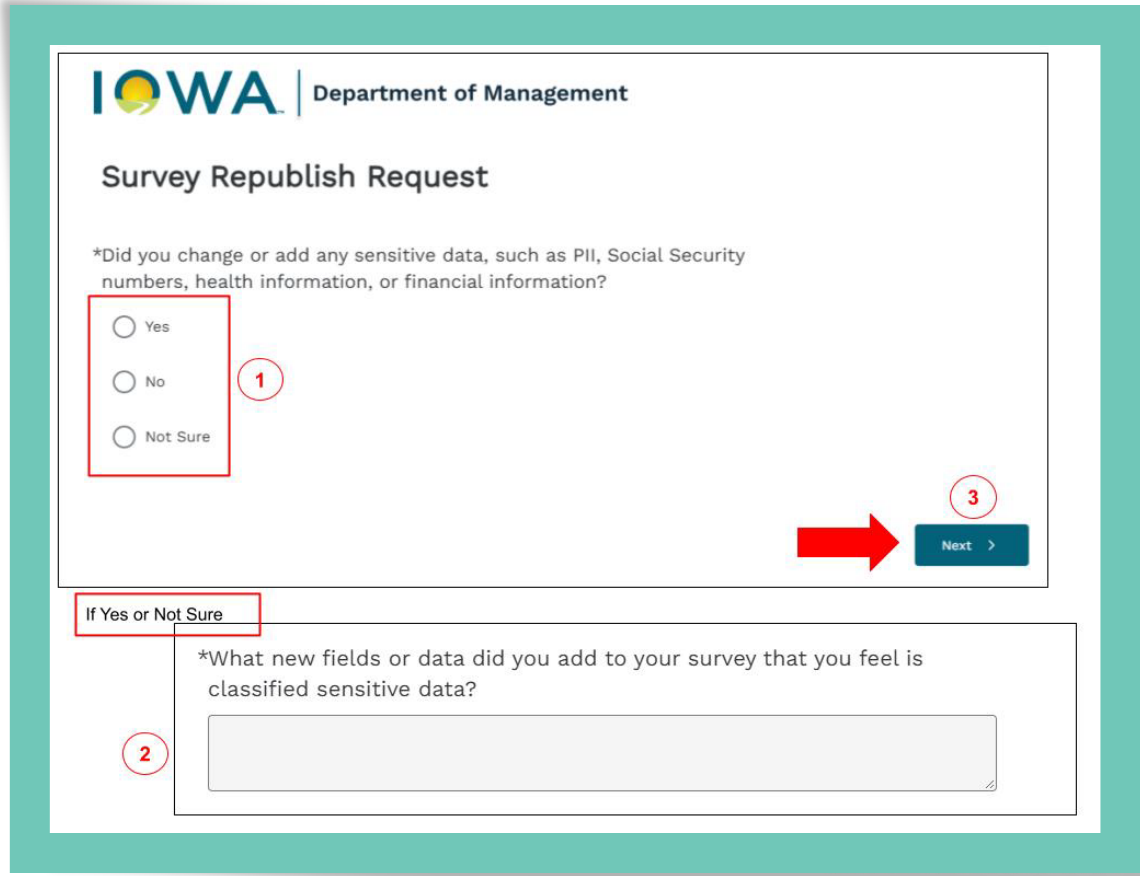
If you're in Testing status, you'll see one quick question confirming you understand your survey won't go fully live until your agency approves it. Select **Yes** and hit **Submit.** You're done.



Answer a few questions. – Sensitive Data

Status: Closed

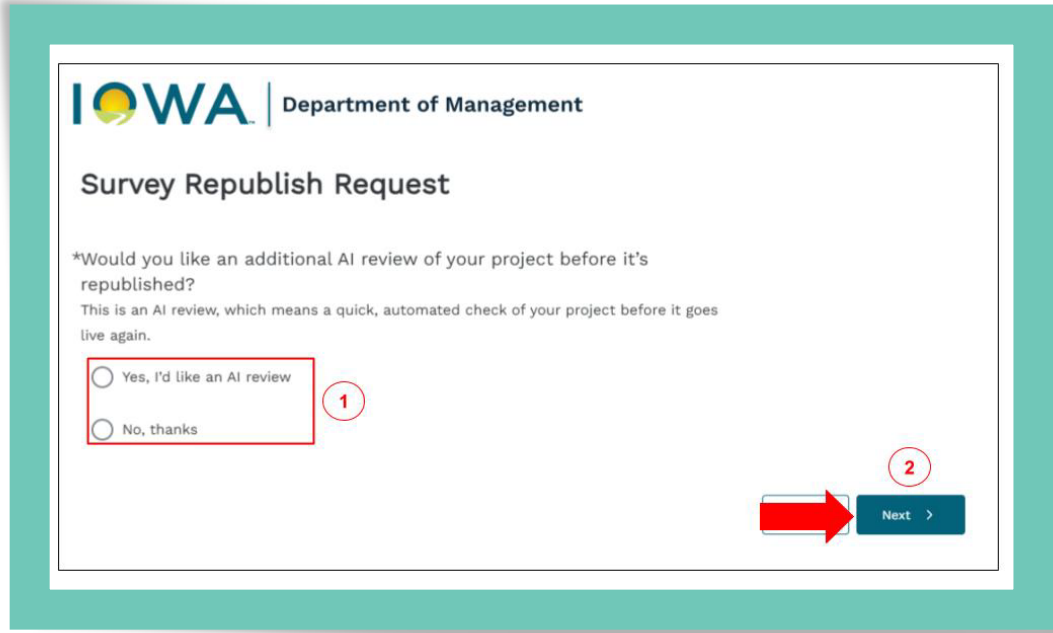
- **Did you add or change any sensitive data?** Think: Social Security numbers, health info, financial info.
- Choose **Yes, No,** or **Not Sure.**
- If you pick Yes or Not Sure, tell us exactly what you added.



Answer a few questions – AI Review

Status: Closed

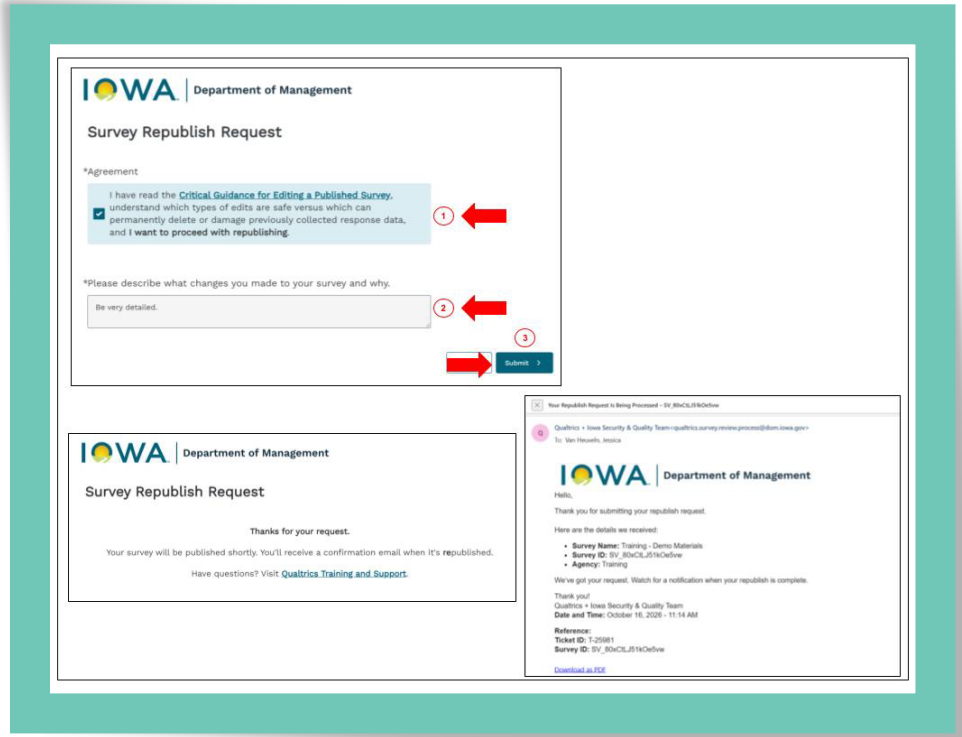
- **Want an AI review before you republish?** This is a quick automated check of your survey.
- Choosing this adds a little time, since we wait on the AI review first.
- If you don't need it, pick **No, thanks.**



Answer a few questions – Read Critical Guidance

Status: Closed

- **Confirm you've read the Critical Guidance and describe your changes.**
- Check the box confirming you understand which edits are safe and which can damage your collected data.
- In the text box, describe what you changed and why. **Be specific.** For example, "I removed Question 4, a multiple-choice question" tells us a lot more than "I made some edits."
- Click **Submit.**

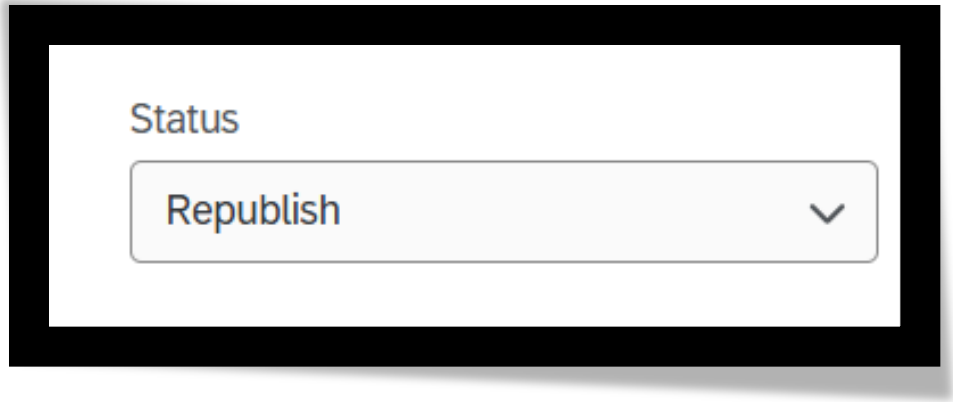


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Processing the Request

Status: Republish

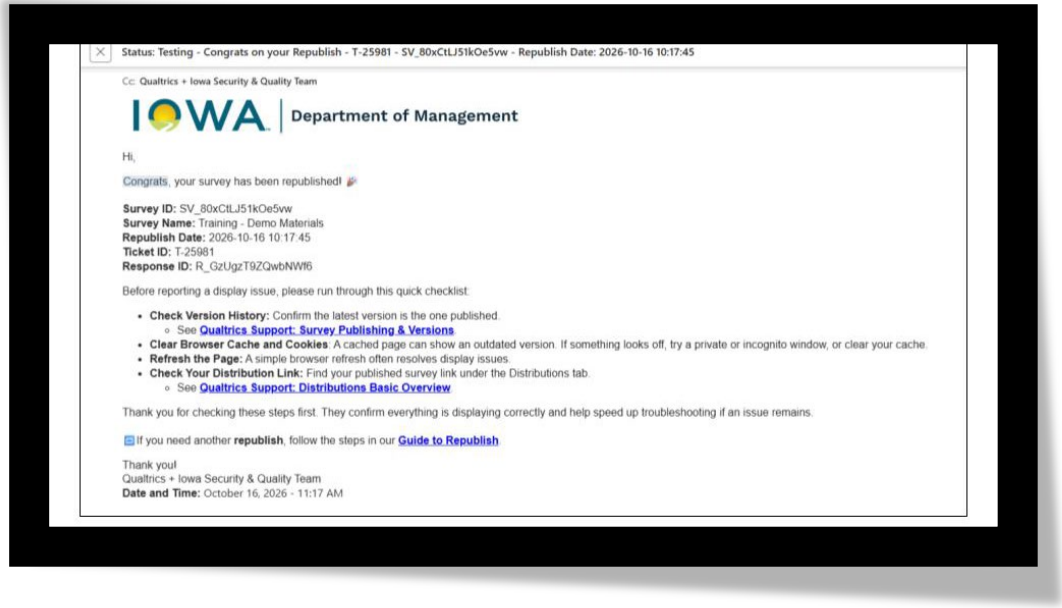
- Once submitted, your request moves into Republish status for processing.



What Happens Once You're Live Again

Status: Testing or Closed

- Once your survey is **republished**, you'll get a **congrats email** with the exact date and time it went live
- Your survey then returns to its **previous status**
  - For example, back to Testing if that's where it started



Status: Testing - Congrats on your Republish - T-25981 - SV_80xCtLJ51kOe5vw - Republish Date: 2026-10-16 10:17:45

Cc: Qualtrics + Iowa Security & Quality Team

IOWA | Department of Management

Hi,

Congrats, your survey has been republished!

Survey ID: SV_80xCtLJ51kOe5vw
Survey Name: Training - Demo Materials
Republish Date: 2026-10-16 10:17:45
Ticket ID: T-25981
Response ID: R_GzUgzT9ZQwbNW16

Before reporting a display issue, please run through this quick checklist:

- **Check Version History:** Confirm the latest version is the one published.
  - See Qualtrics Support: Survey Publishing & Versions
- **Clear Browser Cache and Cookies**: A cached page can show an outdated version. If something looks off, try a private or incognito window, or clear your cache.
- **Refresh the Page:** A simple browser refresh often resolves display issues.
- **Check Your Distribution Link:** Find your published survey link under the Distributions tab.
  - See Qualtrics Support: Distributions Basic Overview

Thank you for checking these steps first. They confirm everything is displaying correctly and help speed up troubleshooting if an issue remains.

If you need another **republish**, follow the steps in our Guide to Republish

Thank you!
Qualtrics + Iowa Security & Quality Team
Date and Time: October 16, 2026 - 11:17 AM

Sensitive Data Policy

Why, What, Discover, and Report

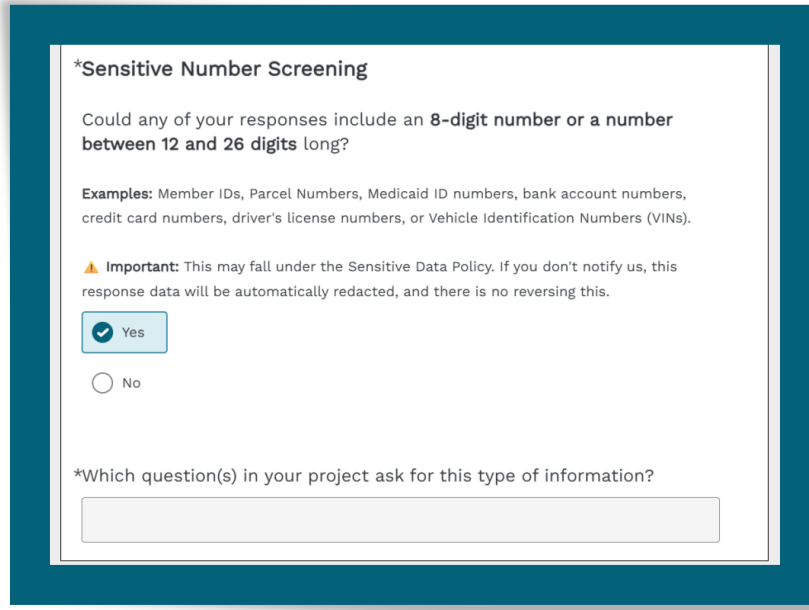
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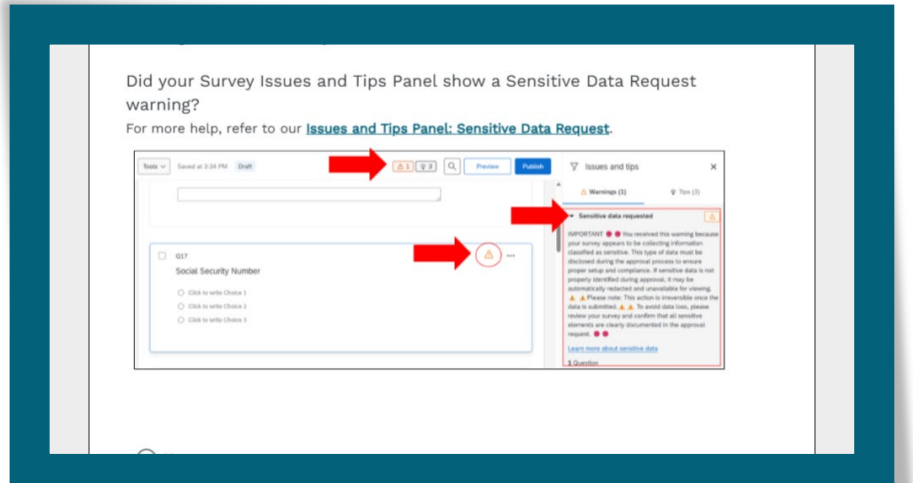
Why This Policy Exists



What Is the Sensitive Data Policy?

- The Sensitive Data Policy is a built-in Qualtrics check for certain kinds of personal information, like Social Security numbers and Tax IDs
- That's why the Choose Your Path form asks about things like 8-digit or 12-to-26-digit numbers, and why the Issues and Tips panel warns you when a question gets flagged

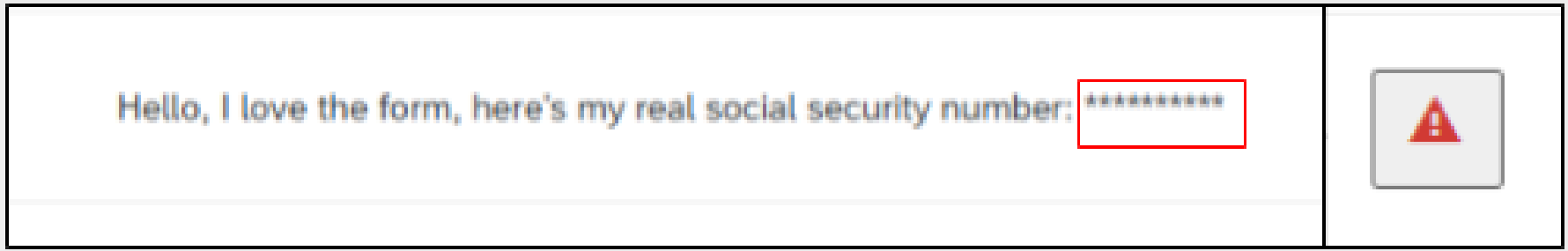




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Important Note

- **Once a redaction happens, it can't be undone.** If you **spot a risk, report it right away** - the sooner we know, the sooner we can stop it before anything gets redacted.



If You Find It First

- If you find red triangles like the ones in the screenshot above while reviewing your data analysis, and it hasn't already been added to the exception list:
- Open a **ServiceDesk Plus request** to report it.
- Our team reviews your report and schedules a short meeting with you to discuss next steps and outline an action plan.

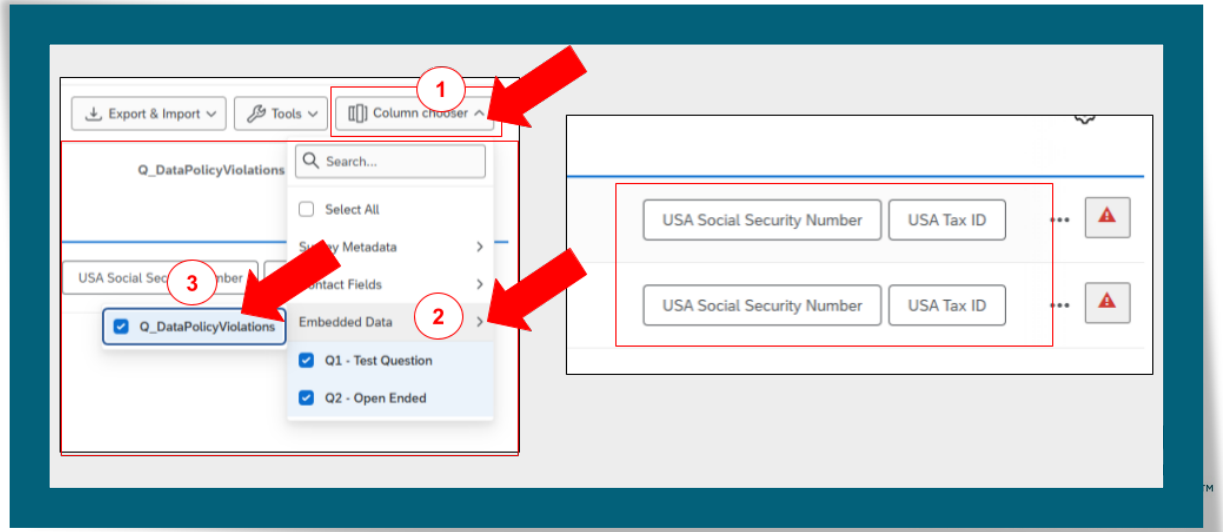
If We Find It First

- From time to time, our team runs a data steward audit across live surveys. If that audit flags sensitive data in your survey that hasn't been exempted:
- You'll get an email letting you know what was found and that it's been added to the exception list for now.
- Any new responses that fall into this category are no longer redacted while the exception is in place.
- You'll receive an invite to a short meeting (typically 15 minutes) with the Qualtrics team to go over what was found and agree on next steps.
- **Either way, you're covered.** The exception list keeps things moving while we sort it out, and the follow-up meeting is just a conversation to figure out next steps, not a penalty.

Want to Learn More?

Locating Sensitive Data Policy Violations

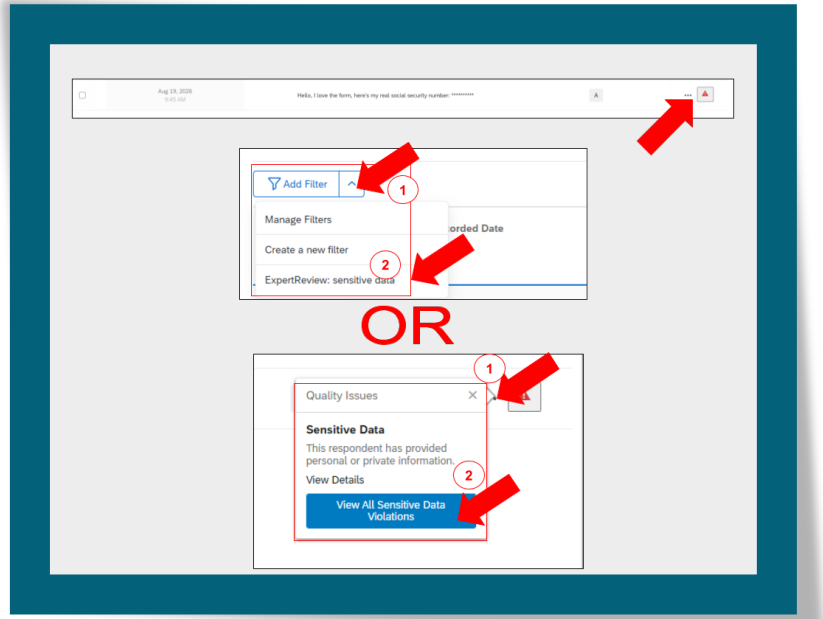
- In the Data & Analysis tab, click **Column chooser**.
- In the dropdown, go to **Embedded Data**.
- Check the box next to **Q_DataPolicyViolations**.



Want to Learn More?

Filtering Data Policy Violations

- **Option 1: Filter by sensitive data**
  - Click the **Add Filter** dropdown.
  - Select **ExpertReview: sensitive data** from the list.
- **Option 2: Click the red triangle directly**
  - Click the red warning triangle icon next to a flagged response.
- In the Quality Issues popup, under Sensitive Data, click **View All Sensitive Data Violations** to see every flagged response at once.

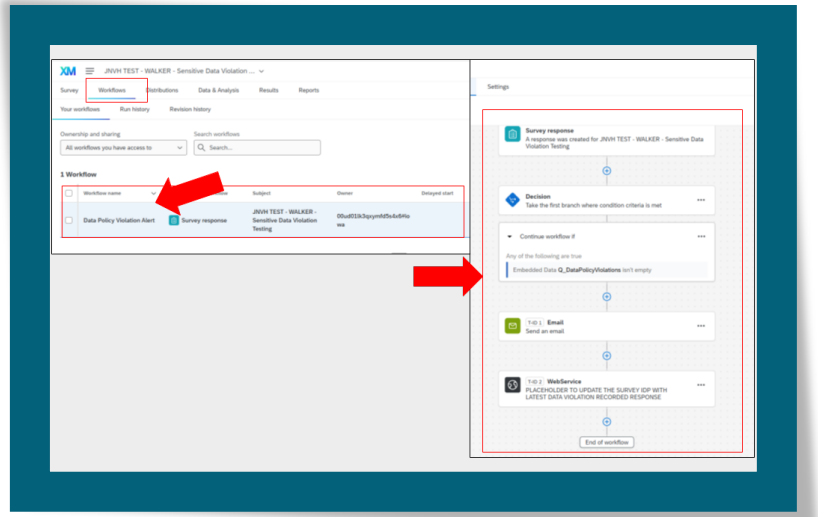


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An Alert System Is on the Way

Filtering Data Policy Violations

- **Still in scoping and building.** A new workflow is coming that will alert you directly when red triangles show up, so you don't have to catch them manually.



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Best Practices & Common Mishaps

Small habits that prevent big headaches

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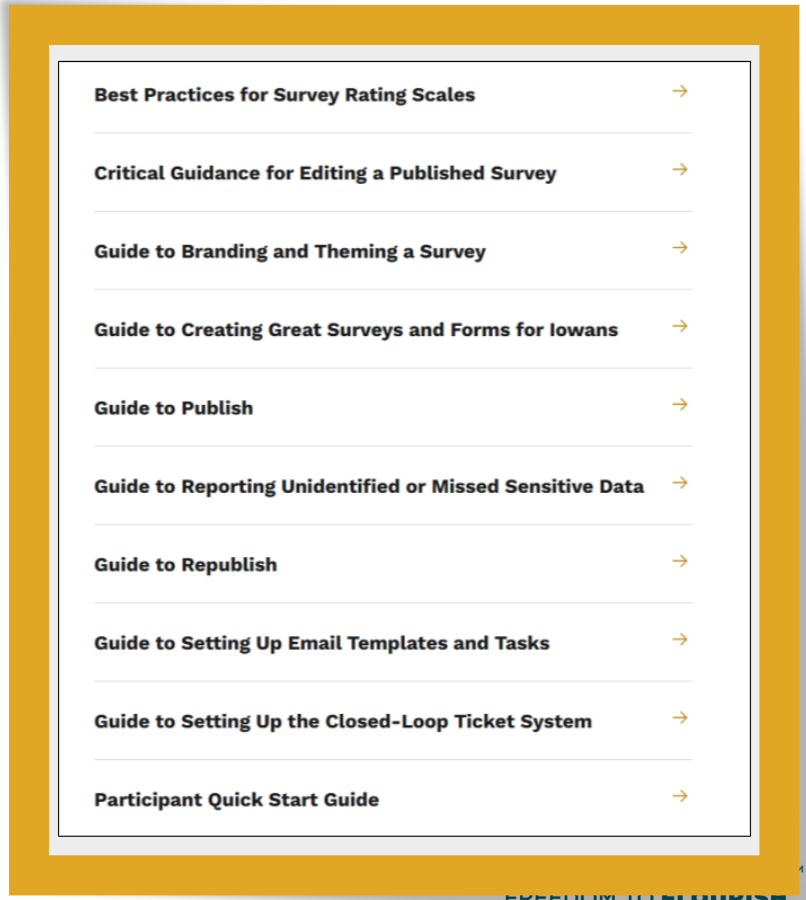
Top and New Guides

A single location for essential Qualtrics guides and helpful user information.

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Qualtrics Guides and Best Practices

- A single location for essential Qualtrics guides and helpful user information.
  - Qualtrics Guides and Best Practices



To Publish

- Step-by-step walkthrough of the review and approval workflow, from clicking Publish through the Choose Your Path form, AI/team review, approver decision, and final notification.
  - Guide to Publish



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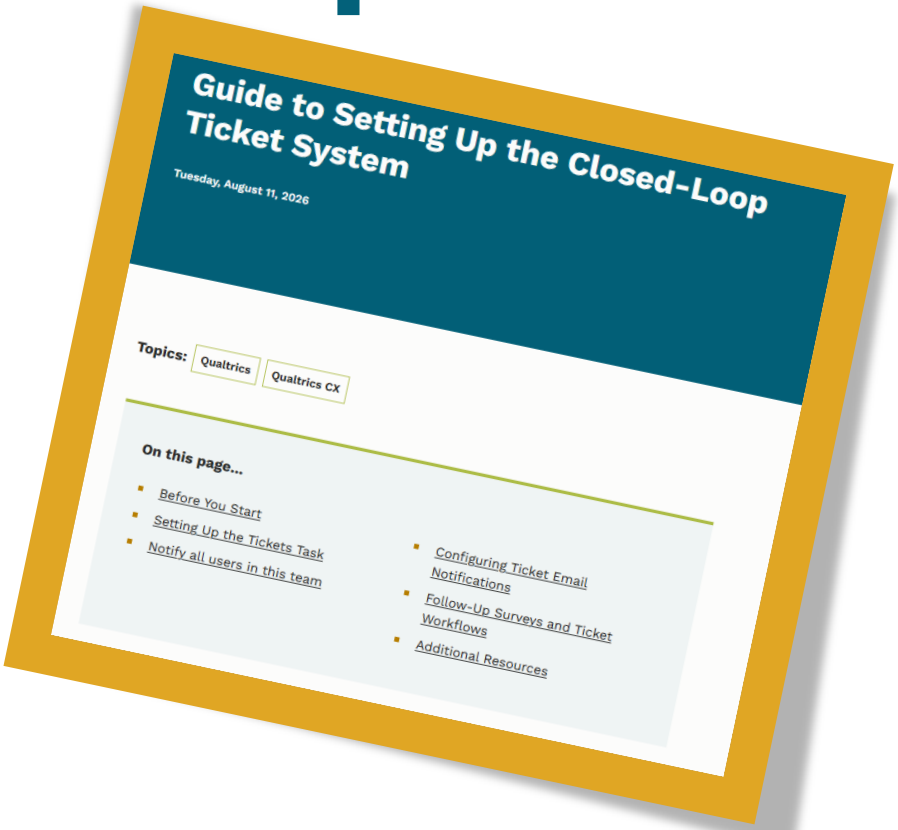
To Republish

- New process for requesting changes to an already-published survey via the survey's unique Republish Link — **not the Publish button** — with status checks, a sensitive-data question, an optional AI review, and a required description of changes.
  - Guide to Republish



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**



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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**



Guide to Creating Great Surveys and Forms for Iowans

- Core build guide covering accessibility, methodology, branding/navigation, and security best practices (help text size, end-of-survey messaging, hyperlink settings, button wording) — plus the Sensitive Number Screening and Protected Data Categories details that feed the review intake form.
- **Guide to Creating Great Surveys and Forms for Iowans**



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Critical Guidance for Editing a Published Survey

- Explains which edits are safe to make on a live survey (text fixes, adding questions, hide/unhide, reordering) versus which ones delete or damage already-collected data (changing question type, deleting questions/choices, modifying validation, copy-pasting answer choices) — essential reading before using the new republish process.
  - **Critical Guidance for Editing a Published Survey**



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Branding and Theming a Survey

- Recommended Look and Feel and Survey Options settings for state-branded surveys — correct theme, Next/Back button text, progress bar placement, Heading 1 survey title, back button on, question numbers off, Expert Review on — **plus how to request a new theme through your agency's Theme Approver.**
  - Guide to Branding and Theming a Survey



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Reporting Unidentified or Missed Sensitive Data

- What to do when sensitive data slips past review — report it yourself via ServiceDesk Plus or get notified if the team's audit catches it first, either way you get an exception-list grace period and a short follow-up meeting, plus how to locate flagged responses using the Q_DataPolicyViolations column; notes a redaction alert system is in scoping, not live yet.
  - **Guide to Reporting Unidentified or Missed Sensitive Data**



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Participant Quick Start Guide

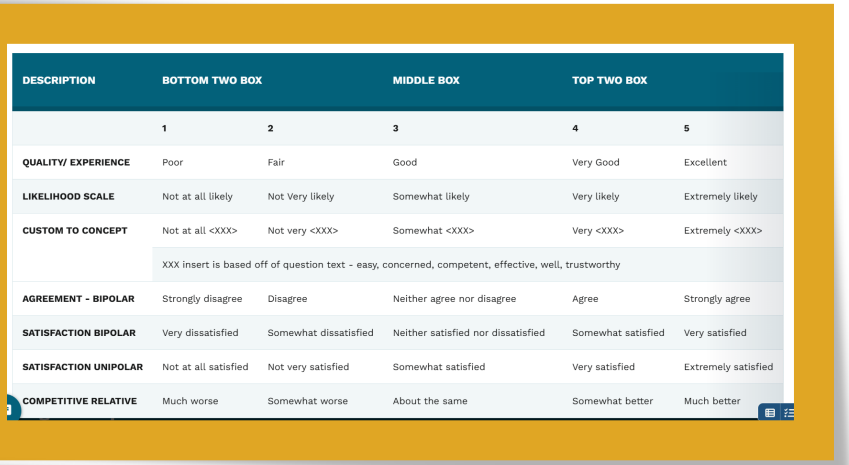
- Covers what the Participant user type can do in Qualtrics CX — view ticket-related survey data, view CX dashboards, and process tickets — plus a link to log-in instructions and a short tutorial video.
  - **Participant Quick Start Guide**



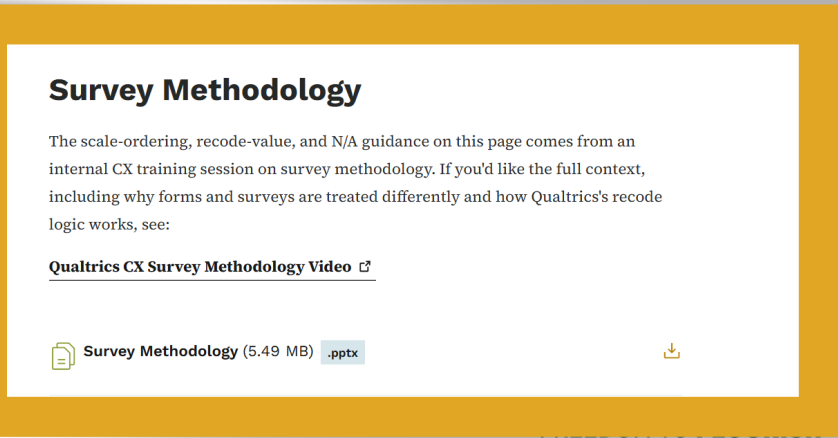
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Best Practices for Survey Rating Scales

- Guidance for 5-point labeled scales — use text labels over numbers, an odd number of points for a true neutral midpoint, display negative-to-positive so Recode Values and Top Two Box scoring stay accurate, and place any Don’t Know/N/A option last and excluded from analysis.
  - **Best Practices for Survey Rating Scales**



DESCRIPTION	BOTTOM TWO BOX		MIDDLE BOX	TOP TWO BOX	
	1	2	3	4	5
QUALITY/ EXPERIENCE	Poor	Fair	Good	Very Good	Excellent
LIKELIHOOD SCALE	Not at all likely	Not Very likely	Somewhat likely	Very likely	Extremely likely
CUSTOM TO CONCEPT	Not at all <XXX>	Not very <XXX>	Somewhat <XXX>	Very <XXX>	Extremely <XXX>
	XXX insert is based off of question text - easy, concerned, competent, effective, well, trustworthy				
AGREEMENT - BIPOLAR	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
SATISFACTION BIPOLAR	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
SATISFACTION UNIPOLAR	Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied
COMPETITIVE RELATIVE	Much worse	Somewhat worse	About the same	Somewhat better	Much better



Survey Methodology

The scale-ordering, recode-value, and N/A guidance on this page comes from an internal CX training session on survey methodology. If you'd like the full context, including why forms and surveys are treated differently and how Qualtrics's recode logic works, see:

Qualtrics CX Survey Methodology Video

Survey Methodology (5.49 MB) .pptx

Support Options

Many opportunities to learn and connect

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Qualtrics CX Dashboard 101 Training

- This beginner-friendly training will cover:
  - Navigating the dashboard builder interface
  - Core dashboard tools and widget types
  - Connecting your survey data to a dashboard
  - Customizing and organizing pages and widgets
  - Sharing a dashboard and managing who can view it
- **Day:** Thursday, November 12, 2026
- **Time:** 1:00 p.m. to 3:00 p.m.
  - Qualtrics CX Dashboard 101 Training



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Loop and Merge, Display Logic, Block Branching, and Skip Logic Best Practices

- **Survey Logic Best Practices**
- This training will cover:
- **Skip Logic:** Jumping a participant past questions that no longer apply, based on an earlier answer
- **Display Logic:** Showing or hiding a question, page, or specific answer choices based on conditions you set
- **Loop and Merge:** Repeating a block multiple times for the same respondent, often paired with Display Logic to control what shows in each pass
- **Branch Logic:** Sending a respondent down a different path through entire blocks in the Survey Flow, not just individual questions
- **Day:** Tuesday, December 8, 2026
- **Time:** 10:00 a.m. to 11:00 a.m.
  - Loop and Merge, Display Logic, Block Branching, and Skip Logic Best Practices



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Tuesdays with Qualtrics: New Release Spotlight

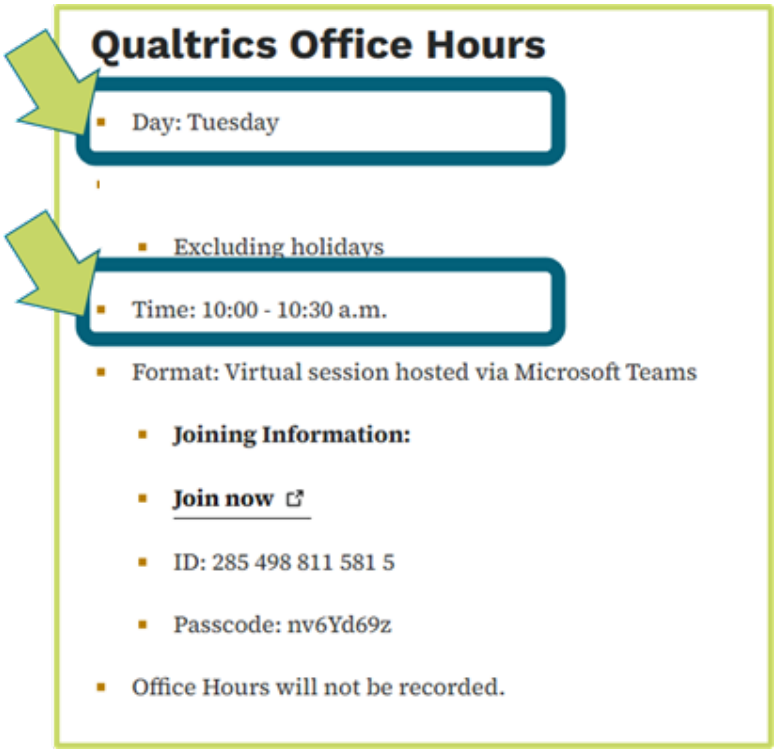
- Join our monthly training session to see the newest Qualtrics product releases in action. This demonstration portion of the session is recorded and focuses on walking through features launched in the previous month so you can stay up to date on what's new and how to use it.
  - Tuesdays with Qualtrics: New Release Spotlight



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Bi-Weekly Office Hours

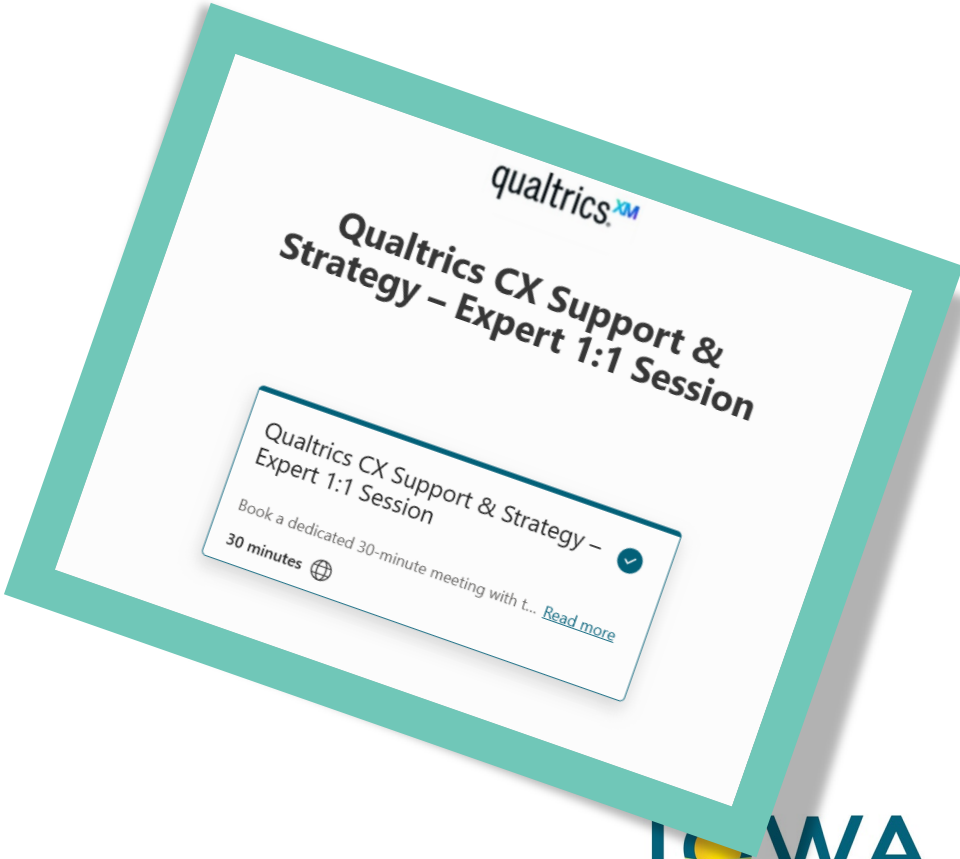
Join us **Tuesday** and **Thursday**





Qualtrics CX Support and Strategy - Expert 1:1 Session

- Book a dedicated 30-minute session with the Qualtrics CX team to receive tailored support.
  - **Qualtrics CX Support and Strategy - Expert 1:1 Session**

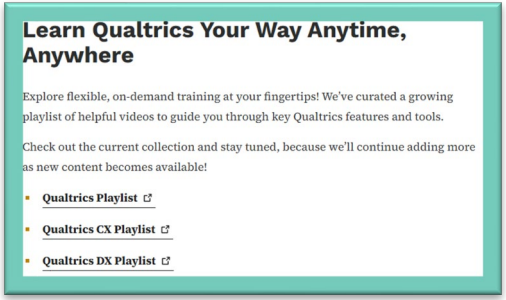


Self Paced

On-Demand

Access recorded training on a variety of Qualtrics topics - anytime, anywhere, at your own pace.

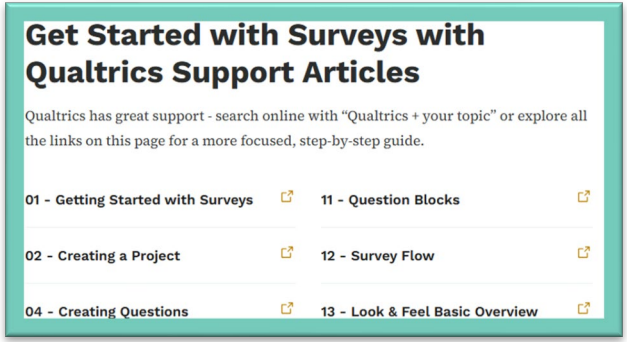
Learn More



Get Started with Surveys

Qualtrics has great support - search online with **Qualtrics + your topic** or explore all the links on this page for a more focused, step-by-step guide.

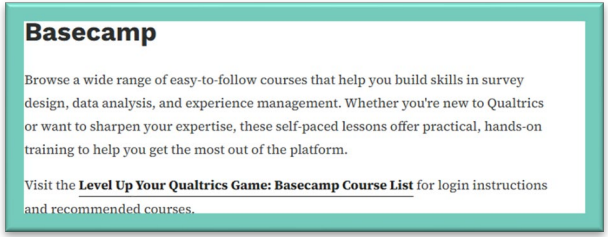
Learn More



Basecamp

Browse a wide range of easy-to-follow courses that help you build skills in survey design, data analysis, and experience management.

Learn More



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Stay Connected

Bi-Monthly Bulletins

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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.
  - **Qualtrics Bulletins**


NEWS

Last Call for October 27 Training, Plus Okta Changes, a DAS Highlight Story, and Two New Trainings

Don't miss our October 27 training. Plus two Okta changes, a DAS highlight story, and new trainings for November and December.

OCTOBER 22, 2026

❗ **Note:** All newly enrolled users, except Participants, are automatically subscribed to the GovDelivery topic to stay informed on Qualtrics CX updates.

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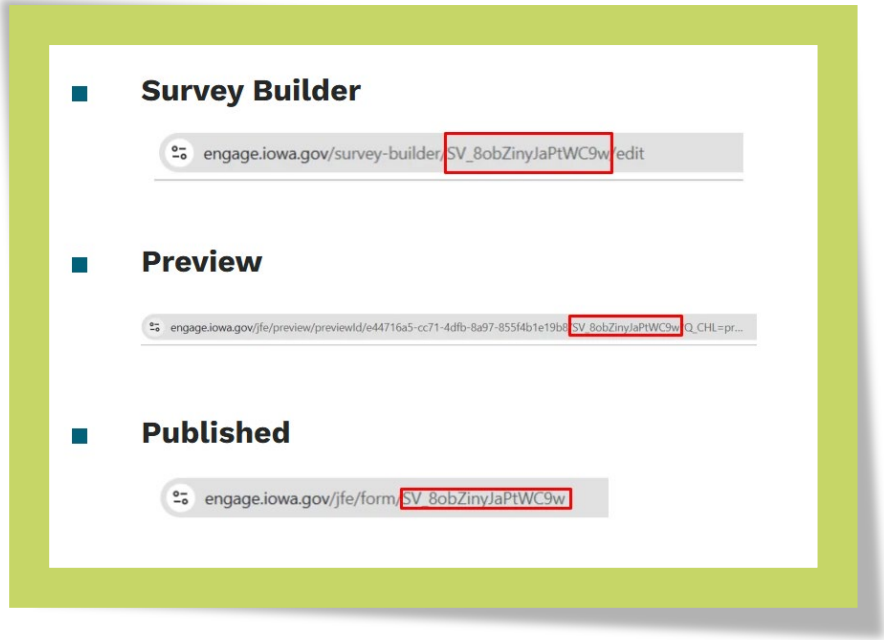
Need Access and Support

Need help? Open an SD+ request and we'll take it from there.

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Know Your Survey ID, Because We're Going to Ask

- A Survey ID is a unique code assigned to each survey in Qualtrics. It helps you:
  - Search for surveys within the platform
  - Easier to receive faster support from Qualtrics or DOM DoIT for troubleshooting or training
- You can find the Survey ID in several places, including the URL when viewing or editing a survey. It always begins with **SV_**.
- This guide will show you how to locate the Survey ID in different views so you can easily reference it when needed.
  - How Do I Locate my Survey ID?



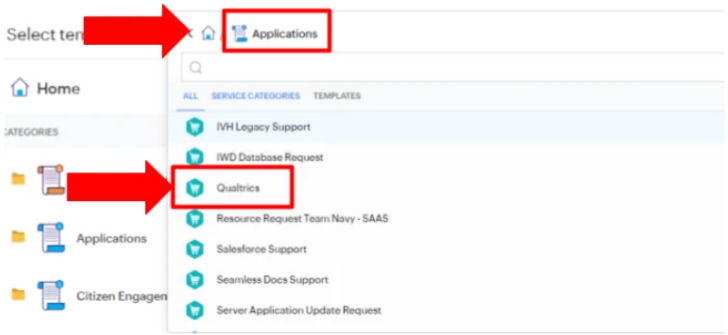
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Submit a Qualtrics Request

To improve support efficiency and response accuracy, a Qualtrics-specific request is available in ServiceDesk Plus.

Option 1: Navigate ServiceDesk Plus Catalog

Navigate through the menu: **Service Catalog>Applications>Qualtrics**.



Qualtrics Training and Support

2-Minute Tips

Qualtrics Office Hours and Training Classes

Qualtrics On-Demand Training

Submit a Qualtrics Request

Access Qualtrics Basecamp

Qualtrics Basecamp Course List

TOPICS