Content Managers' Meeting

November 12, 2026

DOM DoIT Digital Experience(DX) & Digital Services
Division of Information Technology

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November 12, 2026 – Agenda

- **Qualtrics Update**
- **Feature Updates, Bug Fixes, and How Tos**
  - Lullabot and the Blind Institute of Technology
  - Acquia Optimize False Positives
  - Website Content Manager Roles
- **Housekeeping Reminders**
  - Accessibility Assistance Requests and Closing Tickets
- **Training Opportunities in November**
- **Questions and Comments**

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Qualtrics CX & DX Updates

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Qualtrics CX Review, Approval and Republishing Training

- This training will cover:
  - The new AI review report
  - What a service account is, and why you would want one
  - The sensitive data policy and what it means for your surveys
  - The review and approval process, walked through again from the start
  - How to republish, including a first look at a new, easier way
  - Best practices and the most common mistakes we see
    - **Qualtrics On-Demand: Your Training, Your Time**



On-Demand: Your Training, Your Time

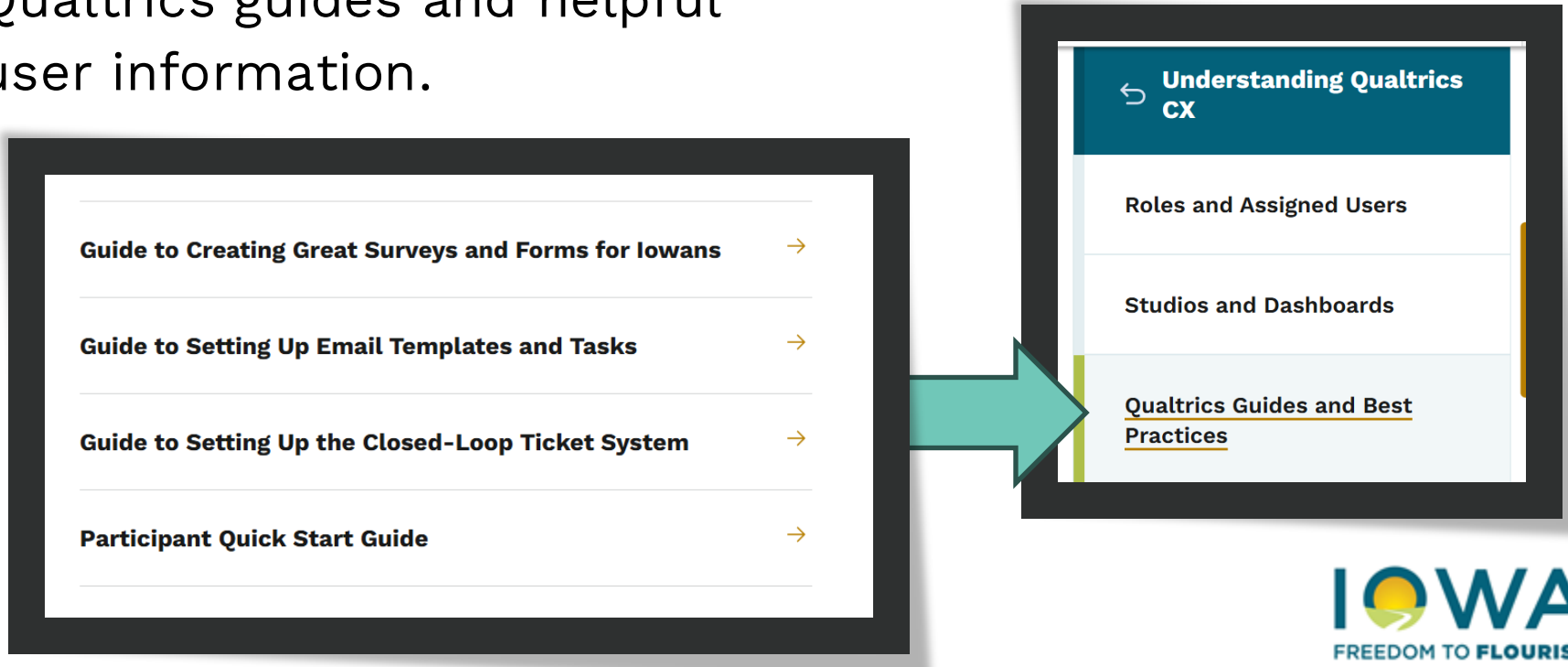
- Explore flexible, on-demand training at your fingertips! We've curated a growing playlist of helpful videos to guide you through key Qualtrics features and tools.
- Check out the current collection and stay tuned, because we'll continue adding more as new content becomes available!



- [Qualtrics On-Demand: Your Training, Your Time]

Qualtrics Guides and Best Practices

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



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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.

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Upcoming Live Training Opportunities

Dashboard 101



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.
    - This session will be recorded for training purposes.

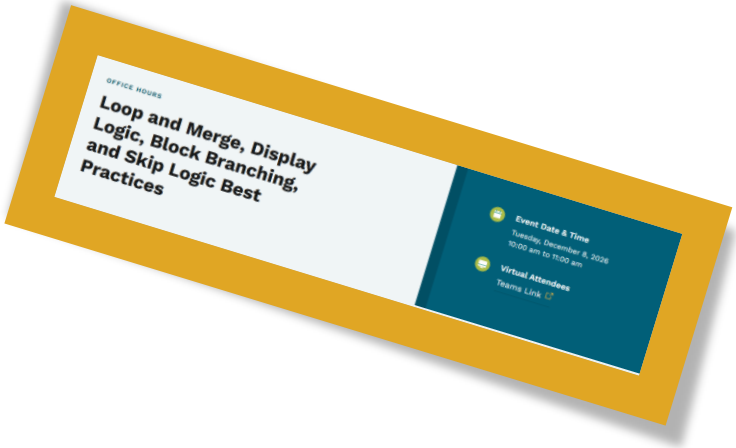
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Upcoming Live Training Opportunities

Loop and Merge, Display Logic, Block Branching, and Skip 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.
    - This session will be recorded for training purposes.



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Feature Updates, Bug Fixes, and How Tos

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Enhancements

Independent Accessibility Testing Underway for Iowa DX and Marketing Platforms



To help ensure the Iowa DX and Marketing platforms are accessible to every Iowan, Lullabot - the State's Drupal development vendor - has partnered with the Blind Institute of Technology - BIT.

BIT's accessibility consultants are certified professionals with disabilities who use assistive technologies in their own daily work. They are manually auditing every component of the Iowa DX and Marketing platforms using the most widely adopted screen readers, identifying real world barriers that automated tools often miss.

BIT delivered its first set of findings in early October, and Lullabot is now implementing accessibility improvements to address each item. Once that work is complete, BIT will conduct a second round of testing and produce a formal Accessibility Conformance Report (ACR) in the industry standard Voluntary Product Accessibility Template (VPAT) format.

This independent report will provide the State with documented evidence of the platforms' accessibility, giving agencies confidence that the sites they build rest on a foundation designed and tested to be usable by everyone.

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Acquia Optimize False Positives

Acquia can sometimes give false positive results. One of the false positive results lately on multiple website scans has been a broken link error for these two files:

- **https://cse.google.com/cse.js**
- **https://www.googletagmanager.com/gtm.js**

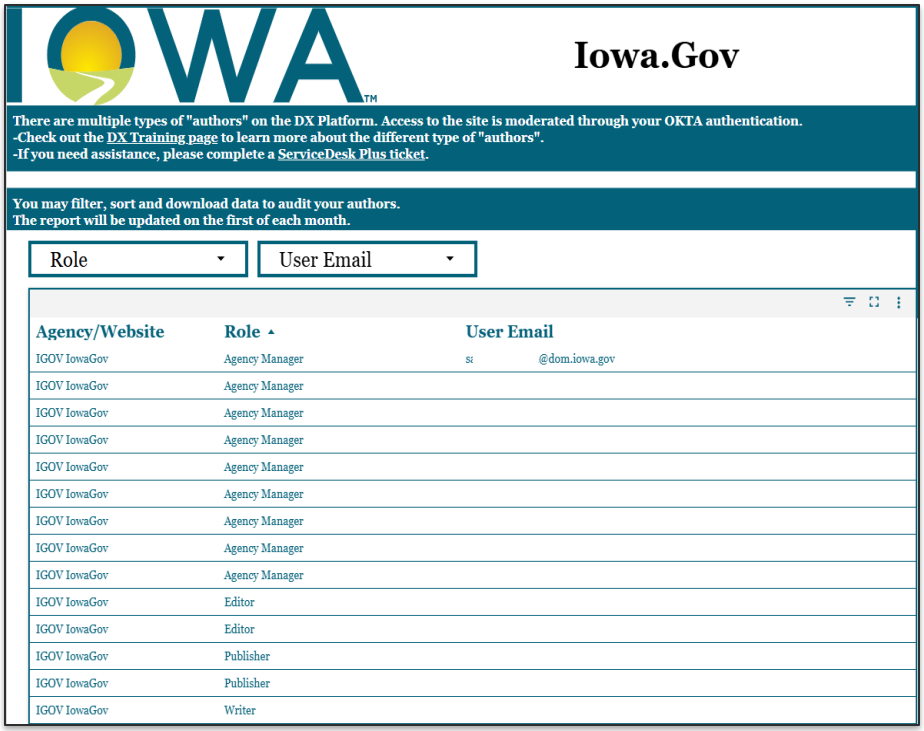
Acquia Support and Lullabot have confirmed these are false positives. Both these files are loading correctly in all pages on your website and no action is needed. Google either responded too slowly or briefly limited requests from the scanner. When the scanner doesn't get a response in time, it marks the link as broken. Because these scripts are included on every page of your site, every page was flagged. The broken link messages should disappear after your next website scan, or you can run an On Demand scan. If you see this error, please report to Suzanne Delrow suzanne.delrow@dom.iowa.gov before you do anything so she can take a screenshot and report to Acquia.

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How To: Website Content Manager Roles

It's a good idea to periodically review who has access to your Drupal website. The DX team generates a monthly Okta Report containing your website Content Manager Roles, a report that lists all roles and the email addresses assigned to them for access to your website in Drupal.

If you need the link to your site's report, please submit a **ServiceDesk Plus ticket** and we'll be happy to provide it. The link remains the same each month, so once you have it, you can easily check access at any time.



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There are multiple types of "authors" on the DX Platform. Access to the site is moderated through your OKTA authentication.
-Check out the DX Training page to learn more about the different type of "authors".
-If you need assistance, please complete a ServiceDesk Plus ticket.

You may filter, sort and download data to audit your authors.
The report will be updated on the first of each month.

Role | User Email

Agency/Website	Role	User Email
IGOV IowaGov	Agency Manager	s @dom.iowa.gov
IGOV IowaGov	Agency Manager	
IGOV IowaGov	Agency Manager	
IGOV IowaGov	Agency Manager	
IGOV IowaGov	Agency Manager	
IGOV IowaGov	Agency Manager	
IGOV IowaGov	Agency Manager	
IGOV IowaGov	Agency Manager	
IGOV IowaGov	Agency Manager	
IGOV IowaGov	Editor	
IGOV IowaGov	Editor	
IGOV IowaGov	Publisher	
IGOV IowaGov	Publisher	
IGOV IowaGov	Writer	

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Housekeeping and Reminders

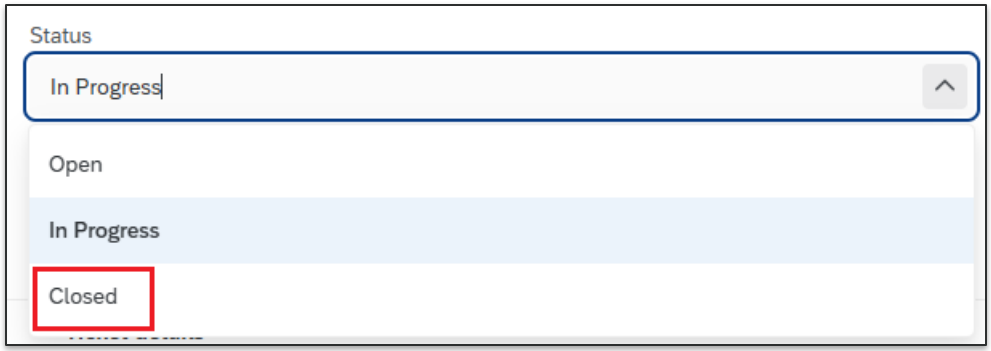
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Accessibility Assistance Requests

Agency Accessibility Assistance contacts - Please be sure to check your Accessibility Assistance tickets in Qualtrics. You should be getting an email notification when a ticket is submitted with a link to the ticket.

Accounts are automatically disabled after 60 days of inactivity. If you haven't logged in to Qualtrics in 60 days, you may see a **User Account Disabled** message. Submit a **ServiceDesk Plus ticket** to have your account re-enabled.To avoid this, log in regularly. You may also want to set a calendar reminder if you don't log in often.

Be sure to Close the ticket when you are done with your response.



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Accessibility Assistance Requests, cont.

Just a reminder that most Accessibility Assistance ticket requests are not accessibility-related. Constituents do not always know the best way to request information or assistance.

If a ticket is not something you can address directly, please help move it forward by:

- **Reassigning it**
- **Download the PDF** and sharing it with an appropriate resource
- **Send an email** to an appropriate resource from the ticket that includes the constituent's contact information and request to someone who can assist

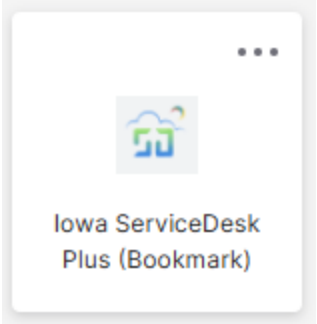
Your help in connecting constituents with the right support is greatly appreciated.

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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



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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



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Training Opportunities in November

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.
  No office hours on Wednesday, Nov. 25 (Iowa holiday)

- **Allyant CommonLook Training Open Office Hours**
  Tuesday and Friday from 12-1 p.m. CST (1-2 p.m. EST)

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Questions, Comments or Concerns?

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