

Qualtrics Survey Software

What is Qualtrics? How can I use it?

Qualtrics is a web-based survey software tool available for use by all Mt. SAC faculty, staff, and students. Qualtrics can be used to capture survey results from a publicly-available survey, or from users who are specifically given access to a survey. It may be used to

- Assist faculty, staff, and students with collecting data for research project or assignments
- Assess user satisfaction with academic or administrative programs or services
- Collect requests for services or assistance in place of a traditional HTML form etc.

Who Can Use this Software?

All Mt. SAC faculty, staff, and students have access to Qualtrics. Qualtrics requires the use of a Mt. SAC account to login. Individuals outside of Mt. SAC may complete a Qualtrics survey but they cannot login to access survey results.

Using Qualtrics in Your Class

Qualtrics may be used by faculty who require students as a part of class projects to create, distribute, and analyze the survey results.

Setting Up a Qualtrics Account

When you access Qualtrics for the first time, you will be required to set up an account. Simply type in <http://mtsac.qualtrics.com/> in the URL and answer some basic informational questions (i.e. name, email etc.). This will set up your account with Qualtrics; afterwards, you will only need to login using your regular login and password.

Support

Support is available through Mt. SAC or Qualtrics itself. Please see below for specific support topics and who to contact:

Access Issues: If you are experiencing access problems, including not being able to create an account or if you are unable to log into Qualtrics, please contact the IT Help Desk (909)274- HELP (4357).

Online Resources: Qualtrics offers resources that can address many questions through Qualtrics Survey University.

Contacting Qualtrics Directly: If you need to contact Qualtrics, you may contact Qualtrics via email, or you may call Qualtrics at (800) 340-9194. Phone or email assistance is available during Qualtrics' normal business hours, 7:00 am – 7:00 Mountain time on weekdays (Monday – Friday), except holidays. Limited email support is available after hours and weekends. Qualtrics will respond to support emails or calls.

Training: The department of Professional & Organizational Development (POD) currently offers basic Qualtrics workshops and small group consultations on Qualtrics upon request. If you are interested in receiving training, please contact POD via phone at (909) 274-4504 or via email at POD@mtsac.edu .