The University of Texas at Tyler
Qualtrics User Agreement

The University of Texas at Tyler (UT Tyler) uses Qualtrics as the designated survey creation platform for academic, administrative, and research-related purposes in support of the University's mission and strategic priorities. Qualtrics is available to all faculty and staff at UT Tyler. Current UT Tyler students may also receive access upon request by a faculty or staff supervisor.

Qualtrics Acceptable Use

Use of Qualtrics is subject to the terms of this User Agreement document; all federal, state, local, including federal laws for copyright and privacy, and all University rules and policies. By using Qualtrics, you agree to adhere to the following terms.

- ➢ The survey service may not be used for personal or commercial gain.
- ➢ Users must avoid excessive use of the Qualtrics Mailer. Excessive use is defined as use that is disproportionate to that of other users, is unrelated to academic or employment-related needs, or that interferes with other authorized uses. Users accept responsibility and liability related to the creation and distribution of the survey.
- ➢ Faculty and Staff who approve student accounts are expected to give general oversight of acceptable use of Qualtrics among approved students.
- ➢ Qualtrics users will protect the privacy and confidentiality of human subjects, students, employees, and other institutional information as required by the Family Educational Rights and Privacy Act (FERPA).
- ➢ Users will abide by applicable University policies, Qualtrics, State, Federal policies and laws, including, but not limited to the following:
  - o Information Technology Usage Policies
  - o UT Tyler Information Security Usage Policy
  - o Human Subjects Research (IRB)
  - o UT Tyler Copyright Guidelines
  - o UT Tyler Brand Identity
  - o Qualtrics Terms and Conditions

Disclaimer

Any views and opinions expressed are strictly those of the survey's primary author. UT Tyler will not be liable for any damages of any kind arising from the use of or inability to use Qualtrics Survey Software. The user expressly agrees to use Qualtrics Survey Software solely at his/her own risk.

Administration

Office of Continuous Improvement and Accreditation (OCIA) staff serve as the Qualtrics Brand Administrators (Brand Admins) for UT Tyler. Brand Admins exercise administrative authority over all user accounts within the organization and determine which platform features each user may access. Additionally, Brand Admins add or remove user accounts, monitor account usage, and transfer surveys when needed.

Brand Admins may assist with general troubleshooting but are not responsible for providing Qualtrics technical support or platform training to students, faculty, or staff. Qualtrics provides 24-hour Support via phone, email, or chat.

Access

Faculty and Staff

Faculty and Staff access Qualtrics via UT Tyler single sign-on (SSO):

1. Go to the Qualtrics sign-in page
2. Select UT Tyler Authentication.
3. Enter your UT Tyler email and password
4. If you encounter any issues with SSO, please visit HelpNow and create a Qualtrics Access Request ticket under the Accounts & Access service category.

When faculty or staff leave the university, their university credentials are disabled, preventing access to Qualtrics through SSO.

New Student Accounts

A UT Tyler faculty member or staff supervisor initiates creation of student accounts:

1. Create a Qualtrics Access Request ticket in HelpNow under the Accounts & Access service category.
2. Include the full name and UT Tyler email address of each student requiring access or attach your course roster.
3. Once the account has been created, students log in via UT Tyler SSO.

Student Qualtrics accounts expire annually on August 31. These accounts are eligible for renewal upon subsequent enrollment.

Account Deactivation and Archived Data

User accounts that have been inactive for one year are automatically disabled. An account is considered inactive if the owner has not logged in for more than 365 days. Qualtrics retains archived accounts and survey data, ensuring that existing projects and results remain stored.

Please submit an account access ticket through HelpNow to request reactivation of a disabled account.

Shared Accounts

Qualtrics accounts using a shared email address are no longer permitted. Each user must maintain an individual account and log in using SSO. Offices currently accessing Qualtrics through a shared email should take the following steps:

1. Determine ownership of the data associated with the current shared account. The user designated as the owner should follow the steps above under Faculty and Staff Accounts. This will merge the shared account with the individual account.

2. Request that staff create individual Qualtrics accounts following the steps under Faculty and Staff Accounts.

3. The survey owner adds staff as a collaborator on each survey.

Survey owners who are leaving the university should email qualtrics@uttyler.edu to identify the new survey owner(s) and request that surveys be transferred.

Multiple Accounts

UT Tyler permits only one Qualtrics account per user.

Training and Technical Support

Users are encouraged to utilize the following resources:

➢ Institute of Higher Learning: Learning Journey
   Highly recommended for first-time users, this free Qualtrics course offers a structured introduction to the platform. Get proficient in advanced research and analytics tools on Qualtrics and learn about best practices in research methodology.
➢ UT Tyler Research Design & Data Analysis Lab
   Provides expert guidance to students, faculty, and staff in developing research designs and methods and conducting data analyses that are based on quantitative, qualitative, and mixed-method approaches.
➢ Qualtrics XM Basecamp
   Qualtrics online learning platform features self-paced, on-demand training courses and instructional videos.
➢ Qualtrics 24-hour Support
   Access technical support anytime through the Qualtrics Customer Hub by clicking the question mark icon within the platform ⓘ .