Bridgewater State University
Procedures for the Use of Qualtrics

PURPOSE

These procedures are designed to ensure that Qualtrics is used for applications within the license agreement and that all relevant university policies, procedures, and guidelines are followed.

ABOUT QUALTRICS

Qualtrics is a web-based survey tool in which users can create and distribute surveys, as well as collect, analyze, and store data in support of research and program evaluation and assessment. Use of BSU Qualtrics accounts is restricted to university-related work.

USE OF QUALTRICS

- Use of Qualtrics is subject to the same Responsible Use of Information Technology Policy as other Bridgewater State University (BSU) computing resources as set forth by the Office of Information Technology. Users must comply with all other applicable university policies and state and federal laws.
- In accordance with the BSU Institutional Review Board (IRB) guidelines, Qualtrics users must request IRB approval before sending out any surveys. Students conducting surveys must have a sponsoring faculty, administrator, or staff member request IRB approval on their behalf. In addition, please refer to the IRB's guidelines for internet research: BSU IRB Internet Research Guidelines and the IRB's electronic consent recommendations: BSU IRB Electronic Consent Recommendations.
- Qualtrics users will also protect the privacy and confidentiality of human subjects and other institutional information as required by the Family Educational Rights and Privacy Act (FERPA). For more comprehensive information, please visit BSU's FERPA page or the Department of Education's FERPA page.
- The BSU logo may be used only when surveys are administered as part of official University business. Users can reference BSU's guidelines on style and graphic standards.
- Proper authorization is required for use of any copyrighted material or third party logo used in the survey. Please refer to BSU's Copyright and Fair Use policy.
- Employees are responsible for general oversight of acceptable and responsible use of Qualtrics among their students in accordance with university policies.
- BSU's Qualtrics administrators will routinely monitor the volume of surveys and survey respondents for system management purposes. Usage may also be subject to auditing and security testing.
- Qualtrics will archive and retain surveys instruments and survey responses indefinitely. However, users are responsible for archiving their data to other media such as a local hard drive prior to expiration of their Qualtrics accounts. BSU is not responsible for archiving data.
- BSU Qualtrics users should not share their login and password with others. The software offers a feature for collaborating or co-authoring surveys with other individual users or groups.
- BSU reserves the right to change, at any time, at its sole discretion, the BSU Qualtrics Survey Software offering and these procedures.
- Failure to abide by these Procedures for the Use of Qualtrics may result in the revocation of access to Qualtrics.

ADMINISTRATIVE STRUCTURE

The BSU Qualtrics administrators are the staff in the Office of Assessment. The Qualtrics administrators are responsible for:
- Overseeing all user accounts;
- Communicating system-wide issues and updates to users;
- Coordinating with relevant departments to ensure the appropriate use and ongoing functionality of Qualtrics, including account access;
- Acting as the primary point of contact at BSU for users; and
- Periodically reviewing system use for compliance within all divisions and departments.

ACCESSING QUALTRICS

Only BSU employees and students are permitted to have a BSU Qualtrics account. By requesting an account, users are agreeing to these Procedures for the Use of Qualtrics.

How to Request a BSU Qualtrics Account

Qualtrics Survey Software requires a BSU account login and password. Requests for a Qualtrics account may be made directly to the BSU Office of Assessment at assessment@bridgew.edu, or ext. 2286.

EXPIRATION DATES OF BSU QUALTRICS USER ACCOUNTS

The Qualtrics administrator will configure BSU employee accounts with no expiration date unless specifically requested by the employee. All BSU student accounts will have an expiration date. In general, expiration dates should coincide with the conclusion of the student's survey project. The expiration date will be determined by the University Administrator and sponsoring employee. Upon the expiration date, the student's account will become disabled. When it is reasonably possible, the Qualtrics administrator monitoring employee users will be responsible for disabling those accounts when those users have separated from the University. BSU's Qualtrics administrator will audit the list of employee users at the end of each academic year at a minimum to reconcile any outstanding accounts. Users will not be able to log into Qualtrics if an account has become disabled. The user will need to contact the Qualtrics administrator to re-enable the account if desired and eligible.

SURVEY DESIGN

The Office of Assessment will provide assistance with survey project design as resources are available.

DISCLAIMER

The surveys created or the responses supplied using the BSU Qualtrics Survey Software do not in any way constitute official BSU content. The views and opinions expressed in surveys created with Qualtrics are strictly those of the survey's primary author. BSU makes no representations or warranties of any kind, expressed or implied, as to the BSU Qualtrics Survey Software operation or the information, content or materials included. To the full extent permissible by applicable law, BSU hereby disclaims all warranties, express or implied, including by not limited to implied warranties of merchantability and fitness for any particular purpose. BSU 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 or her own risk.