

Question Pro Users Group

Tuesday, January 19, 2021

3:00 pm to 4:00 pm

Meeting Notes - DRAFT

Present	Not Present	Guests
Molly Albart Brian Brown Lauri Jensen Campbell Christopher Fulton Brandon Gunnip Andy Herzog Ann Hoang Jared Kenworthy Rebecca Lewis Maria Martinez-Cosio Doris Navarro Terrill Richardson Peggy Semmingson Heather Scalf Holli Slater Arnita Williams Denise Cobbs	Deborah Behan Stephen Berg	

Call to Order	Meeting called to order at 3:00 pm by Dr. Doris Navarro
---------------	---

Agenda Item	Comments	Recommendations/ Actions/Follow-up
Welcome	<ul style="list-style-type: none">• Dr. Doris Navarro welcomed everyone to the meeting.• Dr. Navarro introduced herself and provided the group with the reason why we created the group.• IER became the business owners of QuestionPro to provide support for the end users. As the business owners, IER will assist in determining the operational requirements of the software and act as the liaison between the users and the vendor.• OIT will continue to be the technical operations owners. Brandon Gunnip is the main administrator.• Our goal is to meet with QuestionPro every quarter to review feature enhancement requirements, address any customer feedback and also go over any new feature development releases.	

	<ul style="list-style-type: none"> • In the initial meeting with QuestionPro, it was determined that it would be great to create a group with other representatives across campus to advocate the needs of the software users. <ul style="list-style-type: none"> ○ The goal was to create an environment where we could have greater accountability and transparency between the vendor and the software needs at UTA. ○ This group would be great also in terms of providing council for future agreements with the vendor. ○ This group would promote accountability and an environment of transparency. ○ This group would help us improve the overall experience of the users. • IER has created a webpage for the QuestionPro Users Group listing the goal of the group and the members. The webpage will also contain the minutes of the meetings. • Dr. Navarro opened up the meeting for discussion and updates. • Brandon Gunnip reiterated that he is the technical liaison for the university with QuestionPro. He will help with answering questions and if he cannot find the solution, he will engage with our QuestionPro technical representatives. • There is an upcoming webinar (Monday, January 25th at 1 pm CST) that can be located on our QuestionPro portal at myapps.uta.edu. He invited members of the QuestionPro Users Group to attend the webinar. • UTA's QuestionPro technical representatives are compiling a comprehensive list of outstanding requests or issues of UTA end users. The list isn't currently available; however, Mr. Gunnip will attain the list and forward this information to the group • Dr. Navarro received a list in December that she will share with the group listing: <ul style="list-style-type: none"> ○ Issues that have been fixed. ○ Issues that are pending ○ Requests that were made for the product • Peggy Semmingson asked what is the best way to gather input from units on user experiences. <ul style="list-style-type: none"> ○ create a survey ○ no other idea suggested • Mr. Gunnip will follow up on the issue involving questions being deleted from a survey but somehow are still showing up on the survey. He will forward this inquiry to UTA's technical liaison and have an update for the group next meeting. • Molly Albart asked if there was a way to set up some tree organization structure within the system. • Brandon Gunnip states yes there is. QuestionPro has a Teams functionality. We have the capability to create teams and to segregate our surveys so that people only see their needed surveys. Currently we have 6 users utilizing this functionality. Upon request for whoever would like this, Mr. Gunnip will be very happy to facilitate the process or if needed our technical representative can complete this task as well. 	
--	--	--

	<ul style="list-style-type: none"> • Dr. Jared Kenworth asked if there was a way to streamline the login process. He shared that he has to go through five or six different steps just to login. It would be extremely helpful if it could be streamlined as part of a single sign-on. • Brandon Gunnip stated we currently have an outstanding request from Douglas Bregere, who's our Enterprise Architect within OIT to examine our configuration settings as far as the login is concerned. If we can get that optimized, it would address many of the concerns related to that. This is considered a functionality issue that must be addressed in order to streamline the use of the tool, so we will be addressing that and will have an update as soon as possible. • Dr. Navarro created a team for this group called QuestionPro User Group. • Brandon Gunnip reported that it was determined that the Teams Group is the most efficient way to manage the QuestionPro User Group. • Dr. Navarro discussed future meeting dates. Dr. Navarro suggested meeting every other month on the third Tuesday to discuss issues. Questions or issues that arise before the meeting can be added to the Teams channel for discussion at any time. The QuestionPro User Group agreed to the proposed meeting schedule. 	
Questions / Discussions	Dr. Navarro thanked the QuestionPro User Group for attending the meeting.	

Adjourn	Meeting adjourned at 3:31 p.m. by Dr. Doris Navarro
----------------	---