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**Question Pro Users Group**
Tuesday, May 18, 2021
3:00 pm to 4:00 pm

**Meeting Notes**

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| Present | Not Present | Guests |
|---|---|---|
| Molly Albart | Deborah Behan | |
| Denise Cobbs | Stephen Berg | |
| Christopher Fulton | Lauri Jensen Campbell | |
| Brandon Gunnip | Ann Hoang | |
| Elizabeth Heise | Jared Kenworthy | |
| Andy Herzog | Terrill Richardson | |
| Rebecca Lewis | Liz Richter | |
| Doris Navarro | Peggy Semmingson | |
| Arnita Williams | Holli Slater | |

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

| Agenda Item | Comments | Recommendations/Actions/Follow-up |
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| **Welcome** | • Dr. Doris Navarro welcomed everyone to the meeting.<br>• She referenced the meeting notes that were sent on Monday, May 17th and added the meeting notes to the chat to allow everyone a chance to review them for updates or corrections. The meeting is recorded for meeting notes prepared by Arnita Williams to keep track of the issues that have been reported.<br>• While the group reviewed last meetings notes, Mr. Brandon Gunnip discussed the most significant change that has been made. The SAML (Security Assertion Markup Language) settings have been updated. Adjustments were made on the back end that has streamlined the login process; allowing everyone to log in successfully. One of Mr. Gunnip's colleagues in the identity and automation team for OIT worked with the QuestionPro technical representative to make the adjustment so that everyone should be able to log in successfully without getting bounced out of any other open sessions that they may have had open; most commonly with Office 365 apps. Dr. Navarro stated that she has noticed that she is not being logged off while in QuestionPro.<br>• Mr. Gunnip mentioned another minor adjustment that was made with our technical rep and the Accessibility Team that ensures that all of our applications are configured in an optimal way to accommodate people who have potential visual impairments. The default color scheme for the submit button was changed from orange with white font to UTA blue with | |

black font. The accessibility criteria were discussed with Laura Hopkins and we are now properly compliant with that. Every new survey that is created by default will have the proper color coding. Dr. Navarro confirmed that the font color is white.

- Dr. Navarro asked were there any suggestions or comments about the meeting notes. There were no suggestions or comments.

- Dr. Navarro shared her screen to show the list of QuestionPro Issues pending. She reviewed some of the issues listed by Lauri Jensen-Campbell that were sent to Dr. Navarro and Mr. Gunnip and stated she would bring those issues to the QuestionPro representatives. Mr. Gunnip acknowledged the outstanding issues and stated he will have a follow up conversation with the QuestionPro representative to try to get some resolutions. He will then have an update and add the comments in the chat for this meeting.

- Dr. Navarro stated that Dr. Holli Slater could not be available for the meeting but she asked her to bring up an issue that she's having with one of her surveys. When the survey is live and a term option is no longer relevant, she cannot update the survey or she will corrupt the data. She has been in touch with QuestionPro; however, the issue hasn't resolved. The issue appears to be a coding issue.

- Dr. Navarro discussed issues she is experiencing with QuestionPro that she did not experience with Qualtrics. Her issue is regarding the logic of copied surveys. The logic is not being saved and she wanted to know if anyone in the group has experienced this issue as well.

- Mr. Gunnip stated that he can personally attest to consistency with logic being imported into copied surveys. He was not aware that there had been reported issues of the logic not being carried over to a copied survey in QuestionPro. He is reasonably confident that the issue can be addressed by the developers from a coding perspective. He will speak with the QuestionPro representatives and stress that this issue must be addressed and it is of the utmost priority.

- Dr. Navarro stated the next issue is regarding reminders. In QuestionPro you can only schedule one reminder at a time. She stated that it might also be a coding issue and that processes could be streamlined if you were able to set multiple reminders. She asked if anyone else in the group has experienced this issue. Ms. Molly Albart stated that she noticed the same thing and their previous platform also allowed setting

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| | up multiple reminders. | |
| | • Dr. Navarro asked Mr. Gunnip to be included in the next meeting with the QuestionPro representative so the issues can be discussed. Mr. Gunnip agreed that Dr. Navarro should be included and would also give them access to the meeting recording so they can be aware of the issues being discussed. | |
| | • Dr. Navarro reemphasized that the meeting recording, meeting notes and issues spreadsheet are available on the QuestionPro MS Teams page. Dr. Elizabeth Heise stated she needs access to the QuestionPro MS Teams page and Dr. Navarro said she will add her. | |

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| | • Dr. Navarro asked Ms. Albart for an update on her issue with creating Teams in QuestionPro.  Ms. Albart stated the Assessment Team group was trying to decide how they wanted it to work. The tentative plan is to have a couple of people from each department be on a team or to cluster those in other ways.  She stated that she would be interested if anyone else has any experience with setting them up. Dr. Navarro stated that the library is doing it. | |
| | • There was a brief discussion on the need for teams in QuestionPro. QuestionPro has many survey features and the analytics are better than previous applications but the consistent assessment project review is missing. One of the reasons for setting up Teams is to be able to review projects and also the concern of project ownership and accessibility. | |
| | • Dr. Navarro opened up the discussion for the group to share any issues with the software or any words of encouragement. | |
| | • Ms. Albart shared that when using the PowePoint export feature, the open ended question text are being exported as well. As a result there are many pages of open ended responses. She would like to be able to control the export of this data. | |
| | • Ms. Denise Cobbs asked if there was a feature that could validate the survey is being completed by the intended recipient. | |
| | • Dr. Navarro asked if anyone in the group knew if there is such a feature as she is not familiar with it. She stated that she will look into it.  Mr. Gunnip said that this requested feature will be presented to the QuestionPro representatives. | |
| | • Dr. Navarro stated the next QuestionPro User's Group meeting will be held Tuesday, July 20th and she will send an invite to the group. She also encouraged everyone to send any issues that arise between now and the next meeting to herself and Mr. Gunnip. | |
| **Questions / Discussions** | Dr. Navarro thanked the QuestionPro User Group for attending the meeting. | |

**Adjourn:** Meeting adjourned at  3:36 p.m. by Dr. Doris Navarro