RETURN TO LEARN. SAFELY.

Gauge readiness by listening & pulsing, and open doors with measures to test or certify, analyze sentiment, & contact-trace.

May 2020
Agenda:

- Qualtrics Introduction
- Why Experience Matters
- Survey Preview & Report Overview
- Support and Training
- Next Steps
LA County Districts Currently Using Qualtrics

- Antelope Valley School District
- Palmdale School District
- Downey Unified School District
- Hacienda La Puente Unified School District
- Rowland Unified School District
- Covina-Valley Unified School District
- El Monte City School District
- Glendora Unified School District
- Mountain View Elementary School District
- Little Lake City Elementary
- Los Nietos School District
OUR GOAL & ROLE

HELP SCHOOLS MANAGE THE FULL CRISIS LIFECYCLE

K-12 Remote Learning Pulse
(free for 30 days)

Digital Open Door
(free for 90 days)

(ONGOING) Parent/Guardian Confidence & Employee Pulses

Clean Campus
(paid)

Remote Educator Pulse
(free for 30 days)

Return to Work (Employee) Pulse
(free for 30 days)

Daily Testing &/or Symptom Checker & Self-Certification
(paid)

Role-Based Routing & Ticketing
(paid)

Remote + On-site Work Pulse
(free for 30 days)

Readiness

Contact Tracing
(paid)

CX & EX Suite

React (& reinstitute if/when remote)

Plan for return

(w/ pre-built reports)

(w/ Dashboards)

Initial return

(w/ Dashboards)

Scaling up

(w/ Dashboards)

New normal

PHASE 1: EXPLORE

PHASE 2: REORIENT

PHASE 3: NORMALIZE

Available

In Progress

Product names not final, some available solutions need education customization.
**WHY AN EXPERIENCE PLATFORM MATTERS NOW**

**ASK**

- **Gauge readiness** with sentiment data from families/students & faculty/staff. Capture this data **passively** via web & **proactively** with regular pulses.

**ANALYZE**

- **Uncover insights & trends** with powerful, shareable dashboards for both structured & unstructured data.

**ACT**

- **Make decisions** on return to school. Embed experience data directly into systems staff use. Close loops with automated **role-based routing**.

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**React (reinstitute if/when remote)**

- **Plan for return**
- **Initial return**
- **Scaling up**
- **New normal**

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**PHASE 1: EXPLORE**

**PHASE 2: REORIENT**

**PHASE 3: NORMALIZE**
Survey Preview & Report Overview
Support and Training

- Webinar Next Tuesday (5/26) - Will be recorded
  - Project walkthrough
  - How to log in
  - Uploading your contact list into Qualtrics
  - Distributing your survey to families
  - Seeing your results

- 1-hour Training Sessions
  - Wednesday (5/27) - 1 pm PT
  - Thursday (5/28) - 8 am PT
  - Friday (5/29) - 10 am PT
qualtrics TECHNICAL SUPPORT

24/7 SPECIALISTS AVAILABLE @ QUALTRICS.COM/SUPPORT OR CALL @ (800) 340-9194.

WHEN TO CONTACT
○ Unable to find answer in online resources
○ Product not functioning as expected
○ Issues with question types or survey building
○ Survey logic or quotas not behaving correctly
○ Specialty product help (web intercept, API, etc.)

SERVICE EXPECTATIONS
○ Emails are responded to within 24 hours
○ Phone call wait times less than 5 minutes
○ Chat wait times less than 3 minutes (Research Core)
The support pages are a collection of in-depth articles on every element of the Qualtrics platform, including screenshots and instructions for various functionalities.

Setting Question Display Logic

1. Select the question that you want to display conditionally.

2. Click the gray gear to the left.

3. Select Add Display Logic...

4. Instead of steps 1-3, you can also click Add Display Logic on the editing pane under Actions.
Next Steps...

- Need Brand Admin Email
- Contact List CSV from SIS
  - First Name
  - Last Name
  - Phone (Optional, but highly recommend)
  - Email
  - District
FAQ

Q: Can Qualtrics translate surveys into multiple languages?
A: Yes, Qualtrics can translate into over 40+ languages.

Q: Are we able to modify, add, edit, etc. question text and format within Qualtrics?
A: Yes, you will have complete control over modifying your survey.

Q: What type of distribution channels does Qualtrics offer?
A: Distribution methods include Email, Web, Social, or Mobile

Q: Are Qualtrics dashboards role-based?
A: Yes, Qualtrics dashboards are role-based.

Q: What is Qualtrics’ level of data privacy?
A: Qualtrics is GDPR, CCPA, ISO 27001 Certified, FedRAMP Authorization, HITRUST, and more.

Q: Which audiences can participate in Qualtrics’ K-12 readiness surveys?
A: Readiness surveys are designed for staff and families and the family readiness survey may be modified for students.