Create Event Subscriptions so I can dynamically update results as survey responses flow in.

Service Request ID: | 1232626

Resolved

🔗

Details

Account/Department
CIS - Information Science

Service
Surveys / Qualtrics Survey Tool

Service Offering
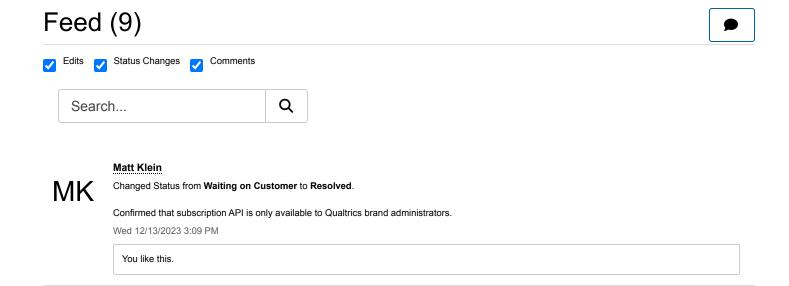General Support

Source
Web

Created
Tue 12/5/23 3:20 PM by Daniel Molitor

Last Modified
Wed 12/13/23 3:09 PM by Matt Klein

Description

Hi, I recently have been attempting to set up an Event Subscription so that, via the Qualtrics API, I can dynamically import survey responses as they occur and can incorporate them into my project. According to the Qualtrics API documentation you need to be a brand administrator to create an event subscription. Basically I was wondering how I can create an event subscription for my survey(s) and is there a way I can do this directly? I think it will be rather clunky if, every time I need to make a new event subscription or edit an existing one, I need to have somebody else do it for me.

Thank you!

Feed (9)

💬

☑ Edits   ☑ Status Changes   ☑ Comments

Search...   🔍

MK

Matt Klein
Changed Status from **Waiting on Customer** to **Resolved**.

Confirmed that subscription API is only available to Qualtrics brand administrators.

Wed 12/13/2023 3:09 PM

You like this.

MK

Matt Klein

Changed Status from **Waiting on Vendor** to **Waiting on Customer**.

Hi Daniel,

I've received confirmation from Qualtrics that subscription can't be accessed by any permission level other than the one you found. Sorry not to have better news!

Matt

Notified: Daniel Molitor <djm484@cornell.edu>

Wed 12/13/2023 1:47 PM

DM

Daniel Molitor

Hi Matt,

Though it's unfortunate that Qualtrics has limitations like this, I appreciate you looking into it! If, as expected, there's no path forward with Qualtrics, we have other viable paths, so this is totally okay. Obviously it would be great if it would be possible, so I'll remain hopeful until they have confirmed otherwise.

Thanks,
Daniel

Notified: Matt Klein <mjk38@cornell.edu>

Tue 12/12/2023 4:01 PM

MK

Matt Klein

Changed Status from **In Process** to **Waiting on Vendor**.

Hi Daniel,

I've looked over the information provided by Qualtrics and arrived at the same place you have, which is that unfortunately the level of access required to complete aspects of the process you'd like to use isn't something we can share out. I've put in a ticket to Qualtrics to confirm that it can't be accomplished with division admin credentials, which would still be a stretch to pursue, but at least would be within consideration. I'll let you know after I've heard back from them.

Sorry not to have better news on this, and if you have any other thoughts, please let me know.

Thank you,
Matt

Notified: Daniel Molitor <djm484@cornell.edu>

Tue 12/12/2023 3:18 PM

DM

Daniel Molitor

Changed Status from "**Waiting on Customer**" to "**In Process**".

Hi Matt,

No worries at all; thanks for the response! Survey Name: Job Applicants; Survey ID: SV_bd4hNqCni6wYPd4.

One of the primary goals of this survey is to show social science practitioners how we can use adaptive statistical techniques within survey methods. One implication of this is that we have a code pipeline that, ideally, would execute every time we receive a new survey response so that we are doing things in a truly "adaptive" way instead of having to download batches of survey responses every couple of days or so (also this significantly reduces the time investment on our end as well). However, as you pointed out, it looks like setting up an Event Subscription is a pretty significant task in the organizational context. We don't need to use Qualtrics for this specific research project and could fairly easily set up our own survey form that allows us to do this. However, given how many other scientists use Qualtrics for their forms as well, we were really hoping to develop a solution that would be easily adopted by other social scientists who are using Qualtrics.

Either way, the information gained from this will be really helpful!
Daniel

Notified: Matt Klein <mjk38@cornell.edu>

Fri 12/8/2023 1:13 PM

MK

Matt Klein

Changed Status from **In Process** to **Waiting on Customer**.

Waiting for customer response.

Fri 12/8/2023 1:01 PM

MK

Matt Klein

Hi Daniel,

Sorry to take so long to reply! The way that Qualtrics is set up at Cornell means that an extension of API capabilities beyond the default setting is a really significant action. Could you tell me a little about how you are using the survey, such as the purpose it's serving, and if you let me know the name, I can also take a look at it. I'm hoping to get a better understanding of the process to inform the technical investigation.

Thank you,
Matt
--
Matt Klein
Cornell Qualtrics Service Delivery Team

Notified: Daniel Molitor <djm484@cornell.edu>

Fri 12/8/2023 1:00 PM

MK

Matt Klein

Changed Status from **Reassigned** to **In Process**.

Starting work on request.

Wed 12/6/2023 11:48 AM

LH

Laurie Hemmings

Reassigned this service request from CIT - CX - Communication & Documentation to Matt Klein.

Hi Matt,

Can you please help with this Qualtrics request?

Thanks,
Laurie

Notified: Daniel Molitor <djm484@cornell.edu>, Matt Klein <mjk38@cornell.edu>

Wed 12/6/2023 11:18 AM

Requestor

DM

Daniel Molitor
djm484@cornell.edu

Attachments (0)   +