

Arcadia University Terms of Use for Qualtrics.

I. Terms of Use

By logging in and using Qualtrics you agree to:

- Follow Arcadia University Acceptable Use Policy of June 20, 2016, and the *Acceptable Use Statement* issued by Qualtrics at <http://www.qualtrics.com/acceptable-use-statement/>
- All materials distributed through the Qualtrics system must comply with federal copyright law <http://www.copyright.gov/title17/> and applicable Arcadia policies and guidelines.
- Protect the privacy and confidentiality of student, patient, faculty, staff as required by FERPA (privacy of student information), HIPAA (privacy of patient information), and all other applicable University policies, state and federal laws.
- Seek review by the Institutional Review Board of all research involving human subjects to ensure compliance with federal regulations and University policies and guidelines <https://www.arcadia.edu/university/offices-facilities/sponsored-research-programs/coprs/irb-guidelines-forms> prior to using the survey tool.
- Construct surveys that use PHI (Protected Health Information) or other sensitive information from survey participants in such a way as to ensure the subject cannot be identified by the data stored or used. This is called “de-identification” of survey data. Any survey containing PHI (Personal Health Information) must be fully de-identified.

Surveys, even when they may otherwise contain “de-identified” PHI, may never be used to collect and store the following sensitive information:

- Social Security Numbers (SSN)
- Payment Card Information (includes credit cards, bank cards, and other forms of payment)
- Financial account numbers
- Driver's License or State Identification Numbers
- Employer or Taxpayer Identification Numbers (EINs or TINs)
- Passport or national identification numbers
- Biometric data (including fingerprints or retinal scans)
- Usernames and Passwords

II. System Use

The Services are currently available only to faculty and staff with a University Computer Account. Students should only be using this for official university activities such as coursework/research under supervision of faculty members or student activities under the supervision of student life staff.

System Use Guidelines:

- Users are responsible for archiving their data as instructed by the University prior to deleting a survey or when leaving the University.
- Users are responsible for the content and integrity of their survey data. Users must ensure that

they have all the rights and permissions needed to distribute the survey.

- Users may not misuse Qualtrics by interfering with its normal operation or attempting to access it using a method other than through the interfaces and instructions that are provided by the University.
- Users may not resell or lease 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.
- All Qualtrics survey distributions must originate from a valid Arcadia University (Arcadia.edu) email address.
- Violation of these terms can result in revocation of permission to use Qualtrics.

Complaints about violations of the Qualtrics Software should be reported to Karen Russo, OSRP/COPRS Senior Coordinator at 267-620-4111 or e-mail at *russok@arcadia.edu*

III. Privacy Statement

By using Qualtrics, you acknowledge that:

- In order to ensure compliance with legal obligations, administrators may be required to review certain content submitted via Qualtrics to determine whether it is illegal or violates these terms. Administrators may modify, prevent access to, delete or refuse to display content that may violate the law or these terms. However, the administrators otherwise have no obligation to monitor or review any submitted content.
- Administrators routinely monitor the volume of surveys and survey respondents for system management purposes.
- Usage may also be subject to security testing and monitoring in order to ensure compliance with appropriate security policies and guidelines.
- If the University receives a credible report that a violation has occurred, or if, in the course of managing Qualtrics, discovers evidence of a violation, then the matter will be referred for investigation which could result in the University disciplinary action, or other charges.
- Surveys and its content do not constitute official content of the university. Responsibility for the content and use of Qualtrics survey platform resides with the individual. The University will not be liable for any damages associated with the use of Qualtrics software.

These guidelines were adapted from the Qualtrics Acceptable Use Policy, University of Pittsburgh.