

### **Qualtrics status**

As you may have heard, Qualtrics dramatically increased (tripled) their costs this year. Macquarie is now in the process of signing a contract to continue the service through March 2021. Australian servers have also been provisioned; they will be available to staff as soon as MQ Single Sign-On has been configured. We will provide updates about the status of Qualtrics and provision of Australian servers promptly as the situation develops.

### **Continued use of Qualtrics**

Research projects may continue using Qualtrics for research so long as they either (1) modify consent forms to indicate storage of data in the United States, as per the advice previously given by Research Ethics, or (2) migrate to the Australian servers using the instructions provided by Qualtrics (<https://www.qualtrics.com/support/survey-platform/managing-your-account/user-moves/#ManualMove>). If you experience difficulty with the migration process, please seek help from the Qualtrics Support Site first ([https://www.qualtrics.com/support/?utm\\_medium=product&utm\\_source=help&utm\\_campaign=qualtrics%20support](https://www.qualtrics.com/support/?utm_medium=product&utm_source=help&utm_campaign=qualtrics%20support)).

### **Alternatives to Qualtrics**

In addition to Qualtrics, MQ offers two systems for research-related surveys, REDCap and LimeSurvey. Broadly speaking, REDCap is often used for clinical or medical surveys, while Limesurvey is often used for social science surveys. REDCap includes data management and project management features, as well as ethics safeguards, unavailable in other platforms. Our instance of REDCap is maintained internally at MQ and all data resides in NSW. LimeSurvey is the leading open-source alternative to Qualtrics, and consciously sets out to match its features (as well as providing more scope for automated survey production). Our instance of LimeSurvey is hosted for us at low cost on Australian infrastructure by the Australian Consortium for Social and Political Research Incorporated (ACSPRI), a not-for-profit organisation promoting social science research. Both are suitable for sensitive or highly sensitive data (if properly configured) and should be considered as viable long-term platforms for research.

### **New projects**

New projects should use REDCap or LimeSurvey if possible. eResearch offers training for these systems on a regular basis, ACSPRI offers responsive support for LimeSurvey, and additional eResearch staff will be available from August to assist with setup in these systems.

### **Projects at transition points**

Projects that are at a transition point should consider (1) exporting all existing Qualtrics data and storing in on SharePoint or Cloudstor (depending on data sensitivity and researcher needs) for collaboration and analysis, and (2) migrating future research to REDCap or LimeSurvey as viable long-term platforms. Beginning in August, additional eResearch staff will be available to assist with export and transition.

### **Ongoing projects**

Ongoing projects that wish to remain on Qualtrics should migrate to the Australian servers at the earliest opportunity using the process linked above. Note that Qualtrics recommends moving surveys that are inactive or closed, because emailed surveys will lose distribution names, history, and ability to send thank you and reminder emails. Until surveys are moved, consent forms must indicate that the data is stored in the US. Longer-term, if MQ continues to use Qualtrics, overseas servers will be discontinued in favour of Australian servers.

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