

Using the Qualtrics Email Distributor

Note: As of February 1, 2024, NC State Qualtrics users have the following weekly outgoing email limits:

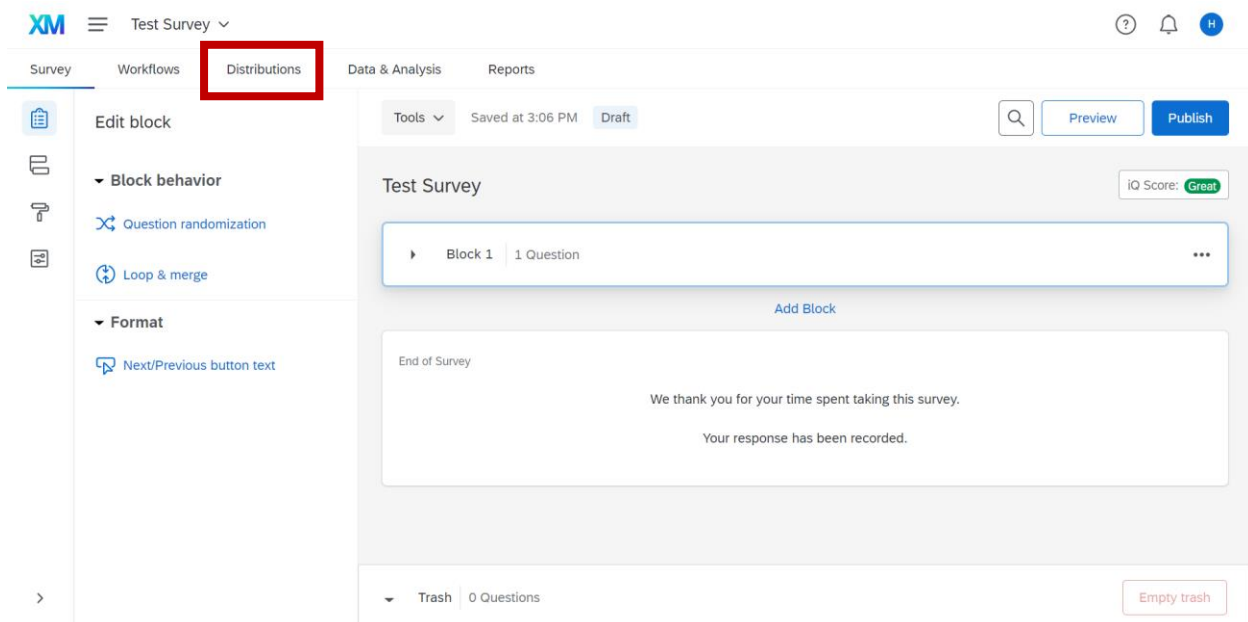
Administrators, faculty, and staff: 10,000 total outgoing emails per week
Graduate students: 5,000
Undergraduate students: 1,000

For more information about the Qualtrics email distribution platform, please visit the following Qualtrics Support webpages:

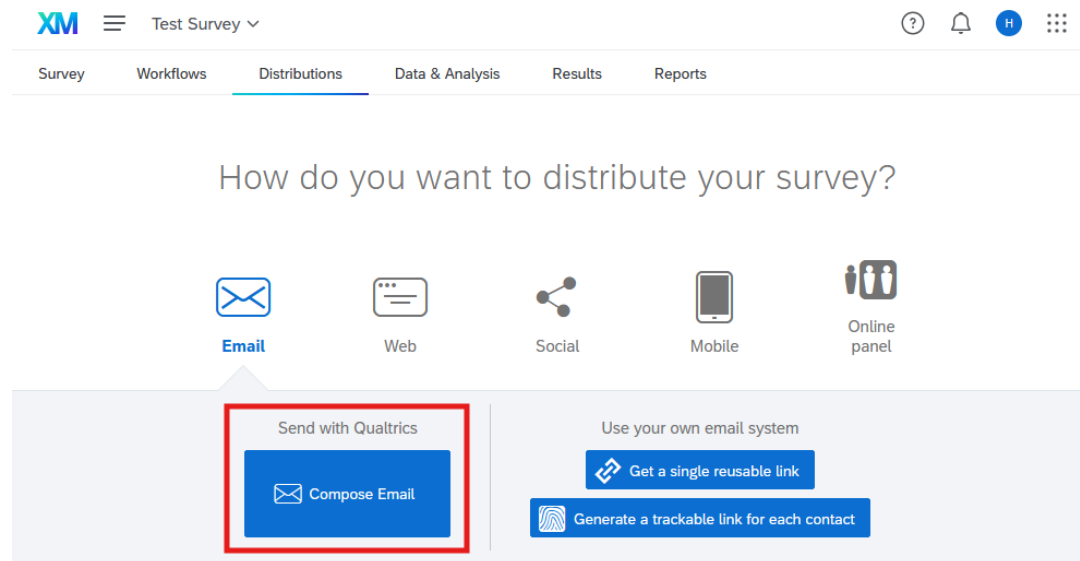
- Email Survey Invitations
 - o <https://www.qualtrics.com/support/survey-platform/distributions-module/email-distribution/emails-overview/>
- View and Manage Your Email Distributions
 - o <https://www.qualtrics.com/support/survey-platform/distributions-module/email-distribution/email-distribution-management/>
- Email Distribution Error Messages
 - o <https://www.qualtrics.com/support/survey-platform/distributions-module/email-distribution/email-distribution-error-messages/>
- Avoid Being Marked as Spam
 - o <https://www.qualtrics.com/support/survey-platform/distributions-module/email-distribution/avoid-being-marked-as-spam/>

Instructions

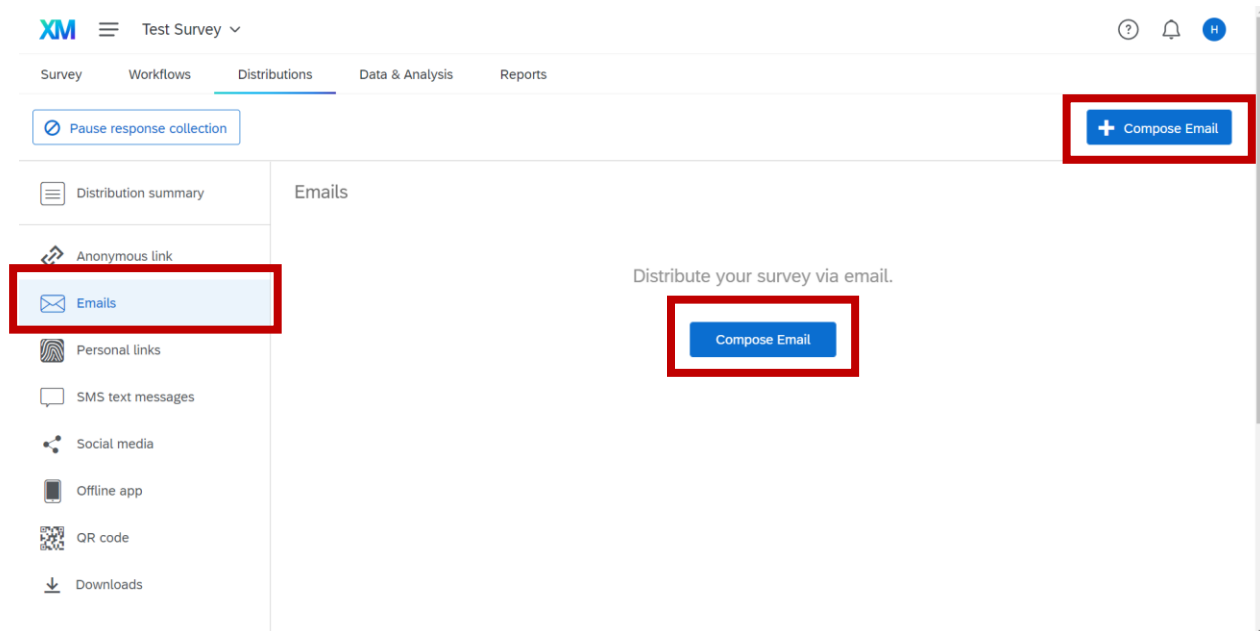
Open your survey project. Click on the “Distributions” tab.



If the survey has not yet been published, click on “Compose Email.”



If the survey has already been published, click on “Emails” and “Compose Email.”



You are now looking at the “Compose Email” menu.

The “From Address” field refers to the actual email sender. When your participants receive the email with your invitation message and survey link, it will come from the email address in the “From Address” field. Failed delivery messages and auto response messages (e.g., “out of office” messages) will be sent to this address.

The default “From Address” for all NC State Qualtrics users is no-reply_surveys@ncsu.edu, which is an unmonitored no-reply account. We have provided this email address to ensure that all Qualtrics mailings are sent from a valid ncsu.edu email address to avoid being flagged as spam.

NOTE: no-reply_surveys@ncsu.edu is an unmonitored account. If you want to receive auto response and failed delivery messages, you should put your own email address into the “From Address” field. However, the email address in this field must belong to a valid ncsu.edu email account and end in “@ncsu.edu” or messages will be marked as spam by NC State’s email security system.

The “Reply-To Email” field will autofill with the email address that you used to register for your Qualtrics account. When a participant receives a survey invitation and clicks on the “reply” button to communicate with the sender, their email message will be sent to the email address in the “Reply-To Email” field.

To reiterate, you can change either of these email addresses, but the address(es) you use must belong to a valid NC State email account.

Example Email

The following is a test message that demonstrates how NC State Gmail users will see emails sent from Qualtrics. The email was sent “from” no-reply_surveys@ncsu.edu. Participants who click on the “reply” button to reach out to the survey senders will send a message to the email address in the “reply-to” field.

