

## Qualtrics Survey Recommendations

For the Alternative Credit modules, a small number of students has reported the “Continue” button on some questions not appearing at the time it is stated to appear. Before beginning the module, or if you encounter any issues with delays before the Continue button appears while taking the module, here are some recommendations to ensure that everything functions as expected.

### The Web Browser

To ensure the best experience, you will want to make sure you are using a supported browser and that the browser is up to date.

Qualtrics supports the following browsers:

- Apple Safari
- Google Chrome
- Microsoft Edge (Chromium Version)
- Mozilla Firefox

We have found that most people have the best experience using Google Chrome, but any of the above browsers should work if up to date.

### Browser Extensions

Browser extensions, particularly ad blockers, can interfere with survey completion. To ensure your answers are recorded, we recommend using a browser with no ad blockers or script blockers enabled.

### Network Issues

A common cause of survey completion issues is a network disconnection during a survey attempt. This may occur when your internet connection dies, but it can also occur if you put your computer to sleep or close the lid of your laptop and it goes into hibernation mode.

For this reason, it is recommended to keep your laptop open or your computer active while taking a survey. If you are waiting for a question to load, it’s okay to do other work, but if you lose the laptop lid the network may disconnect and the survey also loses a connection to your computer.

This results in a loss of survey progress.

## Troubleshooting Recommendations

If you are experiencing issues with a survey, here are some simple steps you can take that might alleviate any issues.

- **Update your browser**
  - Follow the directions below, based on your browser, to ensure your browser is on the latest version:
    - Apple Safari - <https://support.apple.com/en-us/HT204416>
    - Google Chrome - <https://support.google.com/chrome/answer/95414?hl=en&co=GENIE.Platform%3DDesktop>
    - Microsoft Edge - <https://support.microsoft.com/en-us/topic/microsoft-edge-update-settings-af8aaca2-1b69-4870-94fe-18822dbb7ef1>
    - Mozilla Firefox - <https://support.mozilla.org/en-US/kb/update-firefox-latest-release>
- **Try a different browser**
  - If you are using Google Chrome, for example, and are encountering issues, it is worth attempting the survey in Microsoft Edge or Mozilla Firefox to see if your issues are resolved.
- **Change your network**
  - If you are having issues with a survey while on campus, it is worth attempting the survey from home. This rules out any network issues that are interrupting survey progress.
- **Change your computer**
  - Another simple troubleshooting step is to change the computer you are working on. This ensures that any local computer issues relating to your browser or network are not interfering with completion. The KSU library offers loaner laptops as well as desktop workstations at both the Marietta and Kennesaw campuses.

Please contact us at [psychresearch@kennesaw.edu](mailto:psychresearch@kennesaw.edu) if these steps do not solve issues you encounter. We are happy to work with you to make sure you have an interesting and informative psychology research experience!