Qualtrics – Partial Completion
https://siue.qualtrics.com

SOUTHERN ILLINOIS UNIVERSITY
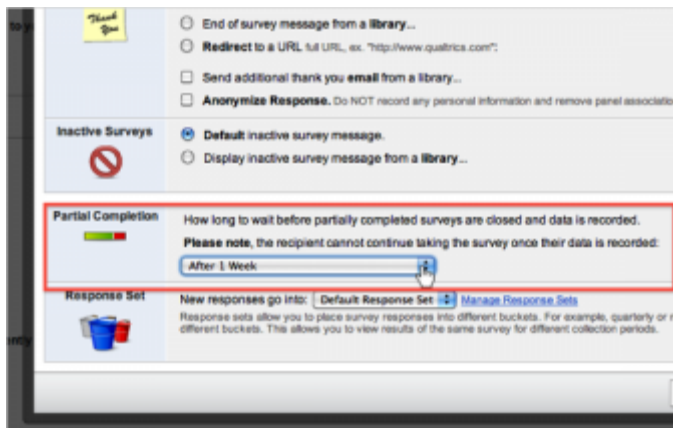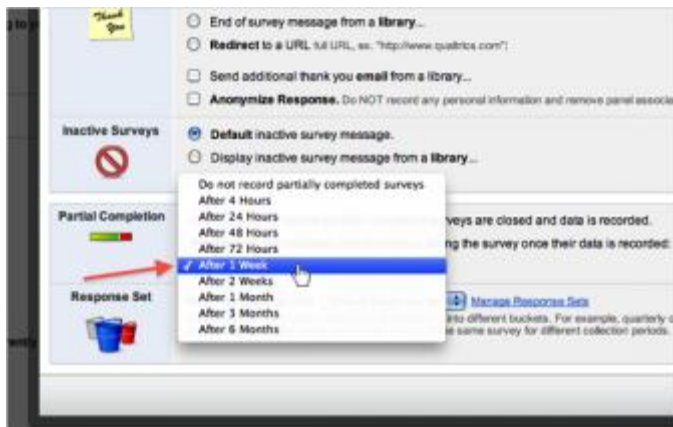EDWARDSVILLE

Set how long you would like the system to wait before collecting inactive, incomplete survey responses.

If a respondent starts the survey, but is unable to complete it in one sitting, the system keeps track of how long the respondent's survey is inactive. Under the Partial Completion setting in Survey Options, you can select to collect the inactive response after it is inactive for a certain amount of time

The default time the system waits to collect responses is **"After 1 week"**. If the respondent does go back in and edits but then again does not submit their survey, the countdown will be reset to one week.

To **select a different time frame**, click on the drop down menu located in the Partial Completion section of the Survey Options and choose a different time frame.

If you select **"Do not record partially completed surveys"**, the system will allow a week's time for the respondent to return to complete the survey. If they do not return, the survey session is closed and the **response is not stored**.

More Information

Qtips

- A Survey Session is created whenever someone starts a survey. The participant's individual response is a survey session.
- Once the survey session is closed, it cannot be reopened. As long as "Do not record partially completed surveys" is not selected you can, however, use the Retake Survey or Retake Survey as New Response options on the Responses page to send a user a new link containing their existing responses.
- Please note that when you use the Qualtrics Mailer to send out the survey, there is an expiration date set for the link that goes out with the email. The link is by default valid for 60 days. This means that if the link is not clicked on for 60 days, the link will expire. If the link is clicked on within 60 days, the Mailer expiration no longer applies, and the Partial Completion expiration takes over.