

# **SSOid Control Enablement User Guide for QuestionPro**

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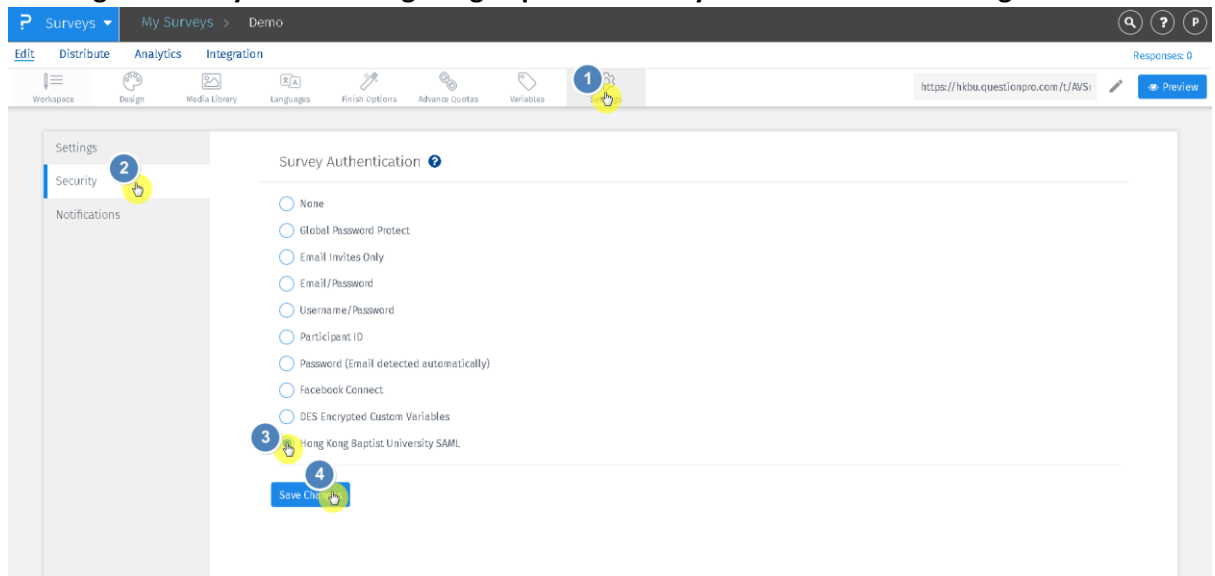
**QuestionPro** is a web-based survey service for all HKBU Faculty, Students and Staff to support teaching and research at HKBU. By default, survey in QuestionPro is open to anyone. The SSOid control enablement in the QuestionPro can limit the surveys to be accessed and responded by the HKBU faculty, students, staff, or alumni only. The following shows you how a survey owner can build a survey using the SSOid login protection with different user access domains.

#### A. Register respondent identification information to a survey

You must first register the respondent identification information by following the steps.

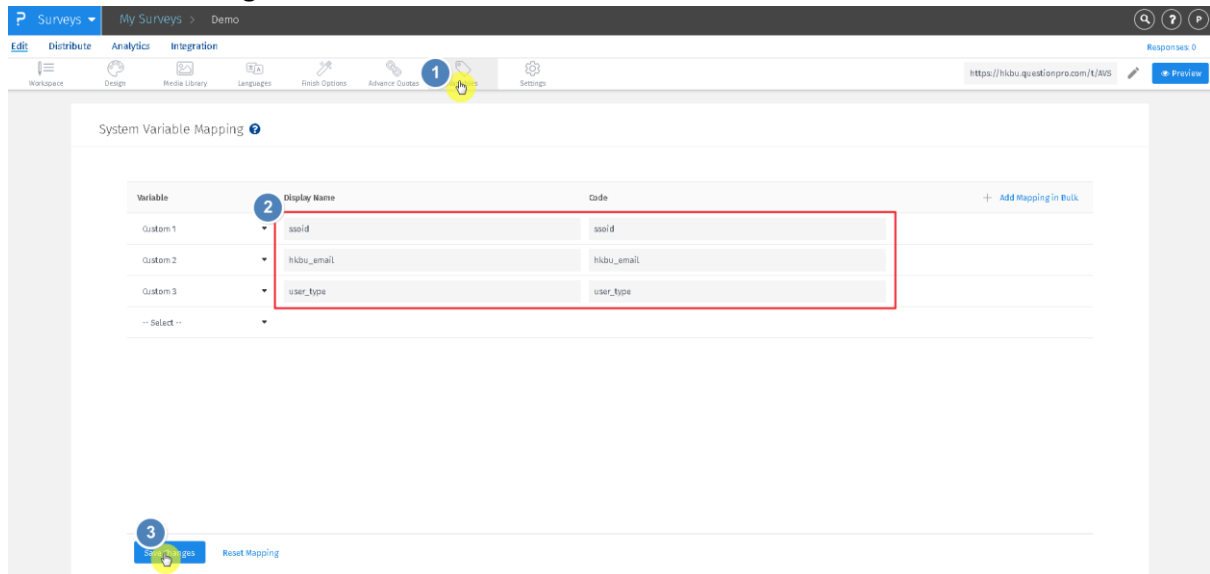
#### Add Survey Authentication

1. Open your survey.
2. Click **Settings > Security > Select Hong Kong Baptist University SAML > Click Save Changes.**



## Configure variables

1. Click **Variables**.
2. Input the custom variables as shown below.
3. Click **Save Changes** button.



Variable	Display Name	Code
Custom 1	ssoid	ssoid
Custom 2	hkbu_email	hkbu_email
Custom 3	user_type	user_type

\* Variables **Custom 1 – 5** are reserved by ITO.

## Respondent Identification Information

After you have added the above variables in **QuestionPro**, when a HKBU user successfully logged in to the **QuestionPro**, three pieces of user information will be transferred from the SSO system to the **QuestionPro**.

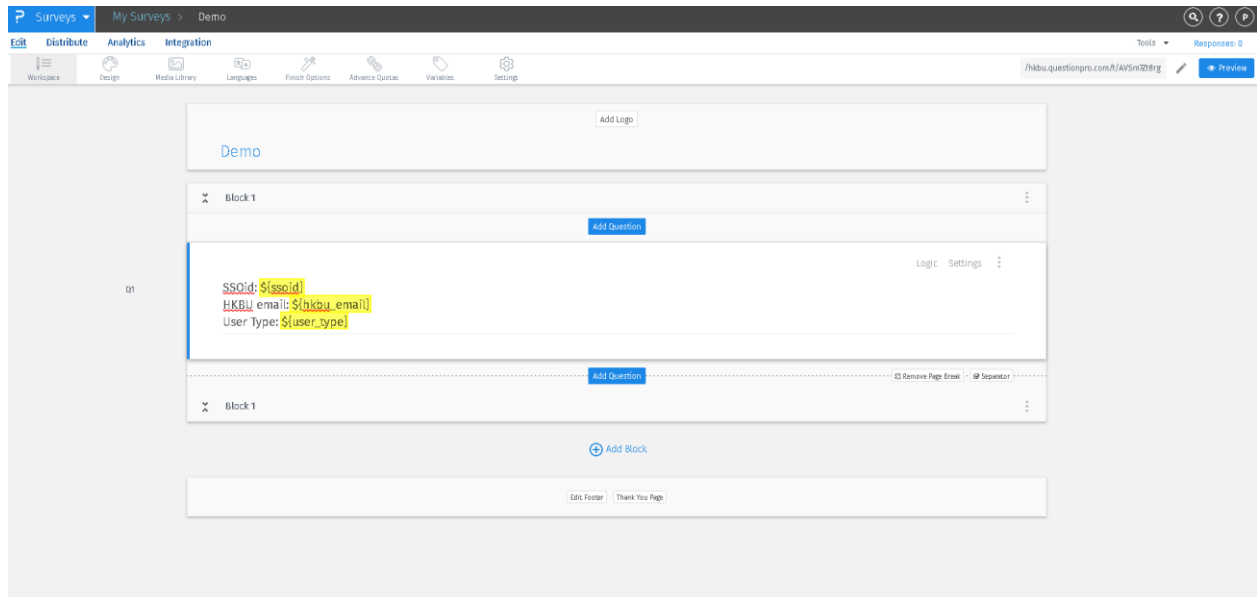
{**ssoid**}: the login user SSoid

{**hkbu\_email**}: the email address of the user

{**user\_type**}: the user type ( student, staff, or alumni )

You can use the codes `{ssoid} / {hkbu_email} / {user_type}` to display the respondent information or to set validation logic in the survey by adding the code `{ssoid} / {hkbu_email} / {user_type}` to the survey / email invitation / Thank You page, etc.

Example: A survey shows the respondent identification information in the Question section.



The screenshot displays the QuestionPro survey editor interface. The top navigation bar includes tabs for 'Edit', 'Distribute', 'Analytics', and 'Integration'. The main workspace shows a survey titled 'Demo' with a 'Block 1' containing a question. The question text is: 'SSOid: \${ssoid}, HKBU email: \${hkb\_u\_email}, User type: \${user\_type}'. The question is labeled 'Q1' on the left. The interface includes various toolbars for editing, adding questions, and managing the survey structure. The bottom of the editor shows options to 'Edit Footer' and 'Thank You Page'.

## B. Protect a survey with different HKBU user domain

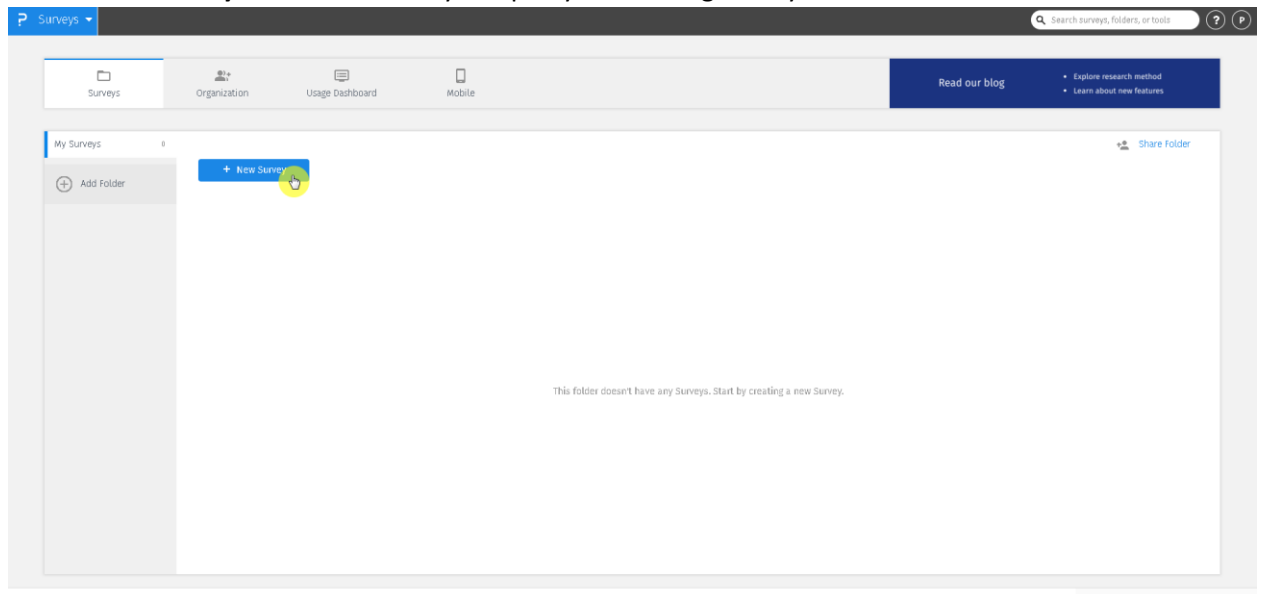
You can limit the access to a survey by either

- Staff, or
- Students, or
- Staff and Students, or
- Alumni

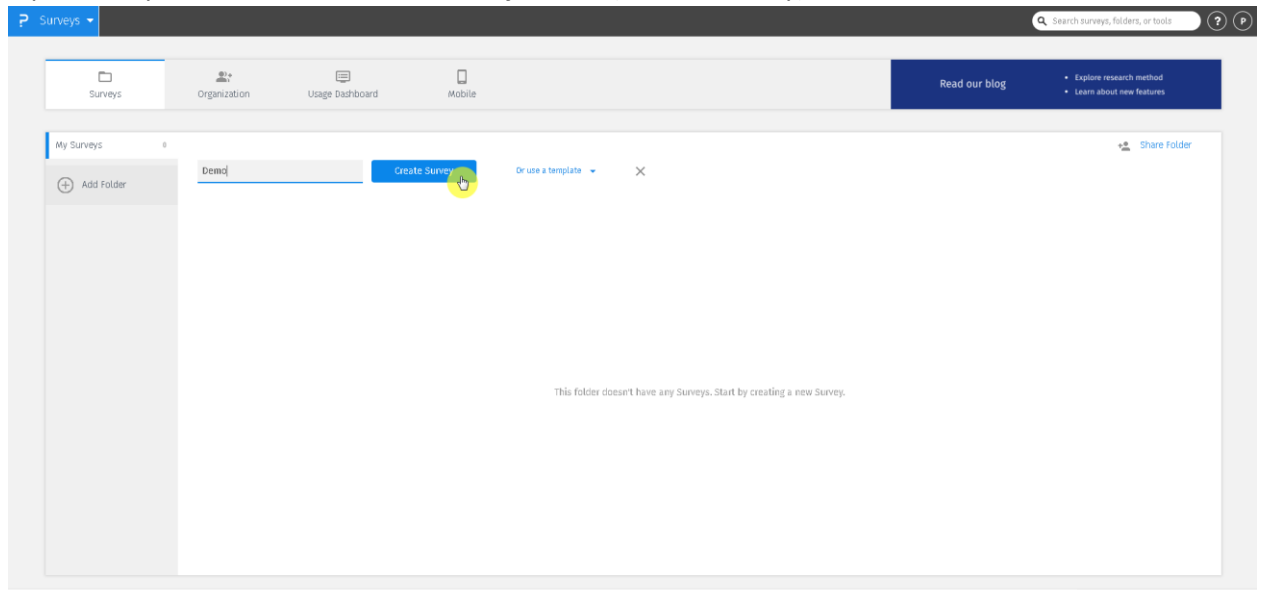
### B.1 Limit a survey to HKBU staff with SSoid only

Please make sure you have registered the respondent identification information by following **Section A** before proceeding the following steps.

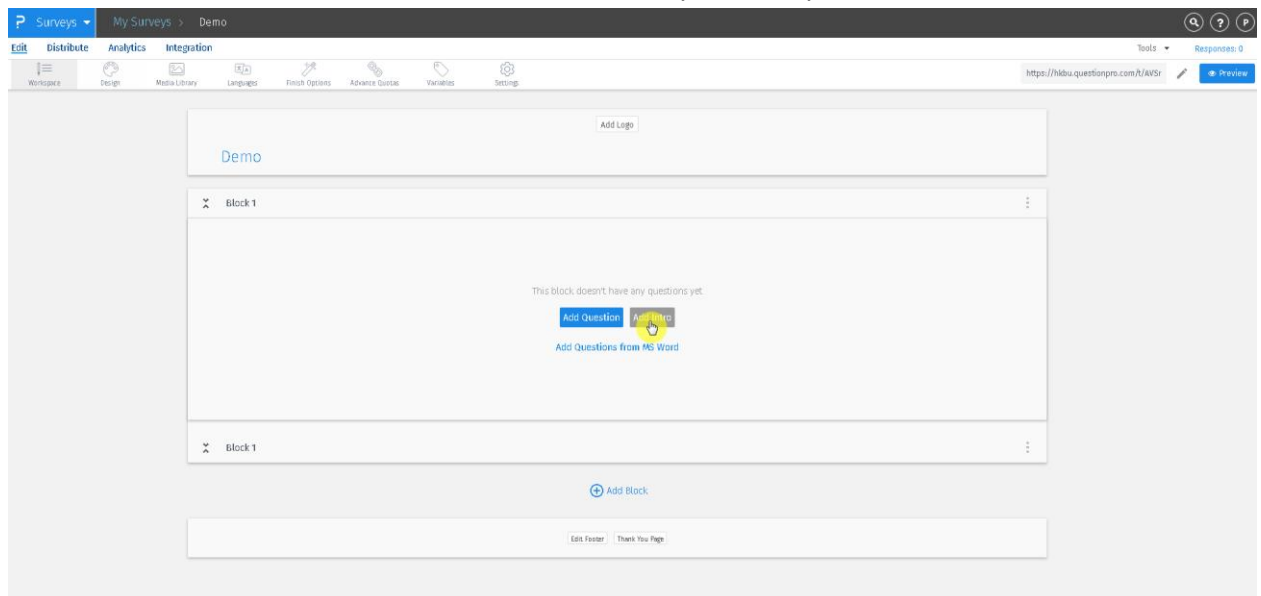
1. Click **+ New Survey** to create a survey or open your existing survey.



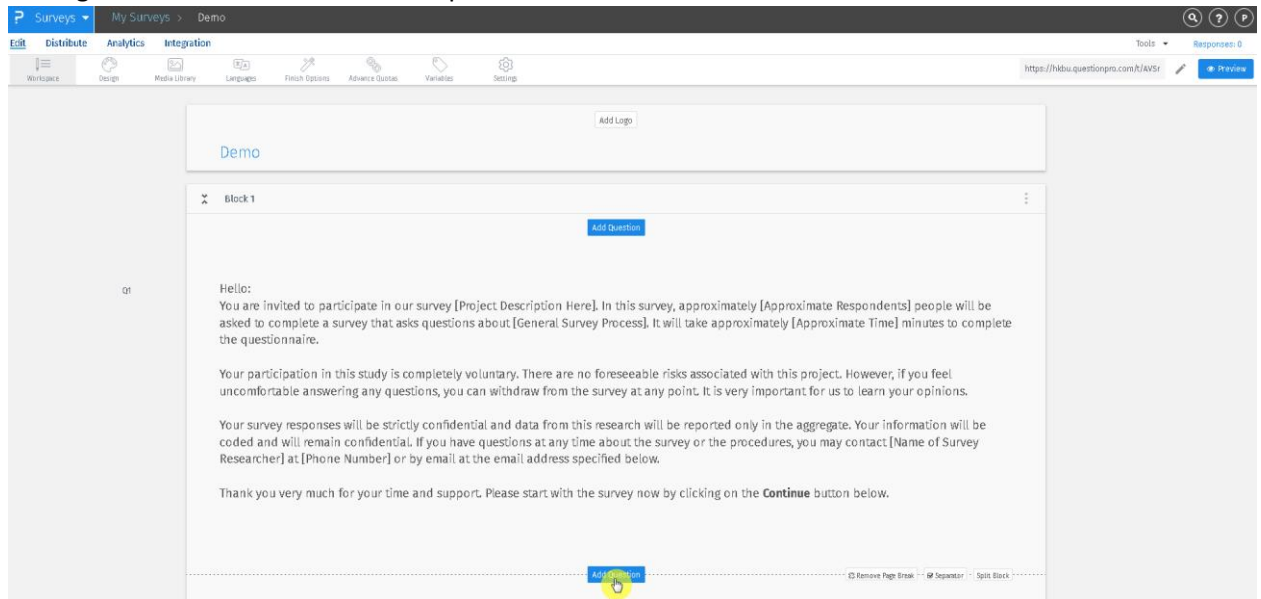
- Input survey name and click **Create Survey** button (for new survey).



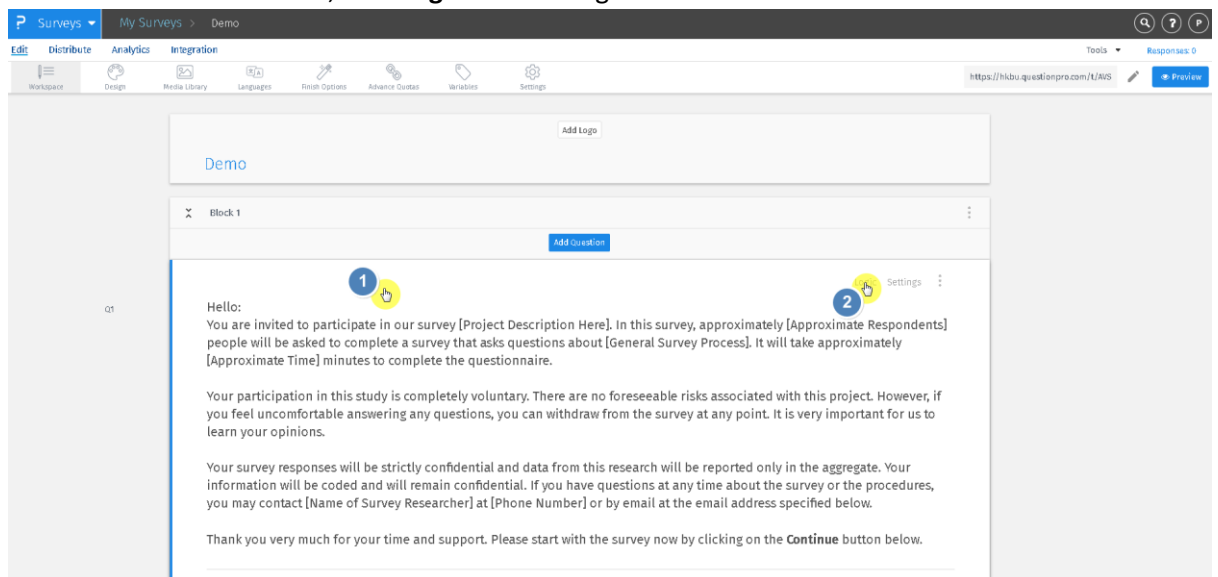
- Click the **Add Intro** button to add an introduction about your survey.



- Click **Add Question** button to add the first question of the survey. This is necessary for setting the authentication flow in step 8.



- In the **introduction** section, click **Logic** to add a logic.





6. Choose **Compound Branching** from the dropdown list.

Logic

Question: HelloYou are invited to participate in our survey [Project Description Here]. In this survey, approximately [Approximate Respondents] people will be asked to complete a survey that asks questions about [General Survey Process]. It will take approximately [Approximate Time] minutes to complete the questionnaireYour participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinionsYour survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential. If you have questions at any time about the survey or the procedures, you may contact [Name of Survey Researcher] at [Phone Number] or by email at the email address specified belowThank you very much for your time and support. Please start with the survey now by clicking on the Continue button below.

Compound Branching

- Skip Logic
- Compound Branching
- Show/Hide Question
- Scoring
- JavaScript Logic
- Update Variables

Criteria 1

- Select -

- Select -

Default Logic If criteria not met, jump to - Select -

Save Logic

7. For the **New Criteria**, input **Criteria Name: Staff Only**.  
Set the criteria: If [System Variable] [user\_type] [equals] [staff].

Logic

Question: HelloYou are invited to participate in our survey [Project Description Here]. In this survey, approximately [Approximate Respondents] people will be asked to complete a survey that asks questions about [General Survey Process]. It will take approximately [Approximate Time] minutes to complete the questionnaireYour participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinionsYour survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential. If you have questions at any time about the survey or the procedures, you may contact [Name of Survey Researcher] at [Phone Number] or by email at the email address specified belowThank you very much for your time and support. Please start with the survey now by clicking on the Continue button below.

Compound Branching

New Criteria

Staff Only

IF System Variable user\_type equals staff

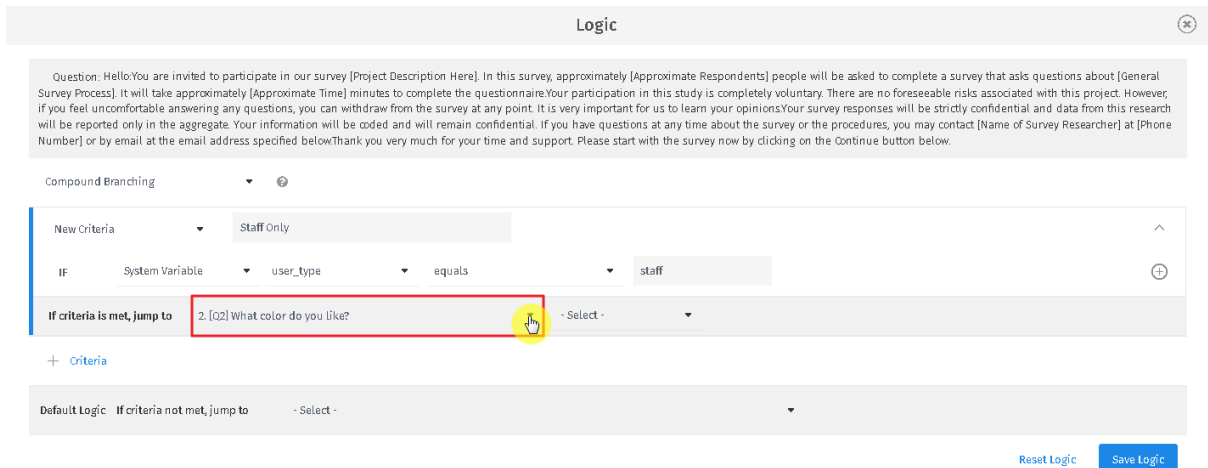
If criteria is met, jump to - Select -

+ Criteria

Default Logic If criteria not met, jump to - Select -

Reset Logic Save Logic

8. In the section **If criteria is met, jump to**, select the first question you have just created in step 4.



Logic

Question: Hello! You are invited to participate in our survey [Project Description Here]. In this survey, approximately [Approximate Respondents] people will be asked to complete a survey that asks questions about [General Survey Process]. It will take approximately [Approximate Time] minutes to complete the questionnaire. Your participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinions. Your survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential. If you have questions at any time about the survey or the procedures, you may contact [Name of Survey Researcher] at [Phone Number] or by email at the email address specified below. Thank you very much for your time and support. Please start with the survey now by clicking on the Continue button below.

Compound Branching

New Criteria: Staff Only

IF: System Variable: user\_type equals staff

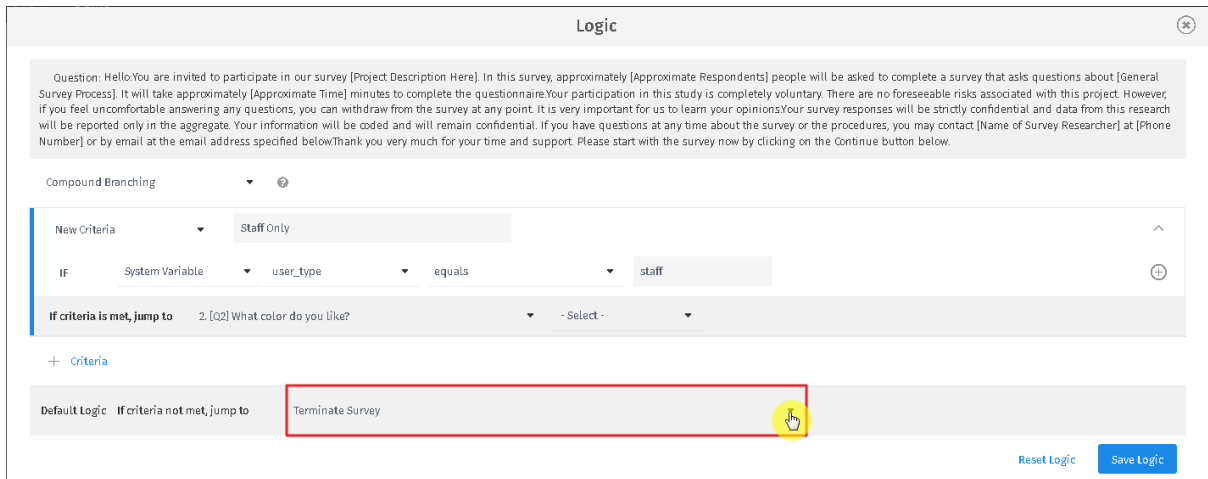
If criteria is met, jump to: 2. [Q2] What color do you like?

+ Criteria

Default Logic: If criteria not met, jump to: - Select -

Reset Logic Save Logic

9. In the section **Default Logic. If criteria not met**, select *[Terminate Survey]* from the dropdown list.



Logic

Question: Hello! You are invited to participate in our survey [Project Description Here]. In this survey, approximately [Approximate Respondents] people will be asked to complete a survey that asks questions about [General Survey Process]. It will take approximately [Approximate Time] minutes to complete the questionnaire. Your participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinions. Your survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential. If you have questions at any time about the survey or the procedures, you may contact [Name of Survey Researcher] at [Phone Number] or by email at the email address specified below. Thank you very much for your time and support. Please start with the survey now by clicking on the Continue button below.

Compound Branching

New Criteria: Staff Only

IF: System Variable: user\_type equals staff

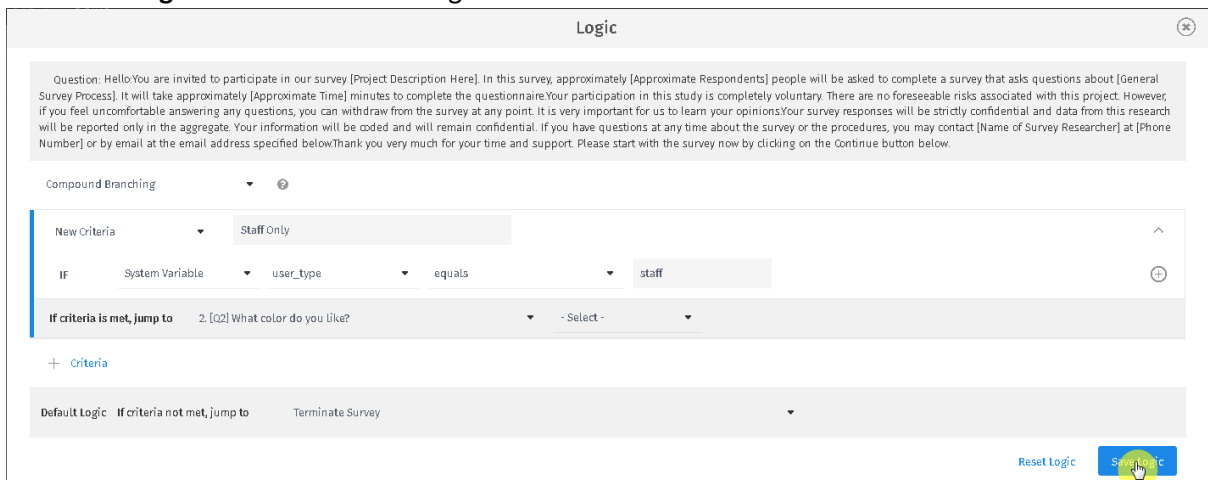
If criteria is met, jump to: 2. [Q2] What color do you like?

+ Criteria

Default Logic: If criteria not met, jump to: Terminate Survey

Reset Logic Save Logic

10. Click **Save Logic** button to save the logic



Logic

Question: Hello! You are invited to participate in our survey [Project Description Here]. In this survey, approximately [Approximate Respondents] people will be asked to complete a survey that asks questions about [General Survey Process]. It will take approximately [Approximate Time] minutes to complete the questionnaire. Your participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinions. Your survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential. If you have questions at any time about the survey or the procedures, you may contact [Name of Survey Researcher] at [Phone Number] or by email at the email address specified below. Thank you very much for your time and support. Please start with the survey now by clicking on the Continue button below.

Compound Branching

New Criteria: Staff Only

IF: System Variable: user\_type equals staff

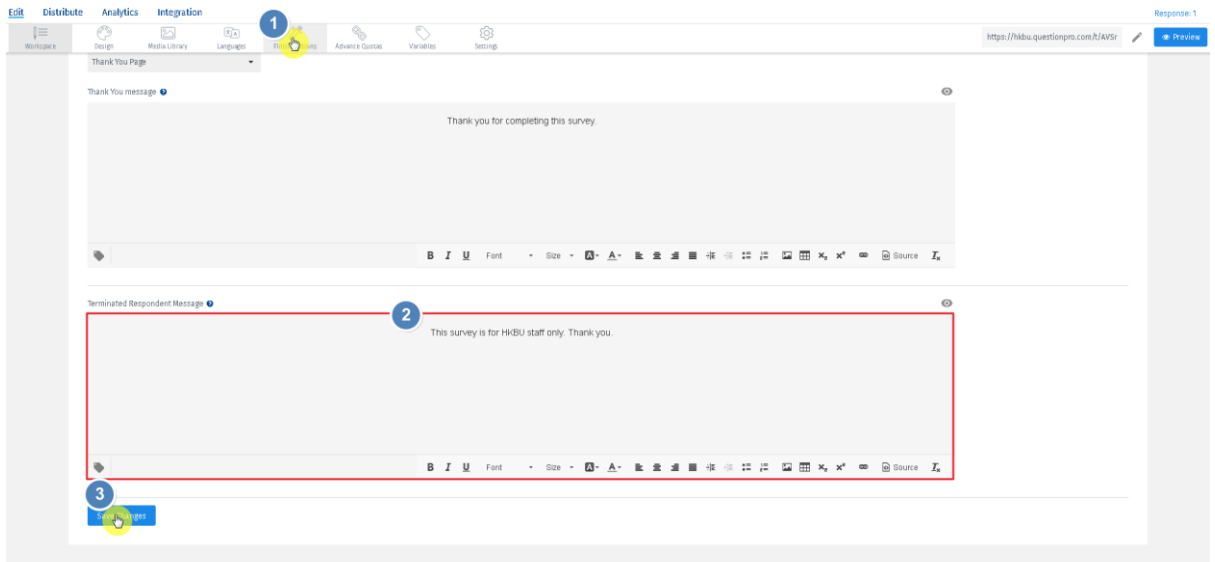
If criteria is met, jump to: 2. [Q2] What color do you like?

+ Criteria

Default Logic: If criteria not met, jump to: Terminate Survey

Reset Logic Save Logic

11. You can customize the message of **Terminate Survey** if the user is not eligible to submit the survey.
  1. Click **Finish Options**.
  2. In the section **Terminated Respondent Message**, input the message. For example, “**This survey is for HKBU staff only. Thank you.**”.
  3. Click **Save Changes**.



## B.2 Limit a survey to HKBU students with SSoid only

Please make sure you have registered the respondent identification information by following **Section A** before proceeding the following steps.

After completed **Section A**, please follow **Section B.1**. For [Step 7] in **Section B.1**, follow the step below instead.

[Step 7]

For the **New Criteria**, input **Criteria Name: Student Only**.

Set the criteria: If [System Variable] [user\_type] [equals] [student].

Logic

Question: Hello! You are invited to participate in our survey [Project Description Here]. In this survey, approximately [Approximate Respondents] people will be asked to complete a survey that asks questions about [General Survey Process]. It will take approximately [Approximate Time] minutes to complete the questionnaire. Your participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinions. Your survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential. If you have questions at any time about the survey or the procedures, you may contact [Name of Survey Researcher] at [Phone Number] or by email at the email address specified below. Thank you very much for your time and support. Please start with the survey now by clicking on the Continue button below.

Compound Branching

New Criteria Student Only

IF System Variable user\_type equals student

If criteria is met, jump to - Select -

+ Criteria

Default Logic If criteria not met, jump to - Select -

Reset Logic Save Logic

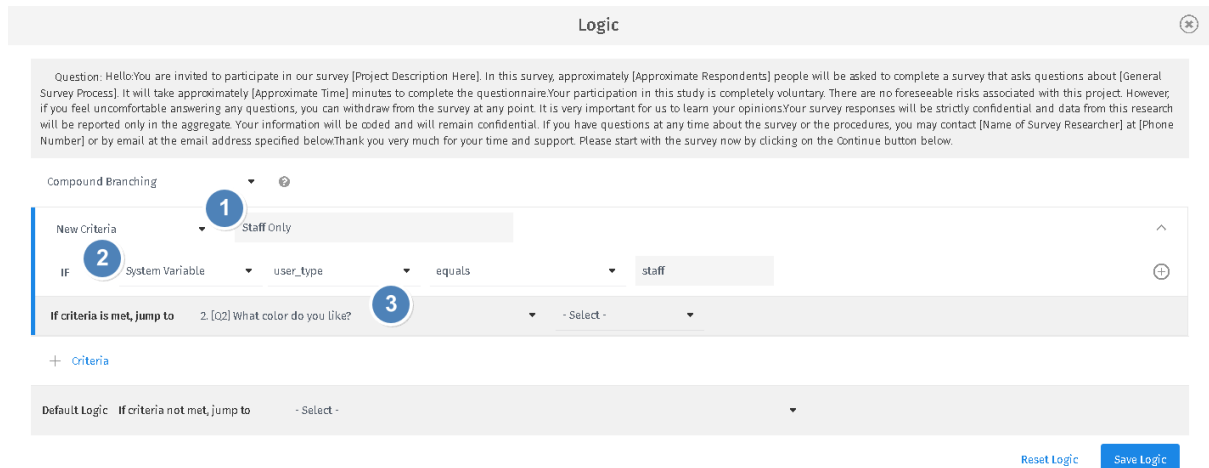
### B.3 Limit a survey to HKBU staff and students with SSOid only

Please make sure you have registered the respondent identification information by following **Section A** before proceeding the following steps.

After completed **Section A**, please follow **Section B.1**. For [Step 7] in **Section B.1**, follow the step below instead.

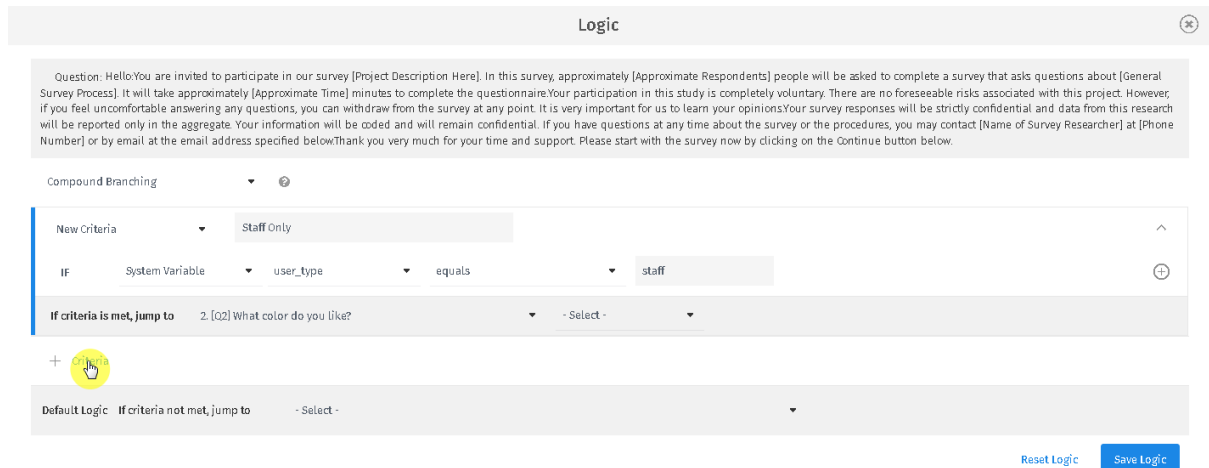
[Step 7]

1. For the **New Criteria**, input **Criteria Name: Staff Only**.
2. Set the criteria: If [System Variable] [user\_type] [equals] [staff].
3. In the section **If criteria is met, jump to**, select the first question you have just created.



The screenshot shows the 'Logic' configuration window. At the top, there is a text area with a survey introduction. Below it, the 'Compound Branching' section is active. A new criteria entry is being created with the name 'Staff Only'. The condition is set to 'IF' followed by 'System Variable' (user\_type) 'equals' 'staff'. The 'If criteria is met, jump to' field is set to '2. [Q2] What color do you like?'. A '+ Criteria' button is visible at the bottom left. At the bottom right, there are 'Reset Logic' and 'Save Logic' buttons.

4. Click **+ Criteria** button to add another logic to allow students to fill in the survey.



This screenshot is identical to the previous one, showing the 'Logic' configuration window with the 'Staff Only' criteria. The '+ Criteria' button at the bottom left is highlighted with a yellow circle and a hand cursor, indicating where to click to add a new logic rule.

5. For the **New Criteria**, input **Criteria Name: Student Only**.
6. Set the criteria: If [System Variable] [user\_type] [equals] [student].
7. In the section **If criteria is met, jump to**, select the first question you have just created.

Logic

Question: Hello>You are invited to participate in our survey [Project Description Here]. In this survey, approximately [Approximate Respondents] people will be asked to complete a survey that asks questions about [General Survey Process]. It will take approximately [Approximate Time] minutes to complete the questionnaire.Your participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinions.Your survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential. If you have questions at any time about the survey or the procedures, you may contact [Name of Survey Researcher] at [Phone Number] or by email at the email address specified below.Thank you very much for your time and support. Please start with the survey now by clicking on the Continue button below.

Compound Branching

If criteria	Staff Only	is met jump to	[Q2] What color do you like?
New Criteria	Student Only		
IF	System Variable	user_type	equals student
If criteria is met, jump to	2. [Q2] What color do you like?	- Select -	

+ Criteria

Default Logic If criteria not met, jump to - Select -

Reset Logic Save Logic

8. In the section **Default Logic. If criteria not met**, select [*Terminate Survey*] from the dropdown list.

Logic

Question: Hello>You are invited to participate in our survey [Project Description Here]. In this survey, approximately [Approximate Respondents] people will be asked to complete a survey that asks questions about [General Survey Process]. It will take approximately [Approximate Time] minutes to complete the questionnaire.Your participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinions.Your survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential. If you have questions at any time about the survey or the procedures, you may contact [Name of Survey Researcher] at [Phone Number] or by email at the email address specified below.Thank you very much for your time and support. Please start with the survey now by clicking on the Continue button below.

Compound Branching

If criteria	Staff Only	is met jump to	[Q2] What color do you like?
New Criteria	Student Only		
IF	System Variable	user_type	equals student
If criteria is met, jump to	2. [Q2] What color do you like?	- Select -	

+ Criteria

Default Logic If criteria not met, jump to Terminate Survey

Reset Logic Save Logic

9. Click **Save Logic** button to save the logic

Logic

Question: Hello>You are invited to participate in our survey [Project Description Here]. In this survey, approximately [Approximate Respondents] people will be asked to complete a survey that asks questions about [General Survey Process]. It will take approximately [Approximate Time] minutes to complete the questionnaire.Your participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinions.Your survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential. If you have questions at any time about the survey or the procedures, you may contact [Name of Survey Researcher] at [Phone Number] or by email at the email address specified below.Thank you very much for your time and support. Please start with the survey now by clicking on the Continue button below.

Compound Branching

If criteria	Staff Only	is met jump to	[Q2] What color do you like?
New Criteria	Student Only		
IF	System Variable	user_type	equals student
If criteria is met, jump to	2. [Q2] What color do you like?	- Select -	

+ Criteria

Default Logic If criteria not met, jump to Terminate Survey

Reset Logic Save Logic

Screenshot shows the *Logic* after completed all the steps

Logic ✕

Question: HelloYou are invited to participate in our survey [Project Description Here]. In this survey, approximately [Approximate Respondents] people will be asked to complete a survey that asks questions about [General Survey Process]. It will take approximately [Approximate Time] minutes to complete the questionnaireYour participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinionsYour survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential. If you have questions at any time about the survey or the procedures, you may contact [Name of Survey Researcher] at [Phone Number] or by email at the email address specified belowThank you very much for your time and support. Please start with the survey now by clicking on the Continue button below.

Compound Branching ⊕

If criteria	Staff Only	is met jump to	[Q2] What color do you like?
or	Student Only	is met jump to	[Q2] What color do you like?

[+ Criteria](#)

Default Logic If criteria not met, jump to Terminate Survey ⌵

[Reset Logic](#) [Save Logic](#)

#### B.4 Limit a survey to HKBU alumni with SSOid only

Please make sure you have registered the respondent identification information by following **Section A** before proceeding the following steps.

After completed **Section A**, please follow **Section B.1**. For [Step 7] in **Section B.1**, follow the step below instead.

[Step 7]

1. For the **New Criteria**, input **Criteria Name: Alumni Only**.
2. Set the criteria: If [System Variable] [user\_type] [equals] [alumni].

Logic ✕

Question: HelloYou are invited to participate in our survey [Project Description Here]. In this survey, approximately [Approximate Respondents] people will be asked to complete a survey that asks questions about [General Survey Process]. It will take approximately [Approximate Time] minutes to complete the questionnaireYour participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinionsYour survey responses will be strictly confidential and data from this research will be reported only in the aggregate. Your information will be coded and will remain confidential. If you have questions at any time about the survey or the procedures, you may contact [Name of Survey Researcher] at [Phone Number] or by email at the email address specified belowThank you very much for your time and support. Please start with the survey now by clicking on the Continue button below.

Compound Branching ⊕

New Criteria ⌵ Alumni Only ^

IF System Variable ⌵ user\_type ⌵ equals ⌵ alumni ⊕

If criteria is met, jump to - Select - ⌵ - Select - ⌵

[+ Criteria](#)

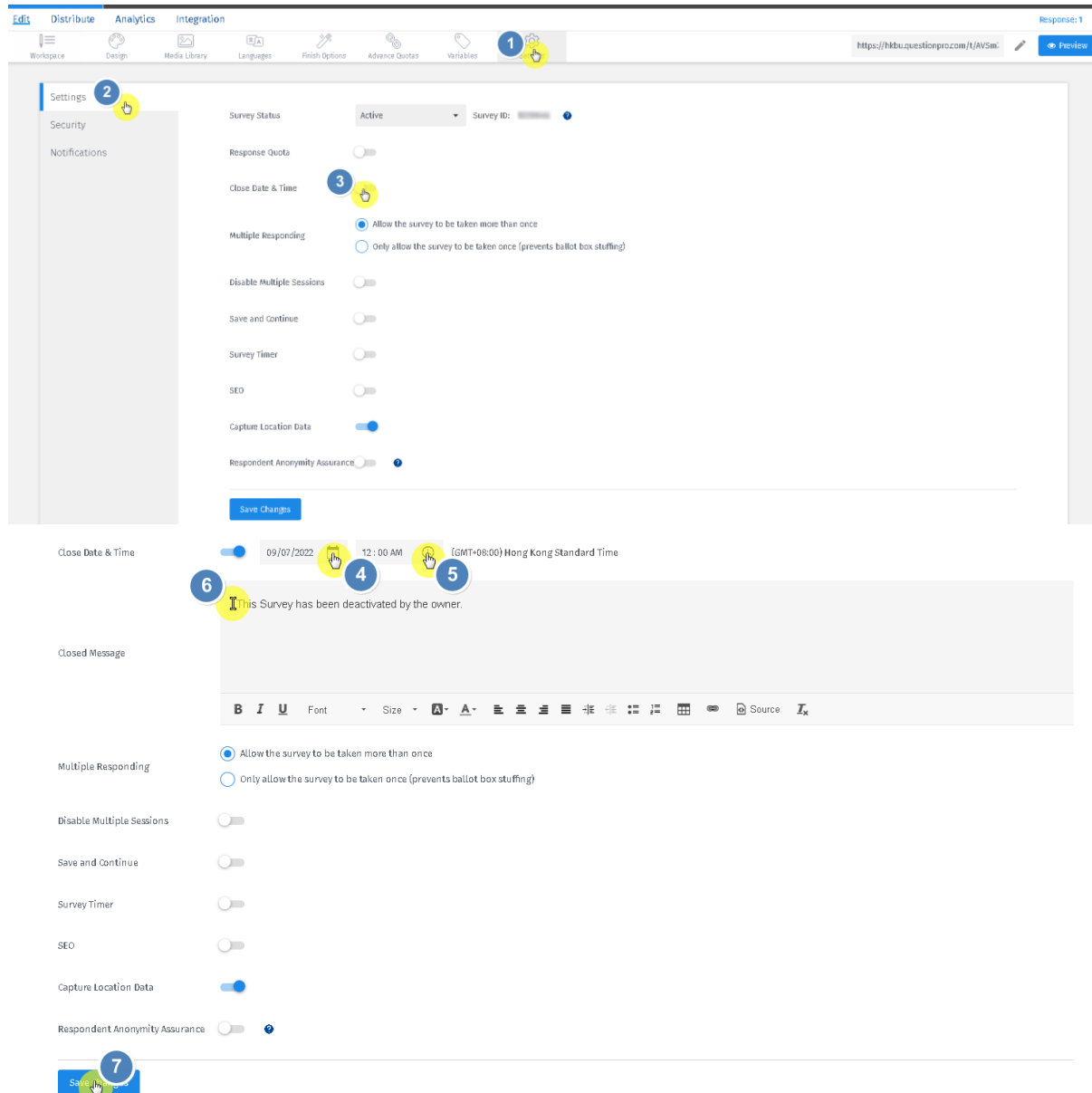
Default Logic If criteria not met, jump to - Select - ⌵

[Reset Logic](#) [Save Logic](#)

### C. Survey Availability Control

You can specify the survey expiration date & time. The survey will be closed automatically at the time you specified.

1. Click **Settings** from the top menu bar.
2. Select **Settings** from the left menu.
3. Toggle on **Close Date & Time**.
4. Select **Close Date**.
5. Select **Close Time**.
6. Input the **Closed Message**.
7. Click **Save Changes**.



The screenshot shows the QuestionPro survey settings page. The interface includes a top navigation bar with tabs for Edit, Distribute, Analytics, and Integration. A left sidebar contains a menu with options like Settings, Security, and Notifications. The main content area displays various survey settings, including Survey Status (Active), Response Quota, Close Date & Time, Multiple Responding, Disable Multiple Sessions, Save and Continue, Survey Timer, SEO, Capture Location Data, and Respondent Anonymity Assurance. A 'Save Changes' button is located at the bottom of the settings section. The 'Close Date & Time' section is expanded, showing a date picker set to 09/07/2022 and a time picker set to 12:00 AM. Below this, there is a text area for the 'Closed Message' which contains the text 'This Survey has been deactivated by the owner.' A rich text editor toolbar is visible above the message text area. The 'Save Changes' button is highlighted with a yellow circle and a number 7.

Please note that unlike Qualtrics, you cannot control the survey's start date in QuestionPro directly. The survey is accessible by anyone who knows the survey's URL when the survey is active. However, you can [schedule to send the survey invitation email](#) alternatively to distribute the survey on a set date and time.

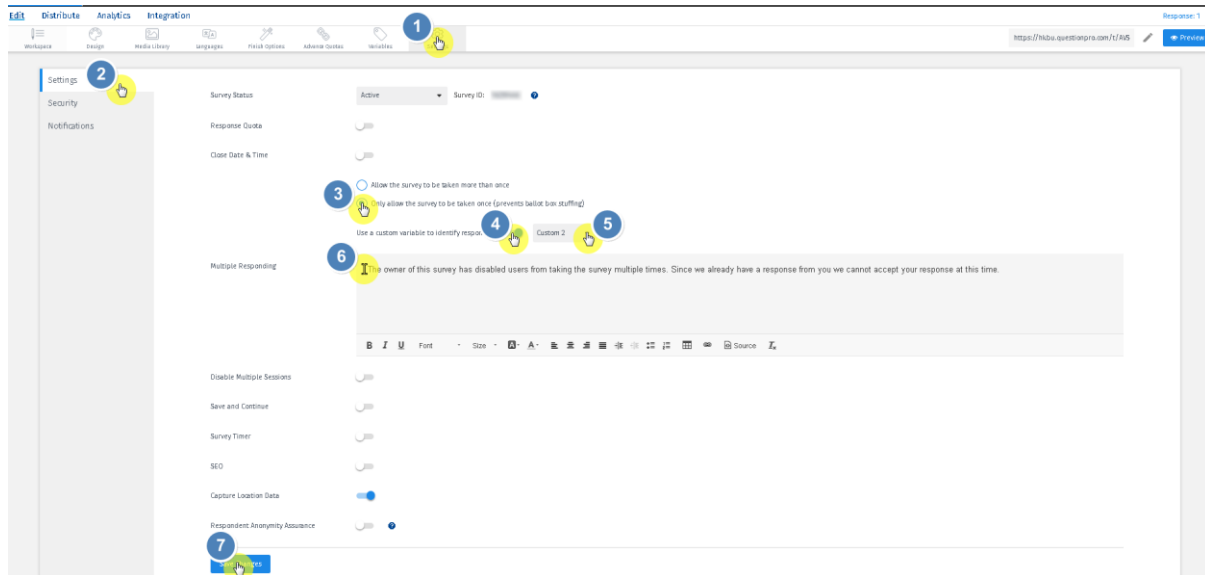


#### D. Multiple Responding Prevention

You can restrict a survey so that a respondent can only submit a survey once. **The survey must be enabled with the SSoid login protection.** Please follow the steps below to disallow duplicated submission from the same person by checking the email address (Custom Variable 2) of respondents.

Make sure you have registered the respondent identification information by following **Section A**.

1. Click **Settings** from the top menu bar.
2. Select **Settings** from the left menu.
3. Select option **Only allow the survey to be taken once (prevents ballot box stuffing)**.
4. Toggle on **Use a custom variable to identify responses**.
5. Select **Custom 2** [hkbu\_email] from the drop down.
6. Input the **Multiple Responding** message.
7. Click **Save Changes**.

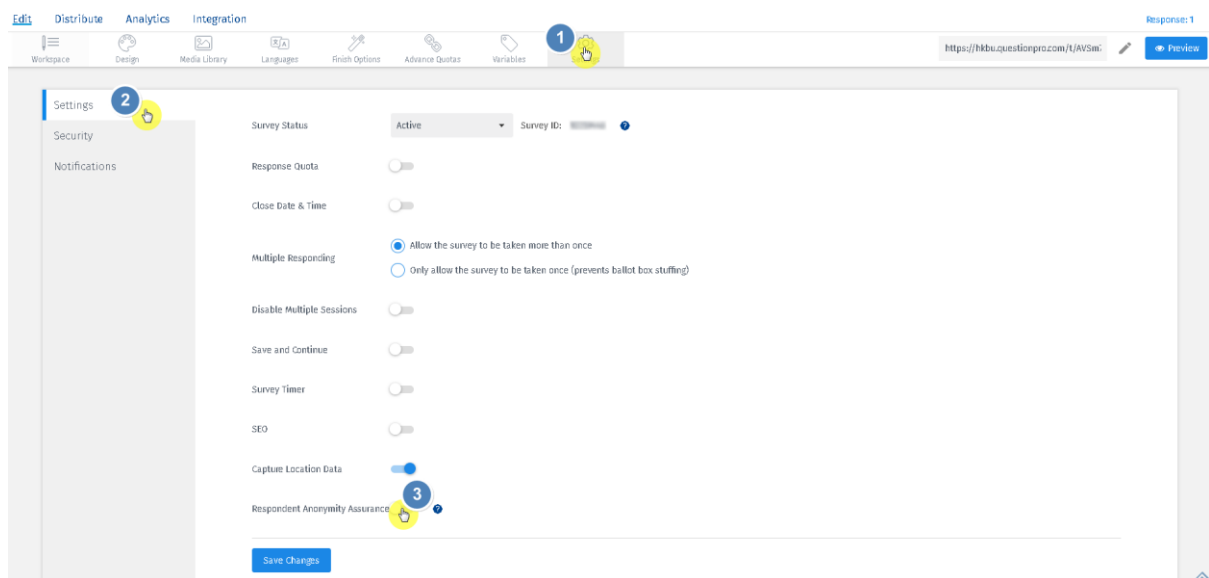


### E. Respondent Anonymity Assurance (RAA)

You might want to enable the RAA so that the privacy and confidentiality of the respondents can be protected. In **QuestionPro**, the respondents of a survey can be set to anonymous by enabling the **Respondent Anonymity Assurance (RAA)** option\*. After turning on this option, the respondent's information will be masked by **QuestionPro** and will not be disclosed to the survey owner. However, the survey responses can still be collected.

\* Please be reminded that this option cannot be revoked once it is enabled.

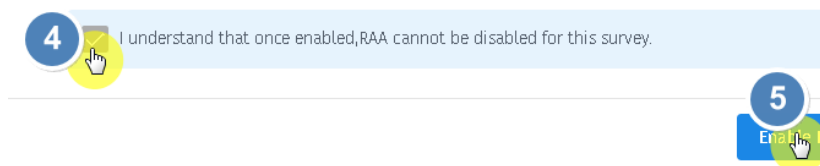
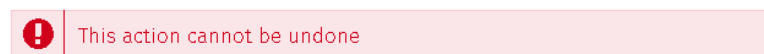
1. Click **Settings** from the top menu bar.
2. Select **Settings** from the left menu.
3. Toggle on **Respondent Anonymity Assurance Enabled**.
4. Read the pop-up message, then click **I understand that once enabled, RAA cannot be disabled for this survey**.
5. Click **Enable RAA**.



Are you sure you want to enable RAA for this survey?

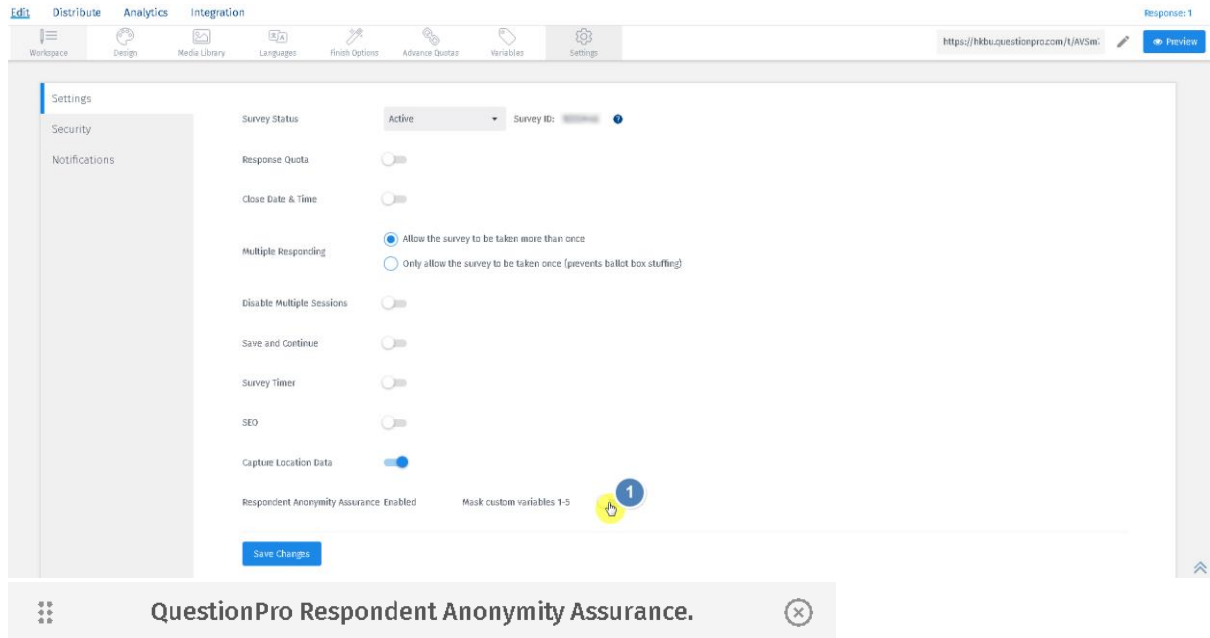
Enabling RAA will block all tracking data for responses.

Once RAA is enabled, it will remain perpetual and cannot be rescinded.



After completing the above steps, the respondent's information such as **IP Address**, **Country Code**, **Region** will be masked. To further mask the respondent's identification information (SSOid, email, etc) that were transferred from the SSO system, please toggle on **Mask custom variables 1-5**.

1. Toggle on **Mask custom variables 1-5**.
2. Read the pop-up message, then click **I understand that once custom variables 1-5 are masked, they cannot be viewed with the individual responses**.
3. Click **Mask custom variables 1-5**.




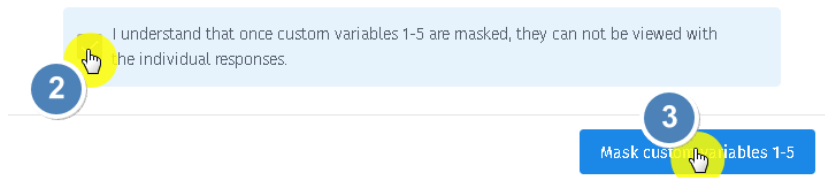
Are you sure you want to mask custom variables 1-5 for this survey?

You will not be able to view custom variables 1-5 with the individual responses.

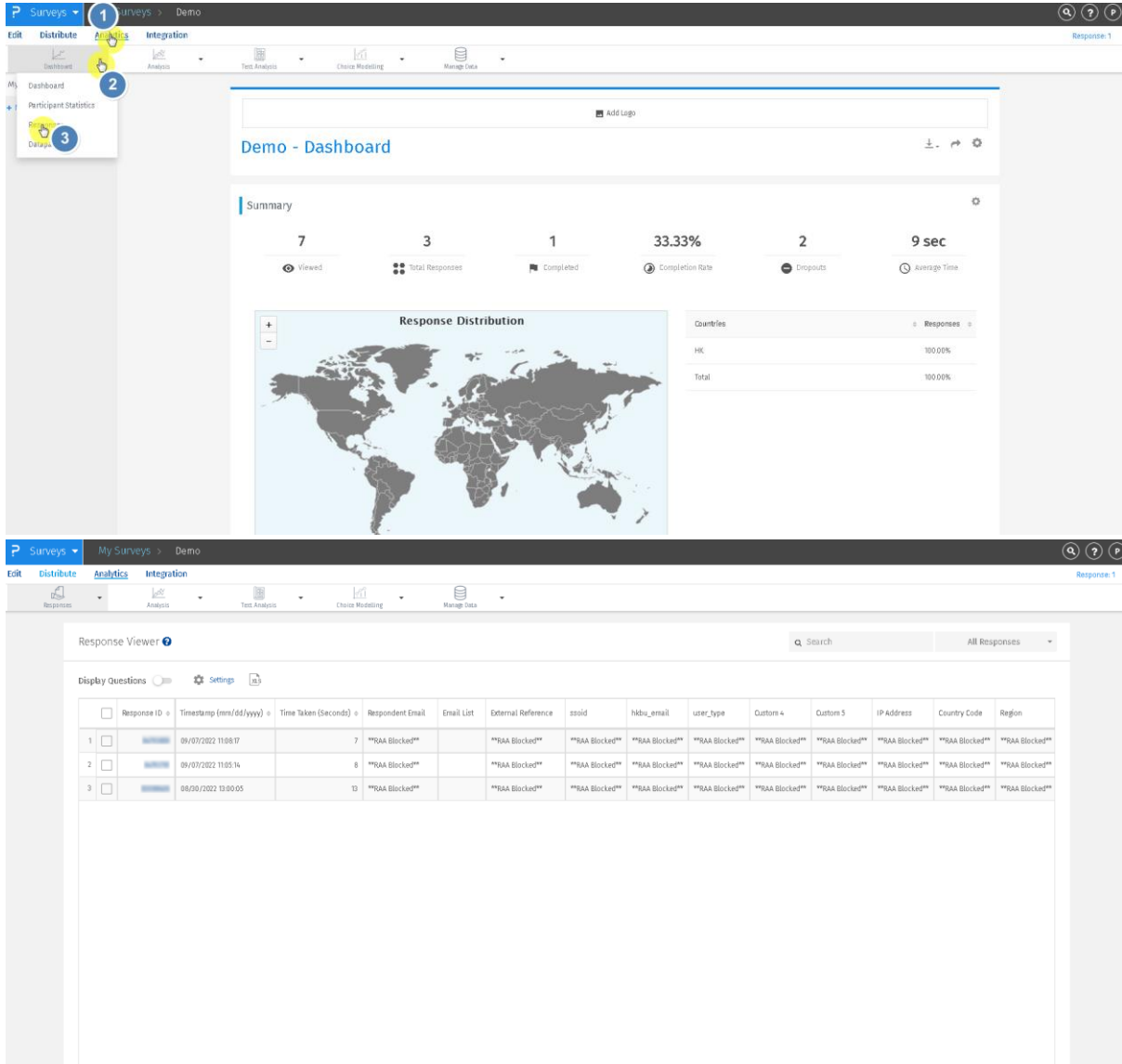
You will not be able to view external reference variable with the individual responses.

Once custom 1-5 are masked, it will remain perpetual and cannot be rescinded.

 This action cannot be undone



After RAA option has been enabled, In the **Response Viewer (Analytics > Responses)**, **\*\*RAA Blocked\*\*** will be shown for the masked data.



**Demo - Dashboard**

**Summary**

- 7 Viewed
- 3 Total Responses
- 1 Completed
- 33.33% Completion Rate
- 2 Dropouts
- 9 sec Average Time

**Response Distribution**

Countries	Responses
HK	100.00%
Total	100.00%

**Response Viewer**

Search: All Responses

Display Questions: Settings

Response ID	Timestamp (mm/dd/yyyy)	Time Taken (Seconds)	Respondent Email	Email List	External Reference	ssaid	hkbu_email	user_type	Custom 4	Custom 5	IP Address	Country Code	Region
1	09/07/2022 11:08:17	7	**RAA Blocked**		**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**
2	09/07/2022 11:05:14	8	**RAA Blocked**		**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**
3	08/26/2022 13:00:05	10	**RAA Blocked**		**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**	**RAA Blocked**

#### F. Differences between Qualtrics and QuestionPro

Features	Qualtrics	QuestionPro
Survey for Staff Only	Available with ITO support	Available (self-service)
Survey for Student Only		
Survey for Staff & Student		
Survey for Alumni	Not Support	
Prevent multiple responses	Available with ITO support	Available (self-service)
Control survey start date & time		By the survey's URL as long as the survey is active
Control survey end date & time		Available (self-service)
Respondent Anonymity Assurance (RAA)		