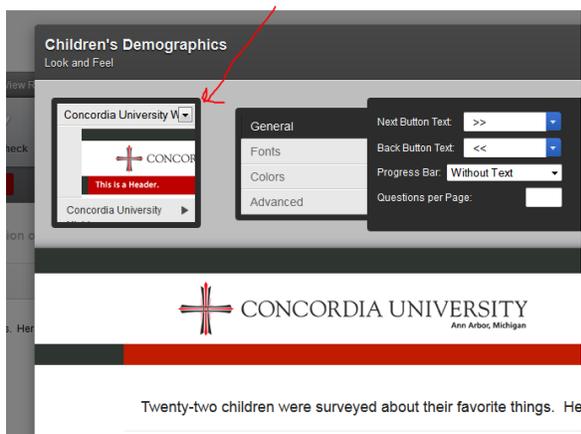# Qualtrics Mobile Compatibility   November 2014

For mobile compatibility for those taking the survey, you need to work with two areas in your survey. The first is the masthead "look. " The second is the Mobile Compatibility Advisor.

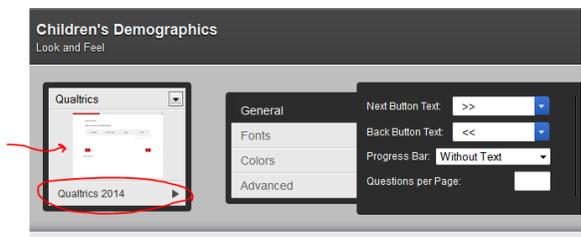The Concordia CUW or CUAA masthead makes the survey incompatible with mobile devices, even though the Compatibility Advisor will say it is fine.

1. **Use a Qualtrics "look" instead of CUAA or CUW.   Here's how:**

When in your survey, go to the "Edit" tab and click on "Look and Feel."
Click on the top drop down arrow, and toggle to Qualtrics from Concordia University

Next click on the arrow at the bottom of the same little box which will at this point say, "Concordia University", and choose a Qualtrics "look" for the survey.
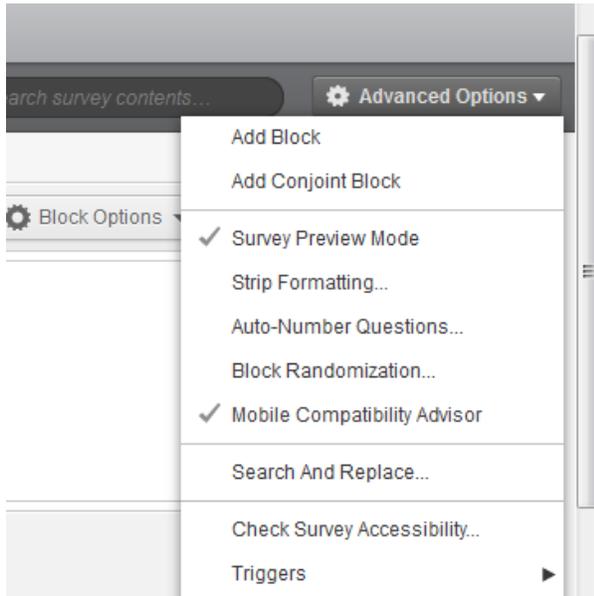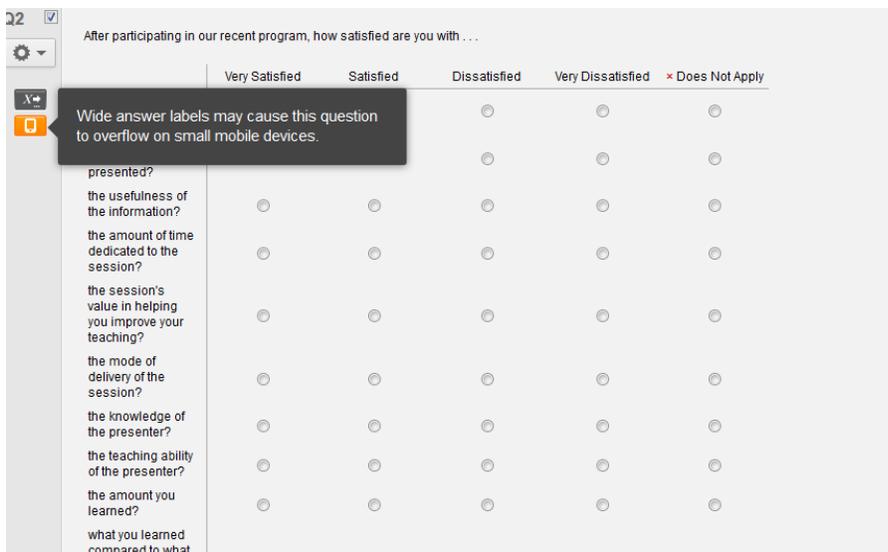

I chose Qualtrics 2014, and that look now appears in the small box.   Click Save in the lower right.

2. Check your questions with the "Mobile Compatibility Advisor"

When in your survey in the edit mode, go to the "Advanced Options" dropdown on the right - and be sure "Mobile Compatibility Advisor" is checked. If you have old surveys you may need to click on it twice even though it is already checked, and then the "mobile device icons" will appear near your questions that might have issues.
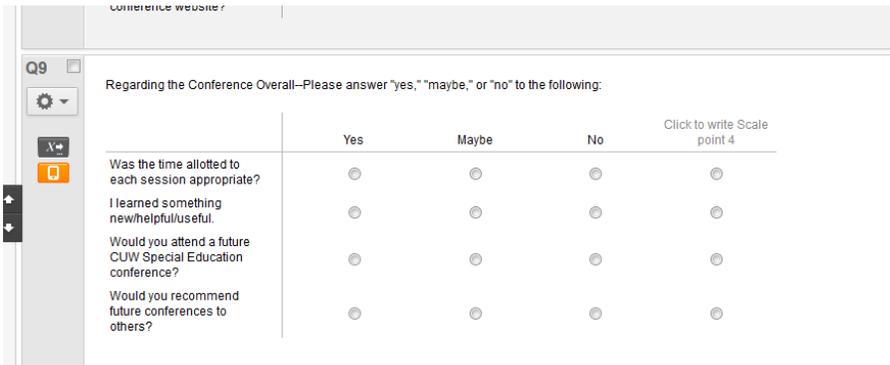

3. Click on the little icon to see if there are potential issues.

In this case, the labels for my responses are too wide.

This question originally had three responses, but when I added a fourth, the mobile icon appeared.
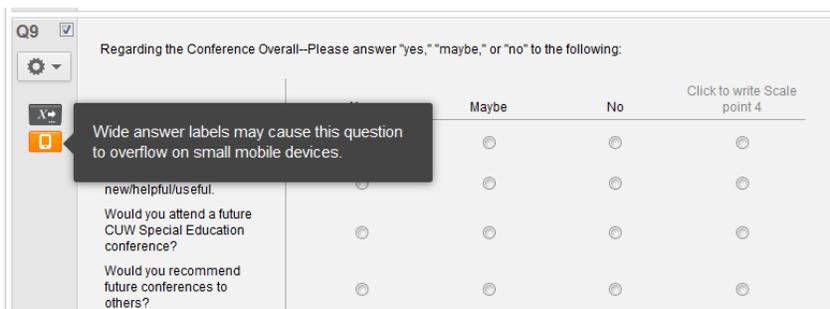

When I clicked on it, I again got the warning about the wide labels. In this case, it actually was the addition of a fourth response rather than the width of the labels themselves.

If you know that many people will use mobile devices, this may affect the design of your survey.

Elizabeth Evans

November 25, 2014