Clemson Qualtrics Mailer Tool Customization Options

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This only applies if you use the Mailer Tool within Qualtrics.

Clemson Qualtrics users (clemson.qualtrics.com) may use the Mailer Tool within the Qualtrics platform to distribute surveys to a contact list. In the past, the sender email ("From Address") was restricted to a Qualtrics domain (e.g., noreply@qemailserver.com). This disconnect between sender email and sender name has led to respondent confusion. See screenshot below:

To resolve this issue, Clemson has worked with Qualtrics to allow users to insert their own @clemson.edu email address in the "From Address" field when using the Mailer Tool.

Compose Email

To: Select Contacts ⌄

From:
From Address: username@clemson.edu
From Name: Your Name
Reply-To Email: username@clemson.edu

When: Send in 1 hour ⌄

Subject: Subject ⌄

Message: Load Message ⌄   Save As

📋 ≣ {A} 🖼 Font ⌄ Size ⌄ **B** *I* U ⟨⟩ More...

Follow this link to the Survey:
${l://SurveyLink?d=Take the Survey}

Or copy and paste the URL below into your internet browser:

When users replace the default "From Address" with their Clemson email address, the email will appear to more clearly come from the user, lowering the likelihood that a recipient will mark the email as SPAM.

Things to consider:

- This feature is limited to users within the clemson.qualtrics.com license.
- This feature is limited to the @clemson.edu domain; in order to customize the "From Address" users must replace the default noreply@qemailserver.com with their Clemson email address (e.g., username@clemson.edu). If you use Gmail, do NOT use the @g.clemson.edu domain; use your @clemson.edu email address instead.
- You are not required to use the Mailer Tool; you should choose the distribution method best suited for your project—anonymous links, QR codes, etc.

Additional Resources:

- Email Survey Invitations (Qualtrics)
- Avoid Being Marked as Spam (Qualtrics)
- Email Distribution Error Messages (Qualtrics)

Online URL: