

Create and manage surveys in Town hall events

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 This article is designated for moderators

About

This article explains how moderators can create, edit, and publish surveys in Kaltura Rooms using the **Interactions tab** of the [Chat & Collaboration \(C&C\) widget](#).

Surveys are a quick way to gather feedback, check understanding, or make your sessions more interactive. You can combine different question types - multiple choice, icon choice, rating scales, and open-ended questions - to suit your audience. Once created, surveys can be **published** (made visible to attendees) right away, **saved as drafts**, or **scheduled** to appear at a later time.



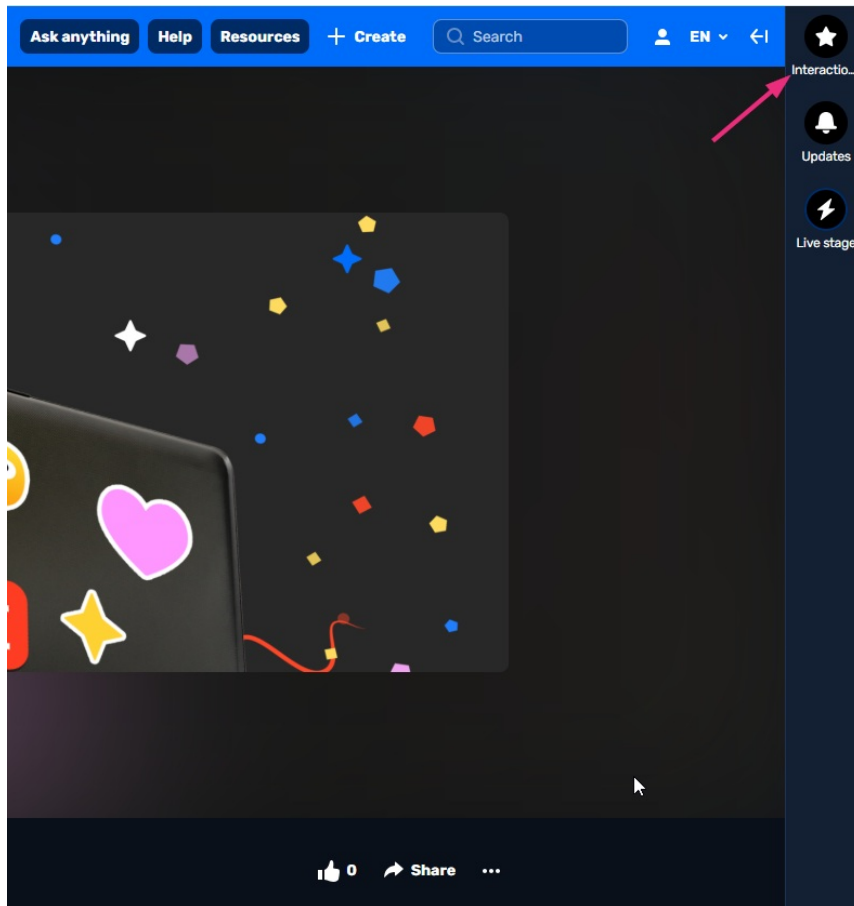
Surveys are just one of the many interaction tools available in Kaltura Rooms. For the full list, including **polls**, **quizzes**, **word clouds**, and more, see *Interaction tools for moderators in Kaltura Rooms*.



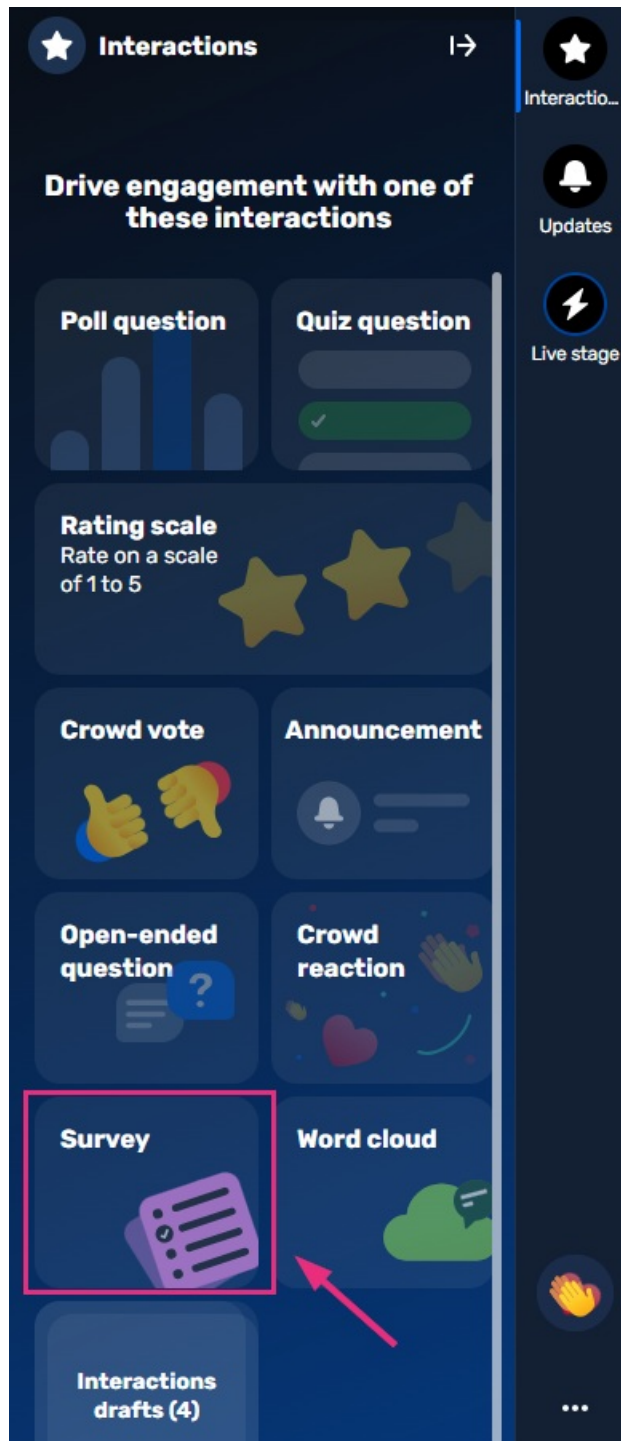
Moderators can manage the C&C widget per session via the media edit page (Chat tab), tailoring the experience to meet specific needs. Check out our article *Manage chat settings for Kaltura Room* for details.

Access the survey

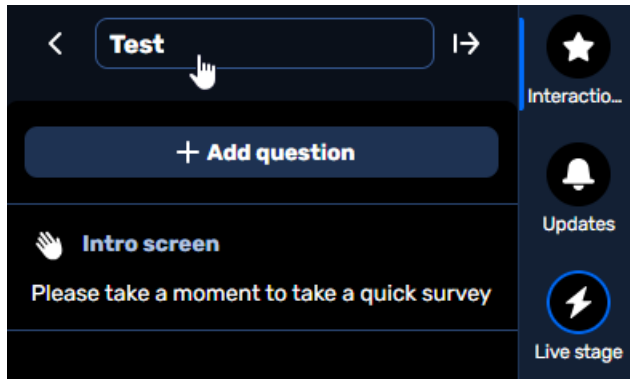
1. In your [Kaltura Room](#), at the upper-right of your screen, click the **Interactions** tab.



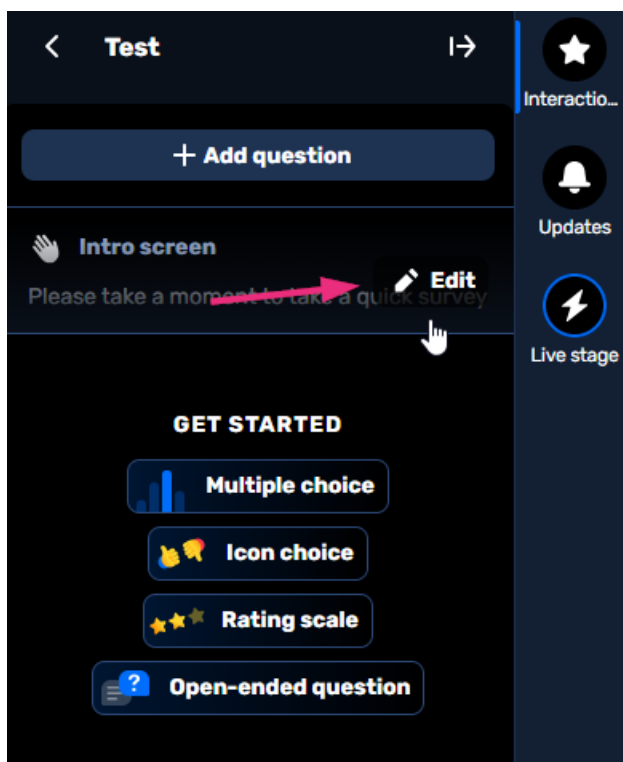
In the list of **Interactions** that display in the engagement panel, click **Survey**.



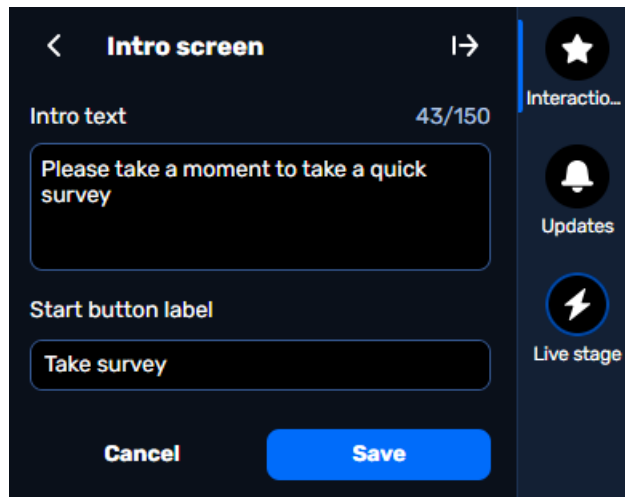
2. The survey defaults to the session name (max 150 characters). To change it, hover over the name, click it, and type a custom title.



3. To customize the introduction, hover over the default intro text ("Please take a moment to take a quick survey") and click **Edit**.



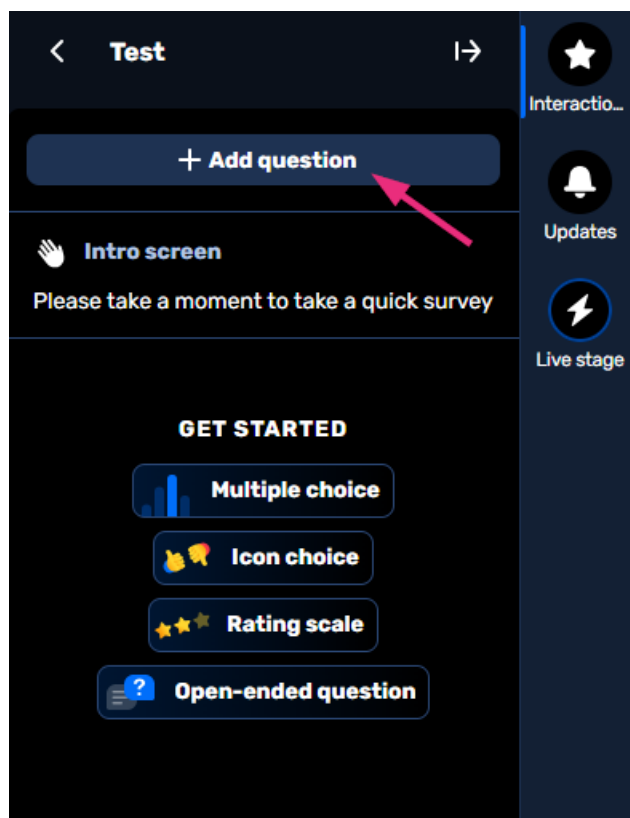
The 'edit intro' screen displays.



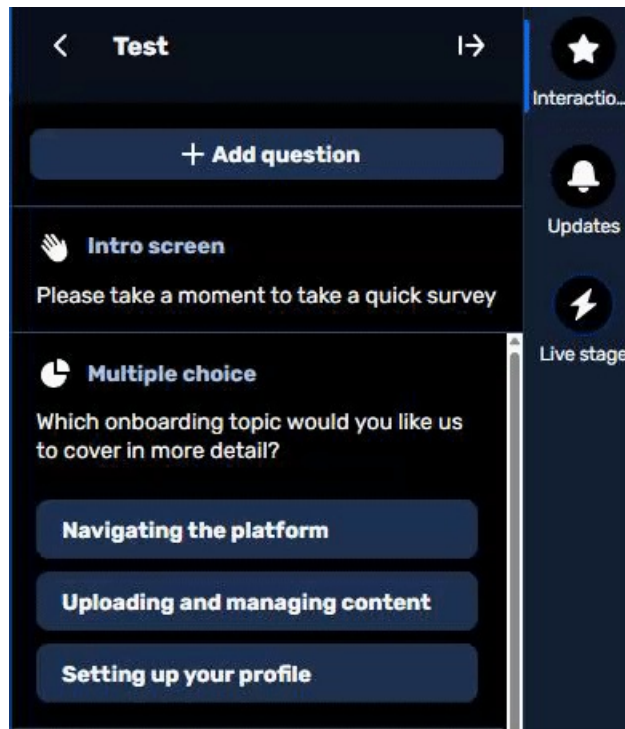
4. Type your intro text and a label for the survey start button, then click **Save**.

Add questions

1. Click + **Add question** to begin. You can add up to 10 questions.



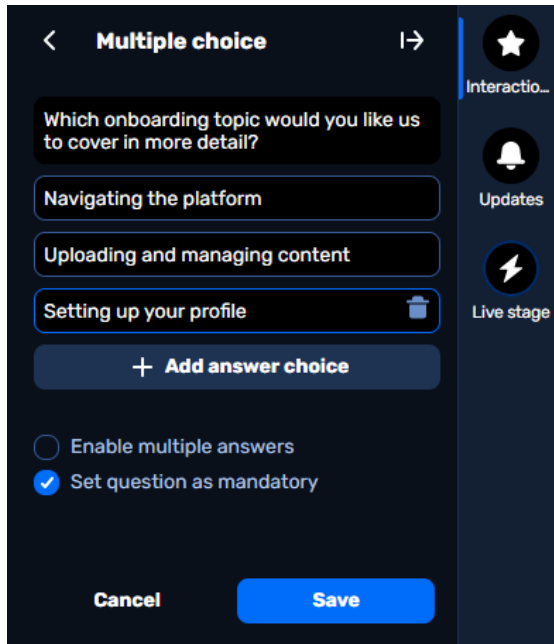
Choose the question type.



Multiple choice

Use this type to ask a single- or multiple-selection question.

1. Enter your question in the **Write your question here** field.
2. Enter at least two answer options. Click **+ Add answer choice** to add more (up to 8 total).
(To delete an answer option, hover over it and click the trashcan icon.)
3. (Optional) Choose to **Enable multiple answers** or **Set question as mandatory**.
4. Click **Save** to add the question to your survey.

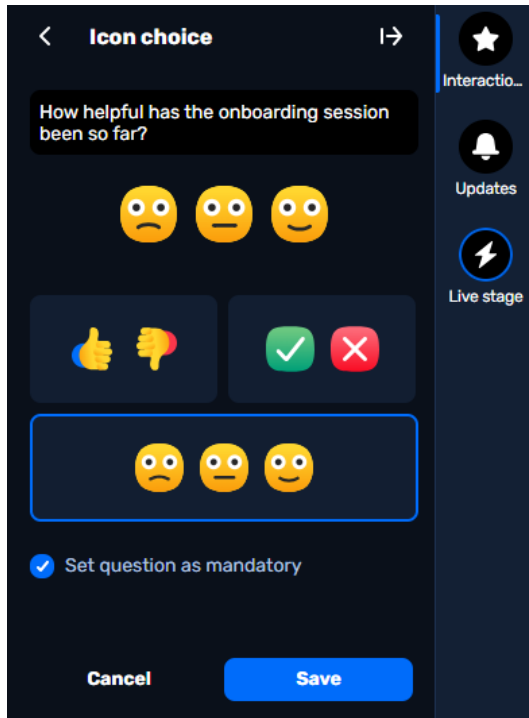


Icon choice

Use this type to let attendees vote using emojis or icons.

To create an icon choice question:

1. Type your question in the **Write your question here** field.
2. The call to action under the question defaults to **Start voting now**. To edit it, hover over the text and click to update.
3. Click **Choose icons**, then select up to five emojis from the list. These will be your answer options.
4. (Optional) Choose **Set question as mandatory** to require an answer.
5. Click **Save** to add the question to your survey. (Click **Cancel** to discard and return to the survey overview.)

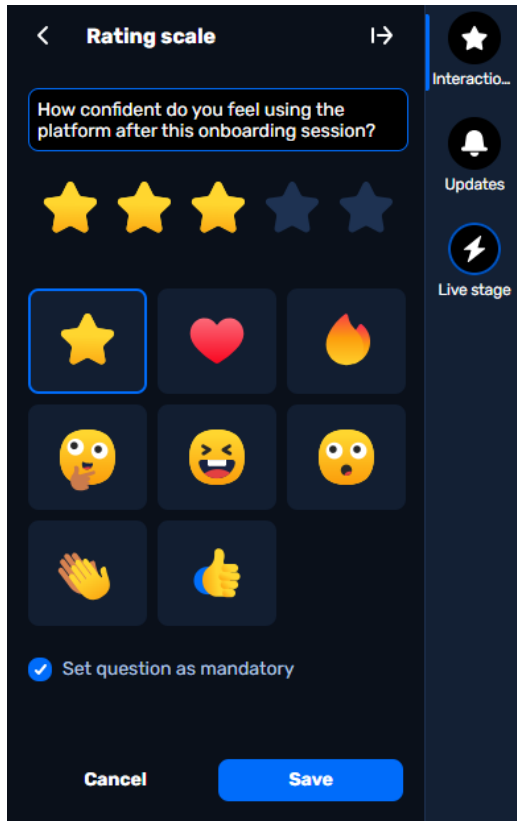


The screenshot shows the 'Icon choice' screen in the Kaltura interface. At the top, there's a back arrow and the title 'Icon choice'. Below this is a text input field containing the question: 'How helpful has the onboarding session been so far?'. Underneath the question are three yellow emoji icons representing a rating scale: a sad face, a neutral face, and a happy face. Below these are two sets of icons: thumbs up/down and a green checkmark/red X. A blue box highlights the three emoji icons. At the bottom, there's a checkbox labeled 'Set question as mandatory' which is checked. Two buttons, 'Cancel' and 'Save', are at the very bottom. On the right side, there's a vertical sidebar with icons for 'Interaction...', 'Updates', and 'Live stage'.

Rating scale

Use this type to ask attendees to rate something on a scale.

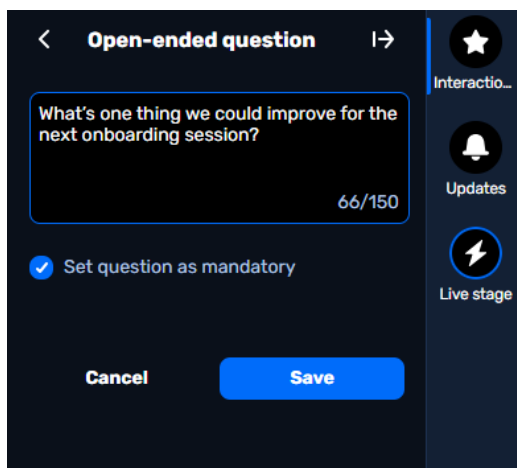
1. Enter your question in the **Write your question here** field.
2. The call to action defaults to **Start rating now**. To edit, hover over it and click.
3. Click **Choose rating scale**, then select an emoji style (e.g., stars, smileys).
4. (Optional) Choose **Set question as mandatory** to require an answer.
5. Click **Save** to add the question to your survey.



Open question

Use this type to collect written responses.

1. Enter your question in the Write your question here field.
2. (Optional) Choose **Set question as mandatory** to require an answer.
3. Click **Save** to add the question to your survey.

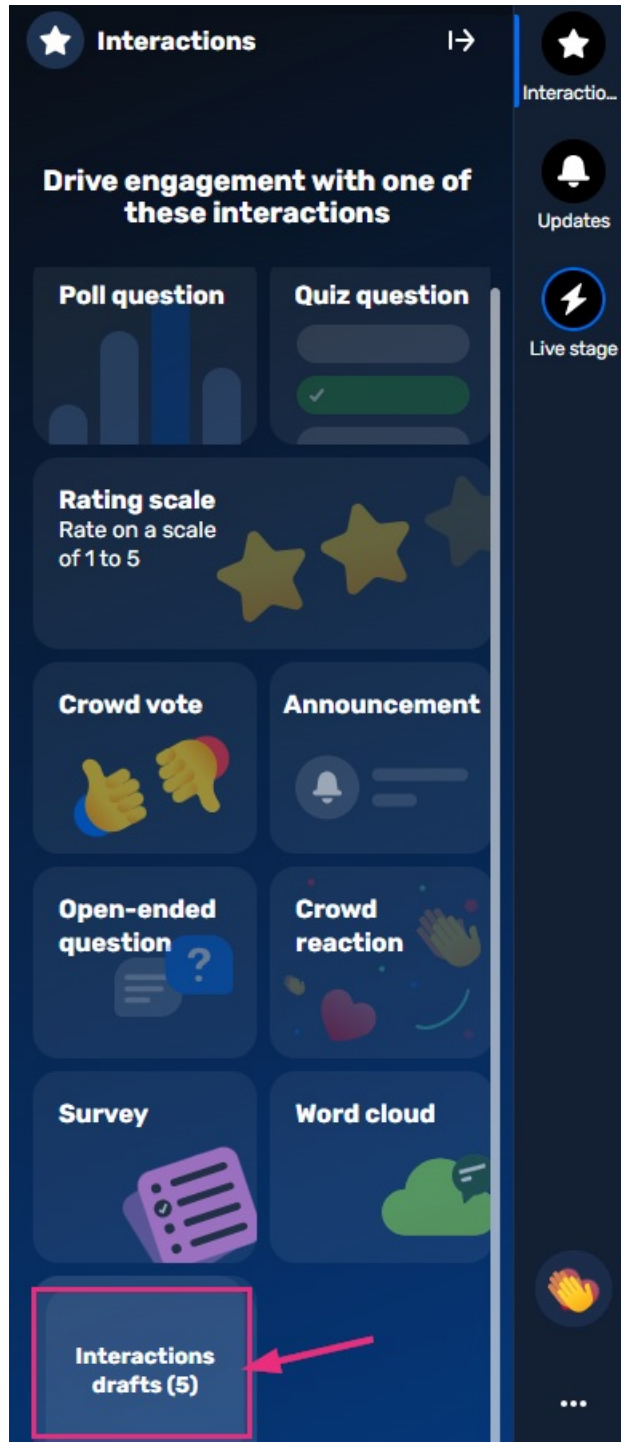


4. Once you've added one question to your survey, simply click the **+ Add content** button and select another question to add.

Edit and publish a survey

Surveys are saved to **Interactions drafts** until you're ready to make them live.

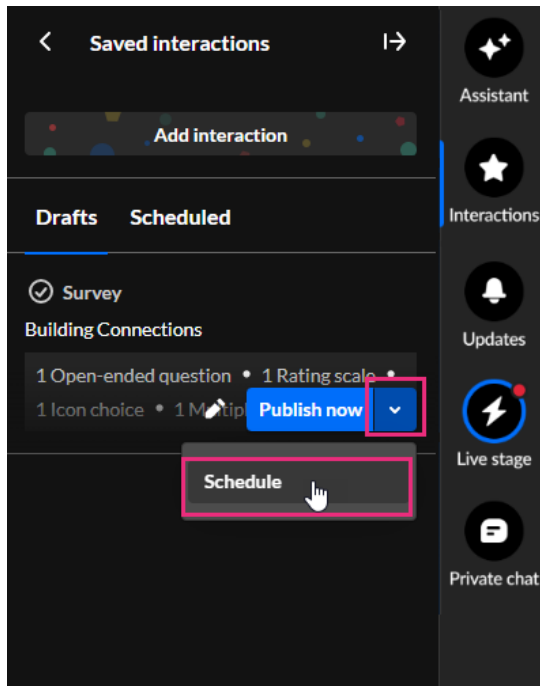
1. Click **Interactions drafts** at the bottom of the engagement panel.



2. Hover over a survey and choose one of the following:

- **Edit** – click the pencil icon, make your changes, and click Done to save.

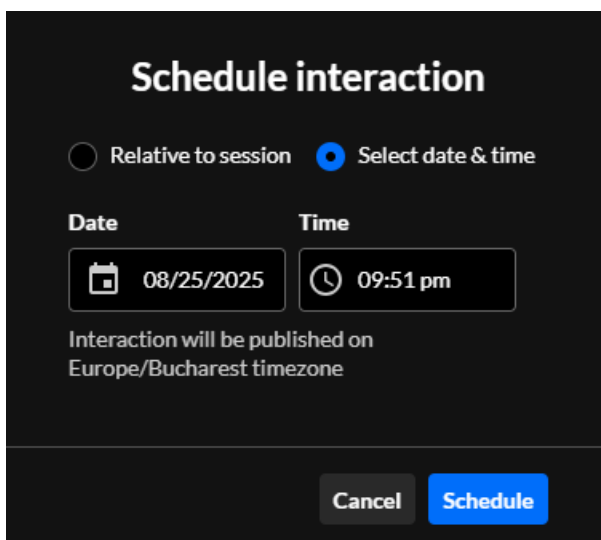
- **Publish now** – immediately display the survey to attendees.
- **Schedule** – click the arrow next to 'Publish now' and select **Schedule**:



- In the **Schedule interaction** screen, choose one of the following:
 - **Relative to session** – set the number of minutes, then select After session starts or Before session ends.

Example: to launch a survey 10 minutes after the session starts, set 10 minutes and choose After session starts.

- **Select date & time** – pick a date and time from the calendar.



- Surveys can only be scheduled for future dates and times.

- The scheduled time must be at least one minute after the current time.

3. Click **Schedule**.

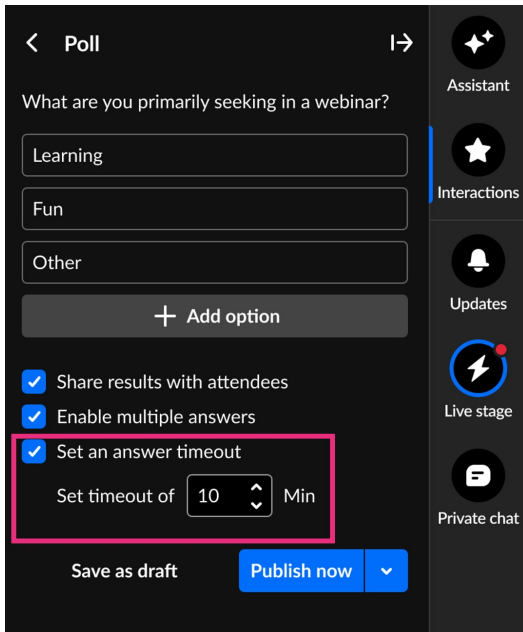


- Scheduled surveys appear in **Drafts** and can't be published immediately.
- Surveys can't be modified within **2 minutes** of their scheduled publish time.
- You can only adjust the scheduled time if it's more than **1 minute** before publishing.

Set survey duration

You can define how long a survey remains active (answer timeout).

- Default duration is 5 minutes.
- You can adjust the time between 1 and 120 minutes.



< Poll I→

What are you primarily seeking in a webinar?

Learning

Fun

Other

+ Add option

☒ Share results with attendees

☒ Enable multiple answers

☒ Set an answer timeout

Set timeout of 10 Min

Save as draft Publish now

Assistant

Interactions

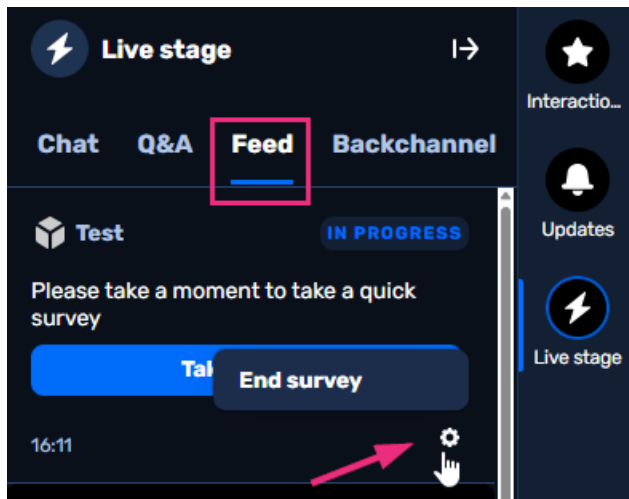
Updates

Live stage

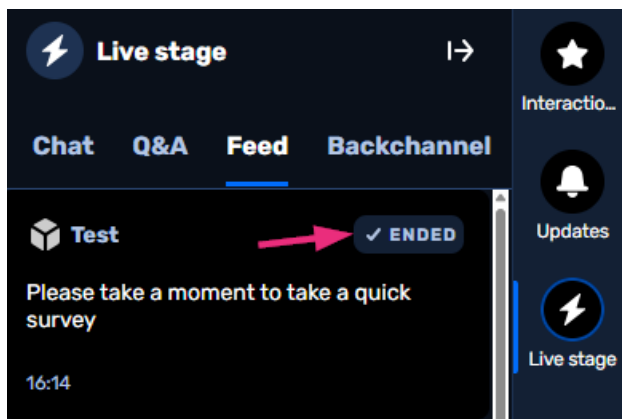
Private chat

End a survey

In the **Live stage** tab, go to the **Feed** sub-tab, click on the **settings** (gear) icon, then select **End survey**.



The survey will now be marked as 'Ended'.

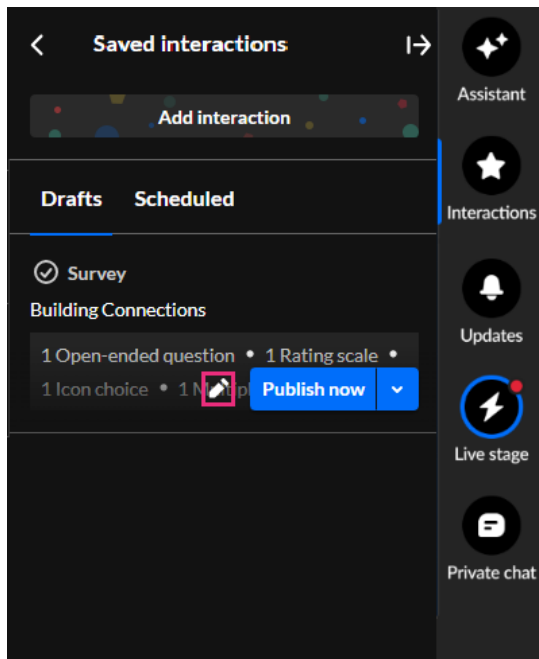


Manage drafts

Surveys you save or schedule appear in the Interactions drafts list at the bottom of the engagement panel.

Hover over a draft to display:

- **Pencil icon** - edit the draft
- **Publish now** - click to make it live



- Drafts scheduled **relative to session** keep their scheduling details when copied.
- Drafts **scheduled for a specific date and time** are copied as regular drafts without scheduling.