Viewing your Survey Responses

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Once your survey is launched and your response groups are set up, you can view incoming response data as either raw data as your survey users entered it, or as exported data which you can analyse in spreadsheet applications such as Excel. Additionally you can view summaries and charts of your data in a variety of different formats and styles. You can also save your charts as images or copy and paste them into your own reports.

Viewing Responses

There are various ways to view responses at Surveyi. The simplest way to view responses received so far is straight from your surveys list. Start by clicking on the **My Surveyi** icon at the top of each page. This takes you to your user home page where your surveys will be shown if you have any, along with their status.

Only launched surveys with an active status (having response groups which are currently active) are able to retrieve response. If you have any surveys with responses you will see the responses indicated in the **Responses Column** of the surveys list. Click on the **Edit Survey** icon to view responses:
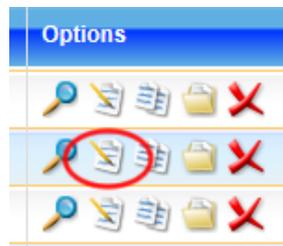
By default you will be shown a summary report of responses for your survey. To view actual responses click on the **Responses** wizard icon:

If you click on the responses icon you will be directed to the **Responses Page** which shows a list of response groups for your survey, along with a count of responses. To view actual responses click so far for your survey, along with a count at the top. The fields displayed for the list are as follows:

Group – the response group which this response is associated with as defined in the **Survey Access** page.

Source – what kind of method the survey user used to connect to your survey for example, Private link.

Date Started – this is the date and time when the survey user first accessed your survey.

Last Updated – this is the last time any information was saved to this response.

Attempts – this is the number of separate times the survey user logged onto your survey. It may be that they abandoned it and came back later in the day, for example.

Status – this indicates how many questions the survey user has answered in your survey. This count only includes answerable questions and not questions such as caption or image.

Score – if you have applied a score to certain answers in the question designer, the score achieved so far by this response will be indicated here.

Options – options are to view the response, view the response as a downloadable and printable pdf file, or send the response to your recycle bin. If your account does not have permission to view a response because you have exceeded your monthly response limit then a shopping cart icon will appear instead of the view response icon. At this point you can purchase groups responses by month for a one off cost.

All of the items in the response list may not be final if the survey user is still filling in their survey, and so if you refresh the results by clicking on your **browser refresh** button you may see further updates.

Note that you can also view your responses by selecting the **Responses** icon from the **Survey Options** page for each survey. This icon will only appear if the survey is launched, otherwise in its place is the edit questions icon.

Applying Response Filters

You may want to run queries on your results to find responses which are from a certain response group, or are completed only. You may even want to search for responses with a specific answer to a particular question. To do this you need to apply filters to your responses. To begin using filters, click the **Filter Results** button at the top of the response list:

If you have any existing filters defined then they will appear in the list which drops down. If there are no filters then click on the **Filter Responses** button to view the **Edit Response Filter** page.

You can filter by data associated with the responses by making your selection here. Each time you select a field to filter by, the options below will change to correspond to what kind of field you have selected. For example if choose to filter by start date you would choose **Start date** in the top filtering option, and then select your criteria from the **Date/time criteria** list. You can then pick the date using the popup calendar and specify a time if you like.

One of the most important features is the option to filter by the answers to your questions. To filter by specific question content, select **Content** from the top filter option and a list of questions will appear below. Click on the question you would like to filter by and then choose from the options below.

To filter by the actual answer to the question click on **Specific answer** and then choose from the options below what answer you would like to see in your results. The options available vary depending on the question type. For example, multiple choice questions will show options here for each choice available in the question. Text response question types will show a text search field where you can search the text of responses for specific words or phrases.

When you have finished editing your response filter click the **Save** button and you will be returned to your responses page, or click **Back** if you don't wish to save your filter. When you return to your responses page, you will see that the counts at the top of the responses have been updated to indicate the number showing out of the total possible now that you have applied your filter:

You can keep on adding filters based on many parts of your survey and they will all be applied. This will narrow down your data to your specific requirements. For example, with a simple question ''What is your favourite colour?' the options may be red, green, blue or brown. If we're interested in finding any responses where the answer is red or green we can add a content filter for a specific response 'red' and then a content filter for the response 'green'. By default when creating multiple response filters, responses matching all of them will be selected for your results, but in this case there are no responses with red AND green and so the response list is empty. We then need to change the list to match responses from ANY of the filters by changing the value in the **Display results from** under your response filter list to **Any filters (OR operator)** and then click the **Apply** button. After this, only responses showing 'red' and 'green' will be showing in your results.

You can change the properties of any filter in your response filters list by clicking on the **Edit Response Filter** icon in the filters list. This directs you to the edit filter page where you can make any necessary updates. Click **Save** to store the updated filter.

Response filters are saved for later use next time you log onto Surveyi. The same filters are applied to all results pages, reports and exports.

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Exporting Data

If you would like to use the data you have collected in your own data analysis tools then you can export the response data to a CSV (comma separated values) file format. You can export just the data shown in the results table by clicking on **Export Results**. Extra data is included with the results export which is not displayed anywhere else, such as the IP address of the survey user when they last updated the response.

To export a more in depth report including actual response data then click on the **Export Data** button. A popup banner will appear asking which question you would like to export data for. You can choose either a PDF report which contains each response in a printable format, or you can export the data to a CSV file which will usually open in your default spreadsheet application (for example Excel):

The CSV data exports are designed so you can apply your own calculations to the data to make it as useful to you as possible.

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Setting Response Email Notifications

Like many of us, you probably have more important things to do than sitting pressing refresh on your web browser while you wait for responses to your surveys. Surveyi has an automatic email response notification feature which will email you when responses arrive and send you a report along with links to view the responses without needing to log into Surveyi.

To set up email responses you need to access the **Response Group Results** list from the main Survey Options page for the survey for which you would like to set up response notifications:

This page will show a list of your response groups along with the type, and a count of the responses for each. To set up email notifications for a response group click on the email icon in the options column to the right of the results:
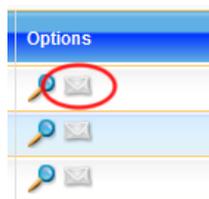
This will open the **Response Notifications** page where you can define which kind of responses you would like to receive notifications for, how often, and where you would like your notification results sent to. Email notifications can be set up separately for each response group.

Options on the Response Notifications page are as follows:

Trigger email when at least: To prevent you being bombarded with response emails you can define the number of responses which should arrive before Surveyi sends you a report. When you receive a report it will contain all of the responses matching your filters if you have them set. Otherwise your report will contain all responses for that response group.

Send report to your registered email address: You may not want to send the report to your registered email address if you have set up a contact list (below) to distribute the report to. If so, un-tick the option here.

Response Filtering: Set up response filtering to specify which results you are interested in receiving responses for. For more information on response filtering see **Applying Response Filters** in this document. The process works the same as it does for applying response filters to your response view, so you can test your filters there before you apply them to your email reports. Multiple filters can be applied to narrow down the data to exactly what you're looking for.

Extra Report Recipients: If a number of people are interested in receiving response reports for your survey, set up a contact list in your **Contacts** page. Any contact lists you have are shown in the list provided. Select a contact list to automatically include all contacts in that list in your email notification distribution.

When you have finished applying your notification preferences click the **Save** button to store the changes.