



Want help creating your online surveys? If you are wondering which question type will give you the results you are looking for, the results are in!

Question Types

1. [Single-Select Multiple Choice](#)
2. [Multi-Select Multiple Choice](#)
3. [Open-Ended Text](#)
4. [Rate Items on a Scale](#)
5. [Rate One Item on a Scale](#)
6. [Rank Items Numerically](#)
7. [Collect Personal Information](#)

Results by Question Type

This is a Single-Select Multiple Choice question. How long have you used our products?

Answer	0%	100%	Number of Response(s)	Response Ratio
Less than 6 months			6	37.5%
6 months to less than 1 year			5	31.2%
1 year to less than 3 years			4	25.0%
3 years to less than 5 years			1	6.2%
5 years or more			0	0.0%
No Response(s)			0	0.0%
Totals			16	100%

This is a Multi-Select Multiple Choice question. Which of our products do you use?

Select all that apply.

Answer	0%	100%	Number of Response(s)	Response Ratio
Basic widget			13	34.2%
Deluxe widget			7	18.4%
Fantasto widget			4	10.5%
Widget cleaner			9	23.6%
Widget holder			3	7.8%
Other (View all)			2	5.2%
Totals			38	100%

This is an Open-Ended Text question. Do you have any suggestions for improving our products?

12 Response(s) ▶ ▶ 10 per page Update

Answer	Respondent
You're the only place that can build the type of custom widgets we need and the support folks on the phone are great. I would like to see a customer loyalty price break though, at least for the off the shelf products.	tjones@abc.com
While you're customer service staff is extremely responsive, in comparing your products to another vendor, I don't think your products are as good. I'm planning on moving all my business to the other company.	mlee@funfashions.com
Nothing really wrong, you just don't do anything special. I might be able to get the same type of products elsewhere, maybe for a cheaper price, if I had the time to look.	swebber@profservices.com
Since your product quality isn't above average, if I can get a better deal from one of your competitors, I'll be changing vendors.	wanda@resellersinc.com
Offer more color choices	Anonymous
None so far	Anonymous
Your product quality isn't as good as it was when I first started ordering from you.	

This is a Rate Items on a Scale question. How do we rate on the following attributes?

Answer	1 (Well Below Average)	2 (Below Average)	3 (Average)	4 (Above Average)	5 (Well Above Average)	Number of Response(s)	Rating Score*
Customer service						16	4.1
Professionalism						16	3.8
Quality of products						16	3.5
Understanding customers' needs						16	3.3
Sales staff						16	4.1
Price						16	3.6

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

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Details						
Answer	1 (Well Below Average)	2 (Below Average)	3 (Average)	4 (Above Average)	5 (Well Above Average)	
Customer service	0 (0%)	0 (0%)	3 (19%)	9 (56%)	4 (25%)	
Professionalism	0 (0%)	1 (6%)	5 (31%)	6 (38%)	4 (25%)	
Quality of products	0 (0%)	3 (19%)	7 (44%)	1 (6%)	5 (31%)	
Understanding customers' needs	1 (6%)	4 (25%)	4 (25%)	3 (19%)	4 (25%)	
Sales staff	0 (0%)	0 (0%)	5 (31%)	4 (25%)	7 (44%)	
Price	0 (0%)	0 (0%)	8 (50%)	7 (44%)	1 (6%)	

■ 1 (Well Below Average) ■ 2 (Below Average) ■ 3 (Average) ■ 4 (Above Average) ■ 5 (Well Above Average)							
Hold the mouse over each color of the bar to see the number of respondents.							
Answer						Number of Response(s)	Rating Score*
Customer service	19%			56%	25%	16	4.1
Professionalism	6%		31%	38%	25%	16	3.8
Quality of products	19%		44%	6%	31%	16	3.5
Understanding customers' needs	6%	25%	25%	19%	25%	16	3.3
Sales staff		31%	25%		44%	16	4.1
Price			50%	44%	6%	16	3.6

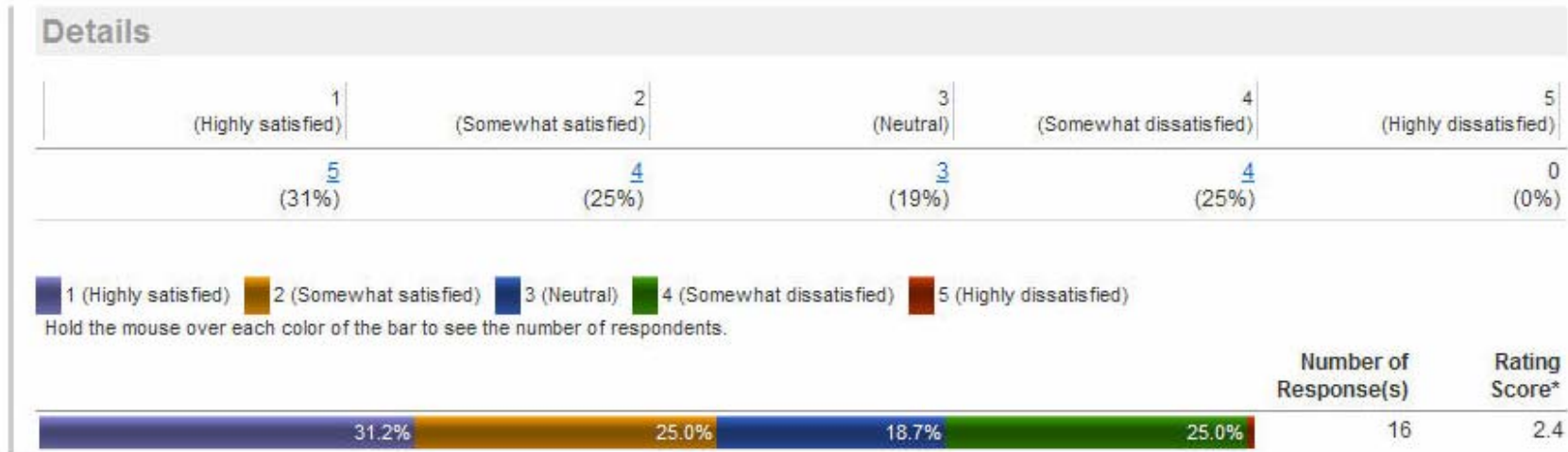
This is a Rate One Item on a Scale question. How would you rate your level of satisfaction with us?

1 (Highly satisfied)	2 (Somewhat satisfied)	3 (Neutral)	4 (Somewhat dissatisfied)	5 (Highly dissatisfied)	Number of Response(s)	Rating Score*
					16	2.4

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

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This is a Rank Items Numerically question. How important are the following facets of our products and services to you?

Answer	1 (Least Important)	2	3	4	Number of Response(s)	Ranking Score*
Quality of products					16	1.6
Customer service					16	2.4
Price					16	2.4
Shipment time					16	3.6

*The Ranking Score is the weighted average calculated by dividing the sum of all weighted rankings by the number of total responses.

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Details

Answer	1 (Least Important)	2	3	4
Quality of products	<u>8</u> (50%)	<u>7</u> (44%)	<u>1</u> (6%)	0 (0%)
Customer service	<u>3</u> (19%)	<u>5</u> (31%)	<u>7</u> (44%)	<u>1</u> (6%)
Price	<u>4</u> (25%)	<u>4</u> (25%)	<u>5</u> (31%)	<u>3</u> (19%)
Shipment time	<u>1</u> (6%)	0 (0%)	<u>3</u> (19%)	<u>12</u> (75%)

1 (Least Important) 2 3 4

Hold the mouse over each color of the bar to see the number of respondents.

Answer					Number of Response(s)	Ranking Score*
Quality of products	50%	44%	6%	0%	16	1.6
Customer service	19%	31%	44%	6%	16	2.4
Price	25%	25%	31%	19%	16	2.4
Shipment time	6%	19%	0%	75%	16	3.6

This is a Collect Personal Information question. If you do not currently receive our monthly email newsletter and would like to, please enter the information indicated below.

Answer	Number of Response(s)
First Name	3
Last Name	3
Job Title	3
Company Name	3
Email Address	3
City	3
State/Province (US/Canada)	3

[View answers](#)

First Name: **Jane Doe**
Job Title: President
Company Name: ABC Company
Email Address: jdoe@abccompany.com
Address: Boston, MA

First Name: **Simon Jones**
Job Title: Senior buyer
Company Name: 123 Company
Email Address: sjones@123company.com
Address: Dallas, TX

First Name: **Maria Hernandez**
Job Title: Owner
Company Name: XYZ Company
Email Address: mhernandez@xyzcompany.com
Address: Seattle, WA
