

QUALTRICS: How to download response data

Responses to a Qualtrics survey are stored in a tabular format which can be exported (i.e. downloaded) in many different file formats. While Qualtrics provides built-in analytic and reporting tools, it is often preferable to download the collected data, clean it, and analyze it with a statistical software program.

It is important to understand the relationship between your survey questions, response storage values, and the resulting data table.

Each row in the data table is a separate user submission.

- The initial columns in each row include data on when the submission was started and finished and whether the attempt was completed or abandoned.
- Additional details, such as user location and IP address, may be included or not based on the specific Survey Option settings in effect when the survey was launched.

	A	B	C	D	E	F	G	H	I	J
1	StartDate	EndDate	Status	Progress	Duration (in seconds)	Finished	RecordedDate	ResponseId	DistributionChannel	UserLanguage
2	Start Date	End Date	Response Type	Progress	Duration (in seconds)	Finished	Recorded Date	Response ID	Distribution Channel	User Language
3	{"ImportId":"start","ImportId":"end","ImportId":"start","ImportId":"duration","ImportId":"record","ImportId":"record","ImportId":"distribution","ImportId":"userLang"									
4	9/25/2017 11:25	9/25/2017 11:25	IP Address	100	16	TRUE	9/25/2017 11:25	R_27jtEucx2hbGKLa	anonymous	EN
5	9/25/2017 12:05	9/25/2017 12:10	IP Address	0	292	FALSE	9/25/2017 16:11	R_Y4TFElcLo3sf7bz	anonymous	EN
6	10/2/2017 11:34	10/2/2017 11:36	Survey Preview	100	78	TRUE	10/2/2017 11:36	R_z0ArXCfcMkCVrbz	preview	EN

User responses are stored in **columns** and the label in each column's header cell refers to the question number displayed when you are editing the survey.

- A multiple choice-single answer response is stored in a single data column.
- A multiple choice-pick many question generates one data column for each selected response OR combines all the selected responses into a single column, depending on the data file format selecting during the download process.
- A matrix table question generates at least one data storage column per table row.

Survey Editor Interface showing question Q1 and Q2.

Q1: How easy was the registration website to use?

Options: Very difficult (1), Somewhat difficult (2), Easy (3), Very easy (4).

Q2: Indicate your satisfaction with the ...

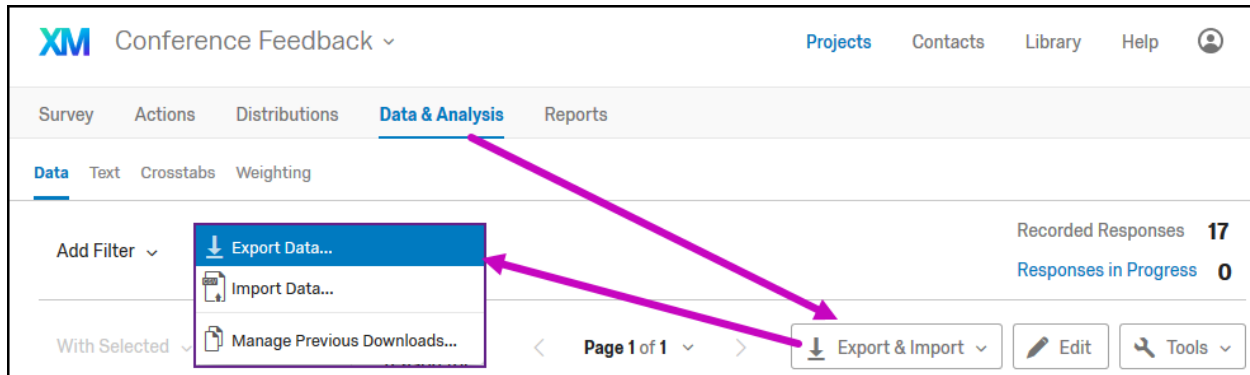
Options: 1 Very dissatisfied, 2 Dissatisfied, 3 Neutral, 4 Satisfied, 5 Very satisfied.

Annotations:

- Column label in data file = Q3
- Recode value = stored answer number
- Data column labels: Q2-1, Q2-2, Q2-3
- Stored answer number: 1, 2, 3, 4, 5

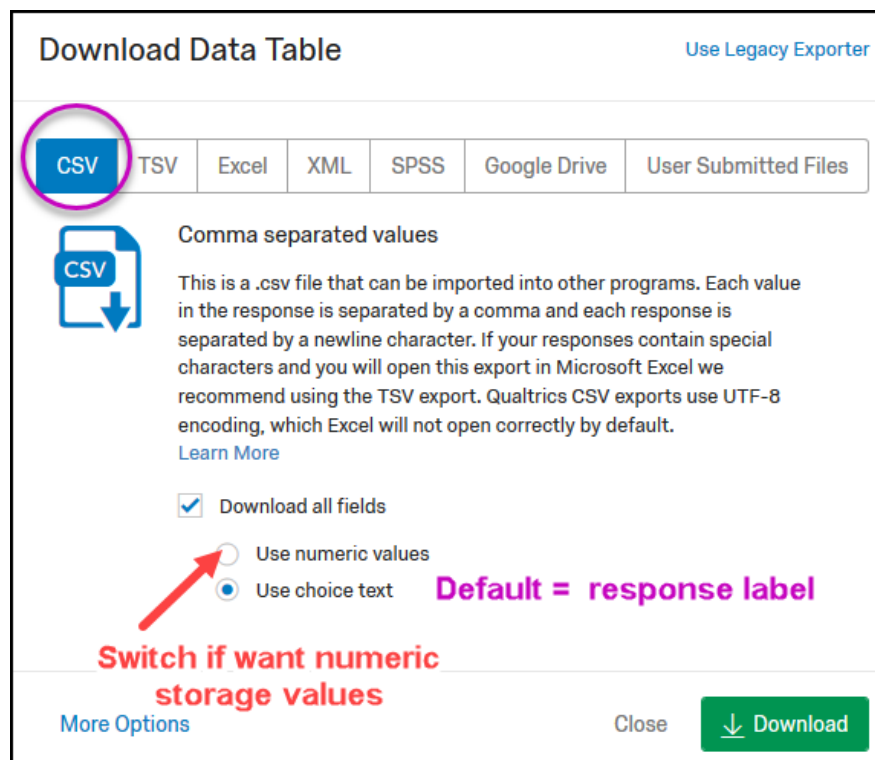
To download collected submission data:

Click Data & Analysis > Export & Import > Export Data...



Select the file format you want to download data in (CSV, TSV, Excel...) and whether responses should be listed by the response choice text or by the response's associated numeric values ("recode value").

- If your survey included a file-upload question, you will download the user submitted files separately from other response data.
- If the survey includes multiple choice-pick many style questions, you may wish to click the **"Use Legacy Exporter"** option in upper right corner to get a cleaner data file.
- You can download the data multiple times and in more than one format.



Common Problems:

Problem: Recorded values don't fall in the expected range. Example: a question has 4 response options with expected stored values of 1, 2, 3, and 4. However, the actual recorded values are 1, 2, 7, and 8.

Correction: Correct the stored values associated with each response option in the question, then re-export the submission data.

- Edit the survey and select the appropriate question.
- Scroll down the left Settings column and look in the 'Question behavior' category.
- Select Record values.
- Check the Recode Values box in the popup window (refer to screen shot on page 1).
- Revise the values as needed then click the Close button.

Problem: Question numbers in column header cells are not in numerical order in the exported data file.

Correction: Renumber the questions in the project, then re-export the data.

- Edit the survey
- Expand the Tools menu and select Auto-Number Questions
- Select the first option, "sequential numbering". The survey will be renumbered.

Problem: Several rows in the downloaded data end with, or contain, many blank cells.

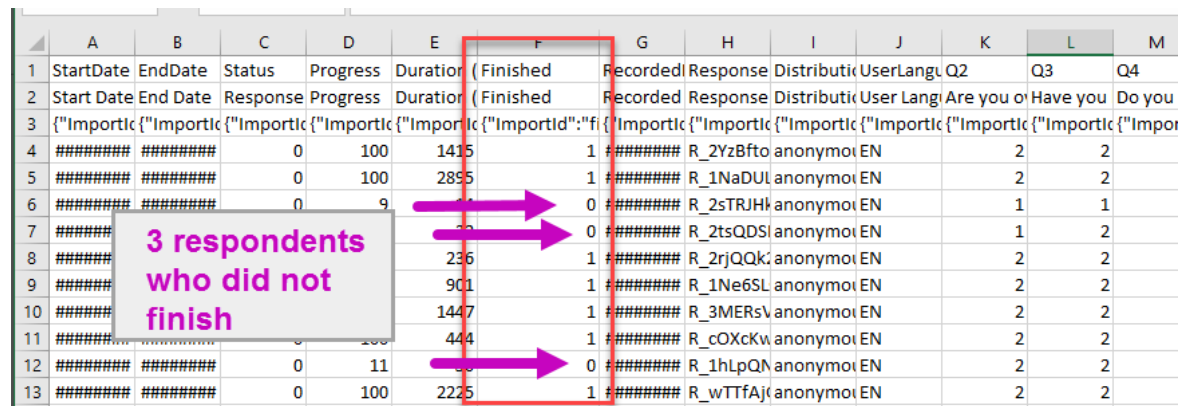
Correction: Blank cells mean either:

- the respondent abandoned the attempt, or
- the respondent chose to skip (not answer) certain questions, or
- the built-in survey question display/flow logic caused certain questions not to appear to the respondent.

You can check whether the respondent simply abandoned the survey by looking in the column labeled "Finished" – it will be one of the first few data columns.

- A stored value of 1, or "finished", means the respondent reached the end of the survey.
- A stored value of 0 or "partial", means they abandoned the survey and it timed out.

You may decide to remove submissions that were not completed, or not completed to a certain point, to avoid skewing your data analysis.



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	StartDate	EndDate	Status	Progress	Duration	Finished	Recorded	Response	Distributi	UserLang	Q2	Q3	Q4
2	Start Date	End Date	Response	Progress	Duration	Finished	Recorded	Response	Distributi	User Lang	Are you o	Have you	Do you
3	{"Importlc	{"Importlc	{"Importlc	{"Importlc	{"Importlc	{"Importid": "fi	{"Importlc	{"Importlc	{"Importlc	{"Importlc	{"Importlc	{"Importlc	{"Importlc
4	#####	#####	0	100	1415	1	#####	R_2YzBfto	anonymo	EN	2	2	
5	#####	#####	0	100	2855	1	#####	R_1NaDUL	anonymo	EN	2	2	
6	#####	#####	0	9	14	0	#####	R_2sTRJH	anonymo	EN	1	1	
7	#####	#####			236	0	#####	R_2tsQDS	anonymo	EN	1	2	
8	#####	#####			901	1	#####	R_2rjQQk	anonymo	EN	2	2	
9	#####	#####			1447	1	#####	R_1Ne6SL	anonymo	EN	2	2	
10	#####	#####			444	1	#####	R_3MERs	anonymo	EN	2	2	
11	#####	#####			11	0	#####	R_cOXcKw	anonymo	EN	2	2	
12	#####	#####	0	11	11	0	#####	R_1hLpQN	anonymo	EN	2	2	
13	#####	#####	0	100	2225	1	#####	R_wTTFAj	anonymo	EN	2	2	