



Multiple Choice (One Answer/Many Answers)

The Multiple Choice (One Answer) question type helps respondents choose one answer from a list of choices that you define. Added to this, you can include an 'Other' choice field to prompt the survey respondents to type in their own answers if the defined choices are not applicable to them.

For example, assume that you've been running a cafe for the past two years. You would want to conduct a survey for customer feedback every once in a while right? You'd like to know how they learned about your cafe, so a multiple-choice question would work best for this purpose.

Multiple choice (one answer) question sample:

How did you hear about Coffee n' Mugs?

☐ Internet search

☐ Online ad

☐ Referral

☐ Happened to notice it while out

☐ News article

☐ Social media

☐ Other (Please specify)

Submit

The Multiple Choice (Many Answers) question type helps you choose one or more answers from a list of choices you define. It also lets you add an 'Other' choice field to prompt the survey respondents to type in their own answers if the defined choices are not applicable to them. Both multiple-choice (one answer) and multiple-choice (many answers) question types can be added in the same way to the survey.

For example, in a cafe customer feedback survey, you could use a multiple choice (many answers) question to find out your customers' coffee preferences.

Multiple choice (many answers) question sample:

Please check all the specialty coffee drinks that you like.

☐ Espresso

☐ Latte

☐ Mocha

☐ Capuccino

☐ Café au lait

☐ Cold brew coffee

☐ Other (Please specify)

To add a multiple choice (one answer or many answers) question in my survey:

1. Click **Multiple Choice (One Answer)** or **Multiple Choice (Many Answers)** in the question types listed on the left pane. You can also drag and drop the question type to the builder. Also, you can change the question type by clicking the dropdown next to the question type in the question editor. However, the choices for question change are related only to the question type you have selected. For example, if you have placed a Multiple Choice question type in the survey, you can only change it to one of its variants in the dropdown list like Multiple Choice (One Answer), Multiple Choice (Many Answer), Dropdown (One Answer), Dropdown (Many Answers), or Rating Scale.

✕ **Multiple Choice (One Answer)** ⇅

✎ Editor ▲ Display Logic 👤 Answer Display Logic

Question Insert Variable ▾

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☐ Make this question mandatory

Answer

Choices Individual Textboxes for Each Choice | Predefined Choices ▾

Enter one choice per line

☐ Add 'Other' field

Choice display format

Vertical 1 Column

Vertical 2 Columns

Vertical 3 Columns

Horizontal 1 Row

Advanced options

☐ Change the order of choices

☐ Prepopulate answer

☐ Add 'Comments' field

☐ Question hint

CANCEL
SAVE

2. If you want to pipe in custom variables or variables from previous questions and customize the follow-up questions, click the arrow next to *Insert Variable* right above the *Question* box and select the variable you want to use from the list. Read more about it on [Piping](#).

Insert Variable ▾

URL parameter

`${param-name}`

Custom Variables

AG name

Questions

AJ Name

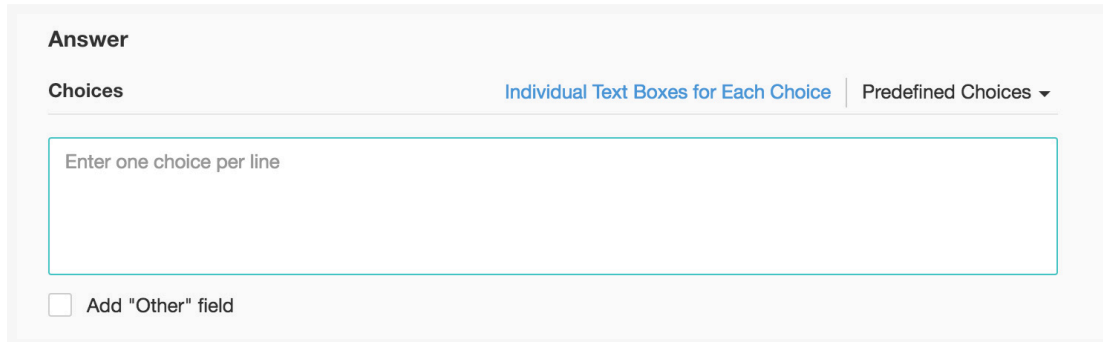
H Rate this webinar on a scale of

3. If you want to mark the question mandatory, select the *Make this question mandatory* checkbox.
- If you want to make changes to the default *Error message* text that displays, edit the content in the text box.

- In the *Required number of choices* dropdown list, select the number of rows you want to keep as mandatory. This can be in the form of at least, at most, exactly or in between. This option appears only if the *Make this question mandatory* checkbox is selected.

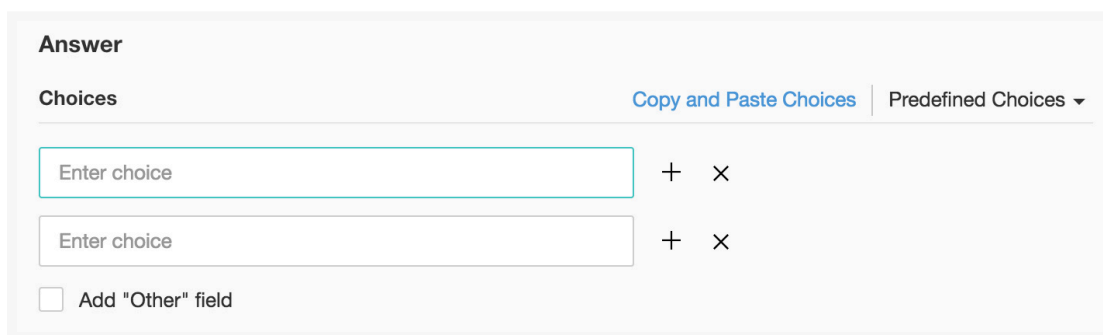
4. In the *Answer* box, you can add the answer choices in the following ways:

- If you are copying and pasting the choices in the *Answer* box, make sure you type in each choice on a separate line.



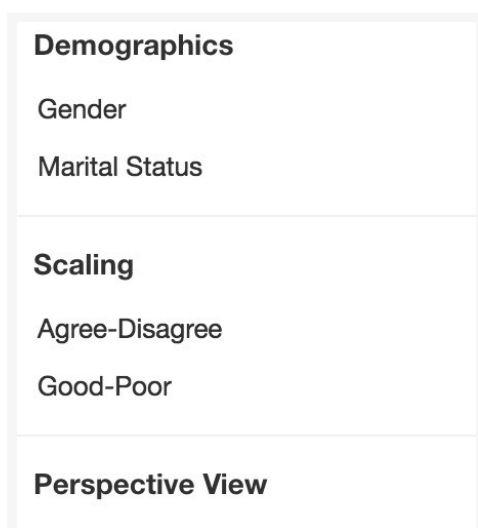
The screenshot shows the 'Answer' section of a survey builder. Under the 'Choices' tab, the option 'Individual Text Boxes for Each Choice' is selected. Below this, there is a large text input area with the placeholder text 'Enter one choice per line'. At the bottom, there is a checkbox labeled 'Add "Other" field'.

- If you want to add choices separately, click **Individual Text Boxes for Each Choice** right above the *Answer* box, and start adding choices. Click + to add more boxes, and click X to delete choices.



The screenshot shows the 'Answer' section with the 'Copy and Paste Choices' option selected. It displays two separate text input boxes, each with the placeholder 'Enter choice'. To the right of each box are '+' and 'X' icons for adding or deleting choices. The 'Add "Other" field' checkbox is also visible at the bottom.

- If you want to add choices that are predefined, click **Predefined Choices** and select the choice you want to use in the survey.



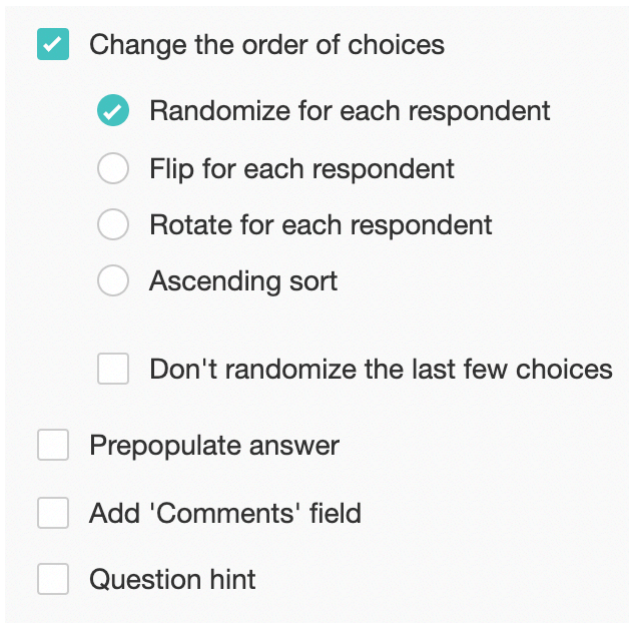
The screenshot shows a dropdown menu titled 'Demographics' with options 'Gender' and 'Marital Status'. Below this is a section titled 'Scaling' with options 'Agree-Disagree' and 'Good-Poor'. At the bottom is a section titled 'Perspective View'.

- If you want to add the *Other Choice* field along with your answer choices, click *Add 'Other' field*. If you want to make changes to the default *Field label text* that displays, edit the content in the text

box. This option appears only if the *Make this question mandatory* checkbox is selected in the Multiple Choice (Many Answers) question.

- Select the appropriate option in the *Choice display format* to set the display format for your answer choices.

5. To learn what else you can do with the question, click **Advanced options**. You can perform the following actions:



☒ Change the order of choices

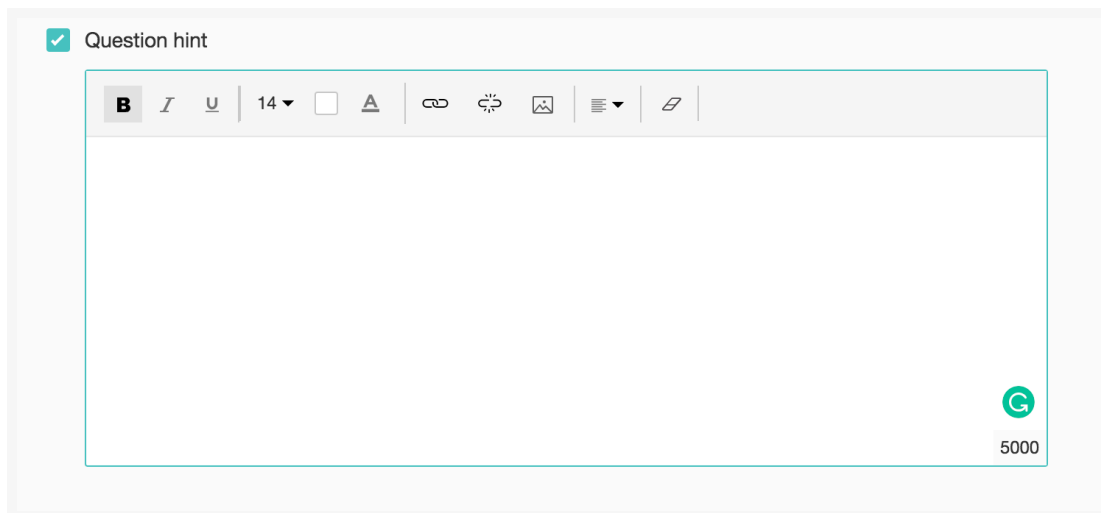
- ☒ Randomize for each respondent
- ☐ Flip for each respondent
- ☐ Rotate for each respondent
- ☐ Ascending sort
- ☐ Don't randomize the last few choices

☐ Prepopulate answer

☐ Add 'Comments' field

☐ Question hint

- Select **Change the order of choices**. You can perform the following actions here:
 - **Randomize for each respondent** - To change the order randomly for each respondent
 - **Flip for each respondent** - To show the choices in the opposite order for each respondent
 - **Rotate for each respondent** - To rotate the choices for each respondent
 - **Ascending sort** - To arrange the choices in the ascending order
 - Select **Don't randomize the last few choices** if you want to select the number of choices that needn't be randomized
- To add a comments box, select *Add 'Comments' field*. If you want to change the name of the field, in the *Comments field label* box, type in the new field name.
- The [autofill or prepopulate](#) answer feature allows you to prepopulate single-variable survey responses automatically before sending them to respondents. To prepopulate answers for a known respondent, select **Prepopulate answer**.
- **Question hint** is used to add hints to your question and help your respondents get a clear idea of what your questions are all about. This feature is optional and is available only for certain types of questions.



6. Switch to the [Display Logic](#) and [Answer Display Logic](#) tabs to add a logic condition to the question and answer choices respectively.
7. Click **Save**.
8. To discard the changes, click **Cancel**.

Choices exclusive of one another

Mark choices as exclusive is a feature you can enable when you don't want respondents to be able to select any other option after selecting an answer to a question. Using this feature, you can restrict your respondents to only one answer option for any given question that has multiple answer options. This feature is required for certain questions, since respondents may accidentally alter their choices after answering the questions.

When you enable the mark choices as an exclusive feature, other choices in the multiple-choice question are automatically disabled, restricting respondents from choosing more than one answer. If respondents prefer to select a different choice, they have to deselect the exclusive choice. This feature can be applied to various types of multiple-choice questions (multiple-choice questions, image multiple-choice questions, and matrix multiple-choice questions). In other cases, you can also use it for "none of the above" answers, which is a non-specific field.

To mark a choice as exclusive:

1. Click **Multiple Choice (Many Answers)** in the question types listed on the left pane.
2. Click **Advanced options** and select **Mark choices as exclusive**.
3. Select the option(s) you want to mark as exclusive.
4. Click **Save**.

