

How can I track how many people abandon my survey?

There are currently two methods for tracking how many people abandon (load the first page but do not proceed) your survey.

Google Analytics

The easiest way to track abandons is to use a tracking service like Google Analytics. The Bounce Rate provided by Google Analytics will tell you how many people loaded your survey and decided not to proceed.

Check out our [Google Analytics Tutorial](#) to learn more.

Clicks in Email Campaign Status Log

If you are using Email Campaigns you can also compute an abandoned statistic from the Status Log. The **Send Status** field will show **Click** and the **Response Status** will remain **Not started** for all contacts who abandon survey sent out via Email Campaigns. Status Logs are available within email campaigns on both the **Contacts** step and the **Delivery Statistics** step by clicking **Export Contacts with Send Status**.

First Name	Last Name	Response Status	Contact Status	Initial Send Status	Initial Sent O	Invite Link	Response ID	Customer Co	Organization	Division
@gmail.com		Not started	Active	Click	#####	http://s-c94453-		42498415		

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