

Where is my response data?

If you submitted a test response and are not seeing it right away, don't panic! This is normal.

Understanding Response Processing

Response data is subject to response processing, which can vary based on server load. If you are looking to access response data, the time between when a response is submitted by the respondent and when the data is available in Individual Responses, Reports, or Exports can be upwards of 5 minutes (though in general, this timeframe is less than one minute).

Other Causes of Missing Data

Complete Responses With No Data

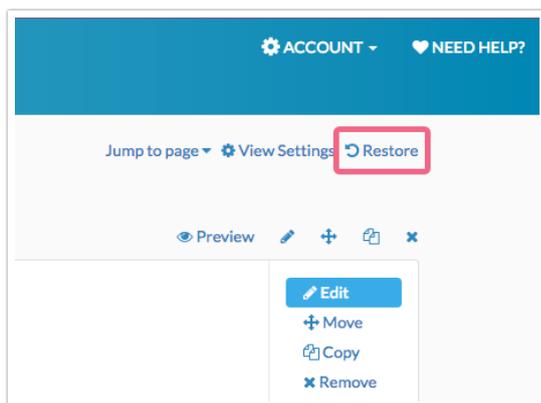
If all of your survey questions are *un-required*, survey respondents can make it through the entire survey without recording any data. This response will still show as a completed response under Individual Responses.

Partial Responses With No Data

Partial responses with no data can be the result of either *un-required* questions. Or, even if you have required questions on the first page, responses are marked as partial in Alchemer when the survey respondent clicks the Next button on the first page thus submitting data to our database.

Deleted Questions

If you delete questions from the **Build** tab, your response data will no longer display throughout the application. If this is you, don't fret! A very simple fix will have all of your data showing up properly again. On the **Build tab** of your survey, look in the upper-right-hand corner for the **Restore** link.



Locate the missing question(s), or page(s) of questions, and select them to **restore**. Once these have been put back in the structure, or "Build" of your survey, the data will then be accessible again through all of the normal methods!

Removing Questions from a Survey While Keeping Your Data

If you will be continuing to use the survey and do not want these questions or pages present (but don't want the data to go missing again), all you have to do is **disable** rather than delete.

1. To disable survey questions, actions, or text/media elements, **edit** the element(s) of choice.
2. Go to the **Logic** tab.
3. Toggle the **Disable Question** setting to **Yes**, and click **Save**.

The screenshot shows the 'Radio Buttons' configuration interface. At the top, there are tabs for 'Question', 'Logic', 'Validation', 'Layout', and 'Piping / Repeat'. The 'Logic' tab is selected. Below the tabs, the 'Logic Rule' section contains five unchecked checkboxes: 'Only show this question based on answers to previous questions or other logic conditions', 'Hide all subsequent questions on this page', 'After answering, hide this question', 'Hide this question by default (mainly used with custom scripting)', and 'Only show this question to admin users'. A red box highlights the 'Disable Question' section, which has two radio buttons: 'Yes' (selected) and 'No'.

4. For **pages**, the steps are very similar. Edit the page by clicking the page title or the edit icon that sits above the page to the right, and toggle the **Disable Page** setting to **Yes** and click **Save**.

The screenshot shows the 'Edit Page' configuration interface. At the top, there are tabs for 'Page', 'Logic', 'Layout', and 'Repeat'. The 'Page' tab is selected. Below the tabs, there are input fields for 'Page Title' and 'Page Description'. A red box highlights the 'Disable Page' section, which has two radio buttons: 'Yes' (selected) and 'No'.

Once disabled, the question or page will appear **greyed out**, so you can easily tell the difference on the Build tab, and they will *not* show up in the live survey. You will also have an additional icon to easily **Restore** any disabled question or element.

The screenshot shows a survey build interface. At the top, it says 'Page 1: Add Page Title ID: 12'. There are icons for 'Preview', 'Edit', 'Add', 'Copy', and 'Close'. Below this, there are two question elements. The first element is 'Will you be attending the event?' with 'Yes' and 'No' radio buttons. It is greyed out and has a red box around its 'Restore' button in the right-hand menu. The second element is '2. Satisfaction' with a 5-point scale and two rows of radio buttons for 'customer service' and 'product'. It is also greyed out and has a red box around its 'Restore' button in the right-hand menu.

Take care with the structure of your survey, and always enjoy easy access to all your previously collected data!

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