

Exclude Not Applicable (N/A) Answer Option

Providing survey respondents with the ability to opt-out of a question when it does not apply to them will eliminate bias in your data. Using our [Special Settings](#), you can set up answer options such as "Not applicable" so that other options cannot be selected in tandem. You will also be able to remove not applicable responses from your reports.

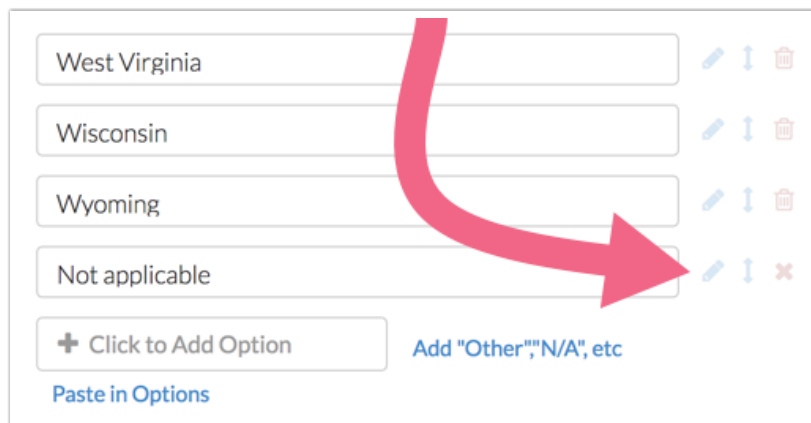
This special setting is available for the following questions:

- [Radio Buttons](#)
- [Radio Button Grids](#)
- [Checkboxes](#)
- [Checkbox Grids](#)
- [Rating \(Likert Scale\)](#)

[Learn about other Special Settings!](#)

Apply the Not-Applicable Special Setting

Edit your question. Scroll to your answer options and click the pencil icon next to the answer option.



The screenshot shows a list of answer options in a survey editor. The options are: "West Virginia", "Wisconsin", "Wyoming", and "Not applicable". Each option has a pencil icon, a downward arrow, and a trash can icon to its right. A red arrow points from the top of the list down to the pencil icon next to "Not applicable". Below the list is a button that says "+ Click to Add Option" and a link that says "Add 'Other','N/A', etc". At the bottom left, there is a link that says "Paste in Options".

Select the special setting you would like to apply from the [Special Settings](#) dropdown.

Settings Logic Quotas ♥ Need Help?

Option Title

Not applicable

Reporting Value

Not applicable

...
Other - Write In
Other - Write In (Required)
✓ Not applicable
Not applicable

Exclude NA Option From Standard Reports

- If your question contains a Not Applicable answer option and you have [applied a numeric Reporting Value](#), the NA option will be included when calculating the average.
- If a non-numeric reporting value has been defined, the NA option will not be included when calculating the average.
- If you choose to not show the Not Applicable answer option per the below setting, the NA option will not be included when calculating the average.

Answer options that have the **Not Applicable** special setting applied, can be excluded from your Standard Report data via an overall report setting.

1. To apply this setting, navigate to **Report Options > Answer Options**.

Q1 Customer Report

All Time

Report Options
Bulk Edit
Insert

2. Deselect the option for **N/A options**.

Edit Report

Overall Options

Bulk Edit

Custom CSS

Custom Javascript

Report Name

Q1 Customer Report

➤ Layout

▼ Answer Options

Show the Following

- N/A Options
- Disabled Options
- Response Counts and Checks
- Answer Options/Rows With No Data

Related Articles