

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.

West Virginia

Wisconsin

Wyoming

Not applicable

+ Click to Add Option

Add "Other","N/A", etc

Paste in Options

A red arrow points from the top of the list down to the 'Not applicable' option.

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

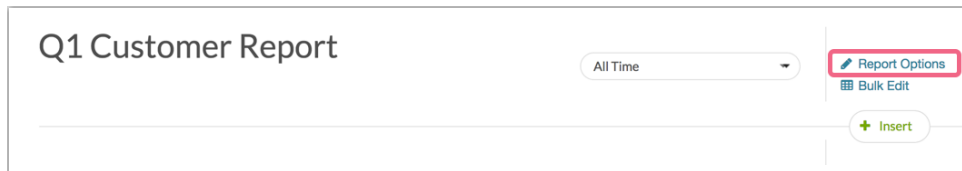
Exclude NA Option From Standard Reports

- 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.

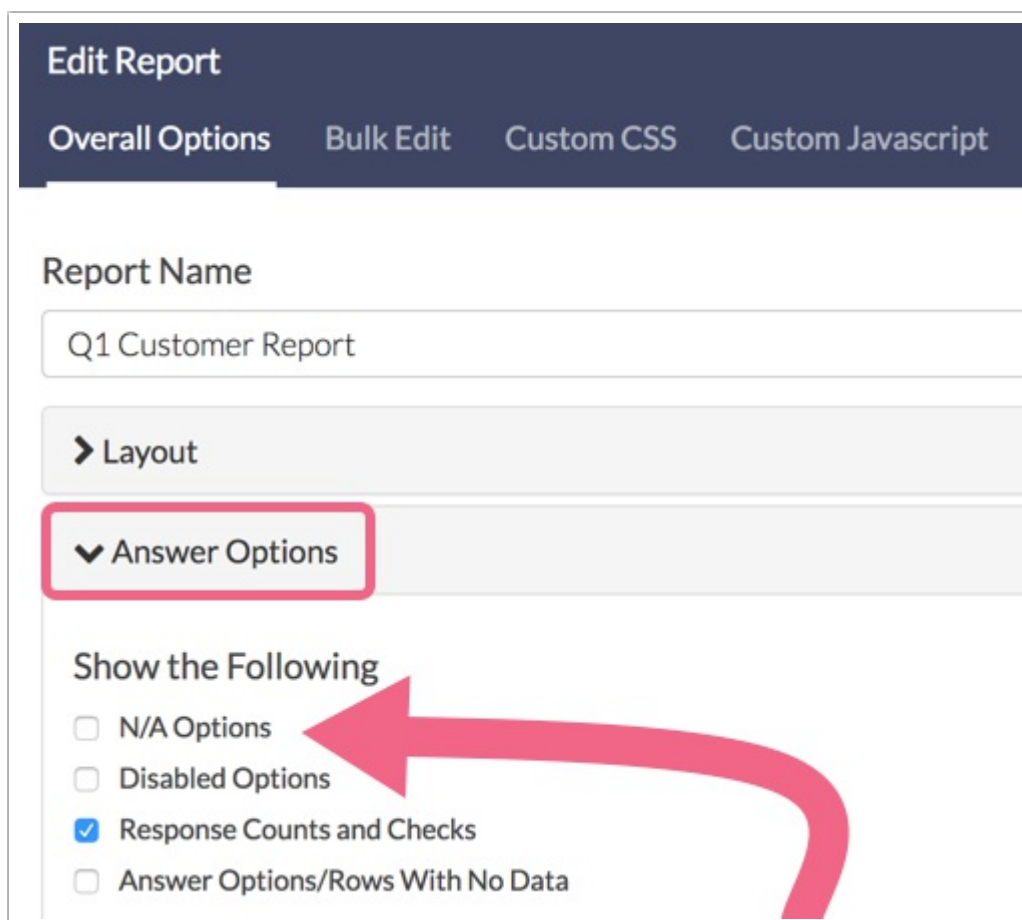
Answer options that have the **Not Applicable** special setting applied, can be excluded from your Standard Report data via an overall report setting.

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



A screenshot of the top section of a report interface. On the left, the report name 'Q1 Customer Report' is displayed. To its right is a dropdown menu currently set to 'All Time'. Further right are three buttons: 'Report Options' (highlighted with a red box), 'Bulk Edit', and 'Insert' (with a green plus icon).

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



A screenshot of the 'Edit Report' settings page. At the top, there's a dark blue header with the title 'Edit Report' and four tabs: 'Overall Options' (selected), 'Bulk Edit', 'Custom CSS', and 'Custom Javascript'. Below the header, the 'Report Name' field contains 'Q1 Customer Report'. A 'Layout' section is collapsed. The 'Answer Options' section is expanded and highlighted with a red box. Under 'Show the Following', there are four checkboxes: 'N/A Options' (unchecked, with a red arrow pointing to it), 'Disabled Options' (unchecked), 'Response Counts and Checks' (checked), and 'Answer Options/Rows With No Data' (unchecked).

Related Articles