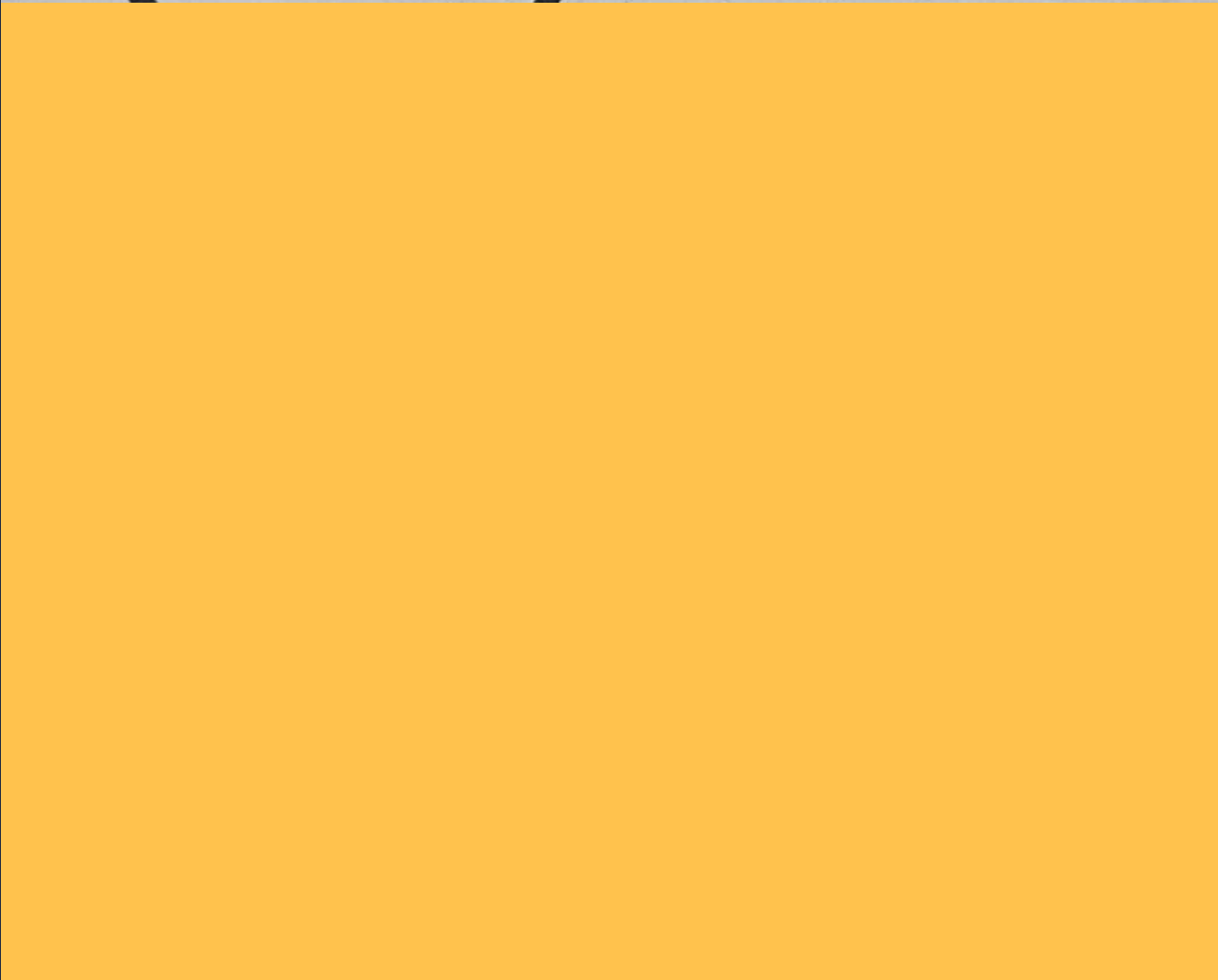




Using skip logic

in Citizen Space





What is skip logic



“You go **your** way,
I’ll go **mine**.”

Carole King





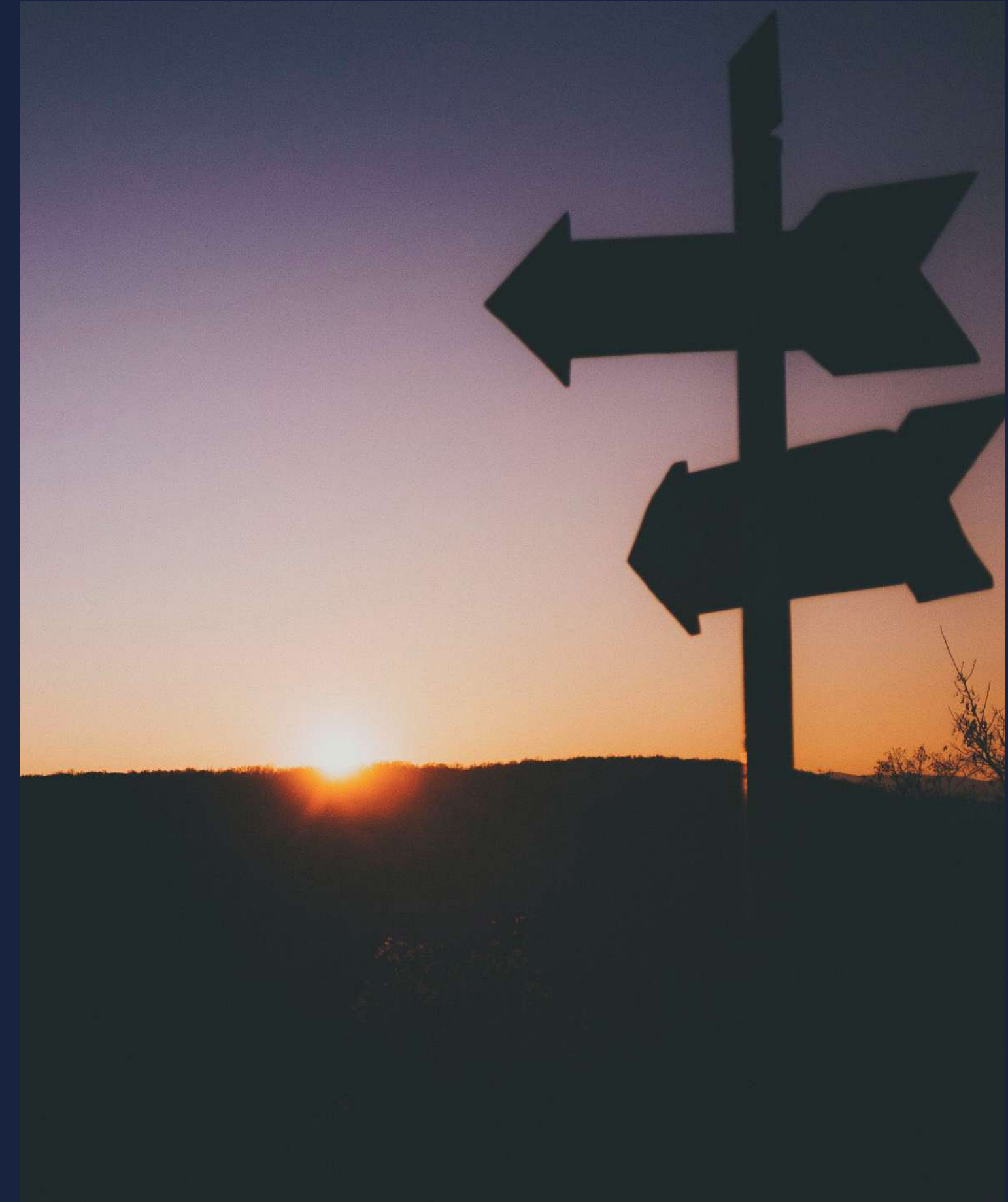
Why use skip logic

The need
for speed



Benefits of skip logic

- More relevant to respondents
- Reduce questions to be answered
- Improves data collection
- Possibly higher completion rates
- Simplify filtering options





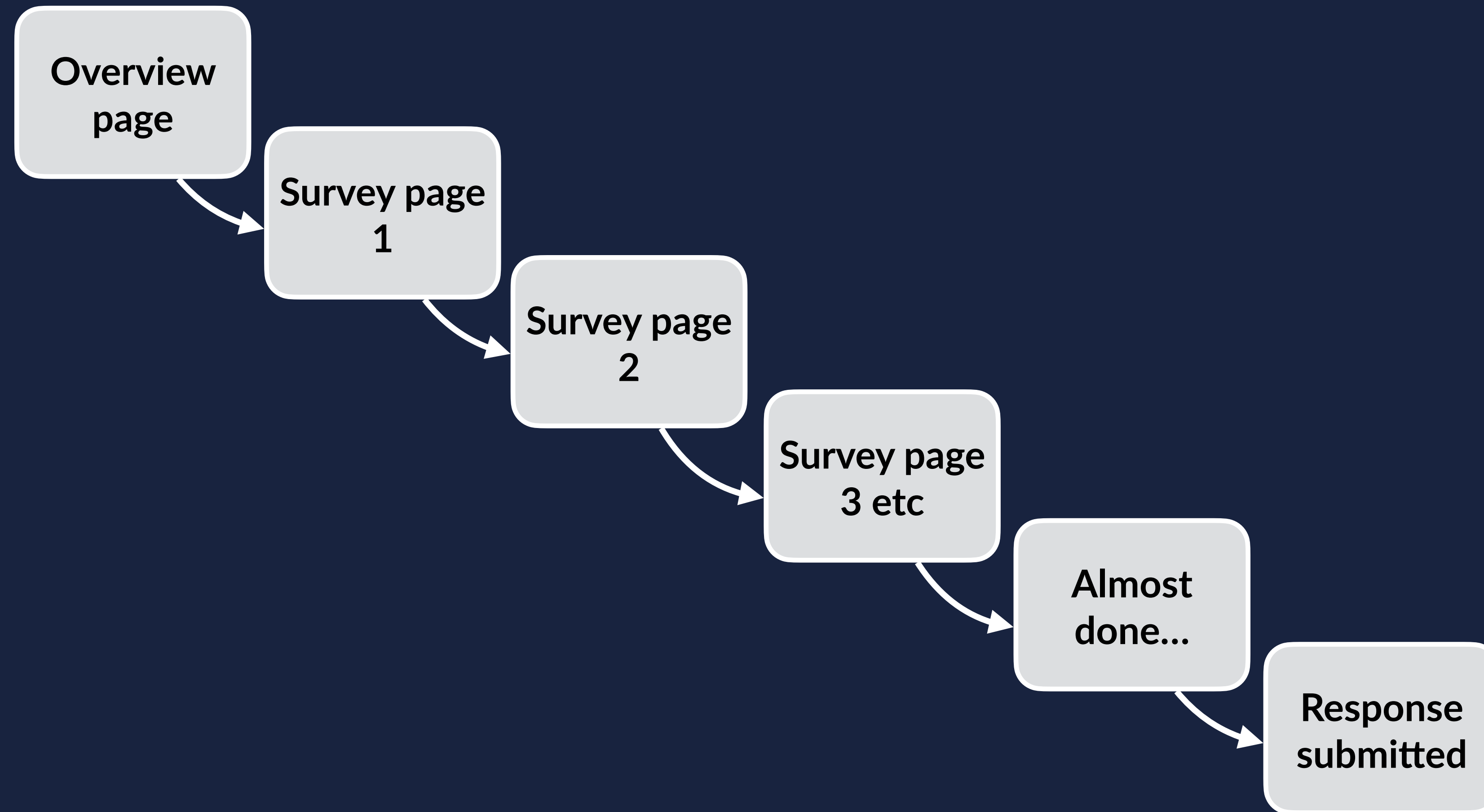
How to design surveys with skip logic



Survey structure



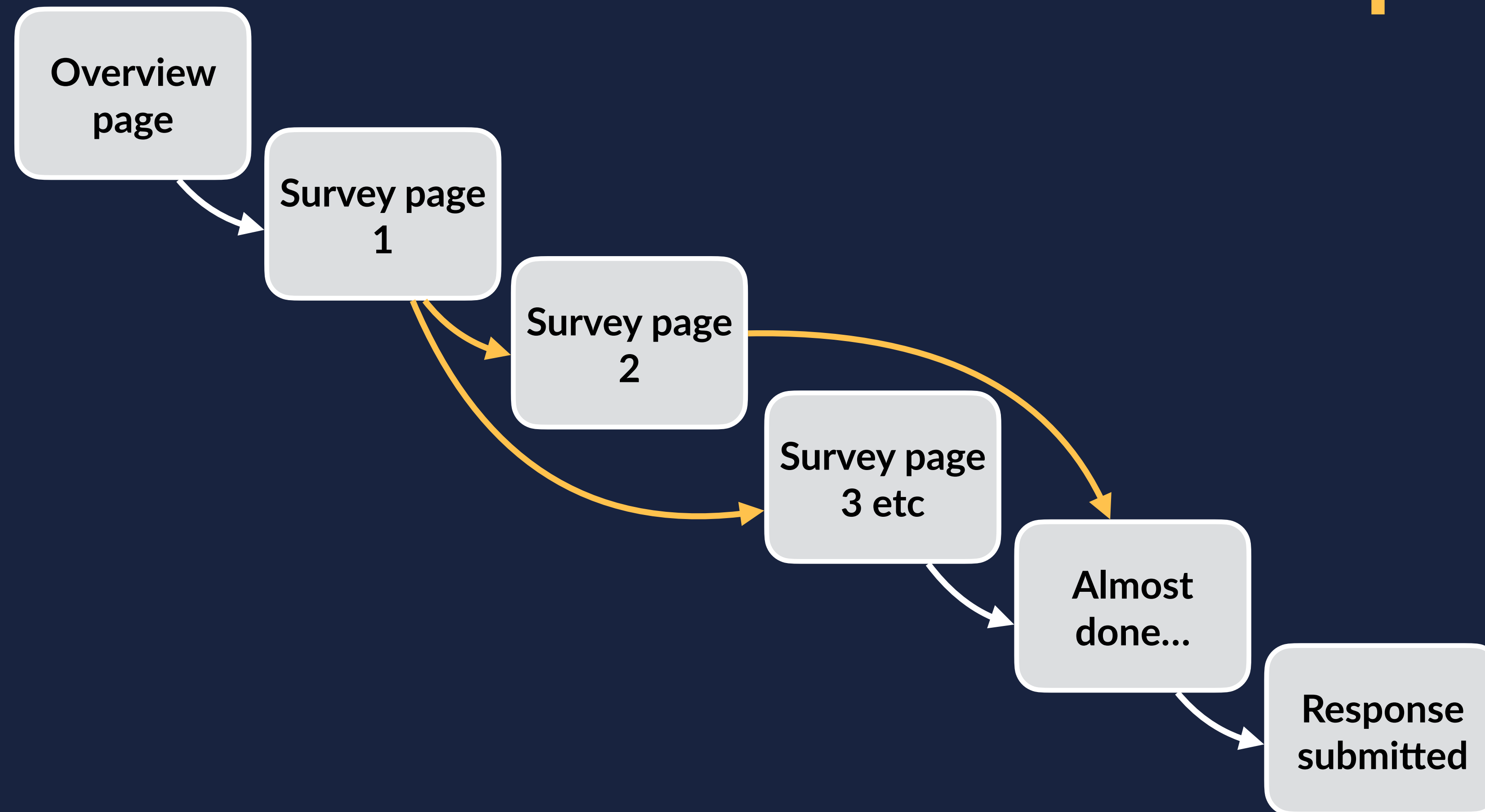
Respondent journey in a **linear** survey



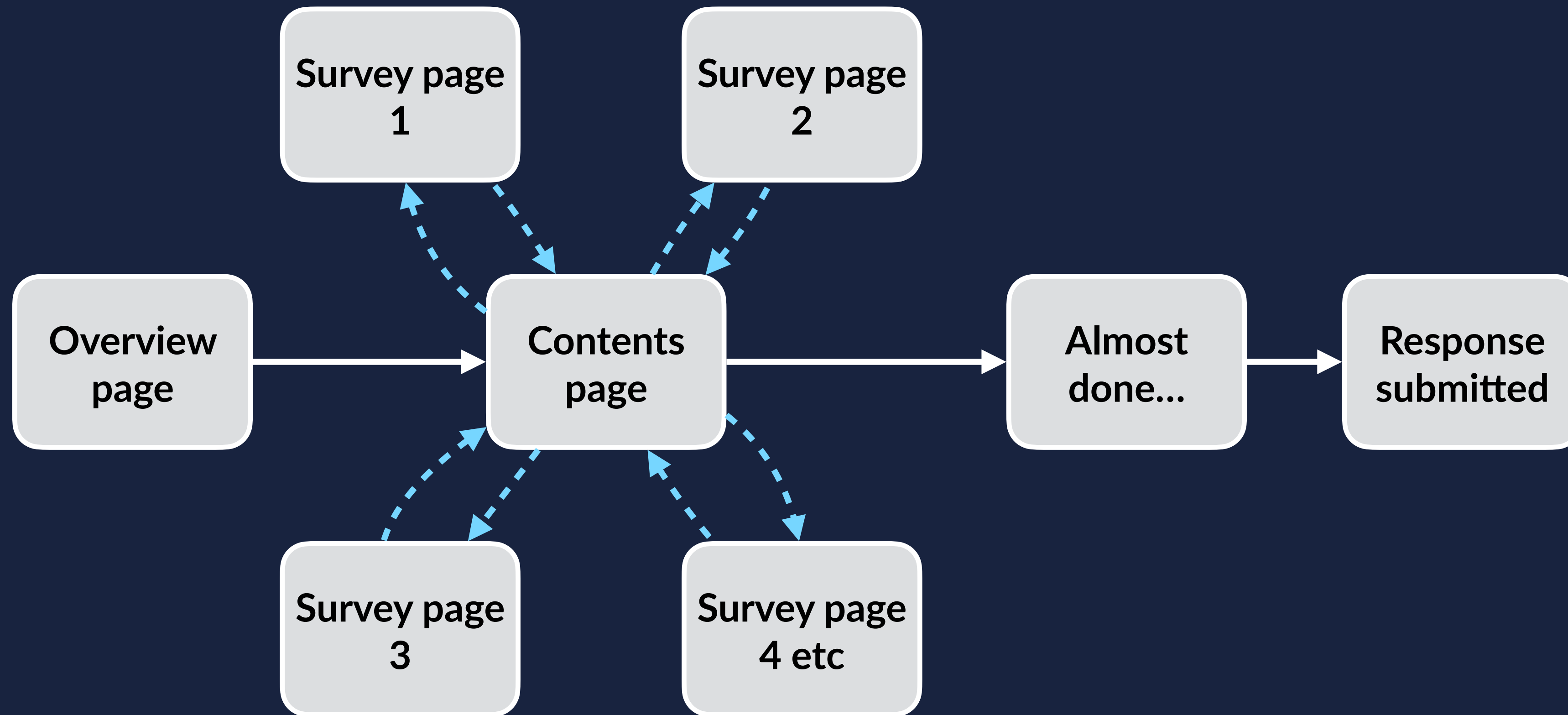
Respondent journey in a **linear** survey



...with **skip logic**



Respondent journey in a **non-linear** survey

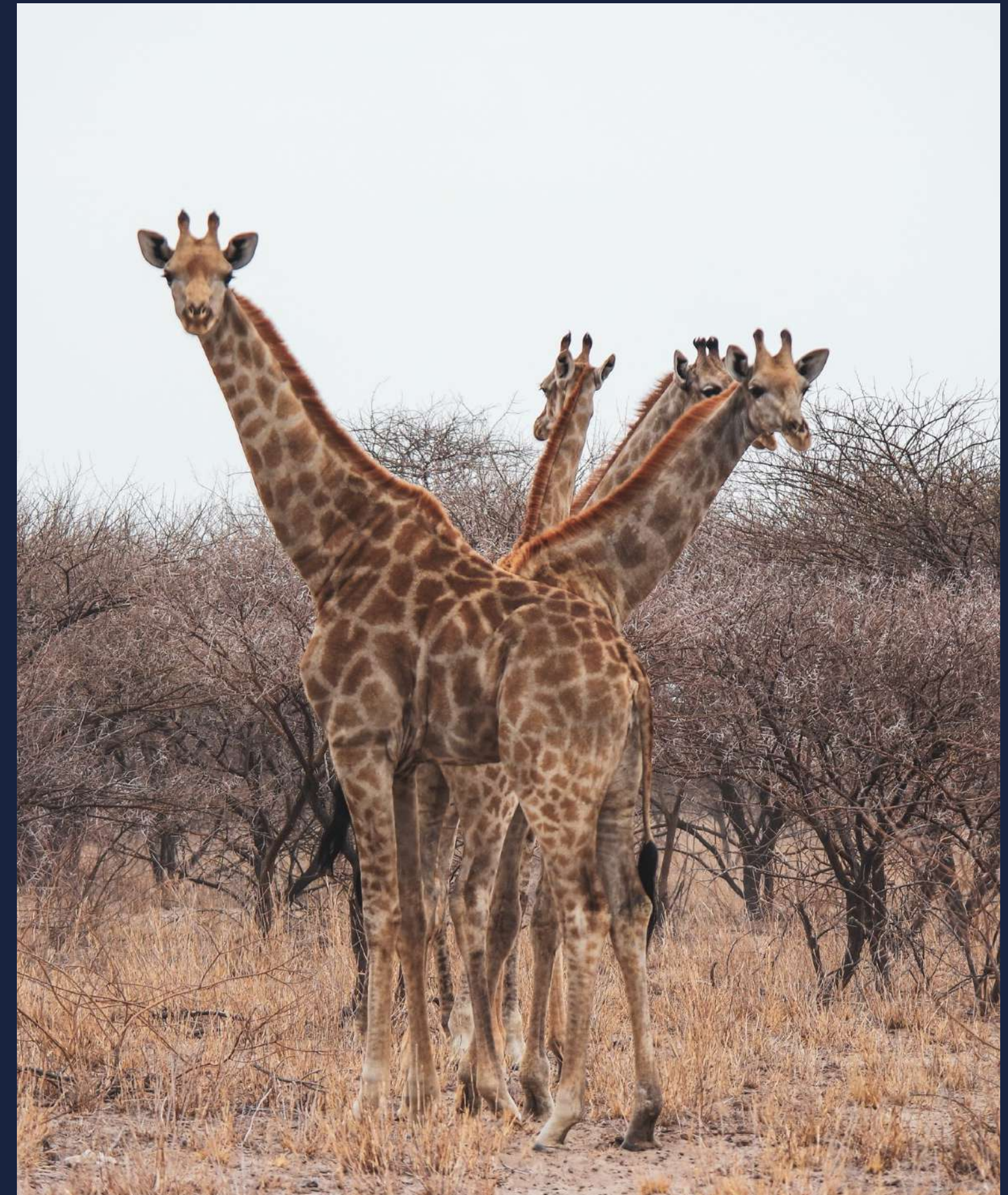


You **can't** add skip logic to non-linear surveys

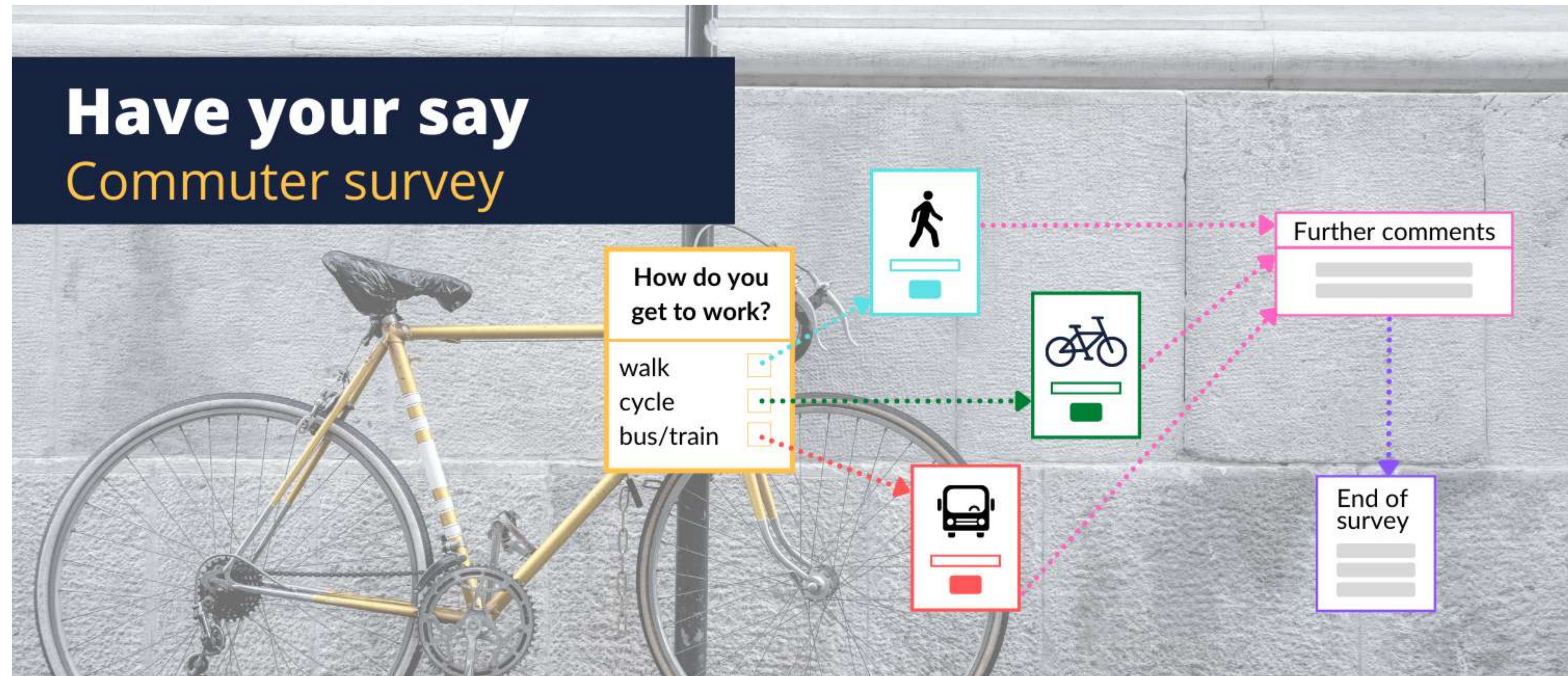


Set up a survey with skip logic

1. Plan your routes
2. Build your survey
3. Add skip logic rules
4. Test your survey



Plan your routes



Build your survey



Skip Logic Commuter Consultation - how to add rules

[Dashboard](#)

[Preview](#)

Status: Unpublished

Responses: 0

Activity Dashboard

This is a private activity.

1. [Edit Activity Details](#)

All required information has been completed.

2. [Online Survey](#)

The survey currently has 5 pages and 14 questions.

3. [Set Up Response Publishing](#)

Some answers can be published after moderation and approval.

4. [Manage Theme](#)

This activity has 1 custom logo.

5. [Preview Activity](#)

At any time you can preview the activity as an end user would see it.

Status: Unpublished

Closed on 27/12/2020 (345 days ago)

[Edit Unavailable Message](#)

[Publish](#)

[Retract...](#)

[Share Preview Link](#)

[Print Survey](#)

[Clone this Activity](#)

[Delete this Activity](#)

Routing respondents



Skip logic rules

There are 2 types of rules that can be applied to route respondents:

- conditional
- unconditional

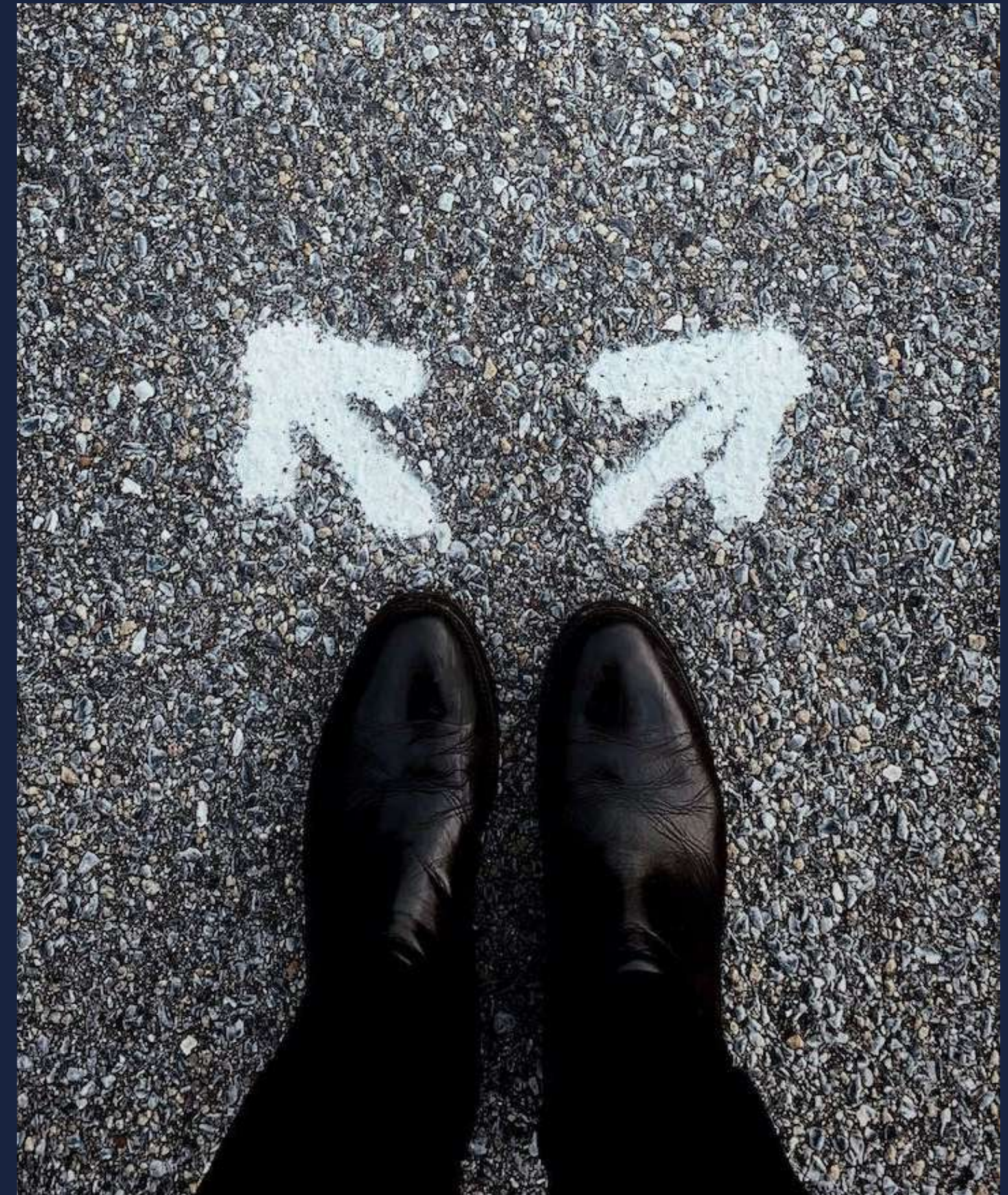


Conditional rules

Route to different destination pages based on how a question is answered.

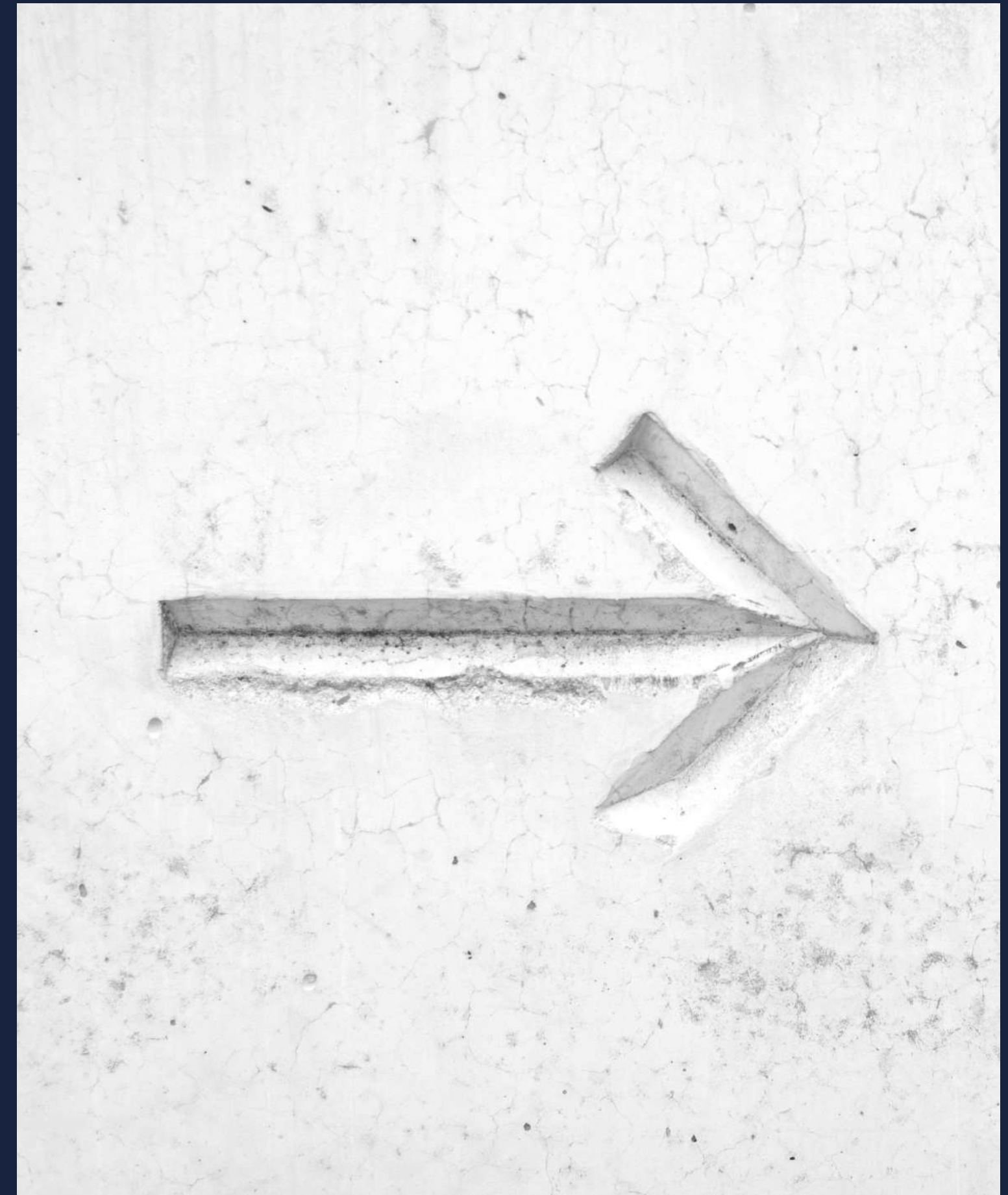
Can only be applied to answer components:

- Radio buttons
- Single checkbox (yes/no)
- Dropdown list
- Matrix of radio buttons
- Matrix of dropdown lists

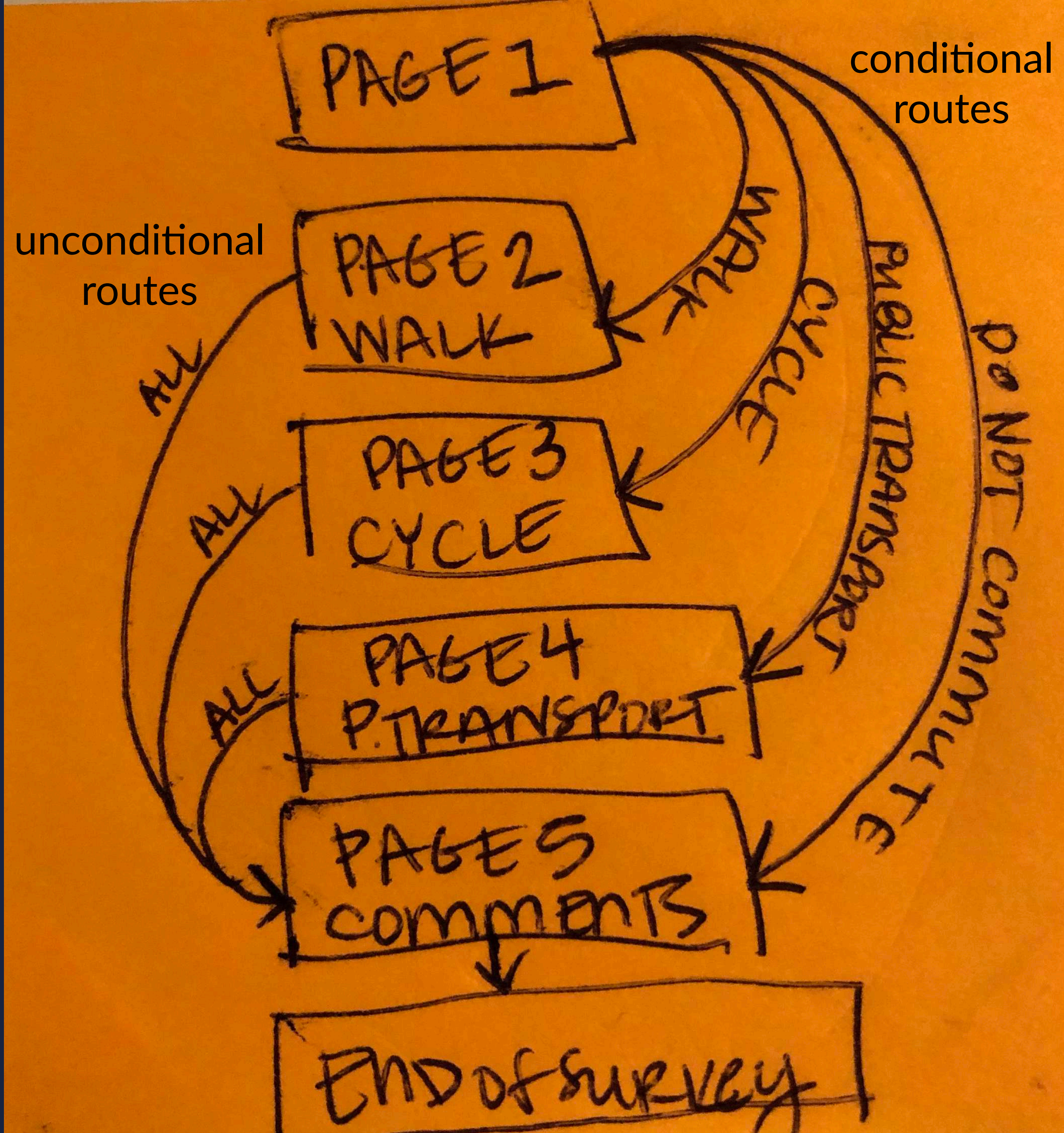


Unconditional rules

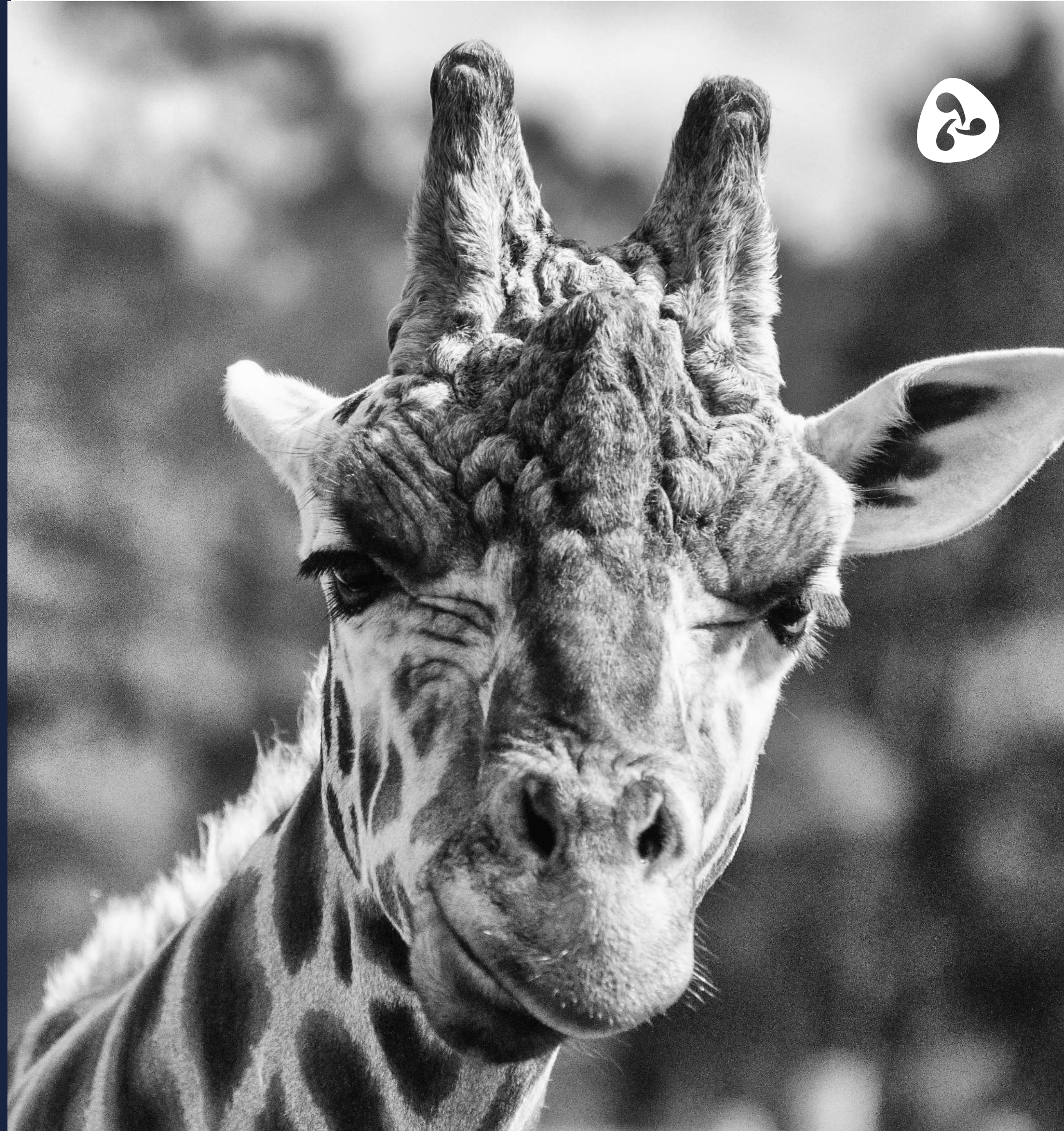
Route to same destination page regardless of how questions are answered.



Sketch your routes

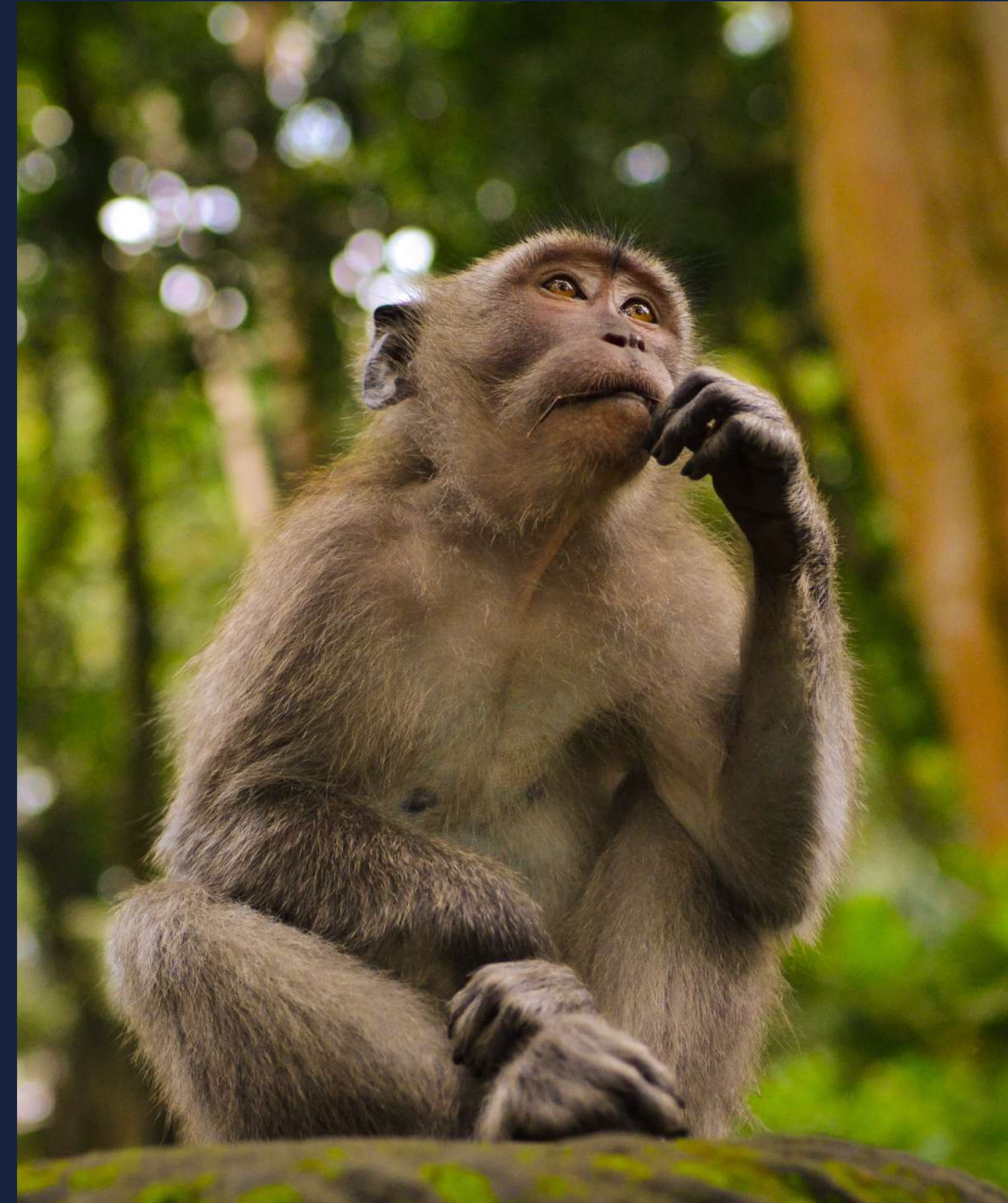


Adding and editing rules



Things to note

- Routing is page based
- Takes effect after using 'Continue' button
- Unable to skip to questions on the same page
- Must use answer components where only 1 answer can be selected
- Only 1 conditional routing question per page
- No progress bar or 'Back' button
- Move forward through the survey



Skip logic settings



[Dashboard](#)

[Preview](#)


Status: Unpublished

Responses: 0

Online Survey

 [Online Survey settings](#)

 [Skip logic settings](#)

 [Add a new page](#)

[Page 1 - Introduction](#)

[Page 2 - Walking Commute](#)

[Page 3 - Cycle Commute](#)

[Page 4 - Public Transport Commute](#)

[Page 5 - Final Comments](#)

Skip Logic Settings

 [Getting Started with Skip Logic](#)

[Edit Skip Logic Rules Individually](#)

[Set Destination for Multiple Pages at Once](#)

Here you can add and edit your survey's skip logic rules. You should finalise the wording and ordering of all pages and questions **before** adding skip logic rules.

Incorrectly configured rules could make respondents miss important pages, or even make a survey impossible to complete. **Always test your survey before publishing it.**

Page 1: Page 1 - Introduction

This page has no skip logic: respondents will continue to page 2.

 [Add Skip Logic](#)

Page 2: Page 2 - Walking Commute

Test your survey



Make sure to test **ALL** routes

Commuter survey example



[Consultation Hub](#) [Find Consultations](#) [About](#)



Skip Logic Commuter Consultation



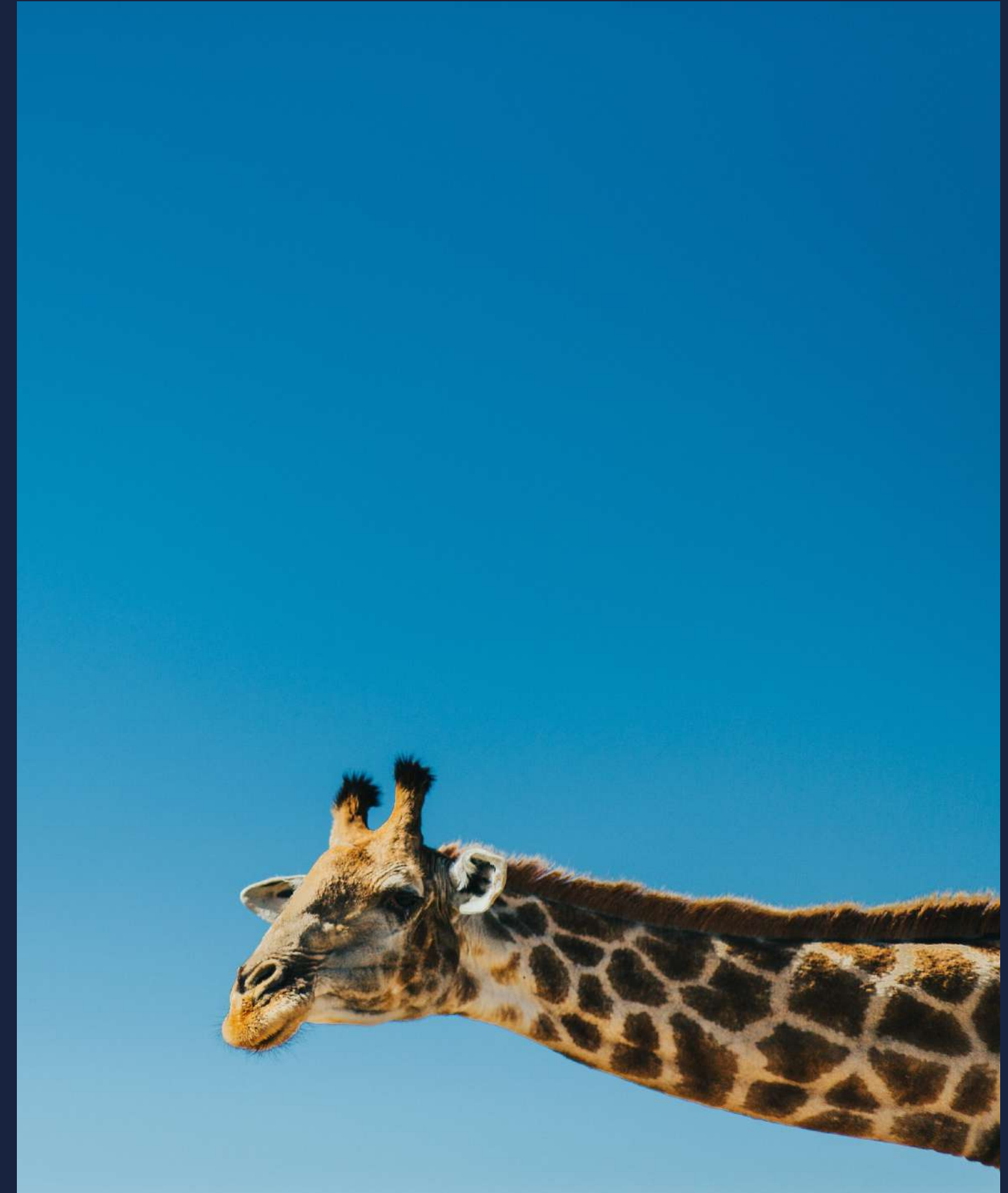
Answers 1km →



Analysis and skip logic

Skip logic analysis tips

- Be aware of respondents' journeys
- Use filtering to segment data
- Download filtered responses
- Avoid assumptions



Analyse responses view



Navigation: < Previous unanalysed | < Previous | Next > | Next unanalysed > | Jump to response

ANON-65Y6-2DDD-R | Response 3 of 10 | 10 left to analyse | Page: **✓ Page 1 - Introduction**
Page 3 - Cycle Commute

4 What is the primary method of your commute?
(Required)

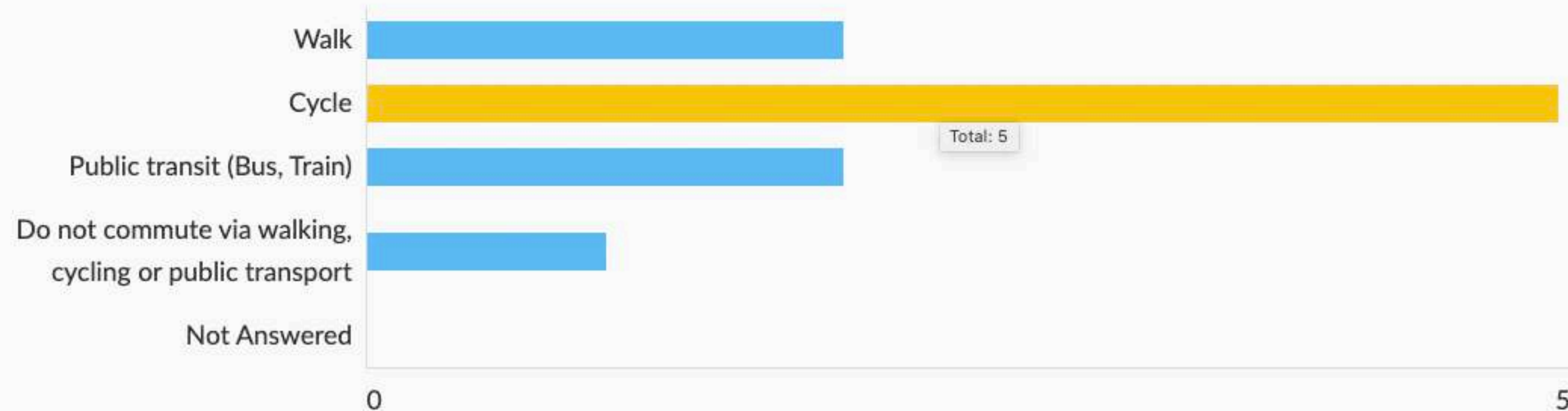
- Walk
- Cycle
- Public transit (Bus, Train)
- Do not commute via walking, cycling or public transport

Responses by question view



10 answers to "Weekly commute"

↓ [Jump to next](#) [Export \(.xlsx\)](#)



Option	Total	Percent
Walk	2	20.00%
Cycle	5	50.00%
Public transit (Bus, Train)	2	20.00%
Do not commute via walking, cycling or public transport	1	10.00%

Download filtered responses



Current Filters

What is the primary method of your commute? Remove

Weekly commute

Walk Cycle Public transit (Bus, Train)

Do not commute via walkin... Not Answered

Show unused filters

Clear All Apply

5 of 10 responses matched your filters.

Download filtered responses Download filtered responses including analyst fields

Response ID	Name	Questions answered	Download PDF	Associate responses
<a>ANON-65Y6-2DD9-D	Sally Thomsen	<div style="width: 50%;"><div style="background-color: #76b82a; height: 10px;"></div></div> 8/17	<a>Download	<input type="checkbox"/>
<a>ANON-65Y6-2DDD-R	Jasmine Ali	<div style="width: 50%;"><div style="background-color: #76b82a; height: 10px;"></div></div> 7/17	<a>Download	<input type="checkbox"/>
<a>ANON-65Y6-2DDG-U	Siobhan Gallagher	<div style="width: 50%;"><div style="background-color: #76b82a; height: 10px;"></div></div> 7/17	<a>Download	<input type="checkbox"/>
<a>ANON-65Y6-2DDQ-5	Scott MacLean	<div style="width: 50%;"><div style="background-color: #76b82a; height: 10px;"></div></div> 7/17	<a>Download	<input type="checkbox"/>
<a>ANON-65Y6-2DD7-B	Juan Quayle	<div style="width: 50%;"><div style="background-color: #76b82a; height: 10px;"></div></div> 7/17	<a>Download	<input type="checkbox"/>



Examples of surveys with skip logic



Survey with basic skip logic



Council housing tenant survey

Closes 28 Dec 2023

This service needs [cookies enabled](#).

Tenancy

Are you an Arlen Hill Council Housing tenant?

(Required)

Yes

No

[Save and come back later...](#) [Continue >](#)

Council housing tenant survey

Survey with skip logic and easy read

Raising the age for children's hearings - easy read option

Closes 31 Aug 2022

This service needs [cookies enabled](#).

Questionnaire

The Raising the age of referral to the principle reporter consultation has two versions:

Please select which questionnaire you'd like to respond to:

- Full consultation document and questionnaire
- Easy read document and questionnaire

[Save and come back later...](#)

[Continue >](#)

Raising the age for children's hearings – easy read option

Survey with loop routing



Leicester City Council - Local Plan 2020 - advanced skip logic

Closes 31 Dec 2021

This service needs [cookies enabled](#).

Consultation menu

- The draft Local Plan set out the proposed overall planning policy
- The maps provide more detailed information about individual development sites

You can make a quick comment if you wish though we do recommend viewing more detailed information about the sites and / or the draft plan prior to submitting a response.

Where would you like to go?

(Required)

- Quick comment page
- Draft Local Plan / evidence base documents (PDFs)
- Potential development sites (online interactive map and PDF databases)
- Central Development Area (downloadable map and PDFs)
- Atlas of changes to the policies map
- End of consultation

(You can return to this page at any time)

Survey with complex routing



Bushfire Risk Management Plan

Of the treatment options outlined above, which would you like to comment on?

▶ [Treatment definitions](#)

(Required)

- Fuel management
- Ignition management and community engagement
- Preparedness and planning
- None, take me to the end of the survey

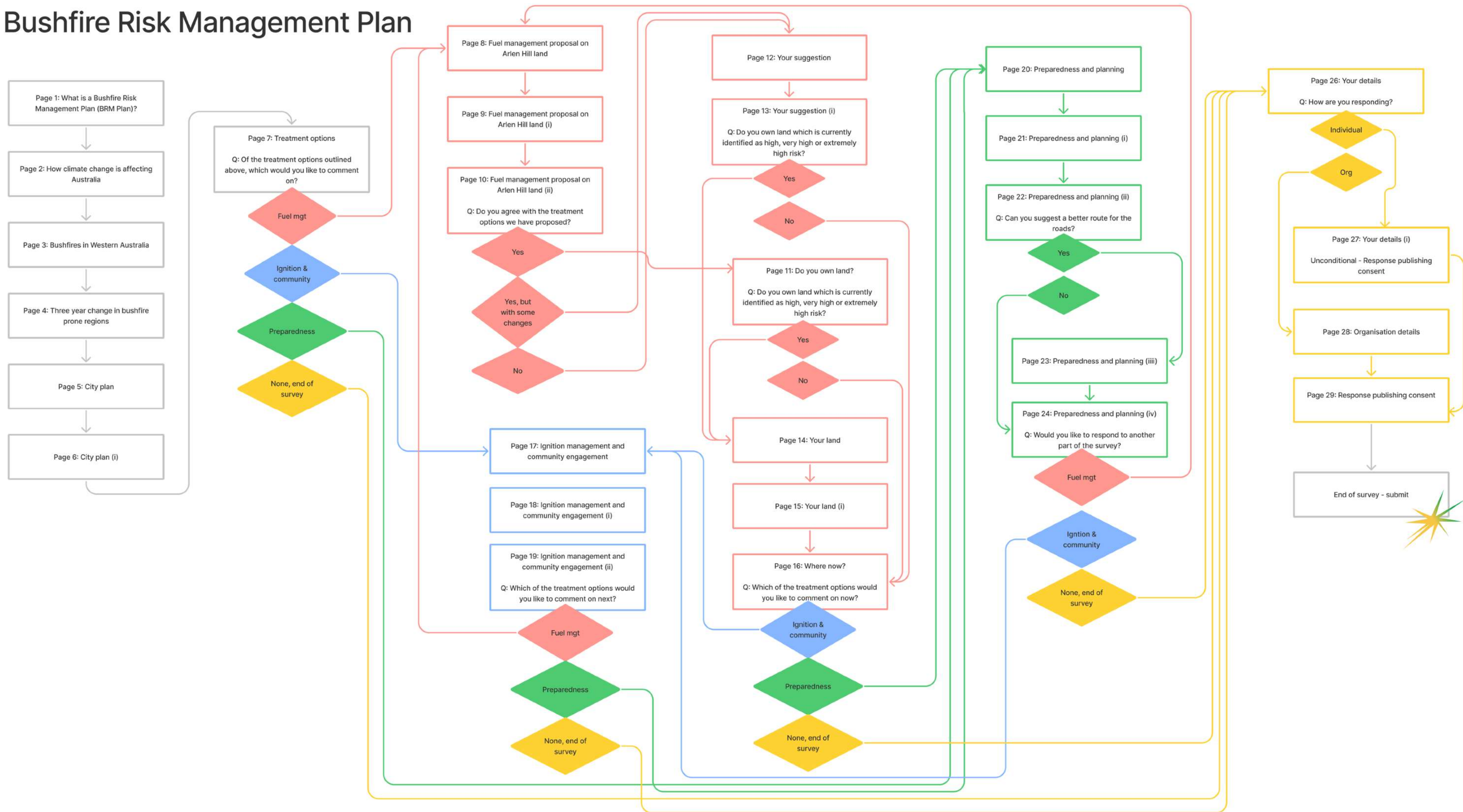
« First Save and come back later... Continue »

Bushfire Risk Management Plan - advanced skip logic

Survey with complex routing



Bushfire Risk Management Plan



Resources

Citizen Space Knowledge Base

- [Skip logic: a quick start guide](#)
- [How do I design a survey with Skip Logic?](#)
- [Which question types can be used for conditional Skip Logic?](#)
- [How do I add and edit Skip Logic rules?](#)
- [How to preview your survey](#)
- [How do I analyse or report on surveys with Skip Logic?](#)
- [Filtering and grouping response data](#)



Resources

Training examples

- Skip logic (basic) — [Commuter survey](#)
- Skip logic (basic) — [Council housing tenant survey](#)
- Skip logic (basic / easy read) — [Raising the age for children's hearings](#)
- Advanced skip logic (loop routing) — [Local Plan 2020](#)
- Advanced skip logic (complex routing) — [Bushfire Risk Management Plan](#)



