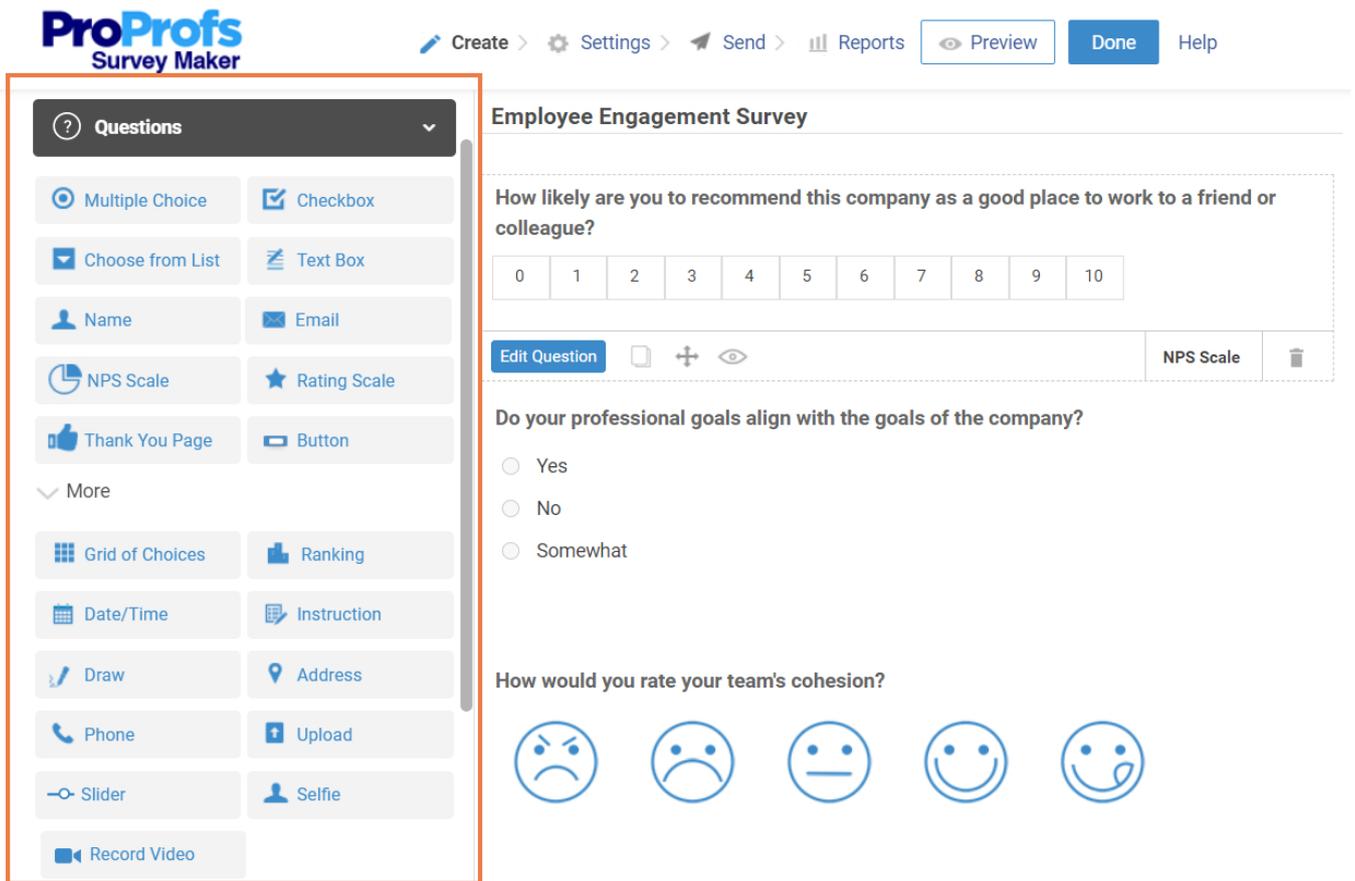


Question Type

Surveys are designed to garner specific feedback from your customers and website visitors, depending on your requirements. With ProProfs, you can build surveys for a variety of purposes using 21 different types of questions.

Each question type helps you in gaining insights into your customer experiences. Some of them are also intended to generate leads by prompting the survey takers to enter their details.

The question types can be accessed on the Manage Survey screen when editing a survey, as shown in the screenshot below:



Listed below are 21 question types you can use to create surveys:

- [Multiple Choice](#)
- [Checkbox](#)
- [Choose from list](#)
- [Email](#)
- [Name](#)
- [Rating Scale](#)
- [NPS Scale](#)
- [Button](#)

- [Thank You Page](#)
- [Ranking](#)
- [Text Box](#)
- [Slider](#)
- [Date/Time](#)
- [Selfie](#)
- [Grid of Choices](#)
- [Instruction](#)
- [Phone](#)
- [Address](#)
- [Draw](#)
- [Upload](#)
- [Record Video](#)

Let's take a look at what each question type means:

Multiple Choice

The '**Multiple Choice**' question type consists of several answers and only one answer can be selected. However, a survey is usually intended to understand customer preferences and doesn't necessarily seek the right answer out of the available choices. For example:

How did you come to know about ProProfs?

- Facebook
- LinkedIn
- Google search
- Word of mouth

Checkbox

The '**Checkbox**' question type also has multiple answers to choose from. In this case, though, you can select more than one answer.

How did you come to know about ProProfs?

- Facebook
- LinkedIn
- Google search
- Word of mouth

Choose from List

'Choose from List' is similar to a multiple-choice question, but the answers are listed in a dropdown list. Click the dropdown to expand the list and select one answer.

How did you come to know about ProProfs?

Select an option



Email

The '**Email**' question type prompts the survey taker to provide their email ID.

What's your email?

Email

Name

The '**Name**' question type prompts the survey taker to enter their name.

What's your name?

First name

Last name

Rating Scale

The '**Rating Scale**' question type uses expressive graphics, such as emoticons and stars, for understanding how happy or dissatisfied survey takers are. You can also use 'Yes/No' and thumbs up/down as possible responses.

Tell us how you find our service quality



Poor



Below average



Average



Good



Very impressive

NPS Scale

The **'NPS Scale'** is a question type that is responded to using a rating scale. For example, you can ask 'How likely are you to recommend this company to a friend or colleague' and the survey taker can respond on a rating scale defined by you.

*How likely are you to recommend this company to a friend or colleague?

Not likely

Extremely likely

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

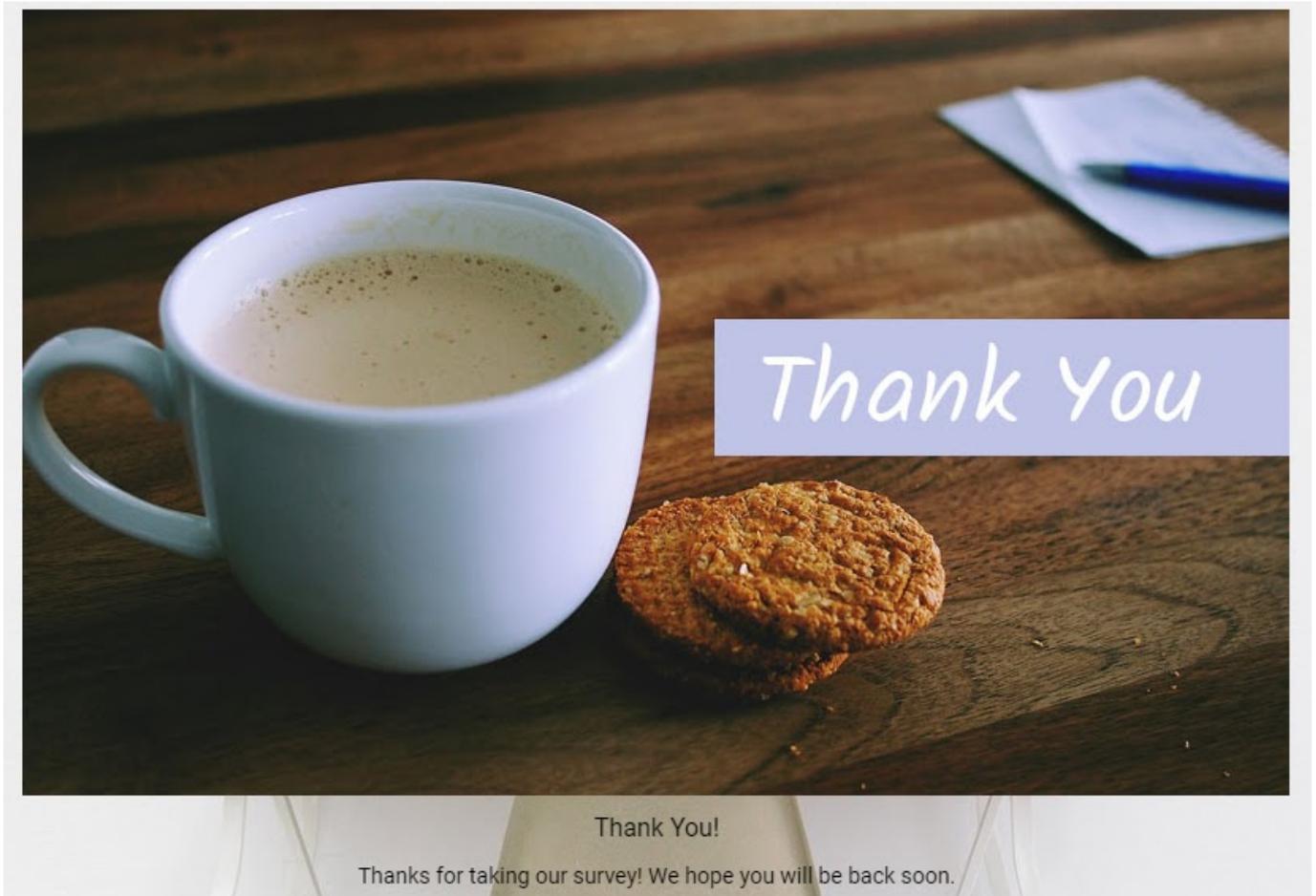
Button

The **'Button'** question type provides a minimum of two choices to the survey taker. For example, 'Yes/No' and 'True/False.' It can be used to ask a direct question such as 'Would you recommend our product to your friend?' or 'Does our product serve your purpose?'. You can even create a rating question by adding more than two options.

Would you recommend our product to your friend?

Thank You Page

This page is displayed as an appreciation message when the survey taker submits the survey.



Ranking

Use the 'Ranking' question type to prompt survey takers to rank three or more available options.

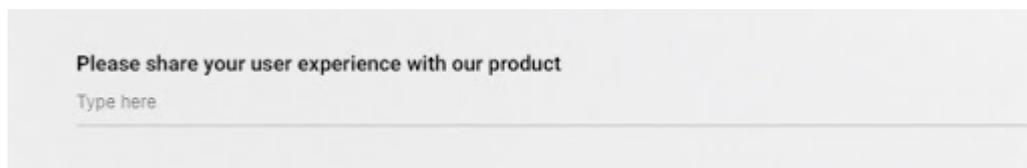
How would you rank the following codes of ethics?

1	▼	Professional Behavior
2	▼	Professional Competence
3	▼	Confidentiality
4	▼	Integrity
5	▼	Objectivity

Textbox

The 'Text Box' question type is customizable for a variety of responses. For example, you can create a 'single line' text box question to request a short product feedback from the survey taker or specific info such as the phone number. You can also create a 'multiple-line' text box question for detailed feedback. For responses that require separate text boxes such as the name, email, address, etc., you can create a 'multiple-box' text box question.

You can even customize the question to accept either numeric or alphanumeric inputs, such as the phone number, pin code, etc., which help you prevent survey takers from entering any junk characters. Here's an example of a 'Text Box' question.



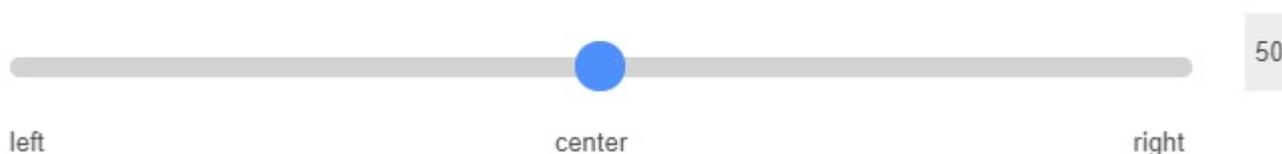
Please share your user experience with our product

Type here

Slider

The 'Slider' question type enables survey takers to provide ratings on a slider scale. This question type allows you to define where the cursor remains by default (Left, Center, or Right). You can also customize the scale. Instead of keeping it 0-100, you may want to keep it 0-10 or 0-50.

Rate us on a scale of 0 to 100



A horizontal slider scale from 0 to 100. A blue circular cursor is positioned at the center. The number 50 is displayed in a grey box on the right end of the slider. Labels 'left', 'center', and 'right' are placed below the slider line.

Date/Time

Use this question type when you'd like to get back to the survey taker at their convenience. You can request them to enter their preferred date and time.

Let us know when we can get back to you. Select the date and time of your convenience:



mm/dd/yy  Hours: 01 Minutes: 00 AM/PM: AM

Selfie

The 'Selfie' question does exactly what it sounds like. It allows users to upload their selfies in a survey. Users also get the freedom to either share a selfie or simply upload an image from their photo library.

This question is helpful, especially for businesses since they can use ProProfs Survey to request customers to share their product/service experience, where the selfie question also captures their photo that they can use along with the testimonial on their website. You can use this to seek employee feedback as well. When it comes to the application of this question type, the sky is the limit.

Take a selfie



Two buttons: 'Take a Selfie' (solid blue) and 'Upload a Picture' (white with blue border).

Grid of Choices

The '**Grid of Choices**' question type consists of options arranged in rows and columns. The survey taker selects a single option from each column and they collectively answer the main question.

Select your preferred food from the choices below:

	Pizza	Green veg	Veg
Food choices	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Diet preferred	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cheat day diet	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Instruction

As the name suggests, it is intended to provide some kind of instruction to the user. For example, pre-quiz instructions such as terms and conditions, rules, etc.

There are 7 questions in the survey. Please respond to all the questions to enable us in gathering complete information about your user experience.

Phone

This question type prompts the survey taker to enter their phone number.

Please provide your phone number

Phone

Address

This one is obvious - the '**Address**' question type prompts the user to enter their address.

Please provide your address

Address:

Address(2):

City:

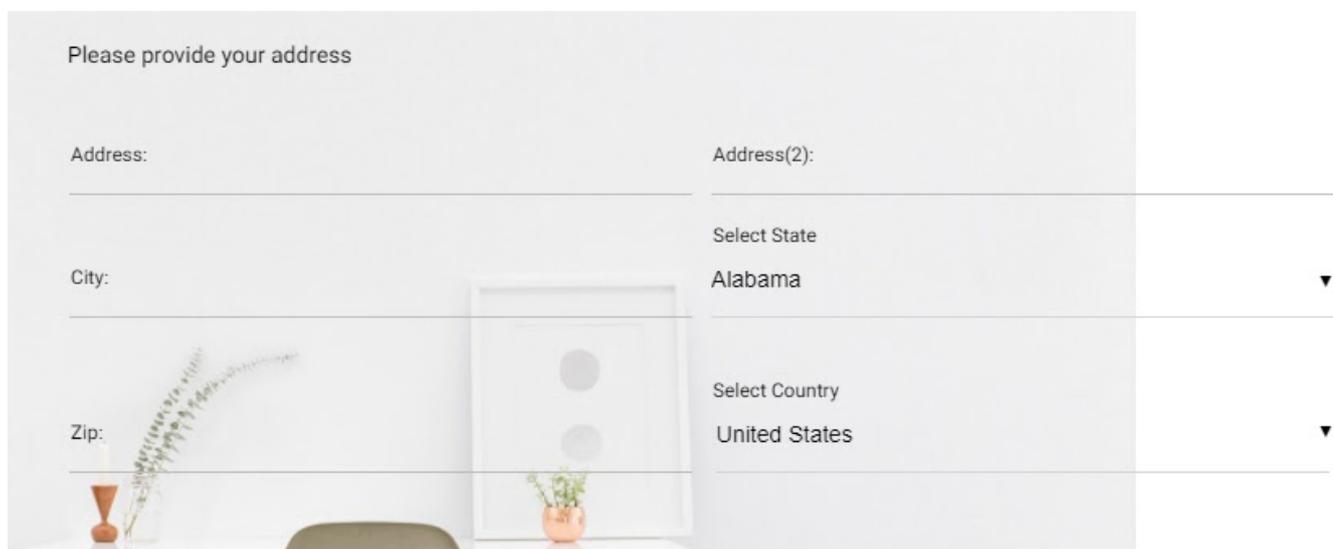
Zip:

Select State

Alabama ▼

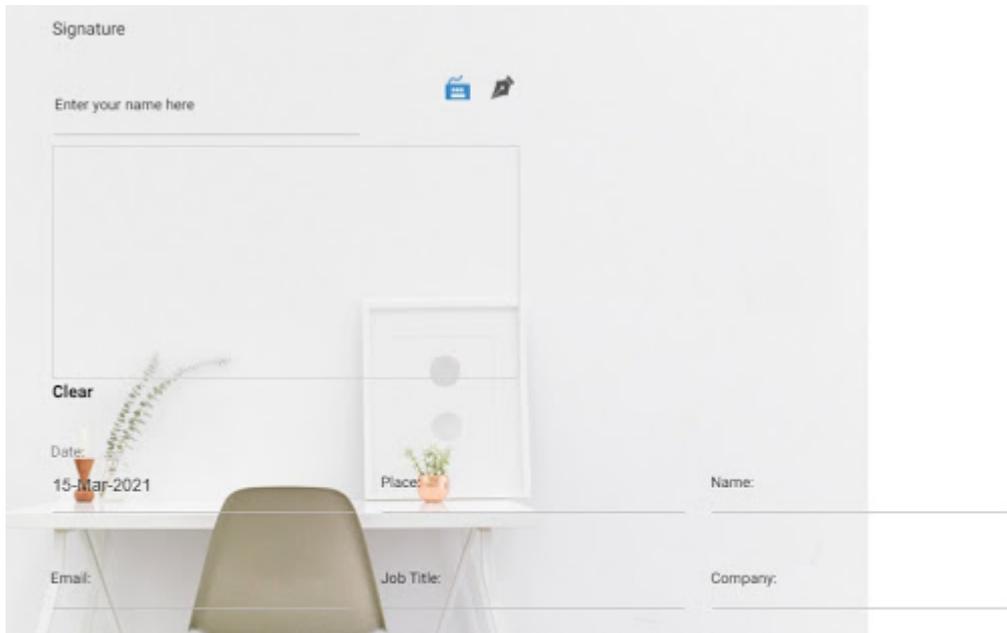
Select Country

United States ▼



Draw

This question type allows the survey takers to create their signatures. Survey takers can either type out or draw their name and finish it by providing other information such as the date, place, first name, email, job title, and company.



The image shows a digital form titled "Signature". At the top, it says "Enter your name here" with a blue calendar icon and a black pen icon. Below this is a large white rectangular area for drawing or writing. To the left of this area is a "Clear" button. Below the drawing area, there are several input fields: "Date:" with the value "15-Mar-2021", "Place:" with a small plant icon, "Name:", "Email:", "Job Title:", and "Company:". The background of the form is a light gray with a faint image of a desk, a chair, and a framed picture.

Upload

The '**Upload**' question type enables the survey takers to upload a file. For example, a screenshot describing an error encountered while using a software.

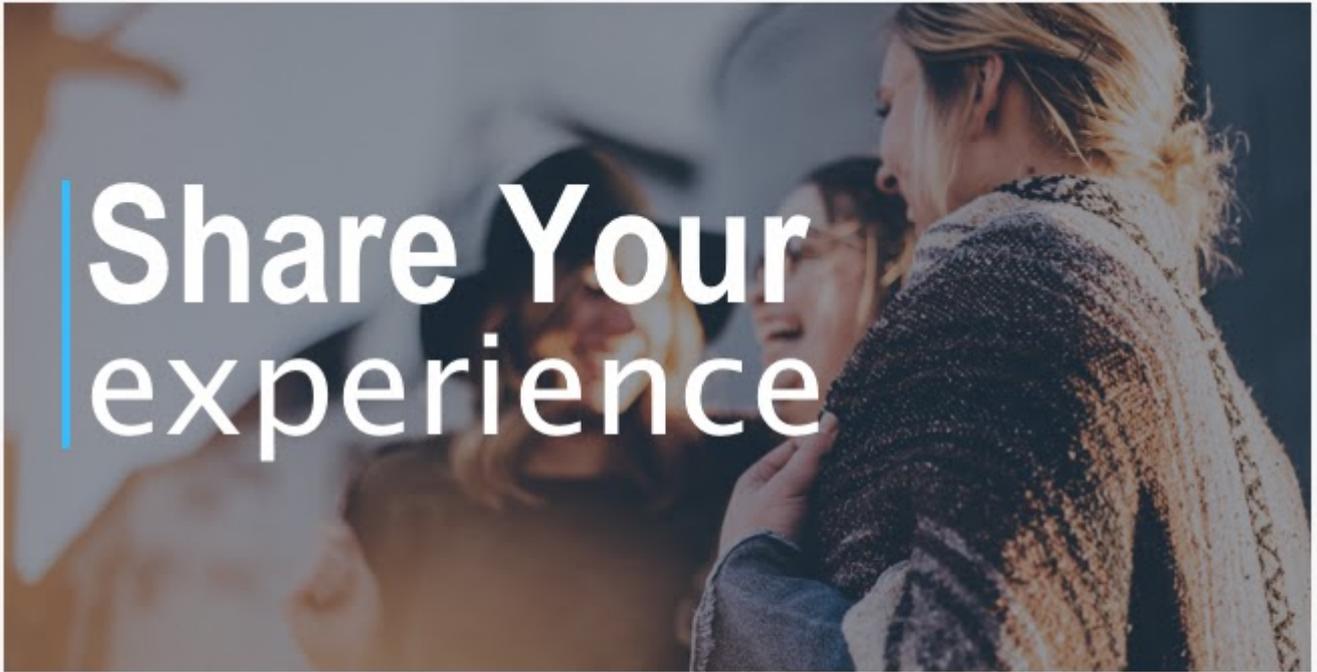
Upload file:

Upload (Max 200MB file Size)

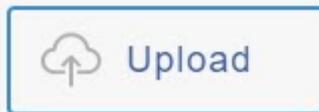
Record Video

The '**Record Video**' question that allows your survey takers to answer questions by recording a video in real-time. They can even upload a previously recorded video file.

What do you feel about our service?



You can respond to this question by recording a video



Related Articles:

[How to Create a Net Promoter Score Survey](#)

[How to Create a Pop-up Survey](#)

[How to Create a Web Form Survey](#)