



Star Rating

The **Star Rating** question allows the respondents to rate items using stars.

For example, you can use the star rating question in a cafe customer feedback survey to ask your customers to rate their experience at your cafe by using stars.

Star rating question sample:

A screenshot of a survey question titled "Café Customer Feedback Survey". Below the title is a horizontal line. The question text reads "Please rate your overall experience at Coffee n' Mugs." Below the text is a row of ten stars. The first seven stars are filled with a teal color, and the last three are empty outlines. Below the stars is a dashed horizontal line. At the bottom center is a red rectangular button with the text "Submit". At the very bottom, there is a small line of text: "The information collected through this survey will be used in accordance with our [Privacy Policy](#)".

To add a star rating question in your survey:

1. Click **Star Rating** in the question types listed on the left pane. You can also drag and drop the question type to the builder.

2. In the *Question* box, type your question.

- If you want to mark the question mandatory, select the *Make this question mandatory* checkbox.
- If you want to make changes to the default *Error message* text that displays, edit the content in the text box.
- If you want to pipe in custom variables or variables from previous questions and customize the follow-up questions, click *Insert Variable* right above the *Question* box, and select the variable you want to use from the list. Read more on [Piping](#).
- In the *Answer* section, select the number of stars you want to use in your question.

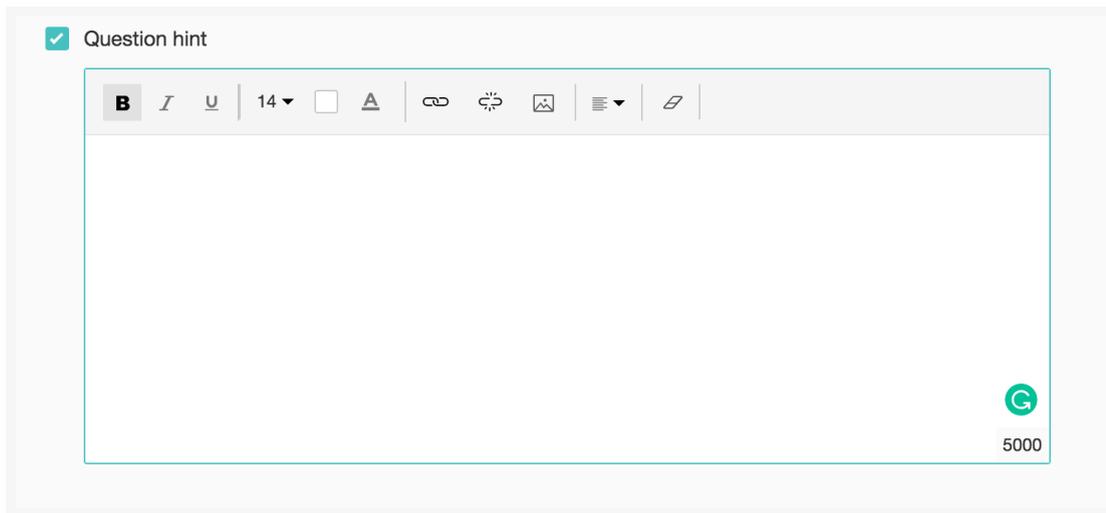
3. Select the appropriate option in *Star display format* to set the display format for your choices.

4. Select *Add "Not applicable" option*, if required. When a respondent chooses this option it will be excluded while calculating the data statistics for that particular question. For example, it will not be taken into consideration while calculating the mean, frequency, standard deviation etc.

5. To learn what else you can do with the question, click **Advanced options**. You can perform the following actions:

- The [autofill or prepopulate answer](#) feature allows you to prepopulate single-variable survey responses automatically before sending them to respondents. To prepopulate answers for a known respondent, select **Prepopulate answer**.
- To add a comments box, select *Add 'Comments' field*. If you want to change the name of the field, in the *Comments field label* box, type in the new field name.
- **Question hint** is used to add hints to your question and help your respondents get a clear idea of what your questions are all about. This feature is optional and is available only for certain types of

questions.



6. Switch to the [Display Logic](#) and [Answer Display Logic](#) tabs to add a logic condition to the question and answer choices respectively.
7. Click **Save**.
8. To discard the changes, click **Cancel**.