

Custom survey scores allow you to restructure survey responses in order to generate your own scoring mechanism within results. Computations for custom scores are written using Groovy DSL scripts. (See below for example syntax.)

Let's create custom scoring for the following scenario. Assign a behind-the-scenes score to the following two questions. Then generate a total "Staff Superstar" score based on the average of those individual scores. Once you have the scores, you can rank your top locations for each.

1. How would you rate the empathy of the staff at this clinic?
Select one.

- Excellent =100
- Good =75
- Moderate =50
- Less than expected =25
- Not at all =0

2. How well did the physician or practitioner you met with explain and answer questions?
Select one.

- Excellent =100
- Good =75
- Moderate =50
- Less than expected =25
- Not at all =0

The diagram illustrates how these two questions contribute to a 'Staff score'. The 'Empathy Score' (from question 1) and the 'Communication Score' (from question 2) are both shown in yellow circles with arrows pointing to a larger yellow circle labeled 'Staff score'.

If you are adding scores to a live survey, you cannot edit the scripts after exiting out of the survey designer.

To create custom scores:

1. From the **Surveys > All Surveys** tab, click **Edit** next to the survey you want to apply scores to.
2. From the Survey Designer, click the **Scores** tab.
3. Click **Add a Score**.

A default script appears in the scripting box:

```
return sq19
```

4. Enter a Score Label. In our example, the first score will be for the **Empathy** question.
5. At the top of the script, expand the **Variables available for scripting are** link.

All of the available variables and values within the survey are listed for you to reference in your script. Since our Empathy question is the first question in the survey, we'll start with referencing sq19 (variable) and all of its possible values (o20, o21, o22, o23, o24).

The screenshot shows a list of variables available for scripting, each with a question ID and its possible values. A tooltip highlights the first question: "Question 1: How would you rate the empathy of the staff at this clinic?". The variables listed are:

- Radiobuttons: sq19 (o20, o21, o22, o23, o24)
- Radiobuttons: sq26 (o27, o28, o29, o30, o31)
- Radiobuttons: sq42 (o43, o44, o45, o46)
- Radiobuttons: sq35 (o36, o37, o38, o39, o40)
- NPS: sq50 (0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10)
- Rating: sq3 (1, 2, 3, 4, 5)
- Radiobuttons: sq119 (o120, o121)

To the right, a preview of the survey questions is shown. Question 1 is a radiobutton question with five options: Excellent, Good, Moderate, Less than expected, and Not at all. Question 2 is a rating question with five options: Excellent, Good, Moderate, Less than expected, and Not at all.

5. Modify the script to the following, where 'a' is the variable assigned to the **Empathy** score:

```
if (sq19.contains('o20')) a=100
else if (sq19.contains('o21')) a=75
else if (sq19.contains('o22')) a=50
else if (sq19.contains('o23')) a=25
else if (sq19.contains('o24')) a=0
else a = null
?
if (a!=null)return Math.round(a/20 * 10)/10
else return null
```

The final score can be a custom scale but defaults to 0-5. The example uses a 0-100 point score for purposes of showing syntax for calculation. This is useful if the questions have 3, 4, or 5 options to choose from, and you need to convert it to common scale.

6. Click **Test**.

Within the Test Computed Question window, randomly selected survey answers/values are generated for you. If there are no errors in the script, the test results should return a score based on the random value chosen. Click Test Again to generate new random values and ensure the score updates accordingly.

Test Result

```
{ "error": null, "result": "2.5" }
```

Test Again

Done

7. Click **Done** to return to the Script page.
8. Click **Add a Score**.
9. Repeat the steps above to create another score for **Communication** using the following script, where **'b'** is the variable assigned to the **Communication** score:

```
if (sq26.contains('o27')) b=100
else if (sq26.contains('o28')) b=75
else if (sq26.contains('o29')) b=50
else if (sq26.contains('o30')) b=25
else if (sq26.contains('o31')) b=0
else b = null
?
if (b!=null)return Math.round(b/20 * 10)/10
else return null
```

10. Click **Add a Score**.
11. Repeat the steps above to create another score for **Staff Superstar**, which averages the **Empathy** and **Communication** scores:

```
if (sq19.contains('o20')) a=100
else if (sq19.contains('o21')) a=75
else if (sq19.contains('o22')) a=50
else if (sq19.contains('o23')) a=25
else if (sq19.contains('o24')) a=0
else a = null
if (sq26.contains('o27')) b=100
else if (sq26.contains('o28')) b=75
else if (sq26.contains('o29')) b=50
else if (sq26.contains('o30')) b=25
else if (sq26.contains('o31')) b=0
else b = null
return ((Math.round((a+b)/20 * 10)/10)/2
```

12. Click **Save**.

The next time someone completes the survey, score information will be included in the results.

13. Return to the **Surveys > All Surveys** tab, and click **Results** under the survey you just modified.

Visit + Total Experien... Active Created Dec 31, 2018

4.1 ★★★★★

NPS 27.8

0 Sent | 54 Clicked | 18 Completed

[Results](#) [Preview](#)

14. Click the **Scores** tab.

All Surveys > Visit + Total Experience > Default View ▾

[Summary](#) [Scores](#) [Details](#)

Locations are ranked according to the scores:



