

## General Problems with Online Survey Data (= SPSS File)

### File Not Properly Imported

- Symptom: the first row of the data is empty or not valid variable value
- Cause: the original csv file was not edited with the top two rows deleted, and/or the field names of the csv were not defined as variable names when imported
- Solution: edit the csv file (if not done before) and import it into SPSS again by ensuring the field names as variable names

### Variable Name vs. Variable Label

- Symptom: (some of) variable names are too long to display properly
- Cause: my3q provides question wording instead of variable name in the csv file
- Solution: rename variable names as Q1, Q2, ... and copy and paste question wording into "**Variable Label**"

### Variable Value vs. Value Label

- Symptom: variables contain string (i.e., text) values instead of numeric values, which becomes a problem if you want to compute numeric values from them
- Cause: my3q provide string values instead of numeric values in the csv file
- Solution: recode string values into numeric values (1, 2, ...) if necessary

### Missing Values

- Symptom: invalid answers (e.g., I don't know; I have no opinion; it's hard to say, etc.) remain valid in the analysis
- Cause: no missing values are declared yet
- Solution: define all invalid answers as missing values

### Invalid Cases

- Symptom:
  - Break-off respondents (who answered less than 50% of the questions)
  - Duplicated respondents (who answered two or more questionnaires, in fact, some answered more than 40 times!)
- Cause: unwilling to cooperate; Internet connection problems; or simply cheating
- Solution: identify and delete break-off cases and duplicated IP address cases