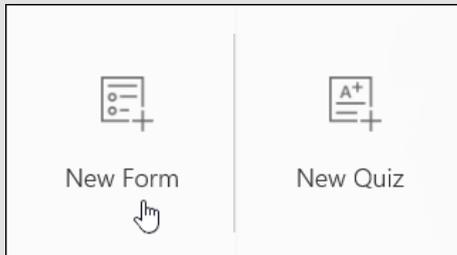


## How to use Microsoft Forms

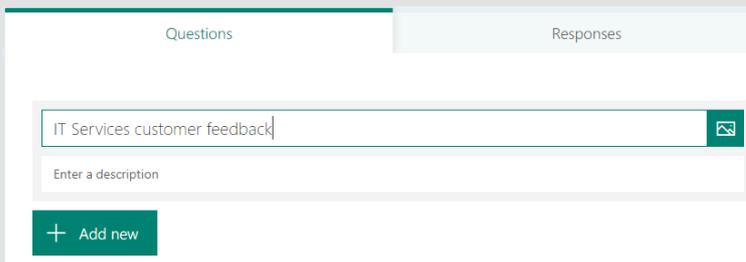
Microsoft forms is a free app available with Office 365, handy for surveys, quizzes, and polls—and for viewing and exporting that data easily.

To access and to create a new form or quiz in office 365, look for the logo displayed (right) and click on its icon. In this example we are going to make a new Form, so we select “new form.”

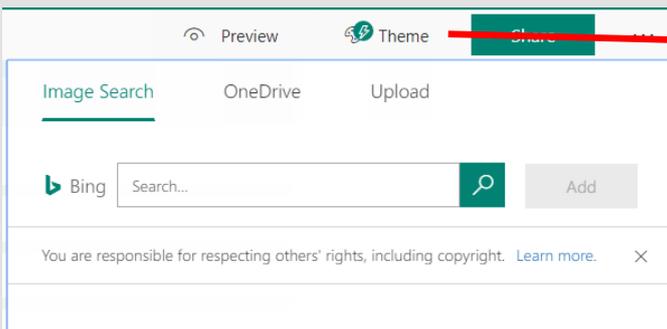


We will then need to give our form a name, then we can begin to create questions for the forms users to fill out.

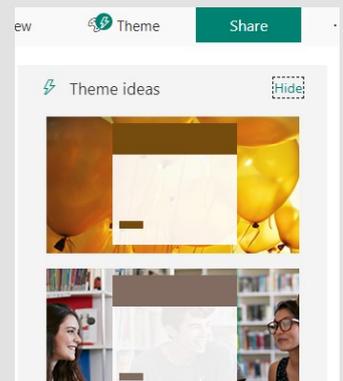
In the example, you can also see a responses tab, this is where completed form answers will appear for us later.



Here you can add a picture that will appear next to your forms name, such as a company logo

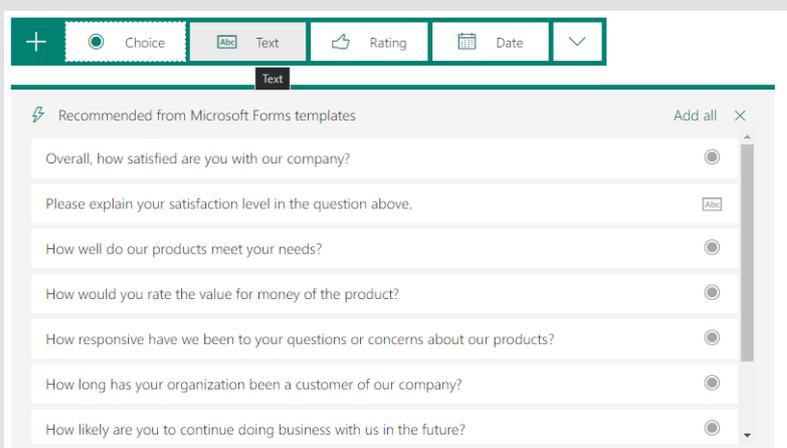


Here you can choose a theme, to give your form a splash of colour.



Now by pressing the + icon you can choose to add a new field to your form, such as a multiple choice, simple text answer to a question, a rating or a date for scheduling. Microsoft also have templates available as shown below. These are useful if you need to make a commonly used form quickly, using simple, generic questions.

In our example, we will be using the rating option, for a customer satisfaction form. So we have selecting **Rating**



As you can see, it has now produced the first question for our form as a rating, where we can select the ratings size, and if it's a star or simple number.

The screenshot shows a form editor interface with two tabs: "Questions" and "Responses". The "Questions" tab is active, displaying a question titled "1. How happy were you with your agents response time". Below the question is a five-star rating scale. The configuration options for the question are visible: "Levels" is set to 5, "Symbol" is set to Star, and a "Required" toggle is turned on. A red box highlights the "Required" toggle. A red arrow points to the "Required" toggle, and another red arrow points to the "Add new" button.

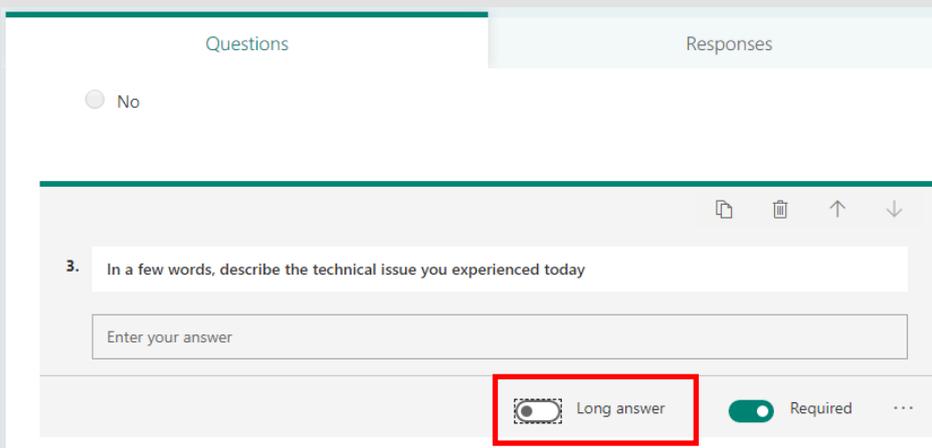
Here you can **change the order** with the up and down arrows, **delete**, or **duplicate the question** for future use in the form

Here you can force the question to be required or optional

Pressing the **+** icon again will produce another question option, in this example we are using the **choice** where you can add **single choice** or **multiple choice** answers, using the slider marked in red. We are making a simple yes or no answer, so we will not turn on the multiple answers option.

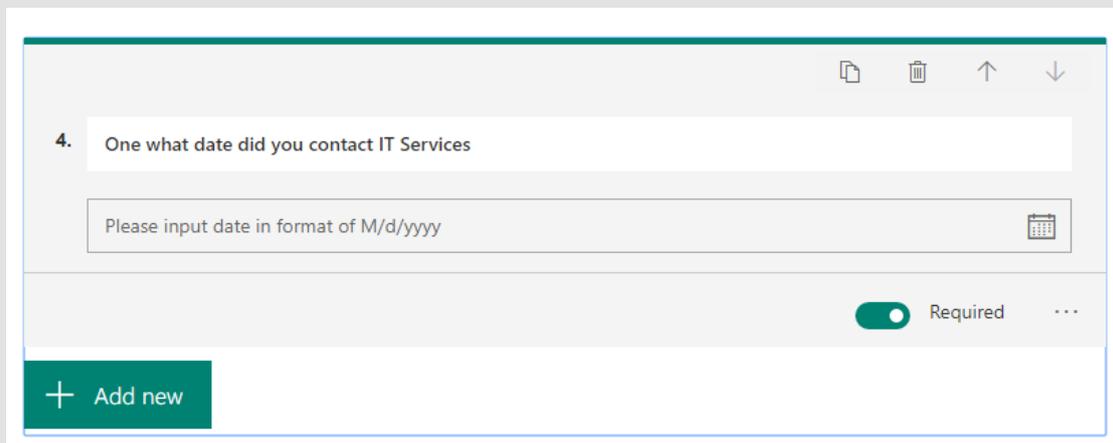
The screenshot shows a form editor interface with two tabs: "Questions" and "Responses". The "Questions" tab is active, displaying a question titled "2. Were you happy with the end result". Below the question are suggested options: "Add all", "No", and "Maybe". There are two radio button options: "Yes" and "Option 2". A red box highlights the "Multiple answers" toggle, which is turned off. The "Required" toggle is turned on. A red arrow points to the "Multiple answers" toggle.

In our third question, we have used the **Text** option, here in this example we have written out a question, and the final form will have a text box that requires a written answer by the user, you can also use the slider labelled **long answer** to allow a longer answer to the question.



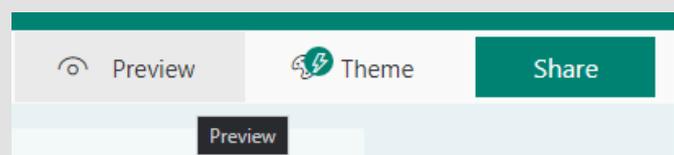
The screenshot shows a form editor interface with two tabs: 'Questions' and 'Responses'. Under the 'Questions' tab, there is a question labeled '3.' with the text 'In a few words, describe the technical issue you experienced today'. Below the question is a text input field with the placeholder 'Enter your answer'. At the bottom of the question card, there is a 'Long answer' toggle switch, which is highlighted with a red box, and a 'Required' toggle switch which is turned on.

In this final example, we have selected the **Date** option, where you can ask a question and the user may give a calendar date option to the question.



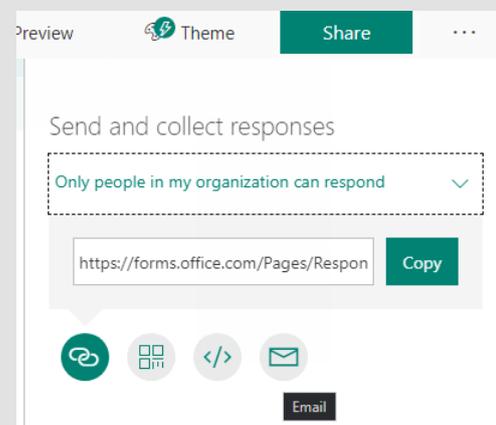
The screenshot shows a form editor interface with a question labeled '4.' with the text 'One what date did you contact IT Services'. Below the question is a date input field with the placeholder 'Please input date in format of M/d/yyyy' and a calendar icon. At the bottom of the question card, there is a 'Required' toggle switch which is turned on. A green button with a plus sign and the text 'Add new' is visible at the bottom left of the editor.

Once you have finished adding various questions to your form, you can go to the top of the page, and either **Preview** or **Share** the page, the preview will show you a version that other users would see if they were sent your form, this gives you a chance to double check it is all correct and it is how you want the form. This is just a preview, so it can be changed back at any time. Always check your form here before sharing it, so you know its right.



The screenshot shows the top navigation bar of the form editor. It contains three buttons: 'Preview' (with a magnifying glass icon), 'Theme' (with a paint palette icon), and 'Share' (with a share icon). The 'Preview' button is highlighted with a dark background.

Once you are happy with your form, you can select **Share** this menu (right) will open, where you can either get a shareable link to the form, or you can choose to send it via email, to a large ground of users at once.



The screenshot shows the 'Share' menu in the form editor. It has a title 'Send and collect responses' and a dropdown menu set to 'Only people in my organization can respond'. Below this is a text input field containing the URL 'https://forms.office.com/Pages/Respon' and a 'Copy' button. At the bottom, there are icons for sharing (link, grid, code, email) and an 'Email' button.

Upon hitting the **Responses** tab, a page similar to this will open, with various options about your form and its progress.

Features of this page include:

Seeing how many responses you have and the average completion time.

You can also download this data to a **Microsoft Excel spreadsheet** for record keeping. Every time you press this, you will get an excel spreadsheet open with the **latest data**.

**Number of responses** and **average ratings**.

Pie charts for the answers of your **multiple choice questions**.

Quoted text from **text questions**

Dates from your **Date questions**.

Questions | Responses **2**

### IT Services customer feedback

**2** Responses | **00:20** Average time to complete | **Active** Status

[View results](#) | [Open in Excel](#)

1. How happy were you with your agents response time  
[More Details](#)  
**2** Responses | **4.50** Average Rating

2. Were you happy with the end result  
[More Details](#)  
**2** Yes | **0** No

3. In a few words, describe the technical issue you experienced today  
[More Details](#)  
**2** Responses | Latest Responses  
"Computer was broken, needed IT to come out and fix it"  
"Student password reset"

4. One what date did you contact IT Services  
[More Details](#)  
**2** Responses | Latest Responses  
"3/18/2020"  
"3/18/2020"

Here is an example of the stored form data after pressing the **open in excel** button, it has the latest form data and can be saved locally.

ID	Start time	Completion time	Email	Name	How happy were you with your agents response time	Were you happy with the end result	In a few words, describe the technical issue you experienced today	One what date did you contact IT Services
1	3/18/20 16:34:08	3/18/20 16:34:23	Niall.Deacon@highbury.ac.uk	Niall Deacon	5	Yes	Student password reset	3/18/2020
2	3/18/20 16:34:24	3/18/20 16:34:49	Niall.Deacon@highbury.ac.uk	Niall Deacon	4	Yes	Computer was broken, needed IT to come out and fix it	3/18/2020