

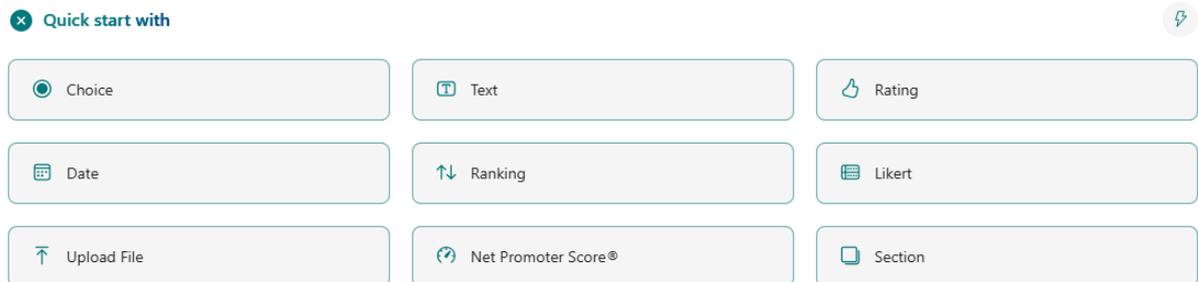


Creating a Microsoft 365 Form

1. Open your Forms application

(When you are logged in to your Office 365 account, click on the grid of 9 squares at the top left of your screen and look for the Forms logo)

2. Choose to create a **New Form** and give your Form a title: Microsoft 365 Forms Practice
3. Now under the **Quick start with** option and you'll see a range of question types



4. First select the **Choice** option and add the question “What is your preferred contact method” Landline phone call, Mobile phone call, Mobile text message, Whatsapp message, Email. Select the **Add “Other” option**. Now slide across the **Required** ‘toggle’ to make this form question require a response before the respondent can move on to the next question. Leave the **Multiple answers** toggle unselected, so this question can only have one option selected.

5.  **Add new question**  Now click the cross next to the **Add new question**.

6. Select the **Rating** question type. Add the question “How would you rate your initial contact with our organisation”. Leave the **Levels** as a 5-point scale (the default setting) and leave the **Symbol** as **Star** (but have a look through the other options) Make this a **Required** question.

7. For question 3, choose the **Text** option and add “Please provide further details.” Make this a **Long answer** (slide the **Long answer** ‘toggle’ to the right and make this an optional question (slide off the **Required** ‘toggle’ if it is selected).

8. Now select the **Likert scale** type. Add the question “Please indicate the extent to which you agree or disagree with the following statements.” Now add the scale options Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree. Add the 2 statements: “I feel connected to my local community” and “I have a positive outlook for the next 6 months”. Make this a **Required** option.

- Now add another **Choice** question type for the question ... “Would you like us to follow up with you in 6 weeks’ time?” with answer options as Yes and No (Note that when you type in the question, some suggested answer options become available underneath) Make this question require a response, by selecting the **Required** toggle.
- Add a final **Text** question “Please let us know the best time to contact you”.
- Now click back into the previous **Choice** question and click on the 3 dots next to **Required** at the bottom right-hand side and select **Add branching**. Against the **Yes** option - select **Next**. Against the **No** option - select **End of form**. Now click the **Back** option (at the top left) to exit the ‘Branching’ manager and return to your form.
- Have a look at the **Style** options available and **Preview** your form to see what it will look like to respondents on a desktop computer or mobile phone. See these various menus in the top right corner of your form.



- Then either click on **Settings** (if displayed as above) or click on the three dots at the top-right of your form to find your **Settings**. Select **Anyone can respond** if it is showing that only people in your organisation can respond (this may be turned on by default). Scroll down and also select **Get email notification of each response**. Then close the Settings menu.
- Select **Collect Responses** and make sure **Anyone can respond** is selected. Click on **Copy link** (you can also check the box to **Shorten URL** first to make the pathway easier to use)
- Open another browser window, paste the link in and answer your survey to test it.
- Go back to Forms and check the **View responses** tab to see your answers in chart formats.
- Now to the right of the **Responses Overview**, under **Insights and actions** click on **Open results in Excel** to see your response as a row in a spreadsheet.

