



 **Unit 4: Forms**

**Project 4.1**

Customer Satisfaction Survey 118

**Project 4.2**

Cyber Safety Quiz 121

**Project 4.3**

Smoothie Contest Voting Ballot 124

# Unit 4: Forms



## Unit 4: Forms

# Project 4.1 Customer Satisfaction Survey

### Project Description

To improve customer satisfaction, **Adrenaline Sports** would like to gather feedback from its customers. The Customer Service Manager has drafted several questions to be used in a survey that customers can take online. The responses from the survey will be used to improve the in-store experience for Adrenaline Sports' customers.








### Your Job

As the Google Forms Specialist, you will create a **customer satisfaction survey**. The form will contain seven multiple choice questions. The form will also have an area for customers to leave comments, as well as their contact information. The responses submitted to the survey will be automatically collected in a spreadsheet.


**Skills:** Add a form description • Add multiple question types • Add hint text • Choose a theme • View a live form  
Accept responses • View responses • Format responses spreadsheet • Share responses • Send a form

### Instructions


1. Open the Adrenaline Sports folder and create a new Google Form. 
2. Unless otherwise instructed, rename the form Project 4.1 Customer Satisfaction Form.
3. As you complete this project, refer to Figure 4.1 for the content to include on the form. 
4. In the Title field, key the text as shown. 
5. In the Form Description field, key the text as shown. 

6. For **Question 1**, create a Multiple choice question and key the text as shown. 


---

7. For **Questions 2-6**, continue to add Multiple choice questions and key the text as shown. 

---

8. For **Question 7**, create a Paragraph text question and key the text and Hint text as shown. 

---

9. For **Questions 8-9**, create Short answer questions and key the text as shown. 

---

10. Carefully proofread your work for accuracy and format.

---

11. Change the theme to enhance the look of the form.


---

12. Preview the live form, then return to the Edit screen.

---

13. Verify that the form is "Accepting Responses."

---

14. View the Responses in a spreadsheet, and in row 1 of the Responses spreadsheet, use the Wrap text feature. 

---

15. Share the Responses spreadsheet if required by your instructor.

---

16. Send the form if required by your instructor.

Figure 4.1

**A** **Adrenaline Sports Customer Satisfaction Survey**

**B** Adrenaline Sports aims to provide quality customer service to every customer who visits our store. Please fill out our survey so that we can continue to provide the top-notch customer service you deserve.

**C** 1. Were you greeted by an employee upon entering the store?

- Yes
- No

**D** 2. Did an employee offer to assist you in finding a product?

- Yes
- No

3. How would you rate the cleanliness of the store?

- Excellent
- Good
- Fair
- Poor
- Very poor

4. How would you rate your check-out experience?

- Excellent
- Good
- Fair
- Poor
- Very poor

5. How would you rate your overall in-store experience?

- Excellent
- Good
- Fair
- Poor
- Very poor

6. Would you recommend Adrenaline Sports to others you know?

- Yes
- No
- Not sure

**E** 7. **Comments**

Your feedback matters! In the box below, include additional comments regarding your recent in-store experience.

**F** 8. **Name (optional)**

9. **Email Address or Contact Number (optional)**

## Unit 4: Forms



# Project 4.2 Cyber Safety Quiz

### Project Description

**B4 U Click** offers teachers resources for instructing students about staying safe on the Internet. They would like to create an online quiz that teachers can use to test their students' understanding at the end of the Cyber Safety Unit. Because they only plan to provide teachers with an online quiz, a spreadsheet containing responses to the quiz will not be necessary.





### Your Job

As the Google Forms Specialist, you will create an online **cyber safety quiz** for students who have completed a unit about cyber safety. The quiz will have two pages, and the students will be required to answer each question. The Education Director at B4 U Click has provided the quiz content for you. Once you have created the quiz, B4 U Click will post it on their website.

**Skills:** Use form settings • Add a form description • Add multiple question types • Require a response • Add help text • Insert a page break • Edit confirmation page • Choose a theme • View a live form • Send a form

### Instructions

1. Open the B4 U Click folder and create a new Google Form. 
2. Unless otherwise instructed, rename the form Project 4.2 Cyber Safety Quiz.
3. As you complete this project, refer to Figure 4.2 for the content to include on the form. 
4. In the Form Settings, select the following options:
  - Can submit only 1 response (requires login)
  - Show progress bar

5. In the Title field, key the text as shown.

A

6. In the Form Description field, key the text as shown.

B

7. Use the “Required question” feature for **all** questions on this form.

8. For **Questions 1-3**, create Multiple choice questions and key the text as shown.

C

9. Add a section.

10. In the Section 2 Title field, key the text as shown.

D

11. In the Description field, key the text as shown.

E

12. For **Questions 4-5**, create Paragraph text questions and key the text as shown.

F

13. In the Confirmation page field, key the following message for respondents:

Your quiz answers have been submitted to your instructor.

14. Carefully proofread your work for accuracy and format.

15. Change the theme to enhance the look of the form.

16. Preview the live form.



17. Send the form if required by your instructor.

Figure 4.2

## A Cyber Safety Quiz Part 1

B Answer each question below.

- C
1. What would you do if someone asked for the password to your email account?
    - Ask why he or she wants your password.
    - Give out your password.
    - Refuse to share your password.
  2. When is it okay to meet someone in person whom you've only met online?
    - It's safe, but only if you meet in a public place.
    - It's okay as long as you've known the person for at least six months.
    - It's never okay, unless a parent or guardian gives you permission.
  3. What would you do if you received a hurtful message online?
    - Tell a parent or trusted adult.
    - Ignore it.
    - Send a rude message back.

## D Cyber Safety Quiz Part 2

E Read each situation below. Determine if they are examples of using the Internet safely and explain your answer.

F Jacob gets a message from his email provider stating that his account isn't working properly and needs to be fixed. The message asks for his password. Jacob provides it because he's worried he may not be able to access his email if his account isn't fixed.

4. Is this safe Internet use? Why or why not?

Matt meets a new friend in a gaming chat room online. The friend lives in a nearby town. The friend wants to get together so they can exchange ideas on how to beat their favorite game, but Matt isn't sure if he should go.

5. Is this safe Internet use? Why or why not?



## Unit 4: Forms



# Project 4.3 Smoothie Contest Voting Ballot

## Project Description

**Healthy Hut** received 20 entries for its annual smoothie recipe contest. The owners have narrowed the field down to the eight recipes they predict will be the most popular during the summer season. Healthy Hut is excited to announce that they will feature an online voting ballot to offer customers the final decision of which recipe will be chosen.







## Your Job

As the Google Forms Specialist, you will create an online **smoothie contest voting ballot** for Healthy Hut's smoothie recipe contest. You will submit responses to the form to confirm that votes are ready to be collected before the voting ballot is officially posted online.

**Skills:** Add a form description • Add hint text • Edit confirmation page • Change color palette • View a live form  
Accept responses • Submit responses to a form • View a summary of responses • Share responses • Send a form

## Instructions

1. Open the Healthy Hut folder and create a new Google Form. 
2. Unless otherwise instructed, rename the form Project 4.3 Smoothie Contest Voting Ballot.
3. As you complete this project, refer to Figure 4.3 for the content to include on the form. 
4. In the Title field, key the text as shown. 
5. In the Form Description field, key the text as shown. 

6. Create Multiple choice questions and key the text and Hint text as shown.



7. In the Confirmation page field, key the following message for respondents: *Thanks for voting! The featured flavor will be announced on June 1st.*

8. Carefully proofread your work for accuracy and format.

9. Change the Color Palette to enhance the look of the form.

10. Preview the live form.



11. To confirm the ballot will accurately collect votes, vote and submit the form five times.

12. View a summary of the responses.



13. Share a Responses spreadsheet if required by your instructor.

14. Send the form if required by your instructor.

Figure 4.3

**A** **Healthy Hut's Smoothie Recipe Contest**

**B** The recipes have been narrowed down to eight flavorful combinations and it's up to you to decide which one will be featured on our Summer Fresh Menu. Vote for as many recipes as you like, then click 'Submit' at the bottom of the ballot.

**C**

**Blueberry Paradise**  
Blueberries, strawberries & pomegranate  
 Vote

**Peach Party**  
Peaches, strawberries & banana  
 Vote

**Mango Sunshine**  
Mango, banana, orange juice & kiwi  
 Vote

**Lime Time Tea**  
Strawberries, orange juice, lime & green tea  
 Vote

**Rockin' Raspberry**  
Raspberries, banana & pineapple  
 Vote

**Goji Power**  
Goji, peaches, orange & banana  
 Vote

**Avocado Splash**  
Avocado, pineapple, spinach, coconut & lime  
 Vote

**Pineapple Crush**  
Pineapple, coconut milk & almonds  
 Vote