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# Making the form

## Who to ask

There two major groups of people, the technical and non-technical. The former have a minimal or high amount of experience with computers; the non-technical do not however have any technical knowledge on how to build software or computer systems. The technical groups do have knowledge on how to build and design software. Determine who falls under which group could be asked on the person to person-to-person basis with a simple “yes or no” question; the better way would be to go over each response and mark based on their career or education to then group them.

## How to write a good questionnaire

Points on how to write a good questionnaire, in bullet points.

* Do not include pointless questions, such as “do you like butter on you toast?”
* Keep the questions short and sweet
* Keep the language easy to understand
* Avoid jargon
* Have the questions in order
* Keep any sensitive or protected information and data safe and handled with care
* Avoid phrasing questions and things in the negative
* Avoid questions with social bias
* Test and read your questions to make sure they are natural and easy
* Use closed questions, questions with pre-defined answers
* Avoid a middle ground, people tend towards the middle option or number 7 of 10
* Open questions take longer and more difficult for users to answer, so use sparingly

## Where to write the questionnaire

There are a handful of free places to host an online questionnaire. The notable 2 are Google’s forms and Microsoft’s forms; with previous experience with Microsoft’s software for a lot of people the later of the two is the almost obvious choice. Microsoft forms allow for branching, where in a paper form you might ask the participant yes or no then skip to question X, in Forms you can simply not ask the participant the question to begin with.

## What questions to include

* An email and name, to identify the individual
* Their current employment or education, to group them into technical and non-technical
* Quality of the site
* Usability of features on the site
* Robustness of the site
* Rating of styles and colours on the site
* An overview of the form to see how accurate the results would be

## The form