

Design Activity: Simple Feedback Form

➤ The problem statement

Developers, designers, end users, and other stakeholders of free, libre, and open-source software (FLOSS) can sometimes have problems in communicating with each other on how to develop and design their software. Since everyone has their own roles and expertise, a tool which enables them to collaborate with each other that takes into consideration everyone's concerns will be very helpful.

A simple feedback form, which takes the input of the stakeholders, will be designed for everyone to communicate their suggestions and concerns about the software.

➤ Key features

- Doesn't require an account to use, but doesn't support anonymity.
- Simple, easy to fill-in form; all but the two text box forms are mandatory.
- Has several sections for giving out specific information, optionally along with some templates for giving some end users direction and/or motivation.
- Doesn't expose too many extraneous forms; only the bare minimum needed to get information across.
- Backend lets developers and anyone else directly involved with a project read such feedback in a more accessible and consistent fashion.
- Recommended as a secondary method as an alternative to submitting bug reports, pull/merge requests, or on forums, for when creating accounts is not desired or the other methods cannot be easily understood.
- Burden of any work is shifted to developers and anyone else directly involved; end users hardly have to do any work. No guarantees can be made that any feedback can be acted on, but at least it will be likely read and be responded back to.

➤ Why decisions were made

- Make it easier for anyone, regardless of technical knowledge literacy, to express any feedback (assuming no trolling or spam is going on; CAPTCHA implementation may be needed). Basically reduce barriers for tech-illiterate people to participate in open-source development.

➤ How the tool will benefit the users

The tool will allow all stakeholders to voice their suggestions and concerns regarding their FLOSS project. For example:

- Developers can specify which features can and cannot be done due to constraints and restrictions.
- Designers can get feedback on their proposed UI designs using this form.
- End users can use the form to request/suggest additional features to the software, or raise concerns regarding the existing software.

➤ Visual and external materials (i.e., sketches, mockups, prototypes, important links, etc.)

External links:

[Feedback Form Best Practices: 7 Tips](#)

[Feedback form examples, templates, and how to write your own](#)

HTML code of simple feedback form:

<http://45.21.218.32:9092/owncloud/index.php/s/WveTp8Nf4kswuK8/download>

Simple Feedback Form

Name

Role

Scenario

Scenario title

Explain in more detail

Solutions (if any)

Your preferred point of contact