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Section A: Signing in to the Google Account

To log into the Google account created for Habitat family services:

1. Internet search “Google Drive.” Or simply search in your web browser: “drive.google.com”

![Google Drive Search Screenshot]

2. Once clicked on, you should automatically be directed to the Google Drive homepage. Your screen should look like this below:

![Google Drive Homepage Screenshot]

3. Left-click on the blue button *Go to Google Drive* that is circled in red below.

![Go to Google Drive Button Screenshot]
4. You will then be directed to the sign in screen for the google account. Sign into the Google account in order to access Google Drive and the surveys. The sign in screen is shown below.
5. If you are not in Google Drive after having signed in, click on the Google Apps symbol found in the top right corner of your screen.

6. Left-click on the Google Drive symbol to go to the Drive where all the surveys can be found.
Section B: Opening a Google Form

Once signed in you will be directed to *My Drive*. This is where you will find each survey and its corresponding spreadsheets containing the responses collected from the surveys, respectively.

1. To access a survey, find it within the Google Drive. This specific survey title reads *Habitat for Humanity Foundations Survey*. Double left-click on the Google Form box that is the survey. It is boxed and arrowed below.

2. Once double clicking on the survey link, the survey will open and you will automatically be directed to it. You will know you opened the right Foundations survey if the link that opens looks like this:

   ![Survey Link](image)

   This is what a survey looks like after opening the file. The title reads *Habitat for Humanity Foundations Survey*
Section C: How to Create and Edit Questions:

We will begin in the Questions tab. This tab is where you will have access to make additions, deletions, or edits to the Form. This is the tab where the construction of a Google Form takes place.

1. When you open the survey, it will automatically bring you to the beginning of the survey. The survey is broken down into Sections. As shown below, Section 1 of 9 is the Title and Description.
2. **To edit the title:** select the title by left clicking on it. It can be edited just like any other text. Once clicked on, you can change it if need be and retype it.

![Image of a form with a title](image)

3. **To edit the description:** This is the same process as editing the title. With your cursor, select the body of text underneath the title. You can then replace it with any text, or remove it.

![Image of a form with a description](image)

*Note: The form automatically selects the whole text -- do not worry. Treat it as any text you would see in Microsoft Word, and just left click again to place your text cursor to start typing.*
4. To edit questions, simply begin by clicking on an already existing question.

After clicking on a question your screen will look like this:
5. On the right side of the questions tab there is a **toolbar** that will follow you up and down the survey. It is pictured below:

![Toolbar Picture](image)

6. Left-click on the “Plus” button (+) on the top right of the scrolling toolbar to add a question.

![Add Question Button](image)

7. After clicking on **Add Question**, a brand new blank question template will be created. This is the start of a new question:

![Blank Question Template](image)
8. When clicking *Add Question*, the question box will stand out. Type what you want the question to be in the title section of the question box shown below:
Section D: Question Types

There are different question types to choose from found on the dropdown on the right side of a question. See below:

Section D.1: Making Multiple Choice Questions

The following section is a continuation of the section above, but delves into multiple choice question making. First see Section C: How to Create and Edit Questions Steps 5-8 for how to make your new question if not done so already.

1. For making multiple choice questions, first click the dropdown box on the right of a question:
2. Select *Multiple Choice* to select it as your question type:

3. Once **multiple choice** is selected, you will have the option to create the answers for a given question. Your question should now look like this:
4. Click on **Option 1**. You now can edit what the first multiple choice answer will say.

5. Let’s have our first multiple choice option be “Yes” like we are creating a “yes or no” multiple choice question. To make another multiple choice option, click **Add option**.
6. You can add as many multiple choice options you desire.

7. If an “Other” option is needed for your question, simply click on **ADD “OTHER.”** This gives respondents the chance to give an answer that is not listed (this is not required).

Click on Add Other to add a respondent fill in option.

The "Other" option.
Section D.2: Making Paragraph (open-ended) Questions:

First see Section C: How to Create and Edit Questions Steps 5-8 for how to make your new question if not done so already.

1. The first step in making an open-ended response question is clicking the dropdown box located on the right hand side of the question as shown below:

2. Select Paragraph as your question type.
3. Once **Paragraph** is selected, the question will have a line designated for long answer text from respondents. It will read: “Long answer text” as shown below:
Section D.3: Making Multiple Choice Grid (Likert Scale) Questions:

You will notice when selecting questions there is an option to make a linear scale question. For the purpose of optimizing survey data visuals and respondent understandability, all likert scale questions were created using the *Multiple Choice Grid* question option. This way, we were able to generate a horizontal likert scale. Follow the steps below to create likert scale questions.

Refer to Section C: How to Create and Edit Questions Steps 5-8 for how to make your new question if not done so already.

1. For creating horizontal likert scale questions, click the dropdown box located on the right side of a question:
2. Select **Multiple Choice Grid**:

3. Once **Multiple Choice Grid** is selected, you will be given options for Rows and Columns:
4. To make the likert scale question, there needs to be only 1 Row, and 6 Columns. First click on Row 1 to select it.

5. Likert Scale questions are asking respondents if they disagree, agree, are neutral, etc… So for Row 1 we recommend typing: “Do you…”

6. For the Columns, select Column 1 and type Strongly Disagree as the first option:
6. Continue to add columns label them, from top to bottom, **Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree**, and N/A. The likert scale question should look like the one picture below:
7. Below you can see what a likert scale question looks like to respondents:
Section E: How to Delete Questions:

Deleting questions is a simple, 2 step process.

1. Select the question you want deleted by left clicking on it:

2. Left click the trash can symbol on the bottom of the question to delete it.
3. If you deleted a question by accident, there will be a prompt that pops up on the bottom left of your screen that allows you to undo and get the question back. The prompt that pops up is shown below:
Section F: Conditional Formatting

Google Forms offers the ability to direct respondents to different parts of a Form depending on their answer for a given question. By including conditional formatted questions, respondents are directed to specific sections of the survey depending on their answers.

One instance of this is in the Foundations Survey. The first question asks respondents when they moved into their home. If respondents choose “Within the last 3 years” they continue on to the next sections, Application & Homebuilding Experience and Habitat’s Support System. If respondents do not choose “Within the last 3 years” they are directed past both the Application & Homebuilding Experience and Habitat’s Support System sections, and sent straight to the Family and Education section. This can also be seen in question 17 of the Foundation Survey. If respondents have furthered their education they are directed to a question that asks to what degree have they furthered their education. If they have not furthered their education, they continue to the Quality of Life Section. Ahead gives instructions to understand and create conditionally formatted questions.

1. Refer to Section C: How to Create and Edit Questions Steps 5-8 for how to make your new question if not done so already. Once you have created the question you want to conditionally format, left click on it to select it.

   *Note*: These conditional formatting works best with Multiple Choice questions

2. Once selected, click on the Extras symbol found in the bottom right corner of the question. A pop-up will appear with the option to Go to section based on answer.
3. Click on **Go to section based on answer**. Your question will now have text by each multiple choice option that reads: “Continue to next section” as shown below:

4. Click on the dropdown arrows on the right hand side to select respondent destinations based on their answers:

5. Once completed, respondents will now be directed to a section specified based on their answers.
Section G: Adding Whole Sections to a Survey

You will notice surveys in Google Forms can be broken into sections. For instance, the Foundations Survey is broken into 9 sections, with sections asking about family life, finances and employment, and Habitat’s support system, just to name a few. To create new section in a Google Form, follow these steps:

1. On the right hand toolbar click on the bottom symbol. The symbol is two horizontal bars below what looks to be a play button.

2. Select the “add section” symbol shown below. Creating a new section while having a question selected takes all questions below and moves them to the new section. The following pictures show this process:
3. To make a brand new empty section, scroll to the bottom of an already existing section. Select the very last question of that section, and then click on the “add section” symbol to create a blank new section. This will not alter the sections of any questions within the Form. The following pictures show this process:
A brand new empty untitled section is created.
Section H: Moving Sections and Formatting the Google Form:

Google Forms allows you to rearrange the order of sections. You can also format questions to your liking. A properly formatted survey will look and feel better to respondents taking the survey.

1. At the top of any section there is an Extras symbol. The symbol is distinguished by its three vertical dots. It is located on the top right hand corner of each section as shown below:

2. After clicking on the Extras symbol, a pop up appears giving different options to edit the section, such as Deleting a Section and Moving Section. For purposes of formatting, click on Move Section.

You will now see this:
This is the popup after clicking on **Move Section**, in the Foundations Survey.

3. From this screen, use the arrows to move sections before or after others. Also, you can drag a section by clicking and dragging the six dot symbol on the left of each section:
Section I: How to Move Questions within a Section

The following steps describe how to move questions if need be in a section of the survey.

1. Select a question. Left click on the symbol located on the top of a question. Click and drag to move the question up or down in the Form.

Note: Your cursor will change to this one shown above when dragging the question.
Section J: Adding Images to a Google Form

The following steps address adding photos or images to a survey in Google Forms, such as the ReStore Discount Coupon found at the conclusion of the Foundations and Post Mortgage surveys.

*You must already have your image saved to your computer before fulfilling this*

1. Refer back to Section G: Adding Whole Sections to the Survey for instructions on how to create a section. For adding the ReStore Coupon you first have to create a new section at the very bottom of the survey. The title of the final section that houses the ReStore Coupon should read ReStore Discount Coupon. Refer to the picture below for how the title and description should look like:
2. Now, look to the right hand side toolbar. The icon that is square shaped with two mountain peaks is the **Add Image** icon. Left-click on the **Add Image** icon. Make sure to have your photo (in this case, the ReStore Discount Coupon) already saved on your computer.

3. Once left-clicking on **Add Image**, you will automatically be directed to the screen below.
4. Left-click on **Choose an image to upload** and your file explorer will open. In file explorer, select the your image and click on **Open** to insert it into the survey.

5. Your image (the ReStore coupon) will now be inserted into the section. You can then add the title of your image. For the ReStore coupon the title above the image should read **ReStore Discount Coupon**.
This is the final page of the Foundations Survey and is what respondents see before they submit their responses.
Section K: Navigating Google From Survey Responses

You will notice two tabs at the top of a Google Form survey: One that is labeled Questions and the other labeled Responses. When first opening a Google Form you will automatically be on the Questions tab. The grey box next to the Responses tab is the number of responses the survey has gotten. By left-clicking on the Responses tab, you will be able to observe respondent responses to your survey (assuming the Form has been distributed and answered). This section will delve further into navigation of the Responses tab, and analysis of survey responses.

1. By clicking on the Responses tab, you will be able view responses to the Google Form.

2. Now that you are in the Response tab, let us begin with the top left of this page. On the top left you will first see how many responses were recorded.
3. Below the number of responses, you will also have the option to view a **summary** of all responses pooled together, or just each **individual** response.

![Summary tab gives an overview summary of all responses](image)

In the following subsections, you will find out how to navigate through **summary** responses and **individual**, respectively.
Section K.1: Summary Responses

When in this tab, the data is sorted by each question. Google Forms automatically generates charts, graphs, and visually pleasing displays of summary responses. Here you will find responses organized by each question in the Form. Each question will then show you the corresponding responses from all who answered.

1. While in the Responses tab, click the summary tab:

As you scroll this page, you will see the different kinds of responses:

2. Multiple Choice Grid (Likert Scale) questions will look like this:

You can hover the cursor over each color, and this will tell you how many respondents answered that choice, respectively.
3. Open Response answers will look like this:

![Image of Open Response example]

If the responses are long, you will be able to scroll through them.

4. “Checkbox Grid” responses are easier to view in Google Sheets, but can also be viewed in Google Forms. It will look like this:

![Image of Checkbox Grid example]

You will be able to scroll horizontally to see different responses, if necessary.
Section K.2: Individual Responses

Where the summary tab organizes all responses by each question, the individual tab will organize responses to each question by each individual respondent.

1. While in the Responses tab, click on the individual tab:

2. Under the Individual tab you will be able to click through each completed survey by using the arrows shown below:

3. Reviewing responses in the individual tab is simple. Just scroll down the page, and it reads as if you were taking the survey.
Section L: Toggling Surveys to Accept Responses or Not Accept Responses

1. On the top right of the Responses tab you will notice an icon next to text reading: “Accepting responses.”

2. By clicking on the circle shape next to the text, you can toggle the survey to stop accepting responses. This means that if someone opens the survey, they will no longer be able to take it.
If toggled, the text will then read: “Not accepting responses.”

Respondents attempting to access the survey after it is no longer accepting responses will, by default, receive this message: “This form is no longer accepting responses.”
If desired, this message can be changed by clicking and typing your own unique message.
Section M: The Extras Symbol and Printing Responses

The final clickable in the Google Form survey is the 3 dotted **Extras** symbol. This symbol can be located at the top of the Google Form page.

1. By clicking on the **Extras** symbol, a drop down with various actions appears. The possible actions are shown below.
Section N: Exporting Results to Google Sheets

Google Forms also offers the ability to export responses into Google Sheets. Google Sheets is a data organizing platform that is very similar to Microsoft Excel. You will be able to edit, add, and analyze this Google Sheet as you please.

To export the response data, scroll to the top of the Google Form page while in the Responses tab.

1. In the top right corner, you will find a square green icon. Clicking this tab exports the survey results to Google Sheets. It is highlighted below:

   ![Image of a green icon highlighting the export function in Google Forms]

2. By clicking on the square green icon, you will be directed to Google Sheets. Automatically, the Form responses will be stored into the Google Sheet. Each column is organized by question, and each row is organized by respondent. The sheet is shown below:
3. Once responses are exported to Google Sheets, you will be able to access this sheet from your Google Drive, just like you would access the Google Form.
Section O: Navigating and Understanding a Google Sheet Spreadsheet

This section delves further into Google Sheets and will show you how to navigate through the database.

1. First refer to Section N: Exporting Results to Google Sheets. This will show you how to export Google Form results to Google Sheets, if not done so already. Once exported, the title of the Google Sheet will read: [Title of Survey(responses)]. A Google Sheet can also be opened from the Drive once it’s created.

2. The Google Sheet is able to collect and format responses in real time as the survey is taken. The left hand column shows the timestamp and when the surveys were completed.
3. The first row of the Google Sheet has each question laid out in their own column. Each column represents a different question. Respondent answers are listed below the questions in each column:

<table>
<thead>
<tr>
<th>Time</th>
<th>When did your family move?</th>
<th>Please describe your income level.</th>
<th>Please describe your education level.</th>
<th>Age</th>
<th>Agree</th>
<th>Agree</th>
<th>Agree</th>
<th>Agree</th>
<th>Agree</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/3/2015 19:10</td>
<td>7-10 years ago</td>
<td>Phone call</td>
<td>Lottery</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>4/3/2015 19:10</td>
<td>3-6 years ago</td>
<td>Strongly Agree</td>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>4/3/2015 19:10</td>
<td>15+ years ago</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>4/4/2015 19:10</td>
<td>Within the last 3 years</td>
<td>There was a drawing at the event.</td>
<td>When we submitted our alpha Strongly Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>4/5/2019 14:30</td>
<td>Within the last 3 years</td>
<td>Via telephone</td>
<td>It was an awesome experience. Strongly Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>4/6/2019 14:30</td>
<td>Within the last 3 years</td>
<td>The selection process was.</td>
<td>I really enjoyed my sweat.</td>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>4/6/2019 14:30</td>
<td>Within the last 3 years</td>
<td>They called me to say the.</td>
<td>Neutal</td>
<td>N/A</td>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>4/6/2019 14:30</td>
<td>Within the last 3 years</td>
<td>Through the online portal.</td>
<td>The house was already a strong.</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>5/2/2019 14:30</td>
<td>Within the last 3 years</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>6/3/2018 14:30</td>
<td>Within the last 3 years</td>
<td>N/A</td>
<td>N/A</td>
<td>Neutral</td>
<td>N/A</td>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>6/3/2018 14:30</td>
<td>Within the last 3 years</td>
<td>N/A</td>
<td>N/A</td>
<td>Neutral</td>
<td>N/A</td>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>6/3/2018 14:30</td>
<td>Within the last 3 years</td>
<td>N/A</td>
<td>N/A</td>
<td>Neutral</td>
<td>N/A</td>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
<tr>
<td>6/3/2018 14:30</td>
<td>Within the last 3 years</td>
<td>N/A</td>
<td>N/A</td>
<td>Neutral</td>
<td>N/A</td>
<td>Strongly Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
<td>Agree</td>
</tr>
</tbody>
</table>
Section P: Interpreting Data and Making Charts in Google Sheets

Using the Explore option in Google Sheets you can create descriptive graphics and graphs of data. The following steps describe how to make both pie charts and bar graphs of data in Google Sheets.

1. First go into the corresponding Google Sheets document. For information on how to get to the Google Sheet refer to Section N: Exporting Results to Google Sheets.

2. Once in the Google Sheet, highlight a column of data you want graphed. For instance, we’ll use the column of responses under question 4. Left click and drag down the column to select the data you want graphed.
3. With the data selected, look for the **Explore** button found in the bottom right hand corner of Google Sheets. Left click on this **Explore** button.
4. The Explore tab will then pop-up on the right hand side of the sheet. By scrolling through the pop-up you can see different options of graphs available for the data selected previously.
5. To input a graph of the data in sheets click the symbol found in the top right corner of each chart/graph found in the Explore tab.
6. There are various options available in editing and formatting a graph once it’s inserted in Google Sheets. To do things such as change the title, add axes, or edit the appearance, begin by selecting the graph by clicking on it.
7. Left-click on the three dotted symbol on the top right corner of the graph. Then click again on “Edit chart…”.

8. The chart editor will open on the right side of the Google Sheet. It has functions to change the title, font, alignment of font, colors of pie slices or bar graphs, as well as add and edit legends and axes.
9. In events where you want to copy and paste the graph into a Word doc, simply select the graph by clicking on it in the Google Sheets document, left click on the three dotted symbol on the top right corner of the graph, and left-click on “Copy chart”.

10. The graph is now copied to your clipboard. Copy → Paste to wherever you would like to place the graph.
Section Q: Formatted Responses in Google Sheets:

Google Sheets takes data and responses from submitted surveys and inputs them into the sheet in an unformatted way. We understand that the raw data is not pleasing to look at and is confusing when trying to find single answers. Therefore we created new tabs for the Foundations Survey, Communication and Information Survey, and the Post-Mortgage Payoff Survey, so that all the data is formatted. As shown below by left clicking on the lower-left corner tabs named Formatted Responses, you will be able to see the data in a formatted fashion for all of the surveys in every sheet.

1. Open your Google Sheet for the given survey (if already exported Google Form results).

Note: Refer to Section N: Exporting Results to Google Sheets for how to export Google Form results to Google Sheets.
2. At the bottom of the Google Sheets that are already created for the Foundations Survey, Communication & Information Survey, and Post-Mortgage Payoff Survey, you will notice there are two different sheet tabs to select from.

*Note: The Formatted Responses tab is exclusive to the three surveys we created. In instances where a brand new survey is created, along with a new Sheet, there will not be a Formatted Responses tab.
3. When opening the Google Sheet you will automatically start on **Form Responses 1**. Click on the **Formatted Responses** tab to view the user friendly, visually pleasing data. These formatted sheets can all be edited in a similar fashion to Microsoft Excel.
Section R: Google Sheet to Excel

In cases where a user wants to export the Google Sheet into Excel. One thing to note, once the data is exported to Excel, **Excel will not continue to update with data like Google Sheets.**

1. In the Google Sheet, left click on File, scroll to Download as, left click on Microsoft Excel

![File>Download as>Microsoft Excel (.xlsx)](image)

Note about Google Sheets: Google Sheets is very similar to Excel, and can be edited and formatted using most of the same functions available in Excel.