Ymchwil Defnyddwyr – Canllaw trafod

User Research – Discussion guide

[Project title here]

[Researcher's name and project team name here]

Date: [dd/mm/yyyy]

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Instructions for the researcher:

- Please complete an information sheet and consent form before completing a discussion guide
- Write your background and objectives with your team's input
- Update all highlighted text for your project
- Update the project title, and researcher's name and team name
- Update the date to the current date
- Share the first draft of your discussion guide with your team for comments and update accordingly

Background

This information is for the project team and the researcher, and will not be read out to the participant.

[Insert information about the project background here]

Research objectives

Through our research we aim to find out the following:

1. [Research objective 1]
2. [Research objective 2]
3. [Research objective 3]

Introduction

In the introduction section you should run through the introductory information with the participant and check that they are happy to continue.

Thank you for agreeing to take part in user research with the Centre for Digital Public Services. CDPS is an arms-length body of the Welsh Government. It has been set up to improve the use of public-facing digital technologies in the public sector in Wales.

Your feedback will help us learn how to improve [insert topic here] at CDPS, thank you for helping us, we appreciate your time.

Before we start, I need to run through some standard information to make sure you understand our GDPR processes and what we will be covering in the session today.

- o The reason we're talking to you is because [insert research purpose here], where I will ask you questions about your relevant experiences. [include information about screen sharing or other needs for the session if necessary]
- o We are interested in your unique thoughts and opinions, there are no right or wrong answers so please 'think aloud' as we go through the session and be honest.
- o The session will last no longer than [insert amount of time]
- o We also have one of my colleagues, [name] who is here to take notes. They will have their camera off and will stay muted for the session.
- o You should have received our consent form and information sheet which runs through our GDPR processes [check] so if it's still okay we will be recording today's session. We will keep your identity anonymous in anything we create or share.
- o In this session you have certain rights, you are allowed to withdraw from the research or stop at any time, and please feel free to take a break if needed throughout the session.
- o Do you have any questions for me before we start?

[check we have received their consent form]

[start recording]

1.   Introductory questions

The first questions should give some context about who the user is and what they do, and how their needs relate to our research topic.

To start with, I'm going to ask you some questions about you and your experiences on [input topic here].

1. [Insert first question here]
   a.   [Insert follow-up question here]
2. [Insert second question here]
3. [Insert third question here]
4. …

2.   [First topic title]

These sections should be used to break down your discussion guide into specific areas of conversation.

I'm now going to ask you some more in-depth questions about [insert topic here].

[Insert title for different topics if necessary]

5. [Insert first question here]
   a. [Insert follow-up question here]
6. [Insert second question here]
7. [Insert third question here]
8. …

3.   [Task 1: First task title]

A 'task' can be used for a certain usability task, for instance if you need a user to do a certain type of task or set of tasks that are related to each other.

We are now going to move onto a task, where I'm going to ask you to share your screen. Please make sure you have closed down any sensitive information before sharing.

[Ask participant to share screen]

9. [Insert first question here]
   a. [Insert follow-up question here]
10. [Insert second question here]
11. [Insert third question here]
12. …

4.   Closing questions

The closing section should be used to conclude the interview and make sure your participant doesn't have anything else they'd like to discuss with you.

That concludes the interview. I have some last closing questions to finish our session.

1. What were your overall thoughts on [what you showed/ talk about]?
2. Is there anything else you would like to mention or discuss?
3. Do you have any last questions for me?

Thank you for helping us with our research. If you ever change your mind about your participation in our research or want to retrieve any information, please contact user.research@digitalpublicservices.gov.wales, which is written on your information sheet.