User Interview Worksheet

Work with your partner to conduct user interviews. This information helps you determine if your design will meet customer needs and also may help you find hidden customer needs.

1. **Gather raw data from your user using video, audio or notes. Here are some possible questions:**

   When do you use this product?
   Why do you use this product?
   What do you like about existing products?
   What do you dislike about existing products?
   What improvements would you make to the product?

2. **Fill in the following chart to document user feedback. (If you need more room, use the back of this sheet.)**

Question	Customer Statement	Interpretation

3. **Look at the chart above and look for any repeating comments. Group these comments together by using a descriptive word (Such as "casing" or "function"). These are indications of your customer *needs*.**

4. **Rank the needs in the chart below in order of importance for the user.**

Rank	Customer Need
1	

2	
3	
4	
5	
6	