

### User Interviews Screener

**Project Name (Business Area, Division)**

[Additional info e.g. Date, Author etc]

# About this template

# *(delete these instructions before finalising your document)*

This template is designed to assist you in running user testing for a product or service in TMR, and is part of a suite of similar product available in the Digital Service Design Playbook.

*Guidance is provided in italics, delete these before finalising your document.*

Variables such as the project name or User name are in [brackets]. Don't forget to update them with the details relevant to your project.

Sample questions and content you can use during the interview are in simple dot points for easy reading during your interviews.

Page breaks have been used to break up the content so its easy to flick through while you are conducting the interview.

# User interviews screener

### Understanding the users perspective of [insert experience being researched]

*This section should provide a brief overview of the project and the research goal/focus, for example:*

[Business Area] has identified [problem being explored].

The focus of this user interview is to identify [insert goals/issues being explored here].

This research is focussed on [describe User/stakeholder group] and will be conducted using [number] of 1:1 interviews with this User/stakeholder group.

### Session schedule

*Include a summary of the sessions/interview you plan to run.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Location** | **Participant name** | **Session Time** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

## Participant Recruitment

Participant recruitment can be done a few different ways. This might be making use of agency specific customer panels like Transport Talk, industry user research platforms like Askable, accessing Queenslanders with a disability via the QEngage partnership, or using a market research company to find and schedule them into your sessions. These may or may not require a Request to Approve Contactor (RTAC) or other internal approvals.

## Screener

In order to address the main concerns of the team and not skew the research data, and get the best possible results, it is recommended to use a screener. The following participant screening questions are an example of what can be used.

|  |
| --- |
| Question: Are you a Queensland resident? |
| Answer | **Screening action** |
| *No* | *Exclude* |
| *Yes* | *Include* |

|  |  |
| --- | --- |
| Question: What is your age? |  |
| Answer | **Screening action** |
| *18-25* |  |
| *26-35* |  |
| *36-45* |  |
| *46-55* |  |
| *56-65* |  |
| *66-75* |  |
| *76+* |  |

|  |
| --- |
| Question: Do you hold a valid Queensland drivers licence? |
| Answer | **Screening action** |
| *Yes* | *Include* |
| *No* | *Exclude* |

|  |
| --- |
| Question: What class of licence do you hold? |
| Answer | **Screening action** |
| *Learners* | *Exclude* |
| *P1* | *Exclude* |
| *P2* | *Include* |
| *Open* | *Include* |

|  |
| --- |
| Question: How many dependant children do you have? |
| Answer | **Screening action** |
| *0* | *Exclude* |
| *1-2* | *Exclude* |
| *3-4* | *Include* |
| *4-5* | *Include* |
| *5+* | *Include* |