

User Testing Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Use the same named task for everyone in one test round. All fields are optional. The questionnaire records the participant's perspective; compare it with observed completion, navigation, errors and help given rather than treating either source as complete on its own.

1. Were you able to reach the stated goal for this task?

- ☐ Yes, without help
- ☐ Yes, with some help
- ☐ Partly
- ☐ No
- ☐ Not sure

2. How difficult did the task feel?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither difficult nor easy
- ☐ Somewhat easy
- ☐ Very easy
- ☐ Not sure

3. At which point were you most unsure what to do next?

- ☐ At the beginning
- ☐ Finding the first action
- ☐ Entering or selecting information
- ☐ Reviewing my choice
- ☐ Completing the goal
- ☐ I was not unsure
- ☐ Another point

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4. What did you expect to happen at that point?

5. After finishing, how confident are you that your intended action was completed correctly?

- ☐ Not at all confident
- ☐ Slightly confident
- ☐ Moderately confident
- ☐ Very confident
- ☐ Completely confident
- ☐ Not applicable
- ☐ Not sure

6. Which type of change would help most?

- ☐ Clearer labels or instructions
- ☐ Better navigation
- ☐ More visible status or feedback
- ☐ Fewer steps
- ☐ Better error recovery
- ☐ Accessibility improvement
- ☐ Another change
- ☐ No change needed
- ☐ Not sure

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7. What one detail should the design team review first?
