User Research Interview Notes Template

Notes from one user interview: who the respondent is, how they do the task today, where it hurts, and exact quotes. One file per interview; patterns come from comparing several.

Study	
Respondent ID	(use an ID, not a full name)
Segment / profile	
Interviewer / note-taker	
Date, format	
Consent to record	yes / no

Research questions for this study

1.
2.

Context

Role, environment, tools they use today.

How they do it today

Steps in their own words; the last real time they did it.

Pains and workarounds

Pain	How often / how bad	Current workaround

Quotes

Quote (verbatim)	Topic	Timestamp

Observations

What they did or showed, separate from what they said.

Surprises

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First takeaways (interviewer's interpretation)

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How to fill it in

- **Quotes exactly as said.** A paraphrased quote is no longer evidence.
- **Past behaviour over opinions.** "Last time you did it, what happened?" beats "Would you use…?"
- **Keep interpretation in its own section,** so facts and conclusions don't mix.
- **Don't attribute uncertain statements.** If you're not sure who said it in a group, leave it unattributed.
- **No personal data you don't need.** Use respondent IDs.