# Non-Technical Feedback questions – EXAMPLE

**👀 Usability Testing – Observation-Based Questions**

These are meant for sessions where users interact with the prototype while observers take notes.

1. Was the user able to complete the core task without external help?
2. Did the user hesitate or seem confused at any point during the task?
3. Were there any unexpected paths or clicks the user took?
4. How long did it take the user to complete the task?
5. Did the user express frustration, satisfaction, or uncertainty while using the prototype?
6. Were any key features or buttons overlooked or misunderstood?
7. Did the user make comments about what they expected vs. what actually happened?
8. Were there any moments of visible delight or frustration?

**📊 Simplified Likert Scale Survey Questions**

Use a 5-point scale (e.g., 1 = Strongly Disagree, 5 = Strongly Agree) to quantify user impressions.

**Ease of Use**

* I found the software easy to navigate.
* The instructions and labels were clear and helpful.
* I was able to accomplish my tasks without assistance.
* I felt confident using the system.

**Visual Design**

* The interface looks modern and visually appealing.
* The colour scheme and layout are pleasant and effective.
* Icons and images helped me understand the interface.

**Overall Experience**

* I would enjoy using this software regularly.
* The software felt intuitive and user-friendly.
* The system responded quickly to my actions.

**Satisfaction**

* I am satisfied with my experience using the prototype.
* I would recommend this software to others.