

Share your experience of user research

Think about a time you've participated in user research. You might have completed a survey on a company's new product, given a satisfaction rating after a customer service experience, or answered questions about a service during a phone chat. Considering the following questions: How would you have conducted this research?

Is there anything the company could have done to make the research experience better when you were a participant?

How did you feel about participating in this research? Did you feel heard and understood?