

User Interview Template

A structured discussion guide for UX researchers. Use this template to run consistent sessions, capture better notes, and analyze faster.

TIP

You can either run this template session-by-session and bring recordings within Looppanel OR paste this as a discussion guide within your study on Looppanel directly which will be automatically used to auto-transcribe, tag themes with AI, and find patterns across participants.

This PDF is editable. Click any shaded field to type into it — the highlighted placeholders are yours to rewrite. Prefer pen and paper? Print it and write on the lines.

WHAT'S INSIDE

01	Session details	Page 2
02	Opening script	Page 3
03	Warm-up questions	Page 4
04	Core research questions	Page 5
05	Closing	Page 8
06	Post-session notes	Page 9

SECTION 1 — SESSION DETAILS

Fill this in before the session starts.

Study Name

e.g. Onboarding Research Q3

Participant Name / ID

e.g. P1, P2 (keep anonymous)

Date

Interviewer

Observer(s)

Session Length

e.g. 45 min

Recording?

Yes

No

Consent Obtained?

Yes

No

SECTION 2 — OPENING SCRIPT

Read this aloud at the start of every session. Keep it consistent across participants.

READ ALOUD

Hi [Name], thanks for making time today. My name is [Your Name] and I'm a [Your Role] at [Company]. This session will run about [X] minutes. I am here to understand [Enter your Research Goal]. I want to be upfront: I'm not testing you, I'm learning from you. There are no right or wrong answers.

With your permission, I'd like to record this session so I can focus on the conversation instead of my notes. The recording will only be used internally and won't be shared outside the team. Are you okay with that?

Any questions before we start?

03

SECTION 3 — WARM-UP QUESTIONS

2 to 3 minutes. Lower the stakes and get the participant talking before you hit core topics.

Q1

Can you tell me a little about your role and what you work on day-to-day?

NOTES

Q2

How long have you been doing [relevant activity]?

NOTES

SECTION 4 — CORE RESEARCH QUESTIONS

The main body of the session. Aim for 5 to 8 questions. Edit these to fit your study goal.

Q3

Walk me through the last time you [did the thing you're researching].

FOLLOW-UP PROBES:

- What triggered that?
- What were you trying to accomplish?
- What happened next?

NOTES

Q4

What's the hardest part of [task or process] for you right now?

FOLLOW-UP PROBES:

- How often does that happen?
- How do you currently handle it?
- What does that cost you — time, effort, confidence?

NOTES

Q5 Tell me about a time when [pain point or scenario] went really well. What made it work?

FOLLOW-UP PROBES:

- What was different about that situation?
- Could you replicate it?

NOTES

Q6 What tools or workarounds do you use to get this done today?

FOLLOW-UP PROBES:

- How did you find those?
- What do you like about them?
- What's missing?

NOTES

Q7 If you could change one thing about [topic or process], what would it be?

FOLLOW-UP PROBES:

- Why that specifically?
- What would that make possible?

NOTES

Add your own questions here. Replace or remove any that don't fit your study. Keep questions open-ended — start with **"walk me through"**, **"tell me about"**, or **"how do you"**.

05

SECTION 5 — CLOSING

5 minutes. Give the participant space to add anything, and close cleanly.

Q8 Is there anything we didn't cover that you think is important for me to understand?

NOTES

Q9 Do you know anyone else who deals with [topic] and might be open to a conversation?

NOTES

READ ALOUD

Thank you — this was really helpful. I appreciate you taking the time. We'll use what we learned today to improve [product / experience / process].

We'll follow up with [next steps if applicable]. Have a great rest of your day.

SECTION 6 — POST-SESSION NOTES

Fill this in within 10 minutes of the session ending, while it's still fresh if you're not using Looppanel or else within Looppanel post the video is analysed, all this will be pulled out within minutes!

Top 3 observations

What stood out most?

Best quote

Exact words if possible

Surprises

What didn't you expect?

Follow-up needed?

Any gaps to probe in the next session?

Overall sentiment

Frustrated

Neutral

Positive

Timestamp flags

e.g. 4:20, 12:05, 31:44 — moments to revisit



 Looppanel

You ran the session. Now skip the grunt work.

Bring the recording into Looppanel to auto-transcribe it, tag themes with AI, and find patterns across participants — in minutes, not weekends.

[Try Looppanel free](#)