# User research plan

## Plan outline

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| **What is the problem you are trying to solve?** |
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| **Who are the people affected by this problem? (The people who will be using the solution you come up with)** |
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| **What do you want to learn? What are the goals of your user research?** |
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## Your responsibilities and ethics

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| **How will you keep your participants and your colleagues safe? What safeguarding considerations do you need to make?** |
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| **How will get consent from your participants?** |
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| **How will you be inclusive? How will you ensure that your interviewees are a representative sample?** |
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## Discussion guide

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| **What are the questions you will need to ask to meet your research goals? Try to list 8-12 questions focused on understanding the problem they experience and the background that will affect solving it.** needs. |
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## Recruiting participants

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| **How many people do you want to speak to? How long for? How will you approach people? How will you conduct the interview (eg. Face-to-face, over Zoom, etc.) ?** |
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Use this template alongside the information in our [planning and doing user research pages](https://beta.ncvo.org.uk/digital-technology/designing-services-products-and-activities/doing-user-research/planning-user-research/).