

RESEARCH USER MATRIX



TECHNIQUES	USERS							
	Disabled Person	Family	Assistant	Colleagues	EU agency	Government	Lawyer	Union
 <p>INDIVIDUAL INTERVIEW Getting qualitative information from one respondent by asking open questions starting with why, when, what, who, how etc. <i>[number of interviews]</i></p>								
 <p>GROUP INTERVIEW (FOCUS GROUP) Getting qualitative information from 4 - 8 respondents by asking open questions in a guided discussion. <i>[number of groups / total number of participating respondents]</i></p>								
 <p>QUESTIONNAIRE Getting quantitative information from large group of respondents by asking closed questions. <i>[minimal number of completed questionnaire]</i></p>								
 <p>CUSTOMER SHOES Getting empathy for your users by acting and doing the same things as them and with the same limitation they have. <i>[yes or blank / no]</i></p>								
 <p>OBSERVATION (SAFARI) Watching and recording what users do, say, and interact within their natural environment without interfering with their activities. <i>[yes or blank / no]</i></p>								
 <p>SHADOWING Active observing and documenting the activities and experiences of a person or a group of people in their natural environment. <i>[yes or blank / no]</i></p>								
 <p>DESKTOP RESEARCH Gathering information from existing sources, such as websites, online databases, surveys, books, academic papers, reports etc. <i>[yes or blank / no]</i></p>								