

UAT questionnaire

Answer for the test cases you ran in this round. Add your name so the test lead can follow up on any problem you describe.

Name _____ System and round _____ Date _____

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

1 How many of your assigned test cases did you finish?

☐ All ☐ Most ☐ About half ☐ A few ☐ None

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
2 I could finish my everyday tasks from start to end.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
3 The totals and records it produced were correct.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
4 The screens follow the order I do this work in.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
5 Error messages told me how to put things right.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
6 Screens loaded fast enough for my normal pace.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
7 The test cases covered the work I really do.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
8 I am ready to use this system for real work.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5

9 How serious was the worst problem you found?

☐ Stops my work ☐ Needs a workaround ☐ Slows me down ☐ Cosmetic only ☐ None found

10 Should this release go live on the planned date?

☐ Yes ☐ Yes, after fixes ☐ Not yet ☐ Cannot say

11 Which problem should be fixed first, and where did you see it?

12 What would stop you using this system on go-live day?

Thank you. The test lead will follow up on anything you reported.

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Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

After each test session

13 Which test case or scenario did you run?

14 What was the result?

☐ Passed ☐ Passed with a workaround ☐ Failed ☐ Blocked

15 Were the test steps clear enough to follow alone?

☐ Yes ☐ Mostly ☐ No

16 Did you log a defect for this session?

☐ Yes ☐ No, nothing to log ☐ No, not sure how

17 Defect ID, or what you expected and what happened

Data, reports and other systems

STATEMENT	STRONGLY DISAGREE			STRONGLY AGREE		
18 Records moved from the old system arrived complete.	1	2	3	4	5	
19 Reports showed the figures I expected to see.	1	2	3	4	5	
20 Data reached the other systems I checked correctly.	1	2	3	4	5	
21 Did you find records that were missing, doubled or wrong?						
☐ Yes, several ☐ One or two ☐ No ☐ Did not check						

Screens and ease of use

STATEMENT	VERY DIFFICULT				VERY EASY
22 How easy was it to find the option you needed?	1	2	3	4	5
23 How easy was it to correct a mistake you made?	1	2	3	4	5

Thank you. The test lead will follow up on anything you reported.

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Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Screens and ease of use (continued)

STATEMENT	VERY DIFFICULT				VERY EASY
24 How easy were the field names and labels to follow?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
25 Compared with the old way, this task is:					
☐ Much harder ☐ A bit harder ☐ About the same ☐ A bit easier ☐ Much easier					
26 Which screen slowed you down most, and why?					

Training and go-live readiness

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
27 The walkthrough before testing was enough to start.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
28 I know where to report a problem after go-live.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
29 My team can switch over on the planned date.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5
30 What help would you want in the first week?					
☐ Someone on the floor ☐ A quick reference sheet ☐ Short videos ☐ A help line ☐ None					

Sign-off (the business owner answers)

31 Were the agreed acceptance criteria met?

☐ All met ☐ Met, with agreed exceptions ☐ Not met

32 Which open defects are you accepting for go-live?

33 What is your decision on this release?

☐ Accept ☐ Accept with conditions ☐ Reject

Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Sign-off (the business owner answers) (continued)

34 Conditions, fixes or dates that go with your decision

About you (optional)

35 Which best describes your part in this test?

☐ Daily user of this process ☐ Team lead or approver ☐ Support or admin ☐ Other

36 How long have you done this work?

☐ Under a year ☐ 1 to 3 years ☐ Over 3 years

37 Which team or area do you work in?

Thank you. The test lead will follow up on anything you reported.

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