User Interview Guide — Students & Intelligent Tutoring Tools

Research focus:

- How could a prompt-based chatbot enhance students' learning experience?
- What kind of intelligent tutoring tool would provide students with learning support?

Introduction (for interviewer)

"Thanks for taking the time to speak with me. I'm exploring how students learn, what challenges they face, and how technology — for example, a prompt-based chatbot like ChatGPT — could better support them.
There are no right or wrong answers; I'm simply interested in your honest experiences."

Understanding Study Habits & Requirements

Goal: Learn how students currently study and what they need to learn effectively.

- **Tell me what a typical day of studying looks like for you.**
- **Do you use any technology when studying, and if so, how exactly?**
- **Do you, for example, use ChatGPT or other AI tools? If yes, how do you use them and what for?**
- How do these tools help (or not help) you in understanding your study material?
- What would make your studying more efficient or enjoyable?
- **If you could change something related to how you are taught subjects, what would you change?**

Understanding Main Goals / Tasks

Goal: Identify what students aim to accomplish and what "success" means to them.

- **What would you say is your main task at school or when studying (e.g., understanding concepts, passing exams, applying knowledge)?**
- How do you usually check whether you've understood something correctly?
- What does an effective study session look like for you?

Identifying Challenges & Pain Points

Goal: Understand obstacles and frustrations in students' learning journeys.

- **What are problems you face when studying for an exam?**
- When you get stuck while studying, how do you usually try to resolve it?
- How do you stay motivated when studying becomes difficult?
- What do you find most frustrating about studying on your own?
- **When asking for help (e.g., teachers, online platforms, AI tools), what's usually missing from the answers you get?**
- Have you ever used an AI tool that gave you confusing or unhelpful explanations? Why?

Opportunities for Technological Support

Goal: Explore how a chatbot or intelligent tutor could add value.

- **How and where could technology help you with your learning process?**
- **Imagine you had a personal AI tutor available 24/7. What would it do for you?**
- **What kind of feedback or explanations would help you most — short summaries, detailed steps, or interactive exercises?**
- How should an intelligent tutor adapt to your knowledge level or pace?

Understanding User Input & Interaction Preferences

Goal: Determine how students would interact with a prompt-based chatbot.

- **When you study, how do you usually ask questions (e.g., keywords, examples, full sentences)?**
- How much background or context would you be willing to share with a learning tool (e.g., your notes, progress, or goals)?
- What would make the interaction with such a chatbot feel natural and supportive?
- **What features would make you trust or continue using it?**

Closing Questions

- Is there anything else you wish technology could do to improve how you learn?
- Do you have any final thoughts on using AI tools like ChatGPT for studying?