

## Interview Om Anta



Candidate :

- Name : Mulianta
- Age : 59
- Occupation: Businessman
- Child: 2
- Tech Familiarity: 2/5

### 1. General Understanding and Expectations

- How do you currently track your child's learning progress and achievements?

BinusParents

- What types of information about your child's education are most important to you (e.g., grades, effort, progress toward goals)?

Payment report.

- What challenges do you face in understanding your child's school reports or progress updates?

He wants to know study progress and class contents of child. Wants to know subject in detail. Difficulty in adjustment due to lack of information.

### 2. Real-Time Access and Information

- How often would you like to check your child's progress (e.g., daily, weekly, or after major milestones)?

Rarely. Occasionally depend on the exams or after semesters.

- What specific types of real-time updates or notifications would you find useful (e.g., effort levels, upcoming assignments, missed deadlines)?

Child difficulty and growth is the most important. Score details and information is critical.

- How do you feel about receiving notifications or alerts about your child's academic progress? What kind of alerts would be helpful?

A child's progress and milestone are important.

### 3. Data Presentation and Ease of Use

- How comfortable are you with using online dashboards or reports to track information?

Not very comfortable. It has a tedious learning curve. It needs a better user manual and tutorial.

- When looking at reports or dashboards, how do you prefer the data to be presented (e.g., graphs, numbers, simple progress bars)?

It needs explanation points to explain the score graphics. And graphic is important to show growth. It needs to have points of milestone to track progress.

- What information should be easily visible when you first open the dashboard?

Learning progress and growth.

### 4. Supporting Learning at Home

- How do you currently support your child's learning at home? How can this dashboard help you in that effort?

Only talking and consulting with the child. Viewing materials from the LMS.

- What features or tools would you like to see in the dashboard that could help you motivate or guide your child in their learning?

References for subjects.

- Would you prefer additional educational resources, tips, or insights included in the dashboard? If so, what type?

References and summary.

## 5. Multi-Device Accessibility

- How do you primarily access digital tools (desktop, tablet, mobile)? Which of these would you prefer for checking your child's learning progress?

From phone. No laptops or computer.

- How important is it to you that the dashboard works seamlessly across multiple devices?

Not much because he uses his phone only.

- Are there any specific device limitations or preferences (e.g., using mobile devices over desktops) that we should be aware of?

No faults regarding the system. Maybe the details of the teachers need to be included. Structure and hierarchy of the education.

## 6. Overall Intuitiveness

- How easy should it be to navigate the dashboard report system? What common actions do you expect to perform regularly?

Only viewing scores and report. But the details in the app are not that good.

- Have you used similar tools or dashboards before? If so, what features or functionalities did you find particularly helpful or frustrating?

No. Not yet.

- What would make the dashboard intuitive and user-friendly for you, especially considering you may not have advanced data analysis skills?

It needs user manual. Tutorial on how to use the app. Not many buttons, simple laid out buttons that are easy to understand.

Candidate :



- Name : Channiel
- Age : 17
- Occupation: Information Systems Student @ BINUS University
- Tech Familiarity: 4/5

## 1. General Understanding and Expectations

- How do you currently track your child's learning progress and achievements?

Using BinusMaya. For scores Channiel checks from BinusMaya AcadServices. For scores, now BINUS uses web-app.

Progress uses data statistics, for subject it uses bar to show progress. It shows progress between the student and peers.

- What types of information about your child's education are most important to you (e.g., grades, effort, progress toward goals)?

In order: Grades, Attendance, Schedule.

- What challenges do you face in understanding your child's school reports or progress updates?

In the web-app. The data is not fully up to date. Late data transmission. He needs a more real time data.

## 2. Real-Time Access and Information

- How often would you like to check your child's progress (e.g., daily, weekly, or after major milestones)?

Every day.

- What specific types of real-time updates or notifications would you find useful (e.g., effort levels, upcoming assignments, missed deadlines)?

Schedule and attendance tracking. Task-submission updates.

- How do you feel about receiving notifications or alerts about your child's academic progress? What kind of alerts would be helpful?

Schedule and attendance reminder. And test score update.

## 3. Data Presentation and Ease of Use

- How comfortable are you with using online dashboards or reports to track information?

Very comfortable. 4/5 in terms of familiarity.

- When looking at reports or dashboards, how do you prefer the data to be presented (e.g., graphs, numbers, simple progress bars)?

Graphic bar: Easy to see and minimum adaptability, when comparing progress between peers.

Pie chart: For attendance, slice of attendance is distinguishable.

- What information should be easily visible when you first open the dashboard?

Class-schedule and attendance time.

## 4. Supporting Learning at Home

- How do you currently support your child's learning at home? How can this dashboard help you in that effort?

He usually sees remaining classes at home to check absent rate.

- What features or tools would you like to see in the dashboard that could help you motivate or guide your child in their learning?

Class-summary can be useful for further studies.

- Would you prefer additional educational resources, tips, or insights included in the dashboard? If so, what type?

Tips are not useful, he prefers to use summary.

## 5. Multi-Device Accessibility

- How do you primarily access digital tools (desktop, tablet, mobile)? Which of these would you prefer for checking your child's learning progress?

Phone is the most preferred tool. During class or study he uses a laptop.

- How important is it to you that the dashboard works seamlessly across multiple devices?

It is a must. It is so important.

- Are there any specific device limitations or preferences (e.g., using mobile devices over desktops) that we should be aware of?

Difficulty to view uploaded data from mobile. Takes a long time to load. Lots of data transmission error from mobile device. For laptop or computer all systems run smoothly.

## 6. Overall Intuitiveness

- How easy should it be to navigate the dashboard report system? What common actions do you expect to perform regularly?

Easy to use. Attendance and calendar is the most used feature.

- Have you used similar tools or dashboards before? If so, what features or functionalities did you find particularly helpful or frustrating?

Agenda Sekolah - Pangudi Luhur Native Apps

Helpful:

It can view average score.

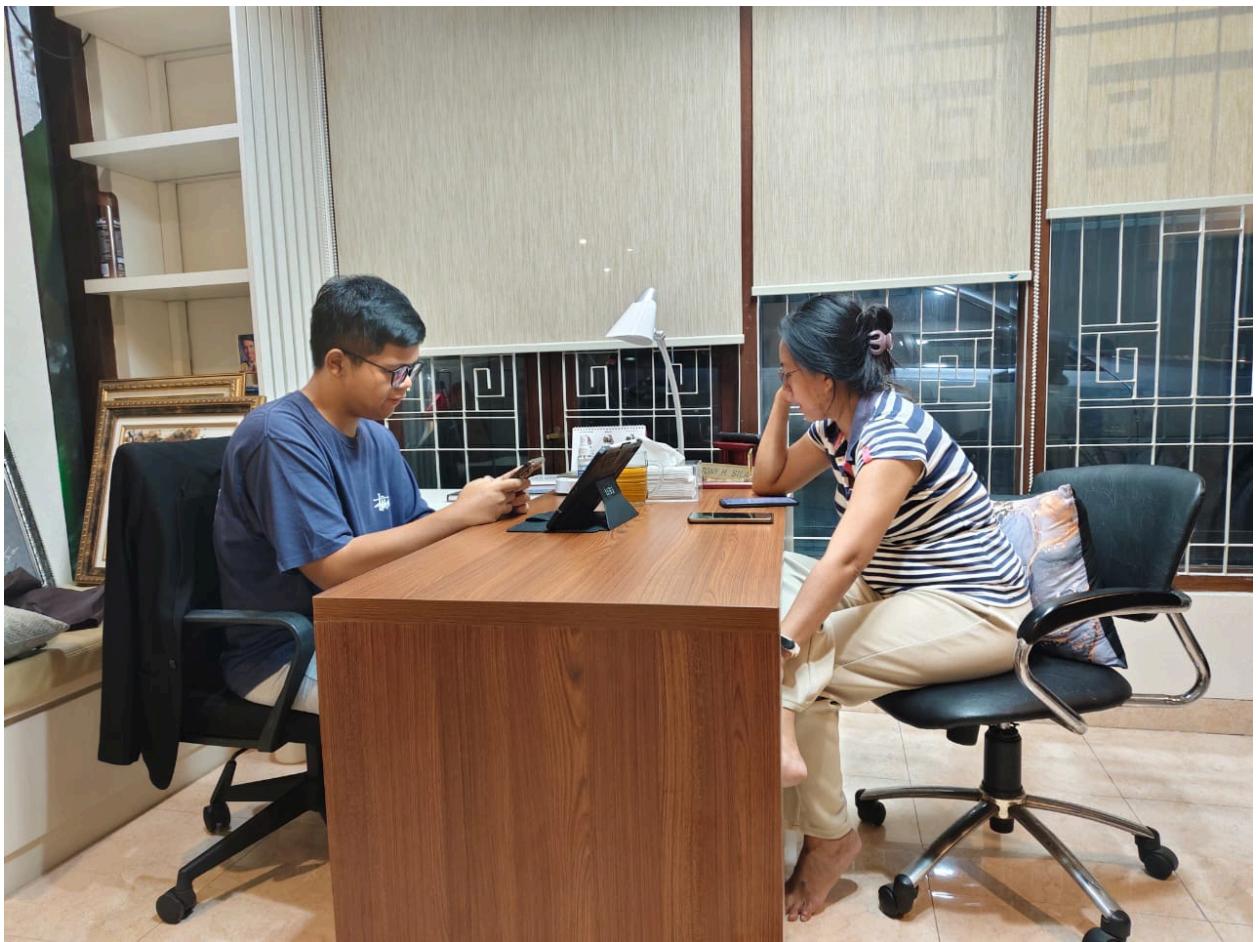
Frustrating:

However, the data shown is very basic and not that valid. The UI/UX is really buggy and not easy to understand

- What would make the dashboard intuitive and user-friendly for you, especially considering you may not have advanced data analysis skills?

The system needs to be easily accessed. Fast login and logout. No lags and bugs. Everything we access in the Dashboard needs to be compatible and low-latency. Real-time data is crucial for self-development.

Candidate :



- Name : Vera Wongso
- Age : 49
- Occupation: Research and Development IT
- Child: 2
- Tech Familiarity: 4/5

#### 1. General Understanding and Expectations

- How do you currently track your child's learning progress and achievements?

Using BINUS Parents. BINUS parents shows you be advanced compared to peers/competitors.

For the other child, she uses an LMS application for Prasetya Mulya University. But it can only be accessed from the web. But that is in the year 2020.

- What types of information about your child's education are most important to you (e.g., grades, effort, progress toward goals)?

In order: Attendance (to check attendance rate, because it is crucial for progress), progress study (but it is not well laid out, due to not being given regarding informations of study progress), Calendar-Schedule, Subjects that are studied (holistic of the curriculum)

- What challenges do you face in understanding your child's school reports or progress updates?

progress study (but it is not well laid out, due to not being given regarding informations of study progress). It is not real time, and it can cause miscommunication between parents-students-lecturer.

## 2. Real-Time Access and Information

- How often would you like to check your child's progress (e.g., daily, weekly, or after major milestones)?

Randomly. There are no fix schedules to view. Maybe occasionally or when there is an exam or project.

- What specific types of real-time updates or notifications would you find useful (e.g., effort levels, upcoming assignments, missed deadlines)?

Real-time attendance notifications for absents. Critical deadlines such as tests or task need to be addressed in the report.

- How do you feel about receiving notifications or alerts about your child's academic progress? What kind of alerts would be helpful?

When it comes to assessments deadlines there needs to be a reminder. And task scores need to be viewed properly to track grades.

## 3. Data Presentation and Ease of Use

- How comfortable are you with using online dashboards or reports to track information?

Super comfortable. 5/5 in terms of familiarity.

- When looking at reports or dashboards, how do you prefer the data to be presented (e.g., graphs, numbers, simple progress bars)?

Depends on the data. When it is grade it needs to be numbers. When it is progress it needs charts and graphs. Focus on the compatibility and speed. Depends on the device. The important thing is that there are no errors. Accuracy of data is the most important

- What information should be easily visible when you first open the dashboard?

Account and data originality. No data mismatch. There needs to be a check to validate authenticity of account. For example the profile needs to be visible, to know whose data we are accessing.

#### 4. Supporting Learning at Home

- How do you currently support your child's learning at home? How can this dashboard help you in that effort?

Not helping anything at the moment. Because there are no features currently to motivate child's learning progress.

- What features or tools would you like to see in the dashboard that could help you motivate or guide your child in their learning?

Class-summary can be useful for further studies. Goal from studies needs to be displayed for each subject (learning objectives need to be clarified). Recommendations for improvement in soft skills or seminars can be helpful. Recommendations related to studies, do not give recommendations that do not correlate.

- Would you prefer additional educational resources, tips, or insights included in the dashboard? If so, what type?

Berguna.

#### 5. Multi-Device Accessibility

- How do you primarily access digital tools (desktop, tablet, mobile)? Which of these would you prefer for checking your child's learning progress?

Phone is the only preferred tool. But maybe give option to view web version.

- How important is it to you that the dashboard works seamlessly across multiple devices?

Maybe just focus more on the mobile. Because people tend to view informations more often on the mobile

- Are there any specific device limitations or preferences (e.g., using mobile devices over desktops) that we should be aware of?

Not really. There are no problems.

## 6. Overall Intuitiveness

- How easy should it be to navigate the dashboard report system? What common actions do you expect to perform regularly?

Easy to use. But needs a learning curve. The most used features is the attendance and learning calendar.

- Have you used similar tools or dashboards before? If so, what features or functionalities did you find particularly helpful or frustrating?

Agenda Sekolah - Pangudi Luhur Native Apps

Helpful:

It can view average score.

Frustrating:

However, the data shown is very basic and not that valid. The UI/UX is really buggy and not easy to understand

- What would make the dashboard intuitive and user-friendly for you, especially considering you may not have advanced data analysis skills?

The systems needs to be easily accessed. Fast login and logout. No lags and bugs. Everything we access in the Dashboard needs to be compatible and low-latency. Real-time data is crucial for self-development. Customizable dashboard.