**IT SYSTEMS ACCEPTANCE IN UK UNIVERSITIES: THE USER PERSPECTIVE: QUALITATIVE DATA ANALYSIS WRITE UP**

**INTRODUCTION:**

In recent years, there has been a growing trend of implementing IT systems in UK institutions to improve administrative efficiency and enhance the overall student experience. This data analysis investigates the use of information technology (IT) systems by students and staff in universities in the United Kingdom. It specifically focuses on important topics such as Perspective towards self-service systems, challenges faced, utilization of artificial intelligence (AI) tools, instances of improved productivity, and opinions on future developments.

**METHODOLOGY:**

Regarding the data in this analysis for the interviews, I plan to recruit two members in an action learning set which will be done within the university. Participants were asked about their perspectives and experiences concerning the utilization of information technology systems inside their educational institutions. The interviews were transcribed and then analyzed thematically to find recurring trends and get valuable insights.

**1.Participant's self-introduction:**

The interview started with participants providing an introduction of themselves. Each individual gave their name, field of study, and place of residence. This established the framework for a dynamic conversation,These introductions created a sense of belonging among participants and laid up a basis for following interactions.

**2.IT Systems Development Experience:**

The participants in the interviews usually hold a positive perception of self-service university systems. These technologies are viewed as enabling students to independently access resources and carry out duties, promoting a sense of ownership. The focus is on developing IT infrastructure that is easy to use to reduce any obstacles and encourage efficient utilisation.

3. **Student Experience Impact:**

Automated IT solutions are commonly regarded as improving the student experience through the provision of convenience, accessibility, and flexibility. They optimise processes such as course registration, academic queries, and resource access. However, the extent of the influence depends on factors such as the usability of the system and the availability of support systems.

**4.The Challenges Related to Self-service IT Systems:**

Participants identify multiple key challenges encountered when utilising self-service IT services. These encompass problems related to interfaces, technical malfunctions, inadequate instructions or support, and challenges in promptly locating relevant data or resources.

**“The technical glitches, lack of clear instructions on, or Support difficulty in finding the relevant information quickly.”-Participant 2**

**5.Experience with Generative AI Technologies:**

Although certain individuals report interacting with generative AI tools like chatbots on self-service platforms, the experiences differ. Some individuals observe a deficiency in appropriate protocols and intricacy in managing questions, indicating the need for enhancement in the engagement and direction provided inside these systems.

**6. Some of the benefits of self-service IT systems?**

Self-service systems are recognized for their role in enhancing efficiency and convenience for students. They include many features such as online course registration, library access, self-paced learning modules, and virtual assistants to address frequent inquiries. These features are designed to optimize procedures and offer simple access to resources.

**“It was very helpful and also for the MFA before I switch my phone, I just added my phone.People another just added my phone by signing into the Outlook Path Office 365 account and was able to hack my account as well”-Participant 1**

**7.Self-Service IT Systems: Future Role and its Implications:**

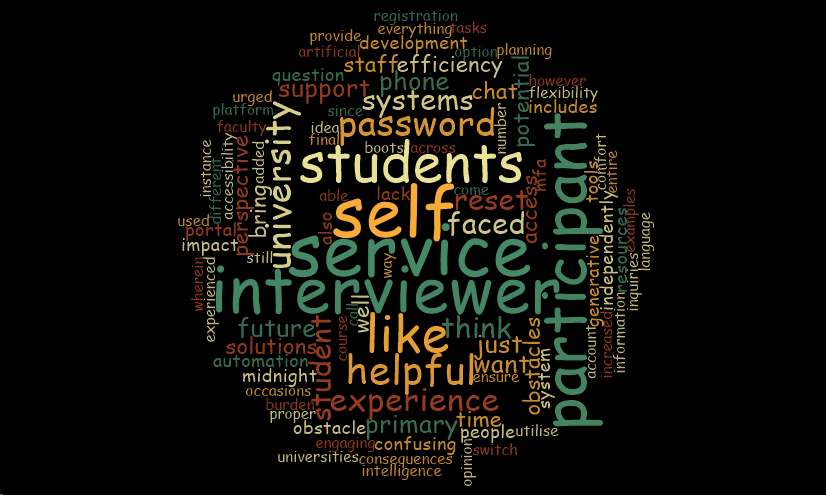
Participants are optimistic about the future growth of self-service IT solutions in colleges and universities in the UK. They expect progress in the areas of automation, personalisation, and integration across various functions inside the university. The potential effects are perceived as advantageous, as they enhance student experiences and enhance efficiency inside higher education institutions.

**CONCLUSION:**

In general, the qualitative research emphasises the perceived advantages of self-service IT systems in UK institutions, while also recognizing areas that may be enhanced. Participants highlight the significance of user-friendly interfaces, explicit instructions, and strong support mechanisms to optimise the usefulness of these systems in improving the student experience and facilitating academic pursuits.

**WORD CLOUD:**

A word cloud is a visualization of textual information in which words are presented in different sizes, with more commonly used words looking larger than less commonly used ones. Word clouds are frequently utilized to emphasize the most important terms in a document and offer a concise summary of the main ideas or subjects.

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