**1. Introduction:**

* Participant's self-introduction

**2. IT Systems Development Experience:**

* What is your perspective on the idea of a self-service university, wherein students and staff are urged to independently utilize IT systems for different tasks?

**3. Student Experience Impact:**

* What is your opinion of the impact of self-service IT solutions on the entire student experience at your university?

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

* As a student, what are the primary obstacles you have faced when utilizing self-service IT systems?

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

* Have you experienced any instances of engaging with generative AI tools, such as chatbots, within the self-service platforms of your university?
* If so, what did you experience?

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

* Kindly provide examples of occasions in which self-service IT systems have contributed to increased efficiency or comfort for students.

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

* What is your perspective on the future development of self-service IT solutions, and what potential consequences could this bring for faculty and students in UK colleges or universities?