# Audio file

[Participant4Interview.mp4](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

# [Transcript](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:00:00 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Thank you very much for participating in this interview. Please be assured that your responses will be kept anonymous and confidential.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:00:07 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[You have the option to withdraw from this interview at any point without your data being saved. Are you ready to start?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:00:15 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Yes, I have.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:00:16 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[OK. For the first question. So what do you like least about Glasgow support bot?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:00:23 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[OK, so I've had a look at the website and and it's it's very very nice.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:00:29 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[UMI guess it's the one of the things that I realised was I tried to open it on my phone.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:00:38 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[But I don't think I can use it on my phones because everything gets in together in together.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:00:44 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[So I have to use it on a bigger screen so my laptop or computer, which is fine, but I think it's better. It would be nicer if it if I can also if if I can also use it on my phone and I think a lot of students will probably benefit from that as well if it was available on the phone.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:01:01 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Yeah, you're right. OK. Moving on to the next question, what do you like most about it, about class of support?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:01:10 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Well, the Moss is the the fact that it's there. I mean, there's a lot of them. I went to the support services. There's a lot of services, you know, disability services for international students, etcetera. well-being I think well-being is a very important.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:01:27 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Thing so very important service in university. Yeah. And also mental health. A lot of people sort of need that support, especially in uni. So the fact that there's a bot that sort of sort sort of guides me or guides the student.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:01:47 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Yeah, to to help. When they when they need it, I think I think that's a very that's a that's a very helpful thing. So yeah, basically the whole website, I mean all the service I'm having, I looked at them and they're very helpful. So yeah.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:02:00 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Yeah, that's very good. And I'm pretty sure that you tested it out by querying the bot itself and how did you find, you know, querying it like the glass spot?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:02:07 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Yeah, I was actually. I was actually talking with the ball for a while. I've asked him a lot of questions, went into a bit of more details, a lot of.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:02:16 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Details.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:02:19 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[And yeah, I think.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:02:20 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[It was, it was like it was answering my questions basically and directing me.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:02:25 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Of what I should do. So yeah, I really liked it.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:02:28 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[OK. Good. For the third question, what improvements do you recommend about Glasgow Support Board?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:02:37 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Uh. Improvements.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:02:39 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[I guess I guess one of the things maybe when I opened the.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:02:43 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[The the the the book I I started the conversation so I had some new chat and then and then I said oh, hi or whatever. I think I think maybe it it would be better if if it was automatic. So the bot the bot would start with or how high I am a bot from the University of Glasgow. How can I help you?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:04 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Or something like that or I provide.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:07 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[This is please ask me or something like that along those lines. I think that would have been that would be better if it.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:14 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Was there but.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:15 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[OK.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:16 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[The thing else, yeah.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:17 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[OK, OK. And so the last question.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:20 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Do you think?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:21 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[There are any design improvements that you can recommend?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:26 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[I'm to be honest, I'm not. I'm not. I'm not very sure, but I I think I think it looks very nice. Actually. When I opened it, you know the University of Glasgow with the logo next to it, I think it looks very nice.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:39 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[May maybe the the colours like you know on the left on the left hand side where it says you know new chat or sport chat maybe if it was more colourful I guess I don't really I think I mean I really like the design so maybe make it a bit more colourful but I wouldn't say it's a big issue.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:54 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Right.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:58 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Alright, alright, perfect. That's everything. Thank you very much for participating in this interview.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:03:59 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[Yeah.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[00:04:04 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)

[OK. Thank you.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/Participant4Interview.mp4)