**Respondent 1 – 2024/04/11 13:04**

Nils:

There let’s start question one then. Ehh, what ehh program or course are you studying?

Respondent:

User Experience Design, it’s a master’s degree program, one year.

Nils:

Umm, what you mention what school is it at, heh?

Respondent:

Umm, It’s School of Engineering

Nils:

When did you start studying at JU?

Respondent:

Last year in august.

Nils:

Ehh how often do you use Canvas and Microsoft’s services?

Respondent:

Almost every day, (??) for the school purpose.

Nils:

Ehh, can you explain why multifactor authentication is used at the school?

Respondent:

Why is it used?

Nils:

Yeah.

Respondent:

Uhm... I think for the secure... security, umm… purpose... uhm so no one can hack our account for example. Student account or email.

Nils:

Ehh, how do you perceive the information and support from ehh JU regarding multifactor authentication?

Respondent:

Can you repeat the question?

Nils:

Yeah, uhh how do you ehh perceive the information and support that offer by the university in regards to the authentication tool?

Respondent:

Hmm… yeah, I don’t know if there’s any support from school regarding this authentication, is there any?

Nils:

Not that I know.

Respondent:

Okay.

Nils:

(Furthest)? I’ve been able to find is just the initial setup tool.

Respondent:

Uhhuh.

Nils:

Ehh, have you used multifactor authentication before you started studying?

Respondent:

Yes, I did

Nils:

Uhh, then what did you use it for?

Respondent:

Uhh, in previous education and also in work.

Nils:

Uhh, what type of authentication tool did you use before, it could be an application, uhh, a smartcard or—

Respondent:

It was the same, I think.

Nils:

Okay, you send you a code and you put that in?

Respondent:

Yeah.

Nils:

Uhh, do you still… uhh, do you use multifactor authentication outside of your studies as well?

Respondent:

Uhh… in work, workplace, yeah, we also use it.

Nils:

I’m guessing it’s the same one?

Respondent:

Uhhuh

Nils:

Ehh… how does your—

Respondent:

But it’s little bit, it’s little bit different, because in work uhh, I mean it’s the same but I don’t have to login everyday once I login I’m always—

Nils:

It remembers you for a period of time?

Respondent:

Yeah yeah yeah, but in school I have to login multiple time per day.

Nils:  
Yeah I can imagine that getting very annoying as time goes on. Uhh, how is your experience with the school multifactor authentication compared to your previous use of it?

Respondent:

Mmm, uhh, as I said, I have to use it multiple times per day, so it’s a little bit annoying when I’m always uhh, logout when I need to be login at the time I need Canvas for example or Outlook… uhhm, yeah so that’s different (I think?) but uhh, overall it’s the same process.

Nils:

Okay, uhh… what was your perception of multifactor authentication before you started studying?

Respondent:

Hmm, since I knew how to use it I was familiar with it, but when I uhh, used it for the first time I was confused uhh, how it works, and it was little bit tricky to setup uhh, account to this app where I authenticate myself… so yeah uhh, for the first time it, it was uhh, little bit hard to get familiar with, but now it’s, I think it’s easy to use it.

Nils:

Okay, uhh, how do you experience the process of using the schools multifactor authentication... ehh, is it positive, negative?

Respondent:

I think it’s uhhm, positive because its easy, like user friendly but at the same time, if it would be… uhhm, for example once per day, it would be more positive for me.

Nils:

So less of the, having to login multiple times?

Respondent:

Uhhuh.

Nils:

Uhh, have you ever experienced any technical issues relating to the multifactor authentication use at school?

Respondent:

Hmm, sometimes, because the code will pop up for me in the app, so sometimes I click, or miss click, uh somewhere, and it, it cancel the app so I have to do it, do the process again.

Nils:

Ehh, has multifactor authentication affected your use of the schools different services?

Respondent:

Uhhhm… it would be easier if there, there wouldn’t be any uhh… multifactor authentication but I understand why, why is it useful for security purposes, so I adopted, I used to this umm, process system.

Nils:

Uhh, yes, uhh, how would you describe the user-friendliness of the current process?

Respondent:

I think it user-friendly, its easy, like uhh, I just need to put the code, and it works.

Nils:

And for the last question, uhh, if you had the option if you could change something in the current MFA system uhh, what would that be?

Respondent:

Frequency, but uhh… overall (???) user-interface, uhh I don’t know right now how it looks… but uhh… maybe some, I-I would need see like the user interface, how it looks and maybe I would change some, I don’t know, components… or should I open the…

Nils:

You can do that if you want to.

Respondent:

[MFA app didn’t show the code]

Nils:

(???) That concludes the first interview then, thank you very much.

Respondent:

Thank you.