# Avskrift

Marika:

So what program and what school do you study at?

Respondent:

I'm studying user experience design masters in Jönköping. I'm sorry. Can you pause? How is it called? The School of Engineering?

Marika:

Yeah. Uhh, and when did you start studying at JU?

Respondent:

Uhm, Last year in August. ***(Augusti 2024)***

Marika:

How often do you use canvas and Microsoft services?

Respondent:

I use it every day.

Marika:

Can you explain why MFA is used at the school?

Respondent:

Uhh, Yeah. To protect our data, our personal information.

Marika:

How do you perceive the information and support from uh, JU regarding MFA?

Respondent:

I know that there is some information on the uhh, the university website because I have read some of it.

Marika:

And have you used MFA before you started studying?

Respondent:

yeah.

Marika:

Where did you use it?

Respondent:

I used it in my previous studying.

Marika:

OK. What type of MFA was it?

Respondent:

It was the same.

Marika:

OK. And do you still use MFA outside of your studies or?

Respondent:

No uhh, no just for studies.

Marika:

And how do you experience the schools MFA co-compared, if you compare it to your previous use of it?

Respondent:

It's the same.

Marika:

It’s the same?

Respondent:

Yeah.

Marika:

What was your perception of MFA before you started studying at JU?

Respondent:

Well, I knew how to use it. So it wasn't any problem with it.

Marika:

Mm-hmm. How do you experience the process of using the schools MFA?

Respondent:

Honestly, I found it quite annoying because you need to log in a few times per day. But yeah, I I think it's useful.

Marika:

Have you experienced any technical issues?

Respondent:

Yes, a few times.

Marika:

what kind of?

Respondent:

Uhm, Well, I wasn't able to log in into my account, uhm especially it was doing seminars uhh when we had task in canvas and I wasn't able to participate and teacher couldn't do anything. So I contacted IT support but it took few days for them to answer. And until then, like the problem was solved and it happens like few times.

Marika:

So every time you have an issue, you contact the IT support?

Respondent:

Yes.

Marika:

Have the MFA affected your use of the school services?

Respondent:

Yes.

Marika:

How?

Respondent:

During seminars I wasn't able to participate. Yeah, so I felt quite passive.

Marika:

Ehhhh And how would you describe the user friendliness of the current MFA process?

Respondent

I think it’s user-friendly. It's understandable what you need to do. Okay, process.

Marika:

So if you had an opportunity to change something in the current MFA system, what would it be?

Respondent:

Definitely frequency of uh calls to when you need to log in like amount of time that you remember for at least like one day so you don't need to log in like every time you open your computer or mobile phone.

Marika.

Hmm.

Yeah, that was all the questions. Thank you.