***Practical No.:02***

**Title**: Conducting Effective Interviews: Students will conduct interviews with different

stakeholders (e.g., students, professors, administrative staff) about their experiences with the

current university portal.

**i) Students :**

1) What do you think about the current website ?

Answer : The website is great and provides all the resources we need in one place. It’s very convenient.

2) How do you like your college website compared to others ?

Answer : I think our website is better organized compared to others. Everything is easy to find, and it’s quite responsive.

3) How frequently do you visit the website ?

Answer : I visit it a few times a week, especially to check notices or download materials for classes.

4) Did you face any problems while accessing the website?

Answer : No, I haven’t faced any issues. It loads quickly, and I’ve always been able to access what I need.

5) What is your most used feature of college, the website ?

Answer : The announcements section is what I use the most.

6) Is the current website attractive enough? And if not then what kind of improvement do you expect?

Answer : Yes, I think it’s attractive enough. The design is simple and functional, which works well for students.

7) What do you think about the current information on the website? Is it sufficient enough? And if not then what additional information do you expect ?

Answer : The information is definitely sufficient. I don’t feel like anything is missing.

8) Do you prefer a website or an application ? And why ?

Answer : I prefer a website because it’s accessible on any device without needing to install anything.

9) What do you think about the response time of the website ?

Answer : It’s quick! I’ve never had to wait long for pages to load.

10) What is your opinion about navigation of the website ?

Answer : The navigation is intuitive. I can easily find what I’m looking for without much effort.

11) Do you face any problems while downloading or uploading any kind off documents on the

website ?

Answer : No, downloading and uploading work perfectly fine. It’s very reliable.

**ii) Professors:**

1. What kind of changes do you expect to make your tasks easier ?
2. What kind of difficulties do you face while performing your tasks ?
3. How frequently do you visit the website ?
4. Do you want tools to track students' progress ?
5. Are you satisfied with the current feedback system on the website ?
6. Do you want a tool that will help you to directly interact with students or their parents?
7. What kind of problems do you face while grading the students' marks on the website?
8. What are your thoughts on the navigation system of the website?
9. What is your most used tool on the website, and do you have any suggestions to improve it?
10. What challenges do you face when trying to access the information you need on the website?

**iii) Administrative staff:**

1. What challenges do you face while managing student and staff data on the portal?

Answer: One of the biggest challenges is ensuring the accuracy of data, especially when information is entered manually. Mistakes or outdated data can lead to confusion and inefficiencies. Additionally, keeping track of frequent updates or changes in staff or student information can be cumbersome.

1. Are there any tasks that take longer than they should on the portal? If yes, which ones?

Answer: Tasks like updating large volumes of student records or pulling specific data from multiple sources often take longer than necessary. This is especially true when data isn’t well-integrated or there’s no bulk-update option. Sometimes navigating through multiple screens to find specific records can also add extra time.

1. What features do you think should be added to make your work more efficient?

Answer: A bulk data management feature would be a huge help for tasks like updating student records or processing forms. Additionally, having a clearer dashboard with key insights like upcoming deadlines or reports would allow quicker access to essential data. Enhanced search functionality would also speed up finding information.

1. How do you usually resolve issues encountered on the portal, and what support would help improve this process?

Answer: When encountering issues, I usually have to contact IT support or refer to user manuals and FAQs. However, this process can take time. Having a live chat feature or direct access to support teams would help resolve issues more quickly. A detailed troubleshooting guide for common problems would also be helpful.

1. What tools or functionalities on the portal do you use most often, and how can they be improved?

Answer: The tools I use most are the student registration system, attendance tracker, and staff schedule management. These could be improved with better integration across modules and more intuitive interfaces. For instance, I would appreciate a more seamless way to cross-check student schedules with staff availability.

1. Do you face any difficulties in generating or accessing reports? If so, what kind of improvements would you suggest?

Answer: Generating reports is sometimes a time-consuming process, especially if there are many custom parameters to set. I think it would be beneficial to have pre-set report templates that we can adjust as needed, so that we don’t have to start from scratch each time.

1. What is your experience with the portal’s navigation system, and how can it be made more user-friendly for administrative tasks?

Answer: The navigation system could be more intuitive. There are many different sections, which can make it hard to quickly find what I need. A customizable dashboard or search bar that allows for quicker access to frequently used tools would greatly enhance the experience.

1. Are there any processes on the portal that you feel could be automated or simplified? If so, which ones?

Answer: Processes like sending out reminders for upcoming deadlines or processing routine paperwork could be automated. For example, an automated system for notifying students or staff about registration deadlines would save time. Additionally, simple tasks like attendance tracking could be simplified with auto-populating features.

1. What kind of training or resources would help you use the portal more effectively?

Answer: More hands-on training would be beneficial, particularly in learning advanced features that could make tasks quicker. It would also help to have access to a knowledge base with video tutorials or step-by-step guides that are easy to follow for specific tasks.

10.How well does the portal support communication between departments, and what changes would enhance it?  
Answer: Communication could be improved by introducing a shared messaging or notification system that allows for easier communication between departments. Currently, we rely on email, which can be inefficient. A centralized messaging platform within the portal would ensure everyone stays informed and aligned.

1. Top of Form
2. **Bottom of Form**