Draft Interview Script

Introductory script

The purpose of this research is to investigate challenges faced by international students at the University of Melbourne (e.g., academic pressure, social integration, cultural adaptation) and explore the potential of a designing technological solution to address these challenges.

You will be required to participate in a semi-structured interview (approx. 15–20 minutes) to share my experiences adjusting to university life, challenges I've encountered, and opinions on technological tools designed to support international students.

We want to learn about how you currently manage your local culture integration as an international student so that we can design technological solutions to support you and the international student community in the future. We will ask questions about your background and university life situation, but please note that there are no right or wrong answers. We are interested in what challenges you currently face as an international student integrating with the local norms. so that we can design a technological solution that fits into your life and addresses your needs. The interview should take about 30 minutes, and you can stop the interview at any time.

Interview questions

1. Given the introduction above, now we would like to know a few basic questions about your experience as an international student. What year are you currently at?
2. What course are you studying at the moment?
3. How do you find your learning experience so far at the University of Melbourne since your first day?
4. Are there any difficulties that you're experiencing as an international student?
5. How do you think technology can help you with the struggles that you had so far?
6. Are there any methods/tools/services they are currently?
7. How they feel about the experience of using it?

Full Interview Script

Thank you so much for agreeing to participate in our technology innovation study today. My name is Daniel Fahmi *or insert anyone's name who is interviewing*, and I am conducting research as part of our team's project at the University of Melbourne. The main aim of our project is to better understand the practical and social challenges international students face during their adjustment to life at the university and ultimately, to explore the potential of designing a technological solution to address these challenges.

During this semi-structured interview, which will take approximately 15–20 minutes, I will ask you some questions about your personal experiences and your opinions on current technological tools or services that may support you. There are no right or wrong answers we are simply interested in your experiences, thoughts, and insights. You may choose to stop the interview at any point, and your responses will be kept confidential and used only for the purpose of our research.

Do you have any questions before we begin?

Warm-up / Background Questions:

- Can you please briefly introduce yourself? (e.g., year of study, course, and country of origin)
- Could you share a bit about why you chose to study at the University of Melbourne?

General Experience Questions:

- How would you describe your experience so far as an international student at the University of Melbourne? *Or was an international student. Change verb accordingly*
(Follow-up: Could you give an example or share a specific situation that illustrates your experience?)
- Thinking about some of the expectations you had before arriving here, how have those matched your actual experience?
(Follow-up: Is there anything you've wished you knew before arriving?)

Exploring Practical and Social Challenges:

- Since arriving at the University of Melbourne, what practical or social challenges have you encountered?

(Possible follow-up: How did these challenges affect your daily life or studies? Which ones have been most difficult?)

- How do you currently address or manage these challenges?
  (Follow-up: Could you describe some resources or services you have used? What has been helpful and what hasn't?)
- Have you used any specific tools, apps, platforms, or services provided either by the University or external sources to support you during your transition and adjustment?
  (Follow-up: Can you tell me more about your experience using these tools or services? How effective were they in addressing your needs?)

Exploring Technological Opportunities:

- Thinking about the challenges you've mentioned, in what ways do you think technology could potentially help you overcome or better manage these challenges?
  (Possible follow-up: Could you describe features or services you wish existed, but currently do not?)
- In your opinion, what would make a technological tool appealing or valuable to international students like yourself?

Closing Script

Thank you very much for your valuable insights and your time today. Your responses have given us a clearer picture of the practical and social challenges faced by international students, as well as your experiences and preferences regarding technological support.

As mentioned earlier, your information will be kept completely confidential and used solely for the purpose of this research project. If you have any additional comments, thoughts, or suggestions after today's interview, please feel free to contact us via email at *insert someone's email*

Before we conclude, do you have any questions for me about our research or this interview process?

Gives opportunity for final questions or comments

Thank you once again for your participation. Your input is highly appreciated and will help us develop meaningful innovations to support international students here at the University of Melbourne. Have a great day!