1. General Interview Plan

System: School Psychological Health Support System
Prepared by: MSN BARCA
Date: October 20, 2025

No.	Topic	Objective	Start Date	End Date
1	User Access and Privacy Management	To determine appropriate login requirements and access control policies that protect the confidentiality of students' psychological data while supporting effective system use by authorized personnel.	20/10/25	27/10/25
2	Counseling Process	To analyze how counseling sessions are scheduled, conducted, and recorded, and to determine how the system can better assist counselors and students in managing the counseling process effectively.	20/10/25	27/10/25
3	System Usage & Effectiveness	To explore system usefulness, engagement, and trust-building features.	20/10/25	27/10/25

2. Interview Session Guide Plan

System: School Psychological Health Support System
Analyst: MSN BARCA
Contact Information: (Office – Tel: 0902 456 789)
Interviewee: School Counselors, Teachers, and Administrative Staff
Method: Face-to-face and Online Interviews

Objectives:

- **Data to be collected:** Counseling workflow, privacy and access control needs, and feedback on system usefulness.
- **Agreements needed:** Access permission for sample counseling records, confirmation of data confidentiality, and approval for follow-up sessions.

Appointment Time:

- **Start Time:** 09:00 AM – October 28, 2025
- **End Time:** 11:00 AM – October 30, 2025

Interview Details

Content	Estimated Time (minutes)
Introduction	3
System Overview	4
Topic 1: User Access and Privacy Management (Q&A)	15
Topic 2: Counseling Process (Q&A)	20
Topic 3: System Usage & Effectiveness (Q&A)	15
Summary of Key Points	5
Interviewee's Comments or Questions	8
Conclusion and Next Meeting Agreement	10
Total Estimated Time	**80 minutes**

3. Interview Result Record Tables

a. User Access and Privacy Management

Interviewee: Mr. Long - School Supervisor
Date: October 28, 2025

Question	Notes
1. Must students be required to login or can stay totally anonymous?	**Answer**: Students should log in using school accounts for verified sessions; however, a temporary guest or anonymous chat could be available for initial help-seeking. **Observation:** Supervisor prefers verified identity for accountability but acknowledges anonymity encourages initial engagement.
2. Who should have access to the students' psychological records?	**Answers:** Only counselors and authorized administrators. Parents and teachers may view summaries upon student consent. **Observation:** Emphasis on strict access hierarchy; data sharing without consent is considered a violation of trust.

3. Should parents or teachers have limited access to certain counseling summaries?	**Answer:** Parents could access summaries with student consent; teachers should see only general behavioral notes. **Observation:** Mixed opinions; risk of privacy violation if roles are not clearly separated.
4. How should the system notify users when their confidential data is accessed or updated?	**Answer:** Through automatic email or in-app notification. **Observation:** Transparency increases trust but may cause alert fatigue if overused.
5. Would you support anonymous communication between students and counselors for first contact?	**Answer:** Yes, it could help students open up without fear of exposure. **Observation:** Anonymous mode seen as trust-building but limits follow-up if identity remains hidden.
6. Would you prefer the system to allow anonymous communication? Why or why not?	**Answer**: Yes, but with controlled transition - once trust is established, students should verify their identity for proper record tracking. **Observation**: Suggests a "phased anonymity" model balancing openness and accountability.
7. Would you support anonymous communication between students and counselors for first contact?	**Answer:** Yes, it could help students open up without fear of exposure. **Observation:** Anonymous mode is seen as trust-building, but limits follow-up if identity remains hidden.
8. What type of information should never be shared even with consent (e.g., trauma history, medical notes)?	**Answer:** Deep trauma or psychiatric history should be restricted to professionals only. **Observation:** Need for customizable data visibility rules based on sensitivity levels.
9. What makes students feel safe sharing personal information online?	**Answer:** Seeing privacy statements, clear data usage policies, and counselor credentials displayed. **Observation:** Visual transparency (policy banners, counselor identity) builds trust more than technical terms.

Question	Notes
10. If there was a data breach, how would the school respond?	**Answer:** Immediate notice to affected users and investigation by IT. **Observation:** Users expect accountability and fast communication; lack of protocol could damage trust permanently.

b. Counseling Process

Interviewee: Ms. Quynh - School Psychology Counselor
Date: October 28, 2025

Question	Notes
1. How are counseling appointments currently scheduled?	**Answer:** Mostly through direct requests or phone calls. **Observation:** Manual process leads to delays and missed sessions.
2. Who approves or manages counseling schedules?	**Answer:** Counselors or administrative assistants. **Observation:** Need centralized scheduling authority.
3. How do counselors document session details?	**Answer:** Handwritten notes or Word files. **Observation:** Scattered storage; requires systemized data entry.
4. Do students receive notifications before sessions?	**Answer:** Rarely; reminders come verbally. **Observation:** System should automate reminders.
5. Are follow-up sessions manually tracked or auto-planned?	**Answer:** Manually tracked. **Observation:** Missed follow-ups indicate need for automated alerts.
6. What information should be recorded in each session log?	**Answer:** Student concerns, counselor notes, outcomes. **Observation:** Basis for database fields and record templates.
7. How are confidential notes currently protected?	**Answer:** Kept privately by counselors. **Observation:** Digital encryption and access control needed.
8. What difficulties arise in managing multiple student cases?	**Answer:** Overlapping schedules, loss of data. **Observation:** Need dashboard for tracking progress.
9. How would AI integration help in the counseling process?	**Answer:** AI could suggest coping strategies or detect emotional trends.

	Observation: Adds predictive capability; must ensure ethical limits.
10. How can the system help counselors improve efficiency and reduce paperwork?	Answer: By automating logs, schedules, and reports. Observation: Aligns with system's functional goal of optimization.

c. System Usage & Effectiveness

Interviewee: Nguyen Dinh Thien - Student
Date: October 28, 2025

Question	Notes
1. How easy do you find it to navigate online school systems in general?	Answer: Moderate; some features are confusing. Observation: Establishes usability baseline.
2. Do you find multi-layered security inconvenient?	Answer: Slightly, but necessary. Observation: Encourages passive engagement beyond counseling.
3. Would you use a self-help section with articles or videos on mental wellness?	Answer: Yes, if content feels relatable. Observation: Encourages passive engagement beyond counseling.
4. How do you currently track a student's progress across sessions?	Answer: Through notes or memory. Observation: Emphasizes need for visual dashboards.
5. Do you believe reminders and notifications improve session attendance?	Answer: Yes, they help students stay consistent. Observation: Confirms value of engagement features.
6. How can the system improve user engagement or motivation?	Answer: By gamifying progress or offering positive feedback. Observation: Suggests UI/UX personalization.

7. Would the ability to give anonymous feedback on sessions increase trust?	**Answer:** Definitely; helps students express freely. **Observation:** Supports trust-building loop.
8. What metrics should be tracked to evaluate system success?	**Answer**: Attendance rates, feedback scores, and follow-up completion. **Observation**: Core indicators for system evaluation.
9. How should the system collect user feedback effectively?	**Answer:** Through short in-app surveys. **Observation:** Must design lightweight feedback module.
10. What would make you recommend the system to others?	**Answer**: Ease of use, confidentiality, and helpful features. **Observation**: Direct link to perceived effectiveness and adoption.