

Appendix 1 (Initial Interview Transcript)

Me: Hello [client]. Thank you for agreeing to this meeting.

Client: No problem, I'm glad to help.

Me: When we first talked about your willingness to participate in this project, you mentioned needing a platform for guidance meeting planning.

Client: Yes, exactly. I would like a platform where students can easily schedule meetings with me. And where I am also able to have an organised view of them. I am afraid that I don't currently have an efficient way to manage my meetings.

Me: Have you used any other available platforms before?

Client: I have tried many other platforms before, with professional looking calendars and a lot of features. However those never worked for me. They are made to be used for a lot of different events, so they were never curated for the purpose that I need them for. So I always went back to using post-it notes to jolt down meeting dates and times, which becomes messy.

Me: Of course, I understand. Is there anything else that you would have liked these applications to have? So we can start discussing what features you would like to have for this project.

Client: Well the main thing is that I would like the platform to be able to be used by students as well. Even when I was using the other applications to organise my meetings, I would still have to communicate with the students through emails. Which, with the amount of emails I receive in a day, can be easily lost or forgotten.

Me: Ok, so the program will be accessible by both students and counsellors via a login page. Are there any specific features you would like the counsellors to be able to perform?

Client: It would be helpful to have a list of all the meetings that have been scheduled. In order by date and time so I can easily determine my schedule. Also in terms of meetings, it

would also be very useful if I can cancel meetings, and for the students to receive a notice about it when I do.

Me: Yeah that works. What about the student functionalities?

Client: Well they would be able to schedule meetings, of course. But it would also be helpful if when they schedule the meetings, they could add notes about what they want to discuss in that meeting. So then I can be aware of anything I need to prepare before the meeting.

Me: Ok that's perfect. What about incorporating other information you have to know about the student?

Client: Oh that's a good point. What about having the possibility for students to be able to add which universities they want to apply to?

Me: Yes I can do that. I can also add a feature where you can search by university, so you can see which students are applying to a particular university. Would you like that?

Client: That's perfect. I think that's about it.

Me: Ok, I have noted down everything you said. Thank you for this meeting.

Client: Thank you. Have a nice day.

Appendix 2 (Final Interview Transcript)

Me: So now that you have had some time to test the product, what are your first impressions?

Client: Well I have to say that it is very easy to use. It has definitely achieved its primary goal to help me create a more efficient system for setting up meetings.

Me: What about the login process?

Client: Yeah I didn't have any problems with it. I got a few students to try it out, and they were able to create accounts and log in without any problem. For scheduling purposes, they also told me that it is very straightforward to use. I tried it out myself because I was curious what the program looked like from a student perspective, and it has all the features we talked about in the beginning.

Me: I'm glad you're satisfied. What did you think about how all the meetings were displayed?

Client: It was a very clear design, and I liked how the "upcoming" list was quite long, so I could see what is planned for the next couple of days. The searching by student also proved to be quite useful, as I could look at how much time I have between meetings with students to prepare for the next one with them.

Me: Ok good. What about searching for a university?

Client: I have tried it out a bit, and it works very well, I can see every student that chose any university . But I expect to get a lot of use out of it when specific university deadlines come up. So then I can send reminders to the students wanting to apply to them.

Me: Perfect. Do you have any points about how to improve the product?

Client: I was overall quite happy with it. However, I think that it would benefit from having some more functions. For example, from the student perspective, they can only change the meeting notes for the first meeting that they have. So I think that while the one upcoming

meeting on the main page is suitable for them, as they will not have as many meetings, it's a good idea to let them alter the meeting details for all of them.

Me: Is there anything else you would like to add?

Client: I think the main thing I realised, as I was using the program and receiving meetings, was that there should be a system where I am able to approve or deny meetings. The whole program is useful on the whole but I did find myself sometimes having to cancel meetings from students, because they scheduled it at a time I wasn't available at. So it would be much easier to be able to confirm them in some way, instead of the student scheduling the meeting, and then showing up because they didn't check for the cancellation warning that shows up on their main page.

Me: Yes, of course I understand. Well thank you so much for being available for this whole process.

Client: It was my pleasure. Goodbye.