1. Which feature do you think is the most poorly designed and most difficult to navigate?

• How and why does it make you think that?

System always ran into trouble when I tried to pay my bills so I have to go to U crossing.

• What would be an ideal solution like?

Make the system more stable.

2. Would you say you are able to complete tasks on SIS [Easily, Fairly Easily, Not Easily, or Hard]?

• How and why does it make you think that?

Easily. I just had a hard time paying the bills.

3. Are there any features or tasks missing from SIS that you think would be nice to have?

• How and why does it make you think that?

It would be nice to be able to register for a physical examination or getting vaccine.

• What would be an ideal solution like?

A new taskbar on the left side for wellness center.

4. Which part of SIS do you think if it gets improved, you will find SIS more enjoyable to use?

• How and why does it make you think that?

It would be nice if there were two different version of SIS: browser on pc and mobile device.

Sometimes, words on pc browser is unreadable.

• What would be an ideal solution like?

Devise a mobile device App.

Redesign the interface of SIS from pc browser.