

This document is cleaned and anonymised transcripts from two semi structured interviews conducted as part of my Action Research Project. No raw identifying data is included.

## Interview 1 — Student A (Cleaned Transcript)

**Interviewer:**

This is still part of my PgCert intervention. I'm trying to improve it and hopefully make it more supportive and accessible for students.

**Student A:**

**It helped me feel less anxious or less stressed about communicating how I feel.**

Without the questionnaire, I would have just come to the one-to-one and probably sat there and let you lead.

**Interviewer:**

Can you say a bit more about that?

**Student A:**

I think having the questions beforehand made me think about what I actually wanted to ask. Otherwise I wouldn't really know how to start.

**Interviewer:**

How did you find the structure of the questionnaire?

**Student A:**

**I feel like it was very supportive.**

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**I feel like all the options were there.**

**Interviewer:**

Was there anything you found less useful?

**Student A:**

Not really... I think it covered everything.

**Interviewer:**

Did the session itself feel different because of the questionnaire?

**Student A:**

Yeah, I think so.

Rather than just talking about it, being able to see it was really helpful.

Seeing it on the actual content I had helped me understand better.

**Interviewer:**

Is there anything else you'd like to add?

**Student A:**

**I also found your approach really helpful. It made me feel like I could explore more.**

## Interview 2 — Student B (Cleaned Transcript)

**Interviewer:**

Could you describe your overall experience of completing the pre-session questionnaire?  
Was it easy or time-consuming?

**Student B:**

The tick-box questions were quite easy, but the last open question took more time to think about.  
Writing questions always takes longer.

**Interviewer:**

How did you feel about that open question?

**Student B:**

**It made me feel like, if I want to support this research, I should think of something to write and not leave it empty.**

**Interviewer:**

Do you think the questionnaire helped make the 1-to-1 session more focused or efficient?

**Student B:**

**I would strongly agree.**

Especially with the language part —

**I usually choose English out of respect for the culture here, but for technical software and technical terms, using my mother language helps save time.**

**Interviewer:**

How did that feel in practice?

**Student B:**

**After the tutorial, I changed the system language to Chinese and it was much easier to understand.**

**For advanced stages, using my mother language helped me describe what I wanted to achieve more clearly.**

**Interviewer:**

Did the questionnaire help you understand your learning preferences?

**Student B:**

It helped me realise I can use different ways to learn, like videos or problem-solving methods, especially when booking a session isn't possible.

**Interviewer:**

Is there one thing you would suggest making the questionnaire more inclusive?

**Student B:**

The special related questions are helpful, but maybe allowing students to write more freely about why something is difficult could help staff report this better to the school.