

CMU Dining Services

Design for America | Spring '22

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The Problem

Due to the spatial design of the Marketplace in the University Center, many students faced confusion with the wayfinding of ordering, causing miscommunication and frustrations between dining staff and students. The question we tried to solve is: "How can we alter the spatial design to improve efficiency for the dining staff and CMU students?"

Our Objectives

1. Make the ordering process less confusing
2. Provide designated areas for ordering and waiting
3. Reorganize space to minimize interference with people walking through the Marketplace

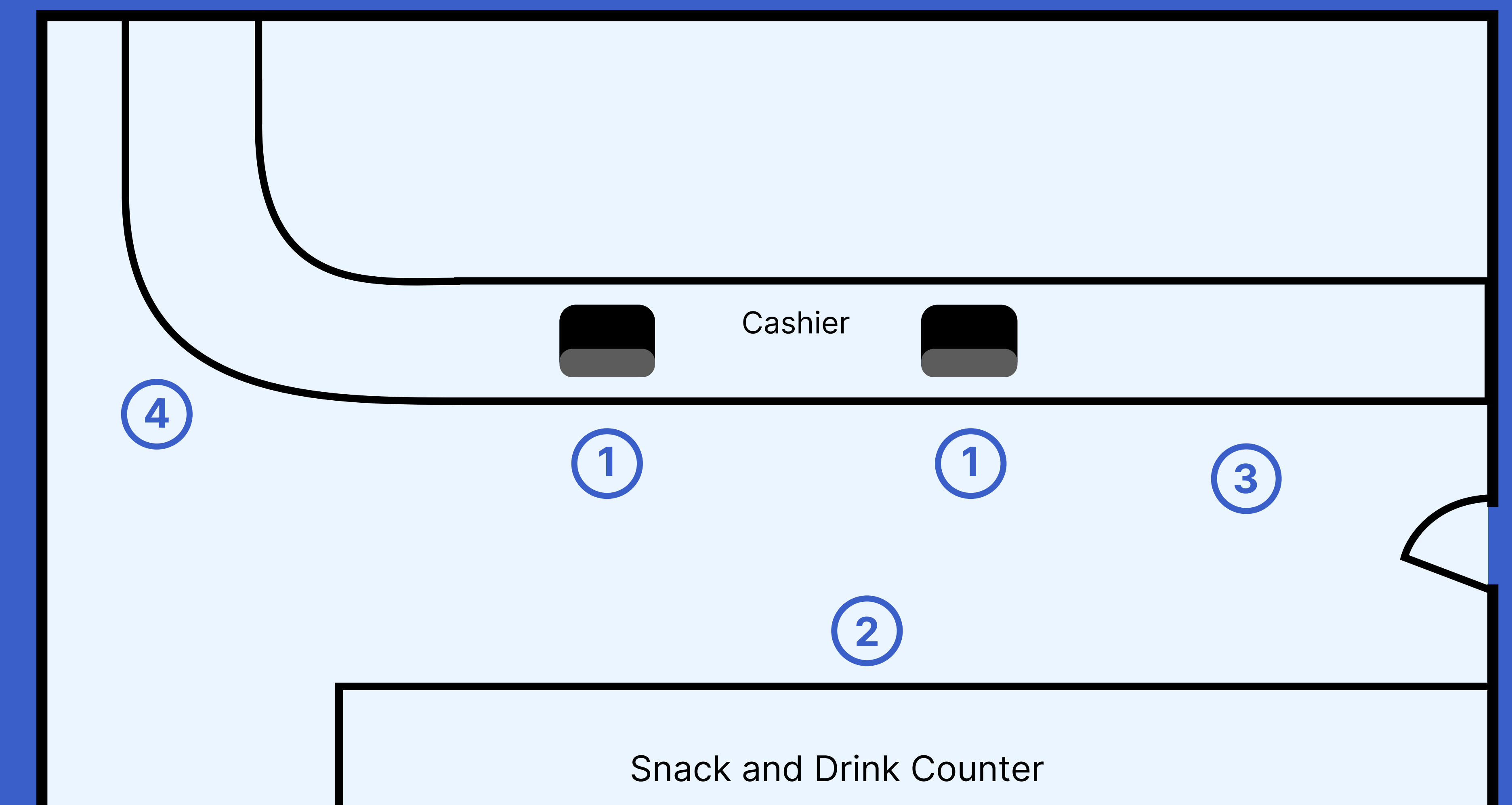
Challenges We Faced

1. Coordinating time to meet with Carnegie Mellon Dining Services staff
2. Understanding the scope and scale of our design intervention
3. Ideating possible solutions for the dining experience

Our Solutions

1 Stickers

Our first solution addresses the issue of the queuing system. We use stickers on the ground to clearly designate areas for waiting, paying, and food pickup. These aim to minimize the confusion that stems from the lack of spatial organization.



2 Viet Nom³

Our second solution is a speculative eatery, Viet Nom³, using an electronic ordering system. This would minimize miscommunication between staff and students as well as streamline the process of ordering and picking up food.

