

Interview Analysis – Daniel Garcia

Situation	What?	How?	Why?	Who?
1	The user waits for answering some questions of restaurants or cafeterias in the University	The user looks to be anxious trying to remember the difficulties for finding good spaces for eating or drinking coffee inside the Campus	The University has some spaces that not all the students will visit because they do not have some recommendations of friends, or the spaces are difficult to find inside the Campus	2 nd semester student, she will visit a place with friends that already went or some places that have good calification among university students
2	The user is remembering how it was the trip to getting to a toilet	The user looks stressed when thinking about toilets inside the University, not all the toilets are reachable when you move throughout the Campus	Toilets in several buildings are mostly full; toilets are in long distances, or the user doesn't have an idea where is a toilet in some buildings; the toilets are being washed up, so they are closed.	1 st semester student, doesn't know where are ubicated the toilets in the buildings.
3	The user hesitates when answering the distances between buildings	The user looks agitated when thinking about the distances between buildings and how students are not capable to arrive in time for class.	Classes are in buildings that students need to cover long distances; time for arriving to classes is only 10 minutes so students are not capable to arrive in time; nearly impossible to entry a building during changes of classes.	All students in the university have the same problem, buildings are very separated from each other.
4	The user stays quiet when remembering how it was the experience during the first semesters	The user was overwhelmed when retrieving the experience to find buildings and classrooms	The University has several buildings for each department, so students doesn't know how to get to some buildings	1 st and 2 nd semester students that are getting to know the whole campus and don't know how

		during the first semesters, as classes are in several buildings, getting to know all of them was stressful for the user.	or which ways to take for approaching them; getting to the classrooms is sometimes more difficult to approach than buildings because of the number of students.	to get to several buildings that are located in specific places
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Clusters:

- **Recommending Restaurants and Cafeterias:** Maria Fernanda used to talk a lot about her experience throughout her whole career, and one of the points she remarks the most is finding good places to eat or to drink something inside the campus. She constantly says that she only goes to places that are recommended by some friends or that have some pretty good grade, if the place is unknown, she will not go. It's important to consider this cluster now of developing the app because it will provide students with several information of restaurants and cafeterias inside the University.
- **Nearly places to the student (toilets, nurse department):** Maria Fernanda also tried to talk a lot about specific places inside the university, she thinks that students need to know where toilets or nurse's department is in case of any emergency. This is an important cluster because it will give students the opportunity of knowing much better the buildings and the whole University.
- **Personalized route throughout the campus:** Maria Fernanda also is specific with the route that a student must follow for approaching several buildings in certain time. It's well known that some buildings at certain time it's impossible to enter, so by using the app the student will know at what time is most likely to be fast the entrance at the building for classes or other activities. Also, by giving the student a personalized route, they will save some time walking throughout the university, and they will arrive to the classroom on time.
- **Map of buildings and classrooms:** Maria Fernanda during the interview is most likely to say about how in the first semesters she was lost in the university because of the lack of information of the buildings and classrooms. She said that is very difficult when some people talk about buildings by their departments, and not by their names or letters. So we think that an interactive map app for students need to have information of the buildings and the classrooms, like number of classrooms in each floor and some extra information, for students to understand and recognize easily the buildings where they have classes.