Interview audio transcription

University Gastronomic Offer

- Hello, good afternoon. My name is María José Amorocho, and I am a seventh-semester Systems Engineering student. The purpose of this interview is to understand how students and members of the university community discover and choose places to eat, as well as their perception of the variety and accessibility of the gastronomic offerings, in order to identify opportunities to improve the visibility and diversification of the available options.
  Well, hello Angie.
- Hello.
- Would you like to introduce yourself?
- Hi, my name is Angélica Ortiz and I'm a Systems Engineering student.
- What semester are you in?
- I'm in my seventh semester
- Angie, do I have your permission to record your voice and use your information in this interview?
- Yes
- Great
- So, Angie, tell me, what's a typical day like for you at university?
- Well, a typical day... I usually arrive around 6:30 a.m. and have classes until 11 a.m. At 11, I start figuring out what to eat. Sometimes I bring food from home, but mostly I decide where to go or what to choose. I'm really indecisive about food, like where to go, what to pick, and people know that about me.
- So, you usually buy food at the university? You don't often bring food from home?
- No, I rarely bring food from home.
- Ok. Do you usually buy breakfast, or lunch, or dinner here, or all the above...?
- Normally, I buy lunch. But since I'm always hungry, I'll also grab a snack before or after lunch.
- For example, could you tell me when the last time you bought food here at the university was?
- The last time was yesterday, and I had already had lunch but was still hungry and was going to have a snack, so I decided to buy a sandwich from the vending machine because I didn't know there was anywhere closer, so I decided to go and buy a sandwich.

- Ah, ok, so you went to the vending machine and said, "I'm hungry," bought it, and that was it.
- That was my solution.
- Awesome solution. What do you enjoy most about eating here at university? The atmosphere, the company, the food itself?
- The food, and there's quite a lot of variety, but let's say, I usually have lunch at 11 a.m., and at 11 a.m. there are some places that aren't open, so I like the variety, but at that time of day there isn't as much variety as far as I know.
- Right, because you eat lunch early, not later.
- Exactly
- If you could improve something, would it be having places open at that time? Or knowing which places you like are open then?
- Yes, I would like to know how... I know I can't know the opening hours of all the places I go to and visit, so I would like to have, I don't know, somewhere where I could find out about the variety of places I can go to, the times I can go, and whether they are open at the time I need to go for lunch.
- Ok. Are you someone who considers themselves open to possibilities, or do you know a place you like for lunch and say, "Sure, I'll eat here every day this semester"?
- I'm open to trying new places, but since I only know a few open at 11 a.m., I end up going to the same one.
- But, I mean, you stay in a place like that because you know it's definitely open, and you like what they sell there. Right?
- Exactly.
- But if you knew others, you would also give them a chance, and you would also go and see them. Right?
- Yes, it would be an opportunity to visit other places that I may not know, and I could find lunches that are either cheaper or offer more variety.
- But overall, do you think the diversity and range of food options here at the university is good?
- Yes
- Ok. Can you tell me some of the restaurants or places here at the university where you like to eat the most?
- There's *Vivo*, which is in the *Z*, and there used to be other places nearby, but they closed down, like everything else, most of the places in that area closed down. I like the taco place next to *Vivo*, and I also like going to *The Box*, where there's a wide variety, but most of them open a little later, so I'm not sure,

because they sell breakfast until a certain time, which is when I arrive at 11 a.m., so it's like...

- When you arrive, they are still selling breakfast, or they are transitioning from selling breakfast to selling lunch.
- Exactly
- And do you remember how you found out about most of those places? I mean, was it through friends, or did you just happen to pass by and get interested?
- Because I passed by... let's say, *The Box* is because I have to go to *SD* all the time, so I pass by every day, and I see it, and I decided to go in. And let's say, the *Z* part, I used to go there to study because it was close to where I had class, and then, after several semesters, I ended up liking it. But, let's say, I started going there last semester because there were other restaurants that, as I said, closed down, and I don't know if they're still at the university or if they still offer anything.
- Or if they moved, or if they suddenly changed locations. Ok, ok. And let's say, when a restaurant moves locations, or opens a new one, how do you usually find out? Because suddenly they tell you on social media, through...
- It could be through social media, for example, there is the *RestaurAndes* page, and if something appears there, I find out about it. Otherwise, it's because I happened to be there. Because my friends, let's say, most of them bring lunch, or if they have a specific place to go, well, my schedule doesn't coincide with theirs for lunch, and so, more or less, I know about it because I happen to be there, or through social media.
- Okay, and when do you get hungry? I mean, you leave class at 11 a.m. and say to yourself, "I'm hungry". How do you decide where to go, and what influences your decision the most?
- Since it's 11 in the morning, the closest place that's open, as far as I know, because, let's say, I don't have much time to go around and check if it's open or not, if they're already selling lunch or if it's still breakfast time.
- Ok, how easy is it for you to know how, say, you pass by a new place, and how easy is it for you to identify what they offer?
- It's relatively easy, because I ask what they have, and in most places, they have a menu, or they display it, but if I wanted to know what they offer before going, I think it would be a little difficult to find out.
- Ok, ok. In that sense, if there was a way for you to see all the dining options available at the university, like a compilation of dining options in one place, would that be useful to you?

- Yes, it would be useful to me, because that way I could find out which of the things they sell in different places I like, whether I would like to visit them, and if they have opening hours, which is something that affects me a lot, I would really like that to be implemented, and that way it would be easier for me to choose where to go, and to know what I can buy and what I am going to buy, right from the start of the day, already know relatively what I'm going to do.
- Ok, Angie, I think that's everything. Thank you very much for your time.
- Thank you, bye.