Interview Template

Candidate name	Sebastian Vasquez	Interviewer name	Sofia Vasquez
Date	1-28-2026	Position title	Student

Main Hypothesis:

First-year university (Universidad de los Andes) students experience significant difficulties navigating the campus and understanding the purpose and facilities of buildings due to a lack of clear, accessible, and centralized information.

Introduction

Hello, my name is Sofia Vasquez, and I'm a student at Los Andes University.

Thank you for taking the time to talk with me today.

The **purpose of this interview** is to better understand students' experiences navigating the university campus, especially the challenges related to finding buildings and knowing what facilities they offer, particularly during the first years.

Your insights will help us identify common problems and possible improvements. This interview will take approximately 10 minutes, and there are no right or wrong answers, I'm interested in your personal experience.

With your permission, I would like to record this interview so I can accurately review your responses later. The recording will be used only for this project. Do I have your consent to record?

Interview questions

Basic information questions
Q1. Can you briefly introduce yourself? (degree, year of study)
Hi, my name is Sebastian Vasquez. I'm a student currently in Los Andes and I study electrical engineering and this is my fourth semester. I'm 19 years old.
Purpose: Get to know the interviewee and understand their context within the university.
Q2. How long have you been studying at this university?
Four semesters, as I already said.
Purpose: Establish experience level with the campus (new vs. experienced students).
Q3. When you first arrived on campus, how familiar were you with the layout?
In my school we had a check around the university before we actually got there, so for me I knew the layout, but it was really hard for me to go to the classes and the buildings as it was hard finding them. For example, I had a class in Mario Laserna's building, but it said A lab because it was in the second

basement, so it was really hard. Finding buildings such as C and B was really hard. I usually got lost and for most of the first semester I arrived late to every single class because I didn't know where I was going.

Purpose: Understand initial exposure and baseline knowledge of campus navigation.

Specific questions

Q4. Can you describe your first weeks on campus in terms of finding buildings?

For the first week I didn't have any idea. It was really hard for me to find any kind of building, so I usually had to ask for help. If I didn't ask for help, it was really hard. I searched on the web for a layout of the university, but it was really small and not specific. The security people told me things like 'go up, turn right, and it's a building with bricks,' but every building has bricks, so I got lost every single time.

Purpose: Explore first impressions and early navigation challenges.

Q5. Which types of buildings were hardest to locate? (classrooms, labs, offices, services, etc.)

Classrooms, labs, offices, services, in general every single one. But mostly the buildings towards the upper part of the campus. Finding the labs was really hard, especially in my career. In first semester I had multiple classes with labs, and Mario La Serna's basement floors were really hard to find. With time I got used to them.

Purpose: Identify problem areas and building categories that cause confusion.

Q6. How easy or difficult was it to know what facilities each building had?

For me I only knew the engineering building, Mario La Serna. Being an engineering student, it was really hard knowing the other faculties. First week, no clue. With time people told me, so it got easier. But in terms of facilities like libraries, bathrooms, or services, it was hard. There are no signs, so it was really difficult, especially in first semester.

Purpose: Assess clarity of information related to building functions.

Q7. Have you ever gone to the wrong building because you misunderstood what it was used for?

Yes, well not because I didn't understand what it was for, but because of the stress of being a first semester student. I went to the wrong building multiple times, and when I entered the classroom, there was no one there

Purpose: Identify consequences of unclear building information.

Q8. What facilities did you struggle the most to find? (e.g., libraries, study rooms, cafeterias, student services)

Until the second semester I didn't know there was a building inside the university with a cafeteria, so basically I didn't know what facilities existed

Purpose: Prioritize facilities that are most problematic for students.

Q9. How do you usually find your way around campus now?

Now it's really simple because I know most of the buildings, so I can move around easily. But sometimes classrooms are still hard to find. This semester I had a class in RGD 206, and when I got to the second floor it went from 210 to 200, so I didn't know where to go. But it gets easier with time.

Purpose: Understand current strategies and tools used for navigation.

Q10.   What resources did you use at the beginning (maps, apps, asking people, signs, website, etc.) and which of these methods worked well, and which didn't?

The one that worked the most was using the map on the internet, which tells you where each building is. The problem is that it's a satellite view, so you know where the building is but you don't differentiate it well. The worst for me was asking people because I didn't understand the instructions

Purpose: Identify commonly used support systems and their effectiveness.

Q11. What would have helped you most during your first year to navigate the campus?

An app that tells you where you're going, like Google Maps but for buildings. But I think the most helpful thing would be putting signs telling you where each building is. Also bigger and clearer signs inside the buildings to know where the classrooms are.

Purpose: Evaluate strengths and weaknesses of existing solutions.

Q12. If you could design a perfect solution, what features would it have?

I would love an app that deconstructs the building floor by floor, telling you where each classroom is, where the bathrooms are, and where the cafeterias are. For example, in the main library, having an app that tells you where everything is. That would really help first semester students plan beforehand where they're going and how to arrive.

Purpose: Encourage user-driven ideas and innovation.

Q13. What advice would you give to a new student who is starting next semester?

Don't worry. It will take time and you'll get used to it. Use all the resources you have, search on the web, ask people, and with time you'll know the buildings and it will be way easier. You just have to be patient.

Purpose: Capture peer insights and practical recommendations.

Conclusion

Thank you very much for sharing your experiences and insights. Your answers have been really valuable and will help us better understand the challenges students face when navigating the campus and

identifying available facilities. This concludes the interview. If you have any additional thoughts later on, feel free to reach out. Thank you again for your time and participation.