

Interview Template

Candidate name	Sofia Niño	Interviewer name	Joseph Linares
Position title	Student	Date	Jan-2026

Hypothesis

The main source of frustration, stress, and time loss for users who commute by car to Universidad de los Andes is not solely the shortage of parking spaces, but the lack of reliable, centralized, and real-time information regarding parking availability, safety conditions, and expected waiting times. This information gap generates uncertainty, forces users to make inefficient decisions, negatively affects their emotional state, and impacts their academic performance.

Interview questions

Open questions
Question 1: Can you describe your usual experience when you come to the university by car?
<p>Response: So well, first of all, I come to the university by car and normally the usual experience is the normal traffic in Bogota but It's also very stressful when I get to the university and sometimes I don't know where to park for example If it's 9 a.m almost all parking lots are already filled up.</p> <p>So it's difficult to find any parking or any space and also, I don't know if all the parking lots are safe and well, that's a problem.</p>
<i>Purpose of the question: Introduce the candidate to the main topic of the hypothesis and check initial feelings or positions about the matter.</i>
Question 2: What do you usually think about when you approach the parking lot?
<p>Response: Well, yeah, I normally use the university parking lot, but if I come after probably 6 40 a.m. It's already filled up and it has a really long line and I think my first thought when I get into a parking lot is thinking if there will be freer spaces also some parking lots normally ask you to leave the keys and I really don't like that so I would prefer to know like the conditions of the parking lot before entering.</p>
<i>Purpose of the question: Enquiry about the possible thoughts that the experience creates.</i>
Question 3: Walk me through a typical day trying to park at Los Andes University.
<p>Response: Okay, so I Think probably firstly, it's like approaching the parking zones okay, and I think that's the most difficult part because there are many options with many prices but not all of them are really safe or really good. Then when I find a parking that seems good to me then I have to wait if they have they have free spaces and when I'm parking normally some of the parking lots are really filled up so they asked me to leave my keys and I don't like that. So sometimes I feel frustrated sometimes I have to go to many different parking lots just to find one that a adjust to all my needs and well after when I want to pay normally the parking like the people that work at the parking like they are trying to make a profit of their business, they are parking cars in front of others and that makes difficult and it makes the process last a lot longer.</p>

<i>Purpose of the question: Look for a sequence of events to highlight any coincidence with the experience described in the hypothesis.</i>
Question 4: How does this process make you feel?
Response: Okay, so I think mainly sometimes it makes me feel really stressed because it's so uncertain what is going to happen if I'm gonna find a parking a free parking if I'm just gonna be all day worried about the safety of my car. I feel worried and also, I feel like I have not the options of something that helped me evaluate and compare all the parking lots so I think it's not such a good experience.
<i>Purpose of the question: Know possible feelings during the described event.</i>

Focused Curiosity questions
Question 5: What do you usually do when you arrive and see a long line?
Response: Well, I think it depends on the time I have so we I have a lot of free time probably I just do the line because I know I have nothing else to do but if I have like such a short time I will start looking for other parking lots like going even further from my destination. Especially in Los Andes, I know there are a lot of options but they are also a lot of the students and normally in all of the parkings there's a line if you come to the university like 8 a.m. 9:30 a.m they are lines because of course all the students have the same need so and I think normally when I just go get to the line I just have like this thought that I have nothing else to do and that there's not like an alternative.
<i>Purpose of the question: Understand the candidate response when seeing a line for parking</i>
Question 6: Have you ever missed classes, meetings, or commitments because of parking?
Response: Yeah, yeah many times especially once I even had to talk to my professor because we had an exam but I could not leave my car just like park anywhere and I was waiting I even came to the university half an hour earlier because I knew how the parking system works but it was impossible. It was really awful experience of course a I had to talk to the professor and he wasn't that a helpful and open to help because of course it's a problem that relies on myself but sometimes there are also like external problems Especially with this parking that can affect me.
<i>Purpose of the question: Know possible consequences due to the situation.</i>

Question 7: How often do you wait in line and still don't get a parking spot?

Response: Many many times especially here in the in the parking of the university you can wait for hours and never get in because of course the free spaces depend on if the students are living or they are already done with their classes and of course, sometimes the schedules are not that helpful because of course everyone has normally classes in the morning. So the the parking it's always a build up to the top in the morning and well, it's a lot of time and I think it's also a lot of time that I'm losing from my life going a bit further in this sequence of events during your day.

Purpose of the question: Determine the average time of waiting.

Probing questions

Question 8: After that happens, what do you usually do?

Response: Well, normally I just park my car and well It's just like feeling a little relieved but also stressed out. It of course depends in the parking that I'm using. So firstly, I'm relieved because finally I was able to park my car but also I have like the thought all day if my car is safe if something is going to happen if they are gonna move it and so I think just like bringing the car to the university. It's an extra stress that should not be that experience.

Purpose of the question: Know the actions taken by the candidate.

Question 9: Does that affect the rest of your day? How?

Response: Well, probably I think it affects my mood all day because I know if I found an easy parking and I think I will be in a happy mood all day. But normally if it's a difficult situation for me I'm normally angry and I really don't want to talk to anyone in my classes. I'm just thinking about the car and not really paying attention so I think it really affects me and as this has been happening many times around all your studies.

Purpose of the question: Know possible consequences due to the situation.

Question 10: How have you adapted to this problem over time?

Response: Yes, I think I just got used to it. I and I probably just ignore the problem. I just know it happens and probably I don't do anything about it's just like a I just live with it.

Purpose of the question: Look for any change of behavior.

Question 11: What solutions have you personally tried to deal with this?

Response: Well some like a solution is simply not coming by car but I think that's not a good solution and it's just coming like super early in the morning and parking the car when where I want because of course if I came like 6 a.m. The parking lots are gonna be free.

Purpose of the question: Check the impact of the situation and how drastic the solutions might be.

Confrontational Questions

Question 12: Do you feel the main problem is the lack of parking spaces, or do you not know what is really happening?

Response: Well, I don't know if it's like the lack of parking spaces because as I told you there are many offers but probably they are not as well organized and sometimes probably everyone has just like get used to the problem and they have implemented like similar situations like and alternatives like the one that I told you of coming early so everyone is just like trying to find a parking lot and really not thinking in the others.

Purpose of the question: Validate the uncertainty as the problem of the described situation.

Question 13: If you knew in real time that the parking lot was full, would you still come?

Response: Well, I think no because I think I would not find like an option of parking but I think it's useful because I could already like discard the different parkings that are already that are already filled up and that would give me like an insight of where I should go to park my car and if you know.

Purpose of the question: Know the direct response and the possible improvement of the candidate's situation.

Question 14: Would you plan your schedule differently if you had this information?

Response: Yes, of course, I think with this information I could see the trends I could see like how the days like are going I could manage better my time and I think it's just not like if I have this information I am going to make worth of it, but I think everyone and I think the parking problem will be slightly solved because somehow everyone would start to manage better the parking spaces.

Purpose of the question: Check if the access to the information will create a change in the candidate's daily routine

Conclusion

The interview results validate the initial hypothesis and reveal that the parking problem at Universidad de los Andes is not only infrastructural, but primarily informational. While parking options exist around the university, users lack the necessary real-time and comparative information to make efficient decisions. This lack of information creates uncertainty, which leads to stress, loss of time, emotional exhaustion, and even academic consequences such as missing classes or exams. The interviewee clearly expressed that access to real-time parking availability, safety conditions, and usage trends would significantly improve decision-making, reduce stress, and enable better time management. Therefore, a digital solution that centralizes and visualizes parking information has the potential to mitigate the problem not by increasing parking capacity, but by reducing uncertainty and improving users' planning and experience.