

# DIGITAL EXPERIENCE

**USER EXPERIENCE DESIGN  
ASSIGNMENT - 2**

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# PROBLEM STATEMENT

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**To make a Digital system for efficient and error free Canteen**

**A Canteen Automation System**

# PROBLEMS



## Problem 1

Canteens face different problems such as being Too crowded  
lack of space  
Lack of Time

These are caused because the break timing is less and truck of people encounter canteen at the same time.

## Problem 2

The most important problem to eradicate in a canteen is these queues. Queues are the biggest problem in the college canteen for students who use the service - but arguably the bigger overall problem is the coordination between Student's and canteen system. Improving queues can help attract more students to the service

## Problem 3

Queues are the biggest problem in the school canteen for students who use the service - but arguably the bigger overall problem is the coordination between Student's and canteen system. Improving queues can help attract more students to the service

# AIM & OBJECTIVE

## BRING DOWN THE GAP

This aims to create a digital platform that. Bring down the gap between classroom and canteen that will give user's their need as well as Want

## FULFILS WANTS

Ultimately it will provide recreation, relaxation and other activities to user's especially students.

## PREVENT TRAFFIC

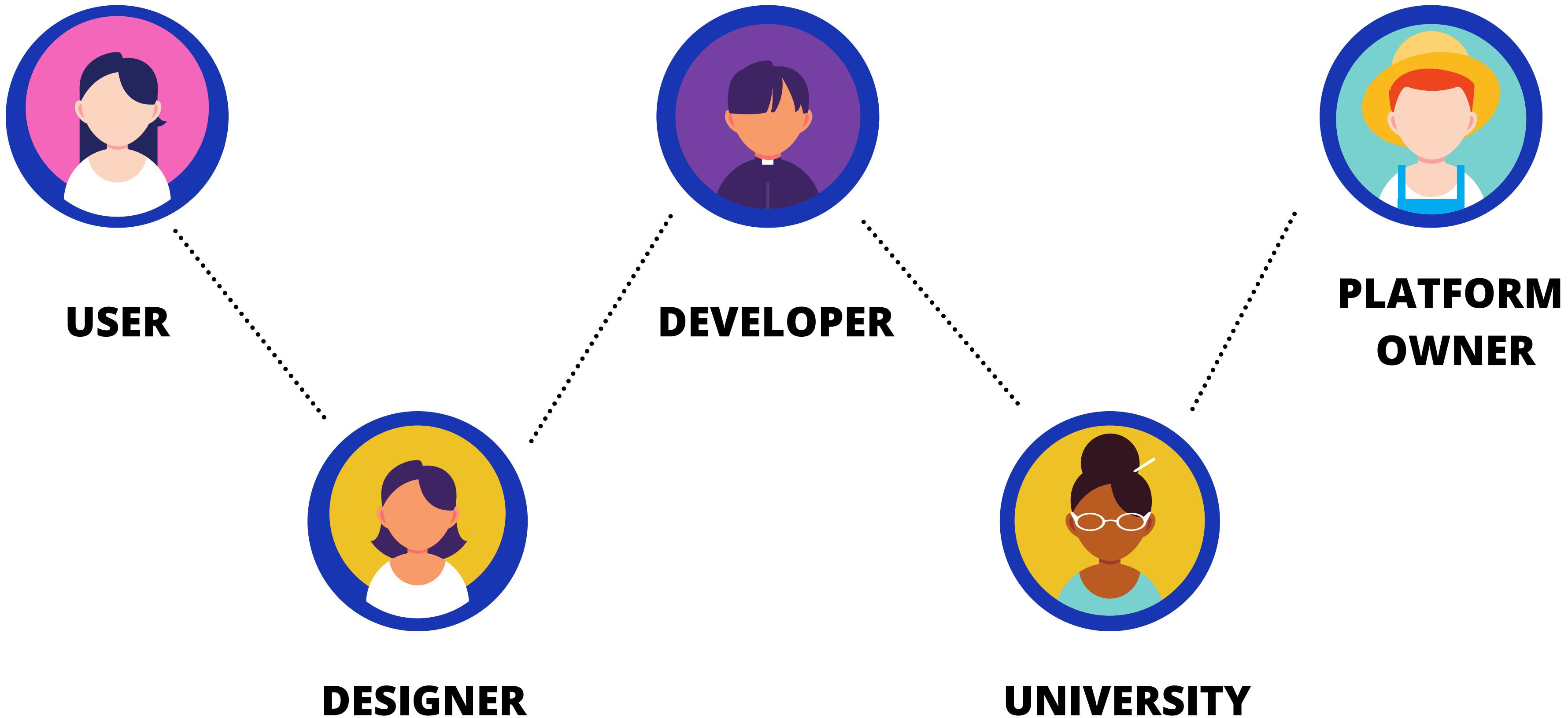
This project also aims to create a good circulation to prevent traffic. It also aims to create a healthy environment in canteen Moreover, it aims to create a canteen which reduces the sound pressure with respect to a specified sound source to receptor

# UNDERSTANDING PROBLEM



**This gap is the problem**

# STAKEHOLDERS





# CONSTRAINTS AND CHALLENGES

-  It take them too long to get their orders because of long queues and Crowd
- 
-  In the meantime their break gets over and they have to again go back to the class
- 
-  Sometimes they don't feel like going to the canteen in odd hours because of their work. As their classes are on 3 Rd floor usually and canteen is on ground.
- 
-  Break time isn't sufficient for them because they (canteen people) takes more than 10mins to prepare their order.
- 
-  Sometimes because of the crowd their preferred choices of food get sold out.

# USER SEGMENT

## STUDENTS

The payment process takes a lot of time as the customer has to pay the amount and wait for the bill. After that a coupon is provided to the customer which should be shown at the counter while taking their order.

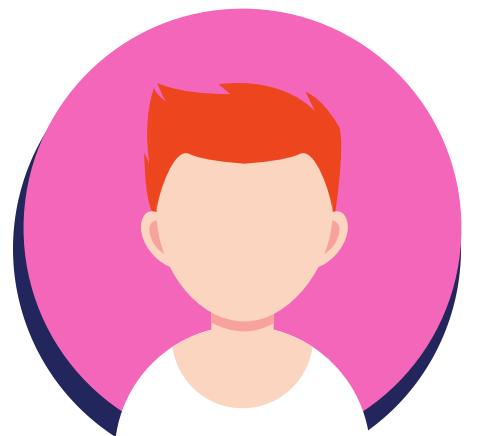
## CANTEEN PEOPLE

The canteen manager has to store all the records in the Computer

## FACULTY

the staff has to go to the canteen to order and then wait till the order is ready. This process is time consuming.

# USER PERSONA



**XYZ ,**

**Age - 21**

**Stream - Computer science  
and Engineering Student**

By Day, I'm a computer science and Engineering Student here at Avantika University. In my spare time I enjoys diving myself into a good book and I love to chill with my friends

## PERSONALITY TRAITS

- Foodie
- Techie
- Analytical
- Active

## GOALS

- To reduce the crowd
- maintain a healthy environment in canteen
- co-ordination between students and canteen staff.
- Improving queues

## NEEDS

- More sitting space
- Sitting arrangement should be enhanced
- A system through which we can communicate with canteen staff
- Pick up service
- Pre - order service
- System through which we can track and monitores our order.
- Sytem which fulfill the gap between canteen and classroom

## PAIN POINTS

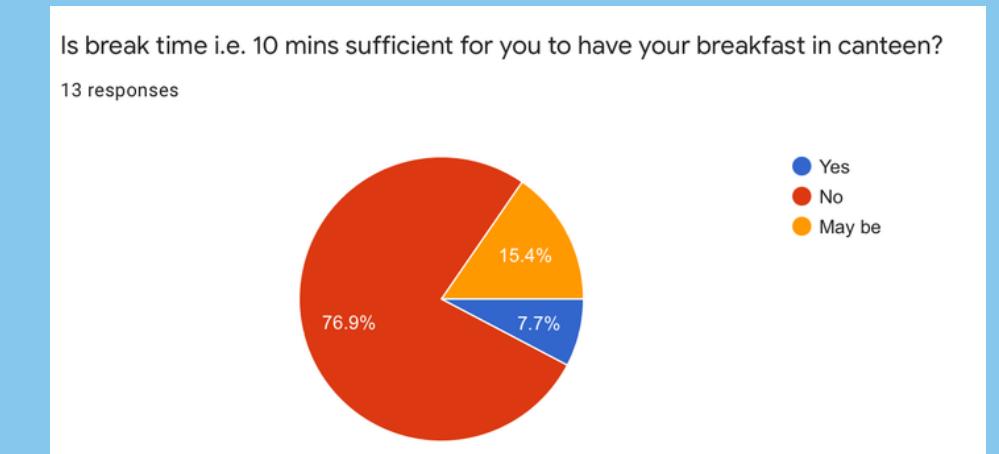
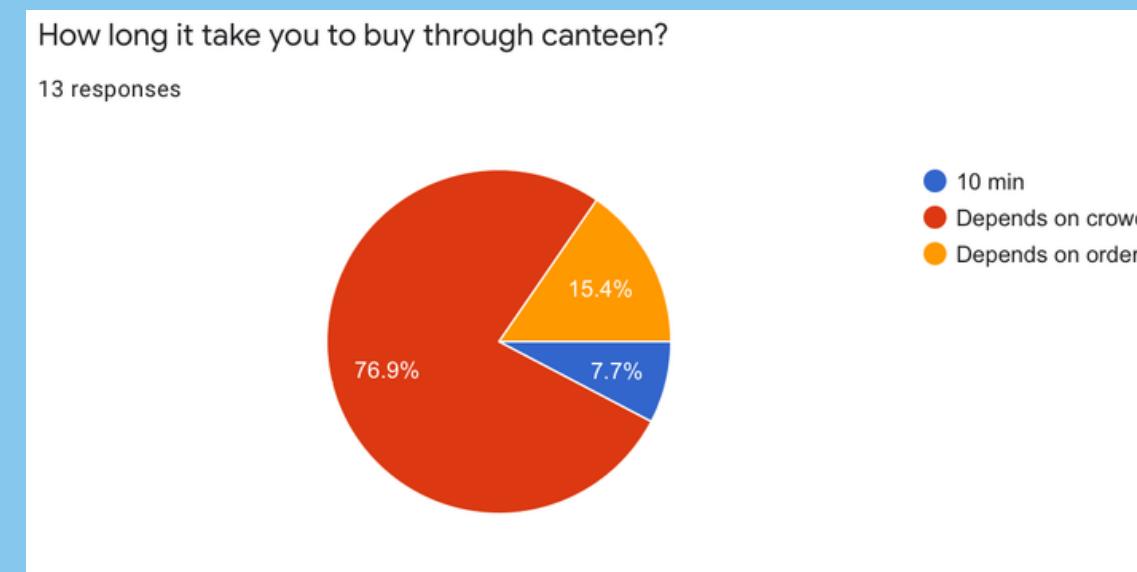
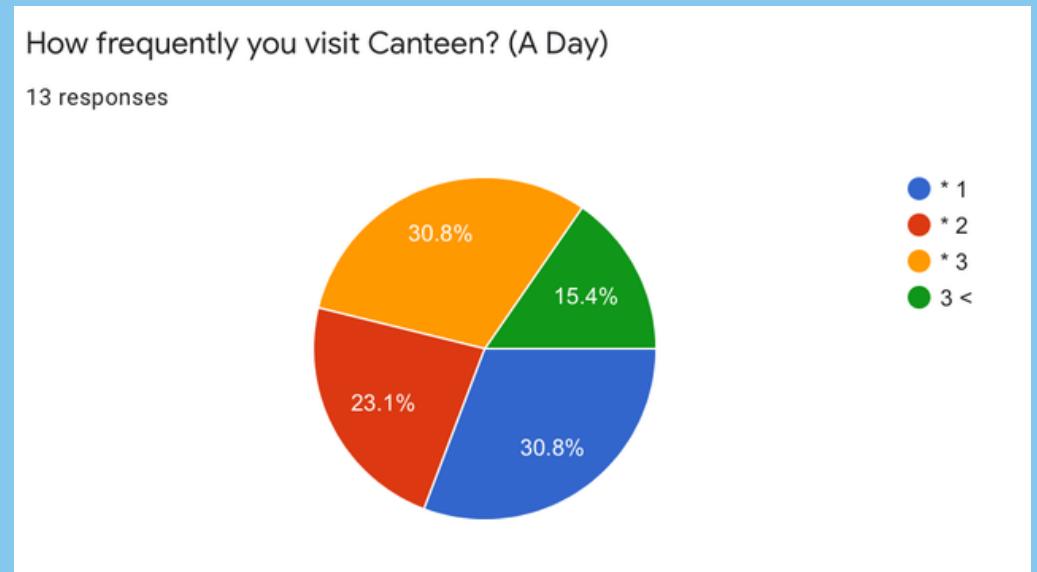
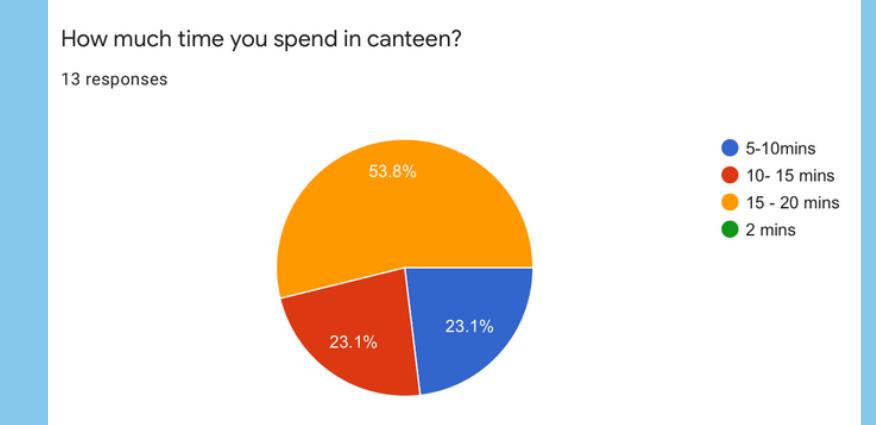
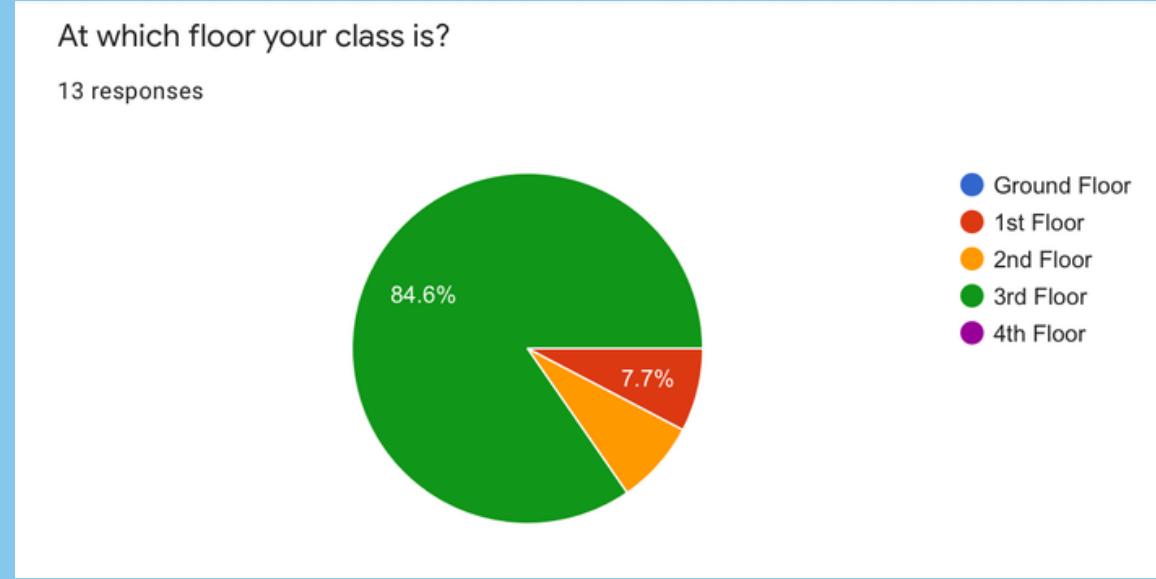
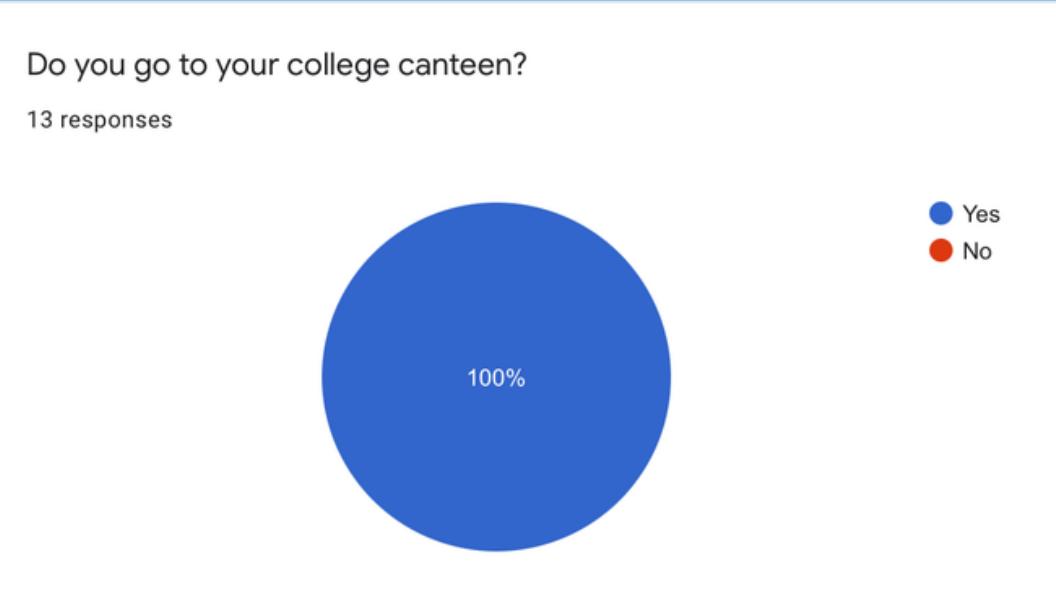
The payment process takes a lot of time as the customers has to pay the amount and wait for the bill after standing for a long time in a queue.

Users has to go to the canteen to order and then wait till the order is ready

Since all the classes almost have the same break time, canteen is unable to serve in the break period so either user's get late for class or leave the snack

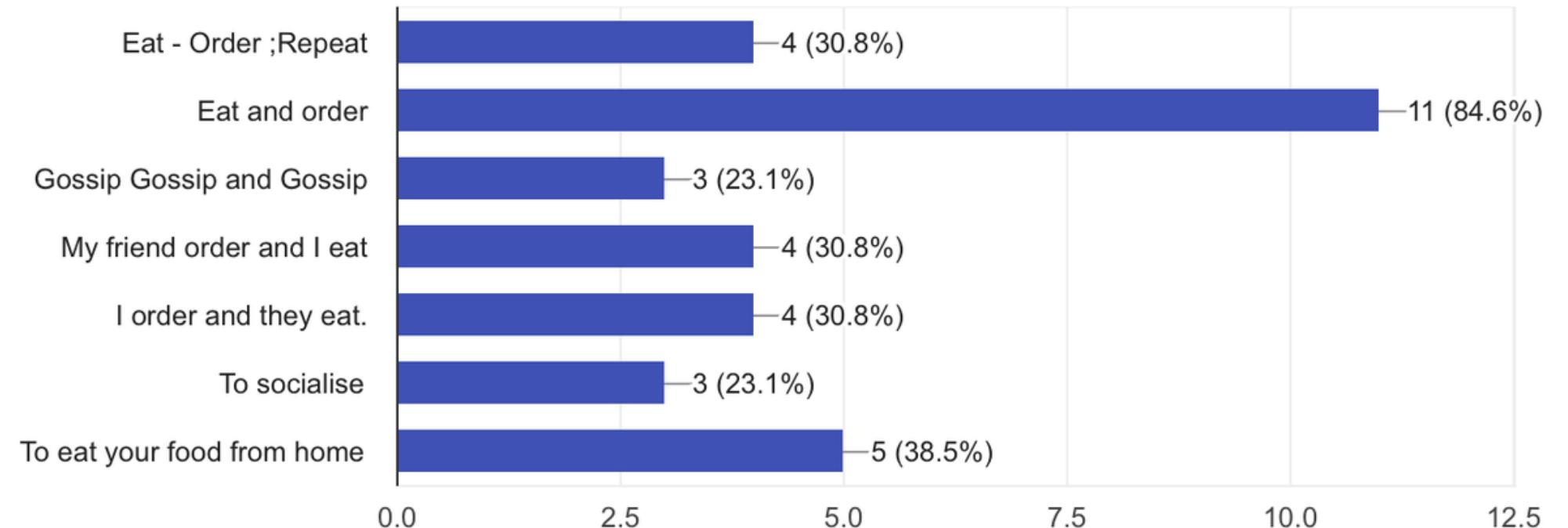
Student's ultimately gets scolded by mentors for getting late in the class.

# USER RESEARCH



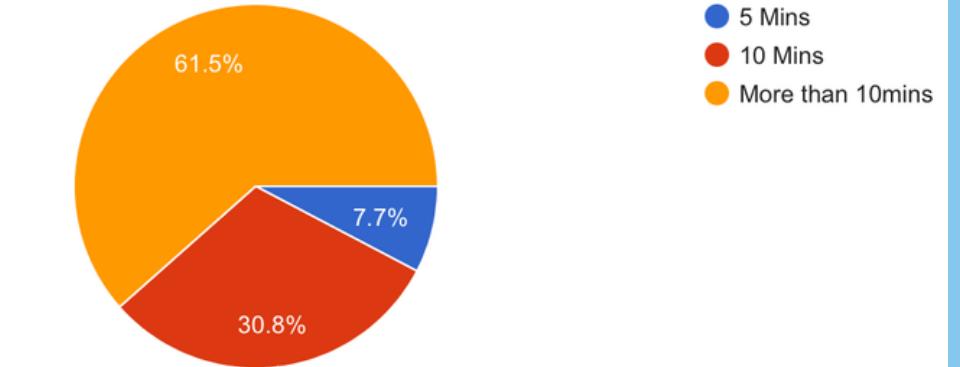
### What do you visit the canteen for? (More than one)

13 responses



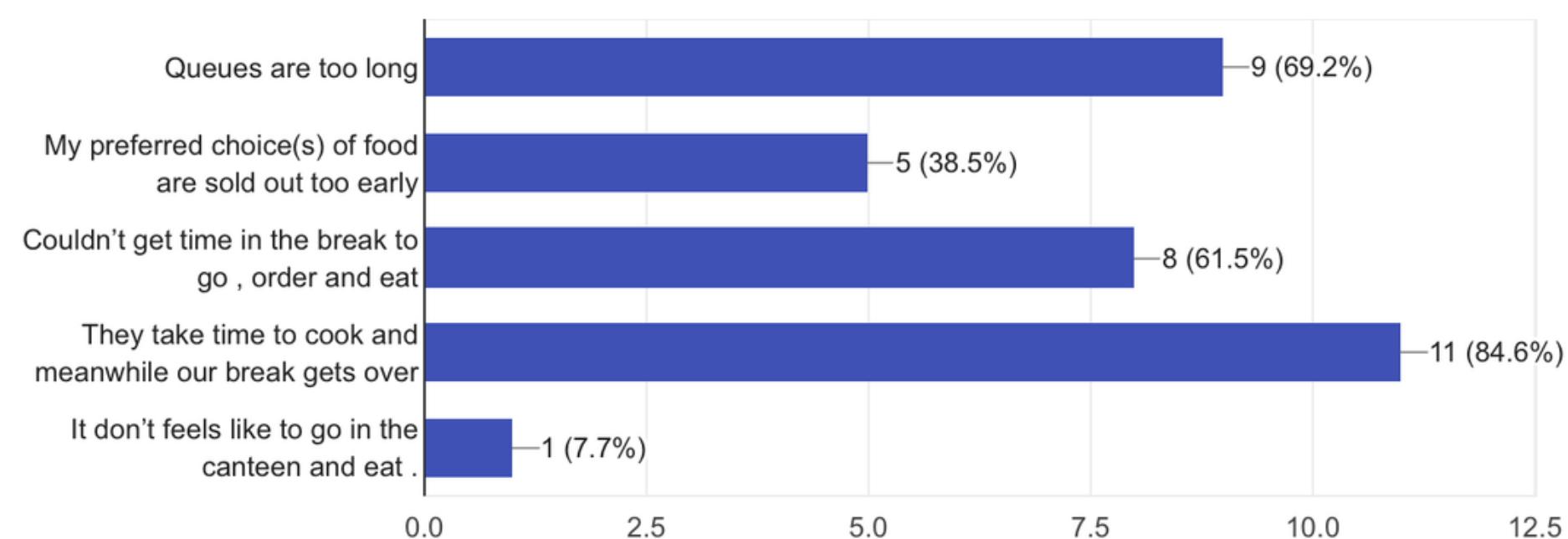
### How much time they take to prepare your order?

13 responses



### What would put you off eating in the canteen?

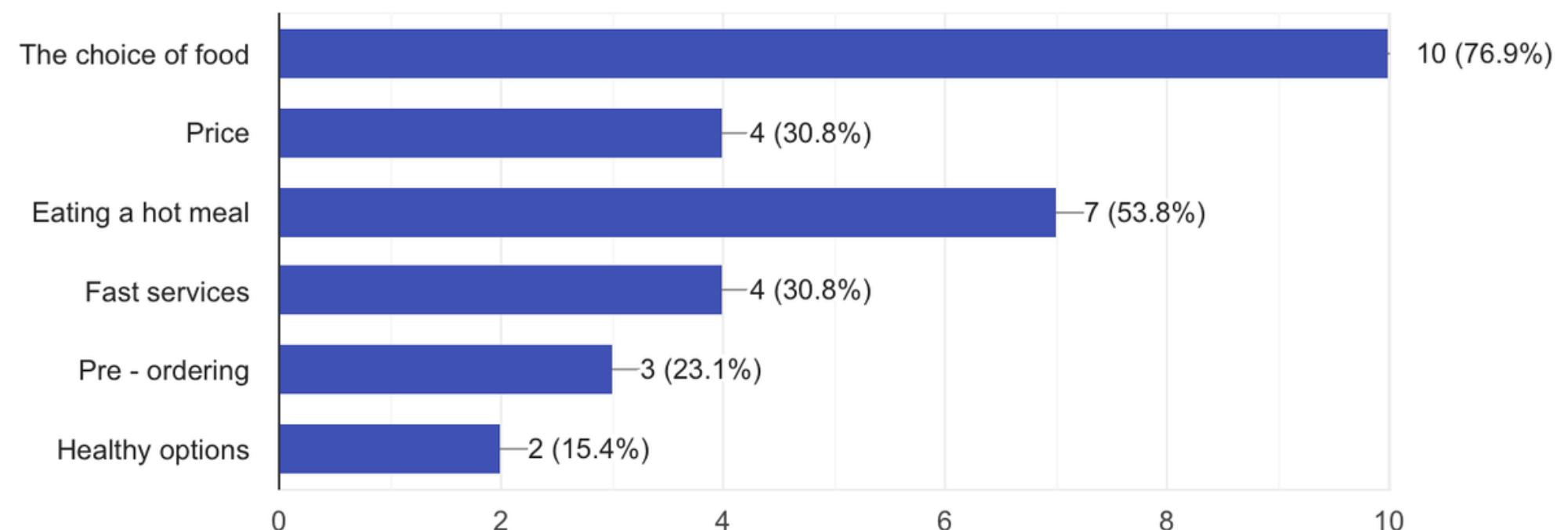
13 responses



## What would attracts you to eat regularly in the canteen?

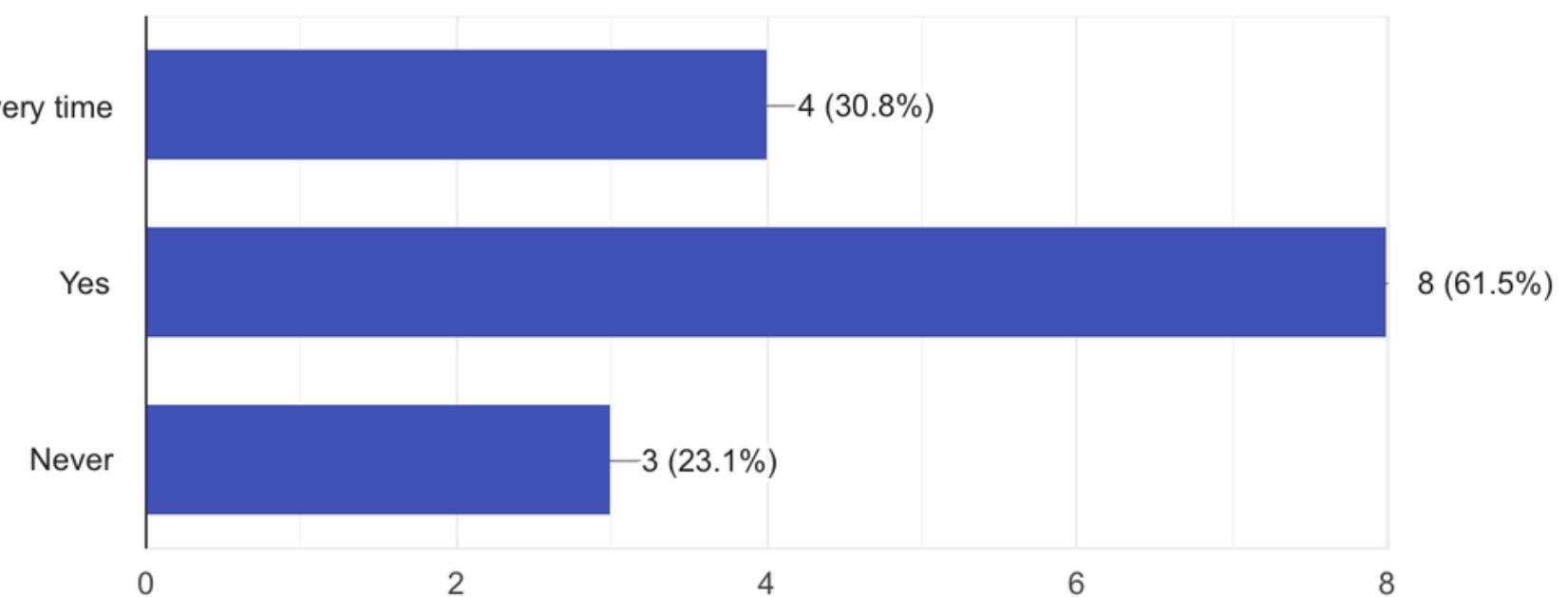
13 responses

12



Ever happened you arrived late at the class because you were in the canteen and couldn't complete meal?

13 responses



What activities you do on the way to canteen?

13 responses

making fun with friends or some time discussing about assignments

Gossip

Decide what to order or should we go there or not

Talking with Friends

Talk

There are no fixed activities.

Take lift talk, walk and talk, decide what to eat.

Talking to friends

Nothing

What services can be improved to enhance your canteen experience?

13 responses

If there is some option to order food before the break announced

More space, ventilation, time of preparing the food

Maintaining order Sequence and queue

I want to order my meal ten minutes earlier before the lecture break.

.

We can build a digital platform for pre-order our food.

More Space, More staff, maybe we can order beforehand via an application.

Service, price options and more food in menu

Fast service, and proper arrangements

What are the constraints which you can visualise if this platform comes into picture?

13 responses

As it's written pre-order service there should be some offers also 😊 and if we order something and the food is ready the canteen should pass the name tag. So if some one late he/she can collect there order from waiting table.

It should be fast.. payment cash in delivery.. the food should be categorised

Crowd, Availability of Items

I think enabling users to make payments online as well as offline will be a task which will demand of a good management.

I can't see the normal constraints at this point. But there might be technical constraints. And also we will need a different department to manage all these things.

List of available food, snacks, drinks, the time they will take to be prepared, their rates, and a notification for whether food is ready or not. Gpay or any other online billing method, because sometimes we just don't have

What if there's a platform where you can pre - order and enjoy take away service?

13 responses

It's well and good

Yep it will be good.. it should also send us a notification that your order is ready

Would be great

It would be awesome & can provide students a great way of ordering, eating and enjoying.

It would be great if they will take our orders before breaktime from the app or any digital platform.

Oh please yessss.

That would be great and will save time. Online queues can be there according to our order and once our food is prepared we should get notifications for it.

Yes I would love to use the platform

# INTERVIEW - 1

**Problems you came across in canteen?**

**What are the things which annoys you while going to the canteen?**

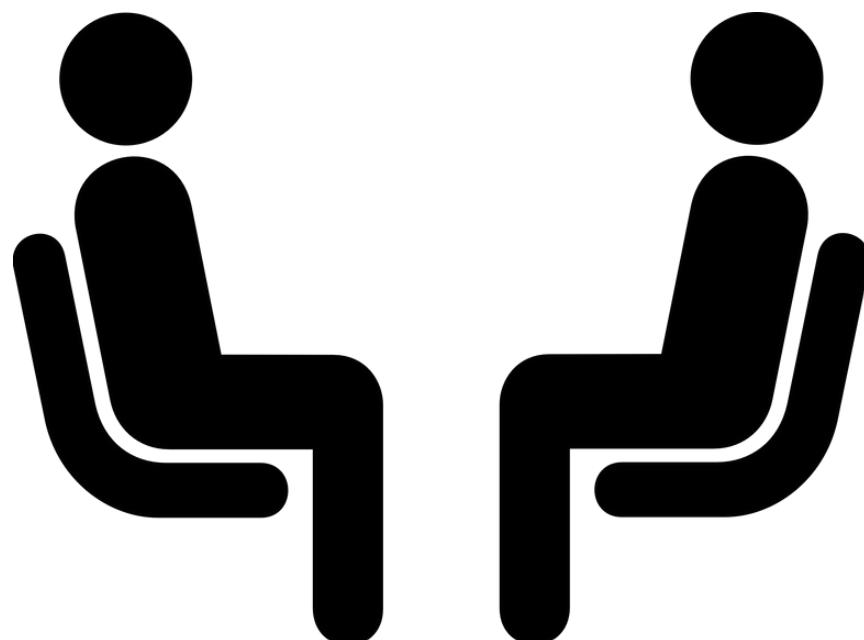
**What are the problems faced by you in canteen Area?**

**How long it takes you to go, order, eat and get back to your class from canteen?**

**There is very hot and humid in canteen, the order comes late, there is no water cooler, less space of sitting. lift doesn't come on time so we need to go from stairs, it takes too much time to go and come again.**

**less sitting space, take time in getting order.**

**it takes too much of time, the class again gets started till we come again**



# INTERVIEW -2

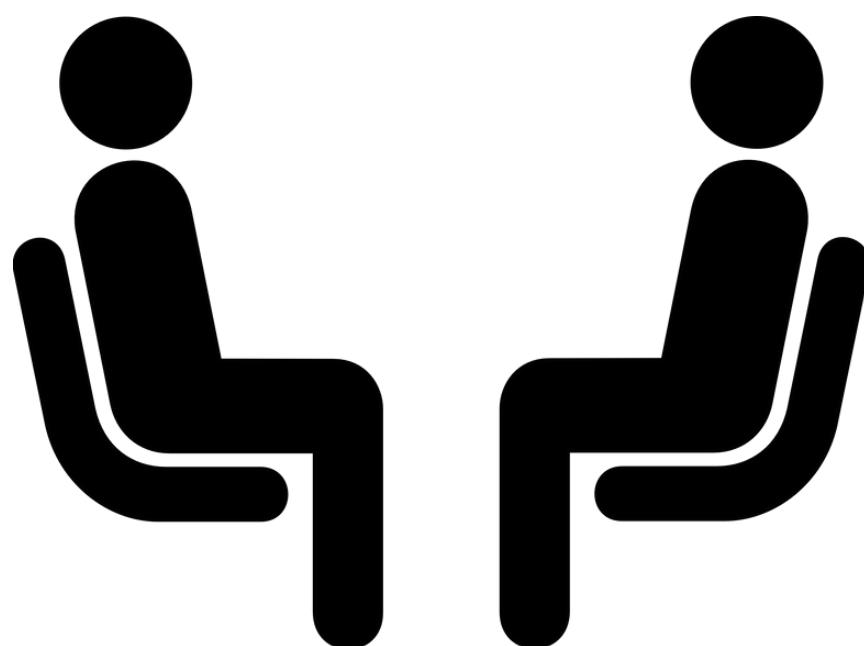
**What Problems you came across in canteen?**

**What are the thing's which annoys you while going to the canteen?**

**How frequently you visit canteen?**

**What do you visit the canteen for?**

**What are the problems faced by you in canteen Area?**



**Problem, space is very small, a lot of orders gush in, can't get the snack before the break ends**

**Too much crowd, small space.**

**Canteen at least 4-5 time**

**4. I visit the canteen for snacks and coffee.**

**5. Same as 1st**

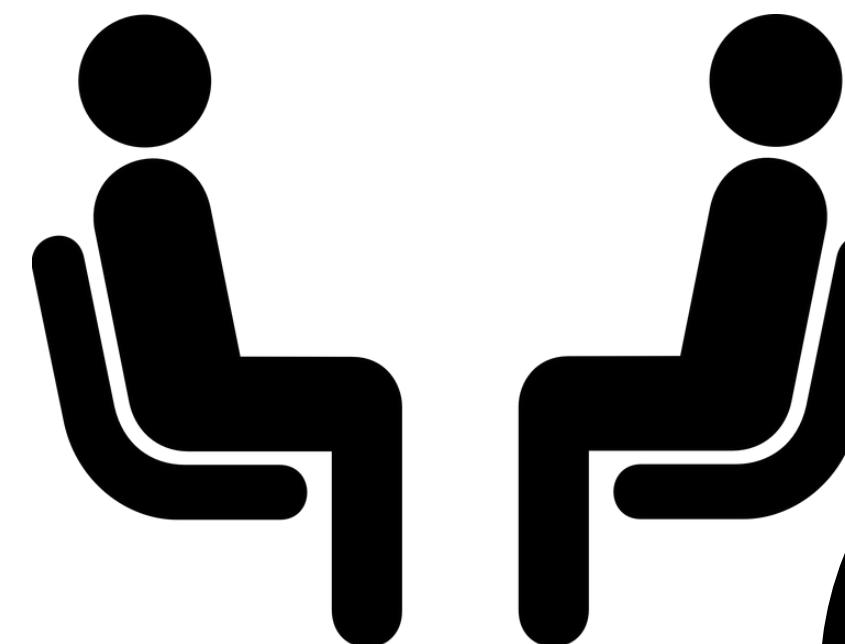
**How long it takes you to go, order, eat and get back to your class from canteen?**

**Ever happened you got scolded by your mentor because you arrived late after your break**

**What services can be improved to enhance your canteen experience?**

**More than 20 mins, but since all the classes almost have the same break time, canteen is unable to serve in the break period, the break is for 15 mins or sometimes 10 mins, either get late for class or leave the snack.**

**Okay this happens always most of the time. Yes lotta times major issue canteen is unable to serve so many students at a time.**



**Make larger space, more equipment, more chefs, workers, manage different times for different classes, request teachers to give more time for a break, not possible kidding. So yeah above mentioned things may help.**

# INTERVIEW -3

**Problems you came across  
in canteen?**

**What are the thing's which  
annoys you while going  
to the canteen?**

**What are the problems  
faced by you in canteen Area?**

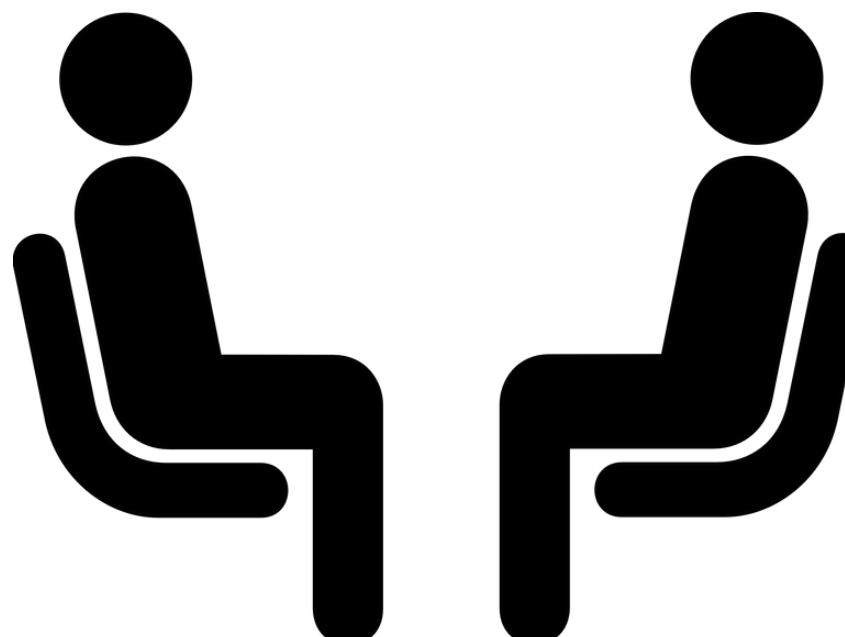
**How long it takes you  
to go, order, eat and get back  
to your class from canteen?**

**distance from class to canteen**

**takes time to go and again  
come to class room**

**lack of chairs, presence  
of faculty during breaks**

**lot of time about 15 min.  
Or more**



# INTERVIEW - 4

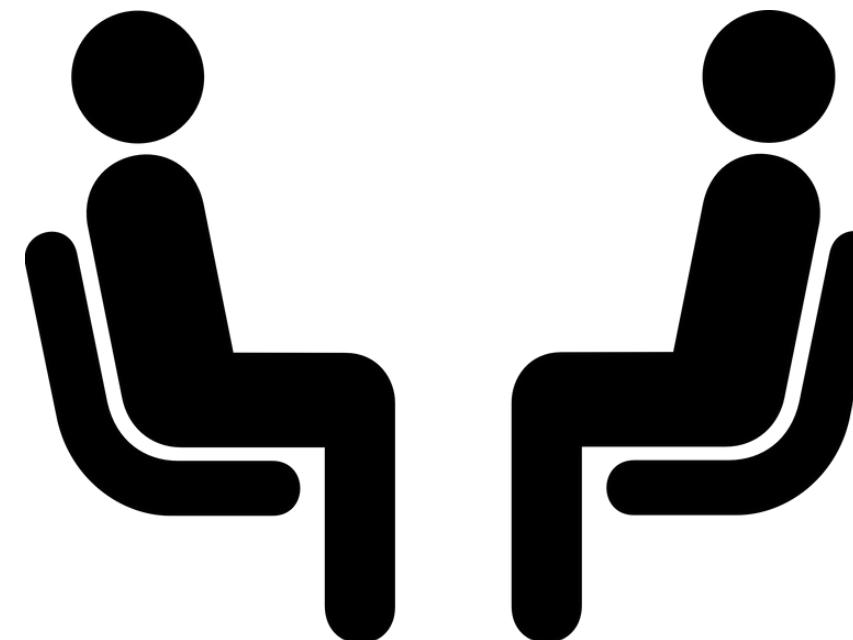
**What Problems you came across in canteen?**

**What are the things which annoys you while going to the canteen?**

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**What are the problems faced by you in canteen Area?**



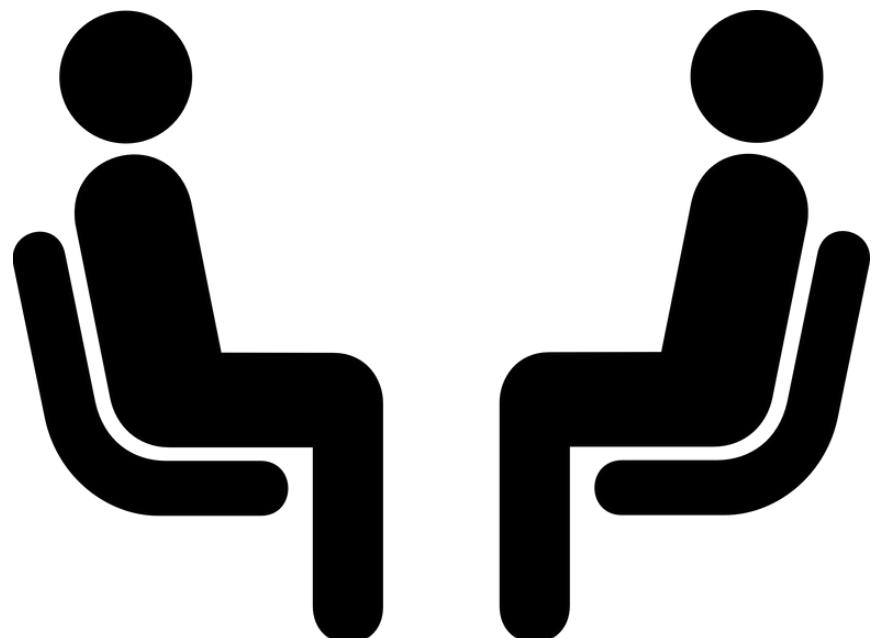
- 1. It isn't spacious**
- 2. Not proper availability of furniture to sit**
- 3. 3 to 4 times a day**

- 4. Snacks**
- 5. Doesn't have privacy to hangout with friends.**

**How long it takes you to go,  
order, eat and get back  
to your class from canteen?**

**Ever happened you got  
scolded by your mentor because  
you arrived late after your break**

**What services can be  
improved  
to enhance your  
canteen experience?**



**6. Depends on faculty and  
courses (around 30 mins)**

**7. Yes, quiet often**

**8. Yes. Many times**

**9. Ask faculties to increase  
the break period**

# INTERVIEW - 5

**Problems you came across in canteen?**

**What are the things which annoys you while going to the canteen?**

**What are the problems faced by you in canteen Area?**

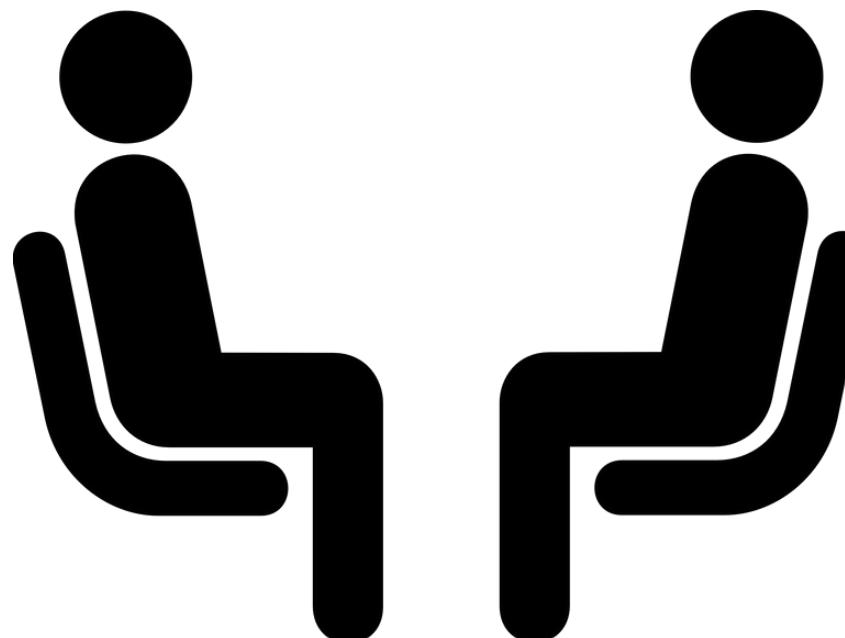
**How long it takes you to go, order, eat and get back to your class from canteen?**

**It becomes a time taking procedure many times. Unavailability of items sometimes.**  
**Less Space**

**Time taken for each order. Does not follow a proper sequence to response orders**

**Less Space may be**

**In case of more orders, a lot of time is taken by them. Sometimes it also reaches 45 min to 1 hour.**



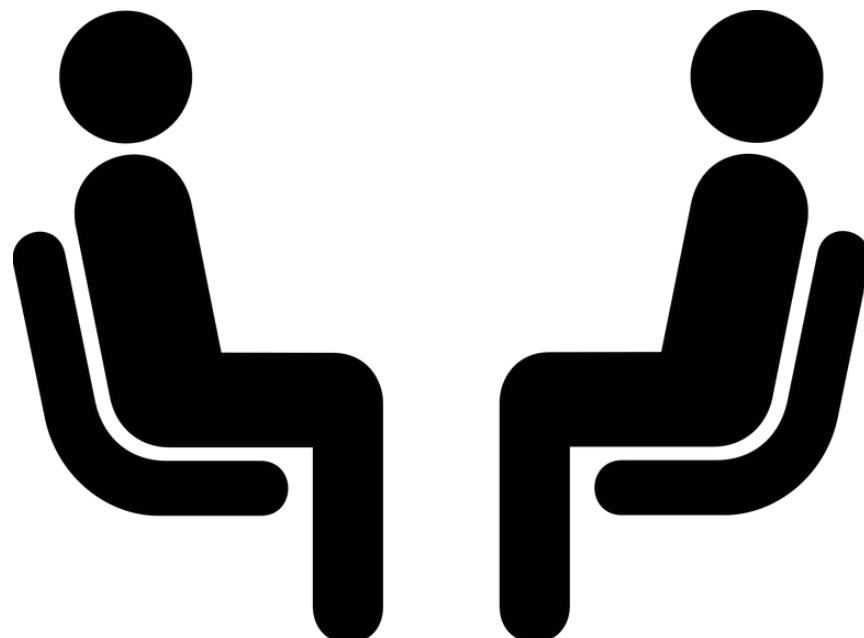
# INTERVIEW - 6

**Problems you came across  
in canteen?**

**What are the things which  
annoys you while going  
to the canteen?**

**What are the problems  
faced by you in canteen Area?**

**How long it takes you  
to go, order, eat and get back  
to your class from canteen?**



**No such problem other than  
long waiting and less place  
for sitting.**

**The rush in the canteen  
annoys me and the  
long waiting time.**

**Nothing other than this.**

**It takes me very long time to go,  
order then wait and then eat  
and come back to class.**

# INTERVIEW - 7

Hii ,I am 3rd year student and i want to raise an issue that may not seems to be that big but it is still very imp to discuss ,as we are growing and innovating new things to make our lives more easier but still there are some areas where we can still do some small things to make them more suitable and systematic i am talking about the issue of our canteen as we get a break of 15 mins in which if we want to eat anything we can order and can enjoy our meal but the most annoying thing is that our classes take place at 2nd floor and canteen is on the ground floor. So it takes time to cross the stairs and then it takes apoproxx 10 mins to get our order ready and till then as we come from 2nd floor there is no vacant seats for us to sit

And wait. And then it takes much of our time and when we get our order the break gets over we either have to pack it up or we have to finish it quickly so we can reach our class which annoys a lot

# INTERVIEW - 8

Hii ,i a 3rd year Designing student and i will try to sort one common problem of our batchmates that the break we get for our refreshments and snacks is just of 15 mins and In that we have to cross the corridors and then go down from the stairs and then we reach to the canteen and there also we don't find everything arranged orderly and properly as the bulk of students present there at the same time makes it difficult for the canteen owners to handle and give proper services to the students due to which i have been scolded by my mentors also coz due to the rush the orders don't come in the time and i often get late for my classes so i want to suggest a way which can help to sort the issue of ours

Is that like if we can arrange a system through which we can communicate to our canteen vale bhaiya and we can place our orders through it and as our orders will be ready we can pick it up as a pick up service which is offered by the mc Donalds in the foreign countries which makes the food delivering and serving services more easier to students and canteen servers

# RESEARCH HIGHLIGHTS

## ◆ TIME

Lift does not arrives on time so users or students need to go from stairs and it consumes Time to go and come back to class

In case of more orders, a lot of time is taken by them, sometimes 45mins and more

## ◆ DISTANCE

Canteen is on ground floor and generally classes are on the 3rd floor.

## ◆ RUSH

Canteen rush annoys user's a lot and the long waiting time.

## ◆ SPACE

unavailability of items, less space and it's a time taking procedure. Sitting space is less. Too much crowd and less space

# COMPETITION ANALYSIS

After secondary research I got to know there no such app or platform is there if we talk about Avantika University.

It is inspired from Swiggy and Zomato and all those websites which delivers food online.

The design breakdown between these two screens are in terms of

- Offers
- Colours
- Font size
- More white space
- Amount of content
- Data organisation



the two most famous food delivery apps in India. Both of them provide the Same service fundamentally, deliver from almost all the same restaurants, and many of their delivery agents work for both.

We're looking at Zomato and Swiggy.

Both companies compete on offers, delivery exclusivity with some restaurants.

# ZOMATO

**Colors :**

The orange theme of Swiggy is beautifully used

**Font sizes :**

Zomato has a smaller font size than Swiggy.

**Search Field :**

I'd give the point here to Zomato because it is more prominent  
but I wish it were smaller.

# SWIGGY

**COLORS:**

the Zomato's red feels a little overpowering in the graphics:

**Font sizes:**

Therefore, making Swiggy more readable.

**Search Field:**

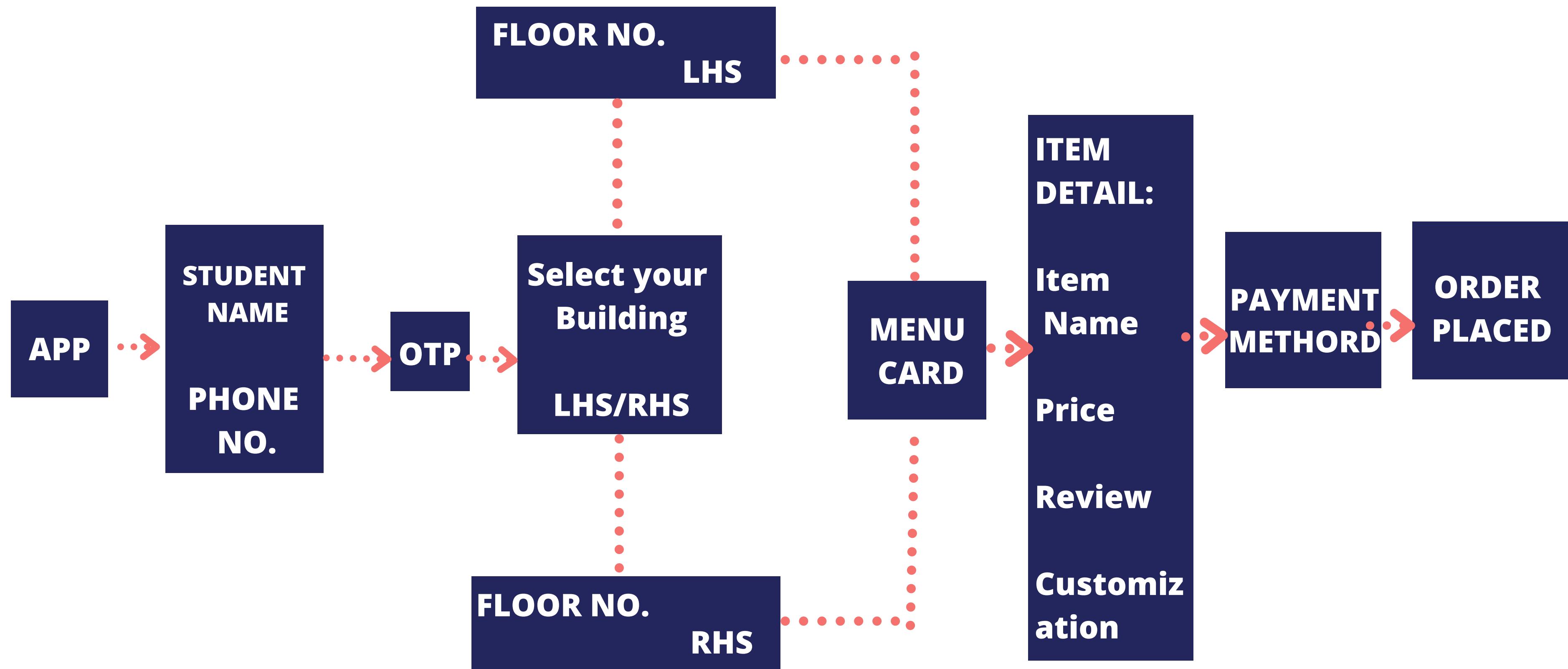
On Swiggy the search is one of the four icons in the bottom.

**I am actually conflicted here. While Zomato does give more room for you to see the restaurant name and dishes, it'll take forever for you to check out their listings. Whereas, in Swiggy, the amount of space allocated per restaurant is lesser, but you can see more.**

**I personally prefer Swiggy here, because I would like to check out more in a shorter span of time rather than go one by one really slowly**



# CONCEPT - 1





## CONCEPT -2

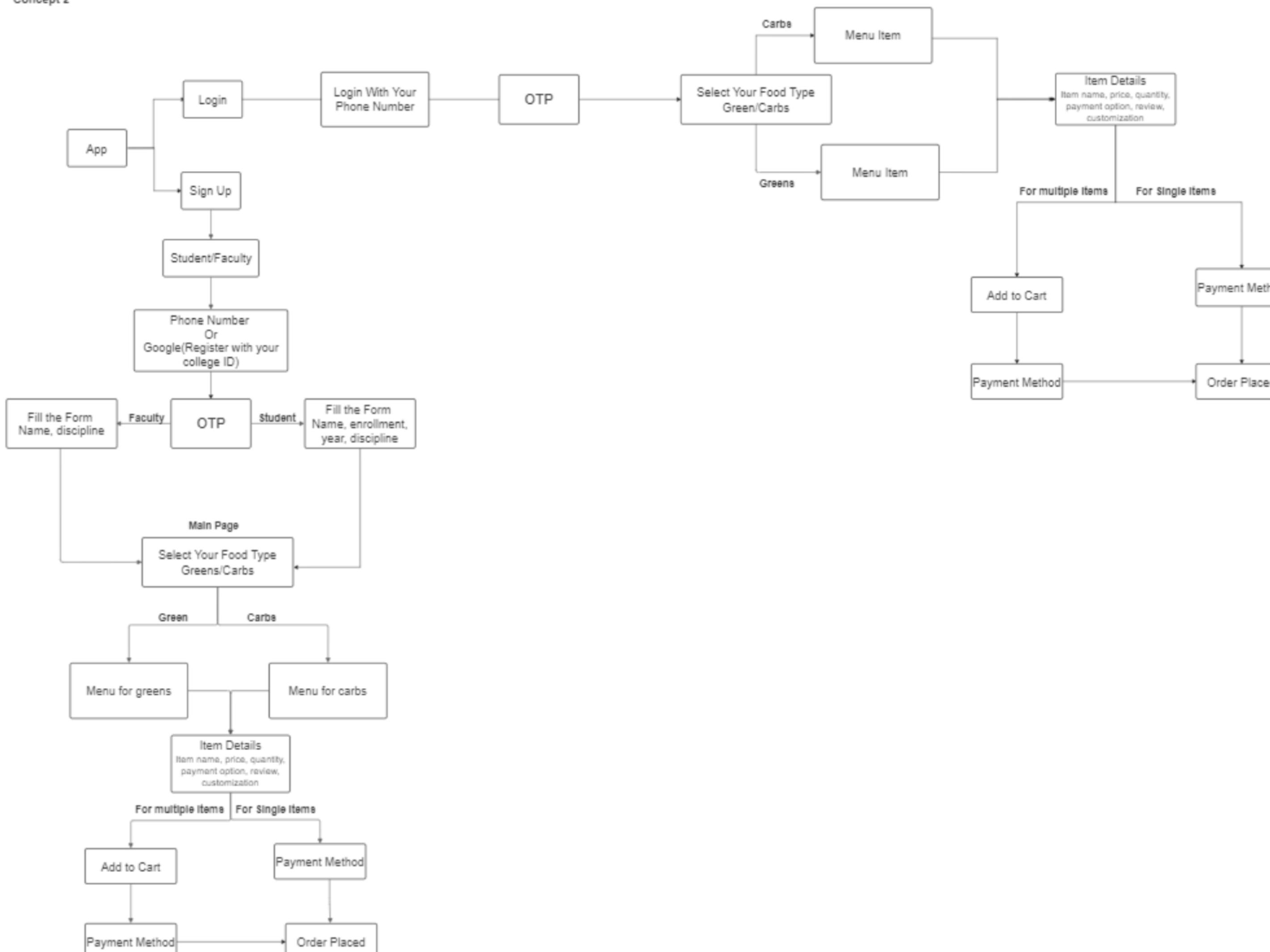
Initially, the users need to register themselves by providing their personal details. After registration, the user can login/logout at any time.

The canteen manager manages and updates the canteen database as required. Customer can view the menu and add items to their cart, view their profile, view transaction history, give suggestions or feedback.

Payment can be done through e-wallet or through cash to the manager. Once the customer confirms the order, the canteen database will be updated automatically and their respective orders will be received at the canteen end along with the customer's information.

The specified amount will be deducted from their account and a bill is generated. Customers will receive a notification when their order is ready.

After receiving the notification, the customer can come and collect his order from the counter.



# FINAL PRODUCT

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The platform can be used by staff/students to place orders from anywhere irrespective of the platform on their devices. It enables the users to register online, view and select food items from the available menu and order food by just selecting the food that the user wants to have using the application. The canteen database will be updated after selecting the desired food from the menu card and it will be displayed directly on the canteen screen. The user will have a username and a password, by using which he/she can log in to the system. Payments for the orders placed can be done online through the application. Once the food is ready the users will get a notification about the same. The system reduces time consumption, paperwork, human errors as it is fully automated.

**In this system food can be ordered by this website from anywhere.**

**The ordered food will be visible in the canteen end and once the food  
is ready a notification is sent to the students.**

**This website manages various canteen activities such as taking  
orders, generating bills and making payments.  
allows different navigations**

# PSYCHOLOGY BEHIND SYSTEM

In modern days' usage of smart phones has been increased rapidly and a lot of android apps have been developed for managing college day-to-day activities which reduces delay of time and complexity which gives easiness and flexibility.

concept of an automated canteen and targets the services in a college campus. The app can be used from anywhere in the campus. All data accesses are authenticated by providing a valid login credentials.



# BENEFITS

-  The ordered food will be visible in the canteen end and once the food is ready a notification is sent to the user.
- 
-  As the whole process is automated, it reduces the load on the canteen employees.
- 
-  This system performs and manages all the canteen activities such as placing order, generating bill and making payments.
- 
-  It allows canteen employees to place the orders quickly and prepare the respective orders with minimal delay.
- 
-  This system manages all the details of food items such as its name, description, image, price, etc.

# CONCLUSION

The app can be used from anywhere in the campus. All data accesses are authenticated by providing a valid login credentials. This work can be further improved by adding some unique features to the mobile app remotely and determining frequent orders from the previous data.

# THANK YOU