

For my ethnography study, I decided to study students choosing where to eat in Curry Student Center. I sat down at one of the round tables and observed students as they chose their dinner from 6-7pm. I chose this location because it is a popular area for students to get together, which provided a large sample size to study. Also, the behavior I chose to study was a fast process, which allowed me to study a larger amount of cases in a small amount of time. I also chose this activity because it was a quantifiable decision process, and I could actually see the students analyzing their options, and making decisions based on what they saw. I was going to do this at a dining hall, but I realized that there would be a greater variety of people to study at Curry, as you don't have to be a student to eat at the student center.

The majority of the activity took place as soon as the person walked into the dining portion of the Curry student center. Most people seemed to know what they wanted to eat as soon as they entered, but regardless also did some mental processing before making a final decision. When someone walked in, they first scanned the entire line of restaurants, most likely seeing what was open. Then, they looked at the line lengths. This seemed to be a big deciding factor for those who had not already made up their mind. If the line was long, they chose a secondary option with a smaller line. Once they found a potential option, some walked up to the restaurant but did not immediately stand in line. They proceeded to look at the menu, and decide if there was something that they wanted from that restaurant. A couple people checked their phones momentarily, to maybe check in with friends or look up other information. At that point, most people got into that restaurant's line, and proceeded to order food. Some people at the last minute ended up not choosing that restaurant, and either started the decision making process over again, or left entirely.

I interviewed two people while they were waiting for food. The first interview went as follows:

Interview #1

Which restaurant did you choose: *Taco Bell*

Why did you choose this restaurant: *I was deciding between Popeyes and taco bell, but when I got here, the line for Popeyes was too big so I went with taco bell*

Were there any other deciding factors: *I knew that my regular meal at taco bell was overall cheaper than my regular meal at Popeyes, so that helped me make up my mind*

Did you use any technology to help make your decision: *I used my capital one banking app to see how much money i could spend, and if I could afford taco bell tonight*

The first interviewee gave me a lot of insight into how their decision process worked. I didn't

think that played as big of a factor as it did when it came to choosing where they wanted to eat.

They also informed me on how someone used other artifacts like a phone to aid in their decision.

While it wasn't as big of a deciding factor, it still played a role in helping the interviewee complete their action.

When deciding who to interview next, I wanted to ask somebody who chose West End, as it took meal swipes in addition to other forms of payment. The second interview went as follows:

Interview #2

Which restaurants did you choose: *West End*

Why did you choose this restaurant: *I wanted to switch things up from the dining halls, but I still wanted to use my meal swipes*

Were there any other deciding factors: *The other places that took meal swipes that weren't dining halls were closed (Rebecca's and Cafe Xing), so I decided to go to the west end*

Did you use any technology to help make your decision: *I used NUGO to check how many meal swipes I had left, so I could plan out the rest of my meals for the week*

This interviewee confirmed my hypothesis that the people choosing West End were using meal swipes as opposed to cash or dining dollars. This was an interesting variation, as it was the only restaurant that took meal swipes in Curry Student Center. It was also interesting to see that time of day was a factor for this interviewee. I knew that conducting this research at dinner time would skew the results, but I didn't expect that the closing of other options in the area would

result in people coming to Curry. It was also very interesting to see someone using an artifact in a different way than I expected, using NUGO to check meal swipes. This person's decision seemed to be heavily influenced on their meal plan dependency, a driving force that I had not previously expected.