

USC's on-campus dining locations have a very specific system they use through grubhub where the app tell the user how long the wait time will be for each restaurant. It also tells the user how many people are in line ahead of them, as well as telling the user when their order is ready. After looking deeper into the system, 4 out of 5 students on campus say that their app says that their order is ready, when in actuality they still have to wait another 15 minutes.