

## Interview 1

Interviewer: How often would you say that you use the dining hall?

P1: I think I use the dining hall about two to three times a week.

**Commented [1]:** I use the dining hall 2-3 times a week

Interviewer: Okay and what would you say is the reason that you use [the dining hall] that much if not more, not less.

P1: I think that is like the ideal number because I have like, the lowest meal plan. And I like calculated like the amount per week like what the standard like week would look like. It was about like three to four meals a week. And yeah, I think that's kind of like the main reason why I go like, as much as I do.

**Commented [2]:** I calculated how often to go to the dining hall ahead of time

Interviewer: Okay, and why? Overall, what are your feelings about your experiences at the dining?

P1: I think my experiences are kind of mixed like, like freshman year I didn't really like the dining hall experience. But now as I've gotten older, I feel like I've kind of embraced it just because, like I don't have as much time to cook or just kind of things like that nature. So I feel like in this current state, I actually think I like the dining hall because a very convenient way to be like, oh, like I have like half an hour between classes. Like let me just stop and get my quick bite to eat. So yeah, just to kind of tie me over. So yeah, it's kind of changed over the course of the last few years.

**Commented [3]:** I used to dislike the dining hall but now I like it more than I did in the past

**Commented [4]:** I find the dining halls to be very convenient

Interviewer: Alright, and like when you're trying to find that dining hall to eat out while you're on campus, like that 30 minute window you just mentioned, how do you decide which one to go to?

P1: So I think, how I generally decide which dining will go to one based on what food they serve, and then to just location where it is most convenient, like closest to where I'm at usually Bursley or North Quad is where I tend to go.

**Commented [5]:** I look for the food being served and the location when deciding where to eat

Interviewer :So you have a bunch of classes on north campus. Yeah. Okay. Um, and then so when you're looking into like eating at the dining hall, I know you said that you're looking into what food that they serve. But is there any other types of information that you're looking for when you're looking at the menus or when you're deciding where to go?

P1:Um, I think pretty much I guess, I guess, like, I don't know, I don't know if I might be able to pick either so I guess just kind of things kind of interests me or just things that kind of, but yeah,

I don't know. Like, I don't think calories are like any of like the nutrition facts that you should look at. It's more so just what kind of appeals to me.

**Commented [6]:** I look at the menus to see what interests me

Interviewer: So basically you're just looking for what foods being served. Okay. And then so you said like, this information is important for you would just be because you're a picky eater?

**Commented [7]:** I do not care about calories or nutritional facts when deciding where to eat

**Commented [8]:** I look for food that appeals to me when deciding where to eat

P1: Just like, I think I'm a pretty good eater. Like, I eat like almost everything. It's just usually like, that's the reason why I look at the menu. It's like, I don't go to the dining hall not looking at the menu because I don't want to just go there like not seeing anything I like and then already wasting a swipe. So it's like there's kind of like a little like process that kind of goes in my mind with this. I don't think I'm picky because when I like go out and stuff like that I'm not picky, but it's just kind of like with the dining hall. I'd say I'm more picky in that sense. Just because yeah, they can have a limited number of swipes. And some days I'm in the mood for some things and I just kind of have to fixate on that kind of range.

**Commented [9]:** I look at the menus to ensure I do not waste swipes

Interviewer: How often do you say that you are looking for this like information, are you checking only just right before you eat? Are you checking more often?

P1: Usually like right before, but freshman year I gotta say I was looking at it like right in the morning, like right when I gotta wake up frequently.

**Commented [10]:** I look at the dining hall information right before I go, in the past I looked at it more frequently

Interviewer: Okay and so do you find it easy to find this information you're looking for not?

P1: Not really, I think it's pretty stressful. It shouldn't need to be more complex than it really needs to be like. I wish there was like standardized way of putting all the dining halls together and seeing the differences and similarities between like, which dining hall is serving the same stuff with different just instead of having to kind of build each dining hall and looking at each individual menu

**Commented [11]:** I think it is pretty stressful finding dining hall information

**Commented [12]:** I wish there was a quicker way than looking through each menu

Interviewer: um, so like you said, there are specific products and things that you use to look for information like the dining hall menu so it's like the Michigan dining hall services like the website and app? Is that the only one that you use?

P1: Yeah I use the michigan dining website. I also go online and I just sometimes I just type in like North Quad like in the search bar like and it usually just comes up for menu the day around it.

**Commented [13]:** I use the michigan dining website to access information

Interviewer: All right. And then so when using this product, you're usually only looking at menus, correct? And so do you tend to look at like anything else, such as food allergies?

P1: Yeah I usually just look at menus. No, I do not have any allergies

**Commented [14]:** I only really look at menus on the michigan dining website

Interviewer: Do you think that if you had allergies that this that that is a good product to use to kind of filter it out or do you think that it would be a difficult product to use.

P1: Oh, I mean, ah, personally, since I don't have an allergy I haven't really looked at. Like specifically if they have I think they do like I remember like on their menu so they have something like what is it called for the other station in the back? Like South quad what is it called? It's the kosher section, Yeah, I know they have like kosher like symbols on the on the menus. But I think you can even look at the key keys like all the way at the bottom it looks small. Like I think that's just take my word like with a grain of salt but yeah, that's what I think it is.

Interviewer: Okay, and so you so like I said, there's information that you care about, which is just the menus pretty much. And then what do you feel like you don't care about or is that just literally everything else? Like you don't care about calories?

P1: I mean, I try to at least like have like a little bit of a balanced diet like when I go to the dining hall. I gotta have like some protein and like lettuce or just kind of some greens. But kind of just maybe from fruit like I usually come that's kind of how I usually when I go into the dining hall, that's kind of how my play usually tends to look.

**Commented [15]:** I try to keep a balanced diet but don't look at the available information to do this

Interviewer: Ok great. And so have you ever tried to look for other platforms to use to find this information or not? Why not?

P1: Why not? Because I feel like the app is where their menus are just like the only thing out there like I don't think there's anything else maybe there is but I haven't investigated anything.

**Commented [16]:** I only use the michigan dining website because it is the only platform I know of

Interviewer: and can you think of any information that you don't have access to that you wish you did? Or are you pretty much happy with what they have?

P1: I feel like maybe a feature where you can look at different days. Or like looking at the future of what dining hall is serving without having to click on each individual dining hall, it takes a lot of time. I think the whole process could be made more efficient.

**Commented [17]:** I think using the mdining website takes too much time right now

Interviewer: Ok great, thank you. Welcome to the contextual inquiry section of the interview! Essentially what is going to happen now is I am going to ask you to imagine yourself in certain situations and contexts and I will just ask that you do what you would normally do in these situations while you explain your reasoning for each step. During this I will observe and just ask you a few questions during and after to confirm what I am seeing. The reason I am doing this is because I just want to better understand the process students go through to find information on dining halls to see how we might make the information more accessible and easier for students to find and use. This will all be completely confidential and your data will only be used for this project. Are you okay with everything so far? Remember to always correct me if you think I did something wrong or misunderstood you. Alright, so first off, I want you to act like you. You said like it's your you just got out of class and you have that period for lunch. So how would you go across, like figuring out which dining hall to eat

P1: Okay. Usually I just type in my go to dining halls. I saw a type in North Quad dining hall, then click the first option North Quad and dining University of Michigan. So that's the website and then I usually scroll down to whatever. Meal breakfast lunch dinner. It is. So for example, if it's just like an afternoon and we wanted to get like a little lunch, I'd go to lunch and then look at all these options. But if I needed to go to Bursley and I wanted to go to a different dining hall, I'd have to research or I could do just click Bursley but sometimes I just click Bursely on the website or app, because I'm usually on my phone. Okay, so I usually just type in BURSley dining hall, and then go to Yeah, lunch like if it was lunchtime, and then look at Bursley. So I guess that's kind of how my process usually goes.

**Commented [18]:** I type in the dining hall name, look at the menu, and then repeat for each dining hall I am considering going to

Interviewer: And so kind of relate to what you said you chose this because it's the only option like you really have. And what do you find useful about that? Like your experience looking for information through there? What do you find useful about that website?

P1: Oh. I mean, I guess I kind of like how it's divided into what meal it is. And then you can kind of like a drop down. But just seems like there's a lot of options. I don't know personally, when there's a lot on the menu for me, it kind of stresses me out. I'd rather a menu be smaller, but I don't know.

**Commented [19]:** having too much information at once stresses me out

**Commented [20]:** I prefer smaller menus

Interviewer: So in terms of like, what's frustrating you just said that you think that's kind of overwhelming?

P1: And I don't like how they have like, I don't like how the locations of the food are bunched up together organized. I feel like I'd rather be based on like protein through orders like based on the type of food rather than the location person to person.

**Commented [21]:** I would prefer the food be organized on the menu by the type of food rather than the food stations

Interviewer: All right, next let's say you're on a diet and you're trying to be conscious of the nutrition of the food that you just eat at the dining hall. And like, let's say that you just ate a big meal at the dining hall and you're trying to figure out how many calories it was. How would you go about that?

P1: I would usually just look at the the sign or the black and white description of the food at the dining hall because I know they have like some nutrition facts. I think that's about it.

**Commented [22]:** I look at the signs in the dining hall when looking for nutritional information

Interviewer: okay, and why would you do that rather than using the website or the app?

P1: I mean, honestly didn't even know that there were any nutrition facts drop down until right now.

Interviewer: All right. And do you find walking around to be an effective or efficient way to do that? No, like you said you would go and look for the calories. Do you find that to be effective or do you think that it could be improved?

P1: Oh, for sure. Definitely. There are definitely alternatives [to walking around the dining hall to find the information]. Save more time for sure.

**Commented [23]:** I walk around to find some information but it is not very fast

Interviewer: All right. And why do you think that that could be improved?

P1: I feel like I just really like the website maybe should have a look like me more noticeable instead of it being difficult to navigate because I didn't know that like it was an option to click on it and icons come up. So maybe if there was like a little I don't know, just easier to like access, if that makes sense.

**Commented [24]:** I think the website could be more easily accessible

Interviewer: do you think that walking around isn't the most effective thing to do?

P1: so like it's kind of slower. Yeah, it definitely just like drags on the whole process. Yeah, just because I like most of the times where the dining hall I am in a time crunch. Like I shouldn't be looking at nutrition facts going around the station station. It should be a lot easier than that.

**Commented [25]:** I value quickness in the dining hall process

Interviewer: Alright, so now, like, let's pretend you're at the dining hall and you see a dish you've never tried before. How would you decide if you wanted to try it? Or not? And why would you do that?

P1: Honestly, if this is just brutal honesty, but if it came from the dining hall, and it was like, I had no idea what was in it, I think I'd ask the chef, like, personally, like ask what's in it? is like, I'm interested to announce them. But yeah, that's just me. Just me. But yeah, I probably would just ask, cuz, you know, the foods being made right there.

**Commented [26]:** I would ask the chef what is in food when deciding whether or not to eat a dish

Interviewer: So and how would you decide if you thought it was good enough to eat?

P1: After maybe after like asking someone if it was good then I would try it.

**Commented [27]:** I would ask someone if a dish was good to decide whether or not to eat it

Interviewer: Okay, so you would you'd like probably ask someone if they thought it was good first.

P1: Yeah

Interviewer:Alright, and do you wish that there was a way to see kind of how people thought about dishes before you tried them? Rather than just asking the chef?

P1:yeah, actually like that sounds a pretty good idea. Like, if, like if you go on like the website and you see like Top hit,or something like some dessert like that. Like that would be like, like 96% of students like this or something like that would be pretty good.

**Commented [28]:** I would like to see what other students think about a dish

Interviewer:Okay. Nice, nice. So have you ever been annoyed by a big crowd at the dining hall? Oh, yeah. And have you ever tried to like, pick what time you go to try to avoid that crowd?

P1: Oh for sure, Yeah, It can be frustrating. I don't know. I feel like usually like, lunchtime when I go is tense, like it is the busiest around like 11:30-12: 30. But then when it gets to like 1:30 ish, it's like, get less crowded.

**Commented [29]:** I try to avoid big crowds at the dining hall

Interviewer:And then so. So let's say like, you were trying to decide what time to go what you were trying to avoid a crowd. How would you like go about getting that like information about when you should go to avoid the crowd?

P1:I think I just basically do it based on the based on experience or if like one of my friends went to the dining hall before me especially freshman year like if this person were like at six and I was getting go at seven I asked him like how busy it is are they going to food is like getting it. Yeah, just kind of ask people and use my experiences..

**Commented [30]:** I use my past experiences and ask other people about to avoid the crowds at the dining hall

Interviewer:All right. And do you know of any features on other apps or platforms that you think could be helpful? Knowledge in the situation? maybe something that's not on Michigan dining site, but might be on another product that you think would be useful in that scenario?

P1:I don't know. I don't know if any, like third party app like that though. That would be a pretty good idea. Yeah, having like maybe like a student run app or something like that.

**Commented [31]:** I would like a resource to see crowds at the dining hall

Interviewer:Okay. And then I know we kind of talked about this one, but like, let's say that you were gluten free. And you were trying to decide what food to get at the dining hall. How would you go about that?

P1:Yeah, like going back to like looking at the nutrition facts at this specific stations? I think I'd probably do that. Because I think they show what is gluten free and what isn't so yeah.

**Commented [32]:** I would use the signs at the stations to see the nutritional facts

Interviewer:All right, and do you think that like, you think that it's that's a good system for something like that? No, no? Why?

P1: Can I go back to my other point, I feel like that's just kind of a time wasting is yeah, it's just pretty time wasting like there should be another way of quickly finding what is gluten free. Just by the buyer, fingertips or yeah, you shouldn't just physically have to go up there and look at what this mean for you. What is it should be right there. Yeah.

**Commented [33]:** I value saving time when finding dining hall information

Interviewer: Okay. All right. So that's kind of the end of like, the big part of the interview. So I'm just gonna kind of go over what I've seen so far, and you can correct me if I have something wrong. So pretty much since you are someone who only uses the meal plan, like in the middle of the day, you're kind of more worried about time and the food rather than anything else.

P1: Yeah, pretty much.

Interviewer: Okay. And you only really use the Michigan dining hall resources that they make available, but you don't really think that they're an effective solution to getting information for students. And then you are someone who also tends to look at like tends to walk around in the dining hall more often rather than, you know, going on the website or going on the app to see the information about the food you've eaten, like calories or something like that. And you kind of value more of like, like you said, you would ask the chef rather than trying to find information online, so you kind of value that interaction.

P1: Yes I think that is all correct.

Interviewer: Okay. Well, I think that's pretty much it for interview. So do you think that like, overall, this interview did a good job of kind of identifying the needs that you have or do you think there is something else that you felt I missed out on?

P1: I think you did a pretty good job of like, definitely, like underscoring which are what needs I have and what could be improved, okay.

Interviewer: Perfect. Thank you. Ok I think I am all set for my questions, I just want to say thank you so much for sitting down with me to complete this interview, this is going to be such great help for my project! Now that I am all done, are there any questions that you have for me? Remember you can always reach out to me if you have any questions or concerns in the future. If not, we are all done here! Thank you so much!

P1: Of course, thank you for having me.

## Interview 2

Interviewer: Okay, let's get so All right. So start off just tell me how often do you use the dining hall?

P2:I'd say move the dining hall about twice every three days,

Interviewer: twice, so twice a day or like two out of three

P2: or three days. I don't feel like every day, but I go I know quite a bit so I'm going to to one day, that's kind of a rarity. I say average, let's say average, five times a week.

**Commented [34]:** I use the dining hall about 5 times a week

Interviewer: Okay. All right. And why do you choose to use it that way?

P2:It's just so easy because then I don't have to cook. I can stay on campus and not buy food. I already had my dad paid for it. It's feels free for you.

**Commented [35]:** I do not like to cook

**Commented [36]:** I value convenience

Interviewer:All right. So I guess overall, how are your feelings about like your experience at the dining hall?

P2: I have a generally positive opinion of the dining hall, generally one of the three I go to will have something. So overall, it's a good experience.

**Commented [37]:** I have a positive experience with the dining hall

Interviewer:So you say you only use go to three. What three dining halls do you go to?

P2: I go to north quad south quad and east quad just because of location, like I'm not going to go over to mojo to eat.

**Commented [38]:** I value location when deciding which dining hall to go to

Interviewer:there's a question. So you heard that Mojo was served in like, an awesome dish and you go out of your way to go there you think? No, okay.

P2:Like I only go to North Quad from like, past like North University Avenue. But if they have something I really want to go there, even if I have to walk a bit.

**Commented [39]:** I would be willing to walk farther if a dining hall is serving something I like

Interviewer: All right. Um, so why do you feel like your experience is generally positive?

P2: Just because it gives me feeds me. It's just really easy and the food's decent enough

**Commented [40]:** I find the dining hall easy to use

Interviewer: and so when you go to the dining hall, what information is most important to you have access to

P2: what is on the menu? Okay, menus is the most important to me

**Commented [41]:** menu is the most important information for me to have

Interviewer: Do you ever look for any other information are you pretty much exclusively looking for our for the menus?

P2: I mean, I'll look at which ones open but I know, like, I know, when they're open to this point, I know it's hard to open longer than the other ones. If one's open and the others aren't that's a big factor. But that's partly it's partly kind of our routine at this point, just based on which one is open.

**Commented [42]:** I look to see what dining hall is open

Interviewer: you ever try to look for any like nutritional information at all.

P2: not really

**Commented [43]:** I do not look for nutritional information

Interviewer: all right. Um, and so why is this information important for you to have.

P2: it is important to have because you have allergies or if you're on a specific diet, you want to know what the nutrients and calories in the food you're eating are. And so it's important if you have any kind of dietary restriction to know what's in the food.

**Commented [44]:** I think it is important to have access to nutritional information

Interviewer: So why is it important for you to have more talking about the menus? Why is that important for you?

P2: Because I want to know what I'm getting to I because I have a choice in which dining hall to go to they all have different, different things that things need to be I'm going to base my decision on which one to go to based on which venue I like most.

**Commented [45]:** I base my decision on what dining hall to go to based on which venues menu I like the most

Interviewer: Okay, um, overall, oh, how often do you feel like you accesses information, like the menus?

P2: Every more often than I actually go, okay, because I look before I go every time and also, sometimes I'm really bored in class.

**Commented [46]:** I look at dining hall information more than I actually go

Interviewer: All right, and overall, do you find it easy or hard to access information you're looking for?

P2: I think it's really easy. If I'm on computer, I'll just type in North Quad dining or South quad dining and then look at put onto the other ones from that website. And on my phone. It's on the michigan app, which is really easy.

**Commented [47]:** I think it is really easy to access dining hall information

**Commented [48]:** I use the michigan dining website and app to access information

Interviewer: All right, so you just mentioned that you tend to use the the Michigan app or the website the most? Yeah. Um, so why do tend to use that specific product in the most

P2: because I'm not aware of any other products and they work decent enough.

**Commented [49]:** I do not know of any other products to use to find dining hall information

Interviewer: So why do you say decent enough?

P2: They're, they're usually pretty good. The only issue that I have is sometimes stuff will be on the menu and then not actually in the dining hall. They're not there. I'd say they're 80% accurate.

**Commented [50]:** I am annoyed when the dining menu is not accurate

Interviewer: Okay. Um, and so when you're using the Michigan website or app, you're mostly just looking for menus correct. And you said that you haven't tried to find or use any other products.

P2: I remember hearing a lot of products like freshman year where you could search by the food item. But I remember it wasn't that wasn't I tried to once it wasn't that accurate.

**Commented [51]:** I value accuracy

Interviewer: All right. So why did you decide to try to try to use that?

P2: Um, just because I heard about and I thought it sounded cool, and I would try it out. I didn't really have any deep motivation behind it. I didn't have like an issue with the original.

**Commented [52]:** I tried the M-Eats app because I was curious, not because I had a problem with the M-Dining resources

Interviewer: All right. So overall, you'd say that you like the Michigan dining resources. Um, I don't.

P2: Yeah, I like it. I don't. I don't love it. I don't like it a ton, but I like it.

**Commented [53]:** I do not love the michigan dining resources but I do like it

Interviewer: so other than it not being entirely accurate. Is there anything that you don't like about it?

P2: The app is kind of buggy. Sometimes things won't load at all. Sometimes. They will respond to input like you'll have the screen and those issues. I've noticed something that happened.

**Commented [54]:** I am annoyed by the bugginess of the app

Interviewer: Okay. But they're not really related to the actual experience

P2: correct

Interviewer: So do you find you find these apps to be effective and finding information like before.

P2: I do

**Commented [55]:** I do find the michigan dining resources to be effective in finding information

Interviewer: Okay, and is there any information that you feel like you wish you had access to that you don't? Or get access to? Yeah, like anything that you would want to know.

P2: I guess not. I guess I'm pretty satisfied with detailed information I need to know I only the only issues I have is when it's not accurate.

**Commented [56]:** I am satisfied with the dining hall information available to me already

Interviewer: Essentially what is going to happen now is I am going to ask you to imagine yourself in certain situations and contexts and I will just ask that you do what you would normally do in these situations while you explain your reasoning for each step. During this I will observe and just ask you a few questions during and after to confirm what I am seeing. The reason I am doing this is because I just want to better understand the process students go through to find information on dining halls to see how we might make the information more accessible and easier for students to find and use. This will all be completely confidential and your data will only be used for this project. Are you okay with everything so far? Remember to always correct me if you think I did something wrong or misunderstood you.  
So first, I want you to act like you just got out of your first or your last class of the day. And you're going to eat at the dining hall and you're trying to decide which dining hall to eat at, so kind of walk me through your process of how you would choose which dining hall to go to?

P2: Well, first, I have to think about what time it is. Because you know, there are times a day when South was open and other halls are not. And South quad might be okay, so I'll go to the other two if it's an option. I get out of class after five or at five most days. So they are all usually open. I'll just decide which one to go to based on where my class is. And then I'll go to the Michigan app. And look up the menu for the closest one to me, like say it's North Quad a look at North Quad cook dinner and also got chicken wings which I would go get but I didn't want chicken wings or anything on the menu. I'd look okay, I'd say what is south quad having today and take a look at their menu. Probably go through this kind of process.

**Commented [57]:** I use time to decide which dining hall to go to

**Commented [58]:** I look at the dining halls closest to me first

**Commented [59]:** I use the michigan app and then look at menus to gather dining hall information

**Commented [60]:** I look through the menus and repeat the same process for each dining hall nearby me

Interviewer: So kind of just like starting which one you're closest to and then if you don't like that one then kind of going down the list. Yeah. Okay. So what do you find useful about? The app you just used to find the information.

P2: is pretty simple. It's just all the food has the full menu on there for everything. It should be everything out in the dining hall, and that's good because I kind of know that at this point the kind of food the dining hall has.

**Commented [61]:** I find the dining hall simple to use

**Commented [62]:** I know what food is good at this point from my previous dining hall usage

Interviewer: Alright, okay, so next, I want you to act as if you're like trying to be conscious of the food that you ate. So let's say you just went to the dining hall and you have a big meal. Okay, how would you go about accessing like the nutritional information like calories or in the amount of protein or something similar.

P2: so I actually did this last week. At South quad and I had like three of the buffalo chicken pizza. I look up the dining hall first that I ate at. Then i would have gone to the meal. Lets say it was lunch. I just found the item that I ate. For example, it's it's allowed for Asako roast beef and I would look at serving size and calories and serving size. So to resize is one piece calories in that are 360 calories just has that right here just by clicking on the item that comes up. So I was able to access that information pretty easily.

**Commented [63]:** I go on the Michigan App and just click on the individual dish on the meny to find nutrional information

**Commented [64]:** I find it easy to see calories on the app

Interviewer: Do you find like, let's say you were at the dining hall. Would you be more likely to go up and look at the sign or just do the same?

P2: I would never really just walk around the dining hall and kind of see what the signs have to say .it's awkward. It's in the way of people. Yeah. And it's outside of the dining halls. Yeah, like it's not like I'm gonna get there then go to a different dining hall.

**Commented [65]:** I do not like to get in the way of other people in the dining hall

Interviewer: All right. And so why did you choose this resource to find nutritional information rather than like looking at the sign or something?

P2: Yeah, I know they have the nutritional information on the signs at the dining hall. Which I suppose you could like look at but what I'm not too concerned about the nutritional information so it's not like pressing for me to look at it before I pick something. But it's good that I can go back and look at what I need to see what was in it. And also, you know, if I want to look at the signs and I hope like they're really close, you have to get you're always gonna have to get right up closer to see what's in it and then you're kind of getting in the way people and it's just wouldn't be a pleasant experience.

**Commented [66]:** I am not too concerned about nutriononal information

**Commented [67]:** I do not like having to go up to the signs in the dining hall

Interviewer: Okay. Okay, so next. I want you to imagine that you're at the dining hall and like let's say you see a dish that you've never tried before, and they're trying to decide if you should try it or not. So what kind of walk me through your sort of thought process or your like routine of trying to decide if you're gonna try addition? Okay, so it's a dish I never tried. Yeah, so it's just never tried before.

P2: I just kind of look at it. See if it looks good to me. I got it if it looks good to me. i If it looks good to me, and there's no line. I would just probably get it. If there was a line to get it, I think that's also a good that's an indicator. So either way, if it looks good to me, I'll probably try it but I would wait in a long line. I would go get something else while I wait for the line to go down.

**Commented [68]:** I would use appearance and the length of the line to decide whether or not to get a dish

Interviewer: Would you ever tried to ask people about their about their feelings about the dish?

P2: I mean, it was like with people I knew who had had it or if I knew some people in line I would ask them what's this? Is it good? If I'm like really unsure but I'm intrigued. And there's a long line so I'm like okay, what is this like?

**Commented [69]:** If I was with people I knew I would ask them about a dish

Interviewer:do you value someone else's opinion on a dish like that?

P2:Yeah, I think I would

**Commented [70]:** I would value other people's opinions on a dish

Interviewer:okay, um, so do you wish that there was like a different way to know how people felt about a dish rather than just asking them like some sort of information or link to that available to you?

P2:Oh, I've never thought about that. I think that I think would be useful. I think I would use that if that was available easily like in the same place as the menu, I would utilize that.

**Commented [71]:** I would find use in knowing other people's thoughts on a dish before eating it.

Interviewer: Okay. Um, so the next question I have is have you ever like, do you ever tried to change what time you go to the dining hall based on a crowd?How would you go across deciding which one to go to or what time to go to based on crowd.

P2:I would have in the past where at this point, I am not really going to do that anymore. And I'm pretty much basing an entire of my schedule. It's more like like what like when I'm on campus, that's just when I'll go. Now back when I was a freshman living on campus and had easier access. I would have been like, okay, there's gonna be a crowd of people at 12: 50. I'm still gonna be around here and I'll go. If I was generally in close proximity to the dining halls, that would be a big consideration.

**Commented [72]:** I value avoiding crowds less now than I did in the past

**Commented [73]:** Location is important to me in deciding when to go to the dining hall

Interviewer:Okay. Why would that be important to consider?

P2:Because if like, say you're in a hurry, and you go to the dining hall, but you don't account for the rush, then you could end up being late for whatever you happen next, because you didn't account for the lines to get into the dining hall or the food.

**Commented [74]:** If I was in a rush crowds would be an important thing to consider

Interviewer: Yeah. So you mentioned that you usually do it like when you're on campus or between classes and stuff. So if you find that genuine, generally, you're doing it to try and you're like, have to fit it in the schedule, like you're kind of in a time constraint.

P2: Not really, I don't I don't go when I have a big time constraint, but um, I just go when I have a lot of time, on campus or at the beginning or end of the day.

**Commented [75]:** I do not go to the dining hall when I am in a time rush

Interviewer: Okay, and so, like, let's say throwback to freshman year when you would change the dining hall go to basic crowd. So how would you go about deciding which, like, when to go or what time to go to raise crowds?

P2: I would think about like typically there would be a lot of people there right after class, so I would try to avoid those times around every half hour. Just to avoid the big crowd.

**Commented [76]:** I would avoid the dining hall crowds by using personal experience

Interviewer: So you just use your personal experience?

P2: Yes generally

Interviewer: And so do you. Do you ever wish that there was like, a way to know about the general crowdedness? Or like, what times the dining hall generally gets crowded or do you find that not to be as big a deal?

P2: I think that's a big deal to enough people that'd be really useful. I think If I had access to that information easily, I would use it.

**Commented [77]:** I would use a tool to see dining hall crowds ahead of time

Interviewer: Okay, so you think maybe not too much for you, but it is kind of a need that other people would have needed?

P2: Some people have that need and if I had access to it, I would use it.

Interviewer: do you know, like any other products or platforms offer something similar to that or

P2: the M dining app will say like this dining hall is 40% Full but I have no idea how I don't know how accurate that is. And also, I don't really look at it because I do not notice it much.

**Commented [78]:** I do not use or notice the dining hall percentage feature of the mdining app

**Commented [79]:** I value accuracy

Interviewer: Okay. So next, I kind of want you to sort of pretend like let's say, you had a peanut allergy. Are you a gluten free or something? Let's just say you're gluten free. Okay. And you were trying to decide what foods you should eat at the dining hall. What process would you like go through to do that?

P2: Well, I go to the menu online because I know their nutrition and health facts there. I know there is a key right here on the bottom of the website.

**Commented [80]:** I go to the online menu to see nutrition and health facts

Interviewer: So you use the icons

P2: Yes I use these icons on the side of the dish. looks like there's a gluten free icon. So just look at which items have the icon.

**Commented [81]:** I use the icons on the menu to see nutritional information for health restrictions

Interviewer: and do you find this to be like an effective way of marking food?

P2: Yeah, seems pretty effective. Because it's really obvious if you're looking for it. And you're only looking for it if you need it. It doesn't seem to be difficult to find if you need it.

**Commented [82]:** I think the icons are an effective way to mark food

Interviewer: And is there anything you don't like about the logo system or anything like that

P2: it's just there's a lot of logos we don't really like use like this. There's so many that I don't pay attention to that. Just because I can't be bothered to remember what they mean, especially if I was in the dining hall trying to read the sign. That's kind of unless you have a specific thing that you need that you know what it is, it's kind of all gibberish. So the website has a key at the bottom.

**Commented [83]:** I can't be bothered to know what all of the icons mean

Interviewer: Okay, um, all right. So that is pretty much it for like the big parks and then you know, kind of kind of go over like, the trends I've seen, and you can like, correct me if I'm wrong, or if you think I'm missing something. So pretty much you try to go to the dining hall about five times a week. And but you're not really too picky about it. You just go to one of the three and generally just to what's closer to you. So that's pretty accurate. Okay, and then but when you are looking at the menus, you'll use pretty much exclusively the app or the website.

P2: Yeah, , I actually have the michigan app and if I am already on my computer, I use [M-Dining Website].

**Commented [84]:** If I am on my computer I use the m-dining website

Interviewer: And the only information you're really looking for are the menus. Yeah, it seemed to care too much about the other information. So and there's not really much other information on top of your head that you think you mean, but there are like some things that you said could be useful like knowing what other people thought about a dish.

P2: I'd say the big thing is the other big thing besides a menu is times that dining halls are open but I've been using themselves. Just know when they're open. At this point, I don't need the app to tell me but it was useful at one time.

**Commented [85]:** I know when dining halls are open without looking at a resource

Interviewer: All right, and then but overall, you find it easy to find information for Yeah, and but you're not you're not really aware of any other products other than the Eat sap that you brought up. But it's essentially said kind of the same thing is kind of the same thing.

P2: It seems to be less accurate and I haven't heard anyone talk about it in like two years.

**Commented [86]:** I value accuracy with the resources I choose

Interviewer: But you're pretty satisfied and so your main process is just to go through the menus at each dining hall that you're looking for. So you would go through and you click on each one you go back. Yeah. All right. And you value other people's input, like you said, on dishes and things like that and used to care about crowds, but not as much anymore. Yeah. And you kind of value personal experience throughout the whole process. Like which dining hall to go to and yeah, the crowdedness and everything like that. Okay, so I think that's pretty much it. Because everything you said seems to line up pretty well. So thank you so much for helping me out and if you have any more questions or anything you need clarification on please let me know. Thanks.

P2: Well, of course.

### Interview 3:

Interviewer: Okay, let's get so All right. So start off just tell me how often do you use the dining hall?

P3: So I usually use the dining hall probably three times a day for breakfast lunch and dinner. Sometimes I'll Like usually I go early for dinner like right when it opens around 4:30 And then like, occasionally I'll get hungry like around seven 7:30 So I'll like go back down but at that point they don't have a lot of options anymore. But yeah, I usually like three times but it also depends on like, the day and like the classes that I have and like what works in my schedule, but I'd say usually like, three or four times.

**Commented [87]:** I use the dining hall for three meals a day

Interviewer: So why you said you go early for dinner. Why do you do it?

P3: Um, I mean, usually, I don't know. I'm just so hungry. And also like the dining hall tends to be a lot like quieter earlier on in the evening and I like it when it's not too hectic. And it also like depends on like when people from my dorm will go so like, a lot of the time like usually people come or like go earlier in the evening, like right when it opens we'll go with friends. But yeah.

**Commented [88]:** I like when the dining hall is not too hectic

**Commented [89]:** I sometimes base when I go to the dining hall around when my friends want to go

Interviewer: So do you care at all like about crowds and stuff like that? Or is it more for just the noise?

P3: I guess? I mean, I don't really mind like the crowds. I don't know I just like no, I just like going when it's not really like a noise concern. It's just like, it's chill.

**Commented [90]:** I do not mind the crowds

Interviewer: Yeah, yeah. So you go three times a day. That's that just because like you have the unlimited plan, so it's just easier and cheaper for you.

P3: Yeah, yeah. Um, I mean like, sometimes I'll eat out like for dinner cuz I don't know all like I really liked but I don't know I kinda like sometimes the thought like hits me and I'm like, oh shoot like I am paying for like the dining hall like I should take advantage of it and like usually the food at the dining hall is really good. So I don't mind like going there over like a restaurant.

**Commented [91]:** I do not mind going to the dining hall over a restaurant because I like the food

Interviewer: Okay, um, and then overall, like how would you say your experience with the dining halls been so far?

P3: I love the dining hall. I am at Oxford so we have twigs which I don't know I've heard mixed reviews but I personally love [twigs dining hall]. I'm not a fan of like, East and like South like I

love the options that they have but the way that they serve [the food], I do not like it. They have super small portions. So I have to like go back and get like five items every time I'm there because just like you get like three or four bites of each meal and that's like not enough. But twigs they like I don't know they like put so much on your plate which is really nice. So I kind of just like like it and they don't have that many options but usually the options that they do have are really good. And we have really good desserts and like salad bar as everybody was but yeah, I don't know and also being at twigs like since it's so small I guess like the community is really nice like the the workers there like everyone like knows the workers and like, I don't know they don't know like my name but like I think they can recognize me which is really nice because I feel like somewhere at South like there's not like that community kind of experience. So yeah, I love the dining hall today social place too with friends like going because we're like spend like an hour and a half there's some days

**Commented [92]:** I do not like south and east quad dining halls because of the way they serve the food

**Commented [93]:** I like the community of the twigs dining hall

Interviewer: all right. So in terms of like when you're at dining hall, what kind of information are you looking for the most like it could be anything like allergy information, calories menus, like anything what's like, what information are you looking for the most?

P3: Usually just looking at like what the options are. Are you talking about like choosing between certain dining halls or just just at one like what am I looking for in general?

**Commented [94]:** I usually just look at what the dining hall options are (menu)

Interviewer: either. like when it comes to the dining halls? Like what information do you look for? Or what information is important for you?

P3: I don't really look at the information that much I guess like sometimes when I'm like like, this happens more when I'm like on my phone like looking at what's being served but like, I guess like the carbon emissions.

**Commented [95]:** I do not look at the information very often

Interviewer: so you look at the carbon emissions.

**Commented [96]:** I look at menus

**Commented [97]:** I look at carbon emissions

P3: Yeah, I like looking at that. I don't know I don't really look at like the calories or like the like any allergy stuff. I like don't have any allergies. So I guess it's not really a concern to me. I bet people who do like look at that. But I'm just like interested in like what's being served. So like options wise, and like, yeah.

**Commented [98]:** I do not look at calories

**Commented [99]:** I do not look at allergy information

Interviewer: All right. And do you find that information to be easy to find generally?

**Commented [100]:** I am only really interested in what is being served.

P3: Yeah. I mean, I think every all the information like whether that's like allergies or the carbon emissions or like I don't know, it is easy to find. All the other information is pretty easy to find too and like when it comes to like what's being served like it's perfect because they have like, for a week they have all beings are already online. So that's easy to find.

**Commented [101]:** I find it easy to find the dining hall information

Interviewer: Alright, and then so you said the most important information to use just like what's being served. Yeah, that's the only thing you really cared about.

P3: I mean, I just want to make sure that I like a good meal. So like, I don't know, making sure that I'm going to a dining hall where like I'm going to enjoy the food is or like where the food seems interesting. That's pretty important.

**Commented [102]:** I want to make sure I have a good meal when I go to the dining hall

Interviewer: And then so when you're not at home for dinner or breakfast or something but when you're on campus, like what generally do you tend to look at to decide where to eat.

P3: I look at the menus. Although on like Tuesdays and Tuesdays I get out of class like at 230 So really the end that's when I would have my lunch I have a late lunch on Tuesdays and Thursdays. And like on those days and at that time the only Dining Hall open is South quad so I don't really have a choice and like which dining hall I go to. But if I'm on campus like after 430 then I will like browse like the site and look at what's being offered at each place and kind of like decide since like every dining halls pretty close to or like north south east are all like, pretty close together. Like it's not really out of my way to be like

**Commented [103]:** I look at the menus before deciding where to eat

**Commented [104]:** I browse the m dining site to see what is being offered

Interviewer: alright, so you said that you tend to look at like menus on the site you tend to so you use the Michigan dining website to get the information. Yeah. So why do you use that?

P3: It's really fun like, looking at the menus and like it's sometimes I'm not even looking at it for that day. Like today. I would look at it for like Friday, like what are they serving Friday just to like, see, like, I think it's a fun little thing to do. But also, like I said earlier, I kind of just want to go somewhere that like has options that appeal to me. So like I don't want to show up at like South quad and they don't have anything that interests me but then like North does, so then I'd have to walk to north.

**Commented [105]:** I think it is fun looking at what is being served at the dining hall.

**Commented [106]:** I look at the future dates to see what is on the menu

**Commented [107]:** I want to go to a dining hall that has food that appeals to me

Interviewer: Yeah, so you mentioned that you would like look like to look into the future for food. So do you find it easy to access? Like what's being served in the future?

P3: Yeah, I mean, on the Michigan dining like website, they have it all laid out for like a week. So like right now, I think I could look all the way until next Wednesday what's being served at the dining hall and they have it all laid out like breakfast, lunch dinner.

**Commented [108]:** I could look at what food is available for the next week on the michigan dining website

Interviewer: so when you're looking at the website, what information specifically just the website, what information are you looking for on that website? Is it just like you kind of what you said before just the menus? Yeah. Okay. So is there any information you just don't care about at all like you said allergies.

P3: I mean, like the carbon emissions like I think that's pretty cool and like more like plant based dishes tend to have like lower emissions so I like look at that because like that's something that's pretty like important to me. But yeah, for like allergies. I mean, if someone did have an allergy, like I'm sure that they would like look on there to make sure that they're not eating something. For me, yeah, it's mostly just like, what food they are serving.

**Commented [109]:** I value the carbon emissions of a dish

**Commented [110]:** What food is being served is most important to me

Interviewer: So have you ever tried to use any other like platforms or products to find information or any other methods or anything or is it pretty much just that website.

P3: Pretty much just the website. I think it's just the easiest to use. I don't really look like I've said I don't really look for like a bunch of specific information and like, for what I do want to know, such as like what's being served like, that gives me everything. And it's just easy to navigate.

**Commented [111]:** The Michigan dining website is the only tool I use

**Commented [112]:** I only really look at what is being served

Interviewer: Okay, um, and then is there any information that you don't have access to that you wish you did?

P3: Like you kind of said earlier, like with like not just calories, but like oh, like percentages of like carbohydrates or like sugars or like protein and like specific meals like I think that can be kind of important to some people and I don't think or at least on like the website, they don't give that specific information. So I think having more details on like, that would be nice. Oh, also, I think something that just came to my mind having like, like organic versus like non organic like if certain dishes do use like organic products like knowing that because I know that that's something important to me and other people.

**Commented [113]:** I want to know some specific nutritional information

**Commented [114]:** I wish I could see organic and non organic food information

Interviewer: And would you say that when you're in using the dining hall are you generally are there times where you're in kind of a Time Rush? In a way or is it like you said, sometimes you go and you spent an hour and a half there but are there other times you are in a rush.

P3: definitely in the mornings I feel more of a time crunch in the dining hall just because I have all of my classes are like early, like earlier in the morning, but I get out by like the latest class I have is 230. So like after that I'm able to spend like as much time as I want in the dining hall but definitely in the waiting for a 10am like I don't know sometimes I'll spend like 10- 15 minutes there which like and I know like other people like my roommate sometimes is like she doesn't even have time to like go to the dining hall or she'll go and get like a muffin and then like leave so I do know that issue I guess for some people.

**Commented [115]:** I feel more of a time crunch in the morning versus the afternoon in the dining hall

Interviewer: Okay now it is time for the contextual inquiry part of the interview. Essentially what is going to happen now is I am going to ask you to imagine yourself in certain situations and contexts and I will just ask that you do what you would normally do in these situations while you explain your reasoning for each step. During this I will observe and just ask you a few questions during and after to confirm what I am seeing. The reason I am doing this is because I just want to better understand the process students go through to find information on dining halls to see how we might make the information more accessible and easier for students to find and use. This will all be completely confidential and your data will only be used for this project. Are you okay with everything so far? Remember to always correct me if you think I did something wrong or misunderstood you. Are you ready? All right. So like it's first act out like you just got out of your last class of the day and you're gonna go eat at the dining hall. Just walk me through your process of deciding which dining hall you like do I visit Yeah.

P3: I Go to the mdining website page, and then menus and locations and usually I I never really go to like Markley or Mojo for dinner. So I already cut those out, just because they're not I'm like already on Central. So I don't really have a purpose going over there. And I don't find them any more special.

**Commented [116]:** I do not go to certain dining halls because of location

Interviewer: So this is another random question, but let's say Mark clear Mojo was serving like something really good that you really like. Would you be willing to go out of your way to go that dining hall?

P3: probably Yeah, okay. Yes. So I think it I mean, if I went home, after like my classes, I'd obviously go to twigs, but let's just say that I'm already on Central. So I'd go to like each of the, like dining halls on the website. and then make sure that it's the right date and then go to the dinner and then I'd be like, I don't know, I just scroll and see oh, like, here's what they have. And I'm like, oh, some of this stuff looks pretty interesting. I like take notes on like, oh, here Oh, me. Like that sounds really good. Or I know like, East quad has really good cheese bread. I'd like keep that in my mind. But then, I'd go like to South quad and then see what they have. And then Oh, I see like pulled pork and mac and cheese like that's something that sounds really really good. And like, I think to myself and I'd be like oh like East quad every single day. They do have cheese bread, so I could always get that like tomorrow, but pulled pork like I don't usually see that on the menu. So it's something that is new and like seems pretty interesting. And then I know I just like scroll down and here they have like pizza too. But I know like I really liked the cheese bread.

**Commented [117]:** I would be willing to go out of my way to go to a dining hall with better food

**Commented [118]:** I go to each dining halls menu when deciding where to eat dinner

**Commented [119]:** i search for food items that appeal to me in the dining hall

Interviewer: Yeah, so what did you find like useful about using them?

P3: Um everything is like laid out pretty easily. Like they have specific like everything's not just like they have like a category for like breakfast lunch and dinner. So you can like specify it like, What meal you're going to. They have all of like the specific dining halls and it's just like really easy to navigate.

**Commented [120]:** I think the michigan dining website is easy to navigate

Interviewer: And what like what do you find frustrating about it, if anything? Um,

P3: I sometimes I have like run into this issue not specifically on like the web. I mean, I guess it kind of relates to the website, but a look on the site and all like go to the dining hall. And this has happened at twigs more than like any other ones. And I'll see like what they're serving. Sometimes it is not 100% accurate which is annoying.

**Commented [121]:** I value menu accuracy

Interviewer: Alright, so I want you to like so for this next part. I want you to pretend like you just like had a really big meal at the dining hall and you wanted to figure out how many calories you just ate and like how many grams of protein we had. So like pretend you have the pork pork and mac and cheese at southquad today

P3: click on like the pulled pork on the menu on the side, I guess the serving side is sizes accurate of like what they're giving you so I just assumed that the bowl that I had is like four ounces. And then I'll take into account Oh, if I had two servings or like two plates of the pulled pork and it was eight ounces. So then that would be 500 calories instead of 250. And then here it has a list of like all of the carbs and sodium fat. And then if I had two servings of it and I just like would double and then for the mac and cheese the same so four ounces 186 calories and then I can look at all of like the nutritional information so like fat cholesterol, sodium, carbs, and yeah, double it or triple it as I see it.

**Commented [122]:** I look at the michigan dining website to find the nutritional information

**Commented [123]:** I do mental math to calculate total calories

Interviewer: Alright, so now this one's kind of more of a hypothetical situation. But so let's say that you saw a dish at the dining hall and you like had never tried it before. And you're trying to decide if you should try it or not. How would you like go about that? process?

P3: I am pretty adventurous eater so I think I had honestly just like grab it and like as I said at like South East or North like the portions are pretty small. So like even if I like didn't really like it and I'd have to throw it away like it wouldn't be a lot of waste.

**Commented [124]:** I like to try new dishes

Interviewer: Do you wish that there was like a way to know the quality of the dish or like what other people thought about before trying? Or do you do it you just just eat it anyway.

P3: I think it would be really cool to hear like other people's thoughts on a dish. I mean, I'd probably I mean I'm a really big fan of like before going out to like a restaurant like looking at the reviews of the restaurant and seeing like specific dishes that like people recommend and then usually like getting that dish since it's so popular.

**Commented [125]:** I would like to hear other people's thoughts on a dish

**Commented [126]:** I like to look at reviews of restaurants before I eat there

Interviewer: Oh, cool. Okay. So this kind of goes back to a question I asked earlier like, you said that you like it when it's not as crowded because it's quieter. So you when you're trying to plan a time to go to the dining hall to avoid the crowd. How do you do that?

P3: Um, well, I can't really say like for east south and north I can't really like stay since I haven't like, really scoped out what times are like the most crowded and the least quiet except I went to South at like 230 yesterday and like it was really quiet. So I did learn that that's like a pretty nice time to go to. But I think like since I do eat like a lot of my meals at twigs I think I've kind of learned like when people go like when people don't so like that's why I go usually earlier in the evening like 430 Since or like five, since it's pretty like pretty quiet like lots of people don't go to like 630 ish. But I will say like, it's easier to go to the dining like it's easier to plan out like when to go based off of like, like crowds in the evening. Whereas like in the morning I don't really have a ton of options. It's like I have to get to class. So if it's like the quiet so like 1030 But I have a 10am like I can't really like go at 1030 Since I have to be in class. So I can only have like, specific like a chunk of time.

**Commented [127]:** I use personal experience to gauge the dining hall crowds

**Commented [128]:** I find it easier to avoid crowd in the evenings

Interviewer: Yeah. And so you you said that you pretty much just use your own personal experience and then kind of patients. do you wish that there was like something else? Or like have you ever used a product that kind of would like tells you crowds that you think could be useful in this scenario or like do you think that you would rather just you'd prefer just use your experience

P3: to probably just use my experience and also I will say like, I like being like in a less crowded area like when I'm by myself but when I'm with like a friend or like a group of people in the dining hall, I don't think that the crowds affect me. Or like I don't mind being there as much as I would if I was just like by myself. Not really sure why. Maybe it's just like, when you're with other people, you're just as Wow, so like, does it really?

**Commented [129]:** I prefer to avoid crowds when I am by myself, but I do not mind the crowds when I am with a group

Interviewer: Yeah. All right. And finally, the last part just imagine that you are gluten free. And you're trying to decide what food at the dining hall eat like how would you do that? And you can use the menu. I mean,

P3: Oh yeah, so like the menu does have like gluten free label and I'm pretty sure the signs at like each of the stations where the food's being served at the dining hall they have like the same kind of thing. They'll have like a piece of paper like the menu and I'm pretty sure they'll have like gluten free or I think that's that symbol is like vegetarian and like low carbon or like co2 emissions. And I think they have that like on the actual paper menu so you wouldn't have to like pull out your phone to do this. But if you like looking on your phone, you could do it. But I think I just do the same thing like look at what's being served and then like what things are gluten free and then just go based off of that.

**Commented [130]:** I look at the dining hall labels on the signs and the website

Interviewer: do you find like, use like the icons? Do you find those to be pretty like easy to understand.

P3: After being here for like a month and a half have kind of like come to like understand I still don't even know what like some of these are but the gluten free ones pretty obvious just because it is GF and like lots of people know that means gluten free or like this you would assume is like vegetarians it's like a leaf and like green. So I think that they're pretty easy to understand.

**Commented [131]:** I do not know what some of the icon labels mean

Interviewer: So did you find like the icons to be kind of like overwhelming or just kind of hard to understand it.

P3: I think that [the icon labels] are just hard to understand. Because like even now I don't know what some of these mean and again, they don't really have like they don't really say it here. Like

**Commented [132]:** I think the icon labels are hard to understand

they'll have like the actual labels but they won't like tell you oh that carrot means that it's this or like yeah,

Interviewer: okay. That is pretty much it for the main part of the interview. Now I am going to just go through my observations and come up with some trends I see and you can feel free to correct me if you feel I have something wrong. Okay? Okay, so basically, since you're someone who uses the dining hall a lot, you really enjoy it. And when you're looking for information you really only care about like what's on the menu and you'd like to check what's like on the menu in the future. That's fun to you and that you, but you also you find it easy to check what's in the future. you so you do experience some times where you feel like you're in a rush. Do you feel like during those times, during those times you feel like, you wish that there was like certain things about the dining hall that would be faster?

P3: I think like overall like they are pretty quick about like giving your food like IDs north south they already have like many of the dishes already like put out but I think like having more meals that are easy to take on the go would be like, I mean, that's kind of difficult to do. Like even just like snacks that you could take like I think that would benefit some people like having like granola bars put out or like I don't know what else you could do like fruit I think that they have fruit though. But just like things that you can grab and go because like they do let you take like to go boxes, but even that's like hard to like, take to your class or like walking to class just like eating from a to go Box is kinda difficult. But I think overall, like the timing isn't that much of an issue? I think they're pretty quick.

**Commented [133]:** I would like to have more snacks in the dining hall

Interviewer: Yeah. Okay. And then so when you're looking for information, you tend to use just the M dining website. And you find a pretty easy to use overall in terms of getting information, but you think that the icons that they have are a little frustrating, because they're kind of hard to understand.

P3: Yeah, I think if you do not already know like what they are that it can be hard to understand.

**Commented [134]:** i think the icon labels can be hard to understand

Interviewer: Yeah. Okay, and then you like the dining hall quiet when you're by yourself but don't mind the crowds in your group. But in terms of like when you're trying to avoid the crowd, you just use your own experience based on like trial and error and seeing like, yeah, the crowds.

P3: Yes i used my own experience.

**Commented [135]:** I use my own experience to avoid crowds at the dining hall

Interviewer: Ok that is it for me, I appreciate you helping me out with the project! If you have any more questions feel free to contact me.

P3: Of course, I hope it goes well.

#### Interview 4:

Interviewer: how often would you say that you use the dining hall?

P4: I would say four to five times, four to five times a week. Sometimes I have some conflicts and I can't make it.

**Commented [136]:** I use the dining hall 4-5 times a week

Interviewer: So overall, what would you like? What are your overall feelings about the dining hall experience?

P4: I actually really liked the dining hall. Okay. I think it's nice to have like a place on campus that I can go get food and not have to walk back to my house. And like when I have the time to go usually like gives me a good break during the middle of the day. To like not do work. And just fuel up.

**Commented [137]:** I really like the dining halls

**Commented [138]:** I value the time that the dining hall saves me

Interviewer: Okay. And so, when you go to the dining hall, what kind of information are you looking for, like, in terms of like, any information related to the food, the menus, right, okay, what do you look for?

P4: Um, usually I just, I like, look at the menu beforehand, but it never determined I'm going to go or not usually just like to get an idea of what they're going to serve. And wouldn't really say look, I like the nutritional facts about it's just like what they're serving or if it's some type of food that I enjoy.

**Commented [139]:** I look at the menu prior to going to the dining hall

**Commented [140]:** I do not look at the nutritional information prior to going to the dining hall

Interviewer: Okay, so you say that nutritional facts are not very important to you, why is the menu important for you?

P4: Um I guess it just like gets me excited for what I'm going to have for lunch.

**Commented [141]:** I get excited looking at the menu before I go to the dining hall

Interviewer: Do you ever change what dining hall you go to based on foods being served?

P4: No, never. I always go to the same dining hall just for convenience since my classes are always by Mojo.

**Commented [142]:** I do not change the dining hall I go to based on what food is being served

Interviewer: okay. So why would you not change your mind just because it's not worth it to go somewhere else?

P4: Yeah, I kind of like routine. So I like going to the same place every day. And then I like the environment of mojo better than other dining halls.

**Commented [143]:** I like routine

Interviewer: But you still check the menu every day even though

**Commented [144]:** I value the environment of the dining halls

P4: Yeah, I just checked the the menu.

**Commented [145]:** I only check the menu

Interviewer: Okay, even though it won't affect if you go or not. Right. So why do you think you do that?

P4: Just to get excited. I didn't know like I enjoy like good food. So there's good food on the menu that excites me.

**Commented [146]:** Checking the menu excites me

Interviewer: Okay, how often would you say that you try to access the information?

P4: Once a day right before I am about to go.

**Commented [147]:** I look at the menus once a day right before I go

Interviewer: and why just that amount? Why not more? Why not less?

P4: Because usually I just check it like, if I'm in a class before meeting or something. Or like if I'm on my way to the dining hall, and I do not check with them more than once a day because I can just like see what's on the menu to watch and that doesn't change.

**Commented [148]:** I check the menu when I am on my way to the dining hall

Interviewer: Okay, and do you think that overall this information is easy for you to find?,

P4: Yeah, I think so

**Commented [149]:** I think dining hall information is easy to find

Interviewer: Why do you think it is easy.

P4: There is like not like too many steps to get through the app and I just do it every day.

**Commented [150]:** Not having a lot of steps is important to me

Interviewer: Okay. And so I kind of mentioned this before, but so you in terms of like specific products you use to find information you tend to use the Michigan app.

P4: Yeah

Interviewer: why do use the app?

P4: I guess it's just convenience. I already have a Michigan app downloaded on my phone. So I don't know where else I would really gonna check. I guess I don't know what the other options are.

**Commented [151]:** I use the michigan app to check informatoin

**Commented [152]:** I do not know of any other options to find dining hall information

Interviewer: And so when you're using the app, is there any sort of information besides menus that you look at or do you only look at the menu?

P4: Yeah, I only look at menus.

**Commented [153]:** I only look for menus on the Michigan app

Interviewer Okay. And have you ever tried to use a different, like, product or a different way of getting the information?

P4: Um, no.

Interviewer: Why not?

P4: I guess again, just like convenience, and I don't really know, any other methods to look for information.

**Commented [154]:** I do not know any other methods of getting information

Interviewer: Would you be open to using a new product or method to get information?

P4: I mean, if there were like, I think the app is probably the easiest thing if there's an app like just for the dining hall. Maybe I'll use that because it will be like the same as what I'm doing right now. But I think that was like a lot easier than a website or something.

**Commented [155]:** The app is the easiest thing because I am on my phone

Interviewer: And would you say that you like the the Michigan app overall? .

P4: Yeah, i like it. Okay

Interviewer: And you find it effective and give you the information?

P4: Yes, usually seems to work with little issues.

**Commented [156]:** I find the app to be an effective way of getting information

Interviewer: Okay. And do you ever like try to base your dining hall decision on anything else like such as like a crowd or something?

P4: Yeah, I guess if I can, I will try to do it less busy times of the day. But usually like I have a gap in my schedule between like noon and one so I ended up just going to grab it anyways. I mean, I guess last semester, actually, I would go more like after my 1pm class to be there to avoid crowds.

**Commented [157]:** I try to go at less busy times to avoid crowds

Interviewer: So you would say that you tried to avoid the crowds. And why do you do that?

P4: I'm just kind of like finding like an open spot to sit and not being next to people. I can avoid it.

**Commented [158]:** I do not like sitting right next to people

Interviewer: Okay, so would you say that like knowing when it's going to be crowded is like an important thing to know. Yeah.

P4: I think I like know, when it's crowded, just like picking up from patterns and then dies down.

**Commented [159]:** I use patterns from experience to know when the dining hall is crowded or not

Interviewer: Okay. Then kind of related to that. Is there any information that you don't like have access to through the Michigan app that you wish you had access to?

P4: I don't think so.

**Commented [160]:** I am happy with the information I have

Interviewer: Ok great. Now it is time for the contextual inquiry part of the interview. Essentially what is going to happen now is I am going to ask you to imagine yourself in certain situations and contexts and I will just ask that you do what you would normally do in these situations while you explain your reasoning for each step. During this I will observe and just ask you a few questions during and after to confirm what I am seeing. The reason I am doing this is because I just want to better understand the process students go through to find information on dining halls to see how we might make the information more accessible and easier for students to find and use. This will all be completely confidential and your data will only be used for this project. Are you okay with everything so far? Remember to always correct me if you think I did something wrong or misunderstood you. Alright, I want you to act like you just got out of your class for lunch and you're like you said, you have that gap in your schedule, and you're trying to decide which dining hall to eat at. Like, let's say, I know you said that all your classes are quite low. Yeah, but let's say you were gone out of your class, like, like East Hall or something. Like how would you go about deciding what dining hall to eat?

P4: Like if I was near south quad?

Interviewer: yeah, like with no, let's say you just got class class at Mason Hall. Okay. And you're kind of in the middle of everything. Yeah. You could go to any dining hall. Like how would you go through that process? of deciding which one to go to?

P4: Oh, this isn't what I would actually do because I actually just got a mojo like no matter where I am.

**Commented [161]:** I go to mojo no matter where I am on campus this year

Interviewer: even from that far away? Why?

P4: I don't know. I like the atmosphere and also like I lived in South quad my freshman year so like, it feels kind of weird to go back there. Just since I spent so much time. So like Mojo seems like my like upperclassmen dining hall.

**Commented [162]:** I like the atmosphere at mojo

Interviewer: Okay. So like, let's say this was freshman year, and you were gonna go anywhere, anywhere. Okay. How would you go through that process as a freshman

P4: Probably I would go to South quad for every meal unless I was like meeting up with friends on campus. If I lived like in a different area or a different dorm and I would go to East quad or mojo.

**Commented [163]:** I would go to south quad for every meal unless I was meeting up with friends freshman year

Interviewer: So would you ever base it off of the menus?

P4: Um, sometimes sometimes, like if I was going with friends, or like a group of friend we would look at what menu was the best and then choose based off of that.

**Commented [164]:** If I am going with freinds we look at the menus before eating

Interviewer: Alright. So walk me through that process of you looking at the menus to decide where to go.

P4: Okay, so I guess I would open the app up. So I would open the app and then I have a Michigan app here. And then I have my I have three and I guess I have four dining hall favorite say? Mojo North Quad, South quad and East quad. And I will click on Metro and then I would select what time of day I would want to eat so let's say now I'm looking for dinner, slipped dinner and I kind of do the different options. See that they're serving steak and potatoes. It sounds good. And then now I kind of have an idea of what they have and then I would go to the next one and look at the squad and then let's say sell at dinner again. And they see that they're serving shrimp. That's not as appetizing so I'd still stick with mojo. South quad select dinner and they have some different soup options. But they are not serving steak so I would decide to go to Mojo because they're serving steak and potatoes.

**Commented [165]:** I run through every individual menu to see what is being served

Interviewer: Okay, so you just kind of click through every single. Okay. So what why did you decide to use the app for that?

P4: I guess its the only way I know about and it is easy.

Interviewer: Okay, and like what do you find useful about that?

P4: I guess it's just the convenient side. It's already on my phone. I don't have to like type up a website and nothing changes about it. So I'm like familiar with that.

**Commented [166]:** I like that the app is on my phone

**Commented [167]:** I value convenience

Interviewer: Is there anything that you find frustrating about that process? Just about the whole process that you went through?

P4: Sometimes it's not completely accurate. And sometimes it doesn't, doesn't load that could just be like the Wi Fi on campus.

**Commented [168]:** I am frustrated when the menu is not accurate

Interviewer: Um, Alright, next one. Okay. So now, it's like you're trying to be like conscious of your nutrition and things like that. Like let's say, you just ate something at the dining. How would you go about looking at the calories and like other nutritional information.

P4: Okay, well, I've never done this but I know they have like signs up usually about the food's like symbols about what's in it.

**Commented [169]:** I have never looked for calories before

Interviewer: Do you think the signs are effective?

P4: I'm probably not. I think they're probably too small to read. I think I would like go back around. And I was just curious. Versus like, if someone had allergy like it, you kind of have to look at that. But if I guess if I really wanted to know, I guess I'll go to the app. And let's see if it can tell us. Yeah, I guess I can go to the app and it's not too difficult to see. Like the calories and all the nutritional facts, sodium, vitamins

**Commented [170]:** I do not think the signs are an effective way to mark food

**Commented [171]:** I go to the app usually if I want to see nutritional information

Interviewer: Did you find the information easy to find in the app?

P4: I think, so

**Commented [172]:** I think nutritional information is easy to find in the app

Interviewer: Did you find Do you think that there's anything kind of similar last question frustrating about that process was looking for additional information?

P4: I don't think on the app, but I think in in like the dining hall, it's probably pretty difficult to like actually go up and like look at that sign. And then I know like, it's probably difficult to like ask the person that's making it since they always do like the team.

**Commented [173]:** I find it difficult to actually go up and look at the signs in the dining hall

Interviewer: Okay. All right. So next. Now, here's another question. Do you feel like you tend to value this is just overall like, do you think that you tend to value like other people's opinions on food when you're basing you know whether or not you should go to a restaurant or things like that? Like, do you look at Yelp ratings?

P4: I guess maybe not more. So, like the food because I feel like I'm not a picky either. But, I mean, maybe for like the atmosphere of a restaurant or like, people had complaints about like customer service or something. I take that in mind.

**Commented [174]:** I value other people's opinions when it comes to aspects of a restaurant

Interviewer: Okay, so now, kind of relating that to the dining hall like, let's say, you are in the dining hall and you see a dish that you've never tried before, and you don't know if it's good or not, okay, like walk me through the process of deciding whether or not you would try it out or if you would just not get it?

P4: I guess it depends if it has like, some ingredient that I really don't like. Or if it seems like sometimes the dining hall just has like random ingredients thrown together. That don't seem too appetizing. Yeah, so maybe just like looking at it. I don't think there's anything else

**Commented [175]:** I look at ingredietns and appearance when deciding whether or not to try a dish

Interviewer: so you said looking at ingredients is that just like kind of with the eyeball test or would you look at like the paper like yeah,

P4: just like with my eyes, I would just like okay, see what the dish looks like on display.

**Commented [176]:** I look at what a dish looks like before deciding whether or not to try it

Interviewer: Okay. So you would you just try it out? You think Oh?

P4: Like, I wouldn't try out everything. Like, I'm not a big tofu fan. So I would probably just avoid that in general.

**Commented [177]:** I avoid certain foods in the dining hall

Interviewer: Do you think that there's any information that could help you decide?

P4: I think just using my own preference is how I would go about it.

**Commented [178]:** I use my own preferences when deciding what food to eat

Interviewer: Do you think knowing other people's preferences would be helpful?

P4: yeah, actually, that could be interesting. Seeing what other people had to say. I feel like most of the meals are like repeated so. I mean, like if someone tried something one day and didn't like it, I don't think would change too much. Like if it was served again, I guess.

**Commented [179]:** I would value other people's opinions on dining hall food

Interviewer: Okay. So next, I kind of want to talk about something I meant we really talked about previously was like the crowd aspect. Okay, so

P4: I actually do think the app has like something that tells you how crowded it is.

Interviewer: Okay and do you ever use that?

P4: Um, I think I use it freshman year. I don't know. Like, maybe it's gone away or something. I don't like recognize anymore, but I do remember I'd having seen it in the past.

**Commented [180]:** I do not use the dining hall crowd feature on the michigan app

Interviewer: Did you ever find that like, effective?

P4: Yeah, I thought it was interesting. Okay.

Interviewer: Um, let's see here. So like, let's say you were trying to decide what time to go to the dining hall to avoid a crowd. Like what would be your process in deciding that? Um,

P4: I guess probably just thinking about like the time of day that is there anything I probably know the patterns that it's like busy or not busy. I don't think it changes too much. week to week. So yeah, like I think like lunchtime, like noon to one. I know it's busy and dinnertime. 530 To 630 It's probably the busiest

**Commented [181]:** I would use my own experience when trying to avoid crowds

Interviewer: end, do you so basically, you're saying you just use your personal experience? Yeah. And kind of base it off of that.

P4: Yeah

Interviewer: And do you think that there's any information that could be available to you that would help you in this decision? Or would it just kind of be a personal sort of thing

P4: I don't think like about crowded like people wise but I guess it would it could be interesting like if like they told you like walk through was out because sometimes more like my freshman year, I would go to dinner late. Some food would just be like they would run out of stuff. So making that known will maybe be interesting.

**Commented [182]:** I like knowing what food has run out

Interviewer: Interesting. So that is something that is important to you is understanding what food is actually available?

P4: Yeah.

Interviewer: Okay. And is that something that you had a problem with? Like, maybe not anymore, but freshman year?

P4: I think often like South Quad would run out of certain foods and then you kind of have to like in your decisions or narrow down for you. So sometimes, like the food is just out and then sometimes like it will be on the menu and just not there.

**Commented [183]:** I find it unclear if food is out at the dining hall

Interviewer: Okay, and how would you find out that it was out?

P4: I guess just by like walking around the stations and seeing that there was like no food being served. anymore. Or like no workers in that area.

**Commented [184]:** I walk around and look at the stations to see if the food is out at the dining hall

Interviewer: Okay. So you think that it would be helpful for you to like there to be an alert or something? Yeah, some sort of way that you could gather information without physically being in the dining hall?

P4: Sure, or even just like putting up a sign saying like, this is out. Because I guess sometimes like there won't be anything to say, but you don't know if it's out or if it's just like they're in between stuff

**Commented [185]:** I am frustrated when I do not know if food is out or not

Interviewer: okay, awesome. Let's see. So just to kind of back up a bit, you would not use any resources and trying to avoid crowds. No, I don't think so. And you know, like any other type of product or resource that has been available for other things that could be used for that or not just for crowds? Like I know you mentioned that like percent full thing. Oh, yeah. What do you think that that is?

P4: I think the percent works I don't think saying like the number of people actually in the dining hall would give me like a good idea of how many people there were or like if that was a lot or a little bit yeah, I guess just the percent and like, I don't know how that works. I don't know if that was accurate..

**Commented [186]:** I think the percent tool is helpful

Interviewer: yeah. And okay, so for the last sort of part, for this portion of the interview, you say you don't have any allergies, right? But like, let's say that you are gluten free. Okay. And you are trying to decide what food to get in the dining hall. How would you go about that process?

P4: I would open the app again. Okay. And I think there's symbols for what yeah, there's symbols for what's put in for you. So kind of just like look at if it has a gluten free symbol, and then get that.

**Commented [187]:** I use the icon symbols to look at allergy information

Interviewer: and you find that these symbols are pretty easy to use.

P4: Um, I think the gluten free one is. I don't know what the other ones mean to be honest. Yeah, having a good one might be like how nutritional it is. But the others are not very clear to me. or another one like with the rainbow dial. And then it looks like it's like talking about how much like co2 emissions the food makes. I don't know what that exactly means. Okay. So that also seems unclear.

**Commented [188]:** I find the food icons to be unclear on meaning

Interviewer: Do you find that you think these icons like sort of, system is like an effective way to market or to label?

**Commented [189]:** The food icons are a little unclear

P4: Um, no, like there's one that's a carrot. But the carrot is on the potatoes and cheese pizza. And it's on the strawberry squirt and all the desserts and I have no idea what that means. Yeah, honestly looking now the symbols are very confusing. Okay,

**Commented [190]:** I am confused by the symbols on the menu

Interviewer: and so like I'm not like we said, You're not gluten free or anything. But if you were someone who's gluten free or vegetarian or something, you would find that these would that you would think in your mind that this would not be very easy to use.

P4: probably not I mean, I think if I like actually had the allergy I would probably like try and look into it more. Yeah, I'm sure it says somewhere what they are but I can not tell without looking at the key.

**Commented [191]:** I need to look at the key to see what the symbols mean

Interviewer: Okay, um alright, so that is pretty much it for like the main part of the interviews and I'm gonna go over kind of what I have seen, okay, and then you can interrupt and like, tell me if what I said was wrong, or if I'm missing anything anything. All right. So pretty much what you told me is that you can pretty much just go to the dining hall and same time same dining hall every day. And you like to check the menus but it's not really much of a factor in your decision making into into the dining room. And you're not you don't really care about the nutritional information at all. But you still like to check them in us just kind of know what you're getting into. If that makes sense. And you only use the Michigan app, because you find it's the easiest and you don't really know if there's anything else out there. And you do value things like crowdedness but you pretty much just use your own personal experience through that. And when you're going through the dining hall app, you just click on each individual dining hall, scroll through and then go back and do the same thing with each different one. And you do value other people's opinions when it comes to food but you would still probably just base deciding if you want to do something on like, what you like personally, okay. Um, in terms of like the nutritional information, you think that the symbols are a little bit confusing. Or not the clearest way to label but overall, you think that the Michigan app, and like the menu system is pretty easy to access and gets you your information like in an efficient way. Yeah. Is there anything else you want to add?

P4: I think everything you said was correct.

Interviewer: Ok great. Thank you so much for coming to do this with me I really appreciate it, If you have any questions or concerns please let me know, but other than that we are all set.

P4: Sounds good.

P5 Interview Transcript:

Interviewer: Alright. First, how often would you say that you use the dining hall?

P5: Well, it would depend on the week. But for the most part, I almost always get lunch there on the weekdays, Monday through Friday. It's just because I only have about an hour between classes to get lunch. And so that's the most convenient place to get it. And then for dinner, it's like every other day on weekdays, and I don't get breakfast there. So I think that'd be about like eight to 10 times a week. I go. On average, sometimes less, sometimes more depends on the situation depends on what classes I have, exams and stuff like that. But for the most part, I'll get lunch there on the weekdays and then dinner every other day, or like half the days on the weekdays and then maybe once or twice on the weekends, depending on situation.

Interviewer: What meal plan do you have?

P5: So I have the 125 package, and so what happened was last year I got the 50 and it was like, not enough. Okay, so I think it's in terms of like cost when I calculated now if you get 125 it is cheaper per meal and that way I won't have to add some later in the semester if I run out.

Interviewer: Okay. And why would you say that you tend to use the dining hall that much?

P5: Convenience, mainly because the way my schedule is with classes. I had the same situation last year, both semesters where I would have about an hour for lunch. And in that case, like I could cook and bring a meal. But it's more convenient for me to just go to the dining hall, especially because Mojo is really close to where my lab is where I do research. And so if I'm doing an experiment there, it doesn't really make sense for me to walk all the way back home when I could just walk less than five minutes to get to a dining hall and get food there. And then the other thing is, well, for dinner, it's the same thing. It's just convenience mainly because with school schedules and stuff, I'm just not sure when I can cook. So over the summer I was exclusively cooking. I didn't have a dining plan or anything. But now because I have classes where I might have an experiment lab where I might be doing something else that has to be related to classes like homework or projects. It's just more convenient to have a dining plan just in case for dinner. And then for breakfast. I don't really get it there. I'll just eat at home and then on the weekends it's pretty rare occurrence for me to go because usually we'll cook or eat out on the weekends. But it can also be very convenient.

Interviewer: So location is a big factor for you.

P5: Yeah location and it's just convenience right not having to like cook or clean everything up I can just go ahead and grab.

**Commented [192]:** I eat lunch at the dining hall almost every weekday

**Commented [193]:** I value the convenience of the dining hall during lunch time

**Commented [194]:** I get lunch every weekday at the dining hall

**Commented [195]:** I got the 125 package because the 50 was not enough for me previously

**Commented [196]:** I have a gap in my schedule for getting lunch at the dining hall

**Commented [197]:** I find it more convenient to use the dining hall than walking home and cooking

**Commented [198]:** I am not sure when I will or will not have time to cook

**Commented [199]:** I value location because it is more convenient

Interviewer: Alright, so you mentioned how you usually only have like an hour in between classes that you go do so would you say that you're kind of like I don't want to say in a time rush when you're there, but definitely in a time constraint?

P5: Yeah, I can't stay there for a really long time. I mean, usually there are friends that I'll have meals with. Like for most of the days on the weekdays, I'll have a friend with me. So we talked and stuff. It's not like a rush or anything because again with the location it's very convenient. So usually my classes are not far away from them. So it will take me about like five minutes max to get to the dining hall and then when I have to go to like class or lab, it will only take like five minutes to walk there. So I usually spend like at least 30 minutes.

**Commented [200]:** I do not have unlimited time to spend at the dining hall

**Commented [201]:** I am not in a rush usually because of the convenience of the location

Interviewer: And overall, what would you say your feelings are towards like the dining hall, the dining hall experience.

P5: Okay, so with the food, [the dining hall] is not too bad. I mean, it's not amazing or great. It's not like a home cooked meal, obviously. But I think for the most part, it's pretty consistent, you know, kind of what what you're expecting. I'll like look at the menu before I go. There's like multiple locations I could go to. Some of my classes are like in between, like, for example, East quad and South quad. And then I'll like look at the menu and then kind of decide where to go based off of that, or just by what I'm feeling like if I've been to South about a lot over the east. So the food's pretty good. I mean, it's not super amazing, but it's not bad either. Like there's always going to be something that I can eat there so this is not going to be an issue. So food wise, it's fine. In terms of like the experience just like any other dining hall experience, you just go in like I don't really care too much about like what venue I am at. I guess I just eat my food. I would just eat anywhere really. Though the only issue I have is during lunch. It's like very crowded, depending on the day really sometimes because I usually go 12 to one or one to two between those times. And some days it's not crowded and other days it's just super crowded. That's the only issue I really have with it but everything else is fine.

**Commented [202]:** I find the dining hall food to not be too bad, and it is usually consistent

**Commented [203]:** I look at the menus before I go to the dining hall

**Commented [204]:** I choose between multiple locations

**Commented [205]:** I do not care very much about the specific venue I eat at

**Commented [206]:** I have an issue with the dining hall being too crowded

Interviewer: So you don't like it when it's really crowded?

P5: No because it's really hard to find seats and then even if you find a seat becomes like really hard to get you have to wait in line for food. Yeah, and then getting in and out of your seat is really hard with the way that the tables are set up and stuff.

**Commented [207]:** I do not like it being crowded because it is hard to find seats

**Commented [208]:** I do not like waiting in long lines to get food

Interviewer: All right. Um, and so I know you mentioned that you look at menus. Is there any other information like related to the dining hall that is important for you to have access to do you think?

P5: Um, the menus are good. Usually they have everything like there's no surprises there. In terms of other things to have access to. I think having a way of knowing how crowded it is. I know that if you like go onto the app, because I don't have the app, you can see how relatively crowded it is. The only issue with that is that's not always a good metric because like you'll see sometimes in the mornings it looks like it's really crowded but what it is, is a lot of people like

**Commented [209]:** I value knowing how crowded the dining halls are

swipe in and they grab some stuff and leave. So it's not really that crowded but then there's other times where you'll say there's not that many people but there's just a lot of people so I don't know if it's really up to date. And I don't really know how exactly they determine how many people are in there if they go with swipes or if they go by like an observation or things. So it's not been very reliable. So that's the one thing that I think could be very helpful to have access to.

**Commented [210]:** I do not think the % full feature on the app is very accurate

**Commented [211]:** I feel the app crowdedness feature is not reliable

Interviewer: All right, and then how often would you say that you're looking for dining hall information? Like menus, like how can you tell your menus how often you're looking at nutritional information, anything related to that?

P5: Yeah, I don't really check [nutritional information] much admittedly. So in terms of like menus, it would only really be if I'm trying to choose between one location or another. It's usually the food is like always the same. To be honest, there's always gonna be similar options. So you kind of know what to expect, especially with the bigger ones like Mojo, East, or South. You'll know like there's going to be this option, that option there's gonna be pizza there's gonna be some sort of sandwich or like burger. And so I don't usually check unless I have to. So I would say like once or twice a week for lunch. I would try to figure out where I would go. In terms of nutrition. I don't think I really have a lot. I usually kind of ignore it. Freshman year I used to like make a pretty big deal about it. But at this point I kind of gauge like just from the play portion sizes in the place and like how many different stations I guess I guess from from I can kind of gauge how many calories there are gonna be in so I mean, it's not like a perfect metric or anything like that, but it's worked so far. Okay.

**Commented [212]:** I do not check dining hall information very much

**Commented [213]:** I use the menus to decide what location to eat at

**Commented [214]:** I check menus about once or twice a week for lunch

**Commented [215]:** I used to care more about nutritional information but now I do not care as much

Interviewer: Okay, um, and then overall, do you find it like, easy or difficult to find like that information you are looking for?

P5: Yeah, so I don't again, I don't really look for a lot of information. So I would say that at least for my purposes, [finding dining information] is pretty easy.

**Commented [216]:** I find it easy to find dining hall information that I am looking for

Interviewer: So when looking up the menu you just use safari?

P5: Google. Like if you just google the name of the dining hall, it will come up immediately. And it's pretty easy to navigate. In terms of nutrition. I know they give you the signs with like nutrition and stuff and like information about allergies or other things. I don't really pay a lot of attention to it, but I think it's relatively easy to get easily accessible because you'll see them though I think it might be helpful to have some of that information of nutritional information. On the website, I think it's literally just what's being served but it doesn't give you any details for nutritional value or anything.

**Commented [217]:** I google the dining hall name and then use the Michigan dining website

**Commented [218]:** I think it is easy to access nutritional information like allergies or other things

Interviewer: Okay, great. And then so you just mentioned that you use like the Michigan dining website to look at menus. Why did you choose to use that product and not something else?

P5: I don't really know if there's anything else that shows like the menu and things like [the michigan dining website]. So that's where I go. The reason I haven't downloaded the app admittedly is just because I'm lazy. We don't really use that website that much and so I didn't really see a reason to do that. And usually when going again, I'm not like in a rush, but I do have time constraints.

**Commented [219]:** I do not know of any other resources to find dining hall information

**Commented [220]:** I do not have the Michigan app because I am lazy

**Commented [221]:** I usually have time constraints when going to the dining hall

Interviewer: and you've never like looks for any other platform or product to use to get the information.

P5: Just for the most part, I've just used the app because it has most of the information I need. And I don't think I've ever heard of another so I haven't done like a lot of searching for that

**Commented [222]:** The michigan dining resources has most of the information I need

Interviewer: and you like Michigan dining website overall, do you think? Yeah, I

P5: I think [the michigan dining website] is pretty well structured. Again, there's, I think for certain people there might be things missing like if you're looking for nutritional value, and then it might be hard to look at on your phone compared to like a computer. You have to like scroll down to find the menu and stuff and like, learn how to use it. But it has everything pretty organized in the layout. Once you get used to the layout. It's really easy.

**Commented [223]:** I think the michigan dining website is well structured

**Commented [224]:** I find it harder to see some things on the phone vs a computer

Interviewer: Okay. And so do you find it effective and getting you the information you're looking for?

P5: Yes, I find that there's always the information that I need to look for. I don't think there has been a time where I've looked at it and there's like something crucial missing like that. I would like to know, again, the thing about the capacity and how many people there are.

**Commented [225]:** Michigan dining always has all the information I am looking for

**Commented [226]:** I would like to know more about the crowd level and capacity

Interviewer: So you talked about how you avoid the crowd or you wish that you could avoid the crowds? Is that something that you base your decision on where to go based on like, where might be more crowded or something like that?

P5: Yeah. So for example, if I do have some reason, but I only have, let's say 20 to 30 minutes, before my next class. So for example I'll usually try to avoid East quad, for example, because that tends to have a lot of people and also doesn't have that much seating but it's pretty packed. So that is something that I'll base the decision off of. The only issue with that is it's kind of hard to like, figure out where there's gonna be a lot of people. Sometimes like if you go to Mojo, for example, there's not a single person there like it's really empty but then you'll go the next week on the same day, same time, and there'll be like a line going outside. So, I'll usually do my best to try to avoid like East quad. And south quad is pretty crowded. But at the same time, it's like kind of hard to really judge where he's going to have less people but I try my best to try to avoid that if I can. Okay.

**Commented [227]:** I use my personal experience to know when the dining hall is the most crowded

Interviewer: and you said that you try to base your decision on crowdedness and menu, location, is there anything else?

P5: that's basically it unless I'm, like, trying to meet with somebody. It's mainly like crowdedness menu and location are the three things that I mainly look into.

**Commented [228]:** I base my decision of what dining hall to go to on crowdedness, menu, and location

Interviewer: And is there any information that you don't have that you wish you had?

P5: At the moment? Not really, again, the crowdedness thing, I mean, they have measures of it, but I wish it was a little more accurate. Because it doesn't really tell you like how many seats are left or anything like that. It will be like the capacity it will be percentage, but you'll see that it's like completely off sometimes or sometimes they'll say it's like full and you'll walk in, there's not that many people often times they'll say there's nobody there, but that's just because they haven't accounted for the line of people waiting. There's also times where the capacity is above 100%. So it'll be like 100 and it'll say like 147 on the app the few times that like my friends have shown it to me. So I wish that was a little more accurate.

**Commented [229]:** I would like to know the number of seats left in a dining hall

Interviewer: Ok, great. Now we are on to the contextual inquiry section of the interview. Essentially what is going to happen now is I am going to ask you to imagine yourself in certain situations and contexts and I will just ask that you do what you would normally do in these situations while you explain your reasoning for each step. During this I will observe and just ask you a few questions during and after to confirm what I am seeing. The reason I am doing this is because I just want to better understand the process students go through to find information on dining halls to see how we might make the information more accessible and easier for students to find and use. This will all be completely confidential and your data will only be used for this project. Are you okay with everything so far? Remember to always correct me if you think I did something wrong or misunderstood you. First off, I want you to act like you just got out of your last class of the day and you are going to eat at the dining hall. Walk me through your process of deciding which dining hall to eat at.

P5: So I've got a class and then if I'm at Mason Hall, the closest ones are gonna be either southquad and east quad. So what I'll do is I'll just like pull open my phone, I'll go like Safari or any sort of browser, and then I'll just look up like East quad and then you can just go to the website, immediately. It will be like the first thing that comes up. And if it loads, yeah, okay, there we go. It'll load and then this is where it's kind of a little weird on the phone because on a computer it's a lot more open and easier to see but here on a phone, you just have to like scroll down and then it'll show you like the hours which is actually really good. That's one thing that I didn't mention the website shows you when it's open which is helpful. And then you make sure the days selected that's the other nice thing about the website is it immediately like automatically selects the day that is the current day, but you can select the days in the future if you want to as well. And then you go down and then there's like a menu tab. There's the filters for if you have like allergies or anything, and then I'll just open up under that there'll be like a tab with like breakfast, lunch and dinner and just select one of those tabs whichever one it is open it up. And then it will like tell you the stations I guess or the places you can get food and then what they have. So I'll just look at that. And then when I'm done with East I'll go open in another tab basically and then go to South quad dining and again, it's like the first thing that comes up if you

**Commented [230]:** If i am at mason hall I will either go to southquad or east quad

**Commented [231]:** I google the names of the dining halls and click on the michigan dining website

**Commented [232]:** I like knowing when the dining halls are open

**Commented [233]:** I make sure the date I want to see is selected

**Commented [234]:** I click on the meny and look through what each station has

search for it. Same process you have to scroll down, make sure the right date is selected and then open the tabs for breakfast lunch and dinner. And then I'll kind of look at it and at this point I've like eaten every meal that there is at the dining hall so I kind of know what's good and what's not great. What's like acceptable I guess and then I'll just try to judge off about where to go and then meet in terms of nutrition and things on the website. It is kind of hard to access because you have to like open a whole new website basically and go there and look at it. So that's part of the reason why I don't do it because it takes like a lot of time to do and it's easier if I am looking for anything specific to just go there.

**Commented [235]:** I repeat the same process of looking at menus for each dining hall nearby

**Commented [236]:** I use my previous experience with the food to decide which menu is best

**Commented [237]:** I do not look for nutritional information on the website because it takes a lot of time to do

Interviewer: Okay, that was actually my next question. So like, let's say, you got through with a big meal at Southport earlier today and you wanted to see how many calories it was like, what was your protein content? So I got some nutritional information. What would be your process in doing that?

P5: Okay, so you'd have to go to the same website again. And the unfortunate thing about it is it doesn't you can't really easily see everything because what you can do is either go to like the nutrition tab, and that's like a planning thing if you want to do it, or you can press like on the menu like you can press the item that you found, and then it will tell you like the Nutrition Facts. The only issue with that is it's kind of like a label on like any website, or a website like something from a store in terms of labels, so shows you everything. And because of the way the website is on the phone, it's like really hard to like scroll through everything and add it all up in your head

**Commented [238]:** I use the michigan dining website to find nutritional information

**Commented [239]:** I do not like that you can not easily see the information without clicking on extra buttons

Interviewer: and so is that what you would do if you would look at it?

P5: Yeah, I'd have to like look at [the michigan dining website] and then add it up in your head, which isn't really helpful. Part of that is because I look at it on my phone. So it's obviously not as good for display. But there's that and then the other thing is there's no way to filter for things. Like if you just want to look at calories, you'll still have to like scroll through the whole thing, which I guess isn't like horrible but it is definitely a consideration.

**Commented [240]:** I would add up the total calories in my head

**Commented [241]:** I do not like having to scroll through the whole thing to see calories

Interviewer: I guess just like clarify, do you find anything useful about that tool that you just like the M dining website, like the nutrition tool? Just using the M dining website to do that. Do you find that to be useful?

P5: I think [the michigan dining website] can be useful but it's a little harder than it should be. Right? Like if you wanted to quickly see the calories and everything else out there I think having a feature that would let you do that if we would be helpful or not even just it doesn't have to be a calculator if there's just an easy way to display everything like half the calories, like if there's like some option or filter selection where you can specify calories and then when you're looking at the menu, it will tell you how many calories it is. That'd be helpful.

**Commented [242]:** I think the michigan dining website is useful but could be easier to use

**Commented [243]:** I would like it if there you could see calories easier

Interviewer: Do you feel like you value other people's opinions on food?

P5: I think I do, not always but sometimes.

**Commented [244]:** I sometimes value other people's opinions on food

Interviewer: when you go to a restaurant, do you tend to look at reviews and things like that?

P5: I don't really read too deeply into them because I'll usually like look at the menu and try to figure out what the restaurant, what type of food it has and stuff like that and decide off of that. I will look at reviews if for example I'm like inviting people or if it's a new place and I've never been done before and it's like a group of people obviously at that point like you want to see like what the reviews are how it is. But if I'm going alone, it doesn't really matter that much. But the reviews usually for me at least I think they're like a pretty good, like measure of how good it is.

**Commented [245]:** I do not look too deeply into restaurant reviews

**Commented [246]:** I look at the menu before going to a restaurant

**Commented [247]:** I care more about reviews when going with a group than I do alone

**Commented [248]:** I think reviews are a good measure of how good a restaurant is

Interviewer: Alright, so now like let's say you went to the dining hall, and you saw a dish you'd never seen before. Okay, and you like didn't know if it was good or not. How would you like decide whether or not to try?

P5: Okay, so usually the names that they give to the dishes are pretty indicative of what they are. Specifically I just like to say the names are pretty descriptive so I was just like I can try this because it doesn't have anything like crazy that either I don't like or anything that's like weird that would be.

**Commented [249]:** I look at the name of the dish to see whether or not I should try it

Interviewer: So you tend to look at the name of the dish on the sign?

P5: Yeah if I couldn't recognize like what it was, because really most part if there's something I've never seen in the dining hall before you can usually if you glance out and like tell what it is. But if I couldn't tell what it is I would look at look at the sign and try to figure out what it is and if it's worth like trying.

**Commented [250]:** I look at the dish first and then the name if I can not really tell what it is

Interviewer: Do you ever ask somebody else what they thought of it or anything?

P5: if my friends were with me, I definitely would ask. Like if I see them with it, obviously I'm just gonna watch even if I'm not gonna get it like want to know how it tastes and stuff. I don't know if I would ask like a random stranger like some random person what it's like, but if there's somebody I know and they had it or if they didn't try it I would like ask if they were gonna try it or something you would try to figure out what exactly the dish is. But I think if I had a friend with me, that would be my first option is to ask.

**Commented [251]:** I would ask my friend what they thought of a dish before trying it

**Commented [252]:** I do not know if I would ask a random stranger what they thought of a dish

Interviewer: Okay, so this next part is, like, let's say. So you mentioned previously that you like to avoid the crowds. So kind of similar to that first one, like, let's say you're trying to decide which dining hall to go to based on the crowd. What is your process about figuring that out? kind of walk me through your process of deciding that and like and mention any tools or resources you use, if any.

P5: if I'm with a friend, and they have the app I'll just like ask them for what the percentage in the app says. On the website. I actually don't know an easy way of seeing how crowded it is. At least I've never seen it on the website or something. If I'm not in a rush, it's not that big of a deal. If I am in a rush, I'll usually just kind of go off previous experiences and then try to figure it out. Because I know again, East quad is definitely one of the more crowded ones. Even if there's not that many people it's smaller. And the seating was not great. Mojo can be crowded, but again, it's a lot bigger so there's more space to sit and so I know that I can get through and sit down and south. South can be kind of hit or miss in terms of how crowded it is, but it's going to be less crowded. So it's kind of like a mental math type of thing.

**Commented [253]:** I will ask my friend with the app to see what the app percentage full feature says

**Commented [254]:** I do not know of a way to see crowd meter on the website

**Commented [255]:** If I am not in a rush crowd is not as big of a deal

**Commented [256]:** I use my previous experiences to understand crowd

Interviewer: Okay, um, and like, so you mentioned how the percent thing you don't think works very well. Is there anything that you can think of that you've seen maybe in another product or something similar that would be useful in that situation?

P5: I mean, they could have something like, [a better crowdedness feature] might be hard to implement, like one of those weather apps or like traveling on Google Apps or something where you can report how many people there are or they have like some way or something set up to like, tell you real time how many people are there because I think the way they do it is by swipes, and then maybe they'll just like look at the time period there. But again, that's not always very accurate depending on like the situation and things. Again, it depends it's this is like asking a lot of people there but if like someone who's working there has an ability to like report how many people they see even if it is subjective, it would be more helpful than just like a number without any like details on the exact amount of people or anything like that.

**Commented [257]:** I value accuracy

**Commented [258]:** I would find it more helpful to have something besides just the percentage feature

Interviewer: Yeah. Awesome. All right. So now this last part is like let's say you're gluten free. Okay. Walk me through, like your process of deciding what food to eat at the dining hall.

P5: Okay, so one thing that I do like about the website is that it shows the icons to label certain foods. So on the menu you'll have like the lunch dropdown, if you open it, it'll show you the name of what it is what station it's going to be. And then it tells you like it has icons, say like, the amount of carbon and stuff or like if it's like kosher, and then gluten free. It's like the first thing that comes up. So you can just look at it there. That is one good thing is that you just see it immediately. It's not like a nutrition where you have to like open another drop down. So you're looking at gluten free. I would probably just do the same thing. I'm looking at what options they have that are free. And then kind of base it off of that. And the other thing is, I think the signs that they post, like the names of the stuff also shows that information. So if I wasn't 100% Sure,

**Commented [259]:** I would use the food icons to see what is gluten free

**Commented [260]:** I like that the icons are right next to the name of the dish and not in a drop down

I would just go there and make sure that I go through the same process. I think that's one thing that's good about the website is that you can just see it immediately. You don't have to like open something else to check. And it's pretty big. The icons are pretty big and they're basically color coded.

**Commented [261]:** I like that the icons are color coded and pretty easy to see

Interviewer: So overall, would you say that you think the icon system is a good system?

P5: Yeah, icon system is very good.

**Commented [262]:** I find the icons to be a good system of labeling

Interviewer: Is there anything that you do not like about it?

P5: I'm not really, I think the icons are nice, give you a pretty good idea of the preferences and things. The only thing is they do have like a filter for which icons you can also select like just show one item. If there is a way for them to show that for like other information by selection. Like for example calories. If there's a way you can just press a button and you wouldn't have to be it wouldn't be an icon obviously. But if they can show you the number of calories on the side with icons, that could be helpful.

**Commented [263]:** I like the filter system

**Commented [264]:** I would like calories to be as easily accessible as the icons

Interviewer: So would you say because you've mentioned calories a little bit throughout the process. Would you say that seeing the amount of calories maybe is or maybe it was important to you at some time?

P5: [looking at nutritional information] was important freshman year. I definitely looked at it a lot. And then now I don't and I think part of the reason I don't it's just because it's not easily accessible. I would think that if it popped up on the website and the menu and it was just like easily accessible. I'd probably look at it more but because I'm lazy because it doesn't show up. So I think that could be something that's helpful. It would be pretty useful to me.

**Commented [265]:** I looked at nutritional information more freshman year than I do now

Interviewer: Okay. Well, that's basically it for the interview section. So now I'm just going to pretty much go for what I've seen, and then you can like correct me or tell me I'm wrong or at anything that you want. So pretty much you use a dining hall every day during the week at least once for the most part because it's convenient and you value that it saves you time. And you basically decide where to go based on location menu and crowdedness. Yeah, you really value the crowdedness of it. And you think that you have pretty good information available to you right now and it's pretty easy to access except that some nutritional information is difficult to get to, like calories. And but overall you feel like the information is easy to use and easy to get in like your experience at the dining hall. You just wish that there were some ways to see things like crowdedness and maybe make it easier to see like Catholics.

P5: Yeah, so I think in general, it's exactly like what you said. I think the website is fine. I think the experience is good. The way it's designed is nice. There's just like certain smaller things but at that point it's kind of like nitpicking because I'm you know if I use more mental capacity, I could like go through it, but I'm just lazy sighted. I'm not like digging into the details, but I think if they did display like calories I would look at it a lot more often is that I wouldn't have to like, drop down the menu and look at it and try to count it up in my head. I can just like quickly like glance over and see. And then in terms of crowdedness again, that's that's really hard to implement because things change really quickly and stuff and I don't know how like it's a very subjective thing to have people type in like how crowded it was, but it could be useful for like decision making if I don't have a lot of time.

**Commented [266]:** I think the michigan dining website experience is good

**Commented [267]:** I would look at nutritional information more often if I did not have to click on a drop down and add it up in my head

Interviewer: Ok, is there anything else you want to add?

P5: Nope that is it.  
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Interviewer: Alright, thank you so much!