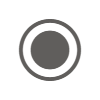
**Meeting-20250430\_173838-Meeting Recording**

April 30, 2025, 5:22PM

16m 9s

started transcription

 **UG-Takar, Khalid** 0:30  
Hello.  
Hello, can you hear me?

 **Nebil** 0:37  
Yeah, yeah. And he.

 **UG-Takar, Khalid** 0:41  
OK, just testing. Testing 1-2 three. Can you hear me?

 **Nebil** 0:44  
Yep.

 **UG-Takar, Khalid** 0:47  
OK, this is an interview that I'm going to conduct.  
Basically.  
I'm doing a project called Campus Dine and it's about designing a smartphone app to help users discover, navigate, and interact with food and drink outlets across campus.  
User research.  
Will will be needed to understand motivations.  
And like.  
Your pain points your behaviours, your attitudes, your needs about, you know, food and drink on campus.  
So just tell me some general information, tell me a bit about yourself. Are you a student? Are you a graduate? Are you a visitor? Are you like, why?

 **Nebil** 1:40  
Yeah, sure. I'm Nebil hussain.

 **UG-Takar, Khalid** 1:43  
OK.

 **Nebil** 1:44  
Yeah. So I'm a graduate of someone that frequently visits the campus in order to study. So yeah.

 **UG-Takar, Khalid** 1:46  
OK.  
OK. And how often are you on campus at what times of day?

 **Nebil** 2:01  
I'm frequently on campus, probably I'll say around.  
Past five past six after I'm done with work.

 **UG-Takar, Khalid** 2:10  
OK. OK. That's good to know and.  
How do you find places to eat or drink on campus?

 **Nebil** 2:20  
A lot of the time, I'll just ask our students.  
Or I'll just probably just look, I'll probably just look around until I can find something.

 **UG-Takar, Khalid** 2:32  
Do you tend to go to the canteen or do you?  
Go to the coffee shop.  
What? What do you do when you're when you're at city and you want to get something to eat? Drink.

 **Nebil** 2:47  
Probably I'll go to the local grocery store or a local pawn shop store, but if I'm feeling a bit peckish, I'll probably go to. I'll probably go to a restaurant and get a little something.

 **UG-Takar, Khalid** 3:02  
OK.  
And.  
Our next question is going to be like is how important are things like price, the speed of like food being delivered?  
Dietary options vegan or halal?  
Or or if, like the food place has a brand or not, for instance, city, there's there's something, there's some Starbucks and well, there's a Costa Coffee and then there's another coffee place that has.  
A city name. How important are those things like the price or the dietary options? How would you rate it?

 **Nebil** 3:52  
I think lets start with price, I thought that obviously I want to get best value for my money. So price is really important. Obviously let's not, if I pay a lot, I'll expect a large portion if I'm paying it. Usually it usually depends on how much I pay, but I'd like to get, I'd like to get right price for the right food for the right price.  
Speed to me is not too important. I feel like I can wait a bit, but as long as long as the food is there, I'll be satisfied.

 **UG-Takar, Khalid** 4:22  
KK.

 **Nebil** 4:23  
dietary option is really important to me, obviously.  
Obviously, obviously as a Muslim, i can't be eating stuff that are not halal, so I feel like for me that's that's that's I treat it with the utmost importance. I check where things are vegetarian or halal and if they are so then I'll be able to purchase it.

 **UG-Takar, Khalid** 4:45  
OK.

 **Nebil** 4:46  
And brand reputation to me is important because obviously I don't want to be. I want to know what I'm eating and what I'm eating from. So that's really key to me. Obviously if it somewhere said, let's say city that, say for example, I'll probably eat that because that's Cos it's what it's what's known to me. So I like to eat things that are like well known to me. So it is.

 **UG-Takar, Khalid** 5:04  
So do you prefer like foods from the vending machine 'cause it has a known brand name compared to going to the canteen and buying like a like a school people.

 **Nebil** 5:13  
And yes.  
Yeah, certainly it is. As I said before, I'd like to know what I'm eating so. So if it's, if it's, if it's something that I've heard of or something that I've eaten before, I'll probably go, I'll probably go for it because it is. Yeah, it's something that actually was important.

 **UG-Takar, Khalid** 5:31  
K What are some problems or frustrations face when finding food or drink on campus?

 **Nebil** 5:45  
I thought that first queues could have been problem for me whenever if I were to find something.  
If I once I find something, I have to wait for for time to get it sometimes, and that just annoys me.

 **UG-Takar, Khalid** 5:57  
So to this queues.

 **Nebil** 5:59  
yeah theres queues in in your kind of canteen in the cafeteria, wherever in the in the areas.

 **UG-Takar, Khalid** 6:05  
OK and.  
Gonna go on.

 **Nebil** 6:08  
As well as yeah, as well as the.  
I feel like it's hard to find sometimes like there is a direction to where to go or the reason like or there isn't stuff that's well known.

 **UG-Takar, Khalid** 6:27  
OK.

 **Nebil** 6:27  
Do you get what I'm saying?

 **UG-Takar, Khalid** 6:30  
So you're you're saying that?  
The canteen, it's not as popularised city. It's not easy to find.

 **Nebil** 6:39  
I'm saying that because obviously in the campus there isn't just a canteen, there's just other restaurant, there's other stuff like Starbucks, obviously. Yeah, I'm trying to do it hard to find sometimes because obviously directional signs around that let you know where they are.

 **UG-Takar, Khalid** 6:45  
Yeah, yeah.  
Yeah.  
That's true. That's true. So you would like some type of navigation on where the other joints are, where the other coffee shop, OK.

 **Nebil** 7:00  
Yeah, yeah.

 **UG-Takar, Khalid** 7:04  
Have you ever left the campus to find better food options? You've mentioned going going outside to find better food options. Can you? Can you tell me why?

 **Nebil** 7:17  
Yeah. to be honest simply to pay a better quality food?

 **UG-Takar, Khalid** 7:22  
OK, so the quality of food, is there anything else?

 **Nebil** 7:24  
What if you sold down outside?

 **UG-Takar, Khalid** 7:27  
Is there anything else like is more accessible, or is the price of pricing at all?

 **Nebil** 7:32  
Man. Yeah, obviously I, For, there's multiple reasons, accessibility as well.  
I feel like if if I was to go elsewhere, for example, and let's say purchasing my food, I'll be able to purchase it quicker than in the campus.

 **UG-Takar, Khalid** 7:51  
OK.

 **Nebil** 7:52  
What is the?  
As you talk about accessibility.  
I think the last thing I'll say is that as well as that, I feel like I want to know what I'm eating and it goes back to the brand reputation and I feel like that's just something where where I'll be able to get where I'm guaranteed with when I'm eating from shops or when I purchase my food compared to the campus where I'm not sure exactly what's inside my food.

 **UG-Takar, Khalid** 8:22  
OK.  
OK. So thank you for giving me all these.  
Information about how you find dining and eating at at city.  
Campus dine the app.  
I'm designing.  
Is is basically it's a future. It's an app that helps people find food and drink options on campus.  
I'm going to ask you for some suggestions.  
That you think that could improve the app based on your personal.  
Feedback.  
Do you use apps or websites to find food options even on campus or elsewhere?  
If yes, tell me which ones.

 **Nebil** 9:19  
I think if I the only time I'll be using the app is to do delivery, I'll be using stuff like Uber eats , just eats.

 **UG-Takar, Khalid** 9:24  
K OK.

 **Nebil** 9:26  
To get delivery if I wanted at most, but yeah.

 **UG-Takar, Khalid** 9:30  
OK, so you like the the the fact that you're able to pre-order and not wait in queues so.  
OK and.  
Would you like to find like updates like real time updates about?  
Queue times.  
Seatings opening times delivery times would you like to find updates?

 **Nebil** 9:56  
Yeah, I thought, yeah, that would be ideal, but I feel like nothing that would be ideal. Yeah, is if there's, like a menu on the application that, you know, like what's available is there to eat and prices as well. So you can know beforehand.

 **UG-Takar, Khalid** 9:57  
On.  
OK.  
So like build it up on that point. How useful would it be to have an app that shows like real time seating availability?  
Like food.  
Options availability. How important would you say that that would be?

 **Nebil** 10:28  
Really, really important. That's something that's really needed.

 **UG-Takar, Khalid** 10:30  
OK.  
OK.

 **Nebil** 10:33  
well obviously, if I was to eat somewhere, I want to know exactly your space, available queues, all of that. That's the end something that's key and that's necessary 100%.

 **UG-Takar, Khalid** 10:47  
When you're searching for places to eat, to grab something at a city, do you do you tend to search stuff like coffee near me, or do you specifically browse?  
For a certain place like like for instance.  
Tesco.  
Angel, do you specifically browse for place to go?  
Or or do you just search like a general like coffee near me chicken shop near me?

 **Nebil** 11:21  
Yeah, I go for more like generalised that restaurants near me.  
Shops, grocery shops near me. I feel like I'm open to everything. So the search that I will be doing is more generalised rather than a certain certain criteria or category.

 **UG-Takar, Khalid** 11:37  
K would you be interested in seeing recommendations or trending places within the city app that we're developing? So like for instance would suggest like coffee, coffee drinks within campus and.  
Coffee joints that are near the campus.  
You'd be interested in seeing that.

 **Nebil** 12:09  
Yeah, 100%.  
I feel like if I was to use that app, I think I'll get the best of both worlds. I'll be able to see what's in the what's in the campus and what's outside as well. So I feel like that's really ideal.

 **UG-Takar, Khalid** 12:22  
OK.  
Is there it's in terms of accessibility? Is there anything else we should consider?  
Like easy to read text, voice navigation, clear maps.  
And nice navbar or what would you suggest in terms of usability and accessibility?

 **Nebil** 12:53  
One thing I might suggest is like.  
I can't remember from the top of my head, but there is a certain feature where like which will help people who who have problem with their eyes.  
What that, for example, they'll have. There's a certain certain acts they can't see you because they will harm them. So if if they're the city of a setting that was me for them, it would be ideal.

 **UG-Takar, Khalid** 13:15  
So something like users they can access like a light or a dark mode for the.

 **Nebil** 13:20  
Something, along the land of that.

 **UG-Takar, Khalid** 13:23  
So it'll be easier like viewing.

 **Nebil** 13:27  
Yeah.

 **UG-Takar, Khalid** 13:28  
thats something we can consider you're doing very well for this interview.  
Just we have two more questions left.  
Have you had any particular good or bad experiences with food services on campus recently?  
And lastly, what happened like you?

 **Nebil** 13:52  
The had had an experience where where one time I fell sick from the food I ate in there.

 **UG-Takar, Khalid** 13:59  
OK.

 **Nebil** 14:02  
There was basically. I had like a pastor from there and this was like a couple weeks ago.  
At that time, when I ate that.  
I felt really, really. I'm not sure to the reason why.

 **UG-Takar, Khalid** 14:16  
I can.

 **Nebil** 14:17  
Now for that I thought I thought that that's another time. I wasn't sure what I would eat or what was inside of pasta, so maybe for future reference if that could be included into the app, that'll be all good. It's only ingredient, yeah.

 **UG-Takar, Khalid** 14:25  
OK.  
Like an ingredient section.  
OK.  
Thank you for letting me know all these questions. Just one final question for you. In a in a ideal world, if you're going to design your ideal compass dining experience, what would it look like?

 **Nebil** 14:51  
So I'm saying can you repeat that?

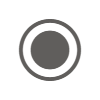
 **UG-Takar, Khalid** 14:53  
So like in ideal world, if you're designing your ideal compass dining experience, what would it look like?

 **Nebil** 15:03  
And.  
It will be like.  
I don't know. It will be like a kind of like a cool, calm place where people can relax. I thought it would be someone where, like we'll have multiple stars who can manage queues in quicker.  
There'll be a lot of food available, maybe more casinos as well. So yeah, I think that would be my little campus dining experience.

 **UG-Takar, Khalid** 15:35  
OK.  
Thank you. Thank you very much for the for the interview and for your insights. This will be very useful for back again for the my user research for this app design and.  
Thank you very much.

 **Nebil** 15:57  
So thank you for having me. Really appreciate your time.

 **UG-Takar, Khalid** 16:00  
OK, I'm gonna stop recording.

 **UG-Takar, Khalid** stopped transcription