**Meeting-20250501\_192823-Meeting Recording**

May 1, 2025, 7:11PM

17m 4s

 **Adam Nur (Guest)** 2:50  
Hello.

 **UG-Takar, Khalid** 2:53  
Hello.

 **Adam Nur (Guest)** 2:54  
Can you? Can you hear me?

 **UG-Takar, Khalid** 2:55  
Yeah, this. Yeah, I can hear you. Can you hear me as well?

 **Adam Nur (Guest)** 3:00  
Yeah.

 **UG-Takar, Khalid** 3:01  
OK, this interview is being recorded.  
And it's part of my user research.  
Basically.  
We're designing an app called Campus dine, which is an app that helps people find food and drink options on campus.  
and your answers will help shape my apps design. There's no right or wrong answers, OK.

 **Adam Nur (Guest)** 3:25  
OK.  
OK.

 **UG-Takar, Khalid** 3:29  
I could be.  
Can you tell me a bit about yourself?  
are you a student , Graduate, are you a visitor? You are staff like tell me a bit about yourself.

 **Adam Nur (Guest)** 3:42  
So I'm a third year student at this university.  
And I study computer science, so most of my time is spent in the college building.  
or tait building.

 **UG-Takar, Khalid** 3:52  
OK.  
 do you do  
User centred design. you Don't do this module right.

 **Adam Nur (Guest)** 4:03  
No, I do not.

 **UG-Takar, Khalid** 4:06  
OK.  
How often are you on campus at all times of day?

 **Adam Nur (Guest)** 4:14  
One campus around three to four times a week throughout the year.

 **UG-Takar, Khalid** 4:23  
And how, how and what times that would have in the morning in the evening, would that be like, what times would that be?

 **Adam Nur (Guest)** 4:33  
The majority of the time I like to come around the morning, but not too early, so maybe around 11 or 12.  
And once a week I have come at 9:00 AM, but most of the time it's like early afternoon.

 **UG-Takar, Khalid** 4:41  
OK.  
So what when you are at campus, what do you usually find places to eat or drink?

 **Adam Nur (Guest)** 4:55  
During my first year, I used to go to different places on campus to eat. I used to go to the cafe or the shop, and occasionally the the big canteen. But as time went on in second or third year I found myself going outside for food most of the time.

 **UG-Takar, Khalid** 5:12  
OK. Well, did you ever bring like home, home based foods sometimes?

 **Adam Nur (Guest)** 5:19  
A handful of times in my three years at Uni, I've bought things from him, but most of the time I do not.

 **UG-Takar, Khalid** 5:27  
OK. And when you brought food from home?  
Did you?  
Self service when you need to, you know, like a microwave services or the vending machine.

 **Adam Nur (Guest)** 5:41  
Yeah. So one time I remember bringing food in from and I was able to microwave it on campus, which is really helpful.

 **UG-Takar, Khalid** 5:48  
OK. OK. And in terms of food and drink options at uni, what do you tend to get?

 **Adam Nur (Guest)** 5:55  
Yeah.  
So I was actually in a long time since I've been in the main canteen, but when I'm in uni, the things I do get now are maybe for drinks I like to get hot chocolate or just water, mainly from the small cafe or the shops downstairs. And in terms of snacks, I don't really buy anything from university in terms of food anymore, only drinks occasionally.

 **UG-Takar, Khalid** 6:22  
OK and.  
In terms of.  
Of.  
Import like in terms of importance or things like food, like pricing, dietary options, vegan or halal.

 **Adam Nur (Guest)** 6:41  
I think for me.

 **UG-Takar, Khalid** 6:41  
or the brand reputation how important are those when you're deciding to buy or drink.

 **Adam Nur (Guest)** 6:48  
For me, having a halal options is very important as I follow Islam. So for me it's it's a necessity that there's halal options available on campus.

 **UG-Takar, Khalid** 7:03  
K.  
My next question is is more about when when you're discovering places. So when choosing that place to eat  
Unlikely to search something on your phone like coffee near me. Or would you browse specifically for like a Starbucks or costa coffee?

 **Adam Nur (Guest)** 7:24  
Most of the time I'll just open my phone and search food near me or coffee near me or sandwiches near me, things like that.

 **UG-Takar, Khalid** 7:30  
OK. Would you be interested in seeing recommendation or trending places within the Food Canteen app? So not only you're seeing?  
The the canteen and the cafe or whatever. Also seeing local recommended places around the university itself.

 **Adam Nur (Guest)** 7:54  
That sounds like a very good idea. If I can see what people are interested in and what's currently trending, or help me make my decision.

 **UG-Takar, Khalid** 8:05  
So in terms of.  
technology usage  
Do you use apps or websites to find food options? If yes, which ones?  
For instance, do you use deliveroo? Or uber eats?

 **Adam Nur (Guest)** 8:18  
So my main my main way, my main way to find food is probably open Google Maps and then search food near me or just food and that tends to give me like any restaurant in the nearby area. That's my go to and that's one of my campus. One of my home. I do browse through the uber eats and mainly the uber eats to be honest.

 **UG-Takar, Khalid** 8:32  
Hmm.  
OK, so when you're at campus?  
For instance, if it's a hot drink or it's food, what would you?  
Would you prioritise like location and how easy is to to grab something? Or would you prefer cheapest price possible?

 **Adam Nur (Guest)** 9:01  
And I probably prefer.  
Convenience is more on campus because I'd probably have lessons and things like that, and I wouldn't want to be spending a lot of time in queues or walking 10 to 15 minutes to get a drink from another shop outside of university.

 **UG-Takar, Khalid** 9:16  
OK.  
And how do you find real time updates?  
About queues seatings opening times. How do you find out to be helpful for the app  
Are we trying to design? Do you find it helpful to find out?  
Seating, seating spaces or queue times or opening times useful.

 **Adam Nur (Guest)** 9:38  
Yeah, I think it would be very helpful if I could see which areas of the campus are like really populated. So if I knew the canteen's gonna be really full or if I knew the cafe had a long queue, then that would probably make me change my decision and go somewhere else that'll be more convenient for me.

 **UG-Takar, Khalid** 9:55  
Alright, OK.  
So when you prefer to interact with you, when you interact, a food services, do you prefer ordering at the counter, self-service or pre ordering online?

 **Adam Nur (Guest)** 10:05  
Yeah.  
I prefer to order at the counter most of the time so I can talk to somebody about what I'm ordering.

 **UG-Takar, Khalid** 10:18  
OK.  
In terms of.  
Usability, or how useful would it be would it be useful for an app to show seating availability in in live time so you know where you can eat or or if it's full you can.

 **Adam Nur (Guest)** 10:38  
That'll be very useful.  
So I think its full.

 **UG-Takar, Khalid** 10:42  
OK. What? Why, why would that be?

 **Adam Nur (Guest)** 10:45  
Yeah if its full, so this will help me make a decision to go somewhere else. If I knew it was full, I wouldn't be able to eat there. Then maybe I'll pick another place to eat. And on the other hand, if I knew it was free and I was on the way, I'll be like, I'll be, like, heads up to know that I can go there. Or if I was with a friend, I know that I can bring them as well or a group.

 **UG-Takar, Khalid** 11:02  
OK. OK. OK.  
But you use like a city or a campus designed app to pre-order food on campus. Why or why not?

 **Adam Nur (Guest)** 11:15  
Definitely. I think it helps with. For example, if I know I'm gonna walk 5 minutes from where I am to where I'm ordering from would be really nice. I can pre-order in advance and I'll walk over there, get it and then move over straight away. That'll save a lot of time.

 **UG-Takar, Khalid** 11:31  
OK.  
And when you order food.  
Personally or online?  
Are you interested in giving quick feedback on your experience, like rating a cafe or doing a survey? Or would the star system suit you better?

 **Adam Nur (Guest)** 11:51  
I'm not a big fan of surveys, but I don't mind quick feedback. For example rating out of 5 or give a compliment or things like that are pretty easy to do.

 **UG-Takar, Khalid** 12:00  
One thing that'll be quick and efficient to use.

 **Adam Nur (Guest)** 12:03  
Yeah, I think that's I prioritise when I look for feedback, that's that's what entices me to give feedback. Making it quick and easy.

 **UG-Takar, Khalid** 12:09  
OK.  
OK, so you're doing very well. There's only a couple of questions left.  
In terms of accessibility, is there any accessibility needs that you consider in designing a food app? For instance, voice navigation or clear maps around the area for instance you like to search around the uni whatever or easy to read text? Is there something that's necessary for use for usability to be added to this app to be?  
Onto this app, what do you suggest?

 **Adam Nur (Guest)** 12:47  
I was just prioritising is easy use so make things easy to read and make sure that menus are clear and people have access to like.  
To good UI so they can see what ordering.

 **UG-Takar, Khalid** 13:02  
OK. And how easy should it be to get that information you need and what's the?  
Information that's most important.  
What's the most important information in a campus dining app?

 **Adam Nur (Guest)** 13:14  
OK.

 **UG-Takar, Khalid** 13:17  
And I come for signing up.

 **Adam Nur (Guest)** 13:20  
I think the most important information would probably be the menu, so I like to be things to be accurate. So on the campus app, it should describe the things people are ordering accurately because you don't order something based on what you saw off the app and the what you get in real life is different from thee app. That'll be in big error.

 **UG-Takar, Khalid** 13:37  
OK. Sorry. Can you repeat what you just said?

 **Adam Nur (Guest)** 13:41  
So I think that the most important thing on any food ordering apps is to make it clear to the users what they are ordering, because it's it's a big mistake to go to where you're ordering from and then find out the thing you ordered is really different to what you selected on the app. So what you ordered on the app is what should be what you get.

 **UG-Takar, Khalid** 14:02  
That's something I'll I'll take it on board.  
So when you're, you've done very well. There's only a couple of questions left. I'm gonna ask you about what ideal experience should be like in campus for dining.  
So for instance, what's 1 feature you wish?  
And that would make finding or ordering food easier.

 **Adam Nur (Guest)** 14:35  
One feature that would be nice is to have like each spot on campus, that you can dine at. If I had a full menu on that so you can see everything they offer, that'll be the most ideal thing for me to start with.

 **UG-Takar, Khalid** 14:49  
And if have you had any particularly good or bad experiences with food services on campus?  
Recently, and if so, what happened?

 **Adam Nur (Guest)** 15:02  
I've been ordering from campus in a long time. I don't have any recent experiences to talk about, but as it's been a long time, I would have liked to have been updated about what they're offering nowadays, but I don't want to go inside and look at the menu just to find out, you know? So it'd be nice to have like an app or like a website or something like i can see all the options.

 **UG-Takar, Khalid** 15:20  
Before before entering.  
Before going in person, you prefer to have the menu online so you can see what.

 **Adam Nur (Guest)** 15:27  
Yeah, yeah, that will be great for.

 **UG-Takar, Khalid** 15:31  
OK. And this is the final question.  
Think think in a way like this. Is this is a perfect it's been developed. You want to use this app for the rest of your life.  
If so, like what? You'd what the ideal experience user experience from this app.  
If you were designing an or compass dining experience, what would it be?  
And what would it be for this app?

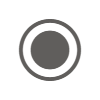
 **Adam Nur (Guest)** 16:06  
So as I mentioned in other questions, I think the most important thing would be having an app that's really easy to use. So just open it and then ultimately you have a list of all the options in the university where you can eat. So then I'll be aware of every single option there is at university. And then since I'd have everything in one place, I'd be less likely to try and find food outside the uni. Instead, I'll look through the app and find out what I can eat on campus. So for me, the most important thing would definitely be, I think, all the options available.

 **UG-Takar, Khalid** 16:33  
OK.  
OK.

 **Adam Nur (Guest)** 16:37  
Keeping up to date with information anytime a new item comes or automatically be updated.

 **UG-Takar, Khalid** 16:44  
OK. Thank you for all your.  
Feedback will be necessary for these research and for me to just start developing that.

 **Adam Nur (Guest)** 16:56  
No worries. Best of luck, you know development.

 **UG-Takar, Khalid** stopped transcription