**Meeting-20250501\_213300-Meeting Recording**

May 1, 2025, 9:16PM

16m 20s

 **UG-Takar, Khalid** 0:05

 **UG-Ali, Ismaeel** 0:06

 **UG-Takar, Khalid** 0:47

 **UG-Ali, Ismaeel** 0:50

 **UG-Takar, Khalid** 1:00

 **UG-Ali, Ismaeel** 1:01

 **UG-Takar, Khalid** 1:25

 **UG-Ali, Ismaeel** 1:32

 **UG-Takar, Khalid** 1:35

 **UG-Ali, Ismaeel** 1:37

 **UG-Takar, Khalid** 1:40  
This is a little bit technical difficulties.  
the earlier transcript prior to the 3rd minute mark isn't important the interview starts then

 **UG-Ali, Ismaeel** 1:49

 **UG-Takar, Khalid** 1:55

 **UG-Ali, Ismaeel** 2:06

 **UG-Takar, Khalid** 2:07

 **UG-Ali, Ismaeel** 2:19

 **UG-Takar, Khalid** 2:19

 **UG-Ali, Ismaeel** 2:27

 **UG-Takar, Khalid** 2:30

 **UG-Ali, Ismaeel** 2:32

 **UG-Takar, Khalid** 2:37

 **UG-Ali, Ismaeel** 2:41

 **UG-Takar, Khalid** 2:44

 **UG-Ali, Ismaeel** 2:45

 **UG-Takar, Khalid** 2:47

 **UG-Ali, Ismaeel** 2:53

 **UG-Takar, Khalid** 3:05  
  
  
Hello, Ishmael. I'm conducting an interview.  
Some user research for helping me to design an app. So what we're trying to design is an app called Campus Dine that helps people find food, drink options on campus.

 **UG-Ali, Ismaeel** 3:23  
What's with?

 **UG-Takar, Khalid** 3:27  
And there's no right or wrong answers and your answers will help shape the app's design.  
OK.

 **UG-Ali, Ismaeel** 3:36  
Yeah, that's fine.

 **UG-Takar, Khalid** 3:38  
OK, so my first question is, can you tell me a bit about yourself? Are you a student or your graduate or your staff? Let me know. Like, who are you?

 **UG-Ali, Ismaeel** 3:50  
I'm currently a year three student studying civil engineering at City Saint George's, University of London.

 **UG-Takar, Khalid** 3:56  
OK, very nice. And how often are you on campus and what times of day?

 **UG-Ali, Ismaeel** 4:02  
I'd say currently its exam season, so I'm actually on campus seven days a week, usually for around 10 hours. So about 1:00 to 11:00 to 12:00.  
Midnight, that is.

 **UG-Takar, Khalid** 4:15  
Repeat that.

 **UG-Ali, Ismaeel** 4:17  
I'm currently in exam season so I'm actually in seven days a week.

 **UG-Takar, Khalid** 4:21  
OK.  
Goodness. And how how do you usually find places to eat or drink on campus?  
How do you usually find places to eat or drink on campus?

 **UG-Ali, Ismaeel** 4:36  
Actually, currently nothing's open, so you actually can't eat and drink on campus, so you have to go to the nearest by shop such as Sainsbury's or Nisa, Local or Lebanon Grill.

 **UG-Takar, Khalid** 4:46  
OK, so if an apples to be designed, you would like to know like real time updates, would you like to know like availability times, seating, available seating, queues, opening times? Would that be helpful?

 **UG-Ali, Ismaeel** 5:02  
I guess I think that will actually be ideal.

 **UG-Takar, Khalid** 5:04  
OK and.  
How important are things like price, delivery, speed?  
Dietary options like if food does halal or not, or how important are they when you're deciding to order, pick foods.

 **UG-Ali, Ismaeel** 5:22  
I'd say very important, in fact. In fact, I think they make the entire crux of whether my decision or whether to buy or not.

 **UG-Takar, Khalid** 5:28  
OK.  
OK. Thank you very much for those questions. I'm gonna ask you, has there been any problems or frustrations you face when trying to find food or drink on campus?

 **UG-Ali, Ismaeel** 5:42  
Yes. One problem I'd say is to be honest, the price ranges I just far too high for student budgets. For example, lunch. It's about £6.50 and I just don't know if it's suitable for a student life. And furthermore, for example, the lunchtime at the canteen, they used to have some nice salad options, but now they just have some chicken, popcorn, unhealthy stuff. And I think we need a more variety of.  
Food choices for different kinds of people.

 **UG-Takar, Khalid** 6:11  
OK. You've mentioned before that you've left campus to find better food options. Can you elaborate? Can you tell me why?

 **UG-Ali, Ismaeel** 6:21  
To be honest, just better value. For my money, I can get a bit of variety. I can just decide what I want to eat and I think it's better off campus rather than on.

 **UG-Takar, Khalid** 6:32  
OK and.  
When when you usually interact with food services, do you prefer ordering at the counter or self-service or online pre ordering?

 **UG-Ali, Ismaeel** 6:46  
Yeah, me personally, I like to do self checkout or online pre ordering because I actually have social anxiety so I don't really like to talk to cashiers or like workers for example.

 **UG-Takar, Khalid** 6:57  
OK and.  
Did were there times where you went to the canteen?  
Or elsewhere that you had trouble finding seats or find long queues of problem.

 **UG-Ali, Ismaeel** 7:13  
Yes. In peak term time actually is actually quite hard to find the seat, but also in the library you're not really allowed to eat hot food. So it's quite a tough time sometimes.

 **UG-Takar, Khalid** 7:25  
Are there any type of apps or websites you use to find food options even on campus or elsewhere?

 **UG-Ali, Ismaeel** 7:33  
Not on campus, but elsewhere. I like to use uber eats or deliveroo, or just eat.

 **UG-Takar, Khalid** 7:40  
OK. And what you, what do you like about them?

 **UG-Ali, Ismaeel** 7:45  
Well, I like it. They just show me everything that's near. They show me clear menu. They show me the prices.  
And yeah, and I can just choose, I can factor it by many different variables such as kebab fried chicken example.

 **UG-Takar, Khalid** 8:01  
OK. And on on those type of apps, how interested were you in giving quick feedback about your food experience? Like do you prefer it to be a 5 star rating like clicking stars or do you prefer rating it like a survey or like a QR code, how how would you prefer to rate your foods if you do?

 **UG-Ali, Ismaeel** 8:27  
But if I do me personally, I like it to be quick and easy, so I'll do. I'd much prefer using stars 'cause I can just click it quick four or five stars. I don't really like to write words 'cause, you know, I'm just ordering my food. I don't really want to type a whole essay about it.

 **UG-Takar, Khalid** 8:40  
OK. And if if there were an app to be developed for campus to pre-order food, would you use it?

 **UG-Ali, Ismaeel** 8:50  
There was an app to pre-order food.

 **UG-Takar, Khalid** 8:53  
Yeah, for campus.

 **UG-Ali, Ismaeel** 8:55  
If the food was of my liking, then yes, of course.

 **UG-Takar, Khalid** 8:59  
OK. And would it be useful to have?  
Real time seating availability on on the app so you know when it's peak times mentioned peak times. Would you like to know when times are not peak so you can be able to get food easily more accessible.

 **UG-Ali, Ismaeel** 9:18  
Yes, yes, I think that would be very useful because then I could maybe plan around my day to find a nice time where it's a bit quieter so I can actually have some seats with my friends and eat.

 **UG-Takar, Khalid** 9:28  
OK and.  
When you when you're searching for your type of foods are you tend to search something more specific or something more general like coffee near me. Or would you search for something like chicken tikka wrap? Or do you search like a general like chicken shops near me?

 **UG-Ali, Ismaeel** 9:52  
You know, I don't really necessarily search for anything in particular. I just search food shops near me and then whatever I take my fancy, I pick it.

 **UG-Takar, Khalid** 10:01  
OK. Would you be interested 'cause of that to see in seeing recommendations or trending places within an app? So not only you'll be seeing the, the canteen and the coffee shops near here, you will be seeing food recommendations around the uni, would that be more your taste?

 **UG-Ali, Ismaeel** 10:21  
I think that could be a very revolutionary feature because yes, then it's giving me a different option off campus on campus. Yes, I think that would be a good feature.

 **UG-Takar, Khalid** 10:28  
OK and.  
What were the times that you ever said? You mentioned that you strong price sometimes with the campus price foods, are there ever times where you bought Home Foods into campus?

 **UG-Ali, Ismaeel** 10:43  
Ah, yes, yes, of course. Many times a week actually, because I stay on campus for many hours, so I don't want to buy buy out for every meal. So sometimes I bring in a lunch or two, maybe even a dinner.

 **UG-Takar, Khalid** 10:56  
And how? How easy was it to find the?  
The microwaves, or the the the, the, the the places in the canteen to help you warm up your food or prepare your food on campus.

 **UG-Ali, Ismaeel** 11:14  
An interesting question actually, because I'd say there's not really any signs towards the microwave, but if you didn't know where they are, they'll probably be a bit tricky. But as I've been here for a few years now, I found out where they are.

 **UG-Takar, Khalid** 11:26  
Do you? Do you think the app should have like navigation into key dining areas into the uni so like it would it would give like clear maps into where the microwaves are, where the canteen is or the different coffee joints within the uni. Would that be particularly useful?

 **UG-Ali, Ismaeel** 11:44  
That's something that will be pretty useful and yeah, to tell me where to sit, for example, places like segafredo.

 **UG-Takar, Khalid** 11:50  
OK.  
How easy should it be to get information that you need and what's the most important thing? What's the most important information to see in, like a dining gap? What do you think should be the stand out feature?

 **UG-Ali, Ismaeel** 12:08  
I think it's very important to have pictures, real pictures of the food, not AI pictures or, you know, fake online Internet pictures. I'd like to see actual pictures of what the food is. I'd definitely like to see the price.

 **UG-Takar, Khalid** 12:19  
OK. Is there any accessibility needs we should consider for in general like for instance like voice navigation or like easy to read text. Should that be considered when designing an app to make it usable for people?

 **UG-Ali, Ismaeel** 12:37  
Yes, I think that should be considered maybe like a feature to increase the font size or maybe a dark mode, et cetera, stuff like that.

 **UG-Takar, Khalid** 12:45  
Theme toggle. That's a that's a good suggestion. OK, you're doing very well. We're we're quite near the last couple of questions and.

 **UG-Ali, Ismaeel** 12:46  
Yes, I think I'll thank you very much.  
OK.

 **UG-Takar, Khalid** 12:56  
Yeah. I just want to ask.  
What have you had any particularly good or bad experiences with food services on campus recently?

 **UG-Ali, Ismaeel** 13:09  
Yes, I actually say one meal that I really was disappointed in was the beef and rice.

 **UG-Takar, Khalid** 13:16  
No.

 **UG-Ali, Ismaeel** 13:16  
At 5:00 PM it's about £3. It's actually a cost of living, like cost of living option and to be honest, it's absolutely appalling. It's atrocious and that actually put me off on ever buying food from campus ever again.

 **UG-Takar, Khalid** 13:34  
OK and.  
If you were to design an app or create your ideal campus dining experience, would it be like?

 **UG-Ali, Ismaeel** 13:49  
I just had to make it nice and simple. Not too much, not too extravagant. Just gets the job done. You know what I mean?

 **UG-Takar, Khalid** 13:58  
OK, so you like something to be nice and easy to use, very accessible and something that won't be a hassle.

 **UG-Ali, Ismaeel** 14:08  
Yes, definitely.

 **UG-Takar, Khalid** 14:11  
OK.  
And you mentioned you don't tend to use tend to give feedback.  
How often would you give feedback when you order food or eat food? How often would you do it?

 **UG-Ali, Ismaeel** 14:29  
So on the apps to have it easy, just the star rating, I'll probably do it every time 'cause just quick just one button, but the ones that ask you to do many options or many like if to write a lot about it, probably never.

 **UG-Takar, Khalid** 14:43  
OK. And hold on. Who's at the final question? What's 1 feature you wish existed that would make finding or ordering food easier?

 **UG-Ali, Ismaeel** 14:56  
Interesting question 1 feedback.  
Repeat the question.

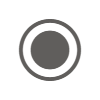
 **UG-Takar, Khalid** 15:13  
What is one feature you wish that existed that would make finding or ordering food easier?

 **UG-Ali, Ismaeel** 15:21  
But for campus off campus or just in general?

 **UG-Takar, Khalid** 15:23  
Oh, for the for the app that we're designing or in general like like all the apps that you see in terms of ordering food or dining or or menus or whatever in terms of food, what's one thing you wish that existed in, like a future you wish that existed for Santa?

 **UG-Ali, Ismaeel** 15:43  
Maybe a bad feature would be accurate delivery times.  
Delivery speeds, et cetera or some apps have a general time, but a lot of times that's never really accurate. So probably for live times will be good.

 **UG-Takar, Khalid** 15:47  
Mm hmm.

 **UG-Takar, Khalid** stopped transcription