

CalNourish

Design 05

Group 17

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Individual Contributions

Kevin Kim

I interviewed people with Samantha and worked on top 5 user needs, interview description for the people we interviewed and interview transcripts.

Samantha Lai

I interviewed people who operate the UCB Food Pantry (co-coordinators and volunteer) with Kevin. I also wrote the first drafts of the write-ups for these interviews.

Joyce Luong

I interviewed a student who was a frequent and long-time user of the UCB Food Pantry. I wrote up the interview transcript as well as the interview description for this user, and added to the problem/solution overview and the top 5 user needs.

Jarrold Schnapper

I attempted to interview additional students at the pantry, but was asked not to (I will get list of people from pantry coordinator to interview more students if necessary), performed competitive analyses, organized and reviewed the overall responses.

Kushal Singh

I worked on the competitive analysis portion of the assignment—identifying our competition and creating the overall summary of our findings.

Target Users

There are two target users of our application

- (1) UC Berkeley Food Pantry volunteers. We divided this user group into two subgroups:
 - (a) Coordinators: volunteers who oversee the pantry operations and organize the volunteers
 - (b) Workers: these are the volunteers who work in the pantry, stocking items and helping students
- (2) Food insecure UC Berkeley students

Problem and Solution Overview

Problem Statement

How might we provide greater access to resources and information for food insecure students, and reduce the lack of communication between those who run the UC Berkeley Food Pantry and those who use it.

Our app aims to help both the people running the food pantry as well as students who use it by being the intermediary between the two groups and providing a platform for real-time update of the pantry's inventory status.

Our solution for the people who run the pantry:

- Provide a system for learning how students use the pantry, so as to inform which items to stock the pantry with.
- Provide a way to better inform the population about items that are perishable and need to be taken right away.
- Consolidate data of the pantry's usage to be able to ask for more donations or funding.

Our solution for the students who use the pantry:

- Provide a system to notify students of available inventory, restock notifications, current hours/locations (as the hours/locations have fluctuated a lot in the past), other resources for food/housing insecurity.

Interview Descriptions



Interviewee 1

First, we selected the coordinators of UC Berkeley Pantry. They both began as volunteers at the pantry and decided they wanted bigger roles in helping the community.



Interviewee 2

Next, we interviewed one of the volunteers who is working at the pantry. He has been volunteering for the pantry for past 3 years. His experience at pantry includes working at the counter, directing volunteers, restocking, etc.



Interviewee 3

Finally, we interviewed a student who has used the pantry for the last 2 years. Back then (when he faced more food insecurity), he visited as often as he could; currently, he has only visited the pantry once this semester.

Interview 1: Co-Coordiators of the Food Pantry

Location & Environment

We went to the **UC Berkeley Food Pantry** to interview the people who do most of the administrative work that keeps the operation running. We believed that the most effective interview strategy would be a contextual inquiry, which is why we decided to meet at the pantry itself in order to get a feel for the atmosphere there. We interviewed both coordinators at the same time.

Coordinator Duties

It was eye-opening to see how involved the coordinators were in directing their peers and making sure tasks got done. The coordinators described their roles as mostly administrative, but also filling in wherever they were needed in order to keep everything running smoothly.

Process

We developed an interview guide (See Appendix) specifically for the coordinators of the pantry and interviewed them during pantry operating hours.

Interview Insights

Pantry Usage

They explained that the pantry operates by the honor system, meaning that users are never asked to show proof that they need food assistance, but that retrospective analysis of financial aid data showed that **almost everyone who used the pantry had their tuition fully covered by financial aid**, which showed that there was little to no misuse of the pantry.

Food Recovery

One feature that they mentioned that they would appreciate is a feature to facilitate food recovery on campus. This refers to identifying and collecting food left over from events and dining halls. **The coordinators explained that making it mandatory for campus events to use an app to notify the pantry of food available to pick up would immensely help foster awareness of the Food Pantry and help integrate it even more into campus culture.** While this feature did not fit into our current vision of the app, the idea of changing campus culture to be more aware of food insecurity is something that we can look to incorporate into our project.

Inventory

Their current method of checking out users is a **Google form** that records the user's name, undergraduate/graduate status, and the items that they received. The items are categorized into produce, shelf items, and bread for simplicity, since **identifying and selecting individual items into a Google Form would significantly slow down**

the checkout process. So a solution involving easy and quick updates for the inventories would be helpful for the pantry to keep the users informed about live inventory. They mentioned that a system where time stamps were collected at checkout could provide them with useful user data on peak hours.

User Feedback

One last insightful idea the interviewees brought up was a feature that would allow food **pantry users to report if items are out of stock.** This would be valuable since it would mean more contributors to the live inventory data, but it also has meaning beyond just the data. **This feature would allow pantry users to contribute to the pantry operation, fostering the feeling of a community rather than a one-way service that is providing for the user.** Also, the interviewees mentioned about feedback system. A feedback with qualitative data would be helpful for not only improving the pantry for future uses, such as making certain items available more often, but also, it would help administrative side for showing the University's administrators as form of proof for more fundings/grants.

Key Insights & Themes

- The pantry is based on the honor system. While an application that provides data would allow for great consistency and identification, this means of intervention may not be something users necessarily want. We must continue to consider anonymity and data usage.
- Current inventory logistics are manual and slow
- There is currently minimal opportunity for feedback from pantry users, but the coordinators would like input
- There are hopes for greater community involvement in donations and managing food waste
- A small loss of efficiency is not as important as insights that the coordinators gain from pantry usage

Interview 2: Volunteer

Location & Environment

We went to the Food Pantry to interview a volunteer. We chose to interview this person to further see where a mobile app could fit into their daily duties and hear another perspective on where the pantry's workflow could be improved.

Volunteer Duties

Volunteers more of their time at the Food Pantry doing things like restocking and working the checkout counter.

Process

We developed an interview guide (See Appendix) specifically for the workers of the pantry and interviewed them during pantry operating hours.

Interview Insights

Inventory

The volunteer **reiterated some of the problems that the coordinators described for us**. For example, there was no (quick) way to keep track of the individual food items because of their Google Form checkout system. He mentioned that it would be useful to be able to keep track of individual items as they were checked out, however, because the data would influence future orders. Like the previous interviewees, he highlighted the importance of real time updates on what food items were still available. **So from first and second interviewees, live inventory update seemed to be the most essential functionality.**

Pantry Updates

One unique insight from this interview was that a system to **notify pantry users of a new arrivals could have a great impact on reducing food waste**, especially for the items that would perish in couple of days. The interviewee described a common situation where perishable food shipments would come in, but wouldn't get depleted in time and would have to be discarded because the users were not informed of the shipments of the items. He suggested a push notification to announce when large shipments arrived.

Key Insights & Themes

- Volunteers shared the same problems as the coordinators regarding keeping stock. The Google form is slow and inefficient
- They also shared the same problems as the coordinators regarding the importance of data and feedback for improvements
- Volunteers also saw value in live updates, which was something expressed by the coordinators
- Volunteers witness a lot of food waste since they work in they are the ones normally at the pantry, and they would like to find a way to distribute the food since the need is there

Interview 3: User of the Food Pantry

Location, Environment, and User Description

We interviewed a student on campus who has been a user of the food pantry for the last two years. We chose to interview this person to find out if a mobile app would help provide an even better experience for them, as well as figure out if there were any improvements to the program as a whole that we could possibly forward to the coordinators. Overall, while the user mentioned a couple inconveniences with using the pantry, they were very thankful for

the program's existence and so provided a lot of helpful information about what the pantry could do to improve.

Process

We developed an interview guide (See Appendix) specifically for pantry users

Interview Insights

Stock Updates

Firstly, the user lamented that sometimes items were not in stock, so they would have to resort to picking different items. It didn't terribly disappoint him, but he mentioned that **if there were an inventory system in place, he could not only see what is available right before visiting, but also the coordinators would be able to figure out the popularity of certain items and keep them in stock.** He also mentioned that the fact that certain items restock only on certain days could be frustrating--so it would be good to easily tell whether an item is going to restock soon.

Pantry Information

Additionally, since the pantry has moved locations and changes its hours frequently over the years, he would like to be better informed about these changes. A couple times, he would go, and not realize that the pantry has moved--so he would think that it got closed down. It wasn't until a friend told them that it has moved when he was aware that it was still around. When asked, **he posited that the reason the food pantry has such confusing hours is because the pantry couldn't be staffed at all hours.** He suggested that students could opt to volunteer as a way to gain extra points--perhaps, in the app, the pantry could mention if they are they good on volunteers for that day, as well as perhaps let students mark they want to come in and work for points.

Community

Finally, one unique insight to this interview is that the food pantry does not appear to be well-advertised to the student body. When it comes up in conversation, most people don't appear to know about it. He suggested that **he would like to see resources such as the pantry, as well as other social programs like CalFresh, to be shared within mailing lists at the beginning of the semesters or at orientation.** He also mentioned that it would be great if the food pantry could be a centralized place to lead students to those other resources.

Key Insights & Themes

- The pantry user seemed to share similar sentiments about issues regarding the inventory, but on the user side, not the worker side
- Live updates appears to be a shared interest between the two sides of the pantry

- Similar to how the coordinators want to foster a community, the pantry user would like to see more information regarding the pantry starting from the beginning of school

Other Observations

The following are other observations we made that did not necessarily come from the direct interviews.

First-Time User

We had the opportunity to observe a student's first time using the food pantry. He appeared to have no issues finding the pantry (possibly due to the clear signage in the basement). When he walked into the pantry, he quickly found the volunteers and asked how it worked. The volunteers explained everything to him, reciting how the points worked and when they receive deliveries. After this quick explanation, the student had no trouble finding what he needed.

Key Insights

- The introductory information seemed well-rehearsed, suggesting the volunteers explain it often – how might we make this info more clear and readily available?
- There was no clear and obvious signage to indicate certain point amounts for items (For example, the refrigerated items were all free on that day but there were no signs on the refrigerator to indicate this)

Social Media

We discovered that UC Berkeley Food Pantry workers mainly use social media, like Facebook, to connect with users of the pantry. For example, a volunteer regularly posts pictures on the **Hungry Bears** Facebook group to show when the pantry has been restocked (Tuesdays and Fridays) among other things.

Key Insights

- How many UC Berkeley Food Pantry users use the Facebook group?
- The response on these posts is minimal (no comments, and very few likes), so how many people use it?

Peak Usage

We also had an opportunity to see the Pantry in operation during peak hours. This occurs right after the Pantry is restocked, and especially on Fridays. The line for the pantry was out the door and volunteers were only letting 10 people into the pantry at a time.

Key Insights

- There are regular hours when the pantry is restocked, and pantry users seem to come heavily on Fridays after restocking
- This is somewhat due to the slow checkout process
- How can we distribute wait time across the week fairly?

Current Checkout Process

The Pantry worker uses a Google form during checkout. They limit the number of times a user can use the pantry through Cal ID scan. During peak hours, they don't have enough time to completely see all items that are being checked out, so they just guess the amount of "points" it costs. Users have 5 points per visit, and some items, like produce, are free. Information that they collect is essentially *undergrad/grad* status and student ID number.

Stocking

Workers kind of know what things go fast and don't have any data. They eyeball when things are getting low. Produce and bread is half donation, half-bought. Shelf items are all bought by them.

Top 5 User Needs

1. Live Inventory

Currently, it is difficult to keep track of what items are available and what is unavailable.

- a. **Solution:** A quick and easy way of keeping inventory
 - i. A idea = when stock comes in, they have invoice, which a volunteer can just update the system using the invoice and when items go out volunteer can tap the item on phone/tablet/touch screen to subtract it from main inventory. Also when item is no longer there - just marking the item not available instantly no matter what inventory number says. And also let the user be able to indicate the availability of the item as well.
- b. System for users to contribute as well - having ways to indicate if certain item is available or not, etc... [helpful for making the users feel they are also contributing to the community and feeling more comfortable]
- c. Notify within the app when an item is planned to be restocked

2. Feedback system

They have choices to buy certain items and they want to also improve the pantry to help the community to feel more comfortable and professional.

- a. **Solution:** create a user-side feedback system that allows users to submit feedback to the pantry. From the volunteer-side, they can collect data from user feedbacks to inform future decisions.

3. Push/notification

Notifications for perishable goods' inventories (so the items can be checked out before it perishes - reducing waste) - They have problem of users not knowing about the perishable goods that are available, so they end up throwing away items because they perish.

- a. **Solution:** a notification on volunteer/pantry side that can push to users about certain perishable item is in stock and how many/much are available

4. Timestamp

To keep when the busiest time during the week - helps the volunteers pick the best time to restock/clean/etc...

- a. **Solution:** whenever user checks out, keep the time for data, and analyze the time when the pantry is used most by the users.

5. Food recovery

Allow campus groups to notify the pantry of food available to pick up. Would immensely help foster awareness of the Food Pantry and help integrate it even more into campus culture, as well as provide more food for the pantry.

- a. **Solution:** a section in the app that lets campus groups arrange for a pickup (time/number of people to bring)

6. Notification

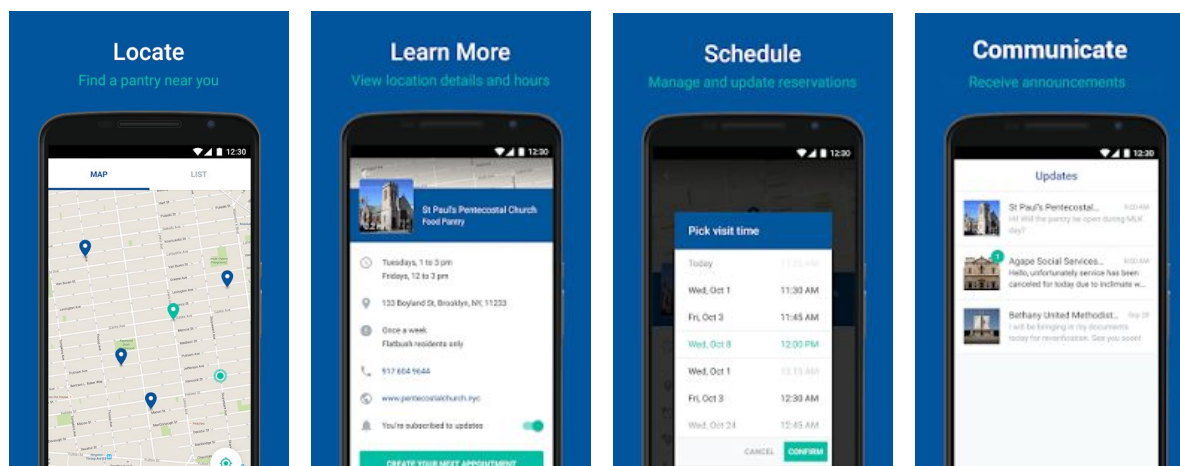
Notify when the pantry is open - where it is, as well as the hours

- a. **Solution:** have a spreadsheet that the coordinators or workers could edit to change the time or location, and have the app automatically sync with it

Competitive Analysis

Plentiful

<https://www.plentifulapp.com/>



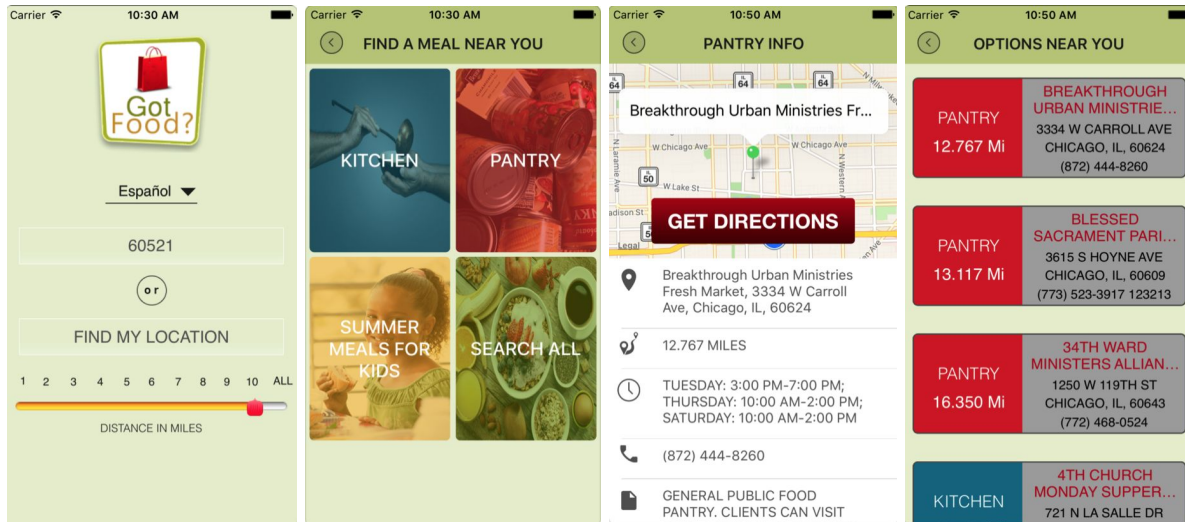
Target User Group: Both the food pantry organizers and those who are food insecure

Functionality: An application for food pantries that tracks clients, manages visits, and provides analytics to understand the pantry usage. Clients can use the app to find pantries nearby as well as make reservations so they do not have to wait in line and can receive their food quicker. Because our app is more localized, it will function more to notify users of what's in stock and when. For pantry organizers, it will help them better determine the needs of who they serve and potentially address food waste.

Usability: The app is only available on the Google Play Store, so if a user has an iPhone, he or she must sign up/register via text message. For pantries, there is a clean, minimal UI to edit pantry information, organize client pick up times, and see analytics. There does not seem to be much customization on the analytics because this service is meant to assist a variety of pantries instead of a singular one. The location data is not accurate, so pantry users have trouble finding pantries that don't use this service; furthermore, people seem to struggle registering. The app seems to be struggling with scale, accuracy, and service. Our application will most likely offer a clean, simple UI, but the data will be specific to the needs of the pantry. For pantry users, the registration (if it exists), will be more simple and seamless as we only need data regarding students for this specific pantry. We are also currently discussing how to make our app usable for both Android and iOS users, rather than having special cases.

Got Food?

<http://gotfood.us/>



Target User Group: The target user group for this application is individuals who face food insecurity.

Functionality: The application helps food insecure people connect with others in their same neighborhoods find the nearest and most accessible food pantries and soup kitchens in their neighborhoods.

Usability: One strength is that their home screen is very minimalist, leveraging Nielsen's Minimalist & Aesthetic Design heuristic---users simply have to enter their zip codes and select a checkbox indicating whether they want to find the closest "Pantry" or the closest "Kitchen." This makes it easy for the user to use. One challenge is that the application's results are not accurate. Regardless of your current location, the application only outputs kitchens or pantries in Illinois. For instance, it fails to render any results for several cities like Berkeley and Oakland, even though these cities have food pantries and soup kitchens. Additionally, there is no inventory checker, which makes it hard for users to know how many items there are in stock.

University Lunch Box

<http://www.universitylunchbox.com/>



Target User Group: The target user group for this application are students who are hungry and want free food.

Functionality: The application connects students to campus events that has free food available. The applications lists events which students can get details about each events. It helps the students to also specify types of events which they are interested in such as tech events.

Usability: The application is broken and is not available where users need it. Users cannot proceed after the home screen. Additionally, tracking where the food is coming from seems to be mainly manual at this time, but it is difficult to tell since the app isn't working. The concept is good, and we aim to overcome the challenges this app faces by focusing on a single university. Furthermore, we may eventually incorporate the ability to "recover" food from events on campus and distribute the excess food through the pantry.

Competitor Honorable Mentions

This is a list of other apps that are either slightly similar to our concept or that address food insecurity in other ways. They have certain characteristics that we should keep in mind as we develop our application.

SF • Marin Food Bank

<https://www.sfmfoodbank.org/>

There is no mobile application, but the website offers clear details on how to volunteer, how to donate, and how to find food pantries. It also provides other resources to address food insecurity. Lastly, they are highly accessible to people who speak different languages.

Feeding Forward

<http://feeding-forward-node.herokuapp.com/app>

Feeding Forward is a very cool concept in that it aims to redistribute food waste. While not a food pantry, it is addressing food insecurity in its own way, suggesting possibilities we can address food insecurity in just Berkeley. Unfortunately, the app seems to face severe development challenges, especially since they no longer have a unique website and do not offer a mobile application. As detailed in [this article](#), their overall user experience is lacking, and appears to be a major roadblock to usability.

Houston Food Bank

<https://www.houstonfoodbank.org/>

A simple app demonstrating how a food bank would utilize a mobile application. It lists details about food programs, and links to them, but does not offer assistance in applying. Provides map, location, hours of operation, and contact info for food resources as well as a filter search.

North Texas Food Bank

<https://www.ntfb.org/>

Another example of how a food bank is using mobile applications. Offers very limited functionality and is mainly to organize and encourage volunteers to help, offering an incentive program.

Food Bank South Jersey

<https://foodbanksj.org/>

A food bank app for volunteers and those seeking food pantries. The UI is slightly confusing – in some attempt to be minimal, it doesn't necessarily communicate all the info. Also occasionally provides monthly updates to resources, like recipes. For pantries themselves, just provides location and contact info.

Summary

A large majority of the apps we tested seemed solely focused on eliminating the long lines found at pantries or soup kitchens. Therefore, these solutions primarily aimed to create an appointment system, so that families could come in, pick up their food items, and leave. None of these applications addressed the situation where users walk into the pantry and don't find the items they want either because the pantry is out of stock or the pantry does not carry those items in the first place. Our mobile application seeks to remedy this situation by fostering a mutually engaging platform between the users and the pantry. Specifically, we aspire to provide a live inventory status so students can plan their trip to the pantry accordingly. Additionally, we plan on aggregating user data to the pantry by enabling

users to suggest food items they would like the pantry to have. Therefore, the pantry can target their donation advertisements to reflect the preferences of the students.

Appendix

Interview Questions for Interviewee #1 (Coordinators)

1. How did you get involved with the program?
 - a.
2. What is your role (what do your day to day tasks for the Food Pantry consist of?)
3. Behind the scenes
 - a. How do you order new items? Where does the food come from?
 - b. How do you determine what items are distributed at the pantry?
 - c. How do you record the items that were stocked/ordered/checked out/etc...
 - d. What are the procedures done when new items come in?
 - e. How is stock inventory currently managed by the Food Pantry?
 - f. How do you take user feedback and integrate it in future restocking?
4. Regarding donations
 - a. What is the general ratio of donations to other stock?
 - b. How do the monetary donations compare to the food donations?
 - c. What do you use the monetary donations for?
 - d. How often do you receive donations?
 - e. How do you seek out donations?
5. How do you keep track of how much people can receive/have received?
6. How do you envision a mobile app coming into play?
7. How do you currently use and update the website?
8. What website improvements are you hoping to see?
9. What logistical improvements do you envision for the pantry that could be addressed with an app?
10. Why is the food pantry restocked on a schedule instead of having everyone available every day? (produce one day, grains on the next)
11. Does the pantry have any promotional events to raise awareness about the organization? If not, what events do you think would be effective?

Interview Questions for Interviewee #2 (Volunteers)

1. How did you get involved with the program?
2. What motivated you to volunteer?
3. What is your role (what do your day to day tasks for the Food Pantry consist of?)
 - a. When a user comes into the Food Pantry, what steps do you take to update inventory, check points, etc?

4. What are some difficulties you face while working?
5. What are some ideas you have that can be implemented in your work environment to help you ease your job?
6. How do you register new users into the system?
7. Can you walk me through the process of stocking items?
8. Can you walk me through the process of checking items out?
9. How do you envision a mobile app coming into play?
 - a. What features of the mobile app would make your work easier?

Interview Questions for Interviewee #3 (Pantry User)

1. What year are you in school?
2. When and how did you learn about the UCB Food Pantry? How long have you been
3. using it?
4. What other resources do you use to make sure you get the food you need?
 - a. How did you discover these resources?
5. How does the UCB Food Pantry adequately (or not) address your needs?
6. How did you physically find the pantry?
7. How do you plan your visit to the pantry?
8. How often do you visit the pantry?
 - a. When do you normally go (time and day)?
9. How do you feel when you go to the pantry and cannot find what you're looking for?
10. If you have used their website, would you mind walking me through how you typically navigate it?
 - a. What do you look for?
 - b. Why do you use it?
 - c. Why don't you use certain features?
11. Could you walk me through how you go through the pantry and check out your items?
12. How do you feel when finding and checking out items?
13. How do you feel about the UCB pantry in general?
14. How do you prioritize food items and spend your points?
15. Do you have a specific recipe in mind when picking out your items, or do you pick out your items and then come up with a recipe?
16. What functionality would you want to see in a mobile app?

Interview Notes for Interviewee #1

Food pantry coordinator - started as volunteer wanted bigger role

Food pantry co-coordinator - also started as volunteer and wanted to help the community

Daily role includes:

making sure the food pantry is fully staffed and operational

- fully stocking the items
- Budgeting
- Meeting with partners and donors and keeping contacts through emails/phone calls/face-to-face meetings
- Mostly administrative roles
- Building storage units/fix broken equipments

Behind the Scene:

- Donations from community: Farmers market, UNFY
- Also has purchasing power of \$400-600 per week
- Donors also include Alameda food bank, COPIA
- They have many donors, so they have some degree of freedom in accepting certain categories of items
- Also they meet nutritional guidelines
- They keep records with order sheets and invoices; however, the ordering are done by eyeballing how many items are left, so they end up overstocking most of the time
- They keep track of donations through volunteers weighing the items and recording them
- They do not have any specific way of keeping records for certain shelf items, breads, and produce items
- They use Cal ID card and point system - so per visit can take upto 5 points worth of items (breads/perishables do not have points, and shelf items have points depending on item)
- They do not keep complete detailed track of how many items were checked out
- No item by item distinction
- User feedback by creating surveys - they used previous feedback to open the pantry on Saturdays because users - but want more qualitative data feedback system

Donation

- Shelf items are mostly ordered
- Perishables/produce is about 1:1 donation to purchase
- Breads are all donations
- Monetary donations are mostly used to purchase the shelf items
- The donation groups are redirected to food pantry from UC Berkeley philanthropist groups

Website - update the operating hours but all other features are not updated

- They are trying to consolidate into one media source
 - calfresh.berkeley.edu
 - basicneeds site
 - pantry site
 - Etc..

Website improvements they suggested:

- Updated information

- When getting new items

- Live inventory (currently best form of live inventory = users posting pictures on Facebook)

- Easy way of keeping live inventory because during crowded hours - workers are not overburdened with keeping inventory while continually providing service to the users

Suggested another feature:

- Food recovery

- Sending mandatory push/notification information for events with foods on campus

At once 2 volunteers work at the pantry

They check off items manually - it is too much information and time consumption to keep track of every single item through inventory check (suggested keeping inventory through grouping of items)

Also, they wanted features that could involve the users to contribute to the food pantry:

- User having power to update availability of items - helping live inventory updates

- Help the users feel more comfortable and also professional

The food pantry is ran on complete honor system

- With the user data - little misuse of the system

Also, timestamp feature when making the checkout in order to keep the data for peak hours

- Helps the volunteers when to restock/clean/do administrative activities/etc...

Feedback system - data for improvements

- Also, with concrete data - can show UC Berkeley administratives their successes and achievements for future fundings/grants

Volunteers have hard keeping inventory when new items come in because not all the volunteers are experienced enough to eyeball the amount of certain items

Also, some donated items come in mixed/combination of items in a box. These items are difficult to keep the inventory.

2 volunteers' roles include - checkout desk / answer questions for other available programs to user / stocking items / cleaning

Interview Notes for interviewee #2

Day to day role includes:

- Restocking

- Direct other volunteers (the interviewee has been volunteer for past 3 years)

Problems that food pantry faced:

- Perishable foods were not emptied fast - caused waste

- Mostly due to the users not being informed about the available of the food

Suggested a solution:

- Wanted a way to communicate with the users, such as push notifications to announce the food availability before it goes bad and have to be thrown away

- Also, feature with real time updates would be helpful to the workers - live inventory

They have difficult time keeping live inventory because of time

- (while we were interviewing at food pantry - there were more than 10 people waiting in line and the volunteers at the pantry had to allow only certain number of users into the pantry in order not to overcrowd)

Wanted quick/easy way to keep the stocks in check while keeping up with the backed up lines

A way of referencing for orders - keeping track of how fast an item goes out for future orders

Website - for general informations and operation hours but is not used

Interview Note for interviewee #3

1. What year are you in school?
 - a. 3rd
2. When and how did you learn about the UCB Food Pantry? How long have you been using it?
 - a. Another friend - using since 2nd semester freshman year
 - b. Used to go more often, but back then went at the limit
 - c. Nowadays went just once this semester
3. What other resources do you use to make sure you get the food you need?

- a. Infosessions, food pantry, sneaking into the dining hall
 - b. How did you discover these resources?
 - i. Infosessions advertised, dining halls are... there; **the food pantry was not advertised well. Don't think a lot of people know about it. When it comes up in conversation, no one knows about it**
 - ii. If it were advertised... would expect to see it mentioned around orientation? Email lists for students, posters on bulletin boards, flyers; at the beginning of the semester
 - iii. Nowhere right now where all these resources are spelled out for you - housing, food, other necessities; no mailing list for that
 - iv. Basically everything spreads through word of mouth
4. How does the UCB Food Pantry adequately (or not) address your needs?
 - a. It was great when he needed it
 - b. Especially when infosession season is over - no more free food
5. How did you physically find the pantry?
 - a. **This is a problem. Oh man it kept moving. Kept thinking it got closed until a friend told him it got moved.**
 - b. Hours fluctuate a lot, so it's annoying. "well crap, I guess I'll come back next week" - great if could tell where it is and when it's open
6. How do you plan your visit to the pantry?
 - a. Usually knows a few days ahead of time that he plans on going. But usually finds an opportune 15 minutes to go visit.
7. How often do you visit the pantry?
 - a. When do you normally go (time and day)? It varies.
8. How do you feel when you go to the pantry and cannot find what you're looking for?
 - a. **Disappointed, but just finds something else to get**
 - b. **Would be great if could measure the popularity of items; figure out the popular items so those items could stay in stock**
9. If you have used their website, would you mind walking me through how you typically navigate it? **Never used it; doesn't know it exists**
 - a. What do you look for?
 - b. Why do you use it?
 - c. Why don't you use certain features?
10. Could you walk me through how you go through the pantry and check out your items?
11. How do you feel when finding and checking out items?
12. How do you feel about the UCB pantry in general?
 - a. It's great, should be a resource made more available to everyone
13. How do you prioritize food items and spend your points?
 - a. Whatever gives the most calories. ice, beans, peanut butter
14. Do you have a specific recipe in mind when picking out your items, or do you pick out your items and then come up with a recipe?
 - a. He can't cook. lol Goes for basics like rice, beans, peanut butter
15. What functionality would you want to see in a mobile app?

- a. Allow volunteers for more points for that month
 - i. Are they good on volunteers today?
 - ii. Maybe mark they want to come in for points
- b. For items, show when the item is going to restock
- c. If the food pantry were a central place for access to other resources for those in need - CalFresh etc
- d. Inventory
- e. Times when it's open
- f. If it were consistent which items were restocking each day, then that'd be great
- g. Notifications: won't be annoying if there's a settings page