IUT Digital Cafeteria System-User Needs Assessment

48 responses
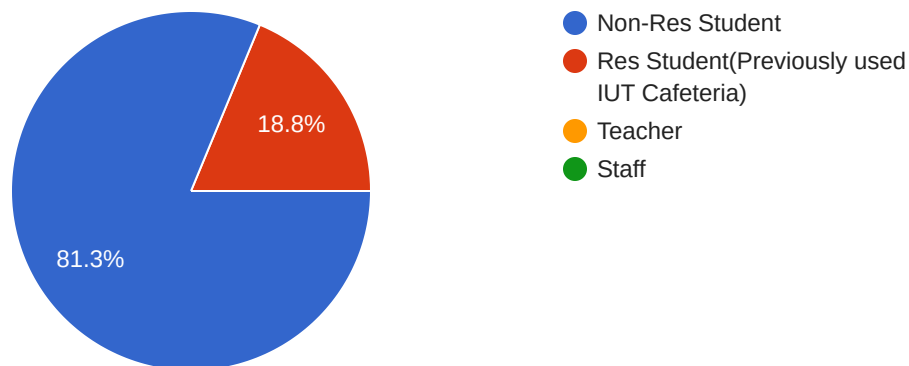
Publish analytics

Basic Information

1. What is your role?
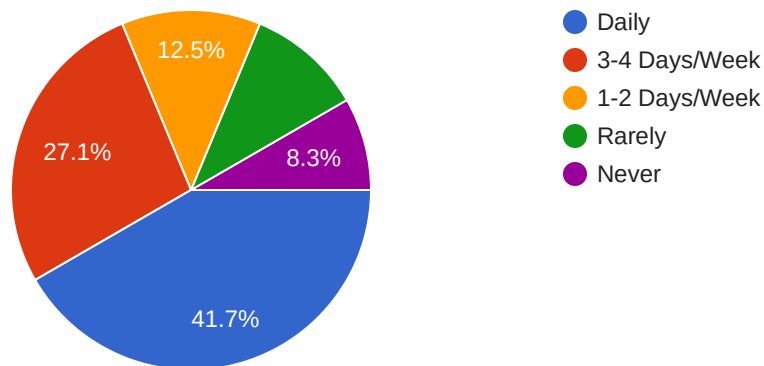
Copy

48 responses

- Non-Res Student
- Res Student(Previously used IUT Cafeteria)
- Teacher
- Staff

18.8%

81.3%

2. How often do you use the IUT cafeteria?

Copy

48 responses

- Daily
- 3-4 Days/Week
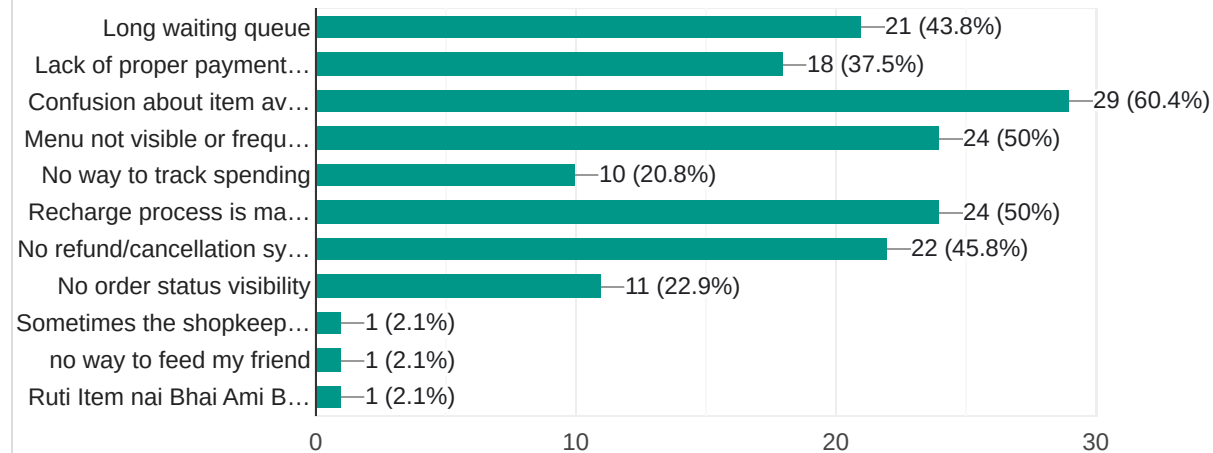- 1-2 Days/Week
- Rarely
- Never

12.5%

27.1%

8.3%

41.7%

Current Problems and Pain Points

3. What problems do you usually face in the cafeteria?(Multiple selections allowed)

Copy

48 responses

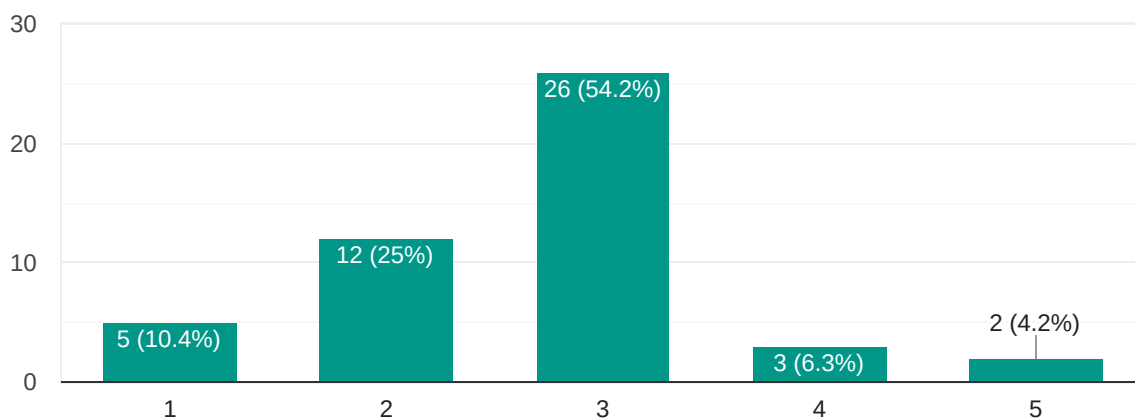|	
Long waiting queue	21 (43.8%)
Lack of proper payment…	18 (37.5%)
Confusion about item av…	29 (60.4%)
Menu not visible or frequ…	24 (50%)
No way to track spending	10 (20.8%)
Recharge process is ma…	24 (50%)
No refund/cancellation sy…	22 (45.8%)
No order status visibility	11 (22.9%)
Sometimes the shopkeep…	1 (2.1%)
no way to feed my friend	1 (2.1%)
Ruti Item nai Bhai Ami B…	1 (2.1%)

(Bar chart x-axis: 0, 10, 20, 30)

4. How satisfied are you with the current cafeteria system?
1 = Very Unsatisfied
5 = Very Satisfied

Copy

48 responses

Bar chart:
- 1: 5 (10.4%)
- 2: 12 (25%)
- 3: 26 (54.2%)
- 4: 3 (6.3%)
- 5: 2 (4.2%)

(y-axis: 0, 10, 20, 30)

5. What improvements would you like to see? *(Short paragraph)*

31 responses

As I prefer the cds for lunch I can not say anything specifically

I want the quality of each food item to be improved, and prices to be more affordable for students.

I think, the food could be more tastier?

1. Some foods are extra oily , they should be hygienic
2. Some items are overpriced like the coffee comparing with the neighboring vedors
3. How about an extra floor to accomodate more
4. They should using some votings to see which foods are actually in demand

Larger meat portions for same cost / portion wise pricing, menu that lists all available food items, daily vegetable item.

Better system

more water drinking facilities...like glasses in every table

If refund was available

Maybe add ability to recharge with MFS. Apart from that, the system is solid as it is.

But if u r thinking of an overhaul, here's my 2 cents. Thermal papers are clumpsy, gets soggy when touched with wet hands, fades too quickly and the print quality is simply trash.

A digital wallet app will ease the recharge process, transaction and brighten the overall user experience.

App will let users use their phone to generate a digital cafeteria ticket Then they verify their payment to the cafeteria staffs by showing them the transaction report. (Or better yet, an embedded QR scanner in a faregate, like we have at the main gate. Maybe an idea for the distant future.)

The app will offer transaction histories, recharge histories, balance, expiry, low balance alert, recharge option thru MFS or SSL Commerce, etc.

But hey, if it's aint broken, dont fix it, right?

Online recharge with immediate effect

Faster service with minimal waiting

Specially the recharge system can be digitalized and it would be better if multiple payment system is available.

Versatile menu with reduction of price

Reduction in price

Better quality

1. Bkash recharge system
2. Accurate menu.
3. Better plates(these cool the food too quickly.)
4. More vegetables.

Please no cats in cds and cafeteria. I don't have any problem with cats. But I would not like it if a cat suddenly jumps over my food(and this actually happened). I know everyone here is aware about the germs these animals carry and diseases we might get caught with if Its saliva gets into our food.The cats can wander all over the campus, but at least not where we eat.Would really appreciate if you take this into consideration.

Lower the price

Better food

Increasing items and availability of drinking glasses in each table

1. the staffs are kind of rude
2. VERY biased. they give A TON of food to some students, and to some they just throw it in like theyre(students) begging(?)

- Payment system should be automated
- The menu should be available beforehand

We don't eat hall food much but we are paying for that. This is not really ideal.

1. Option to pay using IUT smart wallet
2. Order online, pickup/delivery

Plz try to reduce the cost of cafeteria. It's too excess for an student. Increase fish varieties

Introducing dinner for non-res students as well as a stable menu system. Sometimes one there's no similarity with the menu shown on the token machine and the actual menu. Food unavailability is a huge problem. The beef item tastes bad honestly, need to improve that.

Moreover, vegetables are often finished early. All the items must be available at the allotted meal time.

We need Roti, we also need more spices on the food

The payment method should be made easier

Payment is higher than the previous time.
It would be more helpful for the students if the payment was like previous sessions as breakfast was 40 tk and lunch 70 tk

If it is about cafeteria, then why girls aren't allowed to eat there first of all? Then if your assessment includes CDS then I don't know as bkash is there so ig I don't find any difficulties in paying with cash or with online payment.
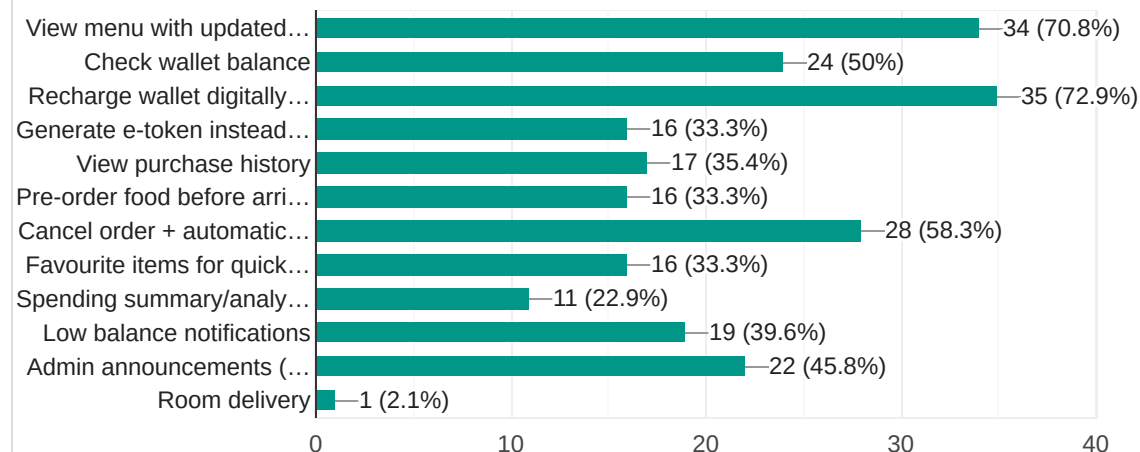
FAIR PRICING LIKE BEFORE.
THE CARD SCANNER MACHINE SOMETIMES DOESN'T WORK PROPERLY AND IT NEEDS SOME IMPROVEMENT. QUANTITY OF MEAT CAN BE INCREASED.

Evaluating Proposed Features
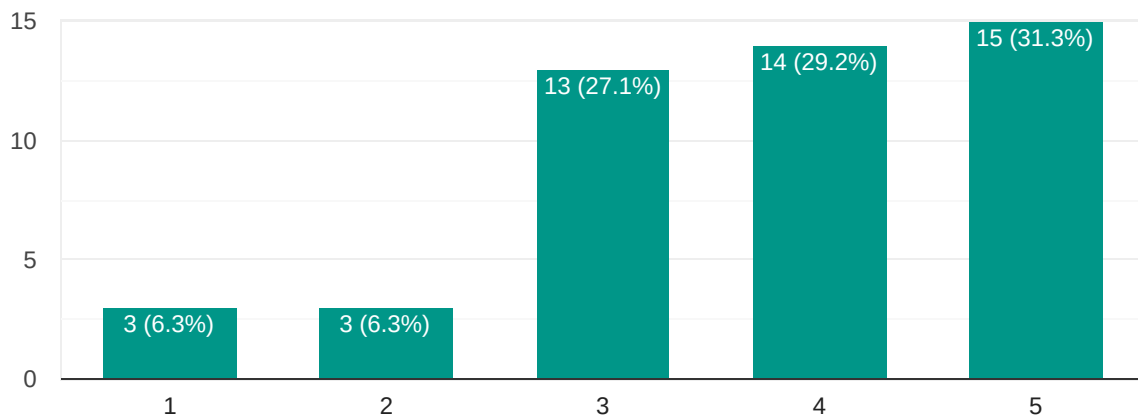
6. Which features would be most useful to you?   Copy
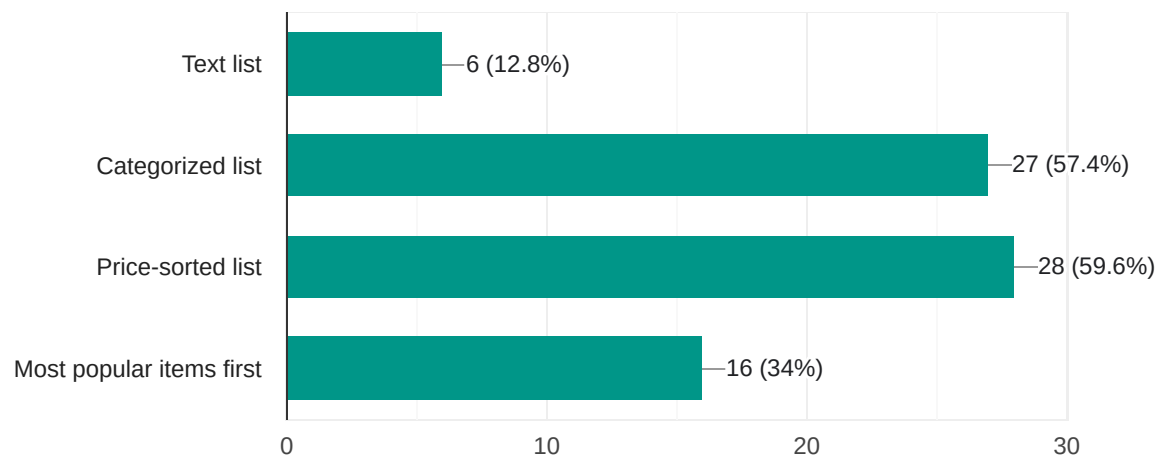
48 responses

Feature	Responses
View menu with updated…	34 (70.8%)
Check wallet balance	24 (50%)
Recharge wallet digitally…	35 (72.9%)
Generate e-token instead…	16 (33.3%)
View purchase history	17 (35.4%)
Pre-order food before arri…	16 (33.3%)
Cancel order + automatic…	28 (58.3%)
Favourite items for quick…	16 (33.3%)
Spending summary/analy…	11 (22.9%)
Low balance notifications	19 (39.6%)
Admin announcements (…	22 (45.8%)
Room delivery	1 (2.1%)

7. If an E-Token is introduced, how likely are you to use it? *(Scale 1–5)*   Copy

48 responses

Usability Expectations

8. How do you prefer viewing the cafeteria menu?   Copy

47 responses

9. Any concern about digital tokens or online wallet system? If you want, leave any Final suggestions..(Optional)

9 responses

No

N/a

Cafeteria staff must be well-aware of all future the rules surrounding the system to prevent any mishaps on their part, and to prevent students from potentially misusing/abusing the system. System must also be simple so that all parties involved can easily understand and uphold the correct rules and procedures.

n

A big concern is security. Consider implementing a 2FA login to avoid fraudulent access.

Keep both cash card and token/online wallet system options.

Not efficient

No I trust

Google Forms