

Student Interview Form

Type: Semi-structured interview (based on questionnaire)

Target: Students (on-campus / off-campus)

Duration: ~10–15 minutes

Step 1: Questionnaire Warm-up

The participant was first asked to complete the questionnaire.

The response is attached to GitHub.

Step 2: Interview Questions (Based on Questionnaire Answers)

1. Based on your responses, can you walk me through how you usually decide where to eat on campus?

If I have class after eating, I will choose places that are close to my next class. I care a lot about time and how fast the food comes out, because I cannot wait too long. Also, I will check if there are food options near my classroom.

If I do not have class after, I usually go to New College dining hall because I live there. It is close and I do not need to go outside.

Also because I have a mandatory meal plan, I usually choose places where I can pay with my tcard.

2. If you often use mobile order apps or food service websites, which ones do you use the most? Why?

I use the website more to get information and use mobile order app only for ordering food online. The app does not work very well on my phone, and many times it redirects me to the website anyway. The website has more information and is easier to search.

3. What are the most annoying or frustrating parts of using mobile order apps or dining services?

The menu updates are not on time. Usually, it isn't updated until Monday, so I cannot plan in advance. Also, there are no food photos, only text descriptions.

Since New College dining hall switched to an all-you-can-eat format, it is hard to decide whether it is worth going if I do not check the menu first.

Sometimes the menu information is also inaccurate and does not match what it is actually.

4. Can you describe a recent time when you changed your eating plan at the last minute?

Last time, I went to SS (Sidney Smith) after I took class there. It was there around 12 p.m. It was very crowded, there was no seating, and I thought the waiting time would be very long. I did not want to wait, so I changed my plan and went back to New College dining hall to eat.

5. Have you ever had a payment issue?

→ If yes: **Can you explain what happened and how you handled it?**

Yes. Some places do not accept tcard, and some places only allow scanning but not swiping. My tcard only works by swiping, so I cannot pay at those places and have to use another payment method or go somewhere else.

6. When deciding whether to wait or go somewhere else, what information matters the most to you? Can you explain it in detail?

How long the line is, and the waiting time are very important for me. If there are too many people or I might be late for class, I will change to another place or not eat.

Sometimes I arrive at the dining hall and find that the food is different from what was shown on the food services website, I will also change the place to eat if I have time.

Other Questions :

- 1. You mentioned that you prefer places that accept tcard, but some places do not. Besides checking in person, do you use other ways to find payment information?**

The food services website has a “Where to Eat” section that lists where you can pay with meal plan, but it is not very accurate. I still need to go there in person to be sure.

- 2. You mentioned that information on the Mobile Order App or food services websites is inaccurate. What specifically is inaccurate?**

Opening hours and menus are often inaccurate. Sometimes opening hours change because of weather or holidays, but the website is not updated on time. Some places are shown as open even though they close early.

As I said earlier, the information about whether a place accepts the meal plan is also sometimes incorrect.

- 3. If there is a new designed app based on current apps or websites, what features do you think should be added, or what additional information should it provide?**

I'd like an app that shows how busy a place is and whether there are seats available, since that really helps when deciding where to eat, especially between classes.

I also think having public reviews would be useful, because on the mobile order app, I can only see my own feedback and no other students' reviews. It would also be great to have food photos on the menu and accurate information about which payment methods each place accepts.

Interviewer Notes:

- **Dining choices factors:** time, distance, class schedule
- Mainly use the website for info, app for ordering, but find info inaccurate or delayed
- **Change factors:** long lines, lack of seating, menu mismatches
- **Pain points:** Payment method uncertainty and hard to check in advance, inaccurate info
- **Potential features or information:** busy level, seating info, public reviews, food photos, clear payment info