

Student Interview Form Version 1.0

Type: Semi-structured interview (based on questionnaire)

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

Duration: ~10–15 minutes

Step 1: Questionnaire Warm-up

Ask participants to quickly go through the questionnaire first.

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?

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

3. If you don't often use dining apps, what are the main reasons?

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

5. Have you ever had a payment issue?
→ If yes: Can you explain what happened and how you handled it?

6. When deciding whether to wait or go somewhere else, what information matters the most to you?

Interviewer Focus Points (From Questionnaire)

- Crowd / wait time expectations
- Trust in information accuracy
- Payment barriers
- Decision-making under time pressure

Notes

- Key pain points:

- Decision factors:

Student Interview Form Version 2

Type: Semi-structured interview (based on questionnaire)

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

Duration: ~10–15 minutes

Step 1: Questionnaire Warm-up

Ask participants to quickly go through the questionnaire first.

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?**

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

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

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

5. **Have you ever had a payment issue?**
→ If yes: **Can you explain what happened and how you handled it?**

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

Other Questions :

Ask based on Questionnaire and previous answers.

1. **(Example Question) 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?**

Interviewer Notes:

- Key pain points:
- Decision factors: