A3b Group Research and Results

Team: JavaNPython

Member: Chengmin JIANG, Yufei YE, Shuqi HE, Jingqi ZHANG, Chun Kin Ryan SIEK

Result Summary:

In our group, there are three instruments used in the research. As a group of five, we conducted one interviews, three questionnaires, and one field observational research. All research results have shown that food truck is a popular choice for undergraduate students in their school life, and waiting in the line was the major problem of placing an order at a food truck, as in University of Toronto St. George Campus, there are only 10 minutes for break.

The interview conducted by Yufei Ye, furthermore, highlighted out that the waiting line can be not only troubling to the customers in extreme weather but also blocking the sidewalk for other students rushing to the classrooms.

The questionnaire conducted by Chengmin Jiang supported the research result of the interview, since in his research, more than 70% of the participants replied that they had to walk around the waiting line for food trucks. In Jingqi Zhang's questionnaire research, she found out that 58.8% of participants saying they had to wait in line every time for food trucks, and 94.1% of them believing the waiting line should be less than 10 minutes at least. Both of these researches also discovered that 80% and 83% of participants in each study are willing to have an online food truck ordering app. Chun Kin Ryan Siek's questionnaire, besides providing the data of willingness of waiting in line of the students, highlighted the inconvenience of limited means of payments. Almost 30% of the participants in his research complained about such issue.

The field observational research, conducted by Shuqi He, found the average waiting time for food truck can be 9:16 during peak hours, realizing that the break time between two lectures only have 10 minutes including the time spent on getting to the next classroom. Even during the non-peak hours, the waiting time can be as much as 5:37, and the highest waiting time in all data is as much as 19:19. Wasting time in line can really affect undergraduate students in their school life.

Target Audience:

The users of our systems are all undergraduate students who are interested in placing orders at any food trucks inside of the campus in their school life, and the owners of the food trucks. Any staffs or any bystanders who shares the school life can be the potential users of the designed system too.

User Needs List:

There are several clear needs of the users and will be considered to add into the designed system:

1. The waiting time to place the order and pick up the food is a major problem for the undergraduate students. We plan to create an online ordering platform that

co-operates with all food trucks inside of the campus, so that the waiting time can get minimized and less people blocking the street.
2. To add debit card payment, so that students will not have problems of forgetting to bring cash or finding an ATM.
3. It is uncertain that if students may or may not be allergic to specific ingredients, so we suggest each owner of the food trucks to upload the ingredients of the food in the menu.

Primary Personas:

- The Late Larry. Larry is a engineering student who doesn't really know how to cook. He is always a little bit late for the classes. It is not because he never wakes up late or do things slowly. He scheduled his lectures all together in a row and he only has 10 minutes for his break each time. In the 10 minutes, he needs to run to the class and grab food, so he won't be hungry for another five hours of lecture. After class, when Larry finishes his school and is ready to go back to the dorm, he has to buy a dinner for himself before it gets too late.
- The Tall Torres. Torres is also an undergraduate students. He is one of the tallest students on this campus, and he gets annoyed by it. For his body, he needs to eat a lot to maintain energetic. However, Torres came from urban area and his family is not as rich. Torres is also in student loan, which means he does not want to spend to much on food due to his limited budget.
- Casey AKA "No Cash". Casey is an international student. She has only arrived for a month and she is still not familiar with Canadian cash and coins. For such reason, she is a big fan of paying with cards.

Sample Scenarios:

- Larry's professor doesn't finish class on time. Larry dashes to the food truck with a huge line up. When Larry has his food ready, he is already 10 minutes late for his quiz. Future: Larry's professor doesn't finish class on time. Larry places an order online before the class finishes. Larry gets to the food truck and pick up his order. He arrives to his next class on time.
- Casey waited in line for 3 minutes, and after she tries to complete the order, the owner tells her that he only accepts cash. Casey leaves. Future: Casey sees a line up, and she pays online with her debit card. The owner is calling the order number and Casey picks it up and leaves.

Assignment Attribution:

- Questionnaires: Jingqi ZHANG, Chun Kin Ryan SIEK, Chengmin JIANG
- Interview: Yufei YE
- Field Observation: Shuqi He
- A3b Write up: Shuqi He

Appendices:

Please check other pdfs uploaded in the file. I uploaded five in total for A3b, and four of them are appendices (summaries and datas). Professor said it is better to upload them so the TAs will not need to switch back and check other files. I cannot add this pdfs into this doc, and please read them if needed. Thank you.