

Carina Dempsey
HCDE 318
S2: User Research
10/15/17

Project Description:

Team Yummy will address struggles UW students with dietary restrictions face. We use the term dietary restrictions to describe a variety of lifestyles, including but not limited to allergy and other health based dietary restrictions, religious based dietary restrictions, and other ethical based dietary restrictions such as veganism, pescetarianism, vegetarianism, etc. We believe that there is a way to improve the experience of students with dietary restrictions when they are eating around campus, and are looking to make UW a more inclusive community that fully supports its students in all aspects of their lives.

Competing Product:

Allergy Eats is an application and a website that contains a database of over 850,000 restaurants in many cities. The restaurant listings contain peer-reviewed ratings of the restaurants “allergy-friendliness” [2]. It allows users to search through the database of restaurants, filtering by eight major allergies and sesame or gluten containment [3], and has full menus for most of the restaurants. Allergy Eats also ranks the establishment’s “ability to accommodate customer with food allergy and celiac disease”, taking into account the menu, staff communications, kitchen protocols, and its cross-contamination policies [1].

Overall, I’d say the goals of Allergy Eats are definitely met. It’s founder Paul Antico aimed to make finding options for quick and easy for people with food intolerances [2]. The application clearly indicates the abilities of restaurants to accommodate for specific allergens to the user, and ranks them only according to this ability, not by price or ambiance or cuisine [2]. It allows the user to call the restaurant or make reservations directly, in order to make this process even easier for the user [2]. Users can also save and share favorite restaurants to their profile through social media accounts, making the information even more accessible [3]. Allergy Eats is limited in some aspects, however. Smaller cities might be underrepresented in the pool of restaurants, making it hard for the users looking for restaurants there [3]. Although it does provide menus for many restaurants, it does not provide menus for all, and it does not provide the user with the specific menu items that are allergen free [2].

Profile EDIT PROFILE



FoodAllergyMommy

My Allergies and Intolerances +

My Restaurant Ratings +

My Favorite Restaurants +

My Favorite Users +

My Recognition Points **4500**

Free for personal use

Search

Search by City & State or Zip Code

Current Location

Restaurant Name

Optional

Find Restaurants Now!

Search Radius 20 miles

Select Allergies

Free for personal use

Results SORT

Displaying 25 results out of 9803 location matches

Legal Sea Foods
 255 State St # 1
 Boston MA
 (617) 742-5300
 0.38 miles

4.8
 Overall Rating
 (9 Ratings)

Chain Rating

5.0 5.0 5.0 4.6

Open Table View Menu Rate Now Call Now Favorite

Legal Gift Cards Kids' Menu

* Preferred Partner

Burtons Grill
 94 Derby St
 Hingham MA
 (781) 749-1007
 14.64 miles

4.9
 Overall Rating
 (35 Ratings)

Chain Rating

5.0 5.0 4.9 4.9

View Menu Rate Now Call Now Favorite

Gluten Sensitive Menu

Free for personal use

Details

Not Your Average Joe's

4.7
 Overall Rating
 (28 Ratings)

Chain Rating

4.8 4.7 4.7 4.3

View Menu Website Share Now Favorite

Restaurant Details User Comments

 **FoodAllergyMommy**

Rated For:
Peanuts, Dairy, Eggs, Gluten

November 24, 2015

Yet, another great experience. This time, they made a custom plate (not on the menu) to suit what my son really wanted. They made him salmon over pasta. Obviously, they made sure it would be free of his allergens, and they double-checked the bread, pizza (for my daughter), and everything else. Always [More...](#)

Free for personal use

Images from Google Play

Interview:

- **What are your dietary restrictions?**
 - I don't eat red meat or poultry. I'm a Pescatarian. I can't have products that have soup bases with meat (tries, hard to identify or just forget/assume). No gelatin either, but I don't follow that.
- **What is your age?**
 - I'm 20, but almost 21!
- **What is your year?**
 - Junior, 3rd year at UW
- **How long do you have had this dietary restriction? Why?**
 - I started being a when I was 9, so almost for 12 years. At first it was just because I liked animals and didn't want to eat them. I wanted to go full vegetarian, but my family liked to go crabbing on the coast every year, and I didn't want to give that up. I liked the taste of crab and fishing with family (didn't want to give up family experiences). Now, environmental reasons are important to me. Red meat makes a big carbon footprint. I hate how animals are treated in slaughter houses, I've seen video footage online.
- **What resources are available to you (App, signage, etc)?**
 - Um, I don't know. I think the University is really accommodating. In Spokane it was hard. Everyone there- it's hard to find stuff at restaurants. Now, vegetarian options are expanding. To make my own food, I watch vegetarian videos on Facebook. But I don't really cook much.
- **Where do you eat?**
 - There's no place I don't go. There are plenty of options. I mostly stay on campus; I have RA dining money.
- **How does your dietary restriction affect your social life?**
 - What challenges do you face?
 - I don't know if there are much now. It's just usually, "Oh, you're a pescatarian?" It would be harder if I was a full vegetarian, the fish there makes it better. There were more issues when I was younger, I was more of an outsider. There's usually something for me to eat at restaurants when I go out. If not, I don't eat.
 - **When did that last happen?**
 - It happened last night. There were some appetizers that my table got that all had meat in them, so I couldn't eat them.
- **How does it influence where you choose to eat? Home, out, etc.**
 - Most places have at least one fish option. Even if it's just a side, I can get that. The fish part really opens it up for me. The toughest place for me to

find something was at Wendy's. Once all I could have there was a baked potato. All of the sauces had bacon in it.

- **Do you feel supported by the UW Campus, Peers, etc.?**
 - Yeah, for sure. Especially UW, they always have a vegetarian option at the dining halls. They always have veggie burgers and other options for me.
- **In an ideal world, what kinds of things would you be looking for? Products, services, imaginary technology, etc.**
 - More sandwich options. There are usually only 2 that are non-meat at UW. (Peanut butter and caprese). They label everything with a V, GF.

References:

[1] "Allergy Eats Launches Retooled Restaurant Ratings App." *Allergic Living*. N.p., 07 July 2016, <https://allergicliving.com/2015/12/18/allergy-eats-launches-retooled-restaurant-ratings-app/>

[2] "AllergyEats – Practical Allergy-Friendly Restaurants Food Guide?" *Supplement Police*. N.p., 17 Mar. 2017, <https://supplementpolice.com/allergyeats/>

[3] "AllergyEats (Version 2.0.4)." *Food & Nutrition Magazine*. N.p., 31 July 2017, <https://foodandnutrition.org/july-august-2016/allergyeats-version-2-0-4/>

[4] "Top 5 Food Allergy Apps." *Nutricia Neocate*. N.p., n.d, <https://www.neocate.com/blog/top-5-food-allergy-apps/>

Images:

<https://play.google.com/store/apps/details?id=com.allergyeats.allergyeatsmobile&hl=en>