

Dorm.it Interview Notes

Interview 1

Interviewee Profile:

Ji woo is an international student coming from South Korea. She is a sophomore at NYU. She did not live in a school dorm before coming to the US.

1. When was your first time living in the school dorm? How long did you stay?
 - Before coming to the US for undergrad study, Ji woo lived at home; living at NYU was her first time living in the school dorm.
 - She stayed in the dorm for one academic year (two semesters), and she moved out last year to the apartment she rented.
2. What did you prepare before you moved into the dorm for the first time? If you don't remember, please describe your preparation for the most recent move-in.
 - Ji woo started buying stuff she planned to bring at least a month before her flight.
 - She spent at least one week packing her clothes and other belongings, and finished packing until the last minute. It took a long time for her to decide what was needed and what was unnecessary.
3. What was the toughest part of the preparation?
 - Bedding. Ji woo was confused by so many unfamiliar terms like comforter, duvet cover, insert, mattress topper, mattress protector, etc.
 - She was unfamiliar with the US measurement so it was hard for her to figure out the size of everything.
4. What was your move-in day like? Did anyone help you to move in?
 - Ji woo arrived the day before her move-in day, so she stayed in the hotel for one night. She moved into the dorm in the morning alone, but one of her friends accompanied her to shop at Bed Bath and Beyond in the afternoon.
5. What was the toughest part of the move-in day?
 - Because the school didn't allow students to send packages before move-in, Ji woo had to pick up and buy new stuff on move-in day. Bed Bath & Beyond cannot process her pick-up request on time; she begged at the pick-up desk to get her bedding.
 - Almost all grocery stores near the campus ran out of stock for daily necessities like detergent, cloth hangers, etc.
6. How long did it take from your move-in to set down?
 - At least a month after the move-in day
7. If you also had a move-out experience from the dorm, could you tell me what your move-out day looks like? Did anyone help you to move out?
 - Ji woo moved to an apartment that was 20 minute's walk from her dorm. Because the lease started several days earlier than her move-out day, Ji woo used these three days as a grace period to move in/out. She rented a cart from

the dorm, and went back and forth at least four times to move all her stuff to the new apartment.

- Her new roommate used to live in the same residential hall as Ji woo. They helped each other move out during the process.
8. What was the toughest part of the move-out day?
- The distance between her new apartment and the dorm was too close to call a moving company, but a little too far to walk
 - It was hard to carry a big cart and walk on the street
9. What kind of service or help can you imagine that could improve your dorming experience?
- A detailed checklist or guide to teach incoming students what should prepare for living in the dorm
 - An easy way to compare prices to find a good deal

Interview 2

Interviewee Profile:

Vivian came from Seattle, WA. She's an NYU junior student, and she lived in the dorm for two years. She did not live in the dorm before coming to NYU.

1. When was your first time living in the school dorm? How long did you stay?
 - Living in NYU was Vivian's first experience and she stayed for two academic years (freshman and sophomore)
2. What did you prepare before you moved into the dorm for the first time? If you don't remember, please describe the most recent move-in experience to the dorm.
 - She packed her stuff and bought some daily necessities. She knew New York's life should be very convenient, so she didn't worry too much about it.
3. What was the toughest part of the preparation?
 - Many of the things Vivian wanted to bring couldn't be brought due to weight restrictions on checked luggage and the high cost of interstate package delivery.
4. What was your move-in day like? Did anyone help you to move in?
 - Vivian came to the US on her own. She arrived in the afternoon, and came directly to the dorm to move in.
5. What was the toughest part of the move-in day?
 - Many daily necessities were out of stock, such as detergents, Swiffer pads, and cloth hangers.
 - Vivian wanted to decorate her dorm, but she felt it was difficult because she was not an "art" person.
6. How long did it take from your move-in to set down?
 - It took about a month for her freshman year, and two weeks for Vivian's sophomore year.
7. If you also had a move-out experience from the dorm, could you tell me what your move-out day looks like? Did anyone help you to move out?
 - Vivian described it as a "crazy" day. She had to bring most of her luggage to summer storage, and then immediately rushed to the airport to catch the flight.
8. What was the toughest part of the move-out day?
 - Timing. Vivian wasted a lot of time waiting for an available cart that could be used for her to carry luggage.
9. What kind of service or help can you imagine that could improve your dorming experience?
 - Something that could inspire dorm decoration (like Instagram, Pinterest), and users could directly buy products shown in the pictures

Interview 3

Interview Profile:

Daniel lived in the Queens borough of New York. He is a senior student and has lived on campus since he got into NYU. He started living in the dorm in high school.

1. When was your first time living in the school dorm? How long did you stay?
 - Since high school. Daniel stayed in the high school dorm for three years and the college dorm for 4 years.
2. What did you prepare before you moved into the dorm for the first time? If you don't remember, please describe the most recent move-in experience to the dorm.
 - Daniel packed most of his luggage while his parents helped him a lot when packing. Because Daniel could come back home easily on weekends, Daniel did not worry too much about it.
3. What was the toughest part of the preparation?
 - Because Daniel lived in the dorm for many years, he did not feel very stressed.
4. What was your move-in day like? Did anyone help you to move in?
 - Daniel's parents drive a car from Queens to Manhattan, carrying all of his luggage and boxes. Daniel finished his move-in in one drive.
5. What was the toughest part of the move-in day?
 - Because Daniel lived in a low-cost dorm, he didn't know that there was no desk lamp inside the room. He had to live in a completely dark room for his first night.
6. How long did it take from your move-in to set down?
 - About one week
7. If you also had a move-out experience from the dorm, could you tell me what your move-out day looks like? Did anyone help you to move out?
 - Even though Daniel's parents drove a car to carry all the luggage, Daniel had to throw out many things. He felt bad to waste so many things.
 - The school only allowed one person to enter the dorm, Daniel hoped the policy could be more flexible.
8. What was the toughest part of the move-out day?
 - Waiting for the elevator and a spare cart wasted a lot of time
9. What kind of service or help can you imagine that could improve your move-in / move-out experience?
 - A forum that could sell second-hand or give things away to other students
 - The school should provide more accommodations and regulations on the move-out day, such as cart reservation, etc