

# Final Report

## IUPUI Campus Center Assessment

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## Disclaimer and Acknowledgements

This report is not intended to be a comprehensive assessment of the IUPUI Campus Center. It is intended to serve as a guide for reflection and future discussion. The data presented has not been verified to be statistically accurate nor is it claimed to be.

The data gathered in this report was done in cooperation with the IUPUI Campus Center Administration and Advisory Board. It was led by Michele Luzetski, IUPUI graduate student. Sessions were recorded by David Mallon, III, IUPUI doctoral student.

## Summary of Report

### *Introduction*

This report is the result of a practicum project done by a graduate student from the Higher Education Student Affairs program during spring semester 2009. The director of the Campus Center wanted to conduct focus groups to help determine how the Center did during its first year in operation. The goal was to get representation from students – undergraduate, graduate, and professional -, staff, faculty, and business partners. Six focus groups were held that included representation from the undergraduate and graduate student body, staff and faculty of the university, and staff from the tenants or partners of the Campus Center.

Three student organizations are represented in the focus groups: Student Activities Programming Board (SAPB), Undergraduate Student Government (USG), and Students for Barak Obama. Six departments and schools were represented: External Affairs, Orientation, Admissions, School of Medicine, Enrollment, and Campus and Community Life. Five Partner groups were represented: Indiana Members Credit Union, CFS, Student Media, Chartwells, and Barnes and Noble. In addition, a focus group was conducted with 32 resident hall assistants.

### *Focus Groups – Student Responses*

#### *How Campus Center is used.*

Most students use the campus center as a place to eat and to gather with friends. Many also use it as a place to study and rest between classes. Some students have attended events in the Campus Center.

Student Organizations use the Center to hold meetings and events, reserve information tables, use Campus and Community Life Office, the Media Production Center, and the Cube area.

*Opinion of reservation process.*

The overall opinion of the process is good. However, there were some areas of concern and frustration. Several people/groups would prefer the reservation process be put online with the ability to see what is available. Many expressed frustration that the door to their reserved room is not unlocked when they arrive. Most know they need to request, upon arrival, for the door to be unlocked but they think this is an unfriendly customer service. Student organizations are upset with the cancellation fee policy. They do not think it is fair to penalize a group who cancels within 24 hours of their reservation.

*Opinion of staff.*

Everyone thinks the staff is friendly. Some expressed concern over staffs' ability to ensure everything requested is ready when needed especially in regard to technology requests. SAPB would like to see staff be proactive to help groups find an alternate room when the requested room is unavailable.

*Opinion of spaces.*

For the various spaces in the Campus Center there are some mixed reviews. Almost all expressed appreciation for the conveniences that are now available in one place – bookstore, bank, and post office. Most stated that while they do eat in the Campus Center they are frustrated with the overall quality, price, and hours of the food service. Some really liked the TV Lounge and game room while others either did not know they existed, forget they are downstairs, or simply do not use the space. For those who do not use it, most felt it

was still a good space to have. Many are not aware of the Art Gallery but those that are, like it. Some students question the Student Media space. They do not see it used nor know how it is used. Student organizations, and some individual students, would like to reserve the Atrium like they can a room. There was a lot of confusion regarding the current policies and usage of the Atrium space.

In regard to two of the miscellaneous spaces in the Center, students think the stairwells are “creepy”. They would like to see them “more friendly”. The edutainment stage only speaks to half of the food court: would like to see it moved so all of the seating area can be seen.

*Opinion of overall feel of Campus Center.*

Several positive comments were made in regard to how the campus has changed since the Campus Center opened. Students really like having a place to gather, eat, study, and rest between classes. Many, however, think the décor of the Center is not warm and inviting: words like “cold” and “sterile” were used several times. Students would like more areas to cluster for study groups or informal meetings.

*Focus Groups – Staff, Faculty, and Partners Responses*

*How Campus Center is used.*

Staff, faculty, and Campus Center Partners use the Campus Center for internal and external meetings, retreats, orientations, banquets, food service, and information tables. Many of them, for personal use, go to the Campus Center to eat but they rarely use it as an informal meeting or gathering place. They use the bookstore and the other conveniences.

*Opinion of reservation process.*

Like the student groups, the overall opinion of the process is good. They like that they can either go in person or fax request in. However, they too have some areas of concern and frustrations. Staff in particular expressed frustration with getting different answers from different people when they call in to make a request. Like the students, they would like to see an online reservation system. Staff also expressed frustration with the policy regarding signatures. If their name is not on the approval list they have to go through several people to make a reservation request.

*Opinion of staff.*

All think staff are friendly. Some expressed concern that staff can be hard to find when needed. They saw the learning curve with the student staff in the beginning but they have overall been impressed with their level of service.

*Opinion of overall feel of Campus Center.*

“Came here in 1991...huge shift. Great to have a hang out space...it filled a void” (representative from Orientation). Everyone felt the Campus Center has been a positive addition to the campus. They like seeing students hanging out. Again, like the students, staff and partners feel the center is cold and sterile, not warm. Comment was made that it does not have a “living room” feel but more of a front room feel, “you can’t touch anything.”

*Other spaces on campus used.*

Most university and school departments use spaces all over campus – University College, Business Building, SPEA, Engineering and Science Building, University Hotel, Campus Courtyard, Library, and Taylor Hall. These spaces are used for a variety of reasons: (1) departments do not get charged to use them (except the hotel), (2) tend to be more

readily available, (3) for internal meetings location is chosen based on convenience for staff, (4) in regards to hotel use, some have more confidence in Conference Center staff to carry out more complicated requests and/or technology services, and (5) for webinars, the library handles them better.

*Transparency of policies.*

Many have not read the policy and some have never seen it. Those who have tried to read it say it is hard to find. However, they all agreed the policies were verbally presented well and if there is an issue there is an open forum for discussion.

*Suggestions for Consideration – Campus Center*

Suggestions on how to make the Campus Center better varied greatly depending on the group. Some suggestions though were brought up in almost every group. One that has been mentioned previously is the need for an online reservation system. At the writing of this report, the Administration Office of the Campus Center has reported they are working on an online reservation system and hope to make it available soon. Another suggestion that has been previously mentioned is to allow the reservation and use of the Atrium. As of January 2009 the policy regarding Atrium use has been changed allowing for use of that space throughout the entire day. However, amplified sound can only be used after business hours. During a Partners meeting, staff from the various offices that would be affected by sound amplified during the day expressed a willingness to work with the Center to find a way to allow the use of amplified sound during the day.

Students would like additional informal meeting spaces: places to gather around a table for study sessions or project group meetings. Student organizations would like to be able to pass out informational material without a table. They understand the need for

guidelines on approaching or bothering people, but they think the current policy is too restrictive. Also relating to the policies, student organizations would like the cancellation fee policy changed. Some suggestions were to reduce the amount charged and/or to change the policy from a required 48-hour notice to a 24-hour notice. During the April Advisory Board meeting, the Board suggested changing the policy to a 24-hour requirement. The Campus Center Administration stated they would review the policy and consider how it can be changed.

The Partners staff would like to see the Sagamore made available inside the Campus Center. One suggestion was to put a small newspaper stand for the Sagamore in front of Barnes and Noble where the trash can currently is. They also suggested JagRadio be played through the speaker system in the food court area.

Staff and Partners both suggested making a fax machine available to students. The Partners group suggested creating a space for a “business center” for students that would have a fax machine and a copier.

#### *Suggestions for Consideration – Partners of Campus Center*

For Barnes and Noble, art students would like to see the supplies required in the foundation courses available in the bookstore. They suggested meeting with a representative from Herron to determine what the required supplies are.

For Campus and Community Life (CCL), student organizations would like better access to CCL after hours. Their suggestion is to allow more names to be added to the approval list for after hour’s access. They would also like the Cube area changed. The current configuration is not conducive to meeting and talking to students from other

organizations. They would also like a meeting space in the Cube area – couches and/or chairs for students to gather.

For Chartwells, several comments were made in regard to the need for food service to remain open later during the weekday to accommodate students who either get out of their last class at 5:40pm or who have a 6:00pm night class. Students from the resident halls would like on campus food service available to them at night and on the weekend.

## Closing Remarks

One of the things that became apparent through the comments made from the focus group participants was that people do not know the campus center policies or do not understand them correctly. It is recommended to the Administration of the Campus Center to make the policies more transparent: make them easier to find and easier to read. The policy manual as it is currently written is not reader friendly. It should be reworked so the organization of it makes sense, topics are put together and page numbers are used in the table of contents. An online version could be made available that allows users to link from a table of contents directly to the section they want to read.

In hearing from the campus community and talking with the staff of the Campus Center it also became apparent that there are different understandings of what the Campus Centers main function is. Many people refer to the center as the Student Center with the implication that the primary purpose of it is to serve students. Campus Center leaders are quick to correct people when the term “student center” is used. They state that it is a “campus center” and its purpose is to serve the entire campus community, which includes students – undergraduate, graduate, and professional -, staff, and faculty. It is very likely that many of the confusions and complaints regarding the Campus Center would be alleviated if the main purpose of the center was more widely understood.

In regard to the overall feeling that the Campus Center is cold and sterile, changes to the décor should be considered. Some suggestions: add brightly colored rugs, comfy, colorful couches and tables for informal gatherings; put up wall decorations with IUPUI themes; work with various campus departments to bring in artifacts from things they are doing with students and the campus; and, add bulletin boards to the upper levels.

## Appendix A Focus Group Questions

### Student group frequent users

1. Describe how your group typically uses the campus center?
  - a. What type of requests does your group make? Type of room; room setup; equipment;
  - b. What are your impressions of the staff that carry out these requests?
2. If you have made the reservations in the campus center, what are your impressions of the reservation process?
3. OK, that is what you typically do. Now, please tell us what other ways you use the campus center...regardless of how often.
4. We're interested in your impressions of the various areas within the campus center. Please tell us what you think about the following areas: food court; lounges; quiet room; game room; TV lounge; art gallery
5. In higher education literature, student unions many times are described as the "living room" of the campus. How would you describe our campus center here at IUPUI?
6. What changes would you like to see made with regard to how the campus center resources – space, equipment – are allocated?

### Student group infrequent users

1. Describe how your group uses the campus center?
  - a. What type of requests does/has your group make/made?
  - b. What are your impressions of the staff who carry out these requests?
2. What other places on campus does your group typically use?
3. What are the main reasons your group does not choose to use the campus center for your planning needs?
4. What are your impressions on the availability of space for your planning needs?
5. In higher education literature, student unions many times are described as the "living room" of the campus. How would you describe our campus center here at IUPUI?
6. What changes would you like to see made with regard to how the campus center resources – space, equipment – are allocated?

**Graduate/professional students**

1. Describe how your group typically uses the campus center?
  - a. What type of requests does your group make? Type of room; room setup; equipment;
  - b. What are your impressions of the staff that carry out these requests?
2. If you have made the reservations in the campus center, what are your impressions of the reservation process?
3. OK, that is what you typically do. Now, please tell us what other ways you use the campus center...regardless of how often.
4. We're interested in your impressions of the various areas within the campus center. Please tell us what you think about the following areas: food court; lounges; quiet room; game room
5. In higher education literature, student unions many times are described as the "living room" of the campus. How would you describe our campus center here at IUPUI?
6. What changes would you like to see made with regard to how the campus center resources – space, equipment – are allocated?

**Faculty/Staff event planners**

1. Describe how your group typically uses the campus center?
  - a. What type of requests does your group make? Type of room; room setup; equipment;
  - b. What are your impressions of the staff that carry out these requests?
2. If you have made the reservations in the campus center, what are your impressions of the reservation process?
  - a. How far in advance do you typically reserve rooms in the campus center?
3. OK, that is what you typically do. Now, please tell us what other ways you use the campus center...regardless of how often.
4. What are your impressions on the availability of space for your planning needs?
5. In higher education literature, student unions many times are described as the "living room" of the campus. How would you describe our campus center here at IUPUI?
6. What changes would you like to see made with regard to how the campus center resources - space, equipment - are allocated?

**Non-IUPUI users**

1. Describe how your group uses the campus center?
  - a. What type of requests does/has your group make/made?
  - b. What are your impressions of the staff who carry out these requests?
2. When you choose to use the campus center for your planning needs, what reasons/factors led you to that decision?
3. What other places on campus does your group typically use?
4. When you choose another meeting facility, what are the main reasons your group does not choose the campus center?
5. What are your impressions on the availability of space for your planning needs?
6. Compared to other meeting places (non-IUPUI) how is the campus centers reservation process?
  - a. How far in advance do you typically reserve rooms in the campus center?
7. What changes would you like to see made with regard to how the campus center resources – space, equipment – are allocated?

**Partners group**

1. What type of requests does/has your group make/made?
  - a. What are your impressions of the staff who carry out these requests?
2. We're interested in your impressions of the various areas within the campus center. Please tell us what you think about the following areas: food court; lounges; quiet room; game room
3. Describe your experiences with communication from the campus center staff?
  - a. Do you feel you have a voice that is heard by campus center personnel?
4. Describe your businesses/departments relationship with the campus center?
5. What changes would you like to see made with regard to how the campus center resources – space, equipment – are allocated?
6. The Campus Center strives for transparency in its policies for managing the building. What is your view of the operating policies and procedures for the Campus Center?

## Appendix B

### Responses from focus group sessions

For every session: Moderator - Michele Luzetski; Recorder - David Mallon, III

#### **Student group, frequent users: SAPB**

Tuesday 4/14/09 1pm

1. As a group, what ways do you use the CC?
  - Meetings twice a week - general and executive board. We have an office in CCL. Events all the time - movies, speakers, bands, a formal. SAPB programs campuswide, undergraduate and graduate students.
2. Impressions of reservations process?
  - Thought it was going online. Sometimes confusing to know what's available. Helpful to see what's available before requesting space.
3. Impressions of reservations staff?
  - Nice. 2-3 minutes late opening doors. Set up is friendly. Not always practically minded though - there was a hour delay with not having had tech ready ahead of time with a VHS player. Need to think proactively. Also want staff to proactively work with us to find other space. One person says yes, one other says no. Communication could be better. Clarity and understanding. Time lapse during reservation doesn't help.
  - Advisor mentioned working with outside agents - not able to plug in immediately hurts the process. Also want the room to be open 10-15 minutes prior to event. sometimes forgets to call down to the desk - arms are full and just want the door open. Also wants to be able to turn forms in online. Students don't have access to a fax machine. Form doesn't emphasize ways to submit form. Online would be easier.
  - One of the students said it was just easier to turn in the form personally before 5pm on the way back to the dorms.
4. How do you individually use the CC?
  - Food court (general laughter), lunch and coffee, do my homework in the office, for speakers, bookstore only - I don't study in the CC.
5. What are your impressions of other spaces in the Campus Center?
  - See many people by the TVs - always a ton of people. "Man, I got to try that". Forget that we have a game room. Forget about the couches on 4th floor. Study room looks cool - afraid I'll be too loud.
6. What about the gallery?
  - I look in the windows. Been there once. Been a few times for the shows. Went to the gallery as part of the Chavez dinner.
  - I don't see a lot of people in the Cube, pushed away from everything. I feel people don't know it's there and for students. It'd be nice if there'd be a place to talk, have a meeting, lounges, tables.
  - We're always, as SAPB, trying to do a larger group which is hard to do with the right acoustic configuration. Atrium space is an open space. Concerns with speakers and microphones. Trying to pull people into events - the atrium space is so visible and right there. There should be ways to solve walking traffic issues. Compared atrium use to UC courtyard use. Theater won't be big enough for their events.
7. Living room of campus?

- It's hard for people to get know each other if using the CC as a fast food place.
- There are spaces, like the game room and TV lounge
- Can see a huge difference from the opening of the building to now. Communicate and hang out.
- Don't think we're there (living room) now.
- More people will meet in ES & BS hallways. If there's a study group we'll go to library or ES/BS.
- Use starbucks as a meeting place
- At Purdue, the union is the first place people say they're going to meet someone.
- Food places close too early - need food available if you want people there.
- It'd be nice if convenience store were open longer. Acknowledged commuter campus but still have late night classes ending at 9pm.

#### 8. Other?

- Too restrictive on passing out information - table is more of a hassle than passing out slips of paper to individuals or having them on tables. Guidelines are good, but too many are bad.
- If want people to meet/gather - make more available, easier to communicate, easier to get stuff approved. Perception is that you have to go through 6 different people. It should be the hub for all activities. Not very accessible meeting space.
- A lot of people don't know what is in the Campus Center.
- More online and seeing what's available.
- Don't know if it's very student-centered - more architectural - acknowledged TV lounge.
- Feels too cold, colder. Atmosphere and temperature.
- Mentioned how different - how the UC used to be and corridors in BS/ES.
- Acknowledged convenience, but it's not a student center. A lot of people don't go beyond the first floor.
- There should be a group meeting room with four or five clusters.

#### **Student groups: 1 student from Students for Barack Obama**

Monday, February 23, 2009 11:00 AM, 11:20 AM Start.

How does your organization use the CC?

- Rent rooms for events, information tables, have guest speakers
- The process was very easy, it could have been more complicated but wasn't
- There are different sizes of rooms which is good, convenient.

How were the staff who handle reservation of space?

- They were informed, friendly

Do you use any other space on campus

- Tables in Business, Cavanaugh, Information Technology. I only went to business once, not the others. I assume things were fine. In the future, will likely use other spaces because of CC rules on food. As Chartwells food options are too expensive and not very good in her opinion. "We're just students here."
- Student asked about campus-wide food policy. Michelle explained the Chartwells rules apply campus wide and then explained about the \$100 provision for student organizations, which includes donated food. Student was grateful for the information.

- From a personal perspective, what are impressions of different spaces? Which have you used frequently?
- I wouldn't say I use any frequently. Don't use the foodcourt much since went there for pizza and they squirted oil on the cheese pizza – greasiest thing ever.
- Really like Barnes and Noble and Starbucks – good to have those. Like the convenience store on the first floor – I use that a lot.
- I like to park in Vermont Street garage so I can go through to Cavanaugh without going outside – I use the tunnel a lot.
- I see students studying, but since I live downtown and am a commuter student I just go home for that.

What about the lower level, the TV lounge and Game Room?

- I think it's underutilized. Never see anyone down there, maybe some in chairs watching TV. I wonder what could be done to have more of a draw. I don't even know what they have in the game room.

Did you know the CC has an Art Gallery?

- No, not aware of gallery – does it have student art?

Explained the rotational, national nature of exhibits

- Mentioned her research of Democracy Plaza and developing survey

What are your thoughts on the availability of space and resources in CC?

- We rented a lot of rooms, there was never a shortage. I felt it was good. Never had any issue. If one room was booked, the staff was good about offering alternatives of similar rooms that were available.

Higher education literature describe college unions/student centers as the “living room” of the campus. What are your thoughts about that for this campus?”

- I think that term is fine. It's a place were people come together, study. That's what I do in my living room.

Any other concerns?

- Did you know about a mugging on campus recently? Would have expected a crime announcement or alert.

*Group: discussed past efforts and referred student to Dean of Students office and IUPD website.*

### **Student group, frequent user: 1 student from USG - officer**

Do you understand the purpose of the focus groups?

- yes.

Explained purpose of CC being open 1 year and asking people how they use CC, 3 student groups, 2 non-student groups, just checking to see “how we're doing?”, also using/reporting to CC advisory group.

How long involved with USG

- all year

What role?

- I'm a senator. The Chair of operations committee

How do you use the CC?

- We've been scheduling town halls frequently, recently. Using the Educationstage, entertainment stage a lot [searching for the right word]

- also using different meeting rooms, in CCL all the time. The Cube is one of the really great things about the CC.

Question about reserving space/tables

- Getting tables is just fine. There have been some issues with the atrium, unsure about hours of atrium, use of microphones, hours available.

What about reserving for special events?

- They [others in USG] have, not me. They did just have the homecoming dance afterhours last week in the CC.

Any big concerns?

- there are concerns with keeping the CC open after hours. It's one of the major items for USG. Concerned with economy and budget issues – if campus center closes early, organizations will get charged for late night events, late night hours more. Night time is time when students are more available. Concern is more possibility of earlier closing hours for CC in light of possible budget cuts.

What about staff in the reservation process?

- very helpful, friends with most of them.

Aside from USG role, how do you use the CC?

- I do most of my studying here, mainly use the Quiet Area – I think that's a great thing. Meet my friends here to study – great meeting space. Also meet in the Cube – really like that space – organizations getting to know other organizations. I eat here all the time, almost too much. The Spots Grill is my place – mashed potatoes in a soup of gravy.

What areas do you use in the CC?

never sat in 2<sup>nd</sup> floor outside Mondo's [2<sup>nd</sup> commons]

You've mentioned the food court, what about the TV lounge, game room?

- I've been in the TV lounge once. With SAPB we use rooms for movie nights. I've been downstairs once or twice to do homework.

What about the Art Gallery?

- I really like the art gallery. It's great that we have it. Have a question about how to get art into the Gallery.

*Recorder gave brief explanation about contacting Anne Schilling/Dan Maxwell about show possibility. Gave example of upcoming student furniture show.*

- having the post office and the bank here is good – I use them a lot. Better than having to go near the School of Nursing. Now much more convenient.

Like to get your thoughts, first response to the following: in higher education literature, college unions/student centers, are the living room of the campus.

- [some hesitation, thinking about it] Yeah. I think a lot of people spend their downtime in the CC. Yeah, that, the living room, really does it. There are specific lounges, like the honors lounge. But you only see those students there and I like to see more people. It's nice to have food here, get a coffee and meet friends here. In other words, I guess the living room works.

Do you have any general changes that you'd make for/to the CC?

- we, usg, were pushing to keep the CC open longer, to change the feel of campus. With the economy the way it's going – doesn't seem like that'll happen. We're pushing Chartwells to stay open longer, offer more options. I think a lot of people would come if they knew it was open longer.

Do you think people know how late it's open?

- It's on the door. No, I don't though. It's open...until...9?

*Recorder informed time of closing is 10pm.*

- For finals week, it'd be nice if CC was open later. Library is too busy. Too many people. The CC doesn't seem to be used much as a study space, more of "stress free zone".

### **Students, mixed frequency users: Resident Hall Assistant's**

April 14, 2009 1000pm

Q: How so you as individuals use the Campus Center?

- Am in several organizations - use for meetings, events, lunch, when there is high demand for room reservations it can be difficult to get space you want
- art student - Bookstore needs more art supplies, better access to art materials. should meet with Herron School of Art about materials needed particularly for foundation courses. students who don't have cars cannot get to art supplies stores elsewhere.
- Break time - when I have 45 minutes between classes I use the CC to sit around and to eat!
- Food and coffee
- Use for essential errands - banking, post office, registrars office.
- Chairs in the food court are uncomfortable - tend to eat at couches, where I can socialize
- what's up with Mondo subs - hours? doors? looks like a shower door
- I like the TV lounge and game room
- The game room is not what it was described to be. Same with theater.
- obviously all food was centralized to CC. should be dispersing food options around campus.
- Chartwells hours limit us
- Limits on using Atrium Space limits the concept of student center no central programming space due to financial aid, admissions, need to find a way to work around it
- statements about decor - make it more IUPUI colors. do something like history wall elsewhere in the building as well
- the multicultural center should be brought into the CC
- 40th anniversary and bell tower seem too expensive and not serving students
- I don't use the CC because it's intimidating - like an airport. escalator is often broken, seems like a lot of money issues. Room reservations can be hard and the security fees for late night events are ridiculous.
- the food court becomes inconvenient when there's a crowd and not all registers are being used
- What's up with the student media room- always locked but see couches. Thought there was going to be a computer lab. Heard a "rumor" that the computers did not have internet anymore.
- Petrified (scared) to go there in the winter time due to the ice slabs falling in the winter time
- there needs to be a heating system on the roof
- lunch space has so many people, need to have foo in other places in the campus center
- a lot of students use the quiet rooms make it not so quiet, it's not soundproofed and you can hear noises from atrium below

- vending machines seem hidden, and the ones in the basement are cash only
- the hours to the campus center should be open 24 hours - extending hours of Chartwells - Chartwells catering food is bad and expensive
- no show policy and late fees are hard on student organization that have limited funds - there should be a big meeting to explain this to student orgs.
- CCL doors should be open later than 9pm, only certain people have Jagtag access.
- Make hygiene stations more uniform throughout the building as well as non-gender specificity
- industrial form of dining
- Campus Center should have weekdays longer and weekends shorter
- Restrooms should have sanitary products - not all restrooms are filled, even coin-operated dispenser would work
- digital maps don't work - not helpful
- I like the computers on the floors and the quiet room

Q: When do you think of the various spaces with in the campus center?

- Art Gallery - staff doesn't know about the exhibits, there needs to be more advertising. Pamela Hacker from Herron could help advertise
- Like the study room - it's loud walking by and people sometimes play music on their laptops in the room
- Student media room - like it
- Distinguished alumni board room - is that a meeting room?
- I'm not sure what's in the Campus Center - we need a locator board, as in a mall
- Floor with the campus - height of the ceiling
- basement TV lounge - always packed - empty space by the game room could be used differently. the lounge by the theater is more darkly lit
- no cell signal in that corner either
- explore possible ways events are displayed in the campus center - like display of events at hotels or airports
- What is the purpose of the beauty salon in the basement?
- Entrance gets busy with easels
- Wi-Fi - no signal in study room or study room signal only by walls of windows
- the stairs are creepy - make them more friendly
- like the MPC - move it to the media space to make it bigger
- use the terrace - promote it more
- CCL gets cramped - have rooms for student organizations, need more space for students
- the book exchange in the basement is useless most times of the year
- MPR use a lot - doors are locked - use more when not in use
- multicultural center should model CCL move to the CC
- Chartwells bullied better food options out, consider subway
- Japanese food place disappeared
- what's up with the shower doors in the food court
- use of space - unable to reserve the gym - explore putting basketball goals in the MPR
- make the theater a gym

- publicizing activities more - sometimes those at info tables harass students
- think the edutainment stage is foul, don't like it when they talk or make announcements when I'm eating
- I don't like to use the handicap doors in general, but the doors are so heavy
- I like the entertainment stage, but you're only talking to half the crowd with that big pillar and planter there
- should put a second stairwell in bookstore as well as a private entrance to starbucks from Michigan street
- amount of space with electrical outlets in food court is poor
- no tables available during lunch
- great to have a campus center!

### Partners Group

Thursday, March 5th, 2009

Representative from IMCU

- One issue – it's hard sometimes if you don't know specific staff to ask specific questions. Sometimes getting a hold of staff to handle special requests. I now know Michael, but before him it was difficult to sometimes get a hold of staff for those questions.
- Because we're here – it's convenient. Our human resources are based on Southside of Indianapolis. It's not convenient – it's a choice. Because we think it's a great facility. Everything is made available –all included, like technology, catering, etc.
- Really we don't use anywhere else. Before Campus Center was available we went to departments or the hospital. We do have tables elsewhere.
- We do choose here when have something to do with campus branch.
- I can think of one time – 1 week in advance – I have been impressed. It's been good. Michael found another option for us. Really impressed with how people work together.
- Pretty simple. Depends...rooms – one month out; tables – only a week ahead of time.
- Honestly. I can't think of anything.

Friday, March 6th, 2009

Legend:

- 1 = Building Services (CFS)
- 2 = Student Media (Newspaper)
- 3 = Admissions
- 4 = Chartwells Dining Services
- 5 = Barnes & Noble Bookstore

Question 1:

- 2 - room reservations and catering
  - 1 - respond to requests - want to have ability to reserve rooms, but no budget for that
  - 3 - reserve some rooms, always have to go to have room opened, always thought they'd have the room opened
    - 2-perhaps you should -somebody should have scheduled you should have it opened at time of reservation, especially if off-campus. (talked about set up time and strike time)

1-in defense, depends on location of meeting room, any unlocked space gets used by students, even if only for 15 minutes - they do try to limit access. a lot of times, don't want people in the rooms. becomes a situation when you don't know what to do.

5-use as marketing table tents, banner about activities, interested in working outside of parameters. use trucks for off-site promotions/sales and need access to loading dock extended hours at beginning of each semester.

4-do focus groups and tastings and to reserve rooms

Question 2: Impressions of CE as department or individual

4- at other campuses have nooks and crannies, offering privacy to students, where they can go and hide. a lot of what we have is wide open places - need to create the privacy.

2-agree, for projects, it's not conducive to small groups

4 - they like big banquettes

2 - so noisy, no barriers, no place for private place

4 - meals are spread out, if find open room, they'll use. seating is limited

2- several groups throughout. very impressed with structure - meeting space is very nice

3-second floor - stuck, information desk - add "JagTag"; hard time finding campus center from off campus; you see it as you pass it - had a sign destroyed (by car accident). adequate signage in building

4 - lit sign out from wall

2 - sign, like a Jagtag sticking out from the wall

1 - students don't read signs

4 - yes and no. people in space everyday don't read. 1st timers are all over it. an image is better than words

1 - i hate those tripods

3- a lot of new space - don't know where we are from parking garage - there's a sign for the hospital - 3rd floor parking confusion

5 - parking deters us from other events - inability to provide free parking. better navigation for the building, in terms of signs. The TVs are not the first thing people look for.

Question 3: Impressions of staff, administrative and students

4 - Good. Friendly, effective. Sometimes hard to find someone - to catch people, i.e., Susan for JagTag access (building access)

Question 4: Do you feel that your voice is heard?

Yes, from everyone.

Question 5 - Transparency of policy - how many have read the policies of CE?

1 - have a copy.

How transparent?

4 - haven't seen it

2 - haven't seen it

1- have to look for it- hard to find. enforcement is an issue. alcohol issue has been addressed since last summer. issues now are glitter, confetti

5 - policies were presented well to us - open discussion if there's an issue. staff coming in and out on weekends need to be at the door, ok. there's a level of understanding - not a negative relationship

2 - heard that hanging things on walls is not allowed - we want to be able to display art/projects inside the student media center - why can't we do what we want

1 - to mount something - contact maintenance - don't want to put holes in walls - use putty or that sort of thing

2 - display systems, like in IT

1-some don't like wires

1 - unauthorized posters/flyers becomes a cleaning issue. there's an open bulletin board on lower level

4 - need open bulletin board on upper levels

1 - have called businesses to stop unauthorized flyers/postings

3 - comments from co-workers, that form is driving function, looks architectural, doesn't seem like a dynamic place, other campuses have ride boards, things going on, ours is clean and neat

2 - doesn't have a lived-in look yet

4 - students take over

3 - bulletin board on each floor

2 - newspaper rack inside the building somewhere, we were told we can't have it inside

5 - we advertise in the Sagamore

1 - good location at door to BN

5 - don't need trash can there

2 - only want Sagamore inside

2 - can go to Cavanaugh to promote, but not to CE

1 - more contact ads on TVs

4 - doors in seating areas to the outside patios - when temperature drops, need to be emergency only - draft from opening door disturbs those eating

1 - per fire marshall, can't lock from inside - only signage can be used to indicate non-use

4 - mop bucket right on that corner (left of Citizens Commons sign) and trash dolly, looks like junk, mentioned in Baker report

1 - due to high turnover

4 - getting my butt handed to me

1 - like to relocate to other end, put a screen up with frosted glass, like rest of CE

4 - I like it

3 - plants

4 - trays all over the building

1 - while building food court?

4 - we need a better solution

1 - beset place is near bathrooms on shelf

4 - hallways spill out of kitchen and issue with back doors (mutual admiration going on between building services and Chartwells)

4 - doors have dramatic effect

4 - have some music, other campuses usually have campus radio

2 - we do have Jag radio - web radio

1 & 4 - dining serving area

1 - PA system is there

3 - limited food on weekend/evening. some punch list items still left

4 - college determines hours - report to auxiliary services. 15 minute counts. experiments with outtakes on sundays. add Grab and Go.

5 - sales sporadic on weekends - guest driven

4 - punch list - there's a construction meeting monthly - get update on items from Dan Onofsky. was 84 pages down to 14 pages.

5 - more marketing as a Campus Center - some complement, some compete - Chartwells/BN. perhaps a campus-wide document? we contribute. as an entire entity, not just the parts. might help with navigation - multiple layers. force us to work together as a team.

3 - as a door to campus - focusing on entire campus - computer directories are only for campus center

- 3 - have some kind of fax access
  - 5 - where print, fax, copy?
  - 4 - in a focus group with residence halls - services not geared for them -they go to lockefield commons. copy and fax and print. a few people can copy
    - 1 - turn a meeting room into a Copy Center
    - 1 - union building and Campus Center confusion - renaming. where is the union building
    - 2 - what makes me want to come to the Campus Center if my office is outlying - need more advertising/communication
      - 2 - no food in my building (IT) use delivery
      - 3 - even with gerbil tubes, it's still a long walk
      - 2 - Jagbytes, Jagnews, Sagamore great outlet, just need to get racks inside
      - 1 - CFS limited budget. Sundays are dead. May not be able to staff on Sundays with housekeeping.
- A question of utilities costs. Close on Sundays?
- 5 - business bottoming out. willing to serve needs of community. if it's not good business, it's not good business

### Frequent Users - Staff/Departments

Key

- 1 - External Affairs
- 2 - Orientation
- 3 - Admissions
- 4 - School of Medicine
- 5 - Enrollments
- 6 - CCL - GA
- 7 - CCL - GA

How do you use CE?

- 2 - Orientation MPR resource. Set up by welcome desk for check in. reserve rooms for programs; orientation dinner in MPR.
- 6 - housed in CE. Events and retreats. Selection committee. Use food service for events & retreats
  - 5 - enrollment and campus visits. Use it a lot. Have held Campus Day twice. Many offices.
  - 3 - Jagdays every Friday
  - 4 - School of Medicine - development office. We're more donor focused. Have held 7 events, food service. 5 400-person plus dinner/reception.
  - 1 - variety of internal/external meetings, members of the community. Board of Directors, Chamber of Commerce leaders, Disney Keys of Excellence program. Midwest Governor's Conference.

What requests have you made?

- 7 - advertising purposes - gotten more lenient as where to advertise but want more. Often request A/V, microphone, computer. Good delivery. Frustrations to have door locked/unlocked - process.
  - 4-5 - if locked, just call desk to have it unlocked.
  - 2 - wanting to keep things in rooms during course of events
  - 1 - becoming more and more accommodating for technology. Made a special request to use Gallery space for reception. Atrium for Chelsea Clinton appearance.
  - 3 - student run student set up. Well received, but saw the learning curve.

4 – a little concerned with students to fill requests, but very impressed, professional. Brought in lift (to hang decorations) – really appreciated

6- Atrium – who can request? (Michelle – when denied, did you get a reason?) yes. But want a better understanding of the atrium.

1 – great space. One of the challenges is that meetings rooms are away from the entrance to the building – walk in concerns. Navigation.

6- 60-80 people in a smaller space, becomes a fire hazard.

6 – food-space-Allie from catering is awesome.

5 – used rooms, asked for conference with phone. It would be nice if 1-2 rooms had phone connection for webinar. None have polycom installed.

What is your opinion of the reservation process?

6 – updated – efficient if online list – getting right signatures is a pain, have to go through a couple of people, would be best if my name were on an approved list, without having to go through the mess

3 – just walk down to the CE administration office, numerous options. Going online. 2-step process. Huge step.

2- fill out form. Fax. They fax it back.

4 – there was a delay in the beginning.

2 – it's a new building, there's lots to learn

1 – over break it slows down

2 – I just work directly with Susan

6 – work with student groups. Students should be able to book rooms with same allowances as departments, more than the current 6 months – up to 12 months.

From a personal use perspective, how do you use the campus center?

2 – eating

1 – bookstore, buying gift cards

2 – credit union

1, 3 – post office

6 – honestly I don't. the hospital cafeteria is cheaper and better for you

7 – I bring breakfast, lunch and dinner. I can't afford it. Not enough choices.

1 – meet informally

7 – facilitate students in reserving the space

What are your impressions of available space?

2 – no real problems. Had an issue with table tents – requests for 6 weeks, but gone after 1 week.

Do we need the plastic covers or no? Had advertisements for OTEAM for 10 days – 3 requests to cover a month – sent over 30-40, gone after a week. Told housekeeping threw them away – fell on floor? Need clarification of policy.

6 – better communication. Wanted to have laminated sheets put on floor, told conflicting things.

3 – issues between reserving space and having space – there's a gap. Like what to do with card tables. A lot of it is knowing the groups and different types.

7 – more unique – could choose who to go to

2 – all understand case by case and having basic questions. See event, want a feature, get denied. Didn't go to right person.

What other spaces on campus do you use?

2 – use everything all over. Use the hotel for honors orientation. Use UC, BS, SPEA, ES/SW. need more spaces. Get charged for everything over here. Departments don't want to travel as far, i.e., Science to SPEA. Convenience to UC. Honors pub?

7 – use the courtyard. It's visible. If something couldn't fit in a meeting room, maybe the atrium.

6 – Taylor Hall – meetings for cultural heritage, meeting space here costs \$\$ and have multicultural students there.

3 – BS building, hotel. For counselor's conference. ES/SW meetings meet their needs.

5 – issues with cost; webinars are better at the library.

4 – use the university place hotel – donors are more familiar with hotel – convenient parking.

Riley Outpatient research 0 6-8 weeks not the most available.

1 – Univ Place – have more confidence with technology, professional, dedicated tech staff, used it for the 7<sup>th</sup> district election – multiple and complex tech.

Living room question -

6 – front room feel, where “you can't touch anything”

1 – see so many students hanging out, on computers, watching TC. Didn't exist before.

2 – resided in UC, have seen a shift – more studying now. It's the place to be. When it's warmer, the picnic tables get used more. Awesome to see students using the space.

7 – “it's trying to be living room” – a little sterile, not really cushy, the white/grey is colder, not as warm, inviting. Need more lounge areas.

6 – went to IU – IMU. There's no nice corners here. I like the Bepko learning Centers.

2 – came here in 1991 – huge shift. Great to have a hangout space, some areas not meeting it. But it filled a void.

What changes would you make?

1 – podiums – speaking from tech podiums can be cumbersome, especially if there's a screen.

Older model of teaching – teacher in front.

6 – no classes can be held here

1 – alternate podiums, the podiums don't match when you need to have two for an event

7 – trash cans – holes aren't big enough for trash, not sure about which is recycling.

6 – some staff care more about the space than about the people

3 – game room? Need better communication

7 – theater – really good idea. need a bigger stage –larger, higher than current

3 – create a different feel – try do to warmer – it's sterile

1 – talk about using money to buy oft requested items instead of having clients rent them all the time. Try tracking renting of staging – could have bought it with same amount spent. They have bought more microphones.

6 – if using the prefunction lounge I can't get more tables, I don't understand why we can't move tables from meeting rooms.

4 – same, even if they're on wheels

2 – want to say that the people hired to clean tables are the most important – you can tell the difference when they are and are not keeping that area clean

5 – women's restrooms – the doors don't close all the way.

6 – maintenance doesn't clean/mop the CCL main workroom – they take the trash, but the tile does not get mopped.