



Report of the Undergraduate & Graduate Student Governments

# Committee on the Frist Campus Center Report

June 19, 2013



Undergraduate  
Student  
Government



GRADUATE STUDENT GOVERNMENT  
PRINCETON UNIVERSITY

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## Committee Members

### Student Representatives

- Ella Cheng '16 (Co-Chair & USG Senator)
- Friederike Funk, Graduate Student Government President
- Kyle Keller, Graduate Student Government Vice President
- Monica Gordillo '14
- Stephanie Goldberg '15
- Sarah Grond '16
- Sean Yun '16

### Campus Collaborators (e.g. administrators and their titles)

- Amanda Zeltner, Director of First Campus Center Programs (Co-Chair)
- Laurie Hall, Associate Director of Frist Operations and Facilities
- Olivia Martel, Graduate School Community Programs Coordinator
- Stanley Sieminski, Dining Services Representative

## Introduction

The idea of a committee which would focus on the Frist Campus Center initially originated from USG President Shawon Jackson's conversations with Dean Thomas Dunne and Amanda Zeltner. Frist has been open for about 12 years now and has undergone occasional review and evaluation, but has never before been evaluated based on solely student input. This ad-hoc committee, the first formed by the USG specifically to evaluate the Frist Campus Center, therefore set out to holistically examine Frist Campus Center's spaces and facilities in regards to the student experience through social and organizational programs, and develop recommendations for how they could be improved based on student feedback.

In the committee's final form, its goal was to look at how Princeton undergraduate and graduate students experience Frist as both a structured and unstructured social space, with a particular focus on recommendations for improvements to enhance the social experience of all students. The committee aims to address questions such as: How are the current spaces in Frist Campus Center utilized by students? Is there a need to re-evaluate the facilities and spaces based on the changing culture of students? Are there policies and/or spaces that encourage or discourage social interactions amongst students at Frist? Do students feel that there are physical limitations of the building that restrict the type of programming that can be offered in the building?

Ideally, the issues brought up in this report would be able to encourage and guide improvements to the campus center over the 2013-2014 academic year.

## Methodology

The committee, which consists of administrators from both the undergraduate school and graduate school (including Frist Campus Center administrators), graduate school government leaders and undergraduate student representatives met on a weekly basis to discuss potential improvements to Frist and how best to gauge and collect student input about the Frist Campus Center. The committee also considered feedback from a tour of Rutgers University's student centers.

We designed and distributed an online survey regarding the Frist Campus Center to both the undergraduate and graduate student bodies and received 619 responses in total as of May 1, 2013 (320 undergraduate and 299 graduate student responses). This survey serves as the core data behind this report. In addition, focus groups led by committee members were held on Friday, May 3 and Saturday, May 11, in order to collect more specific and detailed input from students.

# Overall Recommendations:

## I. Furniture and Space Usage

Students see Frist as a multi-purpose space, which they can use for independent study, group study, organized club meetings and socializing. Therefore, seating areas and collaborative work areas are in high demand. Versatile and movable furniture, a real time room availability system and simply more tables and seating would all help to address this need.

### **a. Furniture for group study, independent study and collaboration**

#### Summary:

- A lot of students seemed interested in utilizing Frist as a space for group studying, collaboration and socializing, but noted that its mostly stationary furniture and the current scheduling system do not facilitate these functions.
- Much of the furniture in Frist (particularly in the classrooms) is set in place, meaning that students are not able to rearrange furniture for collaborative working or social situations.
- With the current scheduling system, in order to check if rooms are occupied or not without prior reservation, students can only walk from room to room to examine the schedules posted outside the room. Students therefore cannot easily check to see what rooms are vacant and available for group study sessions.

#### Data:

- Survey Comments:
  - "Because it is central and public, Frist is a great place to collaborate with other students (this is difficult in libraries because they need to be quiet). However, there are not many quiet spaces where small groups can collaborate, and oftentimes, classrooms are reserved for club meetings or other groups. Providing quiet collaboration spaces in unused classrooms, multipurpose rooms, etc. would be helpful."
  - "Should offer/advertise more study space for group meetings. We try to go to Stokes group rooms but they are always taken."
  - "Quiet" study spots are not necessary, but a place for communal low-stress studying...would be nice."
  - Multiple survey comments asking for more couches, comfortable seating.
- Committee and focus group discussions.
- See "Findings of Interest" for evidence of Frist's multifunctional purpose.

#### Possible Solutions:

- See subpoint B under "Overall Recommendations" for the recommendation regarding the room availability and booking system.
- The Frist administration will be piloting more flexible seating in two Frist

classrooms (307 and 309) in the upcoming academic year. While the rooms will be tracked for the academic usage, it will also be critical to track how students utilize and respond to the new seating arrangements in terms of non-academic uses, such as group study and club meetings.

- Ideally, Frist should offer a combination of sturdy and lightweight furniture. A lot of the current furniture pieces at Frist are sturdy and fully functional, so they can be kept and moved around to suit different purposes. Therefore, for future furniture purchases, consider buying lighter weight and more flexible furniture that can be adjusted, rearranged and moved accordingly for collaborative work and meetings i.e. cube seats (see image below).
- Also consider a variety of furniture, including more casual and comfortable furniture such as couches.

## **b. Room availability viewable in real time**

### Summary:

- Through the current scheduling system, students can only check the status of a room (unoccupied or occupied) by examining the printed schedules outside the rooms, if they have not contacted University Scheduling directly or completed an online form beforehand. This means that unoccupied rooms can be left unused, when they otherwise could be used by students seeking quiet or collaborative study spaces and that students do not have a resource which allows them to easily view the status of various rooms in real time.
- Current scheduling system viewable here:  
<http://www.princeton.edu/uscheduling/schedorrform.html>

### Data:

- May 3 Focus Group: “Online program/electronic system that could show what spaces you can reserve, at what times, what rooms are occupied/unoccupied in real time would be useful; tablets or computers in which you can reserve rooms and view this app would be useful.”
- Committee discussions.

### Possible Solutions:

- Currently, the scheduling software is being transitioned from Resource25 to 25Live. 25Live would allow students to see room availability in real time. The information gathered by this committee demonstrates student support for this shift and the 25Live program, as there exists a student demand for a real time display of Frist room availability.
- Findings from this committee also show student support for an alternative to the printed schedules currently posted outside Frist rooms. Students would benefit from tablets or screens posted outside Frist rooms instead, which would display room availability as updated in real time. These tablets would be compatible with 25Live.

### **c. Increase the number of tables and seating on the 100-level**

#### Summary:

- Consistently, students mentioned that there was a lack of seating on the 100-level, which is a popular space for studying, meeting (with other students, preceptors, professors, interviewers) and socializing. There does not seem to be enough tables and chairs to accommodate the current demand.

#### Data:

- According to the survey, 508 students "used" the 100-level tables and seating, making the 100-level the second most used space in Frist, after the Frist Gallery.
- Survey comments:
  - "There should be more seating everywhere."
  - "I often find the seating is full on the cafe level when I go it for a coffee."
  - "Perhaps more study tables on 100 level."
  - "More tables/seating area on the first floor--I often go there to meet with people, but end up leaving because we can't find a single place to sit."
  - "More seating."
  - "More tables! They are always full!"
- Comments from focus groups.

#### Possible Solutions:

- Provide more tables and seats (new ones, preferably, since the current furniture is a either worn or shaky) on the 100-level. Consider multipurpose, movable furniture for flexibility.
- For possible areas that be converted into spaces with more seating, see point II, subpoint a under "Overall Recommendations" about the 100-level quick access computers and point I, subpointB under "Findings of Interest" about the 100-level piano.

## **II. Facilities/Utilities**

A large portion of the student body uses Frist's facilities on a regular basis, some preferring to stay in Frist for long hours. For all students who stay in Frist for an extended amount of time, either for meetings, eating or studying, they will need access to outlets, fresh, drinkable water and sufficient lighting, These updated facilities would also make Frist a more convenient and comfortable space for all students.

### **a. Demand for outletson 100-level**

#### Summary:

- Students now depend heavily on laptops and portable electronic devices for their studying and everyday functions. However, the approximately 36 outlets currently available on the 100-level for charging cannot always meet the student demand, especially in critically populated areas (i.e. the TV-lounge which has tables and the

tables outside of Cafe Viv).

Data:

- May 3 Focus Group: "More power outlets or surge protectors on 100-level for major study areas (i.e. TV lounge with tables and outside/inside Café Viv)."
- Survey comment: "More outlets (or power strips at the existing outlets) would be awesome."

Possible Solutions:

- The Frist administration has already had 10 new outlet units, each with an additional USB port in the center that students can also use to charge, installed. In order to meet student demand to an even greater extent, all the remaining outlets could also be switched to the new units with the USB ports.
- Ideally, completely new, additional outlets would be the best solution. We could explore potential options and installations with the electric shop.
- Less ideally, charging stations could be installed, as centralized locations for devices to be charged. However, the downside to charging stations is that students would be hesitant to leave their devices at the stations and therefore may not use them to the full extent.

## **b. Increase amount of lighting and natural lighting**

Summary:

- Lighting in Frist was often described as too dim, which either dampened the atmosphere for student or impeded studying. Meanwhile, students enjoy spaces with more lighting and particularly spaces with natural lighting, such as the 100-level tables above the Frist Gallery.

Data:

- Comment from Survey: "Well-lit, comfortable study areas with sufficient seating (and heating!) would be great. Cafe Vivian tends to be a good study spot but is dark and cold; the only seating that gets sunlight on the first floor is constantly occupied."
- Comments from committee sessions and focus groups.

Solution:

- Frist could offer better, brighter and more electrical lighting where it is currently lacking.
- Better lighting, in particular more natural lighting, could entail structural changes in the building. However, students would immediately reap the benefits.

## **c. Water fountain access and 'Drink Local'**

Summary:

- As Frist is a space that students sometimes spend long hours in, accessibility to

clean water for rehydrating is critical. However, there is a limited number of water fountains such that, in popular locations, the nearest water fountain is a distance or a floor away. In addition, water fountains currently do not include spouts for re-filling reusable bottles, failing to support the "Drink Local" initiative.

Data:

- May 3 Focus Group: "Hot/cold water dispenser on 300-level would be useful."
- Survey Comment: "I would like to see the Frist Campus Center update its water fountains on all floors. All Frist fountains lack a water bottle spout, despite the initiative elsewhere on campus (<http://www.princeton.edu/sustainability/drinklocal/>). I have conducted a study of water bottle purchases on campus and the Frist Gallery sells over half of bottled water purchased on campus and Frist as a whole sells over 75% of bottled water purchased on campus. These data represent a high demand for drinking water present in the Frist Campus Center and the current infrastructure of the water fountains inhibits responsible re-use of water bottles, as the University encourages."

Possible Solutions:

- Install hot/cold water dispensers or fountains at populated locations or near common study areas. Update the water fountains so that they include water bottle spouts.

### **III. Repurposing Current Spaces**

In order to address the need for more tables and seating, particularly on the usually populated 100-level, the space for the quick access computers and game room could be modified.

#### **a. Quick access computers on the 100-level (near the North entrance)**

Summary:

- The rows of Apple computers near the north entrance on the 100-level are rarely used by students, due to their limited functionality. Student can only browse the Internet on one browser and cannot print any materials from these computers. Students now use their own laptops and cell phones in order to perform the functions that these computers provide.

Data:

- May 3 Focus Group: "Effectiveness of quick access Macintosh computers for checking emails on 100-level questionable. Browser has poor functionality; maybe use real browser. Very inflexible, not regularly used."
- Survey comments:
  - "The computers are too locked down. Should be like a normal cluster or library computer where we can access gmail etc."
  - "The computer access needs to be opened up to other uses (e.g. you should

be able to access a normal browser that actually has functionality."

Possible Solutions:

- Currently, the Frist administration and OIT are working on a project that would remove all except two of the quick access computers (the remaining two would be left for visitors to use) and repurpose the space as seating. According to current plans, the counter would remain and barstool-like chairs, similar to those in Witherspoon's, would be added. Ultimately, this solution could be used to address concerns about the lack of seating on the 100-level, as the space the computers currently occupy could potentially benefit students more if converted into an area for more seating.
- If these plans are changed and the decision is made to keep the computers, then their functionality should be greatly expanded, so that they can serve as actual cluster computers that would be able to print and access other Internet browsers and programs. Students would therefore be able to utilize these computers just like any other cluster computer.

**b. The 100-Level game room**

Summary:

- The game room is used frequently and repeatedly by a small group of people, but is not used by a large number and a variety of people.

Data:

- 576 students were aware of the pool tables, but fewer than a third of that number (154 students) actually used them.

Possible Solutions:

- We still need more data on what students expect or want in a game room (students were not that responsive in focus groups regarding this topic and did not write about this issue in survey comments). However, we may consider expanding the diversity of games available in the space and convert furnishings and equipment to accommodate different types of gaming.

# Findings of Interest

## I. Frist is a multi-functional space for many students.

### Summary:

- Through our survey and in focus groups, we asked students how they used the Frist Campus Center. We received various answers from students, ranging from studying to eating late meal, making it evident that there is a need for Frist to accommodate various functions.

### Data:

3. For each of the following four activities, please rank order up to three locations (1 = highest) you are most likely to use.

#	Question	Frist Campus Center	Nassau Street	Eating Club	On-campus retail dining (i.e. Chancellor Green Cafe, Chemistry CaFe, Prospect House)	Residential hall/dorm/apartment/study spaces	Office/academic department	Libraries	Campus Club	Carl A. Field's Center	Residential College Theaters & Blackboxes	Murray-Dodge Cafe	Other on-campus buildings	Total Responses
1	Dining	2.08	2.22	1.44	2.08	1.46	1.77	2.25	2.00	1.00	1.70	2.57	1.85	561
2	Studying	2.27	2.51	2.06	2.67	1.68	1.46	1.91	2.41	1.67	2.50	2.69	2.42	558
3	Student organization activities	1.58	2.40	1.69	1.87	2.07	1.51	2.45	2.01	2.15	2.10	2.42	1.85	426
4	Relaxation/free time	2.13	1.94	1.65	2.21	1.38	1.84	2.24	2.20	2.20	2.62	2.32	2.23	507

- Frist Campus Center ranked the highest in terms of usage for student organization activities, demonstrating that many students utilize the space for extracurricular activities.
- From 561 responses, Frist was ranked at 2.08 for dining, meaning that it is a critical place for students to dine and eat, although expectedly not as critical as the dining halls or eating clubs.
- Regarding its usage as a study space, it also ranked quite highly at 2.27, in comparison to residential spaces at 1.68 and libraries at 1.91.
- It ranks similarly to many other spaces as a space for relaxation/free time.

### **a. Multi-Purpose Rooms (MPR)**

#### Summary:

- There was some concern among committee members that a substantial portion of the student body was not aware of or actively using the Frist MPR, due to its location at the lowest level of Frist. However, it is a very versatile space ideal for many kinds of events and activities.
- From our analysis, it became clear that, actually, a considerable number of students used and knew about the space. In addition, Laurie Hall stated that the MPR is very often booked by University groups and departments, as well as by student groups.

Data:

- 344 students were aware of the Frist MPR and 295 have used it.

Possible Solutions:

- No drastic changes.

**b. 100-level Piano**Summary:

- Most students view the piano as noisy and disruptive and only a small, select group of students actively use it. This opinion could be the result of the Frist 100-level increasingly being used as a study space rather than a social space.

Data:

- According to the survey, only 607 students were aware of the piano, but only 35 actually used it. These numbers could suggest that a lot of students can hear the piano, but very few actively use and play it.
- Survey comments:
  - "Get rid of the piano. It's the most annoying disturbance."
  - "The piano is very distracting during study hours (generally evening to late evening)--maybe limit the time it can be used?"
  - "I think there should be some guidelines regarding use of the piano. Sometimes people play on it who are not very good. Or, they practice, which isn't very much fun to listen to."

Possible Solutions:

- *Move it or remove it to accommodate more seating.*
- Limit hours of usage.
- Utilize it more actively for actual, scheduled performances by students.

**II. Publicity and Image to Student Body****a. Introductory Tours**Summary:

- In committee discussions and focus groups, we discussed the lack of a formal introduction for students to the Frist Campus Center and all of its facilities and functions. Undergraduate students only tour Frist through a rushed scavenger hunt with their Residential College Advisors which only includes certain special interest centers in Frist (i.e. Women's Center, LGBTQ Center) and occurs during Freshman Week. Graduate students receive no formal introduction. Students often found themselves discovering new areas of Frist, such as the McGraw Center, late into the first semester or even the second semester of their first year.

Data:

2. Imagine you are new on campus: How interested would you be in receiving an introduction or tour to Frist in the following formats?

#	Question	Not at all interested						Very interested	Total Responses	Mean
1	In-person tour	199	106	82	76	103	69	52	687	3.28
2	Virtual/online tour	134	80	75	114	94	109	84	690	3.89
3	Printed handout	107	75	75	114	137	99	82	689	4.05

Statistic	In-person tour	Virtual/online tour	Printed handout
Min Value	1	1	1
Max Value	7	7	7
Mean	3.28	3.89	4.05
Variance	4.07	4.18	3.79
Standard Deviation	2.02	2.04	1.95
Total Responses	687	690	689

- On average, students were considerably/moderately interested in a printed handout or virtual/online tour, as an introduction to the Frist Campus Center.
- Students were not as interested in an in-person tour with a guide.

Possible Solutions:

- Design a printed handout that includes a map of the Frist Campus Center and a brief description of all its services. Make this handout available at the Frist Welcome Desk.
- Design a website page that would provide an interactive, graphic introduction of the Frist Campus Center's facilities, rooms and services. The current Frist website provides this information on separate pages that are usually text-heavy and not interactive. The "Virtual Tour" page, the closest page to a unified, interactive presentation of Frist, provides individual videos for each room, which could be utilized in the new interface.
- Both of these could be developed in collaboration with other student groups i.e. USG and GSG.

**b. Publicity of and Access to Frist Events**Summary:

- Although the Frist website does link to a calendar of public events (viewable here: <http://www.princeton.edu/events/?view=monthly&category=all&location=187253>), the website is not well advertised to the student body, as many students are unaware of it. Students instead rely on emails, often from the student governments and the Student Events Committee (SEC), posters and the USG Pursuit of Mappiness app (which displays events that students themselves opt to post on the system) to learn about events at Frist.
- Graduate students in certain departments (such as Engineering) feel that they receive very few updates and information about events occurring in Frist.
- The bulletin boards are often completely covered with overlapping and often outdated posters, which are barely visible and useful for publicity.

Data:

- May 3 Focus Group: “Multiple screens/monitors that display major Frist events/schedule would be useful, like the ones in Engineering Quad; screens in Frist Gallery with menus not very useful or updated.”
- Committee discussions.

Possible Solutions:

- To increase publicity to the student body...
  - The existing Frist events website can be publicized.
  - The Frist events website can be integrated and linked to student-created apps (such as USG’s Pursuit of Mappiness) that display upcoming events.
  - Frist can increase communication with the USG/GSG and send them updates about certain events at Frist to publicize. The USG/GSG can then include announcements about these events in USG/GSG e-mails.
- To address overcrowded bulletin boards and wasted paper on posters...
  - Create rules that limit the posting of paper posters and signs to the bulletin boards. Possibly encourage online publicity instead, such as via the Frist events website.
  - The Frist administration has and is continuing to look into an electronic message board for the 100-level that would be able to accommodate multiple displays, features and functions, including the publicity of events. The committee’s findings support such a solution.

***Note: Although we received many comments about specific graduate student initiatives that are ongoing (i.e. graduate student lounge and more food options over summer break) and dining at Frist (i.e. food options in the Gallery and the Campus Pub), we have excluded those issues from this report, since they already fall within the purview of other committees and groups, while the focus of this committee is the student life aspects of the Frist Campus Center.***

## Appendices

### I. Email Announcing Applications for Committee Undergraduate Representatives

From USG President Shawon Jackson to Student Body:

#### USG Applications: Frist Ad-Hoc Committee & Student Groups Committee

1. USG has created an **ad-hoc committee** that will examine Frist as a social space, with a particular focus on how structured and unstructured programming at the campus center may be improved. The committee will be writing a report of recommendations on how to best utilize Frist to enhance the undergraduate social experience.

**[Apply now!](#)** Deadline is **Thursday, February 28th by 12:00 pm!**

### II. E-mail Announcing Survey



Shawon Jackson

to usg-list

Apr 26



Hey **Tigers!**

Such a beautiful day today! Hope you're enjoying the weather!

#### Highlights of this email:

1. **Frist Survey** 2. **Communiversi**ty 3. Summer Storage 4. **Election Results** 5. Lawnparties

#### 1. Frist Survey

Please complete this **very brief survey** to let us know how we can improve **Frist** for you! USG will be making policy recommendations based **on** what you want.

Thank you to Class of 2016 Senator Ella Cheng for leading this project.

### III. Survey Results and Data

See attached PDF files.

## IV. Focus Group E-mail Announcements

From Shawon Jackson, USG President to Student Body:

### 5. FristFocus Group

Do you spend hours in Frist on a daily basis? Are you interested in improving Frist?

If so, please join us for a **focus group discussion** to give your input on how we can make the Frist Campus Center an even friendlier and more accessible place for you! **Free food** will be there!

The focus groups will take place on **Friday, May 3rd** from **5:00 to 6:30 pm** in **Frist 309**.



**Shawon Jackson**

to usg-list ▾

📧 May 10 (13 days ago) ☆



**Happy Friday!**

### Highlights of this email:

**1. Frist Focus Group tomorrow** **2. USG Movies** **3. Last Senate Meeting**

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### 1. Frist Focus Group

Do you spend hours in Frist each week? Are you interested in improving it? If so, please join USG **tomorrow (Saturday)** over **brunch** for our second focus group on how to make Frist an even friendlier and more accesible place for you!

We really want to hear **your thoughts**, so stop by the **Wilson Private Dining Room** any time between **12:00 pm** and **1:30 pm**. You don't have to stay the entire time; just stop by whenever you can!

Thanks to Class Senator Ella Cheng '16 for leading this project!

## V. Focus Group Moderator Questions

*These questions were used to guide and initiate discussions in focus groups, as well as collect student opinions about issues that could not be covered in the survey due to their more qualitative nature.*

1. What is the main reason you use Frist?
2. What are the pros and cons of using Frist for programming i.e. club meetings and activities? If you prefer to use alternative spaces, what are they and why?
3. Would you utilize an introduction to Frist - via pamphlet, website or otherwise? Would you have appreciated such an introduction as an incoming freshman or student?
4. Specifics of tours: What would you do in a guided tour? What would you want in a virtual tour? What could go into a paper pamphlet and how would you like to receive it?
5. Do you use Frist for studying? In what ways?
6. How would you describe the aesthetics of Frist?
7. How can your experience with Frist be improved in terms of aesthetics including lighting and furniture?
8. What is your idea of what a game room is? What games should be offered in a game room? In what ways, if any, does an open game room fit into the space?
9. Do you have any feedback on the quiet study space on the 3<sup>rd</sup> floor outside of McGraw Center? Any suggestions for improvement?
10. A lot of Frist classrooms currently have fixed seating. Would you benefit from classroom spaces that have more flexible seating?
11. Would you benefit from extended hours **without** food available for sale?
12. Particularly for graduate school students: Do you have any comments on the current facilities available at Frist over the summer? Would you suggest any changes to summer hours and store opening hours?
13. How else could the Frist campus center be more accommodating to graduate students during the school year?
14. Do you have any other ideas on ways to improve the spaces and uses of those spaces in Frist?
15. If changes are made to add seating to the 300 level Reading Room, would people most likely utilize lounge style seating or individual table top seating?

*More specific, pointed photographs:*

16. Do you feel that there is a lack of electricity on 100-level/problems with water fountains, the piano, lighting, the location of the USG office, or 100-level quick access computers? How could these problems be addressed?

17. How do you feel about publicity of Frist events for undergraduate students? Has it been sufficient/effective?

## VI. Focus Group Minutes

### May 3 – Focus Group with Graduate Students

#### Graduate students use Frist for...

- McGraw Center, Women's Center
- Watching TV
- Club meetings
- Downtime
- Cafeteria, getting food when close by
- Café Viv, to eat here for meetings or with visitors, as a more upscale location
- Some events or movie screenings that are publicized
- Study spaces, generally when it's not peak hours and for break from library and other study spaces
- Over the summer, Café Viv one of the few limited sources of food

#### Feedback

- Ticketing hours inconvenient and very limited
- Publicity of Frist events is lacking, especially for engineers
  - Extend publicity resources that undergraduate students have (USG Apps, emails from USG) to graduate students
  - Strengthen communications between Frist Campus Center and GSG so that GSG can include more Frist events
- Online, virtual tour of Frist would be useful
- Online program/electronic system that could show what spaces you can reserve, at what times, what rooms are occupied/unoccupied in REAL TIME would be useful; tablets or computers in which you can reserve rooms and view this app would be useful
- Summers:
  - Should be able to buy at least beverages, open cafes over the summer
  - At certain weeks over summer, Café Viv only source of food
- Could standardize area/procedure for where to leave extra free food for others
- Prices for food that you buy from Frist Gallery not comparable to quality; also not as good quality as Prospect food options
- Graduate Student lounge would be nice; could be used as lounge or reserved for events
- Multiple screens/monitors that display major Frist events/schedule would be useful, like the ones in Engineering Quad; screens in Frist Gallery with menus not very useful or updated
- Purpose of bulletin boards inside and outside Frist questionable; don't effectively publicize events and confusing, full of all types of events
- Current 300-level study area outside McGraw good set-up if aiming for quiet
- Effectiveness of quick access Macintosh computers for checking emails on 100-level questionable
  - Browser has poor functionality; maybe use real browser
  - Very inflexible, not regularly used

- TV screen outside C-Store might need to be replaced because color blotching
- More variety of banks for ATMs on 100-level would be more convenient
- Graduate students who use billiards room use it a lot
- Graduate students play darts a lot but would be hard to manage in Frist game room
- Ideal to have some spaces be dedicated to both undergrads and grads; and other spaces to only undergrads or grad students
- Middle doors in Frist Gallery constantly opened during winter even though not allowed; perhaps a more conspicuous sign
- More power outlets or surge protectors on 100-level for major study areas (i.e. TV lounge with tables and outside/inside Café Viv)
- Hot/cold water dispenser on 300-level would be useful
- Water dispenser in Frist Gallery only responds to opaque objects but cups are transparent→use opaque cups instead
- Should have real plates option in Frist Gallery and reduce disposable plates/plastic utensils, in order to actually be able to utilize silverware and be more environmentally conscious
- Take-out containers initiative in Café Viv would be good for graduate students
  - Publicize opportunity to graduate students
- Tables on 100-level very wobbly
- If you can find more places to put in more furniture, would provide students with more study spaces especially during peak hours (late night)
- Furniture in Café Viv very old, should be replaced
- Can hear piano on 100-level from McGraw on 300-level→limit piano usage or sound-proof.
- USG office inaccessible/out-of-the-way.

### May 11 – Focus Group with Undergraduate Students

Comments from one attendee:

- Uses Frist primarily as a walkthrough point
  - Doesn't study too often there
  - Also uses Frist for class, events (structured programming)
- Ambience not appealing for studying
- Extended hours? No
- Suggestions: free fax availability (currently not free), extend USG hours for hot water/tea, Student Events (maybe extend hours of ticket office), coupons to Café Viv for student events, utilize Frist theater (play movies), computers (address to OIT)
- Idea of Game Room? Ping pong table
- Frist piano: if she were to study, she would be bothered