

**IUPUI Focus Group
STUDENT
September 29, 2009**

Facilitators: Tom Cappucci, Josh Berger, Stacy Blanton

Campus Departments and Offices represented:

Seven people responded that they would attend.

Mujtaba al-audaihi	Kevin Jenner	Tatum Miller
Jeannie Sego	Marchee Hardwick	Alexander Olivera
Jane Palombi		

Stacy Blanton

- Welcome and Introductions
- Explain Focus Group and Goals of Program
- Discuss Commitment for Focus Group 2009/2010
- This time it will be open floor, going forward we will work from an agenda
- A few things to address:
 - We manage retail and catering services on campus.
 - We do not manage vending machines or hot dog carts.

GENERAL COMMENTS

Why don't you have longer hours:

Josh: we do traffic studies and consult the university. We've found that ppl do come later so we opened the food court for an extra hour this semester to see how people will respond. We've also offered a trial meal plan this semester so we will see how their buying habits effect our dinner period.

I work for the Campus Center and just wanted to let you know that sometimes a stray plate of glass is left behind after an event. Please tell the catering staff to do a walk-through of the room when they are cleaning up an event.

How do you decide what restaurants are on campus?

Stacy: Compass Group has a pool to choose from based on the need of each campus. The university takes a look at the offerings along with the Compass Group Business Development Team and determine the offering for the school.

I'd like to see Chinese, Asian, Japanese. Other than that, I think there are great varieties. Panda Express would be awesome though.

Where are all the microwaves?

Tom: Down where Ray's Salon is used to be a vending area with microwaves and vending machines. They were taken out when Ray's moved in. I was just in a meeting discussing this issue this morning.

Josh: There is a microwave in Outtakes
I've told the students that, but they can't find it.

Stacy: What is the best way to reach your demographic? It can be challenging to reach 30,000 students. Facebook and email blasts is what would get my attention.

Stacy: What are your general attitudes toward food service? What would create the optimal campus dining experience for you?

Josh: Where do you eat?

Over in the School of Medicine, we eat in the hospitals.

Stacy: Did you know there is a Caribou Coffee over there in R3?

No! I smell coffee, but I didn't know it was there.

Many people come from the hospitals for Chick-fil-A. Mamma Leone's could be a hit if you could make the product better.

There's no variety on the "No Frills" Menu – no breakfast, you need more side items like cottage cheese and fruit. Soup would be good and may replace some of the pizza orders. We want to eat healthy but pizza is all we can afford. Sandwiches are hard to sell to the School of Medicine students too because of the carbs and dense rolls. Broaden the variety on this menu because it is all that students can afford.

Whenever we order sandwiches, there aren't any condiments delivered with them. Sandwiches were delivered to us in Research 4 and we didn't even bother to call back about the condiments. They should really come with the food.

Tom: Don't forget that we can design a menu for you.

We are only allotted \$8 per person per day and no more than \$2000 per year total! That includes room fees, etc, not just food!

Tom: university subsidies when we don't break even.

You should have the nutrition facts with each catered meal so people know what they are eating.

I'm a freshman and don't have much experience with food on campus. What keeps me away? Cost. Fast food prices. High school is cheap, here is expensive!

Josh: *explains the trial meal plan*

As campus grows, we are headed in the right direction.

What are the food options on campus?

Josh: explains the campus map and the program offerings

I like the grilled cheese because it's cheap. I wish breakfast were open later, I like breakfast all day!

Josh: We can explore keeping it open through lunch.

Josh: Are our people friendly?

The people at Hot Spatz are my favorite.

I used to eat here more often, but the options never change! I like to go to Qdoba, Noodles & Co, Riley Cafeteria where they have a rotating lunch line. Offer Mediterranean, pasta as a meal and low fat soups.

I live in Ball Hall. When are you going to incorporate food there?

Josh: We've been debating the feasibility. By balancing with the university's long term plan to have dining halls we are incorporating with those plans.

We are sick of Roman noodles and McDonalds! (from Riley) Hospital has the Heart Healthy Alternative.

Josh: You should come out on Friday's to our Taste of station. The chef is available every Friday and is doing an Action Station.

Rio has very large portions! Too huge! You should have smaller portions. Prices for what we get are great, but it's really too much food!

So many nice people in the stations, but the cashiers really hate their jobs! Yesterday a woman was complaining about her job. I told her to just put on a happy face.

Is there going to be food in the Multi-Cultural Center?

Josh: We are in the planning stages to see if the traffic merits it.

You should promote the price decreases.

I've never heard so much complaining about something as I did when you changed location of the Macaroni and Cheese. Spotz is really good!) I went to Wild Greens once and I don't think the chicken was done so it kind of grossed me out.

My friend got sick from Chick-fil-A.

Josh: give me more information about this so that we can determine if it was connected to the food. Because frankly, the food moves out of there so fast, it doesn't sit to collect the bacteria that causes food poisoning.

You should attend the Student Government Meeting.