

MEETING OF THE NHERI USER FORUM COMMITTEE
July 15, 2020

MINUTES

In Attendance: Stephanie S., Antonio, David, Max, Mohammad, Jim, Liesel, Nina, Shane, Wei, Stephanie P., Tori

1. Approval of meeting minutes from June 8, 2020

Stephanie made a motion to approve the minutes: Liesel/Mohammad second; no objections.

2. Report from User Satisfaction Survey committee

This year's user satisfaction survey wrapped up in June - currently working on report writing. More responses among the known user group this year (61). Of those 61 who clicked the link, 58 agreed to take the survey. Report is coming along nicely – no large challenges at this stage. Preliminary results should be ready by next UF meeting. Timeline moving forward: report will be released to the User Satisfaction subcommittee for feedback prior to being released to the UF, report will be released to UF with executive summary and ppt presentation for UF, can then be released to the Council and any stakeholders as UF sees fit.

The module was clarified for new members of the UF. The module is a short series of user satisfaction questions that can be provided to each individual site so individual sites can collect data throughout the year in addition to the large user satisfaction survey. This will streamline the process in collecting data on user satisfaction and embed evaluation capacities in the facilities themselves. The data will be aggregated several times per year. At the end of the year, the subcommittee will look at data collected throughout the year (typically just after the user has used the facility) in addition to data from the large user satisfaction survey.

For module development, currently pulling from the full evaluation instrument to identify small number of questions that can capture key components of user satisfaction. Has gone through several rounds within the User Satisfaction subcommittee and UF committee as a whole. Module is currently down to a total of 16 questions (4 open ended, 12 multiple

choice general user satisfaction questions regarding online resources and tools, data facilities resources, general NHERI information). The User Satisfaction subcommittee is still in the process of providing feedback on the module, and asked for clarification on feedback regarding the data questions currently in the module. UF members were asked to send comments regarding data questions in the module. Specifically looking for feedback regarding (1) any data questions that members would like to have pulled back into the module and (2) if any data questions should be reworked to better capture user satisfaction regarding data (quality, availability, etc.).

The User Satisfaction subcommittee has yet to hear back from CONVERGE (been in a holding member for about 2 months). Need to send module to CONVERGE and SimCenter to make sure it is applicable to them, and, if not, to determine what will work for them. Any UF members that have experience with CONVERGE or SimCenter should provide feedback on the applicability of the questions in the module to those sites, however it is important that the leaders of the facilities be involved.

It was decided that the UF takes ownership of user satisfaction survey modules and present the questions as recommendations from the UF. Will share questions with Council members before next meeting and will ask if they have any strong feelings regarding content.

ACTION ITEMS: All UF members – send User Satisfaction subcommittee comments on module and data questions **within a week**. Any members that have experience with CONVERGE or SimCenter should comment on the applicability of the module questions to those sites.

3. Report from NCO representatives

Last meeting was June 26th. Gave significant update from UF specifically on members that rolled off and new members that were elected including brief summary of backgrounds. Talked about SimCenter and CONVERGE feedback for the module. ECO gave update on Virtual Summer Institute 2020 - there was excellent feedback from that. Over 100 people registered, and it was held over Zoom. Attendees were able to meet with facilities representatives, discuss project ideas, and a few PIs were able to meet with Joy Pauschke. There is an early career faculty presentation that has introduction pages that the ECO is

using to get to know participants of that program. Dan is managing the schedule as best he can during the pandemic. CONVERGE researchers meeting is occurring July 15-16.

4. Report from ECO representatives

Last meeting focused on Summer Institute – how presentations would be handled during the event. Based on emails received following the event (from the NCO and Joy), everyone seemed very happy with the event and it was very successful. A brief overview of the Summer Institute - morning was dedicated to facilities while afternoon was dedicated to Joy giving information about NSF and the programme. One part of the programme that went very well was panel with CAREER awardees.

It was suggested that part of the users satisfaction report could cover feedback from participants of facility workshops. The sites most likely have an existing surveys following the workshops. The UF can contact Karina to get the survey results to include in the report.

ACTION ITEMS: Stephanie S.: Contact Karina to get surveys from facility workshops.

5. Report from Facilities Scheduling representatives

No update.

6. Report from Technology Transfer representatives

The technology transfer committee created a flier to reach out to NHERI researchers regarding what the committee is doing and the white paper the committee put together titled “Mechanisms for Implementation of NHERI Results”. Currently waiting for feedback from NHERI users regarding the flier and white paper.

ACTION ITEMS: Max: Distribute flier to all members of UF.

7. Welcome new members

We have four new members! Welcome to the committee!

New member assignments to subcommittees:

Wei: Facilities Scheduling

Shane: Technology Transfer

Stephanie P.: ECO

Tori: ECO

8. Other Items

None

Stephanie S. motioned to adjourn; Mohammad second. The meeting adjourned 11:48am CT.