

MEETING OF THE NHERI USER FORUM COMMITTEE
May 23, 2019

MINUTES

In Attendance: Elaina, Mohammad, Nina, Stephanie, Max, Liesel

1. Approval of meeting minutes from April 10, 2019 meeting

Elaina made a motion to approve the minutes; Liesel second; no objections.

2. Report from User Satisfaction Survey committee

Liesel provides an update that the user satisfaction survey for regular users of the facilities (as identified by the facilities themselves) was launched late due to glitches/miscommunication. At this time, only 15 responses have been recorded even after a reminder email from Liesel. Liesel sent an email to request the launch of the user satisfaction survey for all users (the broader survey). Liesel expresses concern that this population has very low response rates and that this could be due to the population being survey-saturated and unmotivated to complete another survey. Liesel suggests an incentive, perhaps to do with the facilities. The survey was sent to those who identify as regular users of the facilities. Elaina suggests talking with the ECO and Joy Pauschke at the in-person meeting. Elaina also suggests the UF to consider alternative approaches to measuring user satisfaction other than the survey, since the survey has such low response rates, and running our ideas by Joy and Julio Ramirez (NCO). Liesel reminds the UF that telephone interviews have been attempted to provide a qualitative approach as well and received little to no response from lead PIs. Liesel also points out that the facilities surveys do not capture user satisfaction, but suggests perhaps adding three to five questions specific to user satisfaction would produce better results. Liesel suggests response rates may improve if participation is encouraged from NHERI leaders or if it is required in project annual reports.

3. Report from NCO representatives

Nina sent an email with an update from the NCO. The main topics discussed were the

update on the user satisfaction survey and the summer institute planning. Regarding the low response rate to the user satisfaction surveys, the NCO commented the first email requesting users to complete the user satisfaction survey (the survey to regular users) may be lost in spam mail, but the reminder email was not marked as spam. NCO suggests a more personal email so it is not flagged as spam. NCO also suggests the UF to reach out to individual users via email or phone reminding them to complete the survey, and the NCO offered the help of their facility liaisons with this. The NCO also expressed concerns that it is unclear which survey is the broader survey and which is the regular facility user's survey.

Elaina provided an update during the conference call stating NCO checks in with the facilities one per month and they are moving forward reporting metrics on how many likes and comments they receive on social media. She adds the facilities have training workshops coming up, and these are posted on Design-Safe.

Action Item (Liesel): Provide the NCO with a list of the small group users (preferred organized by the facility) and an indication who has responded and who has not. Also provide the release dates of the focused survey (to regular facilities users) and the broader survey (to all users).

4. Report from ECO representatives

Mohammad reports the ECO met in April and May since the UF's last meeting. All of the Summer Institute positions have been filled. A CAREER award workshop was added to the first day of Summer Institute and a grant writing workshop will also be held. He reports Joy will be at the Summer Institute all three days. For the REU program, the ECO is looking for two speakers for June 24 and for July 15 to discuss resume/cover letter writing and graduate school and fellowship writing, respectively.

Action Item (Everyone): Please send suggestions of speakers to Mohammad or to Karina (ECO).

5. Report from Facilities Scheduling representatives

Stephanie reported that a meeting has not been scheduled. There is no update.

6. Report from Technology Transfer representatives

Jim and Ramtin are not on the call and no update was emailed. Last meeting was April 10 indicating collaboration of the Technology Transfer subcommittee.

7. Summer Institute In-person Meeting

Elaina reports that the UF social event for Summer Institute attendees will be held on June 6 from 5:30 to 7:30 pm at Mi Tierra (El Patio Room). The restaurant does not have a projector so the UF will provide attendees with flyers instead. Stephanie emailed the flyer just prior to the meeting and Elaina offers suggestions. Elaina offers to reach out to facilities to meet with them at our in-person meeting. She also suggests the UF to review the agenda. Liesel will be traveling so her student, Maggie, will take her place via teleconference connection and give a short report-out on the user satisfaction survey.

Action Item (Everyone): Please send suggestions regarding the flyer and agenda to Stephanie.

Action Item (Stephanie): Finalize flyer and agenda for the Summer Institute.

Action Item (Elaina): Email facilities to schedule a meeting time on June 7.

8. Other Items

Elaina states the new members and officers announcement was posted in the May Newsletter. Elaina motioned to adjourn; Stephanie second. The meeting was adjourned at 11:40 am CT.