

**MEETING OF THE NHERI USER FORUM COMMITTEE**  
**April 12, 2018**

**MEETING MINUTES**

In Attendance: Russell, Nina, Elaina, Ramtin, Erik, Stephanie, Antonio  
Regrets: Jim, Liesel, Adda, David

**1. Approval of meeting minutes from March 15, 2018 meeting**

Russell motioned to approve; Nina second. Minutes were approved.

**2. Report from User Satisfaction Survey committee**

- a. The survey was sent out on April 4. Please share the survey with your colleagues. It is currently scheduled to close on April 20 (see email below). There is a plan to extend it until the end of April.
- b. From Liesel: 40 responses and 5 declines to date. Reminder notice will be emailed out in a few days. The subcommittee will do more follow up to work to get response rate as high as possible.

**Action Item:** Please share the User Satisfaction survey with your colleagues (see email below).

**3. Report from NCO representatives**

Nina participated in the last call and reported NCO discussion about updating the UF webpage to include the year 1 User Satisfaction Survey Report, and information on the on-going User Satisfaction survey.

**Action Item:** Elaina will update the webpage with the Year 1 User Satisfaction Survey Report and with information on the on-ongoing User Satisfaction Survey.

**4. Report from ECO representatives**

Elaina reported out:

- a. Research to practice webinars: please recommend yourself or colleagues who have conducted or are conducting natural hazards research and how it can be or is being translated into practice.
- b. Register for Summer Institute: if you are planning to attend the in-person

meeting in San Antonio, please register online (see link below) for logistical planning purposes.

**Action Item:** (Everyone) please recommend yourself or colleagues who have conducted or are conducting natural hazards research and how it can be or is being translated into practice for the Research to Practice webinars offered through the ECO.

## **5. Report from Facilities Scheduling representatives**

- a. Stephanie and Ramtin drafted an email to the EF PIs, please provide your comments (see email below)
  - i. Feedback from the Facilities Scheduling committee: Add a list of specific UF Committee members' names at the bottom of the email.
- b. Stephanie shared that Dan has put together a lessons learned from the EF side, and suggested the UF assemble a similar lessons learned from the user's side. This might be another way that the EFs can learn how to better help users, or share best practices.
  - i. Elaina suggested that Liesel could add a question to the open-ended interviews to gain user feedback on best practices and lessons learned.
  - ii. A discussion ensued between Elaina, Stephanie, Russell, and Antonio to make sure if these types of questions are added to the open-ended interviews for the User Satisfaction survey that it is clearly communicated which questions are asked for the survey, and then the different way that the 'lessons learned' or 'best practices' feedback might be shared. The feedback could be kept anonymous, but it is likely the lessons learned would be more specific than the other feedback Liesel was necessarily going to collect.

The EFs log-on and input the feedback themselves, and are identified in the post. The user comments could be uploaded by the

UF and remain anonymous.

- iii. Antonio requested the FS representatives cc' Cherlyn Ann from the NCO in their email to the EFs.
- iv. Ramtin shared that Dan is planning to visit some of the facilities, and offered to share info or get info on the UF's behalf. Russell said possibly we could do this after we have the User Satisfaction Survey feedback.

**Action Item:** Antonio will share Cherlyn Ann's contact info with Ramtin and Stephanie for inclusion in their email.

**Action Item:** Ramtin and Stephanie will reach out to Liesel to discuss adding questions to the open-ended interviews to gain information on user lessons learned and best practices.

## **6. Report from Technology Transfer representatives**

- a. Jim was not able to join the meeting, and sent no updates.
- b. Elaina shared a recent feature article of the Technology Transfer committee on DesignSafe: <https://www.designsafe-ci.org/community/news/2018/march/nheri-forms-tech-transfer-committee/>

## **7. In-Person Meeting agenda and logistics**

- a. Agenda
  - i. The follow time slots provide rough suggestions for the UF in-person agenda.
    - 1. 8/9am – 12:30 closed UF meeting. During this time the UF will cover:
      - a. User satisfaction survey results
      - b. Election and rotation of members and leadership roles in the UF
      - c. Other?
    - 2. 12:30 to 1:30 lunch
    - 3. 1:30 to 2:30 joint UF with NIAC (proposed by JWv)

4. 2:30 to 4:00 could possibly be spent meeting with the NCO or EFs.

ii. ECO meets from 1:30-4:30pm

- b. All in-person attendees need to register through DesignSafe: <https://www.designsafe-ci.org/learning-center/summer-institute/>
- c. All in-person attendees are responsible for booking their own hotel room through DesignSafe: <https://www.designsafe-ci.org/learning-center/summer-institute/>
- d. NCO will offer \$1,000 travel reimbursement per person
- e. Elaina noted that the hotel block does not cover the night of June 6, and the price jumps from \$115 (with the group rate) to \$195.
- f. Russell brought up the social event the UF hosted for the Summer Institute (SI) participants last year, and suggest we aim to do this again this year. Antonio suggested this is best positioned on Tuesday night, since most participants are likely to leave around noon on Wednesday. The SI currently has a Networking Event scheduled for Tuesday night from 6-9pm.

**Action Item:** If you are attending the in-person meeting in San Antonio on June 6, register via DesignSafe (<https://www.designsafe-ci.org/learning-center/summer-institute/>) and book your hotel (<https://www.designsafe-ci.org/learning-center/summer-institute/>)

**Action Item:** Antonio will reach out to Karina to see if the hotel block can be extended by one night to cover the night of June 6 for June 7 departures.

**Action Item:** Elaina will reach out to Karina to see if the UF can join/participate in the Networking Event currently scheduled for the SI participants on Tuesday night.

**Action Item:** Elaina will reach out to Liesel to confirm whether her or her student/postdoc can join the in-person meeting remotely.

## 8. Other items to discuss

Other items Russell had in mind with this agenda item were captured in earlier

discussion.

Meeting adjourned at 4:41pm.

Email from 2a:

Greetings,

The User Forum (UF) is a NHERI-wide group composed of representatives from the broad scientific and engineering communities served by NHERI, elected by the user community. One focus of the UF is to provide the NHERI Governance with specific input on community user satisfaction, priorities and needs relating to the use and capabilities of NHERI.

We are interested in assessing your experience with the services, tools, and resources that are part of NHERI, through a Satisfaction Survey.

The Survey is anonymous and is primarily multiple-choice questions, with the opportunity to tell us more if you want. The survey should take about **5-10 minutes** to complete.

Fill out the survey here: [https://okstatecas.co1.qualtrics.com/jfe/form/SV\\_0VQS2y2HnoUmlpP](https://okstatecas.co1.qualtrics.com/jfe/form/SV_0VQS2y2HnoUmlpP)

The survey closes **Friday, April 20th**.

We appreciate your feedback as we continue to improve NHERI.

Sincerely,

User Forum

Draft email from 5a:

Dear Colleague,

This email is prepared by the User Forum (UF) committee of NHERI and is intended to initiate communication between the UF and NHERI facilities.

The primary goal of the UF is to increase the number of satisfied users of NHERI. We are reaching out to the PIs of each Experimental Facility (EF), DesignSafe, and the SimCenter to establish a direct communication line for assistance in measuring and improving user satisfaction. As such, we invite you to share with us any input, concerns, or information from your experience of working with the users. Please let us know how we can help measure and enhance user satisfaction.

This email will be sent to the PIs of each NHERI facility every six months as a friendly reminder, but please feel free to contact us at any time.

Sincerely,

User Forum