

**MEETING OF THE NHERI USER FORUM COMMITTEE**  
**August 18, 2020**

**MINUTES**

**In Attendance:** Stephanie S., Antonio, David, Max, Mohammad, Liesel, Shane, Wei, Tori, Maggie

**1. Approval of meeting minutes from July 15, 2020**

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

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

Members of the user satisfaction subcommittee (Stephanie, Maggie, and Liesel) met with the council to give a status update on the subcommittee's work over the last 6-8 months as well as plans moving forward. The UF had been requesting feedback from the NCO regarding the upcoming user satisfaction module particularly for the SimCenter and CONVERGE facilities. The conversation instigated a dramatic change in the type of user satisfaction data that will be collected. In particular, there was less enthusiasm for the data that provides detailed information about what is happening at the facility level. Instead the council suggested going in the direction of gathering more superficial data with regards to how NHERI is working globally. The new approach narrows the user satisfaction survey to a module of 5 questions that include very broad questions about NHERI in general (e.g. 'big idea' questions). This new module does not include things like access to data or other specifics that have been the focus of the annual user satisfaction surveys to date as well as the module the user satisfaction survey committee was getting ready to finalize for this year. There are some concerns within the user satisfaction subcommittee about this approach particularly in that not as much detail will be captured and that the questions potentially aren't very applicable to some of the facilities (SimCenter in particular). It was noted that the NCO was very supportive that the UF can proceed however it wants so long as the NSF mandate is met; the UF is an independent body. It was recommended that the user satisfaction subcommittee meet to discuss next steps – not clear if the UF should release an annual survey as was done in the past or simply use the new module of 5 questions. The UF as-a-whole needs to have a discussion as to whether simplifying the user satisfaction survey to the module of 5 questions meets the mandate with regards to the UF's

role in measuring user satisfaction.

In terms of the most recent UF survey, Maggie has prepared a summary presentation she will give to the user satisfaction subcommittee. The report will be shared with the user satisfaction subcommittee by Sept. 1. It will then be distributed to UF followed by wider NCO. The UF needs to decide if some of the data that was collected in last year's survey is more suitable for distribution to the UF only or if it should be distributed more broadly, however it was noted that all results from the user satisfaction survey need to be disseminated publicly per the NSF mandate.

The user satisfaction subcommittee will get together offline and finalize the module for next year.

### **3. Report from NCO representatives**

Update from the Aug. 7<sup>th</sup> meeting – the UF provided the NCO with an update on the user satisfaction module for this year including the council feedback that was discussed during the report from the user satisfaction subcommittee. The module for this year will include questions that are suitable for SimCenter and DesignSafe as well as 'big idea' questions that were recommended by the council. The UF also gave an update on the survey from last year which is wrapping up and will be completed in early September. The report will be circulated to the user satisfaction subcommittee first, then to wider UF and NCO.

The new science plan was discussed. The committee that developed the current version of the science plan was reactivated and has had one brainstorming session to assess future plans. A few ideas were discussed including a better integration of all the components of NHERI to better incorporate the new sites. There was also discussion about how the pandemic has affected NHERI and if this type of event should be considered when developing future infrastructure. The next phase of NHERI and the opportunity to evaluate the science plan and how NHERI should move forward was also discussed.

Robin Nelson was introduced as the new ECO lead. The ECO summarized the virtual summer institute. There was also brief discussion about communications strategies for the coming year.

Update from the July 24<sup>th</sup> meeting – Marti LaChance was introduced as the new full-time

media specialist on the communications team of the NCO. She discussed the status of NHERI's impact publication for 2020.

David Johnson offered to connect the UF with CONVERGE if there are any issues that need to be discussed.

**ACTION ITEMS:** Mohammad: send minutes from NCO July 24<sup>th</sup> meeting.

#### **4. Report from ECO representatives**

Robin Nelson was introduced as the new ECO lead.

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

Update from the Aug. 5<sup>th</sup> meeting – Because of the pandemic the scheduling of different sites has become a concern, however a majority of the sites are currently on schedule. Wei was tasked with contacting UF and FIU to get information regarding (1) their status with regard to reopening and (2) their COVID policies. Both sites are nearly fully functional and are utilizing social distancing and limits on the number of individuals allowed in the facilities to deal with the COVID risk.

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

No update.

#### **7. Other Items**

The NCO requested that the UF committee put together a 1-2 page paper focused on member experience on the UF committee. Members of the UF committee are encouraged to add to that document by Friday Aug. 21<sup>st</sup>. Stephanie S. will collate all submissions and submit to the NCO.

The UF website was updated to include new member profiles and up-to-date meeting minutes. New members are encouraged to review their profile.

**ACTION ITEMS:** Stephanie S.: send link to UF experience Google doc and link to updated webpage.

Stephanie S. motioned to adjourn; Mohammad second. The meeting adjourned 2:30pm CT.