

MEETING OF THE NHERI USER FORUM COMMITTEE
October 16, 2023

MINUTES

Attending: Mohammad, Wei, Esteban, Antonio, Maggie, Yazen, Kameshwar, Claudia, Idil

1. Approval of meeting minutes from September 18, 2023.

Mohammad moves, Wei seconds. Approved.

2. Report from Graduate Students Council

Esteban: recently there were elections at the NHERI GSC. Almost all of the leadership is new. Esteban's position is yearly, but the election timing is different. Elections will be next year in March. NCO can support if necessary.

Mohammad suggests the elections same as UF members, every two years. Antonio also agrees that two years would be the minimum.

Mohammad- It will be good to meet with the new leadership through a presentation.

3. Report from User Satisfaction Survey committee

Maggie provided an overview of the user satisfaction survey. It is a full survey with 28 questions designed to collect qualitative and quantitative data. This year the demographic questions were updated. 72 people responded to survey invitation, 2 declined. An active and comprehensive recruitment strategy was used. Engagement was higher, but the response rate stayed at the relatively low historic rate. Engaging the different NHERI components was very helpful and this will continue in the future. The first two "big 4" questions were overwhelmingly positive. The third question (science plan questions) had only 45% positive response. The fourth question was also positive, similar to what we saw in the previous years.

The qualitative feedback was generally positive in previous years or complementary. This year it was a little more different. There were actionable and specific feedback on DesignSafe to improve user's experience. Similar feedback was received about NHERI facilities and resources. The comments were overall positive, but included more actionable feedback. The question on NHERI staff was overwhelmingly positive. The most feedback was on the question related to NHERI's services tools, and resources that would improve users experience with them. These were in 3

categories: 1) offering increased trainings, more data training, and workshops, 2) making changes to data products, improving the indexing for search tools and datasets, and 3) increasing accessibility.

The question related to what service, tool, or resources that should be added, two categories popped up: ability to add additional caviats or restrictions to human-sensitive data and 2) ways to enhance existing tools and services related to databases and data.

The last question (additional comments) received feedback on how NHERI can be more applicable particularly to social scientists and how some of these questions may be inappropriate.

The report is mostly drafted. Maggie will send a copy next week, leave 2 weeks for feedback and the post on the website.

Antonio- What should be the next step? UF should look unti all these suggestions and bring them up to the council. Some answers were surprising. DesignSafe website seems organized maybe because we are familiar. It is surprising to see that users found it not organized.

MK- Do we have a brief introduction of the facilities in the Science Plan? Maybe we can refer the users to the Science Plan to learn about the facilities.

Antonio- Each facility has information in the appendix. Not the capabilities of the facilities, but highlighting the benefits. The website for each facility has the detailed information. Science plan is not the place to learn about facilities.

Maggie- we probably encounter people that are much newer to the system because of the new strategy we applied.

Antonio- Maybe a small change is worth it if users find it confusing even though it is surprising to us- the older users.

4. Report from NCO representatives

No updates. There wasn't a meeting since the last one.

Antonio- the only update is that the yearly report is submitted.

5. Report from ECO representatives

Representatives S. Paal and Sara are not in the meeting.

6. Report from Facilities Scheduling representatives

There is an opening for volunteers at the NHERI booth at WGU. Mohammad volunteered.

No news about the exhibition at the White House.

7. Report from Technology Transfer representatives

Yazen- No updates, they didn't have a meeting.

8. Report from Communication and Outreach Subcommittee

S. Pilkington messaged that there are no updates.

9. Other discussions

Adjourned at 12:36 Pacific Time.