

**MEETING OF THE NHERI USER FORUM COMMITTEE**  
**October 10, 2019**

**MINUTES**

**In Attendance:** Elaina, Stephanie, Antonio, Max, Maggie, Liesel, Jim

**1. Approval of meeting minutes from September 10, 2019 meeting**

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

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

- A User Satisfaction subcommittee met to develop a rubric for systematically evaluating user satisfaction through personal communication in addition to the user satisfaction survey. However, developing the rubric presents significant challenges, is outside the scope of the User Satisfaction Survey committee's charge, and lacks resources needed to pursue. Instead, the subcommittee will focus on developing three to five questions with the intent of adding them to the facility's surveys to evaluate user satisfaction.
- Two reports and an executive summary were developed by the subcommittee and were summarized during the meeting. A summary powerpoint was presented and is attached to these minutes. The two reports correspond to the two user group types (known NHERI facility users and broader NHERI users), which enabled a comparative analysis between the two user groups as well as evaluation of user satisfaction from survey respondents. Known users included PIs and site managers who then provided contact information for "known users" of the facilities, but it is unclear how these lists were compiled.
- Facility surveys have been organized into a memo format, but a concise overview has not been generated yet.

**ACTION ITEM: All**, review the draft user satisfaction reports and executive summary and send comments to Maggie and Liesel. **Maggie/Liesel**, add response rates to the final versions of the user satisfaction survey reports.

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

- Funding for the user satisfaction survey work has been granted through the June 2020. The User Forum abstract was received; the Council and NCO are supportive of the abstract and it is approved. Feedback suggested the User Forum consider including general user satisfaction results, but the response rates are too low to represent the general user group so it is unsuitable to include those results. The paper will reference the user satisfaction user reports instead.
- Some facilities have faced challenges integrating into NHERI as a “one network” effort. It is the desire for all facilities to work as a team as part of the NHERI network.

**ACTION ITEM: All**, provide ideas on how to incorporate all NHERI facilities as a “one network” effort.

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

- The Summer Institute was originally scheduled for June 15 – 17, but the UTSA facilities are not available on those dates. The new dates to choose from are: June 1 – 5, June 8 – 12, or June 29 – July 3 in 2020.
- The REU program is set for May 26 – Aug 4, 2020 (Block 1) and June 15 – Aug 25 (Block 2). Recruitment for the REU program is expected to open on October 15, 2019.

**ACTION ITEM: All**, send Mohammad your preferred dates for the Summer Institute.

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

No update.

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

The in person meeting will be held on November 14 – 15 in Washington, D.C.

### **7. User Forum contribution to NHERI special issue**

Elaina will draft an outline of the NHERI special issue paper.

**ACTION ITEM: Elaina**, draft an outline of the paper.

**8. Other Items**

No other items.

Elaina motioned to adjourn; Stephanie second. The meeting was adjourned at 10:55 am CT.