

**MEETING OF THE NHERI USER FORUM COMMITTEE**  
**Nov 18, 2022, 12pm Central**

**MINUTES (by Wei Song)**

**In Attendance:** Mohammad, Stephanie Pilkington, Wei, Antonio, David, Maggie, Claudia, Yazen, Shane

**1. Approval of meeting minutes from the October 11, 2022 meeting**

Mohammad made a motion to approve the minutes: Stephanie seconds; no objections.

**2. UF Election for four positions: We accept nominations for expertise in**

- Coastal Engineering
- Wildfire behavior and risks
- Social Science
- Research-to-practice experience

Mohammad: We are waiting for nominations from NCO. I have a meeting scheduled with NCO. Wei, can you send me the current nominations, so that I can bring it up during the meeting? (Wei: sounds good).

Antonio: There was a name brought up for wildfire. But let us bring this up this afternoon.

Mohammad: I can think of two names related to wildfire research and we can talk to them and see if they are interested. But for research to practice experience, is that something Shane can help?

Shane: I would be happy to stay on the committee since what I do now in the tech transfer committee is heavily involved in the code development, which is close to what I did before at NIST.

Mohammad: It would be great if you can stay with us. Then, we will reduce the new membership with one less opening.

Wei: I also have compiled an online spreadsheet including all the names that I have received so far. I have shared the link with Mohammad and Stephanie, and I noticed that we do have some names related to social science too.

Mohammad: If the candidates have government background, we may need some further discussions on if we can have fund them for travel to meetings.

Antonio: That really depends on the (government) agency. NSF cannot fund travel for federal employees, but it may be possible for local government agencies. I do not have the exact answers on this question, and we need to ask on a case-by-case basis.

Mohammad: I will bring up the new member election and this list to NCO and the Council as well. I have also reached out to other names through personal channels. But I do not have contacts with social science researchers.

### **3. UF officer positions**

Mohammad: Stephanie has decided to mainly focus on the communication and outreach subcommittee and Wei showed interest to be vice chair. We would like to ask for nominations for the secretary position. This will be added as an action item. I would like to thank Stephanie for her role as the vice chair. I know that she did a lot on the communication and outreach as well. And she also has a very busy schedule. Also, thank Wei for being a good secretary and hopefully he will serve well as the vice chair too. (Wei: thank you; Stephanie: thank you Mohammad and I will still be attending UF meetings and be a representative of the UF).

### **4. Discussion on new ideas to implement**

- a. (Idea #1) hosting office hours with site representatives.
- b. (Idea #2) host Happy Hours with previous users and talk about their experiences in an informal but interactive way.

Mohammad: We have discussed item #1 and we can put an action item for item #2 to host a Happy Hour event. I know Maggie is interested in participating in that one. Maggie, can you come up with some dates and then we can send out doodle poll to past members. It would be great if we can have this event after the new members are elected. With this Happy hour, we can have a discussion on how to improve UF. (Maggie: that sounds great.)

### **5. Report from User Satisfaction Survey committee**

Maggie: User Satisfaction Subcommittee moved through getting feedback at an accelerated timeline to provide a draft that could be appended to the annual report.

Mohammad: Just to clarify—due to a miscommunication on the report submission, the satisfaction report was not included in the annual report.

Maggie: OK. The next point I made was, I am still going to circulate the report today with the wider user forum for feedback, so that the edits can be made and uploaded to the website.

It follows the same format, and I will be able to follow the same timetable that we outlined. At the next meeting, I will be giving a presentation of some of the changes from last year to this year.

Also, there was a small proposed change to the color gradient which we have had a really hard time historically on some of the figures. So, definitely check that out.

Just as a reminder, if you have recommendations for ways to change assessment of user satisfaction moving forward, I would like to discuss these ideas at the next UF meeting moving into the next year, because I am going to start pinging experimental facilities to remind them that the next data aggregation cycle for the module is coming up at the end of January. The start of the New Year is a fantastic time to talk about changes in terms of actually being able to implement them um through the next year.

I am very excited about the happy hour with previous users. I think it'll be a really great way to get some additional insight into folks as experiences with the different NHERI components.

Mohammad: I went over the user satisfaction survey report, and we had a lot of good data and good comments. But the missing part that I saw is, I do not see anything from the facilities on how to address/improve the negative comments. It would be useful for NCO and NSF to see if sites are improving the issues being identified. I know people are reluctant to put in comments, but can we design the survey questions with choices/drop-down menus for them to select from.

Maggie: Absolutely. We can modify the question structure and move things around to try to get more concrete feedback. That is part of why I am really excited about the prospect of these happy hours is to try and get some of that information.

Mohammad: I know NCO and Council would love to have a summary of the survey. I can request 10 mins from NCO for you to come and present the summary of the report. We also would like to hear the voice from the sites, which are also considered as part of NHERI users, and learn how we can help them to address their issues or concerns.

Antonio: When do you think the report will be ready.

Maggie: We already have all of the feedback from the subcommittee. So I will circulate it today for folks to review by the next meeting. Considering the schedule around holidays, if you have any feedback, please address them to me by email.

Mohammad: We can have a side meeting of the user satisfaction subcommittee to discuss. Stephanie may be busy with communication and outreach. Wei and I can sit together and talk about this report. We can add Marti as well and discuss the format options and bring it up in the next meeting.

Maggie: For the changes to user satisfaction survey moving forward, I would like to have it done by the end of January.

Mohammad: We can do a meeting in December to go over different options and then present them to the council.

Antonio: For the NCO, we will be having a meeting on the 2<sup>nd</sup> and another on the 16<sup>th</sup>. Let us see how the timing goes. It would be good to have Maggie and Mohammad to give the summary of the survey. For the council, I am not sure. We need to ask Julio.

Mohammad: The council would be more effective because we would like to hear from the site PIs. We will plan to present the survey results and some of the ideas to improve the survey so that it can help the sites.

Maggie: I am comfortable with that. We have really good feedback from the initial round of edit. So I think it should be ok to present for either the Dec 16 meeting or the January one.

Antonio: Let us mention these at the NCO meeting because the agenda for the December meeting may be already fixed and it is going to be difficult to add items.

Mohammad: OK. I will talk to Julio to see when would be the best time to present. And I will keep Maggie updated on that.

## **6. Report from NCO representatives**

Mohammad: Besides the update on the survey report, I do not think that I have anything to add on the NCO.

Antonio: Maybe related to ECO—There is a call for the summer institute and another call for the REU. Please feel free to broadcast the calls to anyone you think may benefit from them.

## **7. Report from ECO representatives**

Mohammad: Just the two items mentioned by Antonio—the calls for the summer institute and REU are out.

Wei: Stephanie Paal has sent me an email update about the ECO meeting minutes. But I

think most of the information for UF has already be mentioned here—The REU and The Summer Institute.

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

Claudia: we discussed the metrics of the facilities, and they are all good. We discussed the future visits to NHERI facilities and the respective dissemination of the results and the visits on Conference, for example, are all streamlined. The next new reappearance will be at the AGU Conference in Chicago. And at this point I would like to confirm which Yazen. If you need any help to coordinate with Dan please let me know.

Yazen: I volunteered for this event. But I have not heard back from Dan. Once I do, I will register for the conference.

Antonio: We will mention to Dan in the meeting and ask him to confirm with Yazen.

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

Yazen: We did not have any meetings. Nothing to report.

Shane: Same here. I was trying to get in touch with Bill and see how the session went at the NHERI summit. I have not heard that information yet.

### **10. Updates on Communication and Outreach subcommittee**

Mohammad: Can I make a suggestion—at the end of the meeting we go to the picture mode and take a screen shot and post it as the last meeting of the year. That would be interesting for tweeter and other social media.

Stephanie Pilkington: Last time I mentioned that we start to gather analytics from tweets and everything out there. This is to give you an idea of what we are collecting. Someone also had a good idea last time that we gather relevant hashtags or events that we can post on certain days. We are trying to evaluate how we gain followers or reach broader audience from some of the posts we did.

we also threw in some of the hashtags that we are using the one specifically for NHERI

spotlight. So we have that in there that we've looped in as well. We also threw in topics like what type of hazards.

With Twitter being what it is at the moment, we are silently watching and seeing what happens. We are still posting things and we will see what goes down. We have seen a lot of engagement on LinkedIn and so we might be doing a bit more in that area.

Mohammad: Thank you all. Uh, we are not going to have a meeting in December, so I hope you all have fun and enjoy the holidays.

The meeting was adjourned at 12:47 pm CT after taking the screen shot.

Action Items:

1. Please provide nominations for UF secretary position.
2. Consider a possible time frame to host Happy Hours with previous users and talk about their experiences.
3. Please provide your feedback on the draft of “2022 NHERI User Satisfaction Survey Report”—Maggie will send it.