NHERI Council Meetings

Title: NHERI Council - Spring 2023

Location: https://DesignSafe-ci.zoom.us/j/92390514965

When: February 2th, 11:30 AM to 12:30 PM Eastern

Attending:

- Oregon State University: Pedro Lomonaco (Fac. Dir.) Hinsdale
- University of California, Berkeley: Matt DeJong (Co-Dir.), and Matt Schoettler (Assoc. Dir. – Ops), SimCenter
- University of California, Davis:
- University of California, San Diego: Joel Conte (EF Dir.,) LHPOST
- University of Colorado Boulder: Lori Peek (Dir., CONVERGE)
- University of Florida: Jennifer Bridge (EF Dir. and Council Chair) Powell Lab
- University of Texas at Austin DesignSafe-CI:
- University of Texas at Austin: Ken Stokoe (EF Dir.), and Sungmoon Hwang (syongmoon@utexas.edu) (Operations Manager) Texas Mobile Equipment Facility
- University of Washington: Joe Wartman (EF Dir. and Council Vice-Chair) RAPID
- National Science Foundation: Joy Pauschke (Prog. Dir, NHERI)
- Purdue University: Julio Ramirez (NCO Dir., Council Secretary), and Dan Zehner (NCO Sch./Ops. Coord.)
- Florida International University:
- Lehigh University: Liang Cao (lic418@lehigh.edu) ATLSS
- Guests: Maggie Corwin (User Forum Survey Consultant), Bill Holmes (TTC Chair), Marti LaChance (NCO Media Manager, Purdue University), and Ian Robertson (NCO, University of Hawaii, Manoa)

Minutes

1. Attendance (Julio)
   Recorded on the first page. Liang Cao will be added to the mailing list representing Lehigh.

2. (2 min) Review and Approval of Minutes (previously distributed) Meeting No. 7, 1/12/23 in Y-7 (Jennifer)
   Minutes approved as distributed. Lori moved and Joel seconded.

   Approved Minutes posted at: https://www.designsafe-ci.org/facilities/nco/governance/nheri-council/

3. (8 min) Old Business –

   a. Post Summit Activities

      i. Summit report preparation summary (Jennifer, Dan and Julio, 5 min)
         Progress continuous and the necessary approvals were requested to post publicly the Ted Talk style presentations on Day 1.
      ii. Next NHERI-wide meeting, 2024 (Dan, 3 min)
         Planning is ongoing and first goal is to identify the save the date program in May of 2024. Other aspects of the planning are the location of the venue and program. Share with Dan Cox your interest to join the planning task group.

4. (45 min) New Business - Next steps for strengthening NHERI community

   a. (8 min) NHERI Science Plan V3 Draft for Review- Ian Robertson's message of 1/27/23 requesting feedback by Monday, February 13th. (Ian Robertson, All)
      The chair of the task group, Prof. Ian Robertson, joined the Council meeting to participate in the discussion. Comments are arriving already on the draft distributed to the Council. Please submit your comments by the deadline of February 13, so that the work can stay on track to produce version 3.0 by end of March 2023. The second ask from Ian was a call for high-res images to illustrate the Science Plan. Joy noted the importance to illustrate the Science Plan with examples of successfully executed campaigns with links to data posted. Ian noted that this was one of the items considered in this version.

   b. (12 min) User Satisfaction Survey 2022 Report (Maggie Corwin)
      Dr. Corwin reported on the results of the Survey conducted by the User Forum (slides attached). The User Forum continues to work towards increasing response. A significant finding was the observation that for new users the first use of facilities comes with a steep learning curve. Joy noted the UC Davis program to reduce the slope.

      Action Item: The topic will be added to the Council discussion topics.

   c. (20 min) The Impact of NHERI: Metrics and Methods
      i. Current Efforts
         - Outreach and Communications (Marti LaChance, 10 min)
         - TTC (Bill Holmes, 5 min)
            Marti presented a summary of the current activities, partnerships and outcomes related to outreach and communications. Bill Holmes shared the efforts from the TTC and in particular the ongoing work related to the Search Engine for NHERI research.

  ii. Opportunities (All, 10 min)

 d. (5 min) Scheduling discussion topics for future Council Meetings (Jennifer).
  Next Council Meeting will address the theme on Professional Social Engagement led by Ross Boulanger.
   i. Professional Society Engagement (Ross) – March meeting
   ii. NHERI Frequently Asked Questions (Lori)
   iii. Team Science Study (Dan)
   iv. Social Media Impact (Ellen)
   v. Others

 e. Other New Business
  Joe described the recent efforts in the area of diversity and inclusion to broaden participation by the RAPID facility.

5. Adjourn
 Meeting adjourned at 12:30 PM. Julio moved and Joe seconded the motion.

User Forum Annual User Satisfaction Survey Overview

2022 User Satisfaction Survey Overview

Data Collection

Survey launched June 9th, 2022

Survey closed September 30th, 2022

Direct email invitations, social media, in-person promotion, appeals to/from PIs.

n=56

Overview

'Full' survey via Qualtrics (28 questions, designed to collect qualitative and quantitative data--includes the 'big 4' and updated demographic questions)

Identical to the 2021 instrument
- Allows for comparison over time

Sent to a single targeted population:
- Known NHERI facility users

Detailed overview provided in the report.

General NHERI Information

Most rated **information about NHERI Facilities and Resources as readily accessible** (45.24% Strongly Agreed and 47.62% Agreed) and **comprehensive** (45.24% Agree or Strongly Agreed 40.48%).

Some respondents (n=8) delivered constructive commentary on how NHERI could improve existing offerings:

- Suggesting making "the schedule for what is queued up for each site" easier to find.
- Noting that it is "challenging" to "imagine using [NHERI] facilities/resources" because there is "a steep learning curve."

Proposal Writing & Prepared Proposals

A majority of respondents were either (1) **working on their first proposal** (43.90%) or (2) were **currently performing experiments or using the SimCenter** (14.63%). Remaining respondents (3) not yet begun utilizing facilities (2.44%) or (4) had completed experiments/were working on their next proposal (39.03%).

Most respondents indicated they prepared either **zero* or one proposal** that used NHERI facilities and resources

*corresponds with those who indicated they were working on their first proposal

Proposal Writing Assistance

Just over half of respondents (53.66%) reported they **had participated in proposal writing workshops, and/or seminars, or utilized NHERI support resources.**

Most respondents indicated **feedback on proposals from NHERI experimental staff was useful** (35.71% Strongly Agreed and 26.19% Agreed).

Facility Use

Reported facility use ranged from 0 facilities (ie, online resources/tools) to 3, with most respondents reporting using **one facility**.

Substantive respondent feedback on experience using facility in 2022 on those questions was slightly more positive than it was in 2021, in line with years prior (2017 to 2019).

NHERI Data

In line with previous years, most respondents report intending to **produce and upload original data or produce and upload original data and access/use existing data** (90.48%). Only 9.52% intended to exclusively utilize pre-existing data.

Findings regarding six dimensions of satisfaction with NHERI data are **generally positive and consistent** with previous year responses to questions on NHERI data. These dimensions include:

- Data download format
- Metadata comprehensiveness
- Metadata quality for archived data
- Required format for archived data
- Ease of locating data from their own previous tests
- Ease of locating data from previous tests of others

NHERI Resources and Tools

Most respondents **favorably rated the training available**, indicating existing training for online resources and tools meets their needs (43.90% Agreed and 31.71% Strongly Agreed).

Most respondents indicate **technical support for online resources and tools are sufficient** at meeting their needs (41.46% Agreed and 31.71% Strongly Agreed) to the statement that the technical support for online resources and tools met [their] needs.

Survey responses by year:

2018 n=69

2019 n=29 (known) & n=47 (general)

2020 n=57

2021 n=66

2022 n=56 for annual survey AND n=206 for the bi-annual survey module

User Forum User Satisfaction Module Data 'Big Four' Update

February 2nd, 2023

'Big 4' Facility Status Overview

Confirmed module data will be shared at agreed upon timetable:

- UTexas
- DesignSafe
- Oregon State
- UFlorida
- Lehigh
- UCSD

Awaiting responses from:

- Washington
- UCDavis
- FIU

Proposed Modifications to User Satisfaction Survey Initiatives

February 2nd, 2023

User Satisfaction Initiatives

Annual Survey

- 'Full' survey + module
- Diverse recruitment strategy (Social Media, Slack, In-Person Promotion, Direct and Mass Email solicitation)
- Direct appeals to site PIs for recruitment
- Direct, in-person appeals at the Summer Institute

'Big 4' Module

- Module + Demographic Data
- Bi-annual aggregation cycle (January and June)
- Facility/site-level, short-form feedback
- Collection interval set by the facility/site (IE, upon completion of use, after select events, leading up to an aggregation cycle)

Solicit additional qualitative responses:
- *User Satisfaction 'happy hour'*
- *Zoom coffee chat(s)*
- *Discussing modifications to the Survey to address how to improve existing offerings*

Questions?

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Communicating NHERI network impact

GOAL: Inform the natural hazards community and encourage the use of NHERI network facilities

NCO Communications team

- Cheryl Ann Blain, NCO communications lead

- Marti LaChance, communications manager

- Support from NCO staff: Dan Zehner, Robin Nelson, Chris Thompson

- Part-time graduate assistant, Raquel Ruiz

Gathering ideas

- Bi-monthly reports from NCO facility liaisons provide valuable details on facility activities.

- Weekly meetings with the DesignSafe web team coordinate web-based promotions.

- Monthly meetings with the NHERI User Forum Communications Committee generate story and promotion ideas.

Techniques

- **Frontiers publications** highlight NHERI facilities, research, and technology transfer.
- **Community email messages** to our list of over 6,000 subscribers.
- **Social media posts** from core NHERI accounts. The audience is broad, skews young, and includes thousands of students and faculty, especially early-career faculty. Platforms include LinkedIn, Twitter, Instagram, Facebook.
- **Communications campaigns** enable the NCO to focus on promoting several facilities concurrently, for 3 to 5 months. Outlets include:
  - DesignSafe radio podcast
  - NHERI newsroom
  - Bi-monthly newsletter
  - Daily social media

Measuring impact

- Data on email messages: opens, engagement, new subscribers. Open rates range from 20% to 50% .
- Data on online engagement: followers; clicks on Newsroom stories, social media posts, podcast views and listens; and readership for FBE articles. First FBE issue: 77K views, 10K downloads.
- Collect data on journal articles and mainstream news stories that mention NHERI.
- Collect information from facility personnel about the effects of communications efforts, e.g., the number of workshop registrants or facility inquiries resulting from an email call-to-action message.

To amplify impact …

- In NCO liaison reports, facilities can include ideas for promoting facility activities and research projects.

- Facilities can promote NHERI stories and podcasts via their websites and social media accounts.

- Facilities can engage with followers and track engagement on their social media platforms.

- ALWAYS mention "NHERI" and "NSF" in your communications efforts, media interviews, and journal publications.

- Send news and feature story ideas to Marti LaChance.

We welcome your ideas!

National Science Foundation