



<b>Topic:</b>	User Engagement and Support
<b>Speaker(s) Name and Title:</b>	Forrest Masters
<b>Scribe Name:</b>	
<b>Session Description:</b>	Recruit, engage, & support users
<b>Session Time Slot:</b>	Tuesday, 11:40 am
<b>Purpose and Desired Outcome:</b>	

<b>Notes &amp; Key Points</b>	<i>Capture best practices, actionable recommendations, and decisions.</i>
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**Disclaimer:** *These are raw notes that were captured by the assigned scribe during this session at the 2018 Large Facilities Workshop. This is one individual's interpretation of what took place during the session, and its content does not necessarily represent the viewpoint of the National Science Foundation.*

**Notes:**

- How do we go beyond simply “Democratize Science.”
- Some facilities are long-running and have “heritage,” where others are new and are more focused on BD

**Best Practices:**

- Mash-ups between different fields, interactions among users.
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**Actionable Recommendations (Action Owner Name & Organization):**

- Work on highlighting LF on NSF homepage

**Decisions:**

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**How can NSF assist in Reaching users:**

- NSF has database of potential users.
  - Keywords, user community DB, etc. similar interests (not the proprietary stuff)
- Connect 10 big ideas back to what we do

**Cross boundaries:**

- AI, Novel materials, geo , non-traditional CI

**Contact:**

- New or Mature?
- Single site or Distributed?
- Fleet?
- FFRDC?

**Q&A/Comments:**

- Presentations at technical societies to grow user base.
- Strategic plan, word of mouth

**Q: Early Stage investigators:**

- UNOLS – Chief Scientist Training Program
  - Early career scientists go to sea
  - Agency reps attend as well.

**Recommendations:**

- Minimal

**Best practices- moderate.**

- Search tool on proposal side – moderate
- Facilitate app for new investigators pre-career – moderate

**Strongest Idea**

NSF produce info to provide to:

- New faculty orientation
- Grad student / post doc
- Highly accessible – slide deck on LF (locals can use/cut/tailor to local needs)