



# 2019 LARGE FACILITIES WORKSHOP

APRIL 2-4 | TEXAS ADVANCED COMPUTING CENTER

## Information Section

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| <b>Topic:</b>                       | User Program Practices   |
| <b>Speaker(s) Name, Title:</b>      | Joel Brock, CHESS<br>Eric Palm, NHMFL<br>Lory Wingate, NCAR  |
| <b>Session Description:</b>         | Overview of the Panelist Facility and their User program including the associated metric they track. |
| <b>Session Time Slot:</b>           | Thursday, April 4 at 9:10 am   |
| <b>Purpose and Desired Outcome:</b> | Develop an understanding of the metrics are aligned with mission and user satisfaction and outreach. |

## Notetaking Section

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| <b>Scribe Name</b> |  |
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**Disclaimer:** *These are raw notes that were captured by the assigned scribe during this session at the 2019 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 and Key Points:

#### Joel Brock, CHESS

- X-ray – non-destructively probe the structure of matter
- International community of users – 22 different countries – National Labs, Private Communities, and Universities
- User Office Staff has 2 Full-time equivalent and is responsible for interface, training, reporting, etc. The focus of this talk is on Reporting.
- Slide 10 Scheduled vs delivered – CESR, Instruments, Users
- Contracted 3<sup>rd</sup> is used for the Users database
- Track first time users
- Tracking of funding by instrument
- Difficult to track the research results, - papers, patents, and degrees awarded
- Slide 18 – Metrics valued by NSF, number of times CHESS is referenced in PI's reports and student success, is very difficult to track.
- User Satisfaction feedback

#### Eric Palm, NHMFL

- Track users by Universities, Non-US, and Industry, Discipline, etc.
- Number of users by facilities.
- Track number of new PI's. Currently 26% and Diversity. Gender has grown but race has not.
- Track where they come from.
- Once a year – satisfaction survey of the users.
- Survey – equipment, technical staff support, safety, etc.

- Over subscription metric. This is not a helpful number. Maintenance impacted this facility. If someone is turned down twice, they do not come back.
- The metric internal versus external is an overlay because most a collaboration between the two of them.

#### Lory Wingate, NCAR

- 117 Universities in partnership UCAR
- 11 facilities in Boulder and Wyoming Supercomputing, Solar Observatory in Hawaii, Washington DC Presence
- In addition to the facilities, there are models for folding in data; targeted at improved weather predictions.
- Science and Science Support – Community Impact and Outreach.
- Community events, visitors, peer-reviewed publications
- 333 universities, 14 countries
- Number of people that access the data
- Surveys after each event
- More longitudinal and would prefer to less text to be able to analysis
- Track publications
- PI satisfaction surveys – 90%
- NSF is 67% of NCAR funding

#### Q&A Period:

- There are problems with metrics associated with publication data:
  - Publications lag the use time by a few years.
  - Many times, the “Tool and/or facility” are not cited.
- Actively working with publishers to get the facility citations
- Publications are one way but should not be the only way. Need to move to models to see the impact of these facilities.
- All the facilities are multiple labs and difficult to tell the story. NCAR is using social media to communicate current happenings.

#### **Best Practices:**

- Metrics should be displayed in graphics for easy communication and longitudinal to see trends.
- Metrics need to be structured to drive operational decisions.

#### **Actionable Recommendations (Action Owner Name & Organization):**

- None

#### **Decisions:**

- None

## Session Summary

Representatives of Cornell High Energy Synchrotron Source (CHESS), National High Magnetic Field Laboratory (NHMFL), and National Center for Atmospheric Research (NCAR) provided an overview of their Facilities and the demographics of their User Community. Each Facility tracks several metrics associated with their User Communities. The metrics from the different Facilities are similar but there is not a standard for them. Tracking and reporting of User metrics is important and requires significant resources. Some metrics are not necessarily aligned with the mission or structured to drive operational or program decisions.