

NCNR User Group (NUG) Executive Committee Minutes from conference call on February 16, 2016

Present from NIST:

Present NUG executive committee members:

Topic 1: Discussion of survey results

Dan/Julie presented an overview of the survey results. The following were topics of discussion on the survey results.

Health physics: Slight decrease in user satisfaction. Comments indicate training takes too long. Redundancies need to be eliminated, excess info removed. Much of the content is mandated by the NRC. A suggestion was to offer the in person training more frequently, perhaps twice per day. This would allow users more flexibility in travel plans. It was discussed there is inconsistency in the length of the in-person training depending on who is providing the training. A suggestion was offered to start the in-person training earlier (8am) so that it is finished before the experiment starts that day.

Support facilities: Break/snack room rated somewhat low. Problem: there is no current mechanism to offer real food. Contracts must be renegotiated. Comments indicated user offices are always full – users may not be aware of the second office that is usually empty. This will be advertised more clearly. There were comments about the cell coverage and computer networks. Additionally, users often do not have their password when they arrive. We discussed that it could be texted to the user before their trip. Or it could be printed off and given to users when they pick up their badges. A comment was made that with the building reconfiguration, experienced users may need a tour to become re-acclimated to available services. Perhaps a floor plan map could be posted near the entrance. Regarding food on-site, this is mainly a problem for grad students who may be staying just outside of the site and do not rent a car. Or if an experiment requires constant monitoring. If they can't leave the site to eat, then the lack of food is a problem.

Sample environments: many suggestions were made (flow cells, gas cells, high P, low T, etc).

Instrument performance: Staff and hardware were highly regarded. Comments were made on software such as regarding NICE, lack of paper copies of manuals, suggestions for a version of the software that could be run offline for experiment planning, comments on IGOR vs SASVIEW, time stamped data analysis.

Action item: NCNR will prepare a document of proposed changes in response to the survey comments. This will be posted on the NUG website. The survey results will also be posted on the NUG website and discussed at ACNS meeting.

Topic 2: Update from NIST

The NCNR would like to include the cost of fuel in the new budget. There is an increased fuel cost that is not being accounted for. We need the support of the community. This should be discussed at ACNS.

Kent Rochford is the new NIST's Associate Director for Laboratory Programs (ADLP). NUG executive committee will send a letter welcoming Kent Rochford to his new role and thanking him for support of the NCNR.

Next call: mid-May 2016