Quality of Life Sub-Committee Report
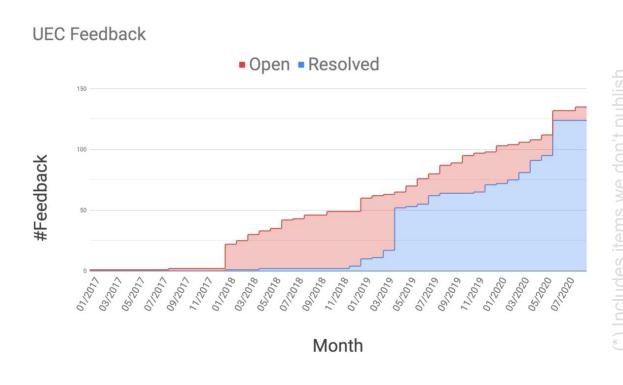
UEC Meeting
24. July 2020

Oliver Gutsche, Yuanyuan Zhang

Feedback Overview

UEC Feedback

● Open ● Resolved

(*) Includes items we don't publish

(*) Excludes items we don't publish

3 New feedbacks received during Users Meeting.

No feedback resolved since 24. July 2020.

🎗 Fermilab

Resolved

COUNT of Comment # Category	Responsible Government Relations	QoL	UEC	Users Meeting	Grand Total
Bathrooms:Village		2			2
Bathrooms:WH		5			5
Bikes		2			2
Cafeteria:Hours		2			2
Communication		2			2
Computing		1			1
Facilities		1			1
Facilities:Village		3			3
Facilities:WH		8	4		12
Food		6			6
Global Services		1	1		2
Library			1		1
Mail		1			1
Metrics	1				1
Parking:WH		4			4
Policy			4		4
QoL		24	1		25
Rental Car		3			3
Site		5			5
Site Access		1			1
Taxi		4			4
UEC			**2**		2
UEC talks				1	1
User Registration		1			1
Users meeting				4	4
Village		1			1
Visa		1			1
Grand Total	**1**	**78**	**13**	**5**	**97**

Open

COUNT of Comment # Category	Responsible QoL	UEC	Users meeting	Grand Total
		1	2	3
Computing	1			1
QoL	3			3
Grand Total	**4**	**1**	**2**	**7**

Fermilab

New Feedback

- We used to get UEC meeting minutes emailed out each month, and I just noticed that there aren't any minutes for the 2020-2021 term on the website. Would it be possible for these to be made available?

- I just wanted to appreciate the faces of the UEC this year. It was a pleasant surprise to see the current people in the committee and, for the first time in years, recognize the real diversity of the lab. Thanks for all the work!

- The use of Mozilla Hubs for virtual poster sessions, has many issues (e.g. audio problems, extreme CPU usage), and it doesn't benefit the science nor the scientists.

🧬 Fermilab

Follow up on open feedback items: D&I processes reminder

- Feedback: "Users and contractors need to know how to address issues they may encounter with harassment, discrimination, etc."
  - ◎ Scheduled a meeting with **Deanne Randich** on July 28 (Tue). HR representatives work with users, and user complaints about lab employees will be handled with the same level of seriousness as employee-to-employee complaints. However, discipline measures towards users are relatively limited, and actions will be taken upon coordination with the users home institutions.
  - ◎ **Deanne Randich and Ilene Winston** gave a talk at UM.

🛠 **Fermilab**

Follow up on open feedback items

- Housing rental agreement for users to get driver's licence.
  - Griselda is working on the electronic system for the housing office, **this will include legal review**

- Rude user to service desk -- Service desk received rude replies from a user, that didn't read instructions clearly and mis-operated on a wrong item, and then got annoyed when getting multiple reminders on the item they missed.
  - Drafted message:
    https://docs.google.com/document/d/1bgzq_mcdL7LYC66CQDcloP9kV3yr1hWw1PPamuQkJPU/edit#
  - **Sent to the communications office. Need reminder.**

- indico.fnal.gov does not allow conferences without FNAL employee participation in organizing committee
  - Brought up with directorate through Luciano Ristori
  - "We are looking into this and hopefully we will be able to clarify what the rules and the procedures are."

- Is there somewhere public information about lab staff and user statistics? Like age, gender etc and how are these quantities changing during the years. Would be nice to see positive shifts :)
  - Continue to try to reach Sandra Charles on this issue.

🔷 **Fermilab**

Text for Minutes

- The QoL sub-committee received 3 new feedback item since the last UEC meeting on July 14, which all were received during the Users meeting. The QoL sub-committee is working on currently 4 additional open feedback items.
- After receiving feedback from the community, we reached out to Fermilab HR representative Deane Randich on how users and contractors can address issues they may encounter with harassment, discrimination, etc. We met with Deanne Randich on July 28 (Tue). We learned that HR representatives work with users, and user complaints about lab employees will be handled with the same level of seriousness as employee-to-employee complaints. However, discipline measures towards users are relatively limited, and actions will be taken upon coordination with the users home institutions.
- The HR representatives also described the relevant policies at the users meeting. https://indico.fnal.gov/event/23109/timetable//?view=standard#72-fermilab-hr-resources-for-u

🟦 Fermilab