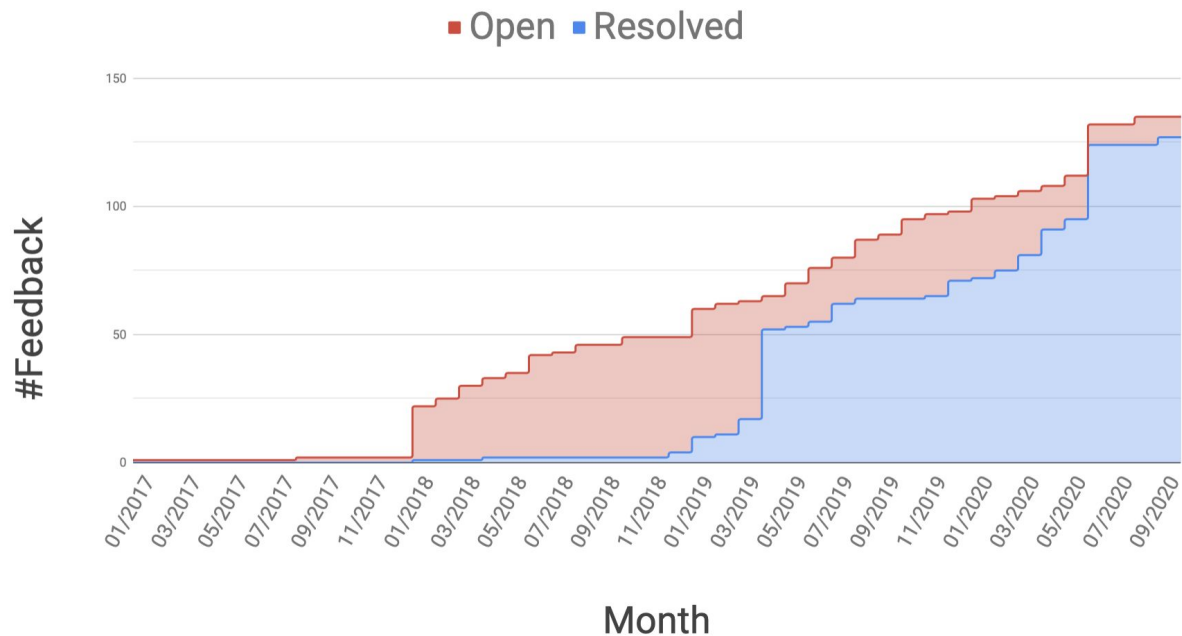# Quality of Life Sub-Committee

Quality of Life Sub-Committee Meeting
18. September 2020

Oliver Gutsche, Yuanyuan Zhang

Feedback Overview

UEC Feedback

■ Open ■ Resolved

#Feedback

Month

COUNT of Comment #	Responsible		
Category	QoL	Users meeting	Grand Total
		2	2
QoL	1		1
Grand Total	**1**	**2**	**3**

Three feedback items resolved.

No new feedback received since 15. August 2020

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Feedback Overview

Resolved

COUNT of Comment # Category	Responsible				
	Government Relations	QoL	UEC	Users meeting	Grand Total
				2	2
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		25	1		26
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	79	13	7	100

Open

Category	QoL	UEC	Grand Total
		1	1
Computing	1		1
QoL	2		2
Grand Total	**3**	**1**	**4**

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Resolved feedback items

- 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 :)
  - Some employee statistics is available at https://diversity.fnal.gov/laboratory-demographics/ . Similar statistics like race, gender, age is not collected for users and hence not available at this time. However the lab is considering collecting such information from users during registration.

Ethnicity

Computing
5% 18% 77%

Engineers
6% 16% 78%

Postdocs
11% 19% 70%

Scientists
5% 12% 83%

Technical
13% 4% 83%

Mission Support
19% 3% 78%

Under Represented Minorities: African American/Black, Hispanic/Latino, American Indian/Alaskan Native

Other People of Color: Asian, Native Hawaiian, Pacific Islander, or more than one race

White

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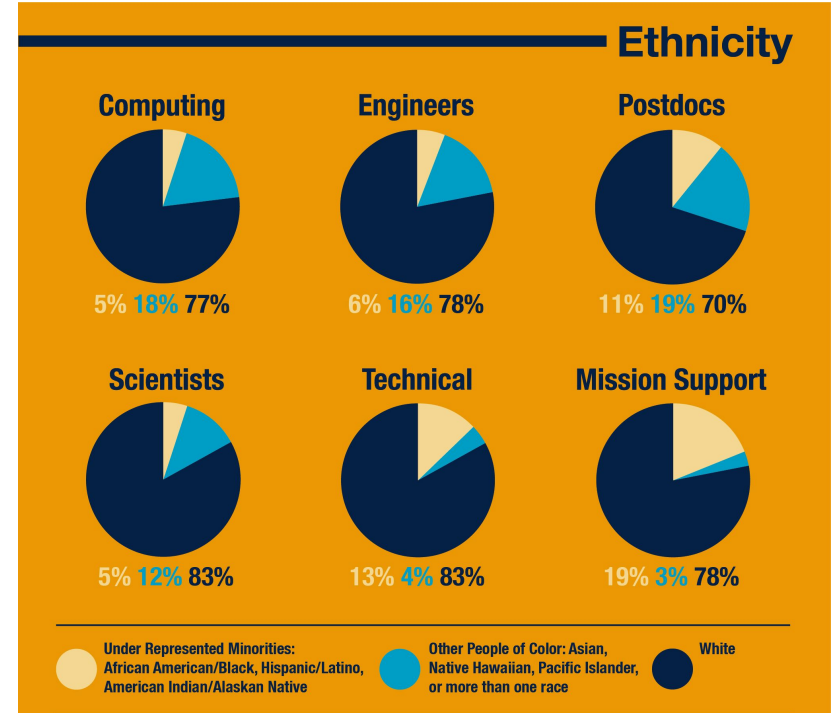
Resolved feedback items

- Users meeting feedback: "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."
    - We referred this feedback to the users meeting sub-committee of the UEC. The users meeting sub-committee is thinking about a potential post-meeting survey in the future to collect feedback on how to improve in the future. A question about the usage of Mozilla Hubs for poster sessions would be included.
- 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!
    - Thank you!

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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**
  - **Status unchanged**

- indico.fnal.gov does not allow conferences without FNAL employee participation in organizing committee
  - Fermilab has a ServiceNow article now:
    https://fermi.servicenowservices.com/kb_view.do?sysparm_article=KB0013406
  - Asked for more clarifications for the user community:
    - Important is to list the requirements so that the Directorate and CRO would actually approve a conference.
    - Do you have to have a FNAL employee on the organizing committee, or is that not necessary?
    - And are there other restrictions, like the usual question if all nationalities can register to a conference hosted on FNAL's indico.

- 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?
  - Will work with UEC management

Follow up on open feedback items

- 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 and sent to the communications office, but received no response.
- "Users and contractors need to know how to address issues they may encounter with harassment, discrimination, etc."
  - Deanne Randich's slides from users meeting are available, and can be advertised in our reply.
  - Information added to https://get-connected.fnal.gov/usefulinformation/life-and-customs-in-the-u-s/
- **Suggest to combine the above two issues in one email to the Users community.**
  - Draft message: https://docs.google.com/document/d/1bgzq_mcdL7LYC66CQDcIoP9kV3yr1hWw1PPamuQkJPU/edit#

The Users Office and Service Desk and Fermilab HR are there for you!

The Users Office and the Service Desk are the first stops for most users on site at Fermilab. The members of the Users Office, such as the service desk staff, process requests for Fermilab computing privileges and ID badges for users and visitors, and also provide information about the laboratory and local resources. Many of the services of the Users Office receive guidance from the Department of Energy. The members of the Users Office and Service Desk are doing their best to follow this guidance while making the users' interactions with the laboratory as painless as possible.

There are additional ways the user community is supported. The Fermilab Human Resource (HR) department supports the user community through the Employee/Users Assistance Program and has a dedicated HR partner for the user community for workplace complaints. For suggestions and complaints related to life at the laboratory, there is also the Users Executive Committee Feedback Form.

Please keep in mind to always follow Fermilab's community standards when interacting with the Users Office, the Service Desk, Fermilab HR, and each other.

NEW

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New renewal process for Fermilab user accounts/access

- Fermilab will announce next week a new renewal process for Fermilab user accounts/access
  - Global Services and Computing developed a streamlined onboarding process for Fermilab sub-contractors, users and authorized guests. This new process will help Fermilab collect the necessary information to onboard and maintain user accounts efficiently and securely. For more information, please go to https://get-connected.fnal.gov/users/
    - The new process will go-live on Thursday, Sept. 30
    - The first time you renew your accounts/access after Sept. 30, you will be prompted to follow a new process and enter any information that is missing from your accounts.

- "This is going to be a big change but we have tried to make it as streamlined as possible, given the required information that is needed in order to give someone access."
  - Kim is putting together a FermiWorks instructional document with screenshots to aid in the onboarding process
  - Kim will have the ability to reassign onboarding tasks to herself to complete on their behalf, should they arrive onsite without having completed them

- All contingent workers will now be required to log in to FermiWorks to complete "onboarding" steps, including:
  - Onboarding is different for new vs. renewing worker
    - electronically acknowledging forms will be the only required onboarding step for renewals
  - Identification document (passport or driver's license) – this is still in discussions

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Text for minutes

- The Quality of Life sub-committee received no new feedback items since the last UEC meeting on August 15, 2020. The sub-committee was able to resolve 3 items. All these items have been submitted anonymously
- A user asked if there is somewhere public information about lab staff and user statistics? Some employee statistics is available at https://diversity.fnal.gov/laboratory-demographics/ . Similar statistics like race, gender, age is not collected for users and hence not available at this time. However the lab is considering collecting such information from users during registration.
- We referred feedback about the usage of Mozilla Hubs for the virtual poster session at the 2020 users meeting to the users meeting sub-committee of the UEC. The users meeting sub-committee is thinking about a potential post-meeting survey in the future to collect feedback on how to improve in the future. A question about the usage of Mozilla Hubs for poster sessions would be included.
- We thank the user who send us: "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!"
- Fermilab will establish a new renewal process for Fermilab user accounts/access going live September 30, 2020. WIth the new system, renewals only require electronically acknowledging forms. An email announcement will go out to the users community beforehand.
- The Quality of Life sub-committee is continuing to work on 4 feedback items.

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