



## Quality of Life Sub-Committee Meeting

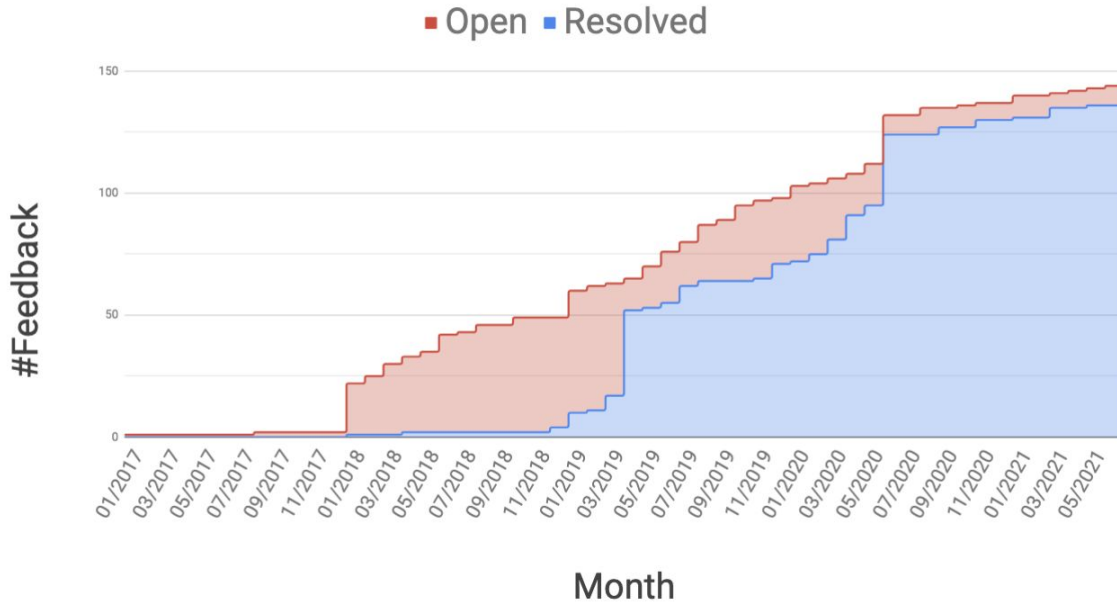
June 15, 2021

Aleena Rafique, Yuanyuan Zhang

# Feedback Overview

One feedback received since last month.

## UEC Feedback

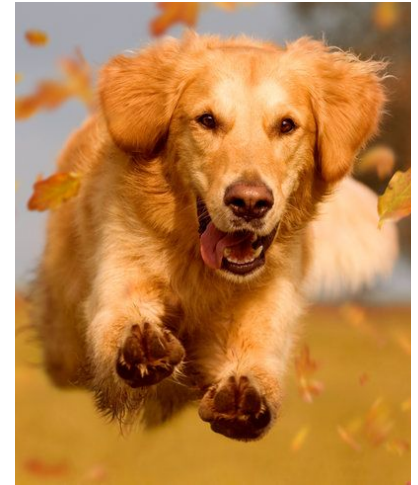


(\*) Includes items we don't publish

Open

COUNT of Comment #	Responsible			Grand Total
	QoL	QoL & Fermilab Operations	Users meeting	
Category				
Fermilab Operations		1		1
QoL	2		1	3
<b>Grand Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>4</b>

(\*) Excludes items we don't publish



## Format of Users Meeting 2021

- I've heard that the users meeting will be in August. Was decided if it will be online only also this year?
- And let me know if you'd like to have an event similar to the cooking class of last year.
  - Forwarded to Reddy and Sophie from Users meeting subcommittee
  - Received a reply and forwarded to the submitter:

“On the format of this year's Users Meeting, we have not decided yet, the ES&H and Directorate offices are working to get DOE approval for having some in-person components at UM2021, but waiting for DOE's green light. We are hoping that everything works out to have a semi-virtual meeting, we might have a decision on the format from the Lab's Directorate very soon (in a week or two).

Regarding the cooking class, yes, we have received very good feedback from last year's virtual cooking class for the Festa Italiana event, and will have a similar virtual cooking class from Marco Mambelli (will contact him with an invitation for cooking class very soon).”

# Open feedback

- Country of birth question on the Fermilab meetings registration pages
  - A user submitted a clarification request on the “country of birth” question for the meeting hosted at Fermilab to Fermilab operation officer and UEC chair.
  - The concern was related to the requirement of declaration of the country of birth even if they are US citizens.
  - Also, it might have an impact on the institutional policy that prohibits “discrimination” on the basis of national origin.
  - User received a reply from Fermilab operations that DOE has a requirement to know whether the users country of birth is state sponsor of terrorism, which currently consists of 4 countries. They are thinking about changing the wording of the question on the registration page for the users to specifically say if they belong to either one of the 4 countries.
  - The submitter had follow-up questions on whether the present citizenship matters only or any kind of past affiliations will also be a source of concern.
- A meeting took place between the submitter, ESH&Q contact, Foreign visit officer, and Fermilab leadership.
  - We believe that necessary actions are already being taken by the Fermilab leadership.
  - Came to an agreement, Ashley will ask directorate regarding this



- **Delays in getting visitor ID renewal:**

I am forwarding this on behalf of a colleague who is experiencing issues getting her visitor's ID. It would be helpful to amplify complaints to the directorate when something like that happens. This is what she said:

I applied for my Fermilab visitor's ID renewal 4 weeks before it was set to expire. It has been over 4 weeks and now I have lost access to my services account. I inquired with the user's office and they told me that my ticket is still waiting on FVA approvals. Has anyone faced a similar issue recently? Is it usual for it to take more than 4 weeks?

- We communicated with Griselda on this issue. The process is taking 5 to 10 extra days because of the understaffing these days.
- Melissa Ormond replied that the process these days could take up to 4 weeks after they receive all of the required information from the individual's point of contact or host.
- It's already on the Global Services page.

# Open Feedback

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Hi Yuanyuan and Aleena,

Many thanks for the very quick action, it is much appreciated, and I passed on the responses to the user.

There has been some more conversation on this (on a slack channel with more colleagues).

More users said their review took well over 4 weeks. One said "probably about 6 weeks, maybe more", and that "the one I did prior to this got lost before I spoke to them so I would recommend just inquiring either to the users office or the service desk (this was back in December so I think things have improved since then though)".

Some more direct quotes:

**I can confirm that 4 weeks is NOT unusual these days (sending an inquiry after 4 weeks doesn't hurt anything though), so renew early if you can (I would recommend 6 weeks). And if I remember correctly, there are many new steps (hoops) to jump through even after FermiWorks part kicks in but it seems like you are not even there yet...oh well, all I can say is that you will get through it, eventually!**

**What would really help alot is if they just made a checklist of all the steps you need to go through before approval and then check them off when they are done. That way you know where you are stuck. You shouldn't have to call around endlessly to figure out what stage your application is in. This has happened to everyone I know, citizen and otherwise.**

**The users office does tend to respond and try to chase up what has gone wrong (in my experience) - the one before last just got thrown into oblivion because there was something that didn't fall under anyones remit I think. The last one for me seemed to be delayed due to the new system not working quite right, which I think has got better. Anyway, in both cases the users office helped me solve the issue**

So it seems like there are some serious complaints with the system. Not necessarily inconsistent with what Griselda and Melissa said, but adding more detail. Looks like it could be beneficial to keep up the pressure, certainly something to mention to the directorate at our monthly meeting. At the very least we should ask them to explain what is the reason behind them being understaffed, resulting in missing their own targets and users experiencing difficulties.

Thank you,  
Manolis

## Open feedback items on Hold

- Housing rental agreement for users to get driver's licence.
  - Housing office come up with a new draft contract and are in the process of finalizing that.
  - Not sure what the expected timeline is, but it is now being worked on.