



Quality of Life Sub-Committee Meeting

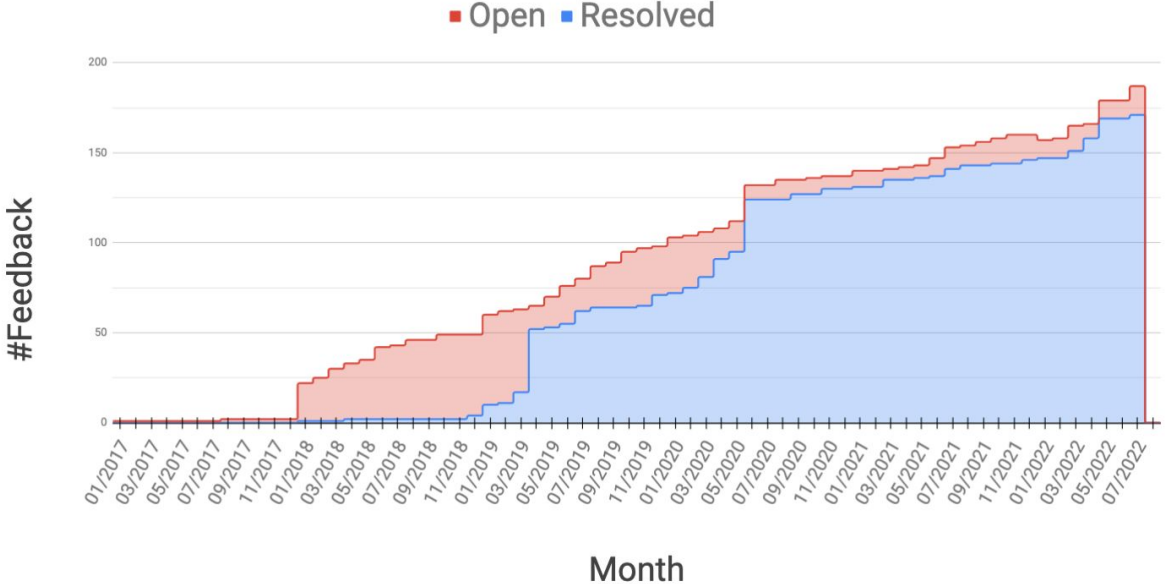
12 July, 2022

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QoL Feedback Overview

**8 new issues received during last month.
2 issues resolved during last month.**

UEC Feedback



(*) Includes items we don't publish

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Open

COUNT of Category	Responsible	
	QoL	Total
QoL	16	16
Grand Total	16	16

New feedbacks since last meeting

New Issue

- Issues in onboarding process
- **Paraphrased feedback:** Issues with people accessing the Fermilab site. Some people were turned away because of the visa type they were issued. A user needed a VPN connection to access the Workday that took a long time for him to figure out. There is no proper documentation of the new system in place.
Suggestions:
 - Form a group between Campus access, UEC and spokespersons to fix the easy problems
 - Write a good documentation of the new onboarding process
 - Make small changes in onboarding process to make it smoother for others
- **Follow up:**
 - Sent an email to Kim and Griselda

New Issue

- Issues accessing the Fermilab site
- Feedback:
 - Just today XX was trying to visit the Theory group but was turned away. I'm trying to figure how I can visit. It's made harder because I have an expired ID. People are confused and annoyed looking at other people cases who turned away from accessing the site.
- Follow up:
 - Related to the previous feedback
 - Further suggestions on how to improve the onboarding system?

New Issue

- Communities celebrations
- Feedback:
 - Hi, will UEC be willing to take up which community recognition months should be celebrated by Fermilab. I can understand Juneteenth. But with LGTQ+ month celebration on the horizon, we should add AAPI (which was May - so next year) and Hispanic months too, at least recognizing the support of the lab to these communities.
- Follow up:
 - Forwarded to Alexx from Education and Public engagement subcommittee
 - Reply: "I have talked about this with Sandra and her team. We recognize that there is interest in expressing support for these months of recognition. That said, we are cognizant that attempting to do so in all cases will inevitably leave someone out and cause hurt feelings. We do intend to develop a more systematic approach to this and would love to hear ideas for how to be even handed as well as sufficiently supportive. One idea we had was having a rotating recognition and resource page which would change at the start of each month of recognition. While this is somewhat of a minimalist approach to showing support, we can consider it a baseline, with further activities/events/shows of support being possible if there are groups interested in taking this on. Does that sound good?
Shall I pass this feedback onto Sandra and her team to show that there is support form more months of recognition?"

New Issue

- Issues with WH meeting room reservations
- Feedback:
 - From FSPA officers: There is a recurrent problem FSPA has with room reservations. Just this past month, we had 3 occasions in which we had the room reserved for an event and couldn't use it. First there was a DUNE review going on in it, nobody notified us and I had to stay at the door redirecting people to another room we had to book last minute. The second, a week before NP we received an email re-allocating us to Curia II (which doesn't comfortably fit 50 ppl with social distancing) because they said they needed the auditoriums for some DOE review, and that took precedence over room reservations. A few days later they notified us again changing their mind. Lastly, we arrived this morning to start NP at One west and there was a training going on in it! The whole conference schedule is late because of it. It is just too difficult to keep organizing events like this.
- Follow up:
 - Brought up in last month's UEC/directorate meeting. Hema mentioned that there is a limited Zoom availability of rooms and the reviews happen to change at the last minute from fully zoom to in person to hybrid and we had to accommodate. I would bring this question to the team and will report back.

New Issue

- Question about ID badge chips
- Feedback:
 - When a user has a badge without a chip or a badge chip is broken, the guards use a smartphone interface that seems to have them enter the badge ID number into the phone by hand.

Why can't this be expanded to a character recognition app to pull out the information, or a barcode reading app for the barcode in red and black across the back? This would reduce error and time. I bring up the chip breaking because that is a failure mode that will always happen even if we have enough badges to give.
- Follow up:
 - Forwarded to Kim and Griselda
 - Reply from Griselda: Please note that the bar code on the badges was removed last week; therefore, moving forward this will not be an option. The security team is working on a solution concerning the chip breaking issue described below.

New Issue

- Question about UEC meeting minutes
- Feedback:
 - Are they posted anywhere? The website seems out of date:
<https://uec.fnal.gov/uec-meetings-and-minutes/>

Follow up:

- Asked Alexx Perloff (secretary):
 - “We haven’t gone through the review process for publicly consumable minutes in a while. Which is not to say we couldn’t. It just takes time and effort. I actually wasn’t even aware that the minutes were ever posted to a website until this person mentioned it to Sridhara. We can start again, but it would require the secretary (me) putting them in a readable format and having all of the subcommittees sign off. Then the directorate and L&B sign off.”

New Issue

- Requests for swimming pool opening and wireless network policy change
- Feedback:

[1] Is it possible to reopen the swimming pool in the village?

[2] Many online arenas are blocked by Fermilab network (Guest), which prevents proper online entertainment between the village residents and their friends/colleagues outside. Is it possible to loosen such constraints in the "Guest" network policy (should not influence the "fgz")?

I believe these two things are quite important for our life quality here and mental health among the village residents (especially long term ones).

Follow up:

- Forwarded to housing office contacts and Jeanne Ecker
- Reply from Jeanne: “The village swimming pool is in need of repair and the Lab does not currently have the extensive funding necessary to support the repairs at this time.”
- From another feedback resolution back in 01/2021: “We have communicated with both Fermilab cyber security and the housing office. As a short-term solution, **village residents may obtain a cellular MiFI router from Housing Office for a fee. While this may not give low-latency access for intense gaming, it may be suitable for other more casual usage.** For a long term solution, Fermilab is working on coming up with a less restrictive network. It would be an additional virtual network perhaps “residential” rather than “guest” available to the villages residents only. This solution requires various approvals and security controls.”

New Issue

- Request for shuttle timings extension
- Feedback:
- I am a visiting Ph.D. student. I've been using the Fermilab taxi services to commute between Fermilab village and Wilson Hall since my arrival to Fermilab in June, and the drivers are very responsible and on time. However, **I would like to suggest a change to the Fermilab taxi (hack) service.** Currently, the Fermilab taxi service runs from 7:30 am to 3:30 pm, and the taxi service stops accepting new calls from 3:00 pm. I hope the taxi service can be extended to a later hour, for example, at least 5:30 pm. I understand that it might be hard to extend the working hours for the taxi drivers, therefore, I would also recommend making part of the taxi service shuttle-like if it can reduce the working load for the drivers. Or we can ask our drivers if there is a time when almost nobody is using the service, and move these hours to extend the service in the afternoon.
- **I am very satisfied with the taxi's service right now, and I would like to stay in the office for a bit more hours in the afternoon to attend meetings and seminars and accomplish more work.** Unfortunately, my visit is too short to afford myself a car, and biking in the summer in Fermilab without shades is not fun, especially when there are rain and thunderstorm. Given that more summer students visiting Fermilab in the summer, **I strongly recommend a modification to the schedule of the taxi service. I hope it can help the village residents feel more engaged in their work when they would like to show up in the working place in person.**

Follow up:

Contacted Steve Whiteaker, who contacted Mike Pfaff (directly manages the Distribution team, including the shuttle services):

Our current hours of operation for the shuttle begin at 7:30 am and conclude at 3:30pm. Calls made between 3:15PM and 3:30PM may not be able to be accommodated if we do not have the staffing on hand to cover the vehicle. The shuttle is operating on an on-call basis at this time by calling (630)840-4225.

Currently our anticipated wait times are between 10 and 25 minutes depending on time of day and location of staff. We do not currently have a shuttle bus driver that is designated to operate our bus so when a call comes in we need to dispatch a driver. At times the driver may need to return to our office and then take the bus to the pick-up location which can take some time. We plan to have a dedicated shuttle bus driver in the coming months.

Coming out of COVID closures, we are evaluating the demand for the shuttle service. **As the demand increases to a substantial level, we will revisit the need for extending the hours of operation to 4:30pm. In our tracking of calls we have had minimal requests for calls after 1pm, and therefore feel that this schedule should accommodate for the time being.**

- Website that lists that information <https://fess.fnal.gov/parking-bus-and-taxi-services/> also appears to have been updated

- Forwarded the recent feedback to Mike

Open feedbacks

Open Issue

- Several reports of complaints about onboarding with FermiWorks
- Paraphrased Feedback:
 - Regarding renewals of the Fermilab accounts every six months for non-US citizens. Many mentioned that, previously, the reminders were sent a month in advance and this was not sufficient time for people having busy schedules (professors etc). Now the notice time has been extended to two months, which is appreciated. However, users are still struggling to imagine the need of the extensive onboarding every six months in FermiWorks. A couple lines of the reporting is copied below.
 - It would be nice if there was clear feedback like an email automatically generated that you finished your Inbox items in FermiWorks and then people know their ticket can proceed, otherwise they have been given instructions it cannot and they need to go back to FermiWorks and hit Submit a few more times.
 - People also don't consult the extensive tutorials that the Campus Access & Experience Office has provided. Rather, they simply try, fail, and then do nothing.
- Follow up:
 - Contacted Kim Pearce:
 - They do not have to complete onboarding every six months...they only complete onboarding every time they have to do a renewal request.
 - If they put a full year on their request, they will not be asked to onboard again until they submit another request. If they have to fill out another request and complete onboarding before the 1-year mark, it is because they put a shorter time on their request. Here is the link that explains how they can look up their requests in the system:
https://fermi.servicenowservices.com/kb_view.do?sysparm_article=KB0014311
 - If they have remote access and then fill out an onsite-only request, they will be prompted to log in and complete two more documents, since those are not completed in the remote onboarding steps.
 - Should we mark as resolved?

Open Issue

- Problems with attending in-person appointments for rebadging
- Feedback:
 - We've had a few instances when the process for a person coming on site for a badging office appointment goes awry. The people are not let through the gate because something was wrong in the system (users office side). The people aren't told because it has something to do with their ID/name not being associated. What is the recourse when the person does everything right (renewal + FermiWorks + badging appointment) and the breakdown is on the FNAL side? In one instance, the person happened to be with an employee and they needed to sit at the gate for 30 minutes while a series of people were contacted through text and email, eventually making it to the security office where the person given a temporary pass. Why did the gate personnel not just contact the security or users office directly? Why was it up to the individual to make contact through this complex chain? If a person doesn't fill out all of the forms, we get it, they won't be allowed on site. We simply want to understand the recourse for people who do everything correctly and are still denied access.
- Follow up:
 - Connected with the new feedback.

Open Issue

- Request to improve the cafeteria availability
- Feedback:
 - A general request for an improvement in the cafeteria availability and staffing. Right now the staffing level of the cafeteria is very low. This leads to long wait times during peak hours (sometimes of 30-45 minutes). Ideally, there should be equal or more capacity than demand and wait times should top out at 15 minutes. Because of the reduced hours, there is an inability to provide coffee for official functions after ~2pm. Additionally, the menu right now is so small as to make the cafeteria an unappealing option. Because of the small menu and the reduced hours, few people will use the cafeteria. This is a cycle that we need to break out of. People will use the cafeteria if it is more open. Is there a plan or timeline for making this happen?
- Follow up:
 - Contacted Steve Whiteaker (who forwarded on): “On behalf of our organization, I’d first like to apologize for any negative experience you’ve encountered at the WH Cafeteria. I can say that, to this point, the feedback has been relatively positive and we’ve been increasing our customer base.
 - The cost of keeping someone past 1:30pm for coffee service wouldn’t be in the best interest of the subcontractor’s profitability, as the overhead would far exceed the sales potential. Taher does provide catering, which is available at most times. I believe there are some groups currently utilizing this option for coffee service for their meetings and events. This service can be arranged by contacting FermilabDiningServices@taher.com
 - Currently, the Lab’s reduced onsite population limits the options relating to the food service. It’s been a delicate balance of providing food options, while considering the overhead expenses (FTE & perishable inventory). The WH Cafeteria is a subcontracted service, so we have to be sensitive to their viability. We plan to expand, once the onsite populations begin to return back to pre-pandemic levels. Until then, we will continue to look for creative ways to provide quality food service. “

Open Issue

- Request to increase cafeteria staffing
- Feedback:

I'm sure you are aware of the problem, but I'd like to reach out to see if you can do something about the issue with the cafeteria service.

It looks like the management of the cafeteria is limiting the number of employees working due to the limited number of customers. I have witnessed multiple incidents of people waiting for over 30 and 40 mins to get their lunch, due to the lack of peoplepower. I think the employees do their absolute best to cater to the circumstances and are not to blame for the issue with the service, it is just not possible for 2 employees to cater for the number of people that now would be using the cafeteria. As a result several people decided to start going out for lunch, causing the number of meals served to decrease, since one cannot count on the cafeteria service. I really hope it is possible for the lab to complain on this management approach and require that staffing of the cafeteria is adequate to provide service to the people who we are encouraging to come back in person. The current level of service is not really acceptable, and the responsibility is not of the two employees who try their best to prepare food on the fly during peak time. Thanks for your help!

- Follow up:
 - Witnessed it myself during DUNE collaboration meeting week at Fermilab
 - Discussed with John and Steve in QoL meeting:
 - In the beginning, there were not many customers so the number of employees decreased from 3 to 2. If the demand remains high for some time, the number of employees will be increased eventually.

Open Issue

- No vegetarian salads/sandwiches at cafeteria in Wilson Hall
- Feedback:

I would like to point out that the new dining system does not offer a "no meat" option for salads and sandwiches in the computer. Since these are made fresh I'm sure people can just ask, but the menu should be considerate of dietary restrictions and offer an option to go without a meat and proceed to next stage.

- Follow up:
 - Sent an email to Steve, John and Mike.

Open Issue

- Problem with Microsoft Exchange account renewal
- Feedback:
 - Passing along another complaint. This is the problem of someone with a native @fnal.gov Exchange account the renewal doesn't complete, Microsoft deletes the account in 30 days: "I lost all my e-mail history. It actually amazes me that they did what they did while there was open active application for renewal and the reason it took so long was because e-mail to confirm my identity ended up in spam folder of Fermilab person whom I put on the form."
- Follow up:
 - Submitted a ServiceNow ticket

Open Issue

- Request for updated status information about supply for new badges
- Feedback:
 - What is the status of the supply chain issues for badges with chips in them? We have reports of people who are taking on-site shift who don't have a chip. This means they need to request keys for the ROCs from the security and communications office each time they go on shift and those keys need to be returned at the end of each shift or when leaving the site for lunch. Also, when the supply issue is resolved, will there be a process for chipless badges to be replaced with chipped badges without waiting for a normal badge renewal cycle?
- Follow up:
 - From Griselda in the last UEC meeting:
 - We expect a few months wait time for the chips supply.
 - There will be a system in place for people to renew badges without having to go through the normal badge renew cycle.
 - Should we mark it as resolved?

Open Issue

Just a moment before this message below came through, I got a call on my cell phone from Batavia III. It was marked as “Potential SPAM”. I refused the message, and then I saw this email.

This seems like a minor glitch in the system. If the caller had been identified, I guess my carrier wouldn't have marked it as potential SPAM. So you might contact the Emergency Notification guru and see if you can arrange for the outgoing call to be listed better with caller ID.

Begin forwarded message:

From: Fermilab Emergency Notification System <noreply@everbridge.net>

Subject: Kirk Rd. and Wilson St. closed due to accident

Date: March 21, 2022 at 3:54:53 PM EDT

To: "xxx@bu.edu" <xxx@bu.edu>

Reply-To: Fermilab Emergency Notification System <noreply@fnal.gov>

Fermilab Emergency Notification

Please note that Kirk Rd and Wilson St. is currently closed due to a severe automobile accident. Use Pine St. or Batavia Rd. gates to enter or exit the Batavia site. A message will be sent when the area is all clear.

- Sent an email to Jim Niehoff and David Esterquest from Emergency Management office

Open Issue

- **Follow-up:**
 - Reply from David Esterquest (ES&H Emergency Management Specialist): The phone number associated with Everbridge is the main Fermilab number 630-840-3000. So when a mass notification is being sent the caller ID is the 630-840-3000 phone number. The best means to ensure they receive a message is to have this saved as a recognized, or identified contact and also have an additional contact pathway listed in Everbridge.
- **Follow-up discussion from UEC General meeting:**
 - Emergency notifications are important communications from Fermilab to employees and users. Every effort should be made to ensure that everyone concerned receive those communications and Fermilab should not rely on end users to correctly configure their phones to receive such messages.
 - Aleena has contacted the submitter to inquire if the telecom service provider might be at fault (hypothesis being that the provider may have detected and flagged a mass text message broadcast originating from 630-840-3000).
 - I (Aleena) have personally experienced this number (630-840-3000) being marked as spam. Carrier is Xfinity mobile.
 - Sent an email to David

Open Issue

- URA grant proposal writing for grad students living in the village:
 - As a response to the village rent increase, we are drafting a URA proposal for grad students residing in the Fermilab housing
 - Sridhara prepared a draft proposal.
 - https://docs.google.com/document/d/1ze8b3MDvkOqUZW363vAXxloYn6jVBKNkjOHu0BosH_A/edit?usp=sharing
 - Thanks!
 - Please have a look and let us know if you want to modify anything.

Resolved feedbacks since the last meeting

Resolved Issue

- Status of escort privileges by badged person
- Feedback:
 - "When will escort privileges by badged persons resume? Wouldn't this have fixed and/or helped with the issues with in-person appointments for rebadging?"
 - What is the status of the installation of the card readers in Wilson Hall? We'd like to get an idea of when the public will be allowed back into WH."
- Follow up and resolution:
 - From Griselda and Kim:
 - If you have Fermilab active badge, you can serve as an escort.
 - Marked as resolved!

Resolved Issue

- Complaint about the W&C seminar from Feb 11
- Paraphrased Feedback (see previous meeting for full text):
 - On that “International Day of Women and Girls in Science”, I walked away from the talk feeling infuriated and hurt. From the speaker choice, to the talk, to the dismissal of racial and/or gender minorities during the talk, to the unprofessional behaviors in the audience, there are so many things that have gone wrong. Fermilab really need to make sure that such disasters don’t happen again, and also take appropriate remedial actions now.
- Follow up:
 - UEC recommend: (1) Zoom etiquette policy, (2) consult future DEI talks with DEI office.
 - Heard back from Kevin that they will look into DEI approval before any DEI related seminar
 - Kevin mentioned that a code of conduct similar to the theory seminar lists could be adopted.
 - **Code of conduct (Theory seminar):** The Theory Seminar is a scientific seminar and thus questions and discussion are welcome. The goal of discussion is to enhance the quality and understanding of the science. Even when questions are hard and probing, we will, however, insist that they will be asked and answered with respect and civility. We value voices of all backgrounds, accents, pitches and volumes, both among our speakers and in the audience. Scientific claims are judged by their content and rigor, and not by the confidence of their proponents.
 - Sent a reminder email to JETP contact “Stefan Hoeche”. He also agrees with the suggestions and plans to implement them moving forward.
 - Marked as resolved!

Updated the QoL webpage with latest open and resolved feedbacks

- Open and resolved feedback webpage
 - <https://uec.fnal.gov/internal/qol-feedback/>
 - Need VPN connection if trying to access offsite

Open Feedback

Date Received	Summary	Feedback
07/06/2022	Question about UEC meeting minutes	Are UEC meeting minutes posted anywhere? The website seems out of date: https://uec.fnal.gov/uec-meetings-and-minutes/
07/06/2022	Request for swimming pool reopening and wireless network policy change	As a resident in the Fermilab village, I've spotted many people living in the village during this summer. This summer has been rather hot and humid, and people are frustrated with the covid situation and plenty of restrictions. This caused our lives (especially for singles) in the village being quite depressive. What's worse, our workspaces are mostly not surrounded by a lively and relaxable atmosphere because most of our colleagues work remotely. Hence, as a representative of the village residents, may I put two requests here: [1] Is it possible to reopen the swimming pool in the village? [2] Many online arenas are blocked by Fermilab network (Guest), which prevents proper online entertainment between the village residents and their friends/colleagues outside. Is it possible to loosen such constraints in the "Guest" network policy (should not influence the "fgz")? I believe this two things are quite important for our life quality here and mental health among the village residents (especially long term ones). Thanks for your consideration and hope this two could be solved asap!
07/06/2022	Request for shuttle timings extension	I am a visiting Ph.D. student. I've been using the Fermilab taxi services to commute between Fermilab village and Wilson Hall since my arrival to Fermilab in June, and the drivers are very responsible and on time. However, I would like to suggest a change to the Fermilab taxi (hack) service. Currently, the Fermilab taxi service runs from 7:30 am to 3:30 pm, and the taxi service stops accepting new calls from 3:00 pm. I hope the taxi service can be extended to a later hour, for example, at least 5:30 pm. I understand that it might be hard to extend the working hours for the taxi drivers, therefore, I would also recommend making part of the taxi service shuttle-like if it can

Resolved Feedback

Access to my "resolved" tickets would enable me to create a list of on-boarding activities for new employees on my team. (The tech support triage folks are too overwhelmed to address this request. So I'm trying to gain traction by submitting to UEC).

Date Received	Date Resolved	Summary	Feedback	Resolution
02/11/2022	07/11/2022	Complain about Wine & Cheese seminar on Feb 11	Feb 11 was the International Day of Women and Girls in Science. At the beginning of the w&c seminar, the host mentioned that the seminar was dedicated for the day. It was anything but. 1. To begin with, the seminar was given by a male speaker. It would have been much more proper if the time slot was used to celebrate the achievements of (one or more) female scientists or other gender minorities. 2. The talk presented one single study/view on the "gender bias" in particle physics and social science job applications. We know that no studies are perfect, while a single study warrants discussions, such a high-profile talk opportunity dedicated to a special day should not have been focused on a single study/paper. 3. Seminar speakers inevitably convey their personal views and opinions in addition to their scientific evidence. However, in this talk, we heard claims including (paraphrasing) 14% of female applicants is normal for particle physics, not something to worry about; no gender bias in job applications (while data shows no significant measurements of bias); saying a woman's hardworking while saying a man's smart, is Okay; another study says women have an advantage in job applications compared to men. Choosing to speak about this combination of personal views and opinions are not helpful towards female scientists that live in a much more painful reality than what we existed.	UEC recommended implementing two policies moving forward to avoid such situations: (1) Zoom etiquette policy, (2) consult future DEI talks with DEI office. These have been accepted by the W&C organizers as well. From now on, the JETP organizers will look into the DEI office approval before any DEI related seminars. JETP seminars also developed a code of conduct that will be passed along with any future seminar announcements.