



NSF NHERI   
**NETWORK  
COORDINATION**

# Measuring User Satisfaction for the Natural Hazards Engineering Research Infrastructure Consortium

*Mohammad Khosravi, User Forum's Chair  
Associate Professor at Montana State University  
December 06, 2024*



NSF NHERI   
**CYBER-PHYSICAL SIMULATION**

# USER FORUM

## ➤ NHERI User Forum (UF): The community shaping NHERI's future



### Last call: 2024 NHERI User Satisfaction Survey

Greetings, colleagues,

I hope this email finds you well. My name is Mohammad Khosravi, and I am chair of the NHERI User Forum. I am emailing with a final kindly request for feedback on your experiences with NHERI facilities.

We in the User Forum understand that users, people like you, are the backbone of our research community. Your feedback and insights can help shape the future of the NHERI network. That is why we conduct an annual NHERI User Satisfaction Survey.

This is your opportunity to honestly evaluate NHERI software, testing equipment, and services. It is completely anonymous, consists primarily of multiple-choice questions, and takes less than 10 minutes to complete. Please take a moment to provide your honest feedback:

[Take the Survey](#)

## NHERI USER FORUM

### THE COMMUNITY SHAPING NHERI'S FUTURE

The User Forum (UF) committee is a NHERI-wide group focused on providing the **NHERI Council** with independent advice on community user satisfaction, priorities, and needs relating to the use and capabilities of NHERI.

The elected volunteers of the UF bring input from the community into NHERI operations, assess the effectiveness of the support to NHERI users, and contribute to the **Network Coordination Office (NCO)** and NHERI-wide efforts to build a community of satisfied users. The UF committee is engaged in the development and continuous update of the NHERI-wide **Science Plan**. The UF functions as an additional voice of the community within the **Governance** of NHERI.

### Activities and Responsibilities

The User Forum committee has representation across NHERI activities, with three representatives working directly with the **NCO**, two representatives working with the **Education and Community Outreach (ECO)** team, two representatives working with the **Facilities Scheduling** committee, and one representative working with the Education Transfer committee.

The UF committee meets once per month via teleconference and once per year in-person. The first and second in-person meetings were held in San Antonio, Texas, simultaneously and in conjunction with the **Summer Institute**.

The UF committee is responsible for conducting annual community user satisfaction surveys for NHERI users.

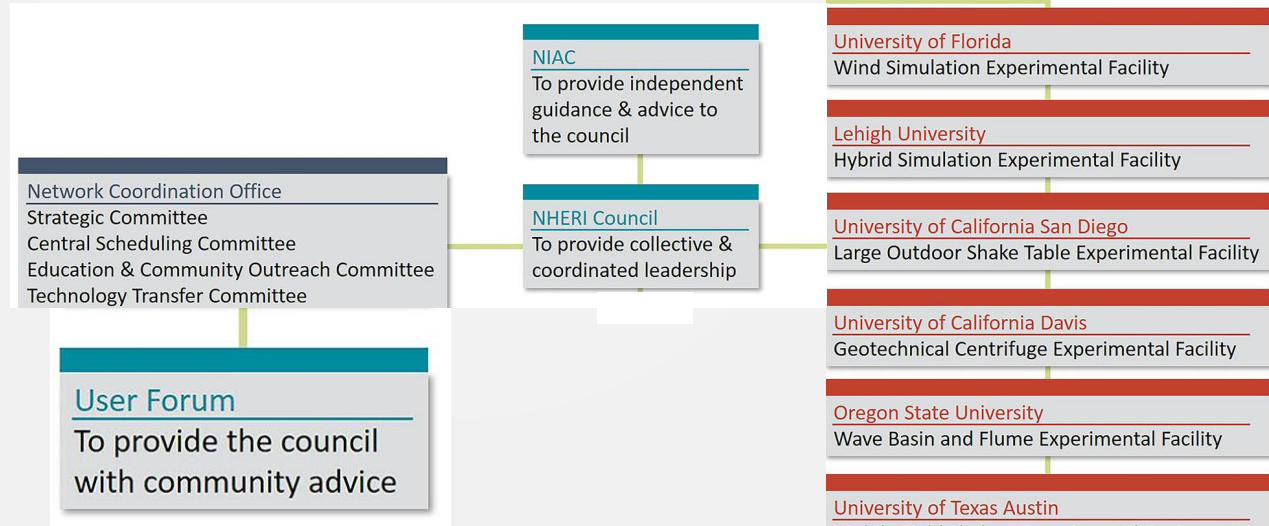
Each year, the User Forum committee publishes an Annual Community Report on the NHERI website.



# USER FORUM

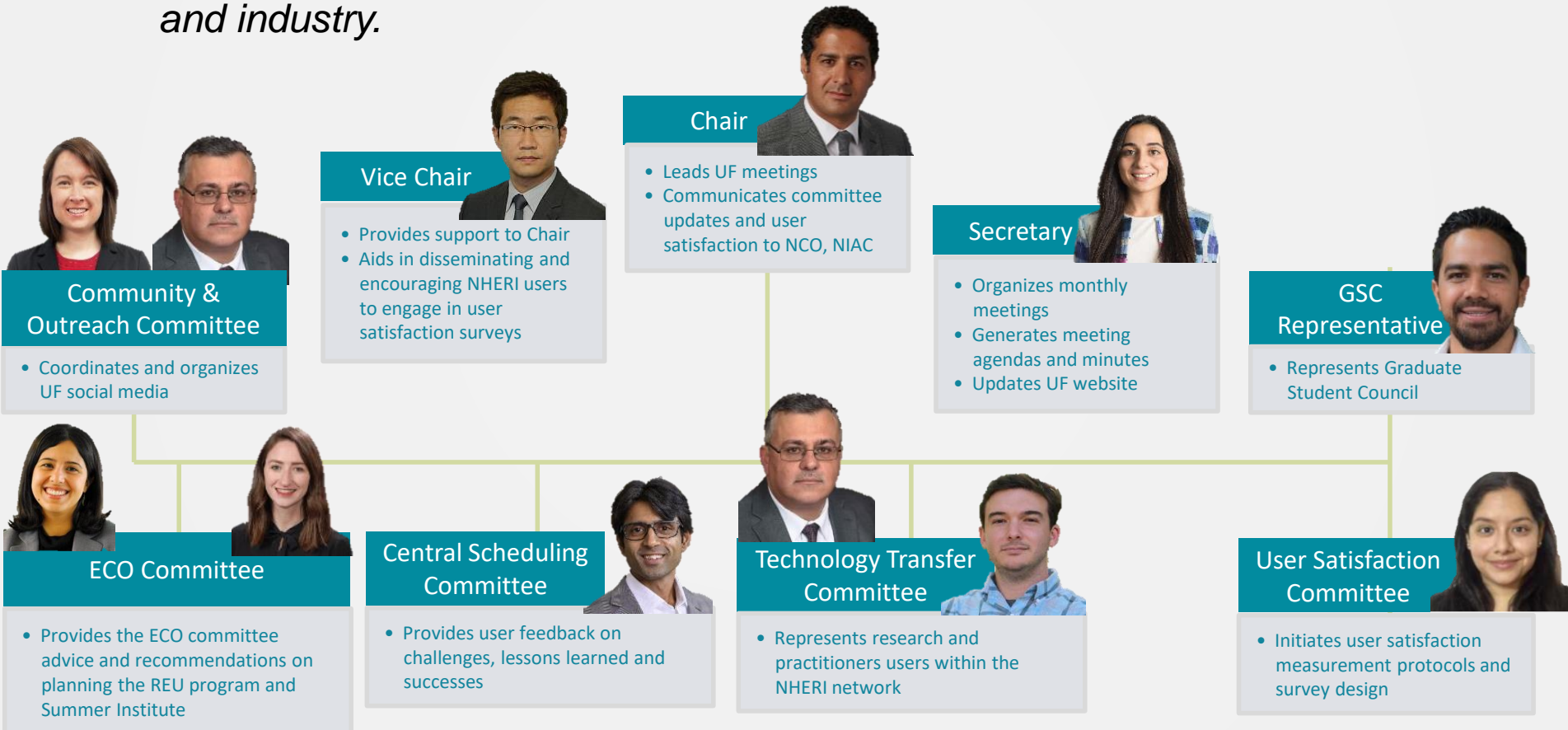
- *What is the User Forum (UF)?*
  - *A representative body within NHERI governance, serving as the voice of the user community.*
  - *Focused on understanding and addressing the needs, priorities, and satisfaction of NHERI users.*

- [DesignSafe-CI at University of Texas Austin](#)  
Community Cyberinfrastructure
- [SIMCENTER at University of California Berkeley](#)  
Computational Modeling and Simulation Center
- [RAPID at University of Washington](#)  
Natural Hazards Reconnaissance Equipment
- [CONVERGE at University of Colorado](#)  
Extreme Event Reconnaissance Coordination
- [Florida International University](#)  
Wind Simulation Experimental Facility
- [University of Florida](#)  
Wind Simulation Experimental Facility
- [Lehigh University](#)  
Hybrid Simulation Experimental Facility
- [University of California San Diego](#)  
Large Outdoor Shake Table Experimental Facility
- [University of California Davis](#)  
Geotechnical Centrifuge Experimental Facility
- [Oregon State University](#)  
Wave Basin and Flume Experimental Facility
- [University of Texas Austin](#)  
Mobile Field Shakers Experimental Equipment



# USER FORUM: ORGANIZATION

- *What is the User Forum (UF)?*
  - *Composed of elected members from diverse disciplines across academia and industry.*





# USER FORUM: KEY RESPONSIBILITIES

## ➤ **Key Responsibilities:**

- **User Representation:**  
*Advocates for the interests of NHERI users in governance.*
- **User Satisfaction Assessment:**  
*Develops and executes annual surveys to evaluate user satisfaction.*
- **Feedback Mechanism:**  
*Provides independent advice to NHERI leadership to enhance user experience.*
- **Outreach and Engagement:**  
*Promotes NHERI resources through community activities and social media.*



# USER FORUM: KEY ACTIVITIES

- **UF's Key Activities:** *to ensure NHERI resources meet user needs effectively*
  - **User Satisfaction Survey**
    - *Evaluate user satisfaction to guide NHERI improvements*
    - *Gather insights into experiences, needs, and challenges*
  - **Community & Outreach Subcommittee**
    - *Coordinate and manage social media campaigns across platforms, including Twitter, Instagram, LinkedIn, and YouTube, to enhance the UF's presence*
    - *Amplify the User Forum's presence and engage the community effectively*
  - **Leadership Engagement and Feedback:**
    - *Actively participate in NCO meetings and NHERI committees to ensure User Forum objectives align with and are integrated into NHERI's broader initiatives*



# USER FORUM: KEY ACTIVITIES

## ➤ **User Satisfaction Survey:**

- *Continuous Assessment (year-round)*  
*Site-level data via Survey Module & 'Big 4 questions'*
- *Annual assessment (Summer/Fall)*  
*large-scale and detailed assessment of user satisfaction across the NHERI network (<https://www.designsafe-ci.org/community/user-forum/>)*
  - *Distribute surveys via email, social media, NHERI site PIs, and in-person events.*
  - *Graduate Student Council (GSC) included in survey development and distribution*
- *Participation*
  - *Targeted to known users and the general NHERI community.*
  - *Includes underrepresented groups (e.g., graduate students, new users).*



*Maggie Leon-Corwin  
U. Of Oklahoma*



# USER FORUM: KEY ACTIVITIES

## ➤ **User Satisfaction Survey**

### **Full Survey: 28 questions**

- *Launches Annually, in the Summer*
- *28 questions, designed to collect qualitative and quantitative data- includes the 'big 4' and updated demographic questions*
- *Short battery on GSC/Graduate Student Specific needs*

### *Quantitative and Qualitative Data*

1. *Questions about how your research has been enhanced through the use of NHERI resources.*
2. *Questions regarding how you plan to utilize NHERI facilities and resources.*
3. *Questions about the quality of data from available tests and how to locate or use it.*
4. *Questions about the staff and support resources provided by NHERI facilities and resources.*
5. *Questions regarding NHERI online resources and tools.*
6. *Questions about NHERI services and the information provided.*





# USER FORUM: KEY ACTIVITIES

## ➤ **User Satisfaction Survey**

1. *My own research has been enhanced through my use of NHERI resources and/or my connection to the NHERI components.*
2. *The creation of NHERI has helped to advance research collaborations in the natural hazards research community.*
3. *I have reviewed the NHERI Science Plan - Version 1.0 and/or Version 2.0*
4. *On a scale of 1 to 5, how likely are you to write future grant proposals that will involve the use of NHERI resources?*

### **Module/The Big 4 (4 core "Big 4" questions)**

- *Short form, continuous*
- *Site level solicitation and email invitation*
- *4 high level questions regarding user satisfaction*



# USER FORUM: KEY ACTIVITIES

## ➤ **Community & Outreach Subcommittee**

Coordinate and organize social media efforts on Twitter, Instagram, LinkedIn, and YouTube to increase UF presence

[https://twitter.com/NHERI\\_UserForum](https://twitter.com/NHERI_UserForum)

### IMPACT:

*In collaboration with the NCO, the committee piloted a multi-facility #NHERISpotlight Twitter campaign resulted in 4.2% user engagement over six months.*

The combined Communication and Outreach subcommittee with groups like NCO and ECO ensures consistency in messaging and efforts.



Stephanie Pilkington  
U. North Carolina



Yazen Khansawneh  
U. Notre Dame

#NHERISpotlight  
Twitter campaign

NHERI... ( · Oct 28, 2022 ...  
**#NHERISpotlight:** For the past few weeks, members of StEER (structural extreme events reconnaissance) have been busy collecting valuable and perishable data following Hurricane Ian. Teams have been documenting structural damage and high water marks.  
**#nsfstories**

7 10

# USER FORUM: KEY ACTIVITIES

➤ **Leadership Engagement and Feedback to NHERI Leadership:**

*Provides independent advice to NHERI leadership to enhance user experience.*

- *Consistent Leadership Engagement by attending biweekly NCO Meetings*



*M. Khosravi  
Montana State U*



*Wei Song  
U. of Alabama*



*Idil Akin  
UCLA*

- *Active Engagement in NHERI committees*



*Stephanie Paal  
Texas A&M U*

**ECO Committee**

*Sara Hamideh  
Stoney Brook U.*



**Central Scheduling Committee**

*Sabarethinam Kameshwar  
Louisiana State U.*

*Yazen Khansawneh  
U. Notre Dame*



**Technology Transfer Committee**

*Shane Crawford  
U. of Alabama*



# THANKS



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