

2018-09-27 Meeting notes

Date

27 Sep 2018

Attendees

- Chris
- Bryan
- Bobby
- Nicole
- Weddie
- Rick

Goals

- Biweekly status meeting

Discussion items

Time	Item	Who	Notes
Action Items			
	User Survey Interview comments		<ul style="list-style-type: none">• Shared sheet with Julie Wernert - Bryan needs to follow up on next steps
	Micro Surveys		<ul style="list-style-type: none">• One in progress: Data transfer needs and experiences (possibly XCI initiated)
	Feedback ticket status	Nicole	<ul style="list-style-type: none">• 5 tickets, 2 pending, 3 resolved• Campus Champion poster/artwork question - (Bryan is working on finding some direction for this - done?)
	User Forums	All	<ul style="list-style-type: none">• One Chris still needs to get deleted? (Not sure what to do with that - Bryan)
	Startup Contact emails	Bryan	<ul style="list-style-type: none">• August startups (80) emails sent 9/11<ul style="list-style-type: none">• 3 action items, 12 total responses
	New/Renewal reminder (re-add users)	Bryan	<ul style="list-style-type: none">• 9/26 - 302 emails to projects to start Oct 1<ul style="list-style-type: none">• Already 2 action items
	Contact emails to New and Innovative Project PIs	Rick	<ul style="list-style-type: none">• Sergiu would like to repeat quarterly• Will send again in early September, Rick feels this makes more sense given faculty will be back for the new semester.• Sent out tuesday, 2 responses to date
	Improved XSEDE account management	All	
	PI Status Emails	All	<ul style="list-style-type: none">• Bryan<ul style="list-style-type: none">• Replies: 17• Action Items: 4
	Roundtable		
		Bobby	<ul style="list-style-type: none">•
		Nicole	<ul style="list-style-type: none">•

		Rick	•
		Weddie	•
		Bryan	<ul style="list-style-type: none"> • PI Status list - gather data mid October <ul style="list-style-type: none"> • Please remember to: <ul style="list-style-type: none"> • Record the number of replies • Record and follow Action Items in JIRA • Forward any comments/complements to appropriate folks
	Next Meeting		Thursday, 11 October 2018

User Engagement Activities

- All –
 - quarterly PI status email
 - Identify actionable items
 - Create Jira issues for tracking actionable items
 - Provide metrics for Interim Project Reports
 - monitor user forums
 - annual user survey activities
 - attend biweekly group status meetings and monthly CEE all-hands meetings
 - support of Campus Champions (pending)
- Nicole - +monitor tickets that go into User Engagement RT queue
- Rick - +NIP quarterly contact emails (Dave Hart provided last email list)
- Weddie- +micro surveys
- Chris –
 - attend biweekly CEE meetings and provide UE status
 - attend quarterly XSEDE staff meetings
 - monthly startup contact email
 - quarterly new/renewal contact email
 - quarterly reminder to PIs to review user access to their project (Ken H provides email list that includes PIs, co-PIs, and allocation managers)
 - gather metrics from UE team and provide input to Interim Project Reports
 - provide ticket stats to SP forum (Jason does this)

Action items

