

2019-8-1 Meeting notes

Date

01 Aug 2019

Attendees

- Bryan
- Bobby
- Nicole
- Weddie
- Tom

Goals

- Biweekly status meeting

Discussion items

All

- IPR9 due mid-August; send me your numbers, if you haven't already
- Still new task: contact rejected PIs
 - "PIs whose requests were rejected at the most recent XRAC meeting." We could provide the contact info, etc., but it would be nice to have a "personalized" contact that helps them understand their next steps/options and makes sure they are aware of the support resources available to them.
 - About 50 messages per quarter
- Please be watching for microsurvey opportunities.

Next Meeting Thursday, 8 15 2019

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

