

WBS 2.1.3 User Engagement

Mission Statement

The mission of XSEDE User Engagement is improving support, operations, capabilities, interfaces, procedures, and policies by maintaining persistent, personal contact with the community.

Goals, Metrics, KPIs

Primary Metrics
Number of active and new PIs contacted quarterly
Number of user requirements entered/tracked
Number of user requirements resolved

Additional Metrics
Number of responses to PI emails each quarter
Number of responses to each micro survey
Number of annual user satisfaction survey respondents interviewed
Number of XSEDE-wide tickets
Number of XSEDE-wide tickets addressed

Team Members

Name	Institution	Position	Email
Bryan Snead	TACC	Manager	jbsnead@tacc.utexas.edu
TJ Olesky	PSC		tjolesky@psc.edu
Weddie Jackson	NCSA		weddie@ncsa.edu
Bobby Whitten	NICS		rwhite4@utk.edu
Nicole Wolter	SDSC		nickel@sdsc.edu

Communication & Meetings

Bi-weekly status meetings - day/time TBD

[User Engagement Meetings](#)

New Staff Orientation

TBD

Projects

[Managing accounts related to allocation expiration/renewal](#)

User Interviews

User Interviews
