SHUG-EC Conference Call: Tuesday May 11th, 2021

Online:

  ORNL: Hans Christen, Jamie Fernandez-Baca, Janell Thomson, Travis Williams

  External: Geneva Laurita, Adrian Brugger, Daniel Shoemaker, Yun Liu, Jaroslaw Majewski, Martin Mourigal, Olivier Delaire, Danielle Yahne, Rana Ashkar

Document approval:

  Minutes from April 2021 conference call: approve

  Agenda for May 2021 conference call: approve

1. (Pinned) Recommendation for ORNL about **user support spanning the long-range planning schedule**, notably the Be outage
   a. Discussed ideas on how to help the user community through upcoming outages
      i. Discussed the role of the user newsletter and user meeting and how these can be used towards this goal
      ii. Discussed the avenues for user feedback and concerns in regards to shutdowns
      iii. Discussed the need and strategy for multiple ways to communicate to users
   b. Timeline for upcoming outages is in the works; discussed goals and limitations surrounding this
   c. Discussed the idea of a town hall/webinar and topics to communicate to the users
      i. Discussed the idea of a recurring townhalls and the timing for those
      ii. Will get follow up from Hans
   d. Discussed implications of COVID-related backlogs
2. Teaming for Users Meeting - Invited Speakers
   a. Spreadsheet of contributed speakers and draft agenda have been shared via Slack
   b. Need to fill in afternoon sessions for user meeting
      i. **Action item (all):** fill the boxes and alternates at the end of the schedule by next week
      ii. **Action item (team leads):** send out informal invitations to speakers
      iii. Follow up on Slack for questions
      iv. Registration and website scheduled to be live by end of month
3. Update from Janell on Virtual SHUG-EC on-site visit
   a. **Action item (all):** respond to Doodle poll for timing by tomorrow
   b. Discussed details of each session with various ORNL groups, as well as opportunity for SHUG discussion/working sessions
   c. **Action item:** work together with Janell via Slack about breakdown of all sessions and reporting/lead plan for each (how we will compile the report)
      i. Documents to be shared via Slack
4. Arrive at recommendation for ORNL regarding user surveys and metrics.
   a. **Action item:** work collectively over Slack to come up with what we want to recommend to ORNL
   b. To keep in mind for recommendations:
      i. Maintain classification of completed experiments?
      ii. Collect Survey information with IPTS on unfinished experiments?
      iii. Tie to proposal submission?
5. Next conference call: Tuesday June 8th, 4pm