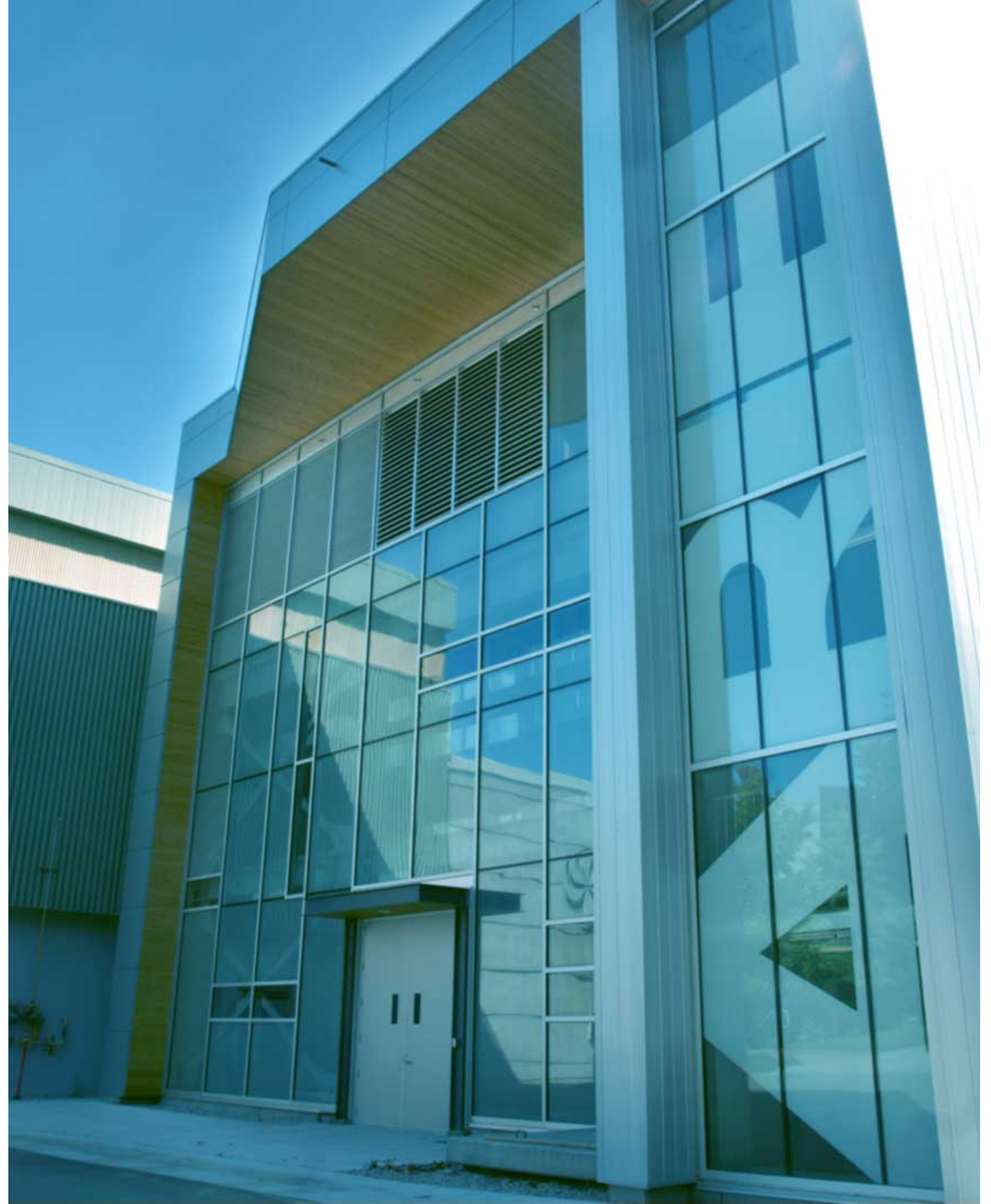


# User and Visitor Support at TRIUMF

Marcello Pavan

Academics and Users Office

2019-08-22



# Outline

- Goals of a Users' office
- Who is supporting Users
- What kinds of support exist now
- What improvements are being planned



## What is a Users' "Office" for?

To provide the services and resources required to make a researchers visit to TRIUMF a success

- Administration
  - Ease the inevitable paperwork
- Experimental
  - Maximize conditions for success
- Personal
  - Safety training

**Our goal is happy scientists!**



# The TRIUMF User support team

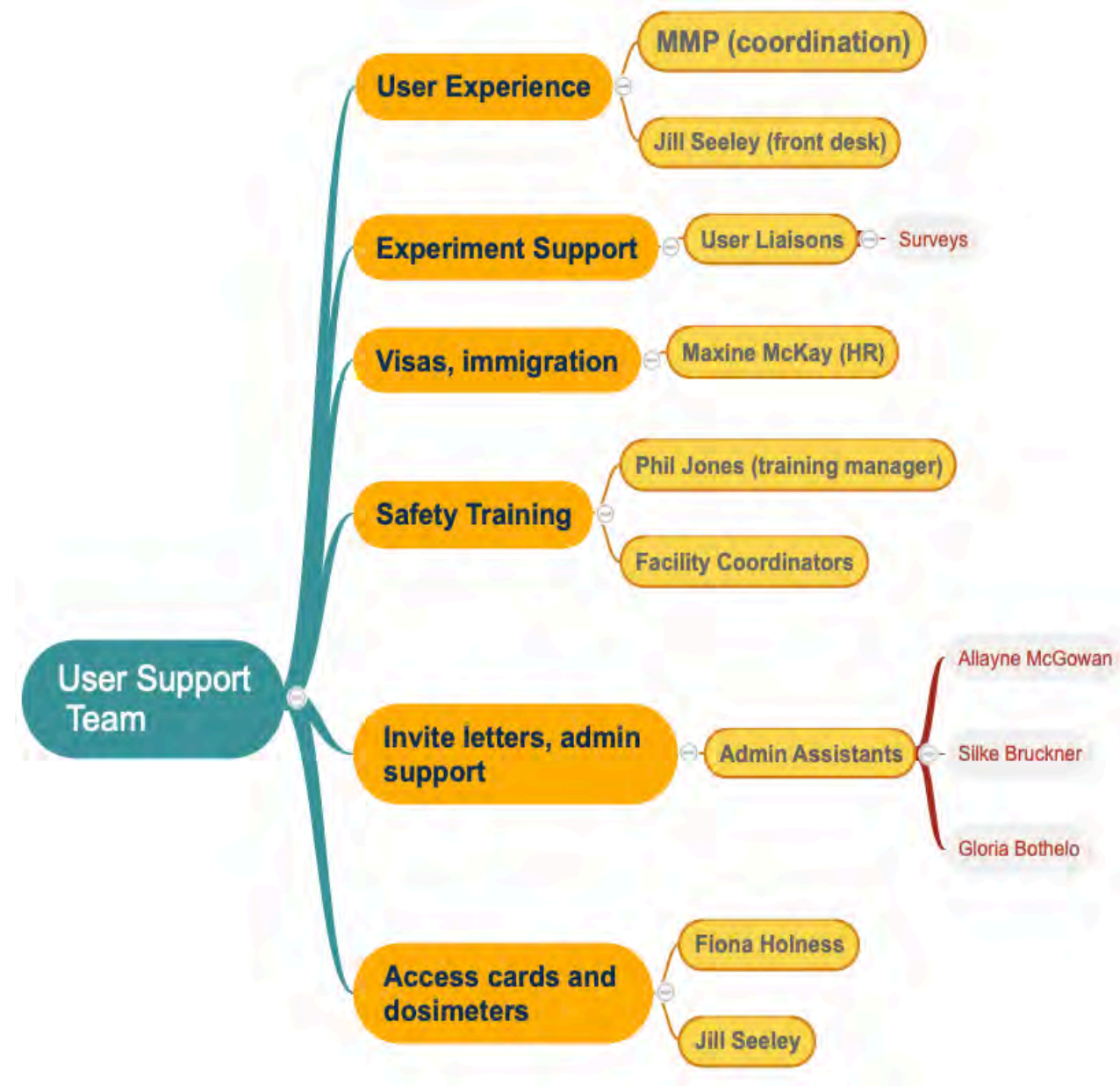
## TRIUMF establishing the *Academics and Users Program Office*

- See Anne Louise Aboud talk

Not a physical office *per se* but a collection of resources and personnel

Define relevant processes

MMP coordinating efforts



# Scientific Visitors website

[triumf.ca/home/for-scientific-visitors](http://triumf.ca/home/for-scientific-visitors)

## Intent is one-stop shopping

- Information for researchers Before, During, and After their visit to TRIUMF
- Reasonably complete as is
  - <Show demo>

Wholesale reorganization planned  
It can always be made better, clearer

### For Scientific Visitors

#### Planning a visit to TRIUMF?



#### Visitor Liaisons

Before, during, or after your visit to TRIUMF, please contact the [Visitor Liaisons](#) with any questions or concerns.

#### Before

##### Before your Visit - Important!

- Letter of Invitation
- Immigration documents
- Medical Information
- Accomodation
- Shipping Equipment

##### Procedures for User Registration

- How to initiate a visit
- Invite from TRIUMF Contact
- Information requirements
- Complete online training

##### Forms and Online Training

##### Planning Experiments

- Procedures
- EEC Meeting Schedule
- Facility Information

#### During

##### When you Arrive at TRIUMF

- Laboratory Keys
- Parking Permits
- Other Administration

##### Your stay in Vancouver

- Getting Around
- Attractions & Activities
- Dining
- [TRIUMF House](#)

##### Training Requirements

#### After

##### When you Leave TRIUMF

- Computing Accounts
- Address Forwarding
- Radiation Badge
- Keys
- Security Access Card

##### User Satisfaction Surveys

- Satisfaction survey after a TRIUMF research visit
- ISAC and CMMS surveys available now!

#### Visitor Resources

- **NEW!** [Physical Sciences Division - User Services Newsletter](#)
- [Information on recent TRIUMF changes to Visitor system](#)
  - Updated March 31, 2016
- [Visitor Registration \(login required\)](#)
  - Invite New Visitor (for TRIUMF Staff and designated users)
  - Register a new on-site visit (for Visitors)
- [Affiliate Scientists/Engineers](#)
  - Program Information.
- [TRIUMF Users Group](#)

# User Liaison Scientists

Assist visitors with questions and technical needs, including:

- [proposal writing and submission](#)
- [beam time requests](#)
- [project initiation](#)
- [equipment transport to TRIUMF](#)
- access to local infrastructure
- [safety orientations](#) and report preparations

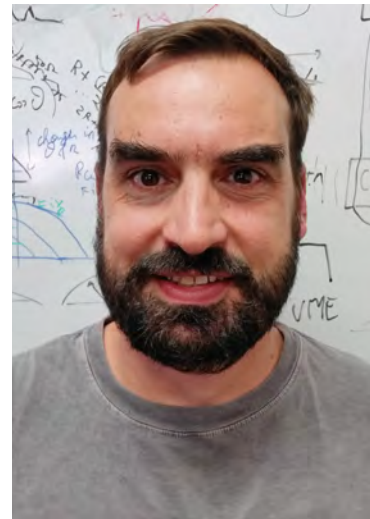
Manage satisfaction surveys to obtain feedback on user's experiences while at the lab.



Martin Alcorta  
*Isotope Beams*



Iain McKenzie  
*CMMS*



Thomas Lindner  
*Science Tech.*



Isabel Trigger  
*M11 Testing*

# ISAC User Beam Time Satisfaction Survey

Please help us to improve your ISAC experience by filling out this simple form. Data will be collected and analyzed to enable us to identify areas of improvement.

NOTE: this survey MUST BE FILLED ONLY by (one of) the Experiment Spokesperson(s) for the experiment considered in this survey

\* Required

## Privacy Considerations

Your personal information is collected under the authority of section 25(e) of the Freedom of Information and Protection of Privacy Act (FIPPA). This information will be used for the purpose of evaluating TRIUMF's experimental facilities. All information that identifies the respondent will be kept strictly confidential.

Questions about the collection of this information may be directed to the User Liaison Scientist: [malcorta \[at\] triumf \[dot\] ca](mailto:malcorta[at]triumf[dot]ca).

This survey will collect the respondent's business contact information, and opinions on the respondent's recent experience using a TRIUMF experimental facility. The raw data will be accessed ONLY by the ISAC User Survey Committee chaired by the User Liaison Scientist.

If you wish to have ONLY the ISAC User Liaison Scientist access the raw data, or prefer to fill out a paper copy, please contact the Liaison Scientist directly: [malcorta \[at\] triumf \[dot\] ca](mailto:malcorta[at]triumf[dot]ca).

1. Do you consent to having your anonymised comment(s) shared publicly? \*

- Yes  
 No

2. Are you one of the Experimental Spokespersons and do you consent to using this survey tool to collect information on your recent experience using a TRIUMF experimental facility? \*

- Yes, I am one of the Experimental Spokespeople and I do consent

Next

Never give out your password. [Report abuse](#)

This content is created by the owner of the form. The data you submit will be sent to the form owner.

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## User Services Newsletter

Provides news and updates of services and developments of interest to all TRIUMF's Users.

- Includes:
  - on-site experimental program
  - technical services, e.g. detector and data acquisition systems and other experimental system development and manufacturing
- Communicate response to persistent concerns flagged in satisfaction surveys

### Improvements for Onboarding Visitors – Anne Trudel [atrudel@triumf.ca](mailto:atrudel@triumf.ca)

TRIUMF is streamlining the administrative workflow for the Visitor Application process related to issuing an access card and radiation badge.

Effective June 1<sup>st</sup>, we request that *visitors must complete their application one week prior to the start of their visit*. This would include providing all the information required for issuance of an access card and a radiation badge as well as completing the required training - Safety Orientation and Basic Radiation Protection. Adhering to this timeline will ensure that we provide all visitors with their required credentials upon arrival.

TRIUMF contacts should ensure that the invitation is entered in the Visitor Application database well ahead of time to provide visitors the time to complete requirements one week ahead of their visit. For requests that lack the one-week lead time, the radiation badge and access card may not be ready upon the visitor's arrival. In this case, alternate arrangements will need to be made and this will delay the onboarding process. (n.b. anyone escorting a visitor through Stores to obtain a direct reading dosimeter must be a TRIUMF Safety Supervisor.)

Thank you for helping us improve the TRIUMF visitor experience, as we work to ensure better delivery of services to visitors and minimize delays at the time of arrival.

-Environmental Health and Safety (EHS) & TRIUMF Administration



### Nuclear Physics with Isotope Beams – Martin Alcorta [malcorta@triumf.ca](mailto:malcorta@triumf.ca)

Many thanks to all the users who have filled out the ISAC exit surveys. We are already making improvements on our communication in the operations group as a result of the feedback we have received. The survey itself is undergoing a few changes as we move it to the Office 365 platform. The survey is still accessed via the [scientific visitors homepage](#). In addition, we have now formed a user survey committee which will be tasked with analyzing responses from the surveys as they are received. This will ensure that issues which were identified during beamtimes will be responded to promptly and by the appropriate groups within the different divisions. The committee will consist of myself along with the two experimental officers and three members from the accelerator division.

An option is in place for those users who would prefer only the liaison have access to the responses. In the near future, we hope to have an anonymous feedback system in place which all users (not just the spokesperson(s) as for the survey) will be able to use. The existing survey and other feedback mechanisms will be discussed with users during the beam delivery meeting.



# Visitor registration/training improvements

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Currently reviewing all aspects of the workflow when Users visit TRIUMF

New safety training platform developed and waiting to be deployed

Evaluating potential change to a Microsoft Dynamics-based CRM system

- Much improved workflow
- Builds on existing Office365 structure

The screenshot shows the TRIUMF website's 'Request Visit' form. The header includes the TRIUMF logo and the text 'Canada's national laboratory for particle and nuclear physics' and 'Laboratoire national canadien pour la recherche en physique nucléaire et en physique des particules'. The navigation menu includes 'TRIUMF Home', 'Human Resources', 'Accounting', 'Supervisor Tools', 'Dosimetry', 'Visits', 'Training', and 'Logout (marcello)'. The form is titled 'Request Visit' and is divided into several sections:

- General Information:** Fields for 'Visitor's first name', 'Visitor's middle name', 'Visitor's last name', and 'Visitor's e-mail'.
- Site access requirements:** A dropdown menu set to 'Full site access (behind the fence)'.
- Start of visit authorization:** A date field with a list of options: 'Start of electronic access to TRIUMF' and 'Earliest date visitor can be on-site at TRIUMF'.
- End of visit authorization:** A date field with a list of options: 'End of electronic access to TRIUMF' and 'After this date, the visitor cannot be on-site at TRIUMF'.
- Dates At TRIUMF:** A section with the text 'When do you expect the visitor to be present at TRIUMF? If there are multiple short visits, you may enter them here. The visitor can change this later.' It includes 'Arrival date', 'Departure date', and 'Remove date range' fields.
- Safety supervisor:** A dropdown menu set to 'Marcello M Pavan'.
- Nature of visit:** A dropdown menu set to 'Select nature of visit...'.

# Next up: Infrastructure to better serve Users

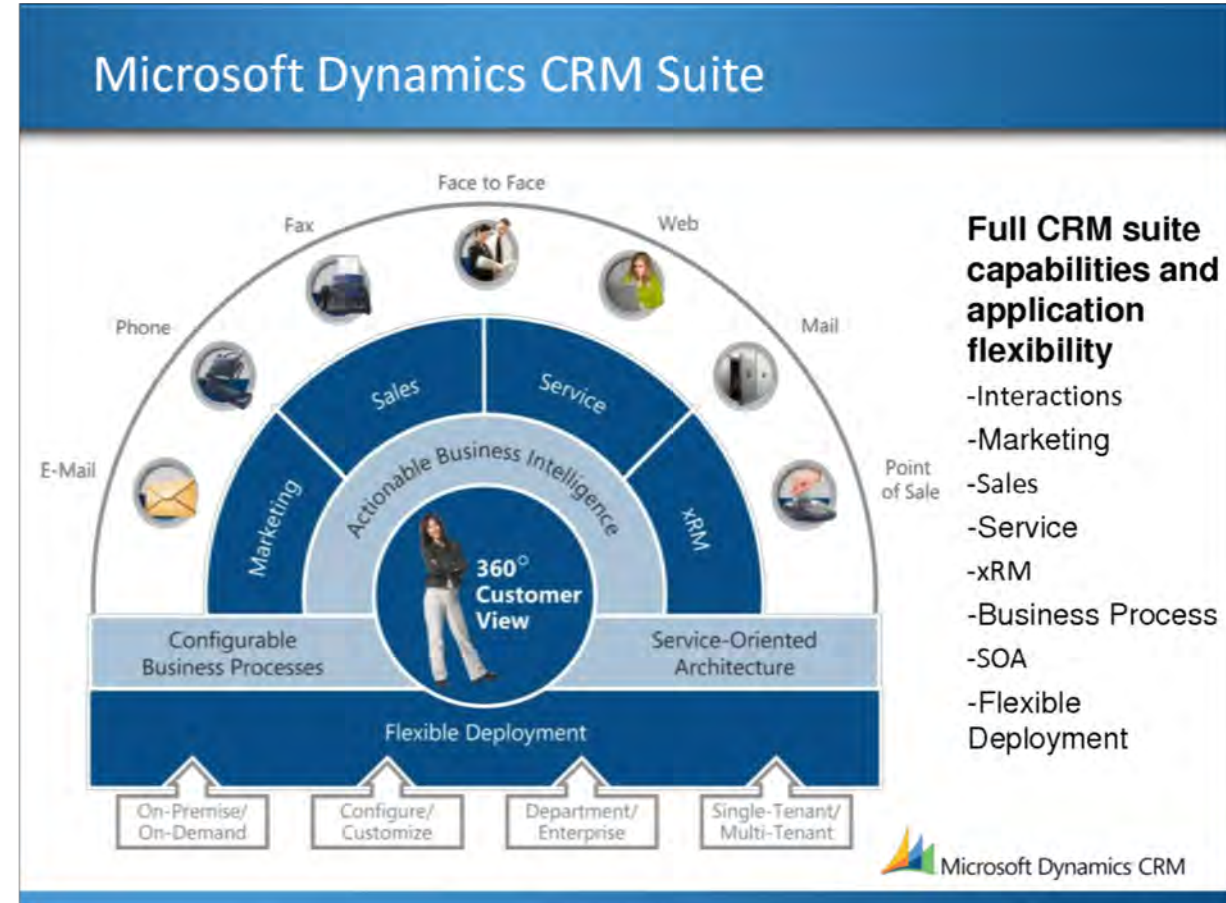
## Problem:

- NO database of Users' contacts
- Website has serious limitations
- Communication compromised

## Potential solution:

- Contact information in Dynamics CRM and/or Active Directory
- Sharepoint-based web site to replace existing site
- Communication (e.g. newsletter) facilitated through the CRM
  - More and flexible communication options

BUT, all options being considered



# Summary

TRIUMF has made a strong commitment to improve the User experience at the lab

*New Academics and Users* office coordinating activities

Recent initiatives delivering on the promise

User Liaisons

Newsletter

Improved website

Ongoing work to improve the visits workflow

Medium term plans to improve communication

Possibly via Office365 Dynamics framework



Thank you  
Merci

***Any Questions?***

[www.triumf.ca](http://www.triumf.ca)

Follow us @TRIUMFLab

