

User Committees – scope, modus operandi, mutual benefit, how to set up a user committee? (Best) practices etc.

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European XFEL User Organization & yearly user survey

- Organized framework for discussion between the users and the management, in particular to give feedback to the Management in order to improve the conditions for users performing experiments and to help widening the user community
- Specific conditions for User Organization membership (see Chart): all proposers in last 4 calls and/or all users in last 10 experiment runs
- Executive Committee of European XFEL User Organization : 2 members per scientific instrument community = 12 seats (first 6 in 1st round appointed by EuXFEL Management, then election by User Organization members), term of 3 years renewable once
- Activities:
 - Young Scientist Award
 - Involvement in Users' Meeting, virtual user information meetings etc.
 - **Yearly user survey for members of the User Organization (see above) – focusing on previous 24 months of operation**
 - **Results analyzed by User Organization and presented at annual Users' Meeting**
 - https://www.xfel.eu/users/user_organization/index_eng.html



European XFEL User Organization & yearly user survey

User Organisation Executive Committee (UOEC) Current Members



Emma McBride
Queen's Uni. Belfast
Chair
HED



Marc Simon
CNRS & Sorbonne Uni.
Vice-Chair
SQS



Andrea Eschenlohr
Uni. Duisburg Essen
Former Chair
SCS



Filipe Maia
Uppsala Uni.
SPB/SFX



Wojciech Gawelda
UAM
FXE



Saša Bajt
DESY
MID



Marion Harmand
Sorbonne Uni.
HED



Marcel Mudrich
Uni. Aarhus
SQS



Stefano Bonetti
Stockholm Uni.
& Uni. Venice
SCS



Kartik Ayyer
MPSD
SPB/SFX



Giulia Fulvia Mancini
Uni. Pavia
FXE



Giacomo Baldi
Uni. Trento
MID

- Elections took place 10th January 2023 and were announced at the 2023 User's Meeting.
- The next election cycle begins with nomination in late 2024, and announcement of the results at the 2025 User's Meeting.

Other specific surveys and reports

- Participation of few selected users in specific questionnaires by EuXFEL groups regarding
 - data acquisition and analysis topics ('data users')
 - use and access to user labs (sample preparation and characterization)
- End-of-shift feedback

Feedback

Topic *

- Administrative support
- UPEX user portal
- XFEL.EU user webpages
- Travel and accommodation support
- Safety training
- On-site life ⓘ
- Scientific and technical support
- Operations
- Other

Proposal

Feedback *

Plan: coordinate of all of the above surveys in the medium term

Discussion and *tour de table*

- Do you have a committee representing the interests of the users at your facility?
- Do you collect feedback and who is in charge of the process?
- Tools in use?
- Who analyses the results?
- Who is deciding on actions to be taken and who communicates the decisions to relevant colleagues?
- Who is in charge of monitoring the achievement / consequences of any action generated by feedback?
- Who is going to give feedback to the user feedback?

