

## MATFab Communication Policy

Communication is key for successful collaboration between the MATFab users and staff. To make sure there is effective and clear lines of communication, the MATFab facility adheres to the following communication policy.

Official communication will occur via university email. The MATFab staff and director strive to answer all email questions and requests within two business days of receipt. The general MATFab staff email account ([matfab-staff@uiowa.edu](mailto:matfab-staff@uiowa.edu)) is monitored by the director. If necessary, requests and questions to this email account will then be forwarded to and addressed by specific staff members.

The staff and director have cell phone numbers listed for laboratory emergencies outside the laboratory doors. Please contact them via cell phone (either text or call) for laboratory emergencies. Do not text or call personal staff numbers for routine laboratory or instrument issues unless the staff have given you specific instructions or approval to do so. Staff are not required to answer personal cell phone or email after business hours or if they are on vacation or sick leave.

Users will be contacted regarding short-term (2-48 hrs) instrument downtime by staff members if they have reserved the instrument at least 24 hours prior to the usage time. Users and faculty members should not expect notification of short-term instrument downtime if they have not reserved the instruments. After initial assessment of the instrument issue, the staff will determine if the downtime will be longer than 48 hrs. If the downtime is expected to be longer (>48 hrs) then the staff member will send out an email to any user that has previously utilized that piece of equipment or have reserved it for future use. They will provide a short email indicating the current issue and providing additional information on the likely length of the instrument being off-line. Staff may extend the downtime as the situation requires and will notify users as they have updates.

Long-term downtime will be indicated by inability to reserve the instrument on BookitLab.

Users will be contacted for laboratory shut-downs at least two weeks prior to the planned event, but will strive to let users know at least two months before a planned shutdown, including the annual laboratory shutdown.

Laboratory stop work or safety issues will be communicated to the parties involved (graduate students, faculty, director, staff) via email. This will serve as the official communication regarding laboratory issues and any disciplinary efforts.

Official communication of policies will occur via email or at the MATFab user meetings. In addition, the policies will be placed on the MATFab website so that the information is freely available to the public.

Laboratory updates are covered every semester via the MATFab user meeting.