



# Community of Interest (COI) Introduction and Posting Guidelines

## Background

The National Science Foundation's (NSF's) Large Facilities Office (LFO) has created a Community of Interest (COI) to facilitate knowledge exchange among the NSF-supported Large Complex Scientific Facilities and Mid-Scale Project Community (heretofore called the Large Facilities Community or "Community"). The COI is a response to several factors:

1. Frequent requests from the Community for LFO to create a space to facilitate conversation and knowledge exchange.
2. The Community's wish to encourage all NSF-funded Large Facilities awardees to share lessons learned and best practices with one another as noted from the 2017 Large Facilities Workshop Report.
3. The opportunity for NSF to demonstrate agreement and compliance with earlier GAO report recommendations to promote the sharing of lessons learned within the community.

## NSF Objective

The COI has been customized for the Large Facilities Community to share knowledge and lessons learned and educate members on best practices. NSF envisions this as a space for the community by the community.

The platform is managed by NSF contractors. NSF will not collect information from the platform without publicly stating and asking for permission. NSF's goal is to provide a platform for large facilities and award recipients to find each other and communicate. NSF Offices, such as OLPA and ODI, may also use it as a place to engage with the community. This tool will benefit users by giving them access to colleagues in their field. A user can communicate new accomplishments at their facilities via the discussion category, share helpful or newly published documents in the knowledge base category, or ask questions of other recipients with the same position type or community of interest in the Questions category. Users may find the ideas category especially useful to gauge what workshop topics may be popular among their community.

# Posting Guidelines

## Category Types

There are four types of categories in each community of interest. Each category type provides unique features to facilitate engagement.

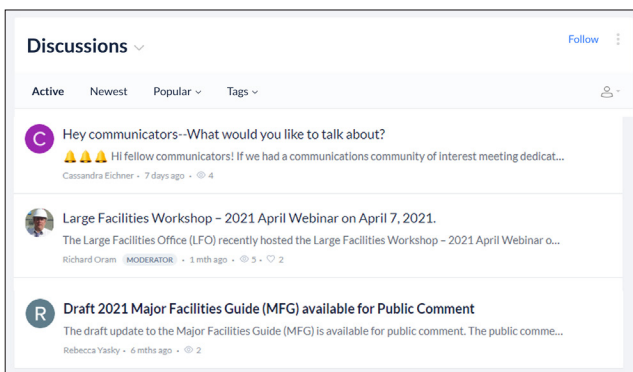
- Discussions
- Ideas
- Questions
- Knowledge Base (Articles)

## Important note to get automatically notified of new posts

Each category will include a “**Join**” option, which allows members to join the category and be listed in the category **Members** tab of that category. Members who join the category can participate in the discussions, are listed in the Members tab, and automatically get notified of new posts. To learn how to update the frequency of your notifications please reference the [COI User Guide](#).

## Discussions

Posts should be conversational, have a prompt, or give folks something to respond to. Users can start new topics and participate in ongoing conversations. Users can upload images, videos, and file attachments.

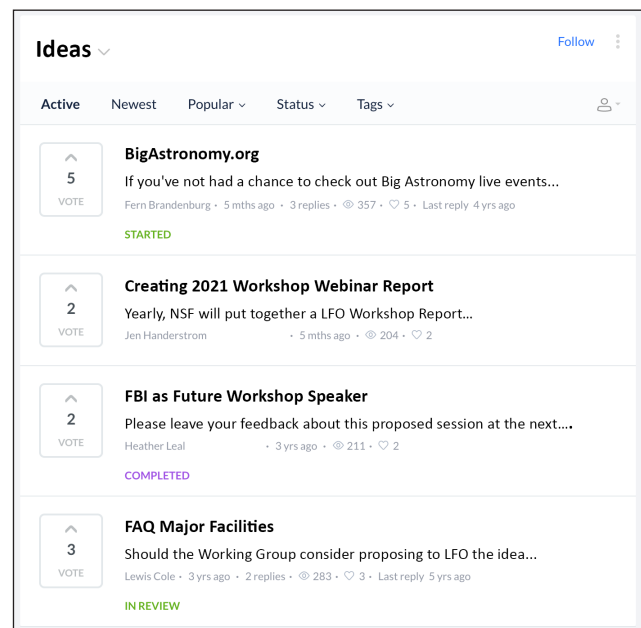


If a popular idea comes from the Ideas category, users can start a Discussion thread to help develop it. An example of a post you can make in the Discussions category includes providing, asking for, or collaborating on documents to create an information exchange. The Discussions category would also be a good place to receive peer feedback on documents users have found or authored.

## Ideas

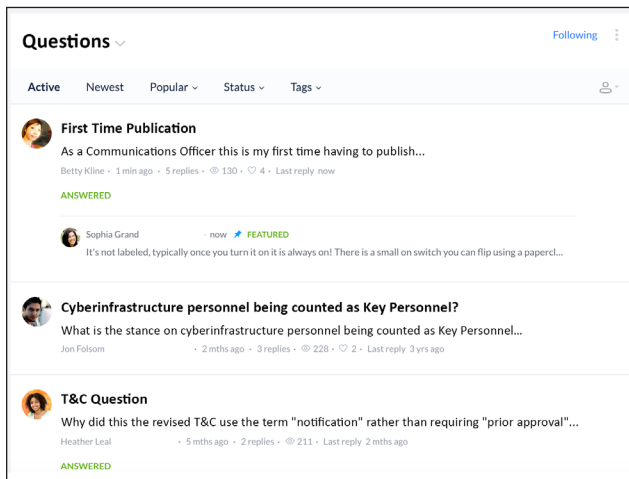
In the Ideas category, users can share feedback and vote for ideas they support. You can see which ideas are most popular and select ideas to move to the Discussions category. Users can assign status labels such as in review, planned, started and completed, to inform others of the status of their feedback.

The Ideas category can be used to collect content ideas for upcoming Webinars or Workshops. Users may also want general feedback from the community about their theories or an upcoming publication.



## Questions

In the Q&A category, users may ask questions and provide accurate answers to other user questions. If you are new to your position, this is an opportunity to ask for help, guidance, or feedback. Questions can be marked as “Answered” by the question author or by moderators. Moderators can also mark replies as “Official Response” or “Answer” and pin the best answer.

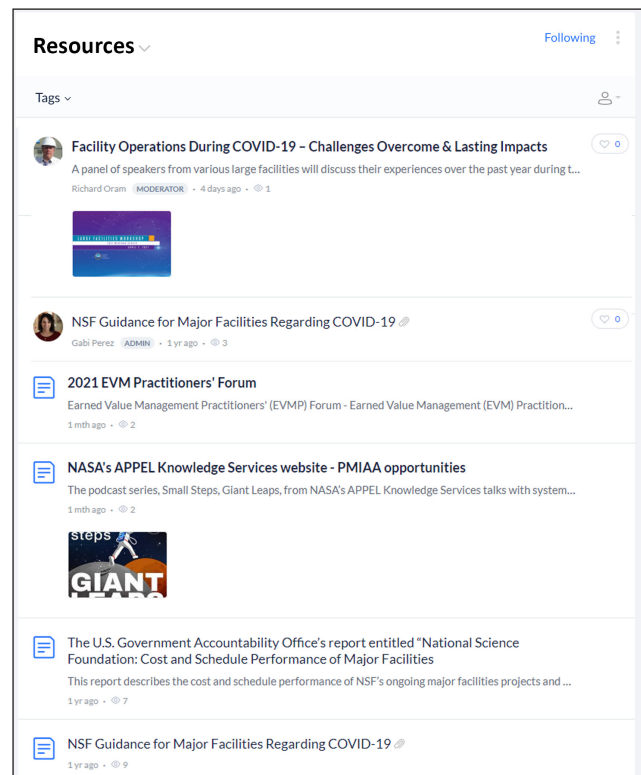


The screenshot shows the 'Questions' section of a community forum. At the top, there are filters for 'Active', 'Newest', 'Popular', 'Status', and 'Tags'. The 'Following' button is visible in the top right. Three questions are listed:

- First Time Publication**: "As a Communications Officer this is my first time having to publish..." by Betty Kline, 1 min ago, 5 replies, 130 views, 4 likes. It is marked as 'ANSWERED'.
- Cyberinfrastructure personnel being counted as Key Personnel?**: "What is the stance on cyberinfrastructure personnel being counted as Key Personnel..." by Jon Folsom, 2 mths ago, 3 replies, 228 views, 2 likes. Last reply 3 yrs ago.
- T&C Question**: "Why did this revised T&C use the term 'notification' rather than requiring 'prior approval'..." by Heather Leal, 5 mths ago, 2 replies, 211 views. Last reply 2 mths ago. It is marked as 'ANSWERED'.

## Knowledge Base

Users can publish content in the Knowledge Base such as blog posts, news, and help articles. This is an area where users can share interesting information that is specific to their community of interest. Examples of content to be posted in the Knowledge Base include training resources, project management tips, or guidance documents.



The screenshot shows the 'Resources' section of a community forum. At the top, there are filters for 'Following' and a user icon. The 'Tags' section is visible. Five resource items are listed:

- Facility Operations During COVID-19 - Challenges Overcome & Lasting Impacts**: A panel of speakers from various large facilities will discuss their experiences over the past year during... by Richard Oram, MODERATOR, 4 days ago, 1 like.
- NSF Guidance for Major Facilities Regarding COVID-19**: by Gabi Perez, ADMIN, 1 yr ago, 3 likes.
- 2021 EVM Practitioners' Forum**: Earned Value Management Practitioners' (EVMP) Forum - Earned Value Management (EVM) Practition... by 1 mth ago, 2 likes.
- NASA's APPEL Knowledge Services website - PMIAA opportunities**: The podcast series, Small Steps, Giant Leaps, from NASA's APPEL Knowledge Services talks with system... by 1 mth ago, 2 likes.
- The U.S. Government Accountability Office's report entitled "National Science Foundation: Cost and Schedule Performance of Major Facilities"**: This report describes the cost and schedule performance of NSF's ongoing major facilities projects and... by 1 yr ago, 7 likes.
- NSF Guidance for Major Facilities Regarding COVID-19**: by 1 yr ago, 9 likes.