Matt

Safety Officer
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"It's really frustrating when it takes 20 minutes to find something you know is there. I've given up on a few things. For me to give up says a lot."

Title: Safety Officer, Accelerator Department
Years in the role: 7

Goal	To **solve problems**. "I'm like an ER physician: I need to figure out the problem fast and effect a solution."
Personality	Unusually **persistent**. "I can always find what I'm looking for sooner or later." "I at least try to look around before I call somebody." "It takes three times to find what I want; if I weren't so clear about what I want, I wouldn't find it."
Main Responsibilities	• Makes sure people understand **what they need to work safely**. "People ask me, 'Tell me what I need to do.'" • Provides people with the **information and resources** (such as forms) they need to work safely. "Some of them are blue-collar workers who don't have access to a computer or who don't know how to use one." Some are supervisors for whom it's just safer and more efficient to ask. • Serves on the Operation Safety and Electrical Safety **citizen committees**.
Essential ES&H Web Site Tasks	• Checks on what **training** someone needs, whether they've completed the training, and if not, when it's due. • Checks the **ES&H manual** for a policy or a procedure. • Gets **information and resources** (such as forms) for supervisors and workers. • Reviews the **manual chapters, Web pages, or training courses** for accuracy and completeness. • Reviews the **minutes** of committee meetings.
Behavior	• Uses the ES&H site almost **daily**. • **Navigates and browses** rather than using Search. • Relies on the **left-hand navigation** and considers it the most essential component of the site. • **Expands the browser window** to fit the full length of the screen. • Often, when he gets to the right information, **doesn't recognize it**. • Has **trouble finding** the Search function. • **Isn't aware** that he can search manual chapters and meeting minutes. • **Doesn't mind scrolling** as long as the page isn't more than two screenfuls total, or if the information is arranged in a well-organized (e.g., alphabetical) list.

Likes	• The **left-hand navigation**.
	• "**What's New** is nice."
	• "It's **complete**—or at least as complete as our social processes allow."
	• A lot of the **information** that he needs is on it.
	• He's able to find the **ES&H manual** and **training courses**.
	• "**Where it's not cluttered**, it works."
Dislikes	• "The information is **scattered** all over the place." That's true not only of information scatter throughout the ES&H site, but located on other SLAC Web sites.
	• Organizing the site by **who owns information** rather than by topic makes the information hard to locate. E.g., "Departments should be about 'who', but Accident Prevention and Safety—which is a 'what'— is there under Safety Groups. Lock and Tag is also under Safety Groups, not policy."
	• Navigation is problematic. "It's not an issue of the information, but of how to get to it." "You can get where you want, but **whether you can find what you want** is another question." "Too many clicks." The organization is "obtuse, illogical". The path to a destination is "inscrutable."
	• Pages are "**cluttered**", "too busy", "awfully busy", "not aesthetic", contain "a lot of information" "too many words" that "I couldn't process fast enough", induce "reader overload", contain elements that are "extraneous" and "distracting". "Redundant" links appear on the same page. "Not everything needs to be on the first page."
	• Pages are **poorly organized** and **difficult to scan**. He'd like organizational schemes to be logical (e.g., alphabetical) rather than arbitrary. He found the Forms page to be egregious. While it's easy to find the ES&H Manual page, he had trouble scanning it because the chapters are numbered (which was seen as arbitrary) rather than alphabetical.
	• Terminology is unclear and misleading. "**We have too many names for things**." "Field operations should be OHP." He had problems distinguishing the difference among the three "Safety" areas on the main page ("Safety Concerns", "Safety Engineering", and "Safety First Documents").
	• Search **doesn't provide relevant hits**, or it provides **too many hits**. (The site-wide Search provides better results.)
Most Important Navigation Links	1. Training
	2. ES&H Manual
	3. JHAM
	4. Contacts & Committees
	5. Forms
	6. AHAs