

Communication & Professional Conduct Guidelines

UNIVERSITY OF CALIFORNIA, MERCED

SCIF CLEANROOM FACILITY

1. Purpose

These guidelines formalize existing SCIF Cleanroom practices related to user interaction, communication, and technical support. These practices have been consistently implemented as part of standard facility operations and are being documented here to provide additional clarity, transparency, and consistency for users.

The current documents formalize and clarify existing SCIF practices that have been consistently applied in user training, communication, and technical support.

2. Scope

These guidelines apply to:

- All SCIF Cleanroom users (students, staff, and faculty)
 - SCIF staff and technical personnel
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3. Core Principles

SCIF operates under a **user-driven research model**, where:

- Users are responsible for:
 - their research design
 - experimental execution
 - interpretation of results
- SCIF staff provide:
 - training
 - facility access
 - technical guidance

- troubleshooting support

This model is designed to:

- promote user competency
 - ensure safe operation of equipment
 - support reproducible research practices
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4. Communication Expectations

4.1 Professional Conduct

All interactions within the SCIF Cleanroom are expected to be:

- Respectful
 - Professional
 - Focused on research objectives and safety
 - Free from inappropriate, disruptive, or unprofessional behavior
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4.2 Clarity and Transparency

SCIF staff will:

- Clearly communicate:
 - process steps
 - equipment limitations
 - safety requirements
 - Provide realistic expectations regarding:
 - process outcomes
 - limitations of materials and systems
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4.3 Responsiveness

- Staff respond to user inquiries based on:

- availability
 - operational priorities
 - facility scheduling constraints
 - Complex issues may require:
 - scheduled consultation
 - dedicated troubleshooting sessions
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4.4 Boundaries of Support

SCIF support includes:

- Training on equipment and standard processes
- General troubleshooting guidance
- Feedback on process limitations and feasibility

SCIF support does **not include**:

- Performing user research on behalf of users
 - Fabricating devices for users outside defined services or collaborations
 - Full optimization of user-specific research processes
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4.5 User Responsibilities

Users are expected to:

- Engage professionally with staff and other users
 - Follow all training, safety, and facility protocols
 - Take responsibility for their research processes and outcomes
 - Communicate clearly when requesting assistance
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4.6 Conflict Resolution

If concerns arise:

- Users are encouraged to:
 - communicate directly with SCIF staff
 - seek clarification regarding expectations or processes
 - If needed, concerns may be escalated through:
 - SCIF leadership
 - ORED administrative channels
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5. Consistency and Application

These expectations are:

- Applied uniformly across all users
 - Independent of:
 - project type
 - funding source
 - user experience level
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6. Alignment with University Standards

These guidelines align with:

- University of California professional conduct expectations
- Workplace respect policies
- Core facility operational standards