

Transcript for “Stephanie Herring, Chief of the Geophysical Science Branch at NOAA's National Centers for Environmental Information in Boulder, Colorado”

Clear Skies Ahead: Conversations About Careers in Meteorology and Beyond

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Kelly Savoie:

Hello, Clear Skies Ahead listeners, this is Kelly Savoie and I'm hoping you can take a moment of your time to rate and review our show wherever you listen to podcasts. We have produced over 60 episodes and you can help us reach even more individuals that will benefit from the diverse experiences shared by our guests. Thanks so much for listening, and I hope you enjoy this new episode.

Welcome to the American Meteorological Society's podcast series, Clear Skies Ahead: Conversations about Careers in Meteorology and Beyond. I'm Kelly Savoie and I'm here with Emma Collins and we'll be your host. We're excited to give you the opportunity to step into the shoes of an expert working in weather, water, and climate sciences.

Emma Collins:

We're happy to introduce today's guest, Stephanie Herring, Chief of the Geophysical Science Branch at NOAA's National Centers for Environmental Information in Boulder, Colorado. Welcome, Stephanie. Thanks so much for joining us today.

Stephanie Herring:

Thank you for having me. I'm excited to have this conversation.

Kelly Savoie:

Stephanie, could you tell us a little bit about what sparked your interest in science and how it influenced your educational path?

Stephanie Herring:

Yeah, it's interesting. I'm not actually sure when it sparked because I actually don't remember a time when I wasn't excited and interested in science. It's something that I've always been passionate about ever since I was a little kid. And so to me, when it finally came time to think about going to college, getting a science major was just a no-brainer. I don't think I thought too much about it. And interestingly though, weather and climate weren't really on my radar at the time, and so I started in more of the physics and chemistry side of things. And so my undergraduate degree is actually in biochemistry, and then my PhD is in molecular biophysics and biochemistry.

So I kind of had a non-traditional start in getting into the weather, water, climate enterprise. But from there, I think that it really kind of sparked my interest in general and science and thinking about scientific challenges and problems. And so while my educational path probably wasn't one of the traditional ones that brings people to NOAA and to this area, it was certainly inspired by just that general sense of curiosity and wanting to know how the world works.

Kelly Savoie:

Well, it's good that you started off in degrees that provide all the foundation for atmospheric science. So when you were in college and you were majoring in those things, what was it that got you more interested in the meteorology, the weather and climate side?

Stephanie Herring:

Yeah, actually, so I was doing my postdoc at the NIH and I went on to be one of the AAAS Congressional Fellows. And so one of the things that really drew me to that fellowship was having been in science for so long and having been in a lab environment for so long, really getting the opportunity to think about how is the rest of the world using and thinking about this science that we're doing and the peer review papers that we're publishing. And so I went to do the fellowship and I really thought that this will be fun, I'll go do this for a year and then I'll come back to the bench, I'll come back and be a scientist. And I really got excited and I think hooked a little bit on that interface of where decision making and science and that interface.

And so after I finished on the Hill, I had the opportunity to come to NOAA, and that was really some of my first exposure being on the Hill and thinking about, you know I got to do a lot of work on climate policy, and got to think about these other aspects of science and other fields and whatnot. And so I think that was really my introduction. I actually came at it not from the science side so much, but more the policy and seeing the societal implications of the science and really appreciating the value of why it's so important for weather, water, climate science to get investments and be pursued. And so I kind of came at it from the other direction, saw the societal relevance and really thought I want to be part of that scientific field. And so redirected after that.

Emma Collins:

When you were on that non-traditional path and you discovered this interfacing and how policy seemed to be the direction that you wanted to go, were there any other opportunities that you specifically sought out to help you secure a job or was there anything you wish you had done differently?

Stephanie Herring:

Yeah, I actually... When I came to NOAA, I really kind of took the reverse track. So most people started in NOAA in very technical backgrounds, developing deep subject matter expertise and then worked their way, I would say, up in just in terms of the org chart in the organization. I actually started at NOAA headquarters working, when I left the hill, working at NOAA headquarters with Mary Glackin, former AMS president and former Deputy Under Secretary for Operations at NOAA. And that was a really great opportunity to see the mechanisms of how NOAA as an agency, but also thinking about partners from the public and private sector, how they were coming together to think about climate science, how do we move the ball forward on climate science, climate services, making decision relevant advances in these areas.

And so from there, got even more excited about wanting to do more with the science and the data. And then from headquarters, went to what was then the National Climatic Data Center, which is now today part of the National Centers for Environmental Information and worked there with Tom Karl, another former AMS president. And so got the chance to really do more in terms of thinking about the data and the science and getting more engaged in being able to actually be part of contributing to the breadth of scientific knowledge within the climate community. So I definitely took kind of a reverse track within NOAA.

Kelly Savoie:

But you started at NOAA, and were you looking at other opportunities at the same time, or did this just happen through networking and meeting people that you just had kind of an in to NOAA?

Stephanie Herring:

Yeah, so the AAAS fellowship I think is a really interesting opportunity for scientists who've been really steeped in their fields for a very long time. And the thing that's also very exciting about it is that while a lot of people were like me coming out of either graduate school or coming out of postdocs, there were also folks there who were tenured faculty. And in fact, within NOAA, I get a lot of opportunities to do details and work for other folks. And so right now I'm also working for one of our politicals, Dr. Michael Morgan, who is assistant secretary for Environmental Observations and Predictions, an AMS fellow, by the way, and heavily steeped in the AMS community as well. And we were actually fellows together at the same time, and he was coming from University of Wisconsin-Madison as a 10-year professor.

And so because of the diversity of people and their backgrounds coming to that, I think there was definitely a lot of... I had barely knew what NOAA did when I was a biochemist, but got to know a lot about what NOAA did when I was on the Hill. And then, yes, through the fellowship in particular, had an opportunity to develop a lot of connections and see what NOAA was working on, and then think about, well, we are within that agency. So many things in NOAA that I learned about were super exciting to me. And then honing that down a little bit. And then, yes, doing a lot of networking and had the opportunity to meet folks through Hill engagements initially.

Emma Collins:

So what are some of the duties and responsibilities you have working at NOAA? I know that you've covered a lot of ground already and I can't imagine there's a typical day, but if you had to summarize.

Stephanie Herring:

Yeah, so I would say that my group right now has anywhere between 85 and 90 folks, depending on people's comings and goings. So for NCEI, we are a rather large branch. I have two section chiefs within my team who one of them cover, they split up the two main portfolios within the branch. And so a lot of my effort is spent on sometimes a combination of those day-to-day, making sure operational stuff gets taken care of, but also thinking a lot about, okay, where do we need to be today so that we can figure out where we want to position ourselves well for the future? And so there's a lot of partnership building.

Our team is, in particular being in NOAA, our partners and our customers and our users really, really matter to us, and it's important that we are engaging with them, understanding what they want from us, how we can serve them better. So there's a lot of building of partnerships and coalitions, and also working with our stakeholders to make sure what we're producing is useful. We don't want to be producing products and services that are just sitting on a shelf and collecting dust. We really want to make sure what we're doing is relevant. And so I spend a lot of my time energy doing that.

We are also heavily engaged in adopting some new technologies, in particular cloud and some AIML exploratory pilot work. And so again, thinking about, okay, where's the future technology? Where's that future infrastructure going to be and how do I ensure that my team is positioned to not only take advantage of them of course, but be part of the migration that's going to be required to bring some of those new technologies into the way we work?

So it does vary a lot from day-to-day, hour to hour sometimes. And then of course, thinking about from the science side of things, which that is one of the challenges I think when you become a supervisor is that a smaller percentage of your time actually gets to get used on science, but I still try and carve out some work there. And so still really engaged in the climate change attribution community and thinking about where, again, even there, we've been having a lot of conversations with BAMS and other folks at AMS as well around what is the contribution now that would be relevant for the explaining extreme events from a climate perspective article and collection of papers. And that's been a really interesting publication to be part of for such a long time because when we first started out, it was definitely in that, "Well, we'll see who's even interested in this kind of topic." And then I think there was this real value in having these methodologies and showing what the potential of the science was.

As we are over a decade out now, thinking more about, well, how do we make the sciences coming out of this more decision relevant? Getting into the term "impact attribution" and trying to understand not only the meteorological drivers behind particular events, but combining that meteorological information with say, socioeconomic data and really thinking about how do extreme events not only come into play and how does climate change influence them, but what are we now seeing as the impacts from other data sources, whether that be public health, whether that be economic, whether that be infrastructure related. So still doing that as well in addition to keeping all the trains running on time in my branch. So it's a juggling act sometimes, but it's a fun one. I'm excited that I get to do a broad variety of different things in my position.

Kelly Savoie:

For our listeners who might not know about the inner workings of NOAA, you mentioned NOAA partners. Give us an example. Who would be a NOAA partner or one of the NOAA partners?

Stephanie Herring:

Yeah, I can give them, so I'll use two different portfolios within our group. So one would be, for example, well, certainly internally to NOAA, of course, we're the NOAA data center, so obviously different parts of NOAA collect data. And so I work with all the different organizational units within NOAA, thinking about their data and ensuring that it's stewarded and developing scientific products, but in addition, externally to NOAA, because we are the data center and NOAA's data doesn't exist in a vacuum. So for example, the International Hydrographic Organization is one of our major partners, and we have people from my group regularly attending their meetings and their discussions because we are within NOAA collecting a huge amount of data about the ocean, from mapping the sea floor to all the different variables. But other countries are too, other institutions are too.

And so we need, as NOAA, are often at these international organizational discussions around the data who's collecting what, how do we coordinate that, everything from the minutia of data formats, data standards to ensure that our data can be interoperable to larger discussions about what parts of the sea floor remain unmapped. Okay, how are we going to reach decisions on how we get some of that mapping being done, which countries might engage in that? How do we come to agreement about countries sharing data with each other? And so there are the high level of strategic conversations and also the, "Hey, when you actually collect data, it needs to be in this format, it needs to be stewarded here, it needs to be put in this place so everyone can access it."

In particular for the ocean side, as part of NOAA's ongoing commitment to ensuring open and public access to the data, knowing that we have our uses for it, but there are so much more out there to really get return on investment for all of these observations that we're taking. It's not just going to come from

NOAA, it's going to come from other institutions, it's going to come from the private sector, et cetera. So we want to make sure that the data's accessible.

Kelly Savoie:

When I think of NOAA and how huge it is and involved it is, it's like it's its own universe. It's so hard to even grasp what all, everything that's going on. It's just incredible. It really is.

Stephanie Herring:

Yeah, I look back at this podcast. Actually, I listened to a few, including my other NOAA colleagues, and we all have such different jobs.

Kelly Savoie:

Yes.

Stephanie Herring:

And we work in entirely different disciplines. I know you interviewed DaNa over at NSSL and thinking about severe storms and convective storms and warnings and watches, et cetera, and to other people in the Comms Department. It really is, it's a very diverse agency, but I think that's one of the things that makes it a career at NOAA very interesting. Because I've been at NOAA for quite 15 years now, and I don't think I've ever had really the same job for longer than two or three years at a time because there's just... And even I've moved around to different parts of the agency and I've been in this position now for five years coming up on six. And even in this job of five or six years, I don't do the same things that I did five or six years ago. My job has been really evolving.

And in addition, like I said, within NOAA, you have these opportunities to do details in other parts of the agency, and as a result, it makes it a really great place to work if you enjoy learning new things and being exposed to new ideas and new communities and new people, which I love that personally. I really enjoy that.

Kelly Savoie:

Yeah, I mean become so well-rounded working at NOAA. And I mean, you said you've had lots of different roles. Is there any one in particular that really excited you that you were like, "Oh yeah, this is why I love working here"?

Stephanie Herring:

You know, I am so lucky in that I would say that I actually have that. I've had that in almost every position I've been in, but just in different ways. And so it's hard for me to say that one has "been the most fun or the most exciting," and whenever I transition from one position to another, it's always the little bit of chagrin because I'm like, "Oh, I really love what I'm doing, but there's other opportunity and I think I kind of want to be excited and pursue it." I've never left a position at NOAA because I was just bored and sick of it. So I haven't had...

I think that coming to NOAA and starting at headquarters, though, certainly that time in particular working for Mary Glackin I think was a really unique experience and shaped not only a huge amount of my professional trajectory from the jobs that I ended up taking on, but also she started very much as my boss and moved to my mentor, and now I'm very honored to be able to call her a friend. And so I think

for me personally, having her... There are still things that she said to me one week into the job that shaped how I lead my team today. And so I can't under state the value of having those mentors throughout your career, whether they're your boss or whether they're somewhere else in your organization or someone outside your organization who can be there to help you, especially when you're early in your career thinking about some of these things and offering their perspective and their wisdom and their experiences has been amazingly helpful to me. And I've, again, been super lucky just to have great mentors all throughout my time at NOAA that have really helped me.

Emma Collins:

So kind of on the flip side for that, what are some of the biggest challenges you face working in your field?

Stephanie Herring:

I would say that certainly, I mean, it's the government. You work in a very large organization.

Kelly Savoie:

Lots of red tape.

Stephanie Herring:

There's a little bit, there's a little bit, but that's going to happen whether it's a government agency. Talking to my friends and colleagues in the private sector, it's not like they're immune from that either. I think once you get into an organization of a certain size and 12,000 people is a pretty hefty size, you're going to encounter some of that. So that's always challenging. I do think that one of the things that my branch in particular, I think we really try hard to achieve is a real sense of innovation. And we have found ways within our group to be incredibly innovative, I think, and that's one of the reasons that we've got the partnerships that we do, like I said, building products and services that people really value and care about.

One of the things that my group builds something called The World Magnetic Model, and it's funded by the Department of Defense and the National Geospatial-Intelligence Agency, but it's the model of the Earth's magnetic field, and it's literally sitting in every single cell phone as part of the navigational tools that you use for the cell phone. And then of course the military has their own applications for that. But it's an example, I think of one of the ways in which we've been able to stay very innovative and continue to be in some of the cutting edge of not only the research, but the applications of that research. And so that I think, while it can be challenging sometimes within the larger structure to be super innovative, I still think that there's ways to get that done. And it may not be quite as easy as in other places, academia for one, which I think thrives on that.

But with a team in particular, my own interests of wanting to keep our group relevant, you're not going to stay that way. You're not going to stay relevant if you stay in the same place. The world is just changing too fast from both technology perspective, the complexity of the decisions in this world that need to get made with NOAA science and information. Wanting to always be on that cutting edge, but also having to do that within the framework of the government. Not that it can't be done, but it comes with more process and whatnot, which is there definitely for a reason. I appreciate that too.

Kelly Savoie:

And you were talking about research. So speaking of research, you've done extensive studies on climate change and its effect on human health. Could you tell us a little bit about that?

Stephanie Herring:

Sure. Actually, I was really lucky. Again, this is through partnerships. So Dr. Jesse Bell, at the time when he started out at NCEI, but he had this really interesting position where he was joint between NCEI and the Center for Disease Control. And so he was this kind of unicorn in some ways where he had one foot in the environmental data that NOAA had to bring to the table and the public health data that the CDC had to bring to the table. And so we met at National Climatic Data Center and got kind of excited about this idea of trying to bring these two elements together to really understand how can we use these different data sources to understand how environmental data is relevant in a public health context.

And he's now some fancy chaired professor at the University of Nebraska in their Public Health Department. He's very kind and collaborates with me still from time to time. But I think that that was one of the early areas in which I got very excited about seeing how, again, NOAA's data being relevant and applied in these broader societal challenges that really impact people and their lives and their wellbeing. And so we had a couple different projects together. One that was really particularly interesting is we also, between the two of us and the American Society of Actuaries, which is the professional society for all of the actuarial people out there, so the people writing your insurance claims or writing your insurance policies, I guess not claims. And so we had a great opportunity to actually, not actually see, because for NDA reasons, we weren't actually able, on our side, able to see their data, but we brought our environmental data to the table and they brought their health insurance data to the table and did some kind of interesting work to understand heat events and their relationship to insurance claims.

So I think there's lots of really exciting opportunities out there that even if you are in the weather, water, climate enterprise, if you go out and seek some of these interested parties from other disciplines, whether that be public health, whether it be agriculture, whether it be infrastructure, they think that there's, in particular today more so than ever, there is an interest and these cross-disciplinary teams coming together to understand that our data together is more powerful than our data independently. We can learn more, we can extract more information, we can make it more useful. And so I personally get very excited about those kinds of opportunities. So it was great, and I am always very appreciative to my collaborators on the public health side who are willing to take the time to dig into our data as well.

It also can be challenging sometimes because the environmental data, especially coming from an agency like NOAA, everything is public. Everything is accessible. We help not with the access part, but with the interpretation understanding which data sets are appropriate for the problem that we're trying to look at. Why would you want to use some data over dim data sets over other data sets. On the socioeconomic side, it can be more challenging because a lot of times that data is not public, it's not open. And so if you are on the weather, water, climate enterprise side, having a collaborator who can get access to that data, who not only understands the data but can get access to the data is really important to make some of those partnerships move forward.

Kelly Savoie:

Yeah. And I could see why climate change would have an effect on health, especially heat, anything from allergies to asthma to breathing issues. It goes on and on and on. And the drier and hotter it is, probably the worst people are feeling.

Stephanie Herring:

When you look at the health insurance data, it was very interesting. You'd see people go into the hospital for health insurance claims around heat stroke or dehydration, but if they had an underlying condition like diabetes or other health concerns, then you would see these long tails in their health insurance claims because now maybe they need a little more... They need follow-ups and checkups and more blood tests and maybe the new dialysis or whatever the complications might have been that were triggered by the heat event. And so that was one of the reasons that heat in particular was of high interest.

Emma Collins:

Fascinating. For our student listeners and job seekers, what types of positions are available in the field of climate and how is the future job outlook? It sounds like it's pretty happening right now.

Stephanie Herring:

Yeah, I remember when NOAA did a Science Advisory Board. NOAA's Science Advisory Board did a study, I can't remember the exact year, I'm sure it's online somewhere, maybe in the 2010 timeframe. And they wanted to look at, well, who are all the private sector companies in the climate services space? And they put together a list. And it wasn't particularly long. I think it was just a couple pages. And if you were to try and take the same exercise on today, 10 to 15 years later, it would be actually quite challenging. There is so much more engagement from the private sector on climate services and taking climate data and information and making it relevant and all kinds of decision-making contexts from finance and reinsurance like we were talking about, to health, to engineering, to city planning.

And so I think that if you are coming into the climate community as a technical expert and you have went through undergrad with all of the science and the physics and know how to run a climate model and/or a data scientist and you know how to take data from NCEI and which data sets are applicable in different situations, then you have a skillset that 15 years ago probably would've put you at a federal agency or an academic institution.

And today, it's maybe even just as likely that you might end up in a private sector company who is interested in looking at some of the technical aspects of climate change and its influence on whatever portfolio they have or the consulting world where you have these basic set of tools that they can bring to anybody's particular set of problems. But a lot of larger companies now have these climate risk assessment type of teams in-house.

When we would do some of these business round tables at NOAA, even 10, 15 years ago, organizations like BP, right? They already had an in-house climate risk team that have included climate modelers and data scientists, et cetera, because they wanted to understand climate impacts on all kinds of aspects within BP. And I think that that has only expanded in the past 10 or 15 years. It's not gone away.

And so there are certainly always the science route and the professors and the academics, where pretty much the peer reviewed papers come out of, and then places like NOAA where we do a lot of this work, but definitely in an applied context, not in a pure research context in general. But I think that the really big thing that's changed over my time in this field has been the immersion of a private sector that's very, very interested in these skill sets. And I think the other piece of that is not just the technical understanding component of it, but the translation skill. So can you take some of that data and science and information and make it relevant in this decision making space? And that's been exciting to see because the reality is academia and government alone are never going to be able to tackle the full

breadth of the climate challenges that the world's going to face, is facing. And so it's critical that the private sector get engaged and they have, which is exciting to see.

Kelly Savoie:

So I'm guessing that must have on a resume for someone who wants to be employed in the climate world, the technical skills, and then it sounds like communication skills. So what would be some of the must haves that you would notice on a resume where you'd be like, "Oh yeah, this person is definitely well-rounded." What are some things that students should be engaging in?

Stephanie Herring:

Yeah, it's a difficult question to answer because it depends on where they're trying to go with it. But if you, in general, want to be in that space of the intersection between your technical expertise and the application of the technical expertise that you have in some kind of real world decision-making environment, then whether in particular, I guess if it's climate, but the intersection of climate with all these different sectors. So you certainly need some level of understanding about climate science at a basic level, but what's really, I think important is say you want to be on the interface of climate and water because climate isn't kind of a thing in and of itself. It's everywhere. It's everything everywhere all at once. And so I think it's really about if you want to be in the climate water space, for instance, do you have background in hydrology as well and understand and able to think about, well, what are some of the changes around how climate change can influence different parts of the hydrological cycle in a particular region that you're interested in?

So I think that because climate is so big as a topic area, that thinking about which aspect and which element of that space you want to be in, and if it is on the intersection of climate and fill in the blank, whether it's climate and water, climate and public health, climate and agriculture, then having some level of background in that intersection and where those two things are going to come together is really important. I think that if you want to go into just the pure more climate modeling type of world or just the data, I'm going to go out and work for place like NOAA for instance, and look at the data and make these incredibly high quality NOAA gold standard climate data sets, then I think that your background and skillset in data science and understanding how to QA, QC, those become more of the important drivers versus if you want to be in that applied space.

Kelly Savoie:

And I wonder sometimes if, especially working in the private sector, if it's good to have some background in business or business models or even just a few basic management courses, I don't know if that would be helpful as well. And I don't know if there's anything that now that you're in the field, you're like, "Hmm, I could have benefited from that class in college." I don't know if that's ever happened to you or if you felt like you got a good basic understanding of things through school.

Stephanie Herring:

I would say that if you see in your future a desire to move into that kind of team lead or certainly any kind of supervisory type of position where you are maybe doing some of the work, but you're actually spending more of your time perhaps managing the work of others, then yes, you certainly need some background in things like basic program project management, need to be able to demonstrate that you can see all the moving parts and make sure that they're coordinated and keep them moving in a direction that's productive. I think that that is a very hard skill to learn. It's hard to learn it in a class.

There are lots of different tools out there that people use nowadays for that. But if nothing else, then getting some experience doing that, whether that be through internships or other on the job type of experiences as well, really count a lot because it is something that's hard to learn on paper, at least it's been my experience. I've certainly taken formal classes in a lot of that. And then you actually sit down with your team and the people that you work with and the skill sets that you actually have to work with, and making sure that the team that you're leading is functioning cohesively and effectively is another layer outside of what you're going to get from a textbook.

Kelly Savoie:

Well, Stephanie, we're so grateful for everything you've told us about your career. However, before you go, we always ask our guests one last fun question at the end of our show. So what is your favorite hobby?

Stephanie Herring:

Right now, it's probably a combination of somewhere between mountain biking and rafting. So I'm going to cheat and pick two both, mostly because I have two little kids, and they're fantastic family activities. During COVID, people were like, "Oh my gosh, I'm stuck in this small little place with my whole family." And instead, during COVID, we put ourselves on a 13-foot raft together for weeks at a time. So we went even smaller.

Emma Collins:

The ultimate isolation.

Stephanie Herring:

The ultimate isolation. But it's great. It's a super fun event and thing we can do with the whole family, with the dogs, with the kids. And now that my kids are just old enough to be able to start getting pretty good at mountain biking, that's been really fun as well. So those are our two stereotypical Colorado activities that we do together.

Kelly Savoie:

And you live in the perfect place for outdoor activities. It's just so gorgeous in Colorado. And hey, when you do mountain biking, you don't have to worry about anybody getting hit by a car.

Stephanie Herring:

I tell you, in the Boulder area, there are so many road riders, and I will go down a really steep, rocky drop any day of the week versus bike next to a car.

Kelly Savoie:

Yes. For sure.

Stephanie Herring:

I might break a leg, but no one's going to run me over.

Kelly Savoie:

Yeah. You just have to watch out for squirrels. Squirrels and little critters on the path. But besides that, you're safe.

Stephanie Herring:

I have lots of colleagues who are road riders and they are way more courageous than I am.

Kelly Savoie:

Well, thanks so much for joining us, Stephanie, and sharing your work experiences with us.

Stephanie Herring:

Thank you. Thank you so much for having me, and thanks so much for putting this whole podcast series together. It's great that these resources are out there for folks.

Emma Collins:

That's our show for today. Please join us next time, rain or shine.

Kelly Savoie:

Clear Skies Ahead: Conversations about Careers in Meteorology and Beyond is a podcast by the American Meteorological Society. Our show is edited by Johnny Le, technical direction is provided by Peter Kilalay. Our theme music is composed and performed by Steve Savoie, and the show is hosted by Emma Collins and Kelly Savoie. You can learn more about the show online at www.ametsoc.org/clearskies and you can contact us at skypodcast@ametsoc.org if you have any feedback or would like to become a future guest.