

2005 APS User Survey Results

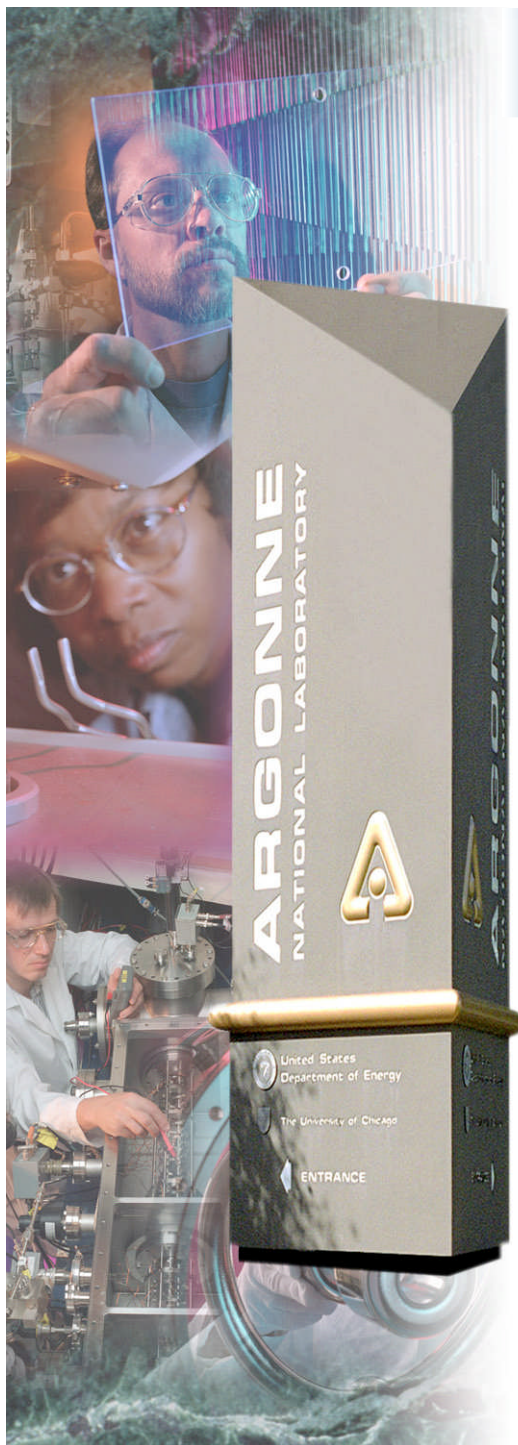
Dennis Mills

APS/Users Monthly Ops Meeting

December 14, 2005



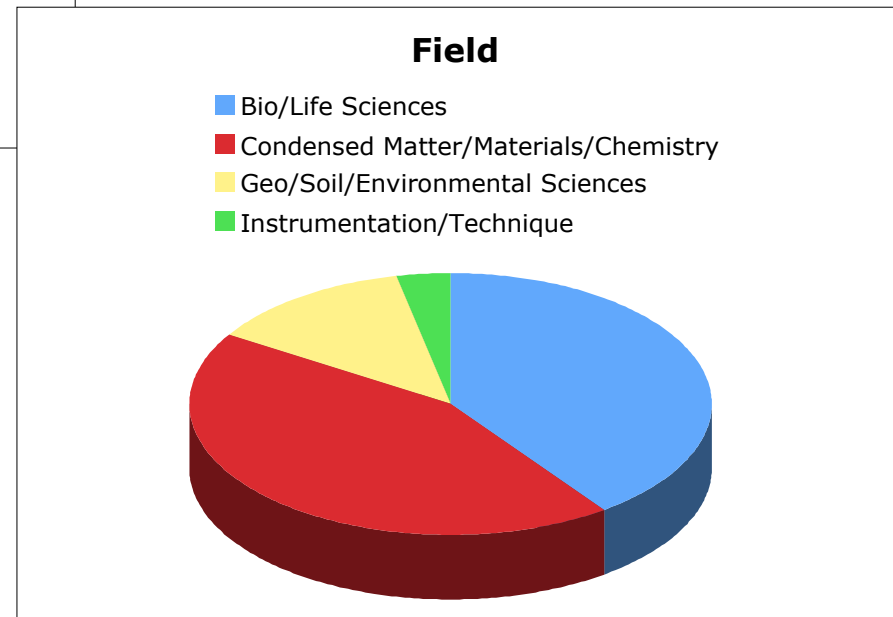
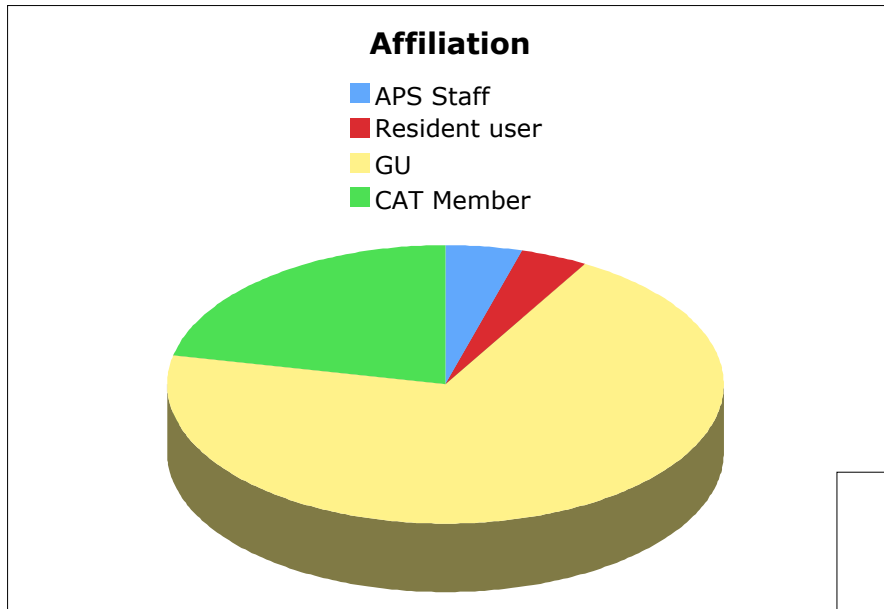
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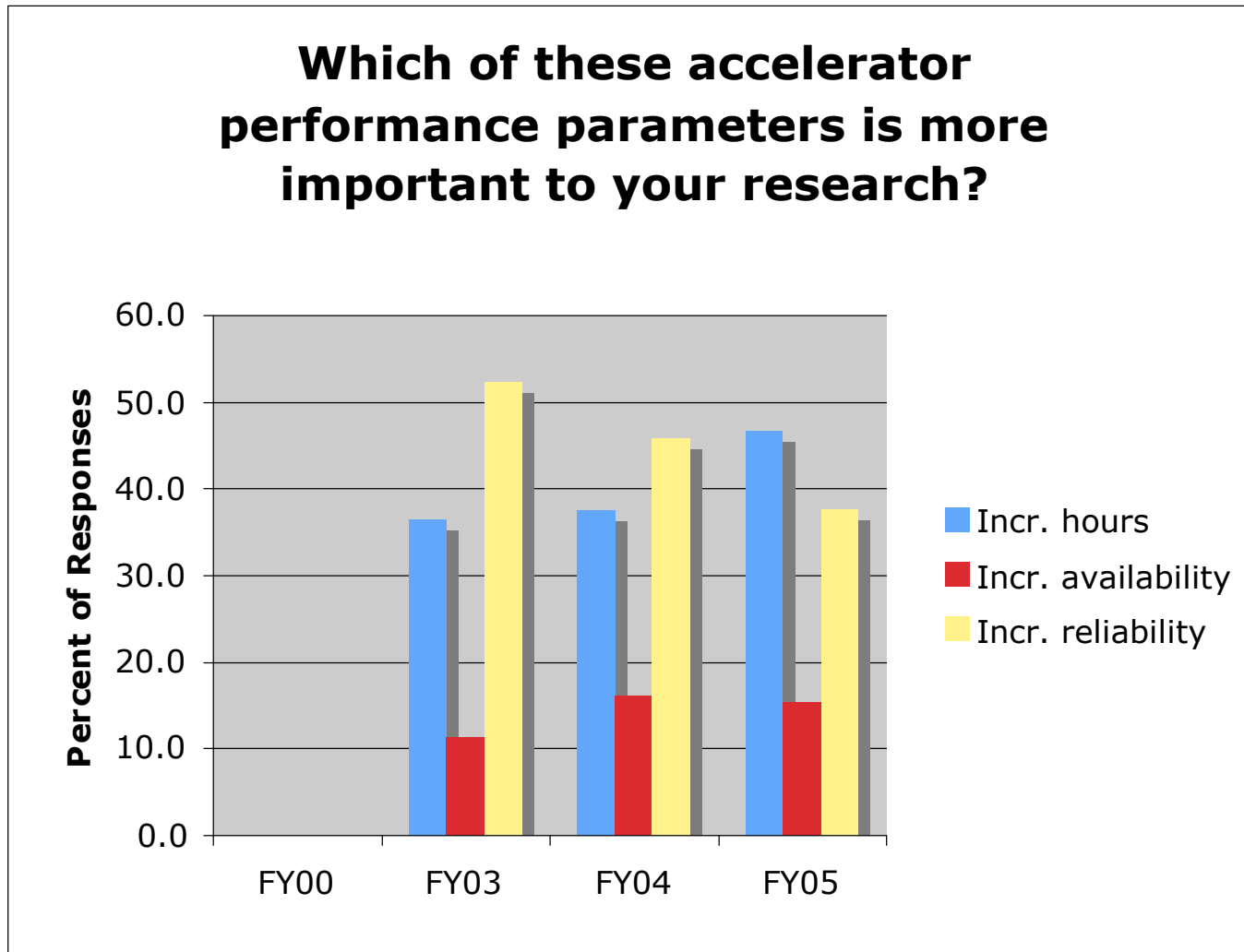
APS User Satisfaction Survey

- E-mailed out every fall (September) to all unique users for the past fiscal year.
- Includes questions that we put in and the “standard” DOE/BES Annual User Facilities Questionnaire.

Demographics

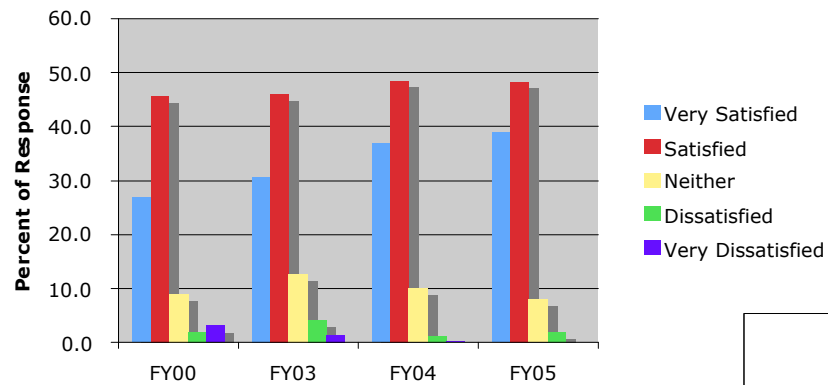


APS Question Regarding Priorities

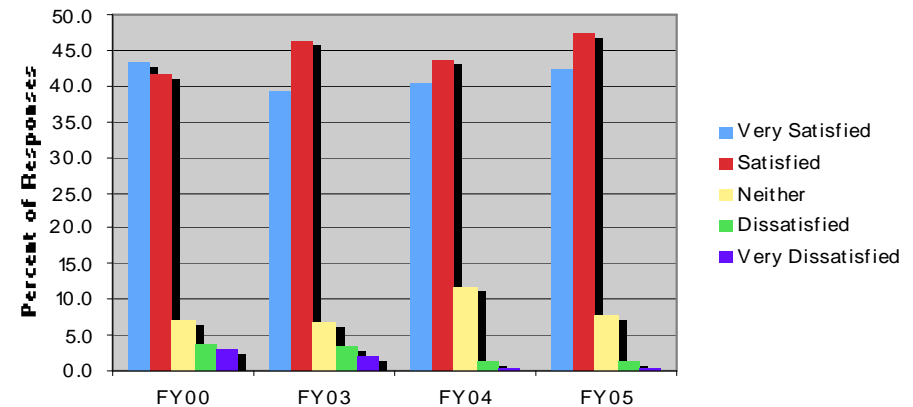


DOE Questions #1 & #2

1. How satisfied were you with the fraction of the year that the facility operates?

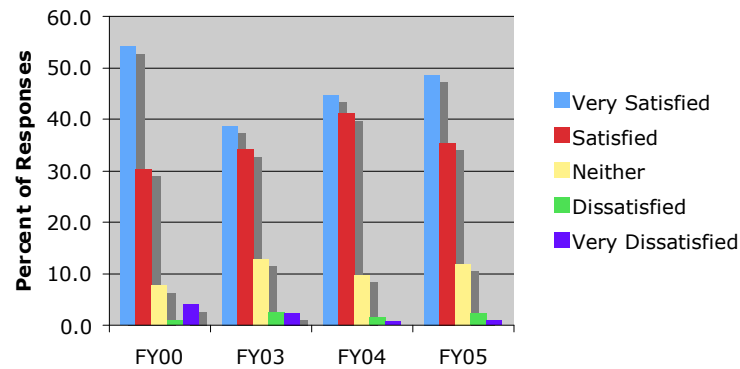


2. How satisfied were you with the schedule of service?

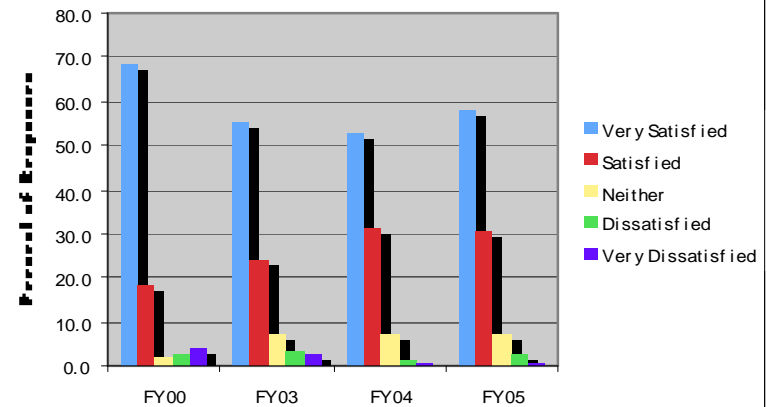


DOE Question #4:

4a. How satisfied were you with the support for users provided by the facility staff?



4b. How satisfied were you with the support for users provided by the beamline staff?



DOE Question #10: What would you do differently?

- Comments listed multiple times are shown below.
 - Provide more beamtime for users
 - Change maintenance/machine study days
 - Take the macromolecular crystallography GU proposals out of the centralized system
 - Improve reviewers and/or review process
 - Increase the number of dedicated stations/beamlines
 - Invest in more beamline staff (they are overworked)
 - Enhance the detector pool
 - Better educate/train new(er) users
 - Provide more support to independent CATS
 - Enhance/improve communications and cooperation (on both sides) of the evolution of the CAT system to APS operations of BES beamlines.

DOE Question #11: Other comments

- **Over 20 very positive comments were received of which a representative sampling is given below:**
 - I am extremely happy with all my visits to APS (ID19). The visits were all very productive and the beamline staff were excellent. Moreover, I am really appreciative of the everybody at the APS user office in their effort to make my visit as smooth as possible.
 - Overall I am very happy with my association with APS. The science is excellent and the staff understanding and helpful.
 - Maintain the forward looking management of an excellent scientific facility.
 - Maintain and seek to increase the level of funding.
 - This is a world class facility. Lets make it even better!
 - I prefer using APS to the other DOE synchrotron facilities that I have been to. Users stations are much cleaner, and safety standards seem higher.

DOE Question #11: Other comments (continued)

- **Also received 13 constructive criticisms of which a representative sampling are given below:**
 - Reserve suitably large number of rooms in guesthouse for users. Fine if there are meetings, but it is inappropriate if users have to drive around after 2-3 shifts of continuous work while attendees of conferences save a few bucks from staying at the guesthouse rather than off site hotels.
 - Currently APS is down for 3 extended time periods -- January, May, and September. if the facility were down for scheduled maintenance, etc., for shorter periods of time, even if the trade-off was that it was down more often. Also, when APS is down, we try to use NSLS, but in May both facilities are down, so it would be convenient if APS and NSLS could coordinate their down periods to have as little overlap as possible.
 - As a European user my main complaint is food. The APS canteen is excellent, but the question is what to do during week-ends and for the people at night-shift. You should consider having a one-meal + sandwich service available at midnight on working days (the students and post docs doing night shifts would do a lot less mistakes at 5 in the morning if they had some proper food) and at 12:00, 18:00 and 24:00 during week-ends.
 - .

Comments from Past Surveys

■ **2000 Survey:**

- My experiments are scheduled for one week of beamtime, and an 8 hour shift is often not sufficient for a changeover. I would suggest a schedule with 6 days running and one MS day and then a second week of running with 1-2 days reserved for MS.
- No lunch service during the week end for researchers.
- Share weekends/holidays equally between MS and User time.

■ **2003 Survey:**

- Impliment more computer-based training.
- More top-up mode
- More specialized beamlines
- Provide more general user time.
- More staff on beamlines.
- Dislike of “Green Cards”.

Things from the 2005 Survey We Cannot/Have Not Addressed (but give us something to work on)

- Security too tight/restrictive
- Reduce time for non US citizens to get access
- Cheaper housing
- Standardized computing interfaces/better software
- More than 5000 hrs/year
- Provide sub-picosecond capability
- More mail-in/remote access for PX
- More beamline staff that are less tired/cranky

Differences of Opinions Are Hard to Accommodate

- I found the training procedures as streamlined as could reasonably be expected- not as all as onerous as I have seen even at my home institution.
- Shortening the amount of time between the beamtime request and the beamtime allocation..
- The only thing I would have liked to have seen was that the 411 grill would stay opened a little later.
- Training and safety procedures are excessive. Concern about low-probability events is so great as to be paraniod.
- More time between proposal acceptance and actual beamtime to construct apparatus -- e.g. 1 year!
- Close down that disgusting burger bas abd make some decent food available after normal hours.

But there are some comments that are hard to argue with....

- An all-night diner
- Free snacks would also be ok.
- It would be great if there was a few pinball machines at either the quest house or some where on site.
- **Everyone in this facility should be highly paid for the job they do. This is the most essential component in this sophisticated enterprise. Well paid professional will go the extra mile or inch and help users in maintaining productivity . Increase pay!!**