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**Office of  
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U.S. DEPARTMENT OF ENERGY

A U.S. Department of Energy laboratory  
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## *2007 APS User Survey Results*

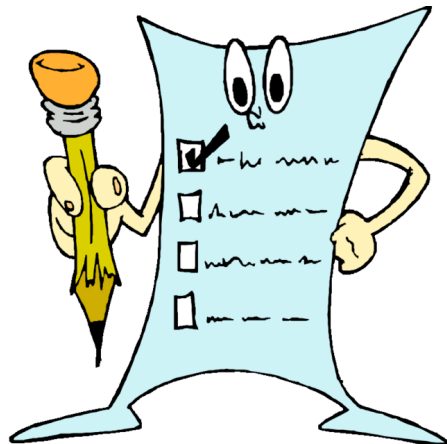
Dennis Mills

APS/Users Monthly Operations Meeting

February 27, 2008

## APS User Satisfaction Survey

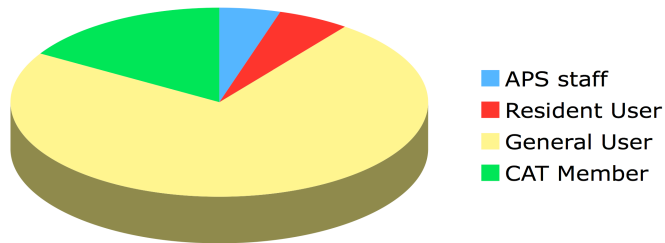
- E-mailed out every fall (September/October) to all unique users for the past fiscal year.



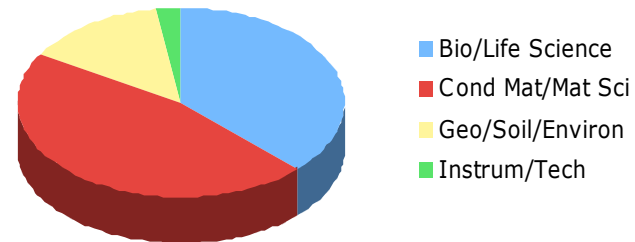
- Includes questions that we put in and the “standard” DOE/BES Annual User Facilities Questionnaire.

# Demographics

**FY07 Respondents  
Affiliation**

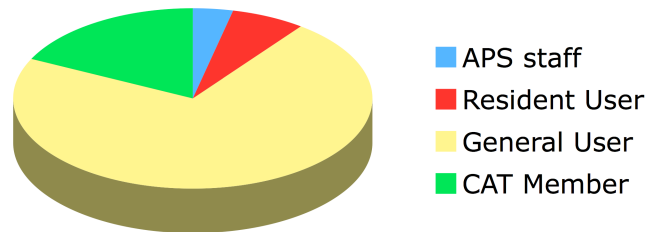


**FY07 Respondents  
Field of Research**

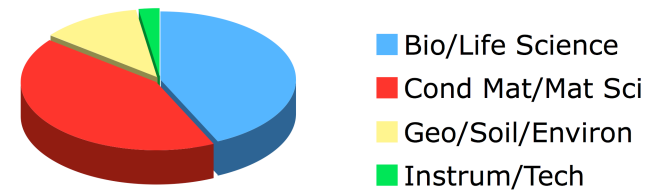


518  
Respondents  
in 2007

**FY06 Respondents  
Affiliation**

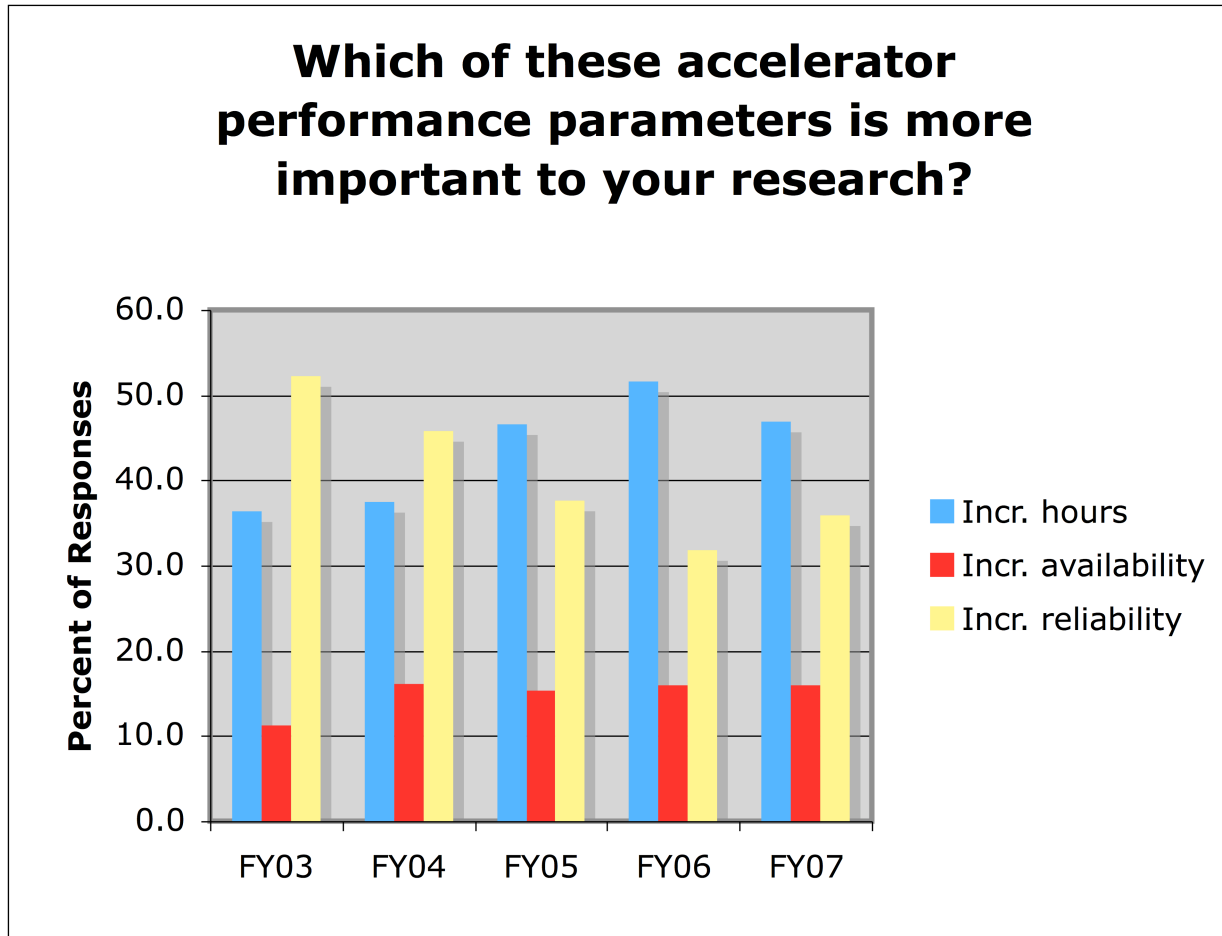


**FY06 Respondents  
Field of Research**



477  
Respondents  
in 2006

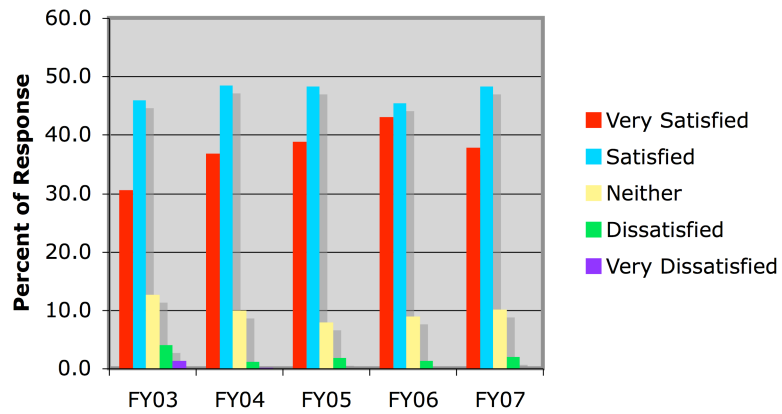
## APS Question Regarding Priorities



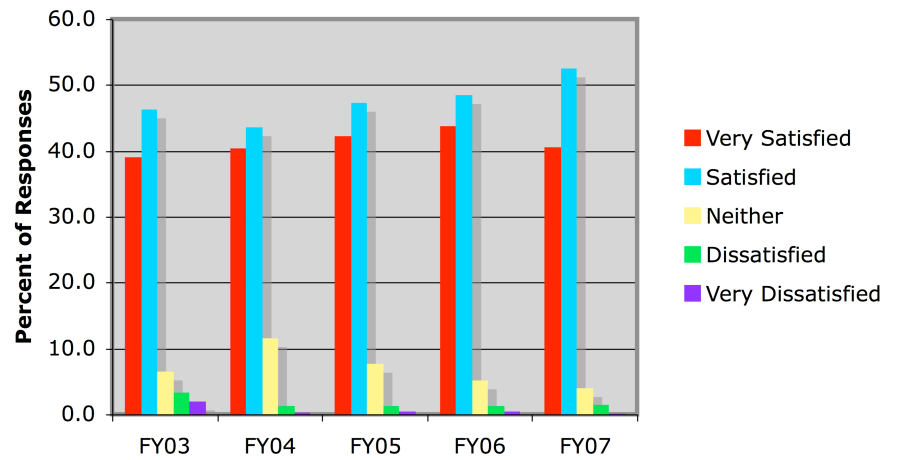
Increased user beam hours (> 4832)  
Increased availability (> 98.3%)  
Increased reliability (< 1 fault/97.0 hours)

# DOE Questions #1 & #2

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

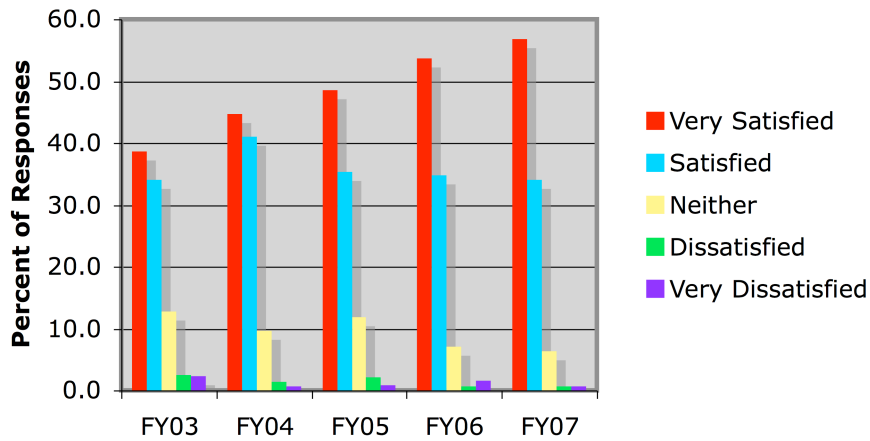


**2. How satisfied were you with the schedule or service?**

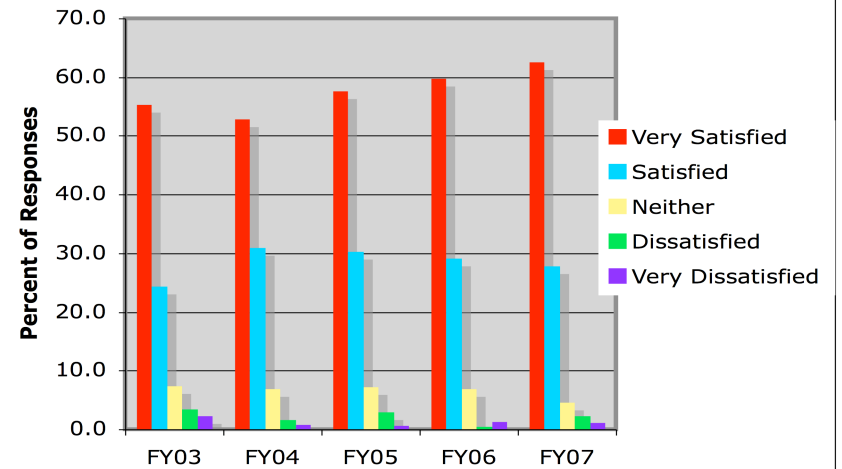


## DOE Question #4:

**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?**



## Comments Relating to Questions 1-4 and 9

- **Comments for rating of 1 or 2 (low scores) on Questions 1-4**
  - Inadequate staff support during visit (15)
  - Not enough beamtime available (5)
  - Hardware/software problem during visit (3)
  
- **9. Are the training and safety procedures appropriate? If not, how would you change them?** (Comments listed multiple times are shown below.)
  - *Yes/Appropriate Training: (162)*
  - *Make training less excessive/procedures less restrictive: (20)*
  - *Provide better on-line training both on-site and off-site (19)*
  - *Reduce the paperwork/bureaucracy and focus on safety (5)*

## DOE Question #10: What would you do differently?

- 2006 Results: Comments listed multiple times are shown below.

- *Nothing* (16)
- *Invest more in beamlines/hardware* (15)
- *Enhance communications between all parties; APS/CATs/GUs* (14)
- *Invest more in new staff/retain the good staff* (6)
- *Provide more beamtime for users* (6)
- *Change machine study days/reduce maintenance time* (5)
- *Easier/Quicker GUs access* (5)
- *Provide better (more convenient/varied) food service* (4)
- *Invest more in software/data acquisition* (4)
- *Provide more remote access* (3)
- *Improve GU reviewers and/or review process* (3)
- *Provide more user support* (3)
- *Invest more in detectors/detector pool* (2)

- 2007 Results: Comments listed multiple times are shown below.

- *Invest more in beamlines/hardware* (20)
- *Nothing* (19)
- *Enhance communications between all parties; APS/CATs/GUs* (10)
- *Invest more in new staff/retain the good staff* (10)
- *Reduce excessive training* (7)
- *Provide better (more convenient/varied) food service* (7)
- *Change/reduce maintenance time* (6)
- *Invest more in software/data acquisition* (6)
- *Provide more beamtime for users* (5)
- *Provide more remote access* (3)
- *Provide more user support* (3)
- *Easier/Quicker GUs access* (2)



## ***DOE Question #11: Other comments***

### **■ Received many positive comments including the following:**

- APS gets my top scores!
- Keep up the good work!!
- The APS staff and beamline scientist are doing a great job.
- Well done! Keep fighting for adequate funds.
- Overall APS is the best place on the planet to collect PX data.
- In general this is a terrific facility..
- It is a very beautiful facility and I was fortunate to use it.
- Excellent facility in all aspects, including assistance in ethics and transportation.

## ***DOE Question #11: Other comments (continued)***

### **■ Also received comments suggesting opportunities for improvements, including:**

- Remote access, please!
- You are going the way of the ALS a few years ago in that your user base is too narrow and appears to be (sic) programmatically centered primarily on ANL researcher needs/objectives, and not those of the general scientific community and overall DOE objectives. A process that permits more open access to users in a wider scientific field is needed/warranted.
- Software for data acquisition or data analysis can be improved.
- Please improve the sample environment to at least reach the standard it has at other facilities.

## *And Amenities Remain High on the List of Improvements*

- this is a very minor point, but is there any chance of improving the food at Argonne Guest house.... :)
- as far as the APS goes, my only idea would be to have a pub on site
- a McDonalds open 24/7 would be a good addition
- late night food options... espresso at the ring
- Coffee Cart later on in the day...for the after lunch nap
- supply healthier meal options add a swimming pool to the rec facilities
- get rid of birds!! they pooped on my head twice while working

*I always have a great time when I come across to do experiments, all the staff are incredibly helpful and have always been kind to my group members and myself....*

*Compared to my (generally traumatic) memories of CHESS in the late 1980s and early 1990s, APS is a different universe. Thank you!*