

WE START WITH YES.



2016 APS USER SURVEY RESULTS

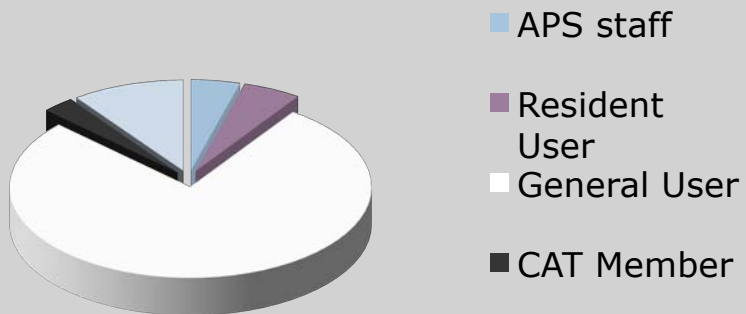


**DENNIS MILLS
APS DEPUTY DIRECTOR**

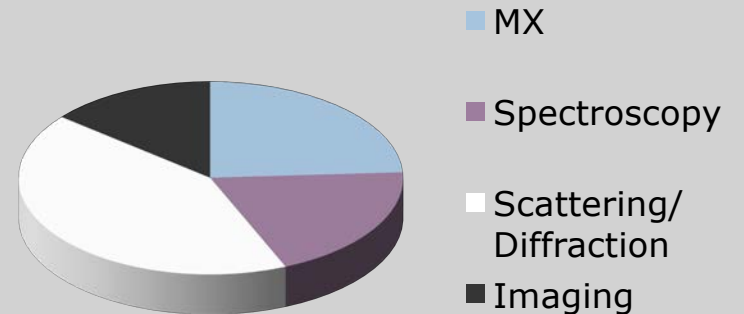
DEMOGRAPHICS OF USERS RESPONDING IN FY16

- 622 Users responded to the FY16 survey (521 in FY15)
- Over 500 comments were recorded

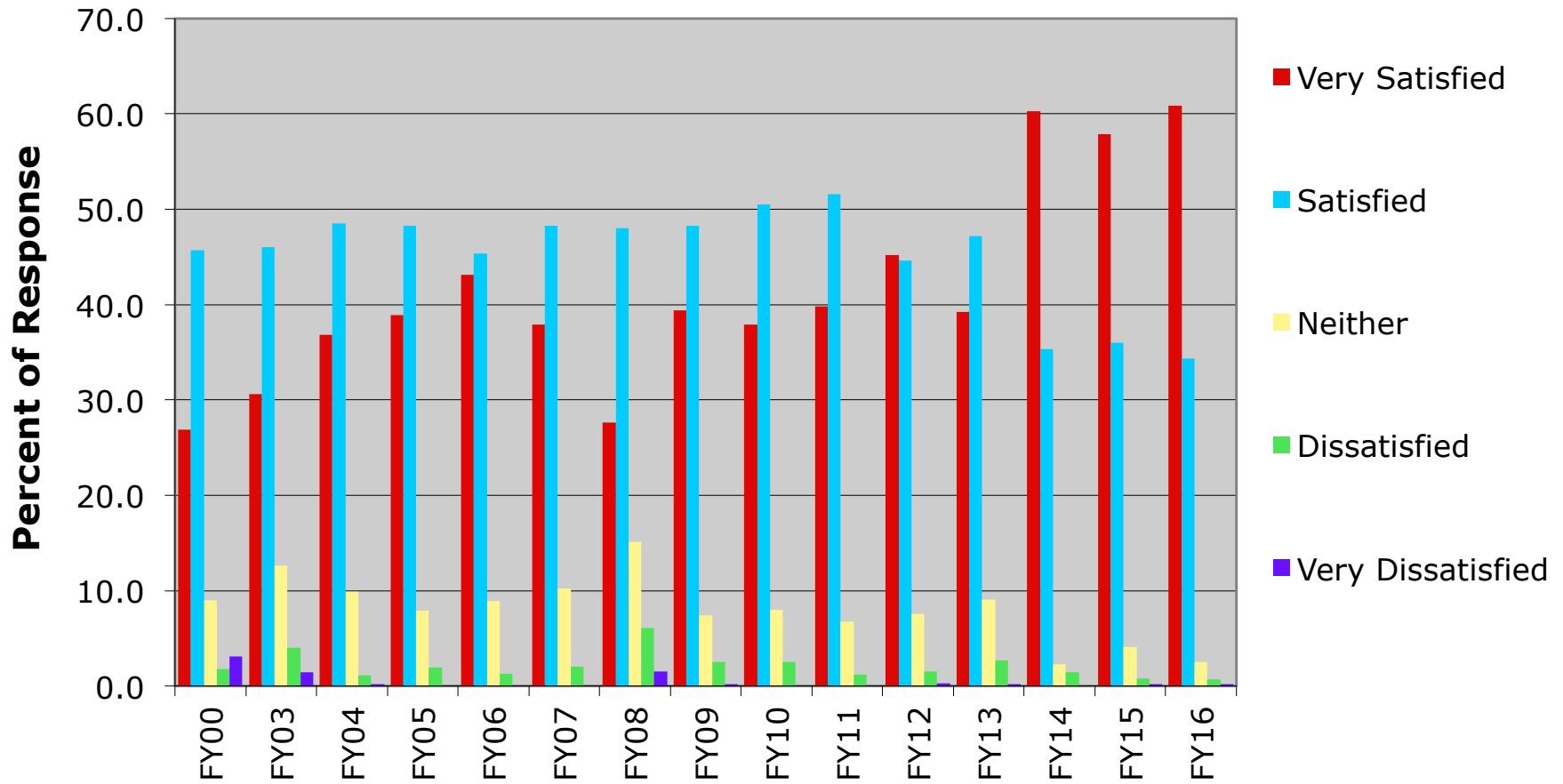
**FY16 Responses
Affiliation**



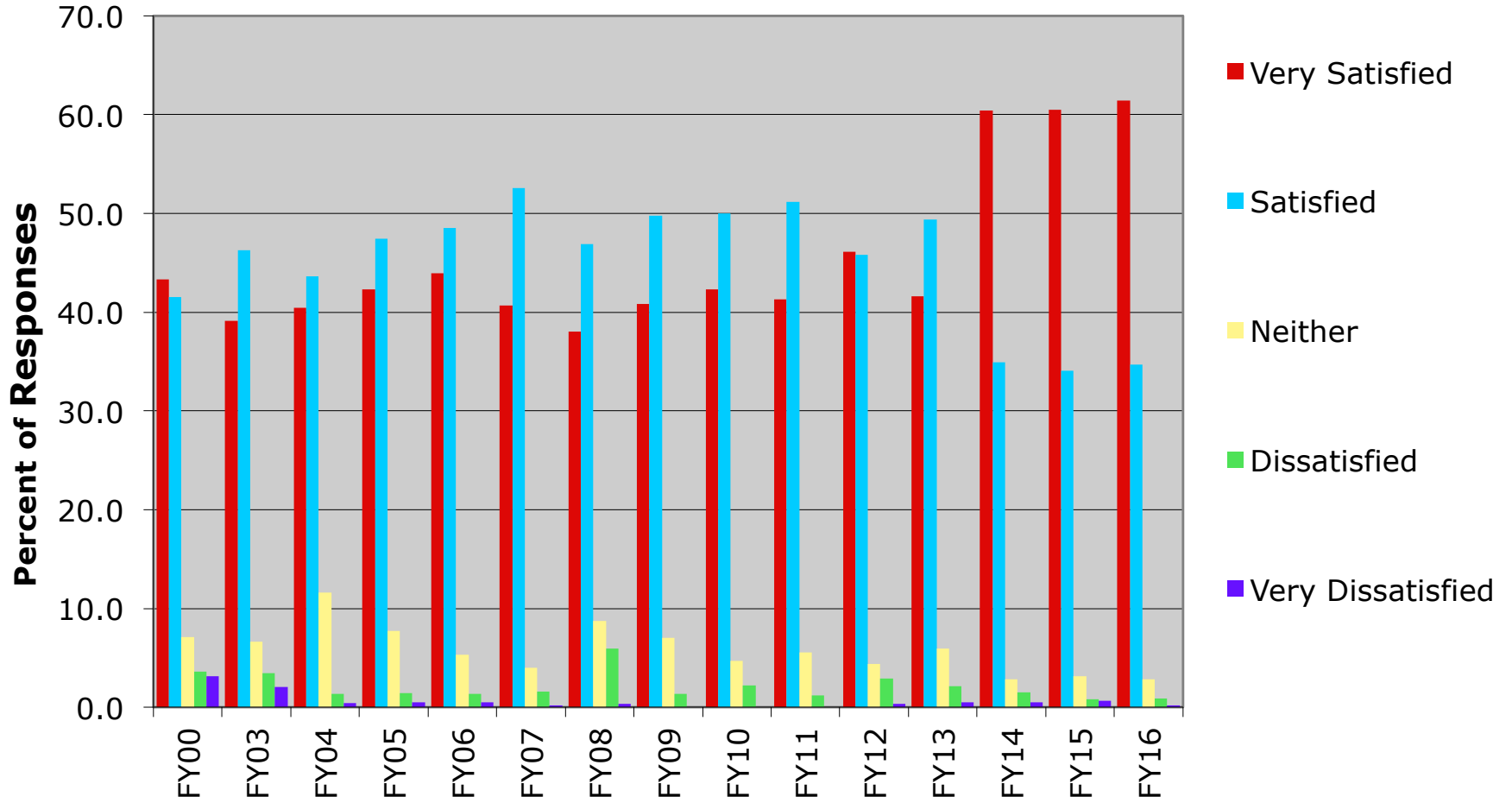
**FY16 Responses
Techniques Used**



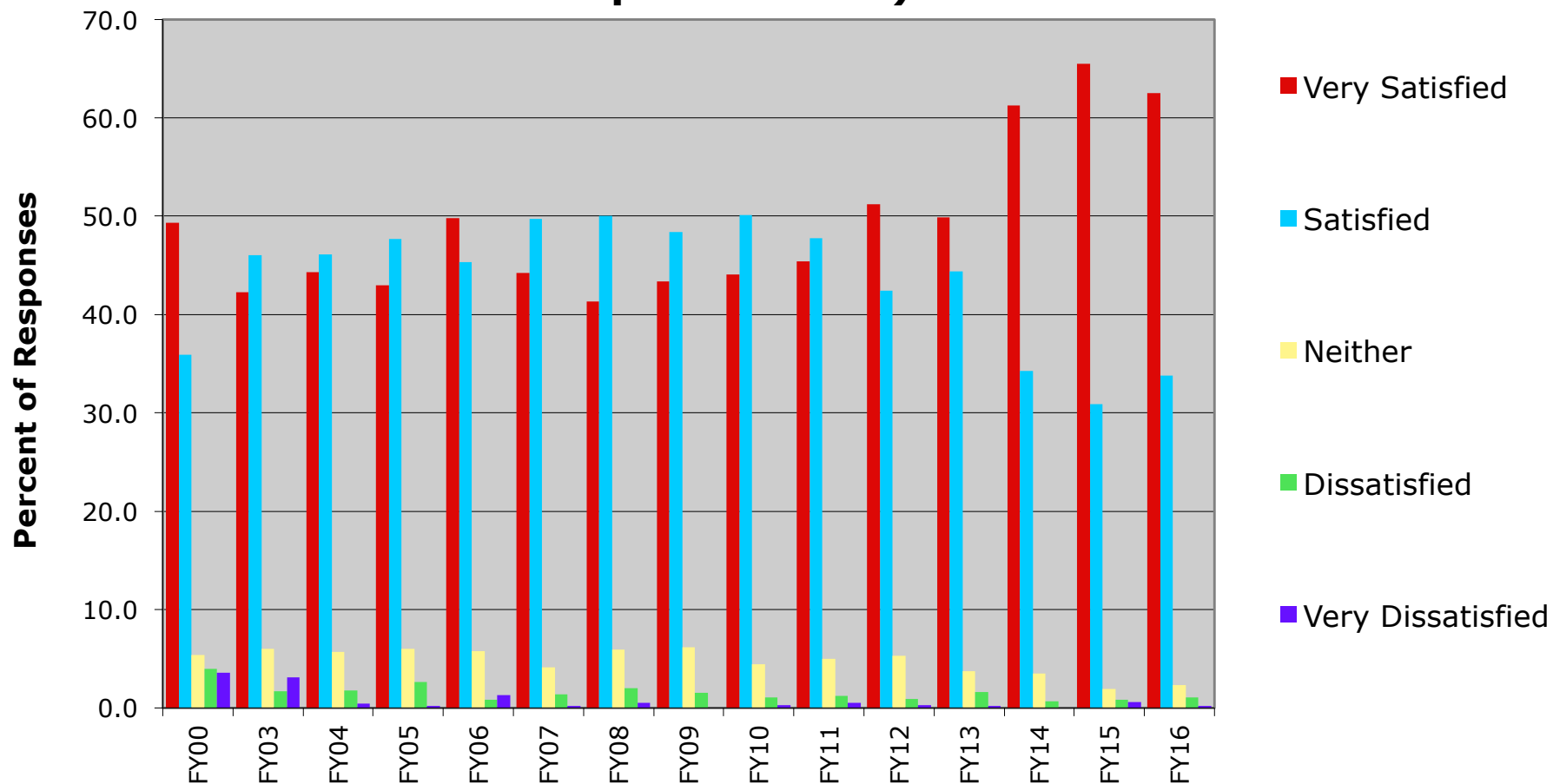
1. How satisfied were you with the fraction of the year that the facility operates?



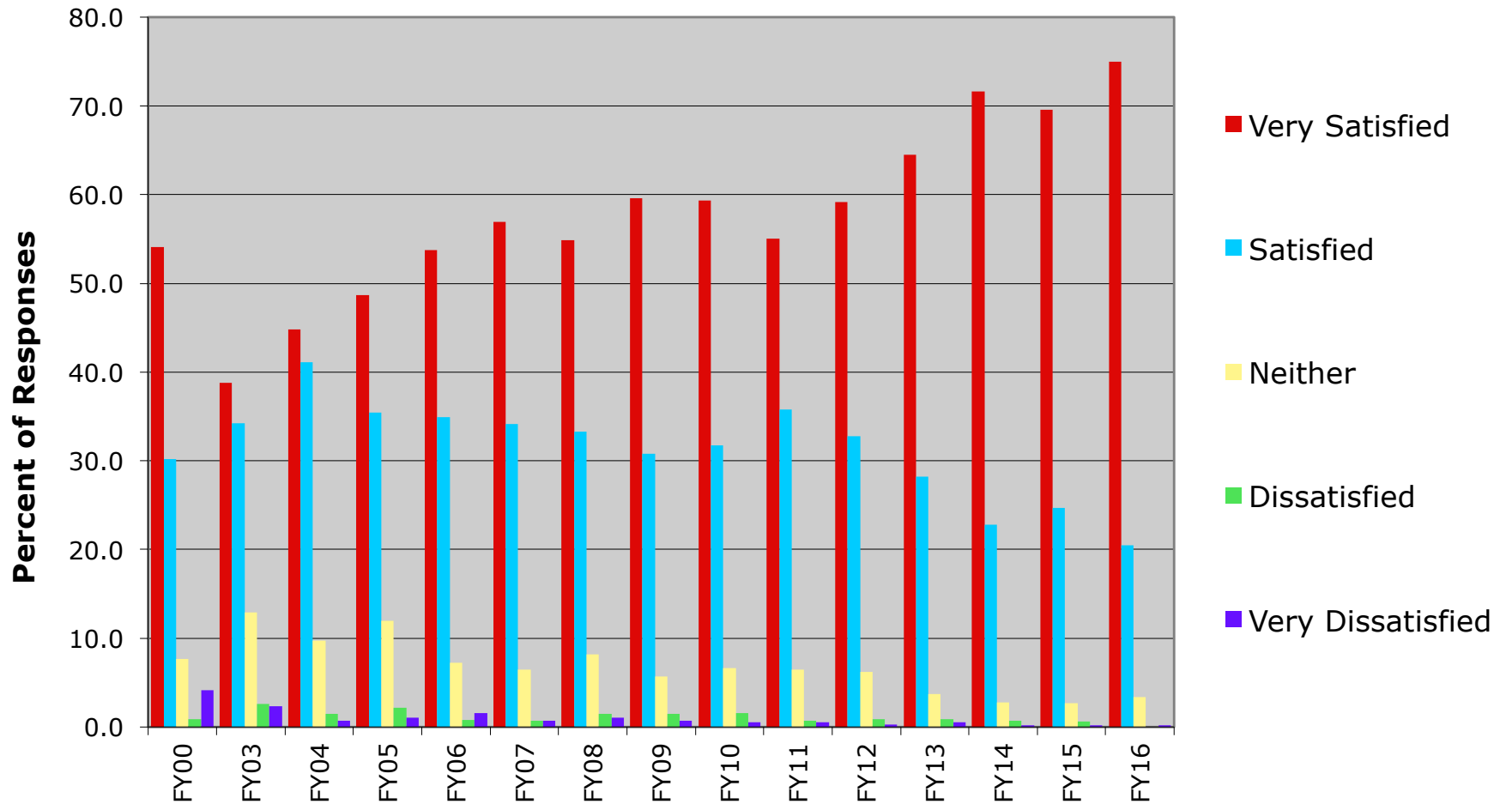
2. How satisfied were you with the schedule or service?



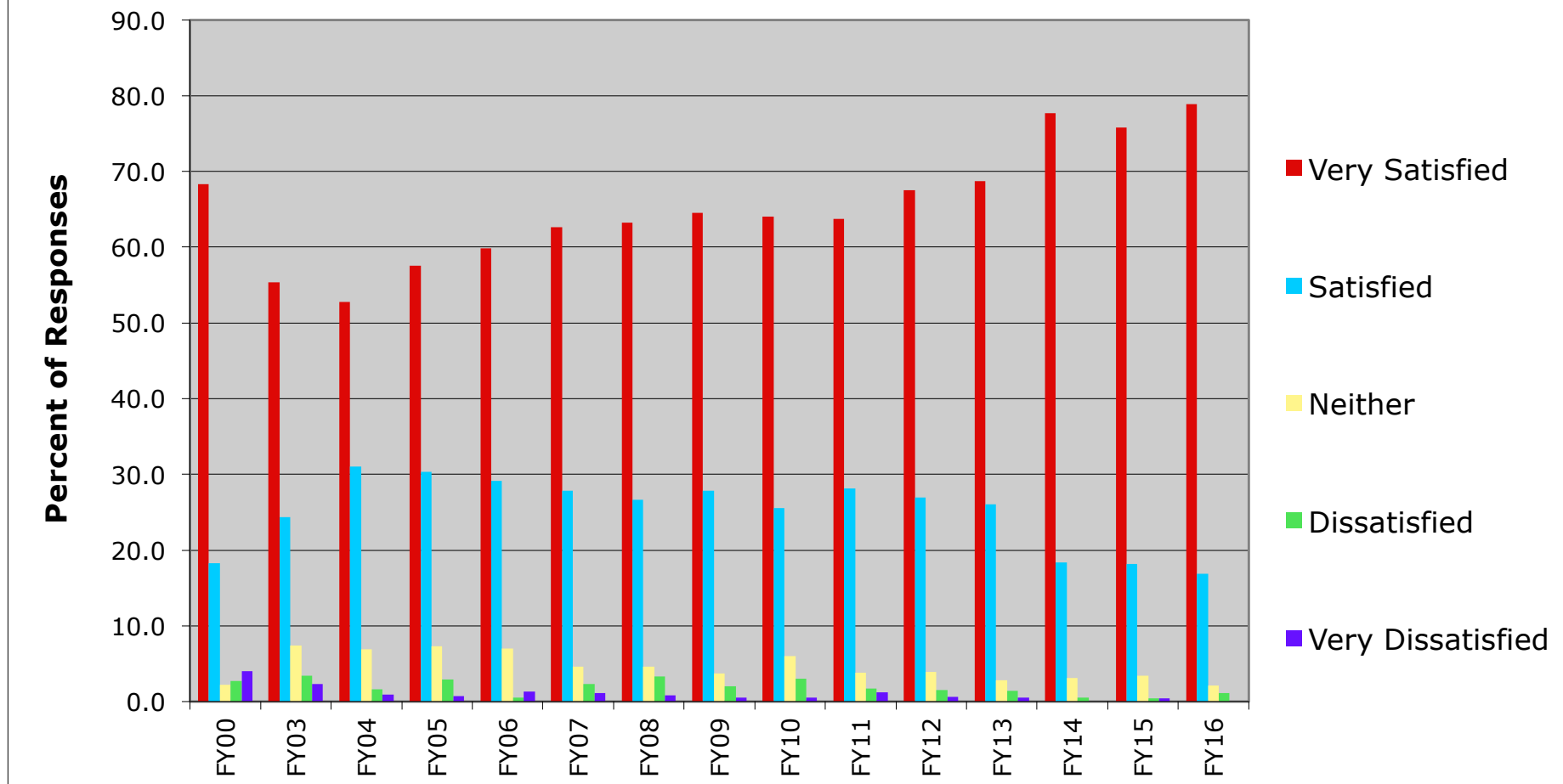
3. How satisfied were you with the performance (i.e., was beam or service maintained close to specifications)?



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?



KUDOS TO THE BEAMLINER STAFF

- All of the staff at **Sector 16** has been great, especially **Curtis Kenney-Benson**.
- **NE-CAT** has done a remarkable job improving the user friendliness and reliability of remote access. The staff is helpful, friendly and very competent.
- I have been very pleased with my interactions with the **APS staff and the SER-CAT staff** who oversee the beam-line we use.
- I always have good experiences with **the staff scientists at 2-ID-E**. The instrument and other necessary items were always ready to use.
- **Alex Derry** provided excellent support to **32ID-D** on several occasions. He's a really helpful guy.
- I am very satisfied for the support **Dr. Zhonghou Cai** provided us!
- **Staff at beamline 23** were great at helping us.
- **Carmen Soriano of beamline 2-BM** is exceptional. We really appreciated her expertise and assistance and we look forward to the possibility of working with her at beamline 2-BM in the future.
- Support from **sector 6 staff** is always exemplary.
- **Beamlines 24ID (NECAT)** has an excellent setup and dedicated staff to support users.
- **Yu-Sheng Chen and Nikolaj Roth** were so patient and friendly explaining how to use the equipment and collect data. We had a fantastic time and can't wait to return in the Spring.
- **John W. Freeland at 4-ID-C** has been very helpful as our beamline contact scientist. His help has lead to several successful publications in high impact journals and to the successful completion of my Ph. D. dissertation.

WHAT WOULD YOU DO DIFFERENTLY- OPPORTUNITIES FOR IMPROVEMENT

- For being the premier hard X-ray source in the US, the APS is under-staffed.
- The new system for renewing badges every two years is cumbersome at best, particularly because the office does not remain open in the evenings or weekends, which is often when I travel to the APS
- It would be nice to have improved meal options for Users who use the facility over the weekend
- Safety training would be more effective if it focused on the most important components. When these are diluted in a large pool of self-evident or trivial components their impact is lost.
- The Emergency Management Awareness training is superfluous and boring.
- There seem to be too few resources directed toward software improvement and integration.
- We would like to have a cafeteria near the APS building, if possible.
- Allow training to be shared across various national labs.
- Hire more beamline staff.
- It would be useful if the User Office had different opening hours. Either staying open later beyond 4.30pm Monday to Friday and or having opening hours on the weekend to assist Users who arrive and leave over the course of the weekend.
- Greater access to modular detectors, sample environments, etc.
- Cover the costs of the experiments, like liquid He charges
- Provide experiments with two beams crossing at a time for holographic or 3D imaging. I know it is difficult.
- Decrease guest house dinner price.

SOME FINAL COMMENTS

- The beam and support are outstanding. It would be great to increase of the available beam time - if that is possible at all.
- I am very impressed with how easy it is for someone as inexperienced as I am to come away with excellent data.
- I could not thank the beam line scientists enough for their support and hard work. They come at 2 and 3 AM to change samples. Unbelievable dedication.
- The only issue, which lies outside the questions, is that 1-ID is so crazily oversubscribed.
- APS is one of the best light sources, if not the only best light source! Both its people and its facilities are among the best I ever used.
- I only wish my lab diffractometer provided data like the APS!
- The service from facility and beamline staff was exceptional.
- It is always an excellent experience to visit the APS.
- Thank you for letting me use this amazing facility and for the great beamline staff that were tremendously helpful and so committed.
- I very much appreciate having access to the APS. Thanks for your work.
- Thank you, you run an amazing resource that benefits the entire community.
- I always have a big smile on my face when I'm at the APS. It's a wonderful environment compared to what I've experienced at other labs.

I asked a friend who had five years' experience at ESRF, three years' experience at Diamond, and one year's experience at APS, "which one is the best one?" He answered without thinking. "APS."