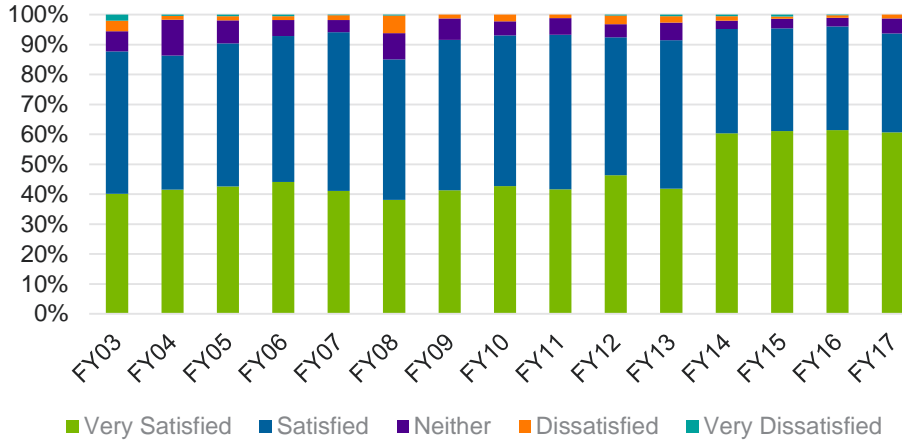


# ANNUAL USER SURVEY RESULTS

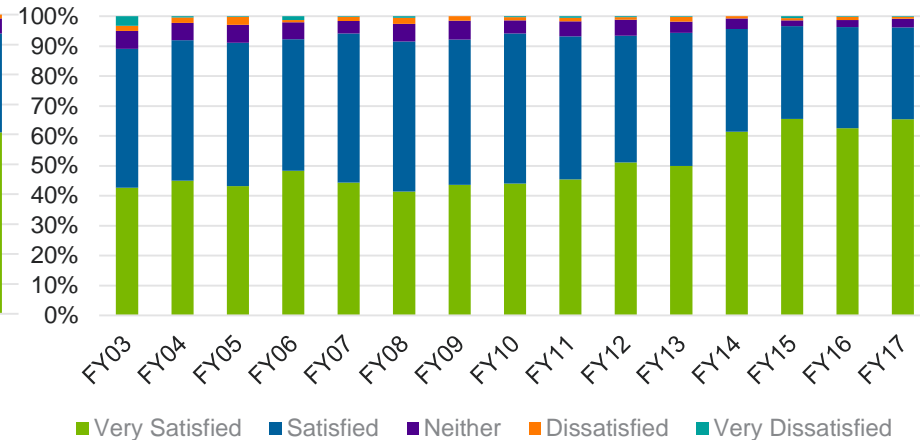
**Dennis Mills**  
All Hands Meeting  
January 24, 2018

# SURVEY RESULTS OVER THE LAST 15 YEARS

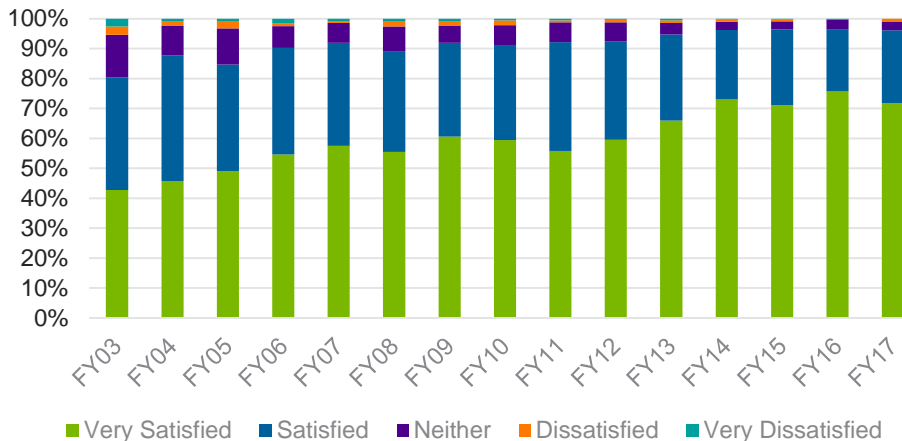
## 2. How satisfied were you with the schedule or service?



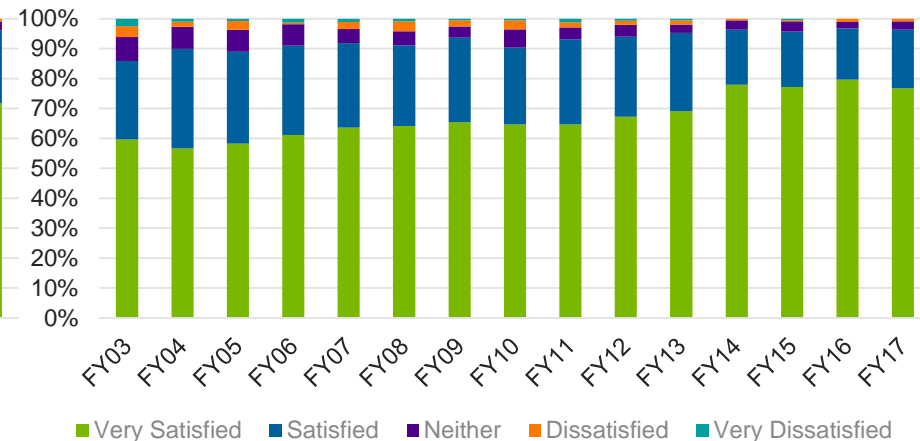
## 3. How satisfied were you with performance (i.e., was beam maintained close to specifications)?



## 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

- Beamline Scientists at **16-BM-D (Dr. Park)** and **16-BM-B (Dr. Kono)** are amazing. They are extremely patient, helpful and knowledgeable, and it is a true pleasure to work with them.
- **Dr. Haiyan Chen** is a wonderful beamline scientist who insures that general users who are new to the facility are able to do their experiments effectively and with little to no loss of time. She is a remarkable asset to the facility!
- Our beam line scientist, **Jun-Sang Park**, was incredible. I was blown away at his willingness to help us with all of the weird-hour set-up and run times.
- We use **NE-CAT**, and are very happy with the team. They are very responsive to user queries and problems.
- The **17-BM staff** was amazing! They helped with every question I had and even shipped a hard drive to me when my previous drive malfunctioned.
- BioCAT is always in great running order and if anything does come up; the **BioCAT team** is quick and happy to help resolve any issues.
- We are very pleased with the service provided by **SER-CAT beamline staff**.
- The **beamline scientists at ID-15-B/D** also stay with their users for the beginning portion of their shift to ensure that the users are comfortable using the beamline
- We worked with **Yu-Sheng Chen, Suyin Grass,** and **Binhua Lin**. They were very helpful and responsive. Great team!
- I think the **Sector 12 beamline scientists**, especially **Dr. Byeongdu Lee**, are excellent scientists (doing their own exciting work) and are extremely helpful to users.
- I would like to recognize the effort of our frequent local contact **Ayman Said**. Ayman is truly dedicated to the beamline and the success of our science programs.

# WHAT WOULD YOU DO DIFFERENTLY- OPPORTUNITIES FOR IMPROVEMENT

- Check-in at the main gate took way too long. Also, we had to come back next morning to pick up our badges.
- There should be staff during night hours responsible for all x-ray MX beamlines, they don't need to be experts for each beamline, just reset the robot or stuff like that.
- Address environment in main experimental hall; consider ways to decrease sound and improve lighting if possible.
- Bring back the coffee cart.
- Provide more and more detailed information about beam dumps, when they occur - providing up-to-date and usable information on the problem and expected beam availability seems to be the last priority for operators.
- Provide more user support in the area of shipping and safety.
- Improve approval process for radioactive materials. This took a long time and caused delays.
- Please get faster tricycles, and increase the size of the baskets so they can fit a large pizza box.
- Keep more tissues/Kleenex in stock.
- When I get a new badge after an old one expires, I would like to have it activated at the visitor center, rather than having to make an additional trip to the APS offices.
- Website to get to user portal could be more obvious. Also, the overall process might be spelled out in a APS User for Dummies kind of approach
- My team routinely uses 20+ of our 24-hour time allotments, and making good food more available nearby is probably the most cost effective way (by several orders of magnitude) to improve our efficiency at the beamline.
- Replace failing light bulbs so they don't flicker? That gets really annoying, especially at 4 AM.
- Increase investment in beamline facilities and services, including technical support.
- Offer more training opportunities (software, data collection, etc.) for users who are off campus, like via Skype or webinars.
- Implement mail-in option on PDF beamlines (11-ID-B and/or 11-ID-C)
- The safety procedures suddenly swung to being overly burdensome after the late-July "work pause" - they were unsustainable. It seems like things are returning to a more reasonable level but I remain concerned about the intensified work load on the Floor Coordinators.

# SOME FINAL COMMENTS

- I have extensive experience of 5 synchrotron facilities and the APS is easily the best for both science and the user experience.
- Wonderful beamline staff, always enjoyed the trip to APS!
- You're doing a great job. Please continue.
- Wonderful facility! Helpful and knowledgeable staff.
- The facility is performing well. I have no suggestions for improvements.
- The beamline staff scientists were exceptionally helpful, with scientific advice and hands on help
- Completely satisfied - don't change anything!
- I am very happy with APS!
- I would not change anything
- Safety at a user facility is always difficult, but the APS is handling this quite well.
- Very satisfied with the staff and equipment.
- Everything is good!
- Very satisfied with the beam time allocated and support from staff.
- APS is absolutely the best place in the world for our studies.

I have a sense of wonder every time I come to APS, and I have been coming there frequently for 15 years. If I'm still in awe of the facility after 100+ visits, then you are doing all kinds of things right.

Thank you all for everything you do.