

# 2019 APS USER SURVEY RESULTS JANUARY 22, 2020

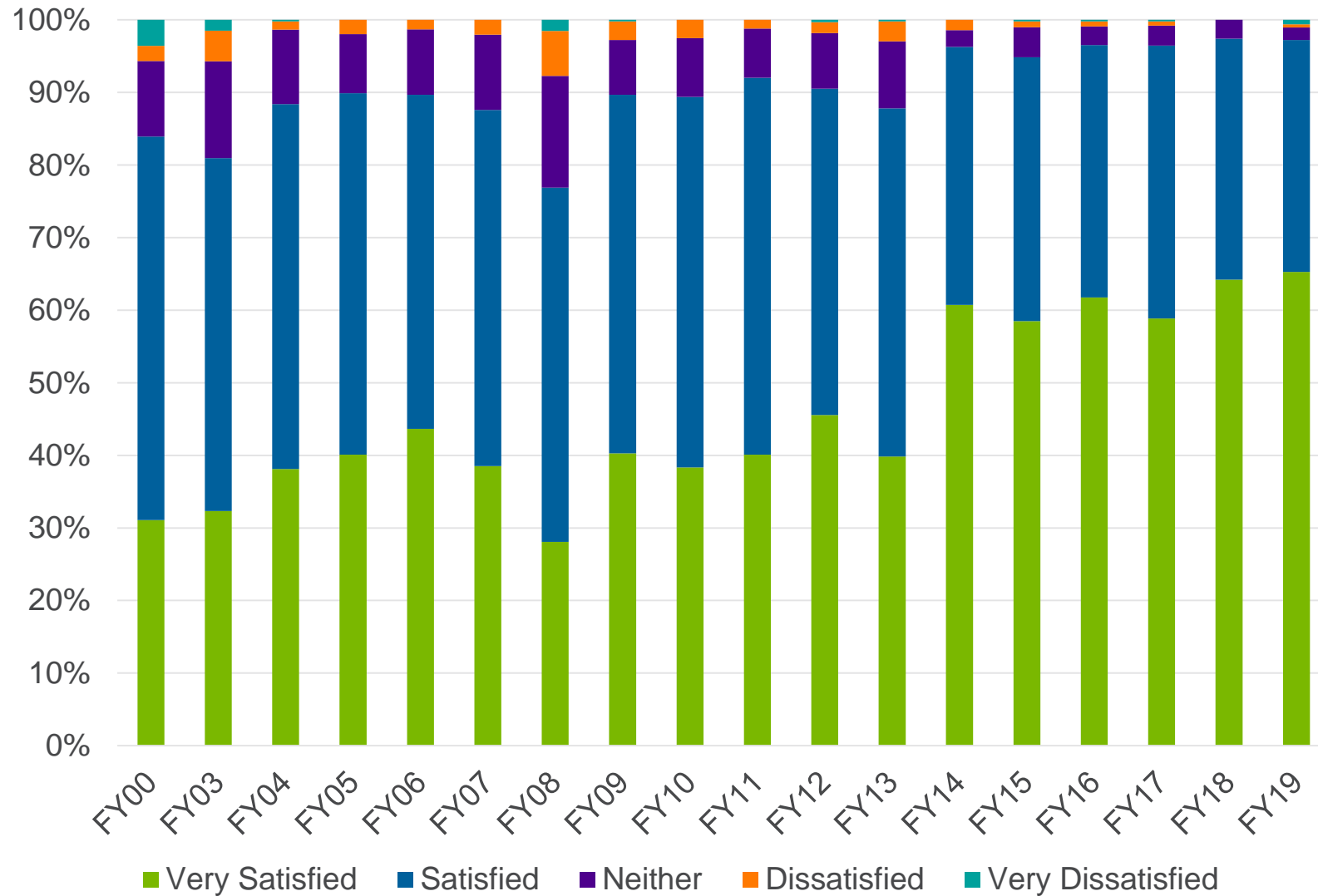


## **DENNIS MILLS**

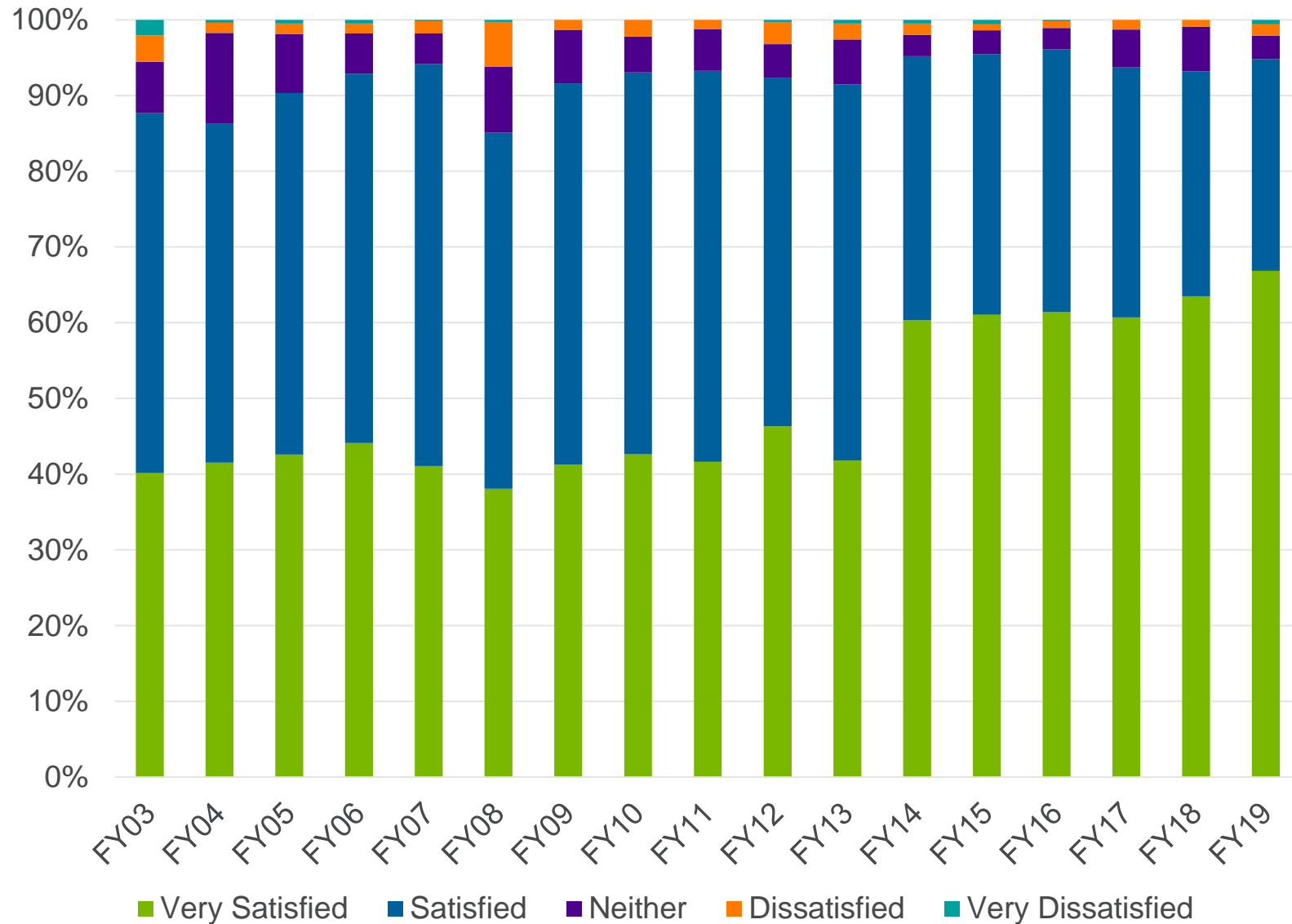
Deputy ALD for Science

Photon Sciences Directorate

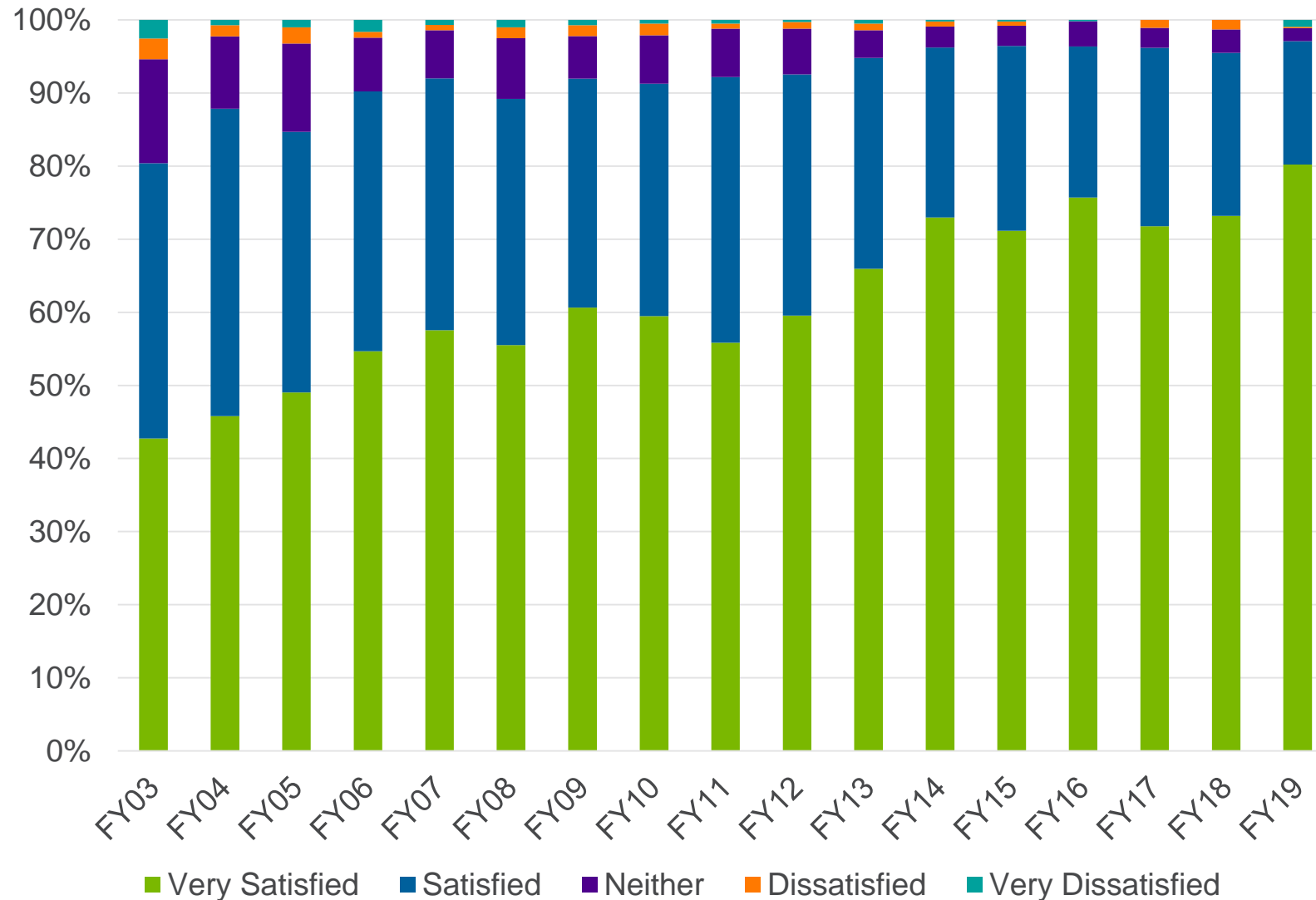
## How satisfied were you with the fraction of the year that the facility operates?



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



## How satisfied were you with the support for users provided by the facility staff?



# SOME SHOUT-OUTS TO THE BEAMLINER STAFF

- The workshop SAXS course was excellent for training new users - **Jan Ilavsky** did an excellent job giving this course.
- Wonderful to work with **Francesco De Carlo** and **Vincent De Andrade**. We really enjoy coming to the APS and working with the staff there.
- The **staff in 15-ID** are very nice and willing to spend a lot of time solving the issues in our experiment.
- The quality of the data from **APS/11-BM** is exceptional.
- **HPCAT Sector 16** is a very well managed facility with **excellent leadership and support staff** committed to making every user successful in his/her research endeavors
- The **beamline staff at 11-ID-B** is always providing excellent support!
- We are indebted to the **staff at APS** and **beamlines 24-ID-E and -C** for their continued dedication to support our research, make new discoveries, and expand our collaborations.
- As a first time user, the experience was extraordinary. The team of **Drs. Wenjun Liu, Jon Tischler, and Ruqing Xu** made for the success of this project.
- The **staffs at 15-ID, 9-BM** are extremely nice and helpful to their users.
- Just want to state that **Surajit Banerjee (NE-CAT)** is fantastic.
- **Haiyan Chen** is extremely helpful and has made the facilities at that beamline work very well.
- The floor coordinators are excellent, especially **Shane Flood**.
- We had a great year with NE-CAT. We will miss **Raj**.

# WHAT WOULD YOU DO DIFFERENTLY: OPPORTUNITIES FOR IMPROVEMENT

## Operations

- Better at updating users as to when the beamline will come back online after a shutdown.
- Electrical inspection of standard off-shelf items that have been to APS before seems "over-the-top".
- 2 proposal cycles rather than 3.
- Improve support for management and transfer of very large datasets.
- A lot of information cannot be found from the internet, especially for the new users.
- Stop scanning the badges if there is no control in place to monitor activity or how long a user is on site.
- 5500-6000 hrs of user beam time annually.
- Facilitate and streamline administrative security and safety controls.

## Amenities

- It would be useful to have a kettle in the Guesthouse apartments.
- The food for vegetarians can be improved.
- I was very surprised at the lack of sinks in which we can wash our hands. I found that in the bathroom, the soap dispenser was empty.
- We were not able to find working coffee machines. Night shifts were hard due to that.
- Canteen opening hours and choices can still be improved. Argonne is very remote when doing experiments over the weekend.
- The breakfasts at the Argonne Guest House are very poor, and my students are often hungry at the beamline because my university will not reimburse meals that are provided.
- Have a better transportation system for users that don't have a car. At least walking paths that are not on the main roads sharing space with the cars.

# SOME FINAL COMMENTS

- Thank you for 16 years of productive measurements! My funding has ceased and I will be opening a new chapter of my academic career. All good things must come to an end but I would like to thank the APS for their support over these 16 productive years.
- Thank you for all the great help that we get by the staff/beam scientists.
- No adjustments needed. Everything works nicely.
- Thankful for all the cooperation from the staff during beam time.
- Thank you for all the great help that we get by the staff/beam scientists. No words can ever suffice the gratitude!
- **Please congratulate your staff on how quickly APS was back in operations this week. It was very impressive.**
- Commendable management and a very professional attitude, very impressive!
- My experience is positive and the cooperation is great.
- The staff were all wonderful with my students, from training to running the beamline.

Overall, the facility is run very well and as an external user, I am immensely thankful for all your services.