

Basic Energy Sciences (BES) Scientific User Facilities FY 1999 REPORTING REQUIREMENTS

PART 1

To be distributed to every badged user (see Part 2) of a BES user facility at least once every Fiscal Year. User facility staff will implement the survey and will maintain a database of all individual responses, including verbatim comments. The facility will report at the close of each Fiscal Year the percentage of users who responded to the survey, their aggregate responses to each question (i.e., Q1: 10 users marked 1; 25 users marked 2; 135 users marked 3; etc.) and a summarized analysis of the comments received from the users.

USER SATISFACTION MINI-SURVEY

NAME: _____ (Optional)

Please circle only one number for Questions 1-4 or mark NA if the question does not apply.

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

1	2	3	4	5	NA
<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Neither Satisfied Nor Dissatisfied</i>	<i>Satisfied</i>	<i>Very Satisfied</i>	Not Applicable

2. How satisfied were you with the schedule or service (i.e., was the time or service delivered on schedule and was downtime kept to a minimum)?

1	2	3	4	5	NA
<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Neither Satisfied Nor Dissatisfied</i>	<i>Satisfied</i>	<i>Very Satisfied</i>	Not Applicable

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

1	2	3	4	5	NA
<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Neither Satisfied Nor Dissatisfied</i>	<i>Satisfied</i>	<i>Very Satisfied</i>	Not Applicable

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

1	2	3	4	5	NA
<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Neither Satisfied Nor Dissatisfied</i>	<i>Satisfied</i>	<i>Very Satisfied</i>	Not Applicable

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

1	2	3	4	5	NA
<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Neither Satisfied Nor Dissatisfied</i>	<i>Satisfied</i>	<i>Very Satisfied</i>	Not Applicable

5. Which of the following benefits have resulted or will soon result from your use of this facility this year? (circle all that apply)

1.
 - a. Created new fundamental knowledge (i.e., basic research)
 - b. Discovered other new knowledge (i.e., applied research)
 - c. Developed a new or improved product, process or technology (i.e., development)
2.
 - a. Dissemination of new knowledge via publication in peer-reviewed open literature
 - b. Dissemination of new knowledge via presentations at professional society meetings
 - c. Dissemination of new knowledge via other presentations
 - d. Acquired a patent
3. Furthered Department of Energy mission(s)
4. Obtained access to unique capabilities not available elsewhere (e.g., forefront experiments; one-of-a-kind instruments; distinctive materials or services)
5. Facilitated collaborative interactions (e.g., stimulated new ideas for future experiments, increased multidisciplinary work; enabled a new approach within your discipline)
6. Trained students (undergraduate, graduate or postdoctoral associate)
7. Other benefit(s); please specify: _____

6. Are the training and safety procedures appropriate? If not, how would you change them?

7. What would you like this facility to do differently?

8. Other comments.

Please provide comments for any score rating of 1 or 2 on Questions 1-4.