

WP 3, Results of User Survey

Jochen Kuhnhenh (Fraunhofer INT) and Salvatore Fiore (CERN)
RADNEXT 2nd Annual Meeting – 9-10 May 2023

<https://indico.cern.ch/e/radnext-2023>



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 101008126

Outline

- Motivation
- Methods
- Results
- Conclusions

Motivation

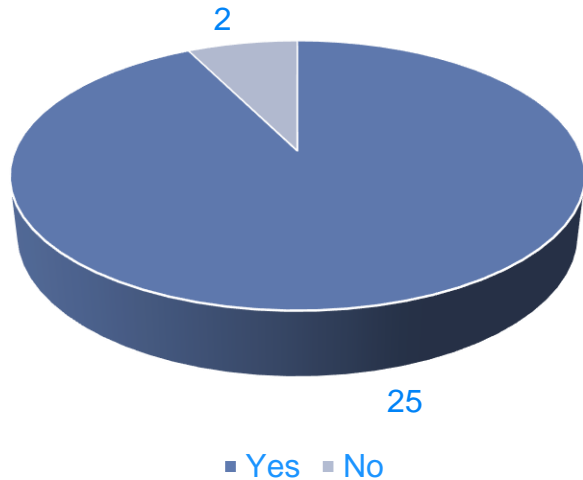
- So far no regular feedback channel was available for users to comment and judge on their experience with RADNEXT TA
- Sporadic feedback occurred
 - Via direct emails to TA coordinators or Rubén
 - Via email to the User Support Expert team (USE)
- Experience by users essential to optimize the process within RADNEXT for second half of the project, but also beyond
 - Typical problems would be of general interest

Methods

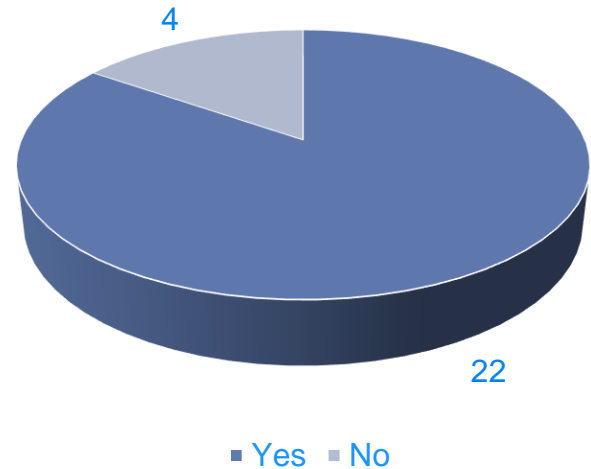
- Fraunhofer licensed Microsoft 365 “Forms” App was used to create the survey
 - Remark: In compliance with European data protection and privacy regulations
- Survey should be short and straight forward to motivate many responses
- Survey consisted of 3 yes/no questions, 9 rated questions and one free form field
- Survey was accessible via <https://s.fhg.de/radnext-user-survey>
- Invitation was sent to 84 recipients
- Started on 2023-04-20 18:00 and was closed 2023-05-07 16:00
- In total 27 responses were given (1/SQRT(27) ~ 20%)

Results 1

- Have at least one of your proposals been accepted by RADNEXT Transnational Access?

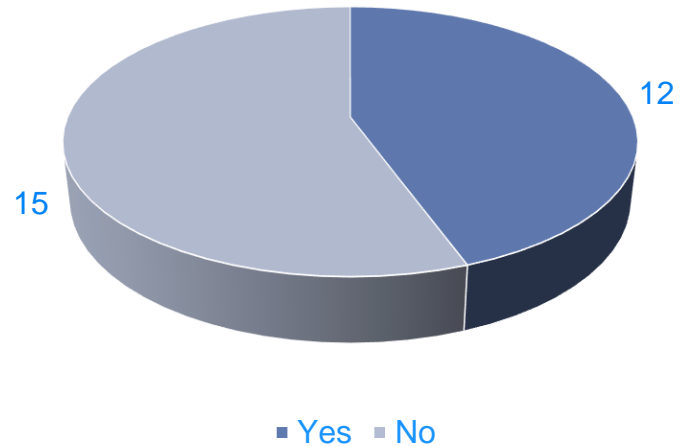


- For your accepted proposal(s), have at least one been assigned beam time in one of the facilities?

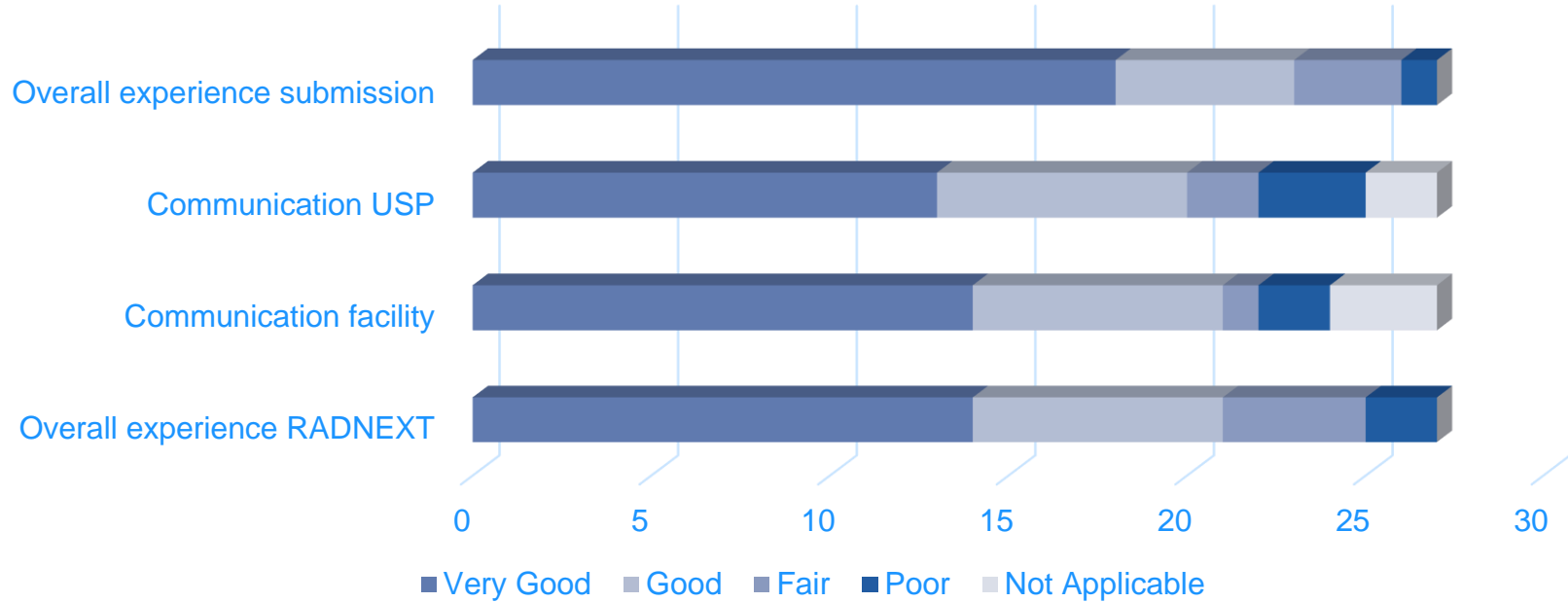


Results 2

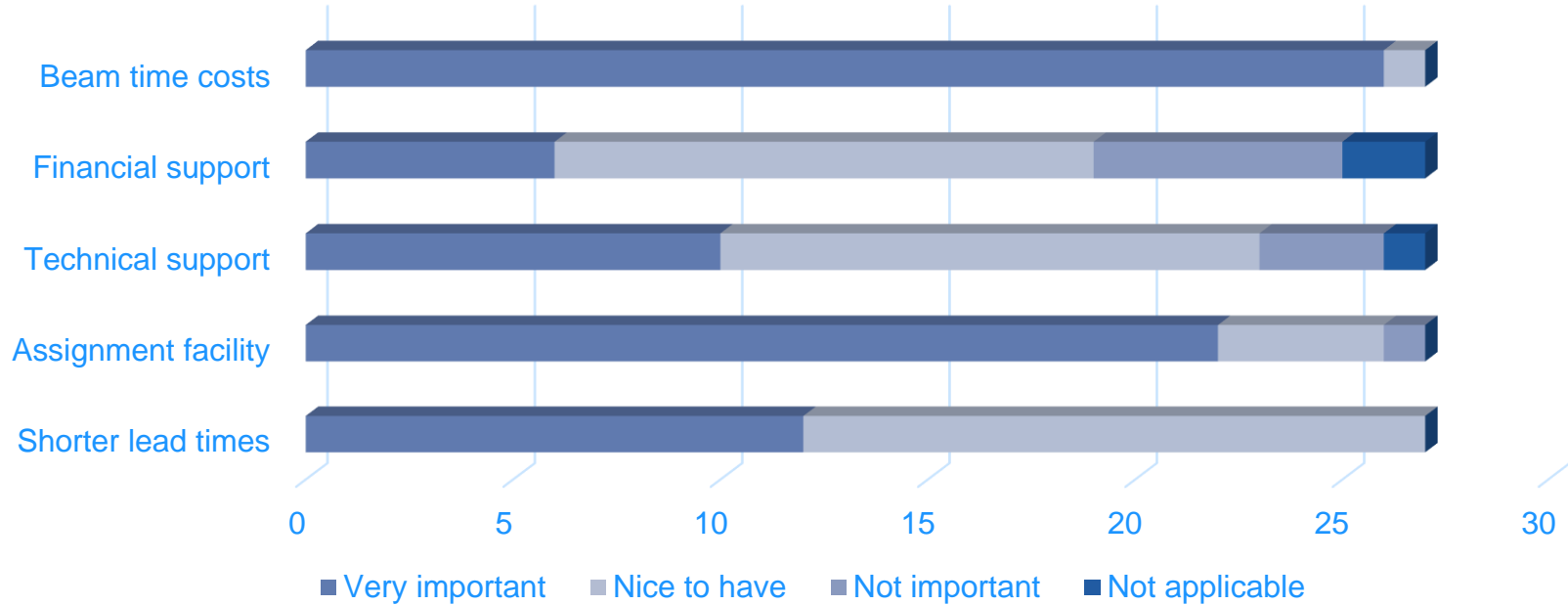
- For your beam assigned proposal(s), have at least one been already executed?



Results 3 – Rating of aspects



Results 4 – Importance of aspects



Results 5 – General suggestions (15 answers)

- “improve communication about the real beam time available”
- “would be valuable to find a comparison table [...] of the different facilities”
- “Possibility to discuss before the assignment with different facilities”
- “possibility to integrate figures in the proposals”
- “Still have not been contacted by anyone after proposal acceptance.”
- “financial support for travelling [...] was never fulfilled.”
- “the expected schedule for the selection outcome [...] should be respected”
- “i do not even know in a clear way if my proposal was awarded with beam time or not”

- “No suggestions. Everything good so far!”
- “My experience with RADNEXT was awesome. You folks are doing a great job!”

Conclusions

- Free answers seem to be more negative than the overall ratings
- Overall good or even very good feedback
 - Communication is generally considered as a weaker aspect
 - Several obviously very happy users, task of “enabling” projects clearly met
- Most important is the free provision of beam time
- Other forms of support (financial, technical, ...) are ok but not necessary
- Suggestions for TA process:
 - Further improve communication and information about facilities

1. Have at least one of your proposals been accepted by RADNEXT Transnational Access?

Yes
 No

2. For your accepted proposal(s), have at least one been assigned beam time in one of the facilities?

Yes
 No

3. For your beam assigned proposal(s), have at least one been already executed?

Yes
 No

4. How would you rate the following aspects?

	Very Good	Good	Fair	Poor	Not Applicable
Overall experience with proposal submission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication on between you and the Office (level up to the assignment to a facility)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication on between you and the facility you have been assigned to?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall expert since with RADNEXT Transnational Access?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How important are the following aspects when considering to submit to RADNEXT?

	Very important	Nice to have	Not important	Not applicable
Beam time costs covered by RADNEXT project (EU funds)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial support for travel and accommodation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical support to prepare, execute and analyse radiation effects experiments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assignment of facility optimized according to compliance with requirements outlined in proposal and beam availability?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shorter lead time to access the beam through RADNEXT with respect to other access modalities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thanks for your attention!

RADNEXT Users Feedback Form

1. Have at least one of your proposals been accepted by RADNEXT Transnational Access?

Yes
 No

2. For your accepted proposal(s), have at least one been assigned beam time in one of the facilities?

Yes
 No

3. For your beam assigned proposal(s), have at least one been already executed?

Yes
 No

4. How would you rate the following aspects?

	Very Good	Good	Fair	Poor	Not Applicable
Overall experience with proposal submission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication on between you and the Office (level up to the assignment to a facility)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication on between you and the facility you have been assigned to?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall expert since with RADNEXT Transnational	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How important are the following aspects when considering to submit to RADNEXT?

	Very important	Nice to have	Not important	Not applicable
Beam time costs covered by RADNEXT project (EU funds)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial support for travel and accommodation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical support to prepare, execute and analyse radiation effects experiments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assignment of facility optimized according to compliance with requirements outlined in proposal and beam availability?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shorter lead time to access the beam through RADNEXT with respect to other access modalities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. What are your general suggestions for us to improve the RADNEXT Transnational Access user experience?

Ihre Antwort eingeben

27 Antworten 6431 Durchschnittliche Zeit für das Ausfüllen Geschlossen

Ergebnisse anzeigen

1. Have at least one of your proposals been accepted by RADNEXT Transnational Access?

[Anzeige Details](#)

Yes	21
No	6

2. For your accepted proposal(s), have at least one been assigned beam time in one of the facilities?

[Anzeige Details](#)

Yes	17
No	4

3. For your beam assigned proposal(s), have at least one been already executed?

[Anzeige Details](#)

Yes	11
No	4

4. How would you rate the following aspects?

Very Good Good Fair Poor Not Applicable

Overall experience with proposal submission?

Very Good	10%
Good	50%
Fair	30%
Poor	10%
Not Applicable	0%

Communication on between you and the Office (level up to the assignment to a facility)?

Communication on between you and the facility you have been assigned to?

Overall expert since with RADNEXT Transnational Access?

5. How important are the following aspects when considering to submit to RADNEXT?

Very important Nice to have Not important Not applicable

Beam time costs covered by RADNEXT project (EU funds)?

Financial support for travel and accommodation?

Technical support to prepare, execute and analyse radiation effects experiments?

Assignment of facility optimized according to compliance with requirements outlined in proposal and beam availability?

Shorter lead time to access the beam through RADNEXT with respect to other access modalities?

6. What are your general suggestions for us to improve the RADNEXT Transnational Access user experience?

[Anzeige Details](#)

16 Antworten

6431 durchschnittliche Zeit für das Ausfüllen

Thanks for all the support proposal acceptance process of using RADNEXT

financial support experience with accessibility management strong support technical support

helps in the proposal good proposal support support in planning

level of support beam time administration outside of the proposal allocation of the facility