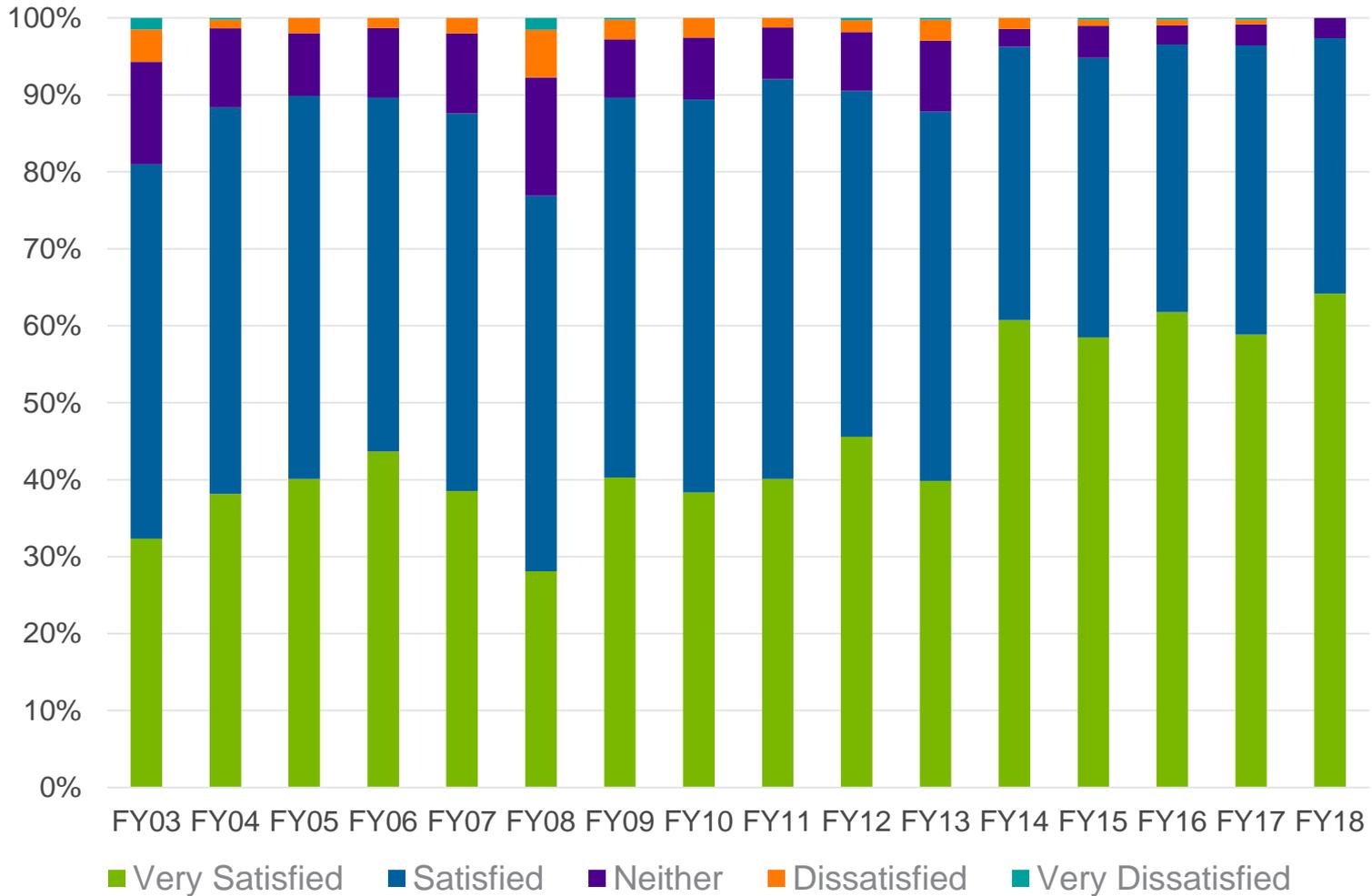


# 2018 APS USER SURVEY RESULTS

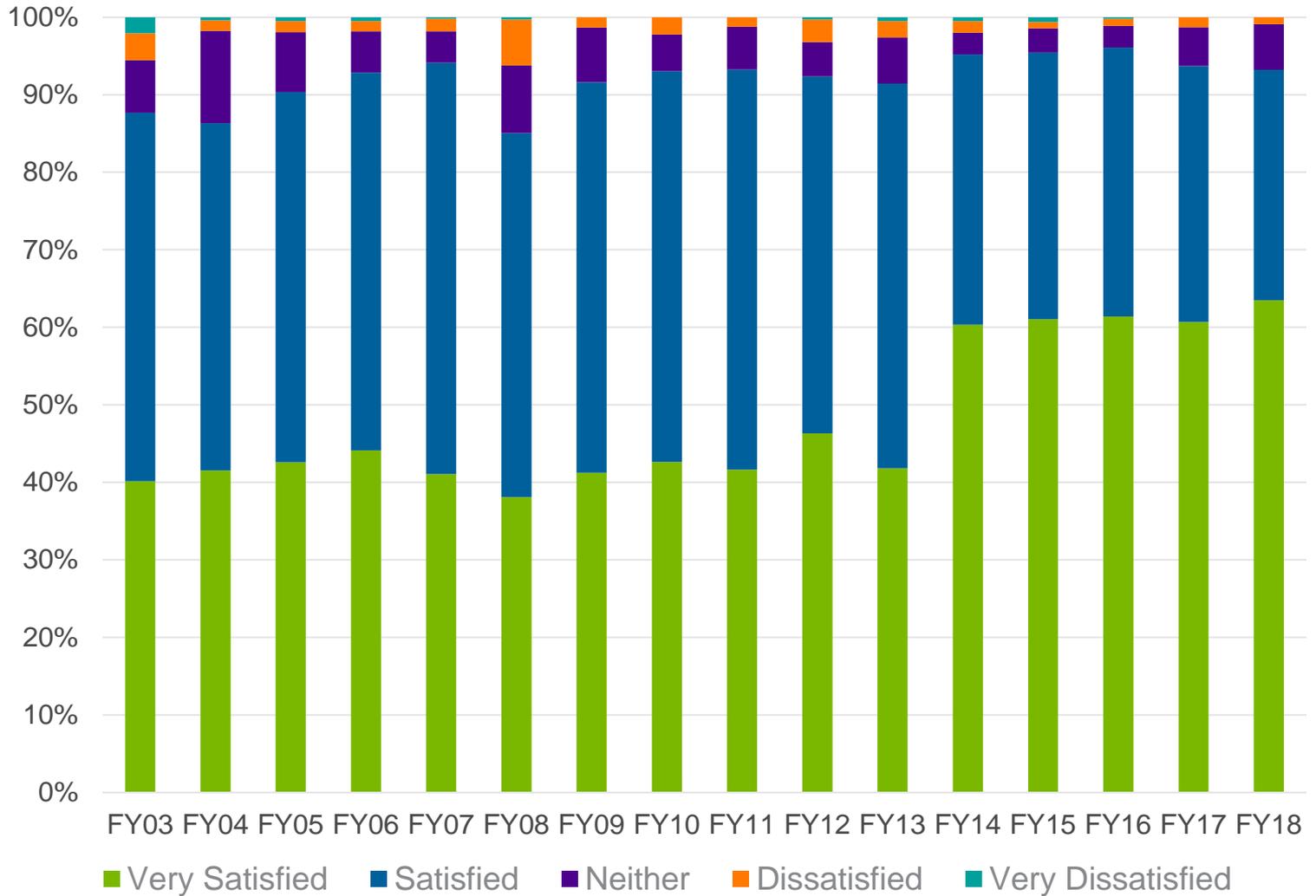


**DENNIS MILLS**  
**APS DEPUTY DIRECTOR**

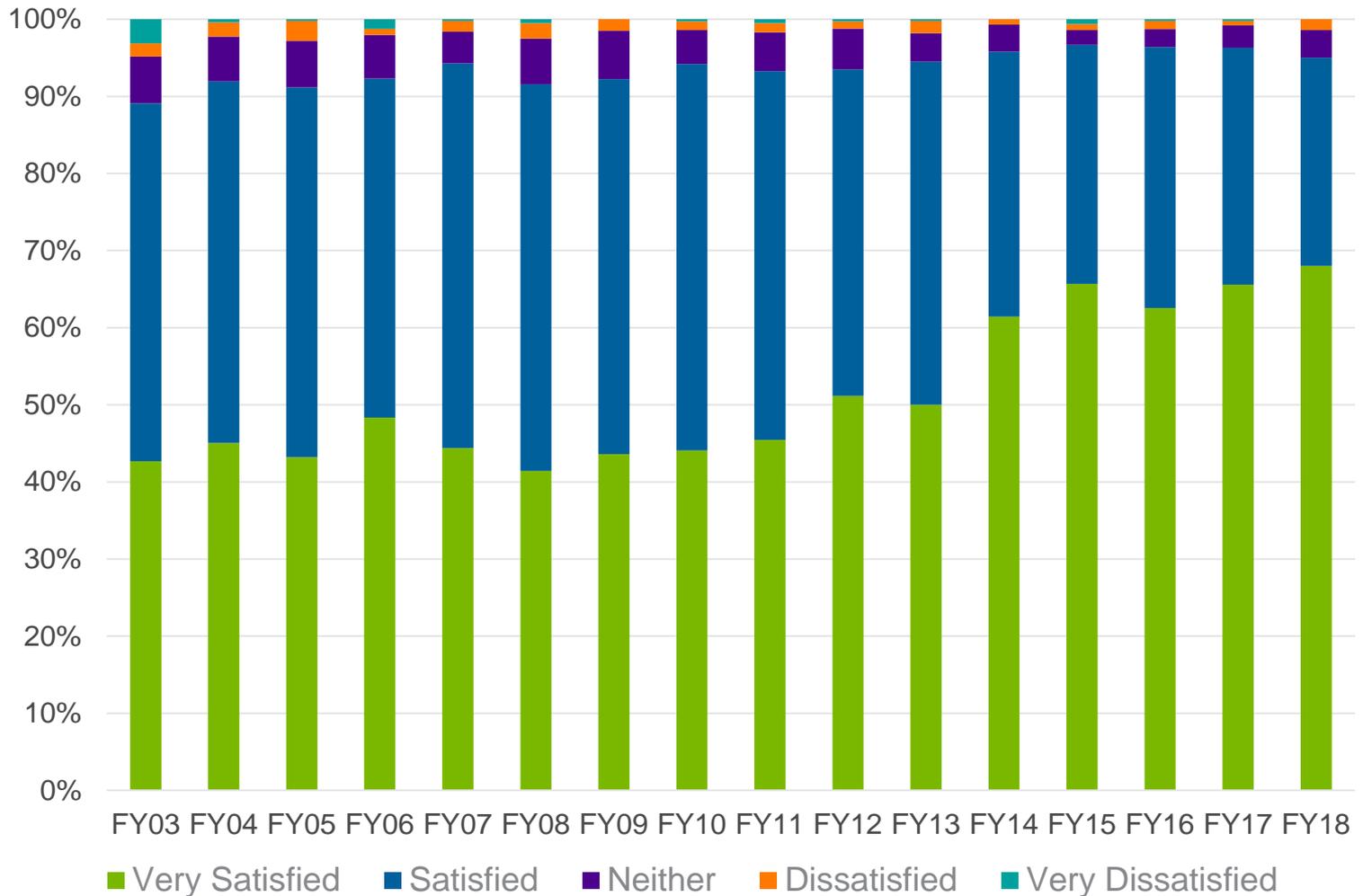
# 1. How satisfied were you with the fraction of the year that the facility operates?



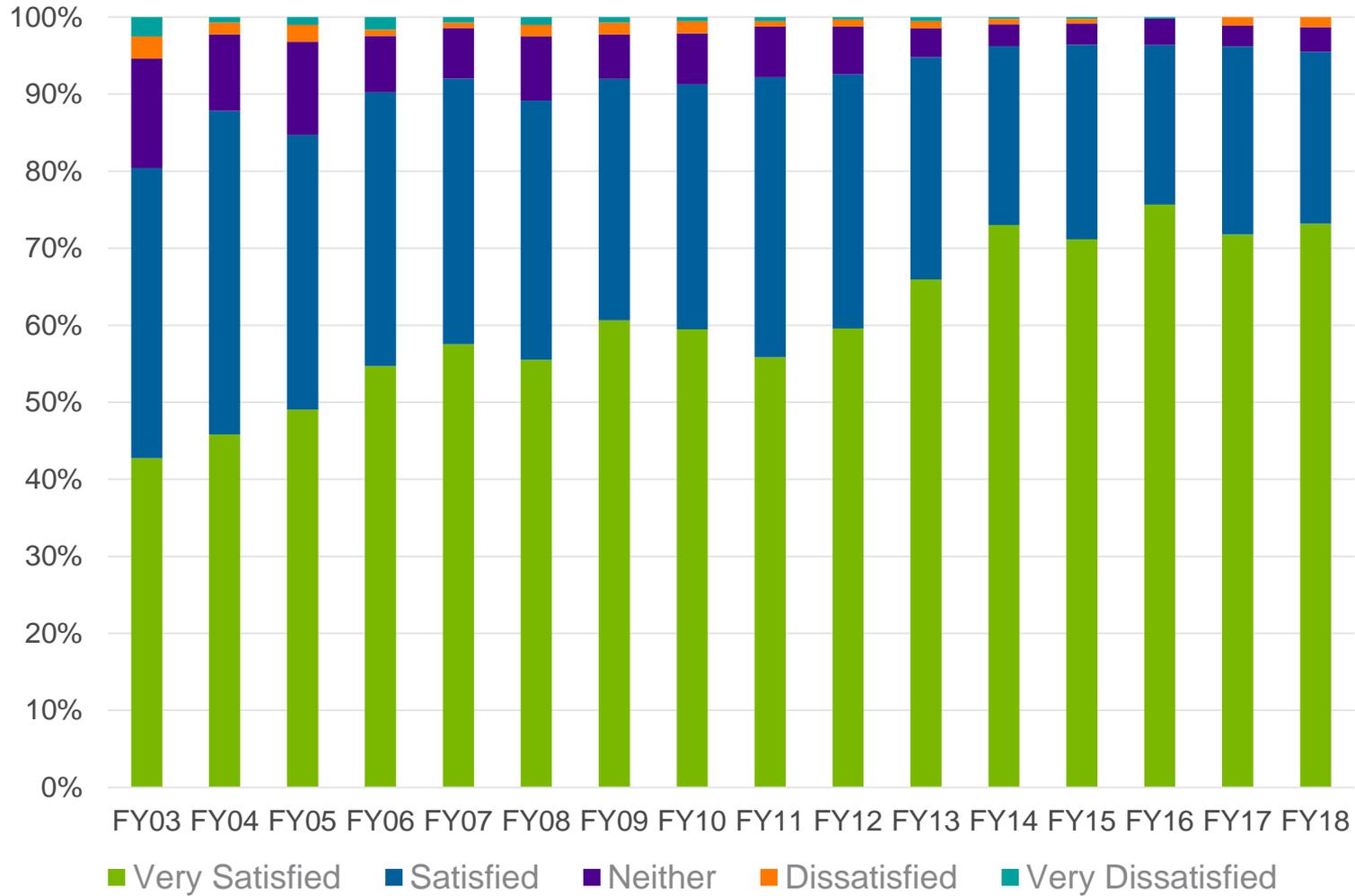
## 2. How satisfied were you with the schedule or service?



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



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



# KUDOS TO THE BEAMLINE STAFF

- We are really satisfied with the technical support from **11-ID-C**.
- I would specifically like to highlight the exceptional support provided by **Zou Finrock, sector 20**. Thanks Zou!
- Very satisfied, again. The **people associated with 1-BM are excellent** and very helpful.
- Great support from **staff at 7-BM**.
- The beamline staff in **sectors 2 (IDE and IDD, Lai and Antipova)** as well as on **beamline 13 (Lanzirotti)** and **beamline 9-IDC (Si Chen)** are all outstanding.
- Very satisfied. **Michael Wojcik and Al Macrander** did a very good job.
- Beam line scientists at **HPCAT** are very cooperative, highly supportive.
- The beamline scientists in **13BM-C** are very friendly, helpful, and responsive!
- **DND** team was fantastic
- BL scientists we worked with at **7-BM-B (Alan Kanstengren and Katie Matusik)** provided support both while we were at Argonne and before and after trips.
- **Dr Yang and Mr Spense** are very professional
- The support for users at beamline **11-BM** is phenomenal
- The **5-ID-D beam line scientist (Steven Weigand)** and the staff, especially **James Rix**, provided indispensable support
- Extremely satisfied with services provide in a timely and professional manner by the staff on beam lines **20-BM and 5-BM-D**
- Excellent support from staff on both **34-ID-E and 34-ID-C**.
- I always have wonderful experience working with **Dr. Si Chen, Dr. Junjing Deng, and Dr. Qiaoling Jin**.
- Big thanks to the **DND-CAT staff** in sector 5 and the **APS staff in sector 8!**

# WHAT WOULD YOU DO DIFFERENTLY- OPPORTUNITIES FOR IMPROVEMENT

- For the approved long-term users, the documentation (ESAF etc.) for each experiment is too intense and time-consuming.
- I'm not sure why you don't trust the generic user with the use of a cordless drill. Can't you slap a "Wear safety glasses" sticker on them and move on to more significant safety issues?
- Protocols for bringing in electrical equipment are overbearing.
- Make the guest house better
- Bring back the NECAT couch
- Provide users with a restaurant open 24/7 or a kitchen facility as in other synchrotron centers
- Give up aging of proposals. The users can write a new and better proposal, if they still need beamtime
- Send text alerts when beam is lost and reestablished.
- Allow PDF uploads for proposals so that figures can be used more effectively than as separate attachments
- Guest house may consider to provide heating when the temperature is low.
- Free coffee?
- The facility needs a secure way of archiving large data sets for a more extended period of time (at least six months - preferably a year).
- We have had many issues with remote data collection. The software is very "glitchy" and crashes a lot. I would recommend using a robust software like Blulce
- Turnover of beamline staff can limit their knowledge and familiarity with beamline capabilities.

# SOME FINAL COMMENTS

- The BL scientists are always ready and on call, stopped by to check in, interested in our work, willing to teach. As a small business, we have some special requirements, and the staff has been polite and accommodating, very satisfied.
- The beamline support was exceptional.
- Excellent service and facilities
- Overall safety and training are excellent. Safety is important to me and I appreciate the efforts made by the APS to keep us safe, I have great respect and relation with safety personnel.
- It's a great facility!
- Thank you for providing a unique, reliable, and powerful service.
- Staff at 19-ID/SBC/MCSG/APCF have been very giving of their time and open to teaching. This seems a model approach as "ambassadors to the APS and ANL".
- Keep going DND CAT beam line team!
- Thank you, APS!
- Thanks all beamline scientists
- I am very satisfied with every synchrotron trip.

**It's a great place to come. I'm always smiling when at the APS.**