

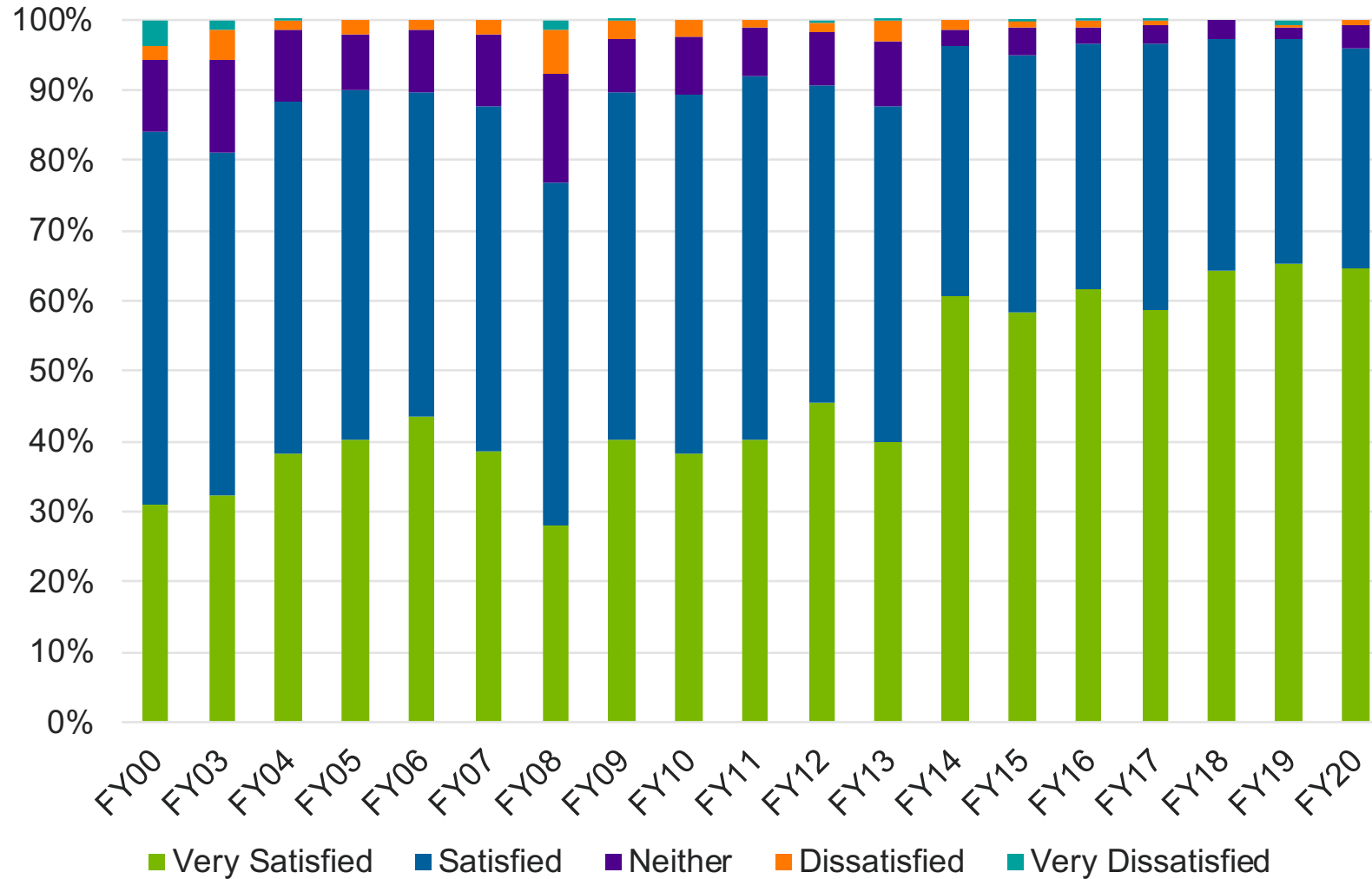
2020 APS USER SURVEY RESULTS



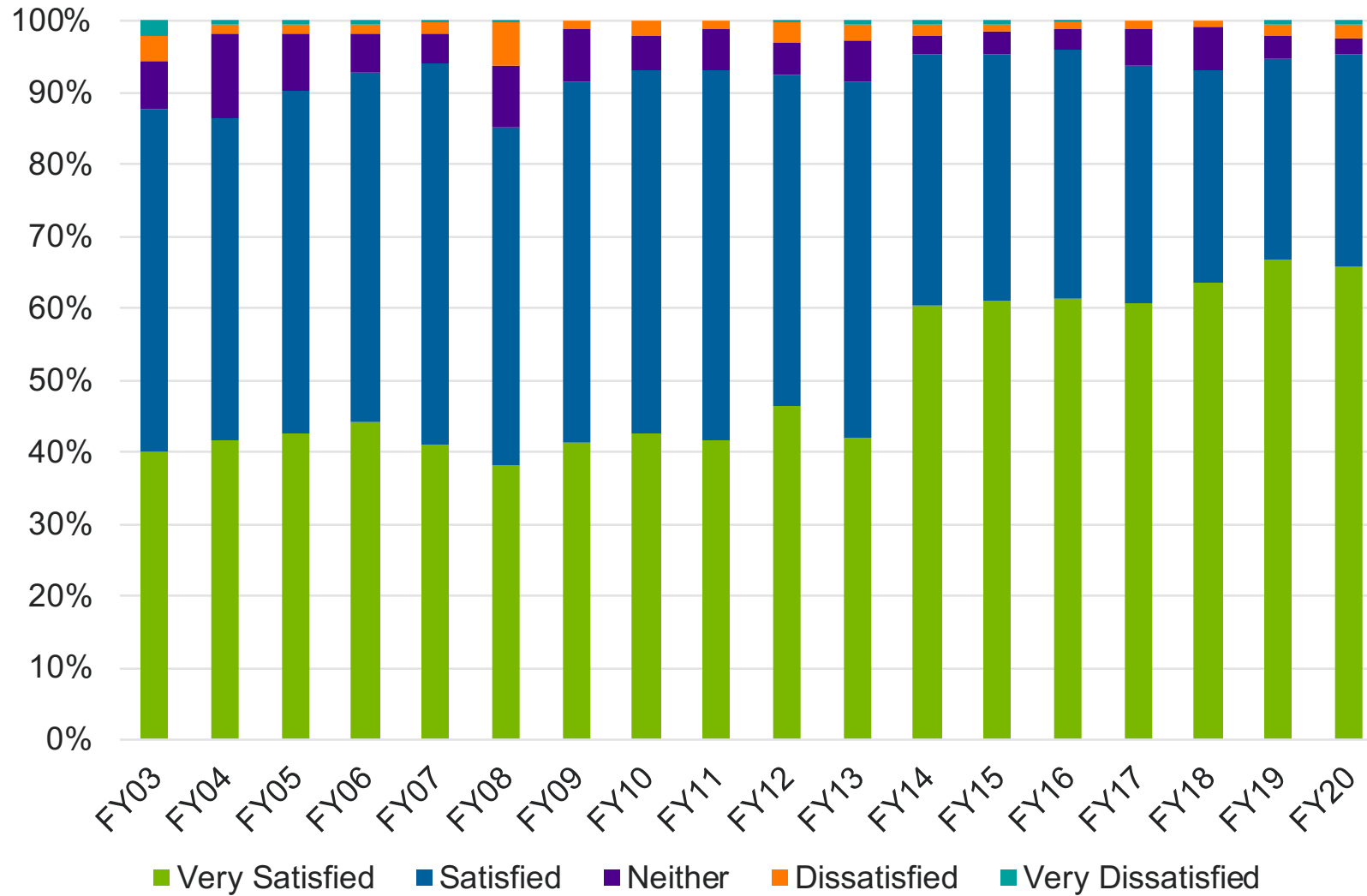
DENNIS MILLS
ADVANCED PHOTON SOURCE DEPUTY DIRECTOR

PSC All Hands Meeting
January 27, 2021

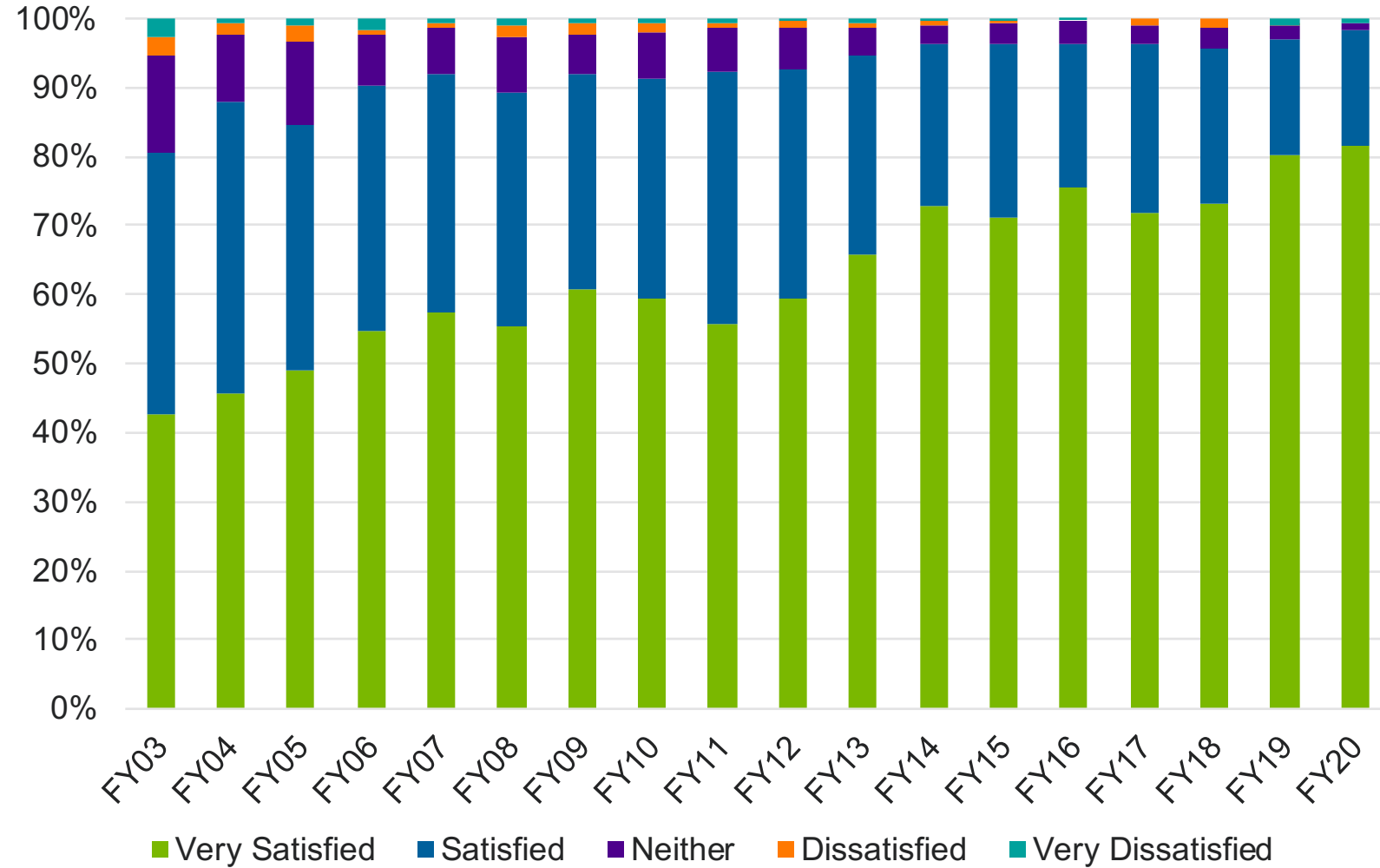
How satisfied were you with the fraction of the year that the facility operates?



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 STAFF

- **Qing Ma** ran our experiments as mail-in on **5-BM-D [DND-CAT]**. He did an amazing job! He optimized instrument setting to generate excellent data quality and put in extra time to get through all of our samples. **Many thanks to Qing and Denis Keane** and others who facilitated our experiment at APS!
- I am very appreciative of the APS. Everyone I have encountered has been very helpful. **Lauren Ambrose** is another person I'd like to name as someone who goes above and beyond to help me.
- I was a first-time APS user and the support of the staff was critical to achieving our goals. The beamline scientist, **Alan Kastengren**, was brilliant.
- Beamline scientists like **Martin Holt, Yang Ren**, and **Chengjun Sun** are great. Always provide great ideas and support for the projects.
- The **staff at 1-BM ([Optics Group] Assoufid, Shi, Qiao, et al.)** provided truly excellent support for our work. They went above and beyond our expectations, working very long hours and on the weekend to ensure that we were able to collect a lot of wonderful data.
- I am greatly satisfied with the beamline in **NE-CAT** because of the awesome interface of the remote-control system and the processing system.

WHAT WOULD YOU DO DIFFERENTLY- OPPORTUNITIES FOR IMPROVEMENT

Operations

- More online courses / tutorials
- I know these are difficult times, but it would be great to get access to the facilities again, particularly to train students
- Communication prior to visit was insufficient, but all staff were amazingly helpful during visit
- Provide as much time for general users as you are able to do safely during time of pandemic
- Need a more user-friendly proposal software. It would be great if APS could open for onsite experiments during the spring 2021 for more sophisticated experiments which cannot be done remotely

Staffing Concerns

- Beamline staff are tremendous, but for many beamlines, too thin on the ground. More staff and/or more APS postdocs who also support users would be a significant gain over present situation
- I hope the beamline scientists would be more helpful in data processing. I know they are very busy. But it would be great if they could provide more assistance in processing the data.
- Since the COVID shutdown, I have noticed a significant increase in the apparent stress levels of beamline staff, which while understandable, is getting in the way of productive interactions

SOME FINAL COMMENTS

- Best time-resolved technique in the world.
- The beamline staff are working extraordinarily hard to help enable scientific experiments remotely during the COVID-19 pandemic, and their efforts are appreciated.
- Staff have always been welcoming and knowledgeable, and it's a terrific combination.
- This is a great facility. Fantastic people and the best protein x-ray beamlines in the Americas.
- The remote beamtimes went very smoothly. I was thoroughly impressed by how quickly they were set up.
- I really appreciated that APS has done a great job adapting to the COVID environment and taken steps to continue collecting data.
- I always had the sense that the APS facility staff and beamline scientists were doing absolutely everything within their power to enable the pursuit of our (COVID-unrelated) research. Their support, patience, and continued efforts are profoundly appreciated.

I have been a user of APS since 2011 and have always been really pleased with the facilities and personal that operate APS. Thank you for all you do!