



Enabling Science through European Electron Microscopy

Annual report on user satisfaction

Deliverable D12.2 – version 1.1

Estimated delivery date: 31.12.2019
Actual delivery date: 11.12.2019
Lead beneficiary: Euronovia
Person responsible: Lucie Guilloteau
Deliverable type: R DEM DEC OTHER ETHICS ORDP
Dissemination level: PU CO EU-RES EU-CON EU-SEC



THIS PROJECT HAS RECEIVED FUNDING FROM THE EUROPEAN UNION'S HORIZON 2020 RESEARCH AND INNOVATION PROGRAMME UNDER GRANT AGREEMENT NO **823717**



| | |
|---------------------|---|
| Grant Agreement No: | 823717 |
| Funding Instrument: | Research and Innovation Actions (RIA) |
| Funded under: | H2020-INFRAIA-2018-1: Integrating Activities for Advanced Communities |
| Starting date: | 01.01.2019 |
| Duration: | 48 months |

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Revision history log

| Version number | Date of release | Author | Summary of changes |
|----------------|-----------------|------------------|---|
| V1 | 06/12/2019 | Lucie Guilloteau | First draft of the deliverable |
| V1.1 | 11/12/2019 | Peter van Aken | Amendments to the first draft and approval of the deliverable |
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Introduction

To ensure the **satisfaction of users of the Transnational Access (TA) in ESTEEM3**, the TA users are asked to fill in a **TA reporting form** after having executed their project. This deliverable **D12.2 “Annual report on user satisfaction”** aims to analyze the satisfaction of the TA users.

For this, the answers corresponding to the questions in the TA reporting form are evaluated. The reporting form is shown in Table 1.

- The form is composed by **9 questions**.
- The questions refer to the process **before, during and after the TA project**.

Table 1: TA reporting form

| Before the TA project | |
|-----------------------|---|
| Question a | How did you learn about ESTEEM3? |
| Question b | Have you found sufficient information on the website on the TA scheme? |
| Question c | Would you say that the time necessary to write a proposal in order to get access to the ESTEEM3 installations is adequate or too much time-consuming? |
| Question d | Would you say that the time to receive an answer from the review panel was faster than expected, adequate or too long? |
| During the TA project | |
| Question e | How would you rate the quality of the installations you had access to? |
| Question f | How would you rate the quality of scientific support given on-site? |
| After the TA project | |
| Question g | Do you consider your experiment successful? |
| Question h | Do you plan to publish the results obtained at the ESTEEM3 infrastructure? |
| Question i | Do you plan to submit another proposal? |

The evaluation includes the results obtained during the period of the 1st of January 2019 to the 30st of November 2019. Out of **129 approved projects** in this period, **20 reporting forms** have been submitted so far.

1. Before the TA project

The TA users can express their satisfaction with the process **before the TA project**.

1.1. To learn about ESTEEM3

Question a refers to how the TA users **get to know about ESTEEM3**. The results are illustrated in Figure 1.

❖ Question a:

How did you learn about ESTEEM3?

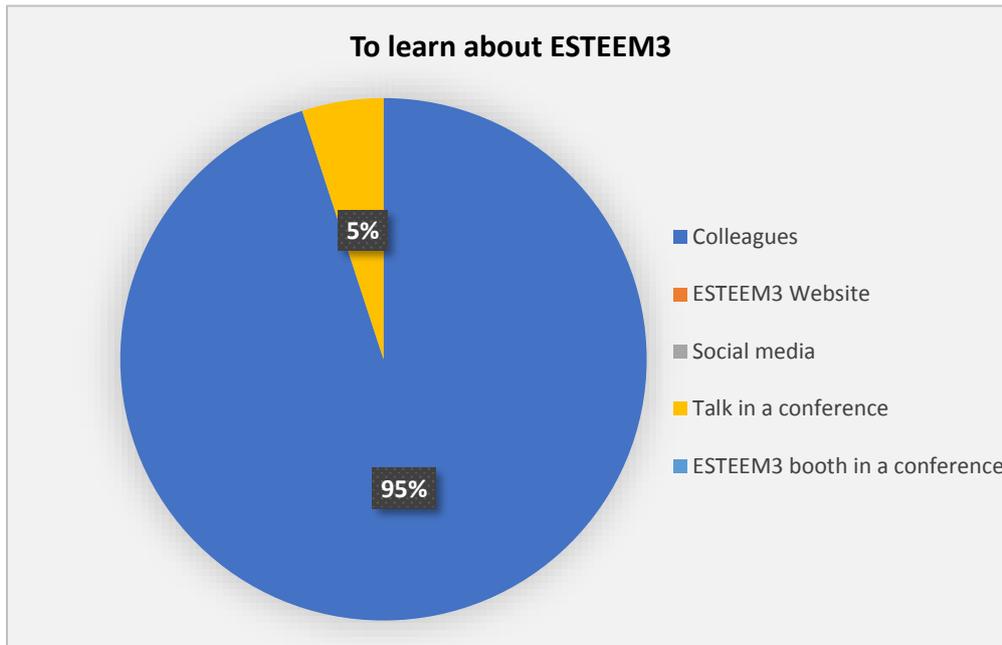


Figure 1: To learn about ESTEEM3

Out of 20 user groups, **19** learn about ESTEEM3 through **colleagues** and **1** hears about ESTEEM3 due to a **talk in a conference**. The ESTEEM3 website, social media or the ESTEEM3 booth in a conference are not selected.

- In total, **95 %** learn about ESTEEM3 through **colleagues**.
- **5 %** learn about ESTEEM3 due to a **talk in a conference**.

1.2. The information available on the website

Question b refers to the **information given on the website**. The results are illustrated in Figure 2.

❖ Question b:

Have you found sufficient information on the website on the TA scheme?

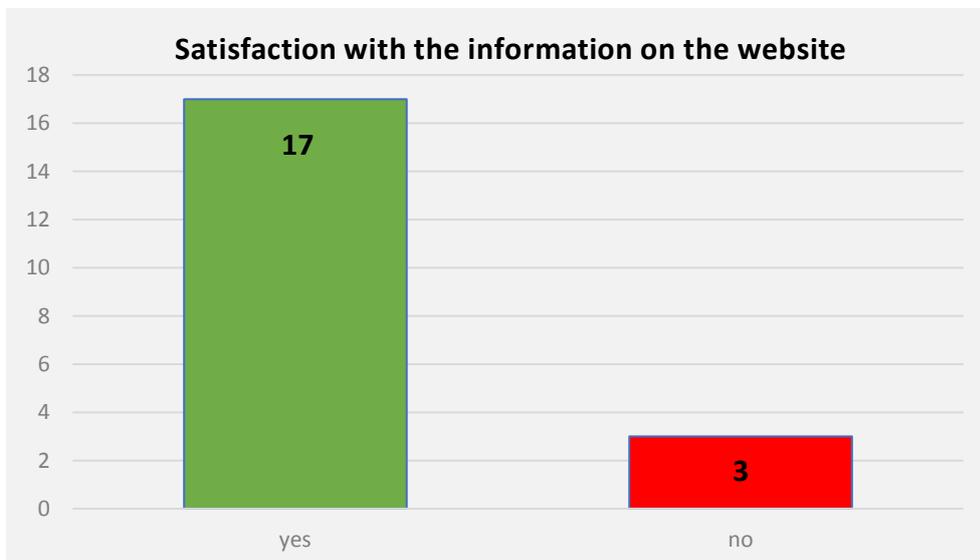


Figure 2: Satisfaction with the information on the website

Out of 20 user groups, **17** are **satisfied** with the information given on website, and **3** would see the **need for improvement** in this area.

- Hence, **85 % are satisfied** with the provided information.
- And **15 % would have needed more information** on the website.

Consequently, all the necessary information could in most cases **directly be taken from the website**. The TA users who would have needed more information concerning specific topics could receive advise **directly from the TA provider**.

1.3. The time required to write a proposal

To ensure that the application process runs quickly, **the time required to write a proposal** needs to be assessed. Question c is relevant to analyze this time expenditure. The results are shown in Figure 3.

❖ **Question c:**

Would you say that the time necessary to write a proposal in order to get access to the ESTEEM3 installations is adequate or too much time-consuming?

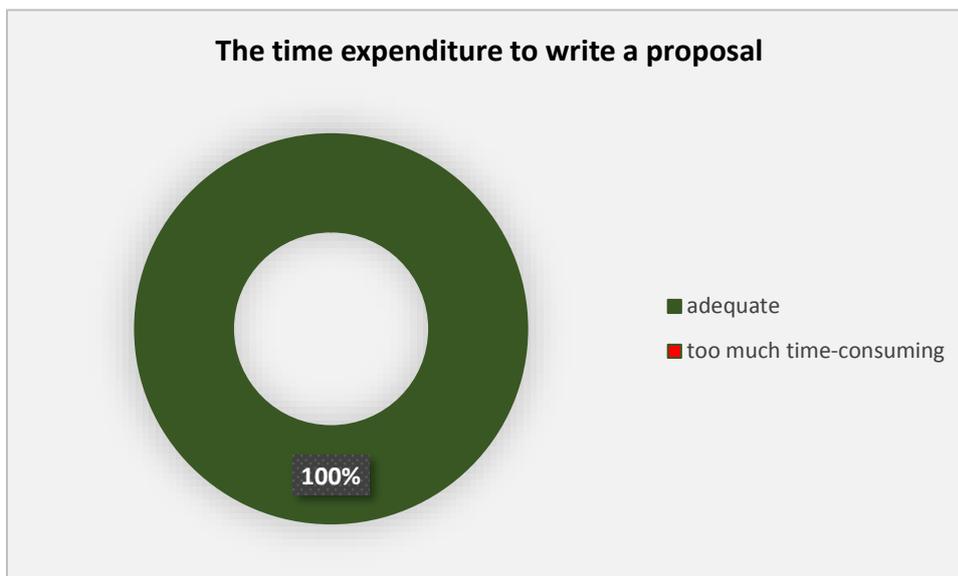


Figure 3: The time expenditure to write a proposal

All **20** user groups who answered the survey so far consider the time expenditure to write a proposal as **adequate**. **Nobody** thinks that it is **too much time-consuming**.

- Thus, **100 %** judge the time required for submitting the proposal as **adequate**.

Consequently, **all user groups are satisfied with the application procedure**, which encourages them to submit further proposals.

1.4. The time required to hear from the review panel

To ensure that the evaluation process runs quickly, **the time required to hear from the review panel** needs to be assessed. Question d is relevant to analyze this time expenditure. The results are shown in Figure 4.

❖ **Question d:**

Would you say that the time to receive an answer from the review panel was faster than expected, adequate or too long?

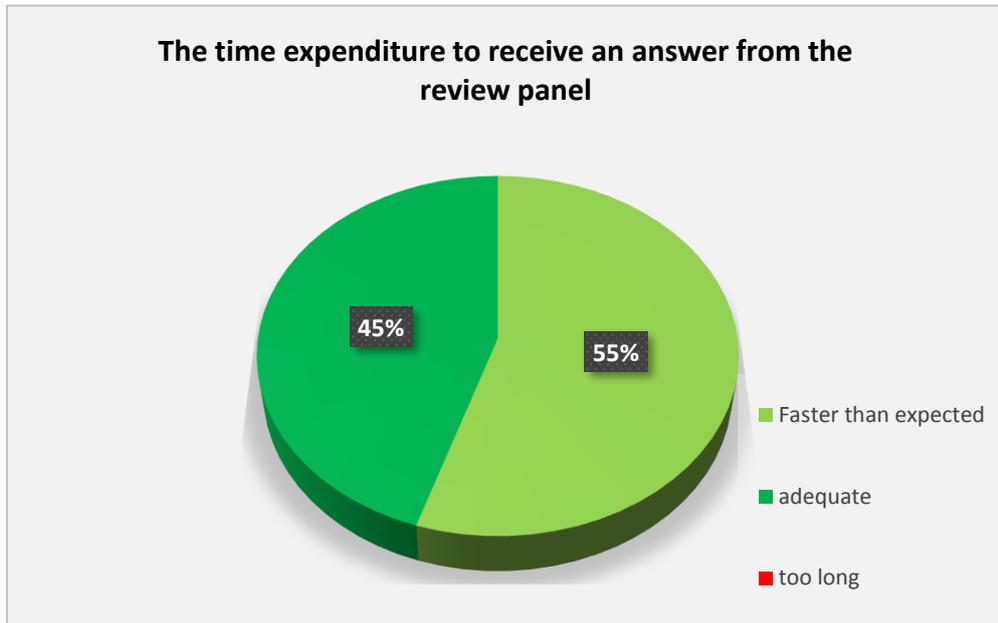


Figure 4: The time expenditure to receive an answer from the review panel

Out of 20 user groups, **11** rate the time to receive an answer concerning the evaluation of their project **faster than expected**, **9** consider it to be **adequate** and **nobody** judges the time required as **too long**.

- This means, that **55 %** judge the time required for evaluation as **faster than expected**.
- **45 %** consider this time expenditure as **adequate**.

Hence, **all user groups are satisfied with the time needed to evaluate the proposal**.

2. During the TA project

The TA users can express their satisfaction **during the TA project**.

2.1. The quality of the installations

Question e refers to **the quality of the installations**. The results are shown in Figure 5.

❖ **Question e:**

How would you rate the quality of the installations you had access to?

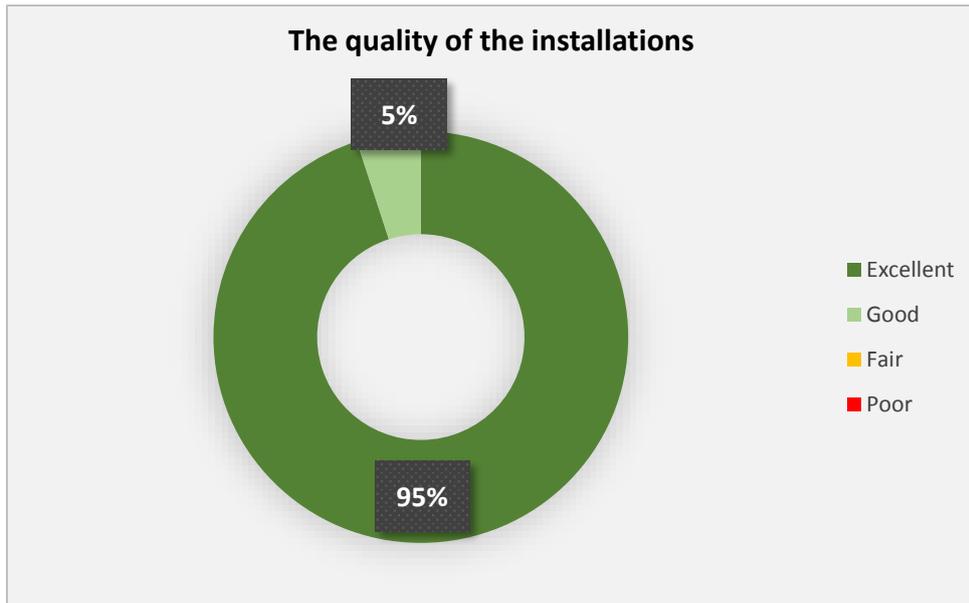


Figure 5: The quality of the installations

Out of 20 user groups, **19** rate **the quality of the installations they had access to** as **excellent** and **1** considers the quality as **good**. The options **fair** and **poor** are **not selected**.

- So, **95 %** judge the quality of the installations as **excellent**.
- For **5 %** the quality of the installations is **good**.

Consequently, **all user groups** are satisfied with the quality of the installations of the TA provider.

2.2. The quality of the scientific support

Question f refers to **the quality of the scientific support on-site**. The results are shown in Figure 6.

❖ Question f:

How would you rate the quality of scientific support given on-site?

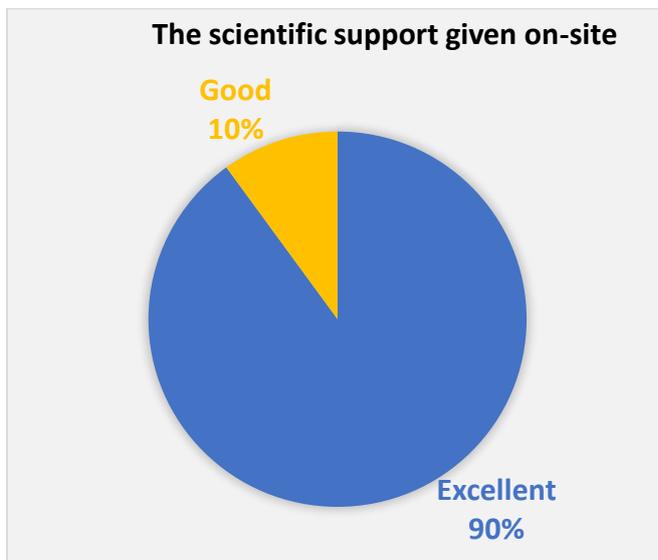


Figure 6: The scientific support given on-site

Out of 20 user groups, **18** rate **the scientific support given on-site** as **excellent** and **2** consider the scientific support as **good**. The options **fair** and **poor** are **not selected**.

- So, **90 %** judge the quality of the information available as **excellent**.
- For **15 %** the quality of the scientific support is **good**.

Therefore, **all user groups are satisfied with the scientific support given on-site**.

3. After the TA project

The TA users can express their satisfaction **after the TA project**.

3.1. The success of the TA project

Question g aims to figure out whether the user groups **consider their TA project as successful**. The results are illustrated in Figure 7.

❖ **Question g:**

Do you consider your experiment successful?

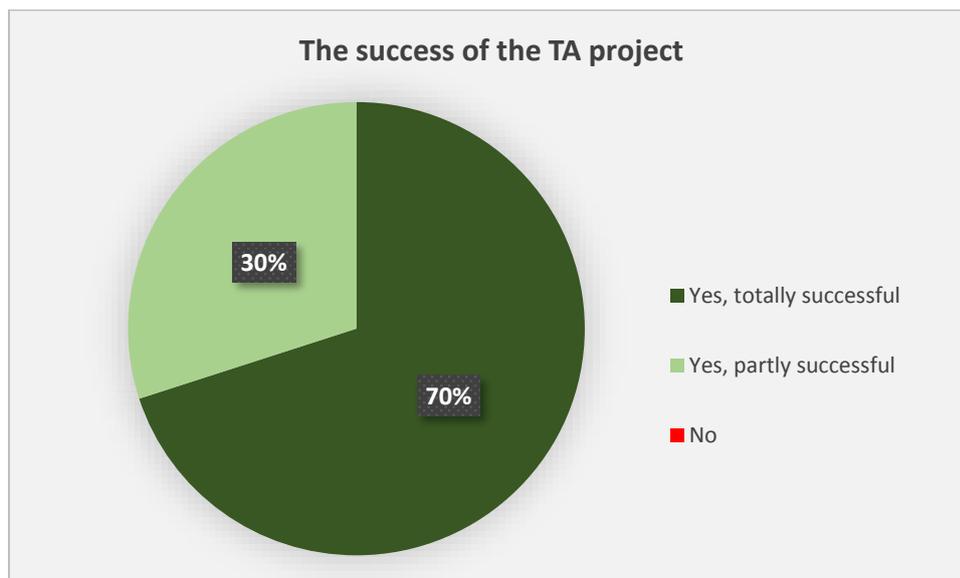


Figure 7: The success of the TA project

Out of 20 user groups, **14** rate **the TA project after its execution as successful** and **6** consider it to be **partly successful**. **Nobody** says that the project was **not successful**.

- This means, that **70 %** of all TA projects are **totally successful**.
- **30 %** of them are **partly successful**.

As a result, **all TA projects are successful in one or more aspects**.

3.2. The publication of the results

Question h aims to figure out whether the user groups **plan to publish the results obtained at the ESTEEM3 infrastructure**. The responses are illustrated in Figure 8.

❖ **Question h:**

Do you plan to publish the results obtained at the ESTEEM3 infrastructure?

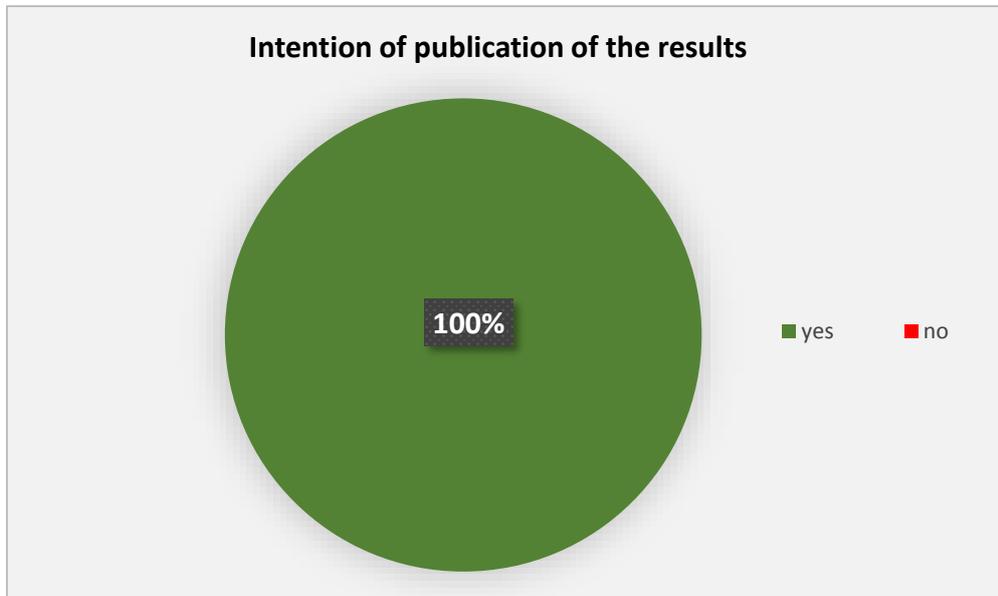


Figure 8: Intention of publication of the results

All **20** user groups **plan to publish the results of their TA project.**

- So, **100 %** of the user groups **plan to publish the results obtained at the ESTEEM3 infrastructure.**

Several user groups have indicated, that they have already published the results obtained through the TA project and that further publications are in progress. The results are also presented during conferences.

3.3. The intention to submit another proposal

The purpose of the question i is to find out **if the user groups who have already executed a project plan to submit another proposal.** The responses are illustrated in Figure 9.

❖ **Question i:**

Do you plan to submit another proposal?

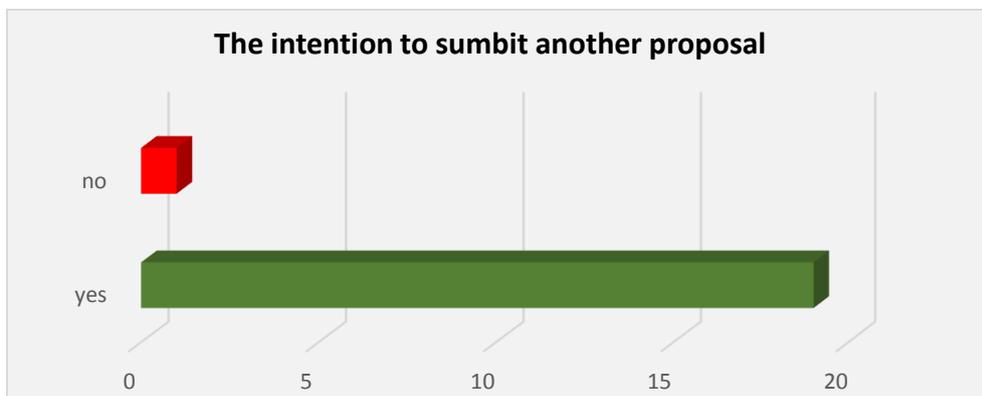


Figure 9: The intention to submit another proposal

Out of 20 user groups, **19 plan to submit another proposal** after already having executed a TA project. **1** user group does not plan to do so yet.

- In total, **95 %** of the user groups **plan to submit a further proposal**.
- **5 %** do not plan to do so yet.

Conclusion

By evaluating the satisfaction of the TA users concerning the process before, during, and after the TA project, the provided service can constantly be improved.

Up to the present moment, **the TA users are satisfied throughout the whole TA process:**

Before the TA project:

- All the necessary information could in most cases **directly be taken from the website** or the TA users could receive advice directly from the TA provider in case of specific questions.
- All user groups **judge the time required for submitting the proposal as adequate**.
- Hence, all user groups are **satisfied with the time needed to evaluate the proposal**.

During the TA project:

- All user groups are **satisfied with the quality of the installations** of the TA provider.
- All user groups are **satisfied with the scientific support given on-site**.

After the TA project:

- All TA projects are **successful in one or more aspects**.
- All user groups **plan to publish the results obtained at the ESTEEM3 infrastructure**.
- Almost all user groups who have already executed a project **plan to submit a further proposal**.