



Enabling Science through European Electron Microscopy

Annual report on user satisfaction

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Revision history log

Version number	Date of release	Author	Summary of changes
V1	19.01.2021	Antoine Kieffer	First draft of the deliverable
V2	27.01.2021	Peter A. van Aken	Revision of the draft
V3	04.02.2021	Antoine Kieffer	Final version of the deliverable

Introduction

To ensure the **users' satisfaction of the Transnational Access (TA) of 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 between **1st January 2019** and **30st October 2020**. Out of **240 approved projects** in this period, **50 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 TA users **get to know about ESTEEM3**. The results are illustrated in Figure 1.

❖ **Question a:**

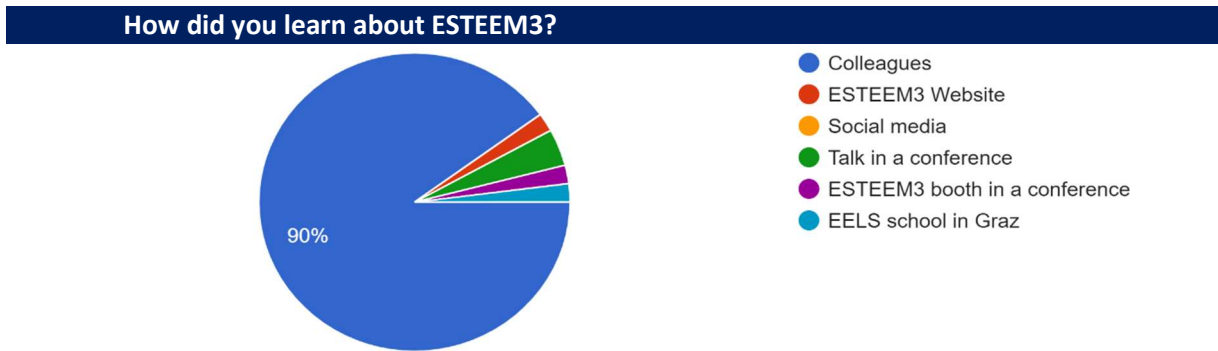


Figure 1: To learn about ESTEEM3

Out of **50 user groups**, **45** learn about ESTEEM3 through **colleagues**, **1** hears about ESTEEM3 from the **website**, **2** due to a **talk in a conference**, **1** from a **ESTEEM3 booth in a conference** and **1** from the **EELS school in Graz**.

To summarize:

- Mostly, **90 %** learn about ESTEEM3 through **colleagues**,
- **4 %** learn about ESTEEM3 due to a **talk in a conference**,
- **6 %** due to **ESTEEM3 booth in conference**, in **EELS School in Graz**, and from the **website**.

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:**

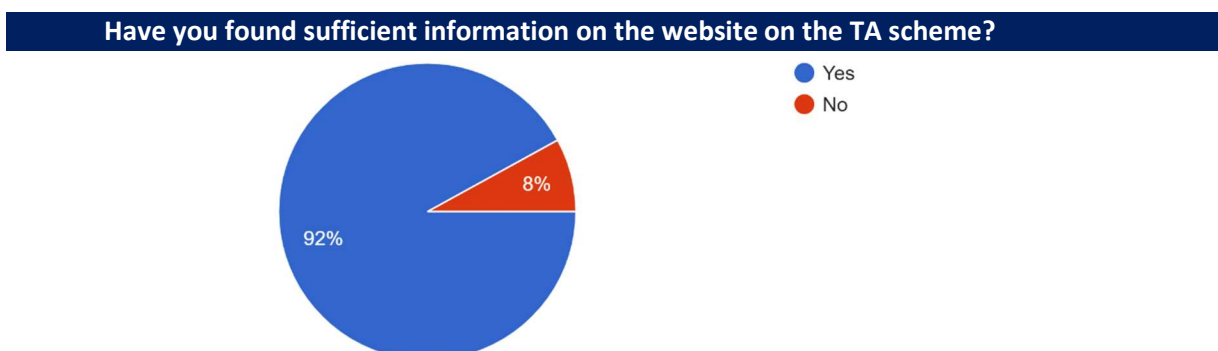


Figure 2: Satisfaction with the information on the website

Out of 50 user groups, **46** are **satisfied** with the information given on website, and **4** would see the **need for improvement** in this area.

- Hence, **92 %** are **satisfied** with the provided information.

- **8 % would have needed more information** on the website.

Consequently, all the necessary information could in most cases **directly be taken from the website**. TA users, who would have needed more information concerning specific topics, have received advice **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?

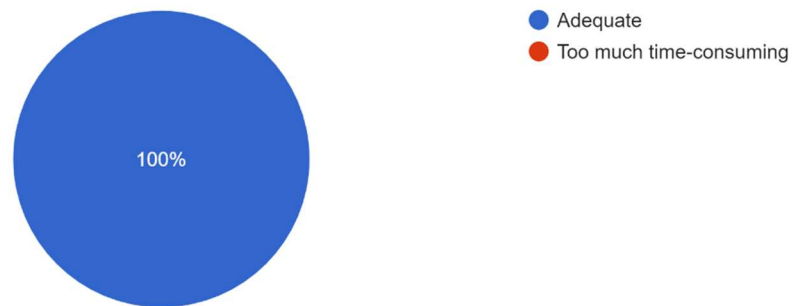


Figure 3: The time expenditure to write a proposal

All **50** 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?

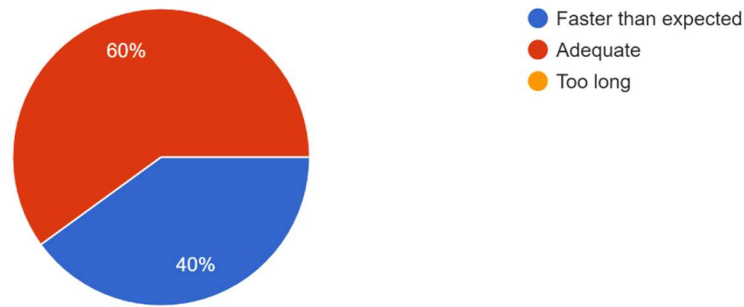


Figure 4: The time expenditure to receive an answer from the review panel

Out of 50 user groups, **20** rate the time to receive an answer concerning the evaluation of their project as **faster than expected**, **30** consider it to be **adequate** and **nobody** judges the time required as **too long**.

- This means, that **40 %** judge the time required for evaluation as **faster than expected**.
- **60 %** 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?

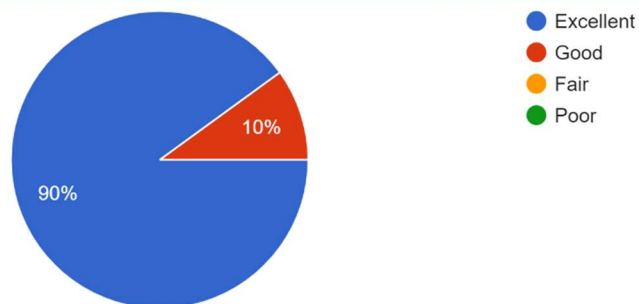


Figure 5: The quality of the installations

Out of 50 user groups, **45** rate **the quality of the installations they had access to** as **excellent** and **5** considers the quality as **good**. The options **fair** and **poor** were **not selected**.

- So, **90 %** judge the quality of the installations as **excellent**.
- For **10 %**, 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?

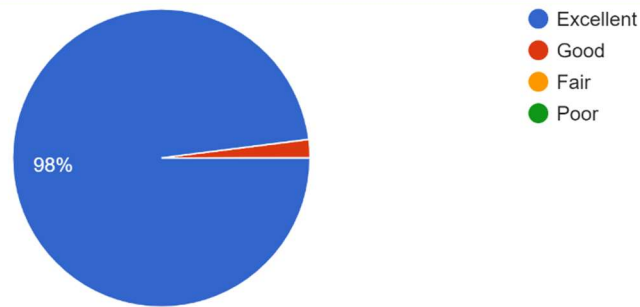


Figure 6: The scientific support given on-site

Out of 50 user groups, **49** rate **the scientific support given on-site** as **excellent** and **1** consider the scientific support as **good**. The options **fair** and **poor** were **not selected**.

- So, **98 %** judge the quality of the information available as **excellent**.
- For **2 %**, 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?

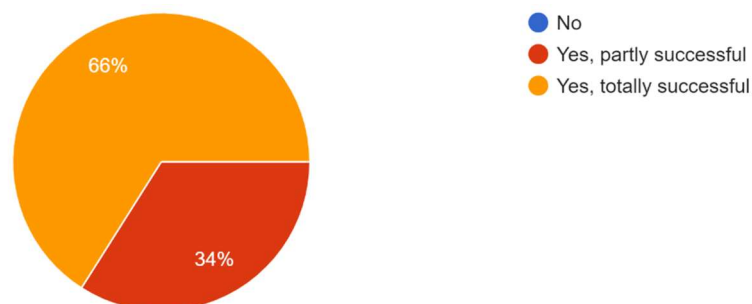


Figure 7: The success of the TA project

Out of 50 user groups, **33** rate **the TA project after its execution as successful** and **17** consider it to be **partly successful**. **Nobody** stated that the project was **not successful**.

- This means, that **66 %** of all TA projects are **totally successful**.
- **34 %** of them are **partly successful**.

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

3.2. The publication of 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*:

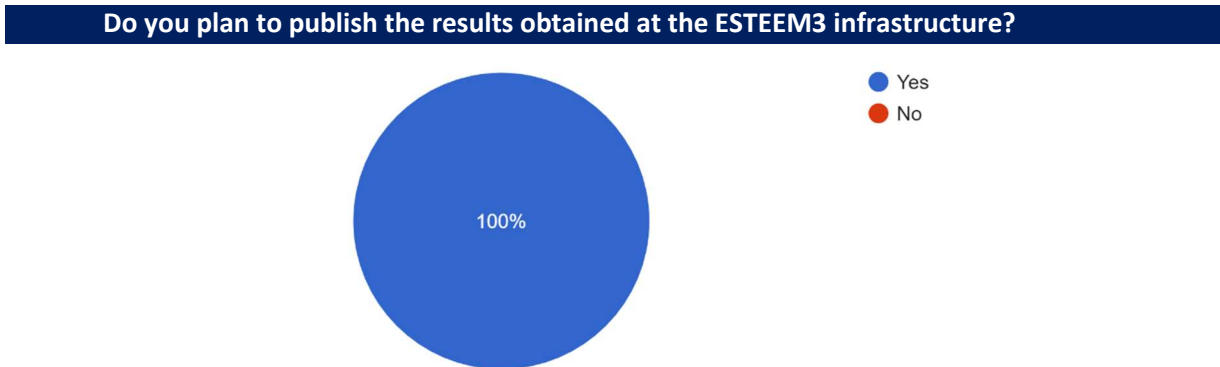


Figure 8: Intention of publication of the results

All **50** 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*:

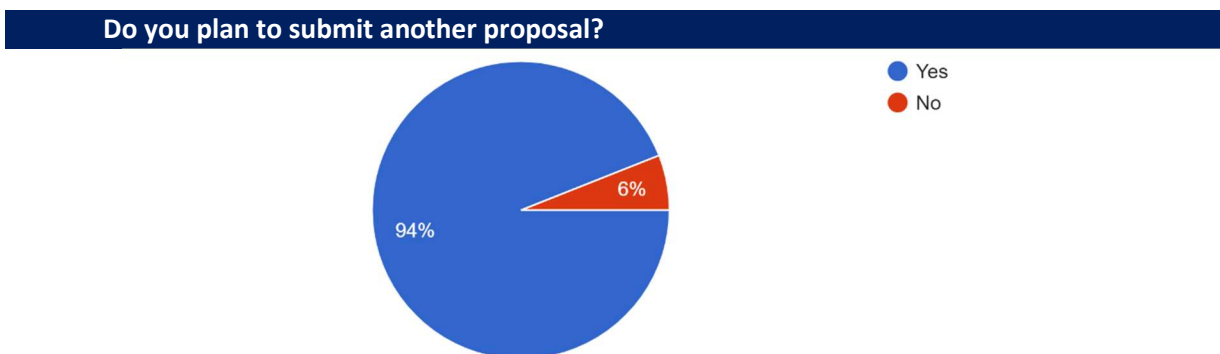


Figure 9: The intention to submit another proposal

Out of 50 user groups, **47 plan to submit another proposal** after already having executed a TA project. **3** user group do not plan to do so yet.

- In total, **94 %** of the user groups **plan to submit a further proposal**.
- **6 %** do not plan to do so.

3.4 Link with the future programme : Horizon Europe

The purpose of the question *j*, recently added to the questionnaire, is to find out, **if the user groups' projects match one of the Horizon Europe missions areas**. The responses are illustrated in Figure 10.

❖ **Question *j*:**

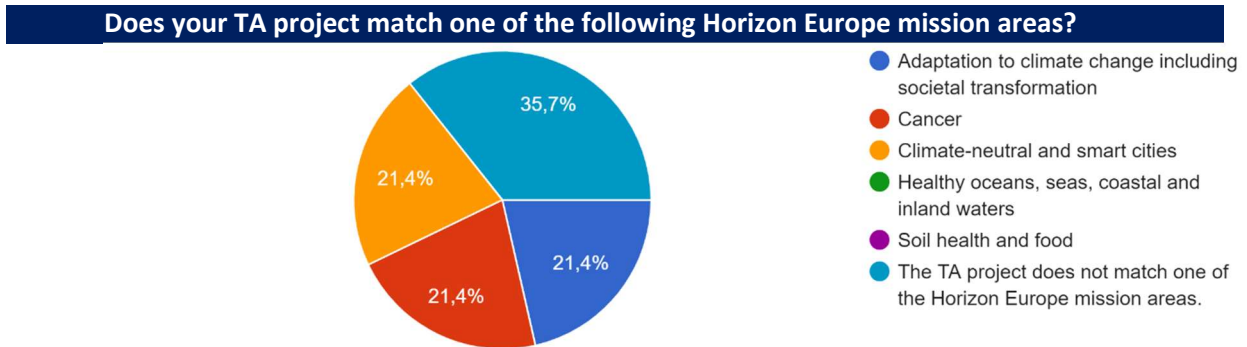


Figure 10 : Projects' links with the Horizon Europe missions areas

Out of **14 user groups**,

- 5 projects do not match with any of the missions in Horizon Europe.
- 3 projects are linked to the mission area dealing with climate-neutral and smart cities.
- 3 projects are linked to the mission area dealing with cancer.
- 3 projects are linked to the mission area dealing with adaptation to climate change including societal transformation.

Missions about healthy oceans, seas, coastal and inland waters, soil health and food were not selected.

- 35,7 % of the projects are not linked with any of the missions in Horizon Europe.
- 21,4 % of the projects submitted are linked with climate-neutral and smart cities.
- 21,4 % of the projects submitted are linked with cancer.
- 21,4 % of the projects submitted are linked with adaptation to climate change including societal transformation.

Conclusion

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

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 have received 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.**

Compared to 2019:

- **Most of the results are similar, demonstrating a certain consistency in the project management according to TA users.**