



Enabling Science through European Electron Microscopy

Annual report on user satisfaction

Deliverable D12.2 – Version 3.4

Estimated delivery date: 30/06/2023
Actual delivery date: 30/06/2023
Lead beneficiary: Euronovia
Person responsible: Aude Garsès
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:	54 months

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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
V1.2	27.01.2021	Peter A. van Aken	Revision of the draft
V1.3	04.02.2021	Antoine Kieffer	Final version of the deliverable
V2.1	22/07/2022	Camélia Benhida	First draft of the 2 nd version
V2.2	25/07/2022	Aude Garsès	Revision of the draft
V2.3	26/07/2022	Peter A. van Aken	Minor revisions and approval
V3.1	22/06/2023	Daniel Balika	First draft of the third version
V3.2	22/06/2023	Lucie Guilloteau	Second draft of the third version
V3.3	27/06/2023	Aude Garsès	Revision of the draft
V3.4	27/06/2023	Peter A. van Aken	Approval of the deliverable

Draft

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 analyse 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 **10 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?
Question j	Does your TA project match one of the following Horizon Europe mission areas?

The evaluation includes the results obtained during the period between **1st January 2019** and **30th June 2023**. Out of **451 approved projects** in this period, **327 reporting forms** have been submitted so far (**72,5%**).

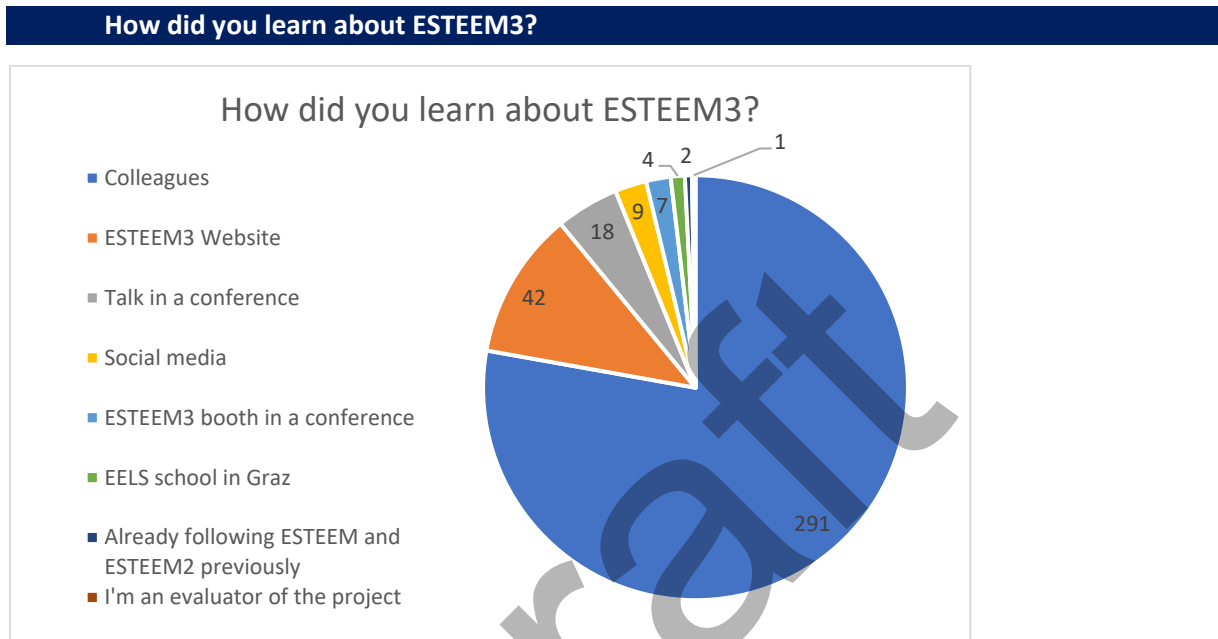
1. Before the TA project

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:**



Out of **327 projects**, a large majority of TA users learned about ESTEEM3 through **colleagues (291)**, **42** hears about ESTEEM3 from the **website**, **18** due to a **talk in a conference**, **9** from **social media**, **7** from a **ESTEEM3 booth in a conference**, **4** from the **EELS school in Graz**, **2** were **already following the previous projects (ESTEEM1 and ESTEEM2)** and **1** is the **evaluator of the project**. To summarize:

- Mostly, **77,8%** learned about ESTEEM3 through **colleagues**,
- **11,2%** learned from the **project website**,
- **4,8%** learned from a **talk during a conference**,
- **2,4%** learned from different **social media**,
- **1,9%** learned from a **booth during a conference**,
- **1,1%** learned from **EELS school in Graz**,
- **0,5%** learned because they were **already following the previous projects ESTEEM1 and ESTEEM2**,
- **0,3%** learned because they were the **evaluator of a project**.

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?

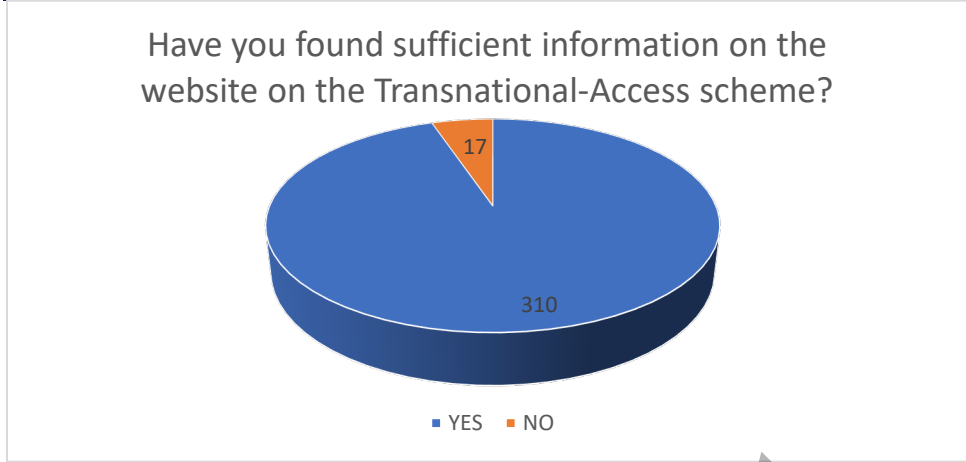


Figure 2: Satisfaction with the information on the website

Out of **327** TA projects, **310** are **satisfied** with the information given on website, and **17** would see the **need for improvement** in this area.

- Hence, **94,8 %** are **satisfied** with the provided information.
- **5,2 %** would have needed more information on the website.

Consequently, all necessary information could in most cases **directly be taken from the ESTEEM3 website**. TA users, who needed more information concerning specific topics, had 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 analyse 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?

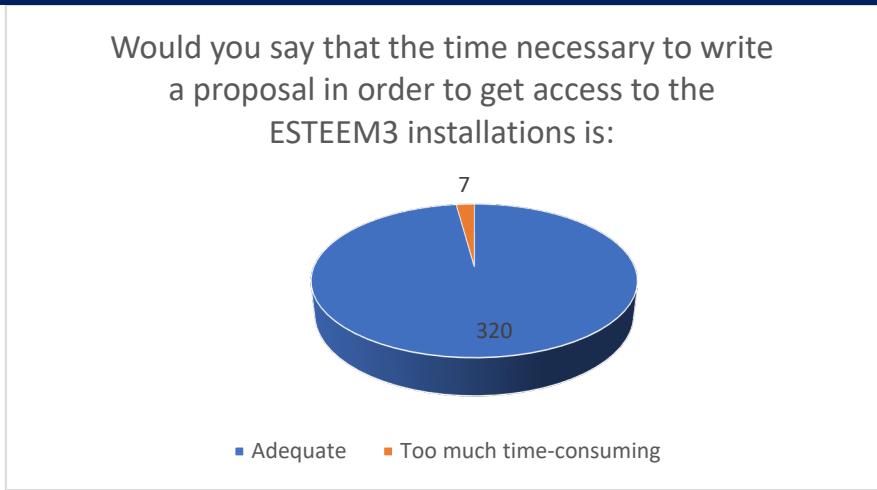


Figure 3: The time expenditure to write a proposal

All **327** user groups, who answered the survey so far, **320** consider the time expenditure to write a proposal as **adequate**. **7** person thinks that it is **too much time-consuming**.

- Thus, **97,9 %** judge the time required for submitting the proposal as **adequate**.
- **2,1%** judge that the time required for submitting the proposal is **too much time-consuming**.

Consequently, **most of user groups are satisfied with the time expenditure**, which could encourage 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 analyse 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?

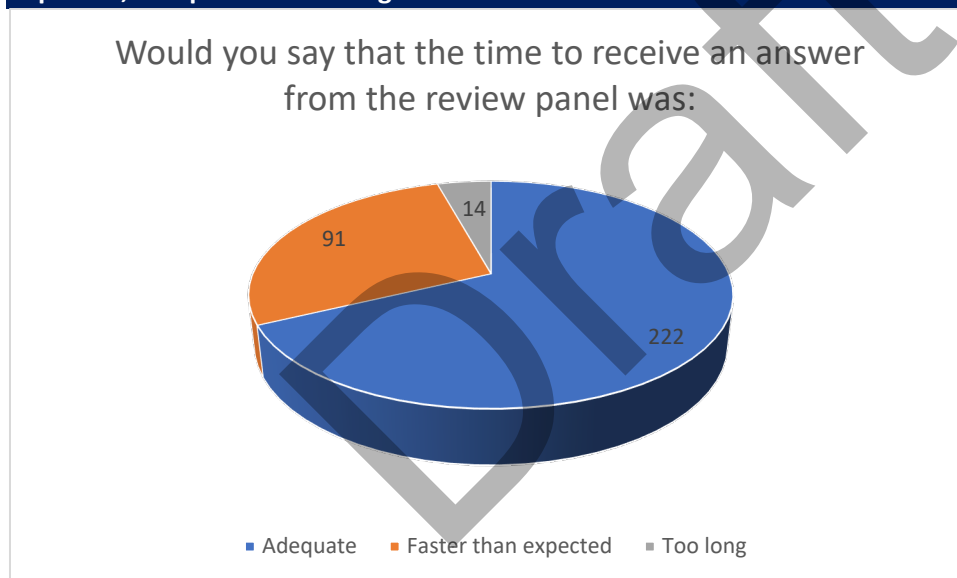


Figure 4: The time expenditure to receive an answer from the review panel

Out of **327** user groups, **222** consider it to be **adequate**, **91** rate the time to receive an answer concerning the evaluation of their project as **faster than expected**, and **14** judges the time required as **too long**.

- This means, that **67,9 %** judge the time required for evaluation as **adequate**.
- **27,8%** judge that the time required for evaluation was **faster than expected**.
- **4,3 %** consider this time expenditure as **too long**.

Hence, **almost 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:**

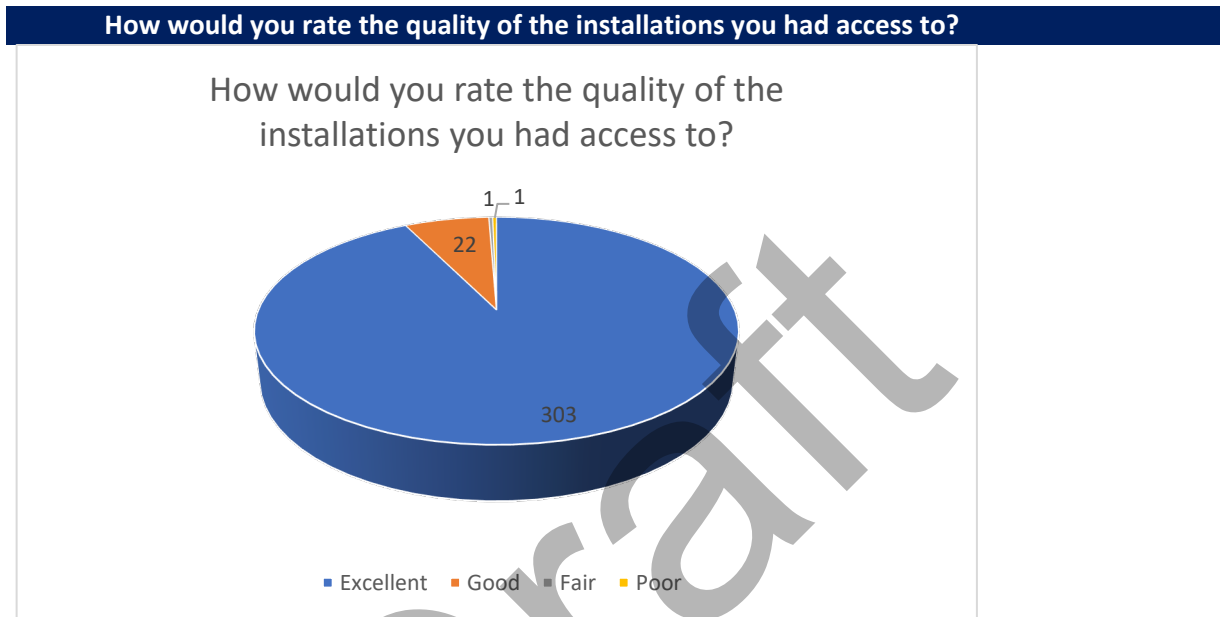


Figure 5: The quality of the installations

Out of **327** user groups, **303** rate **the quality of the installations they had access to** as **excellent** and **22** considers the quality as **good**. **1** person considers the quality **fair** and another **one** considers it as **poor**.

- So, **92,7 %** judge the quality of the installations as **excellent**.
- For **6,7 %**, the quality of the installations is **good**.
- For **0,3 %**, the quality of the installations is **fair**.
- For **0,3 %**, the quality of the installations is **poor**.

Consequently, **99,4% of 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*:

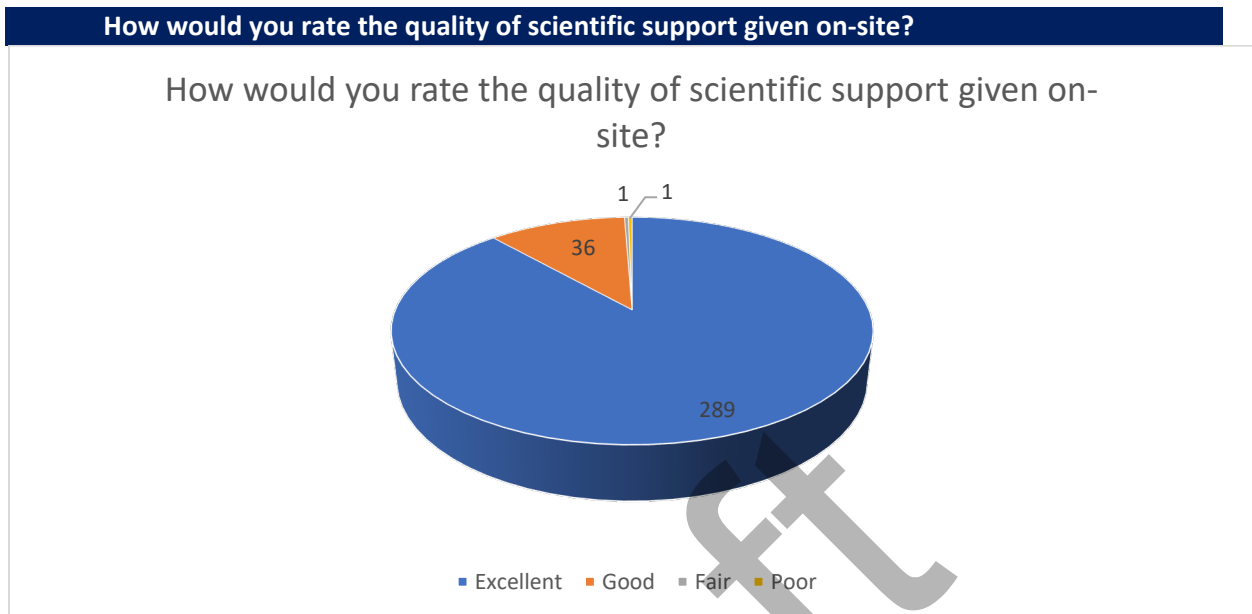


Figure 6: The scientific support given on-site

Out of **327** user groups, **289** rate **the scientific support given on-site** as **excellent** and **36** consider the scientific support as **good**. **1** person considers the quality of the scientific support as **fair** and another **one** considers it as **poor**.

- So, **88,4%** judge the quality of the information available as **excellent**.
- For **11 %**, the quality of the scientific support is **good**.
- For **0,3%** the quality of the scientific support is **fair**
- For **0,3%** the quality of the scientific support is **poor**

Therefore, **almost 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:**

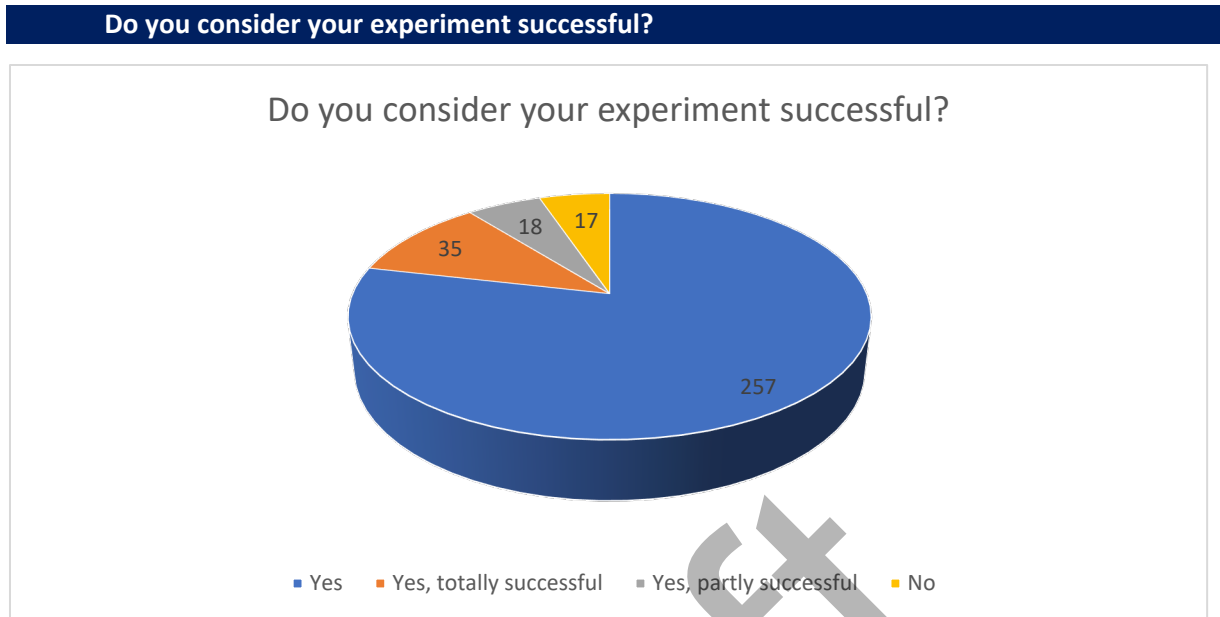


Figure 7: The success of the TA project

Out of **327** user groups, **257** rate the TA project after its execution as **successful**, **35** rate the TA project after its execution as **totally successful** and **18** consider it to be **partly successful**. **17** stated that the project was **not successful**.

- This means, that **78,6%** of all TA projects are **successful**.
- **10,7%** of all TA projects are **totally successful**.
- **5,5%** of all TA projects are partly successful.
- **5,2%** of them were **not successful**.

As a result, around **90% of TA projects are successful**. For those who mentioned that the experiment was not successful, they specified that this was related to their results (problems with the materials, wrong analysis, etc.) and not the process or the service provided by our experts.

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:**

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

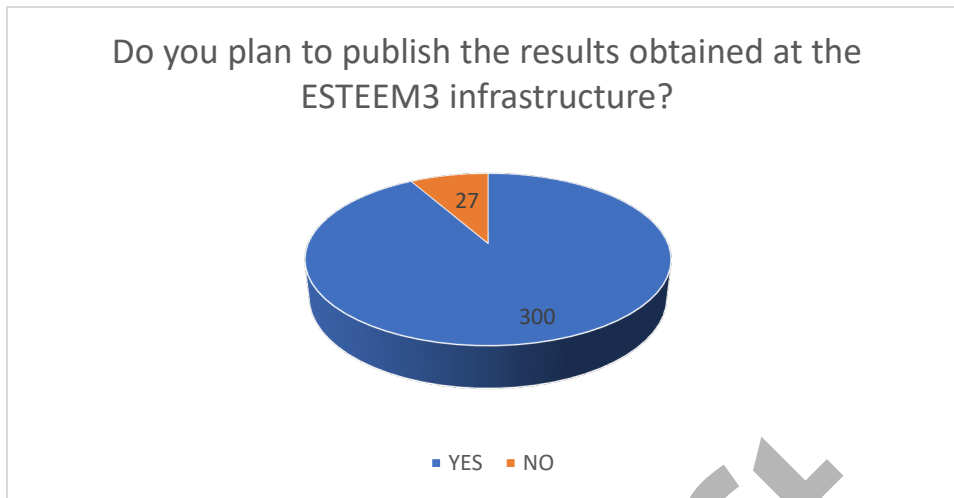


Figure 8: Intention of publication of the results

All **327** user groups, **300** plan to publish the results of their TA project and **27** do not plan to do so.

- So, **91,7%** of the user groups **plan to publish the results obtained at the ESTEEM3 infrastructure.**
- **8,3%** of the user groups **do not 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 (manuscripts, articles, etc.). The results are also planned to be 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.

Some of the results were affected by the closing of TA access in January 2023, so the submission of other TA projects was not admitted anymore.

❖ **Question i:**

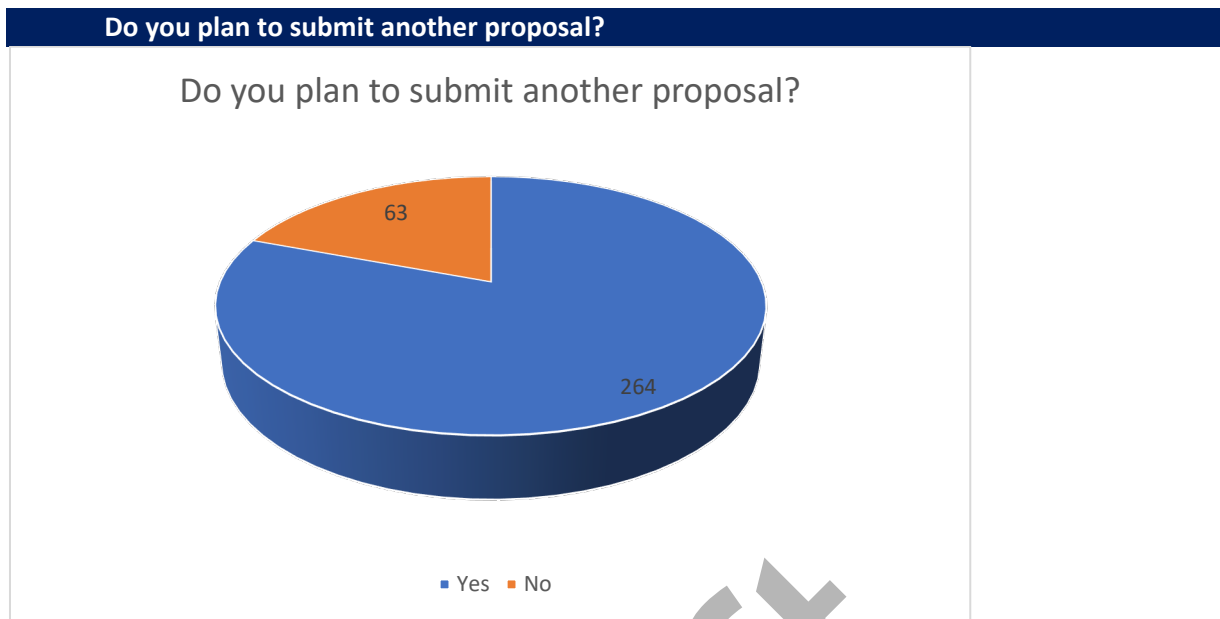


Figure 9: The intention to submit another proposal

Out of **327** user groups, **264 plan to submit another proposal** after already having executed a TA project. **63** user group do not plan to do so yet.

- In total, **80,7%** of the user groups **plan to submit a further proposal**.
- **19,3%** 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:**

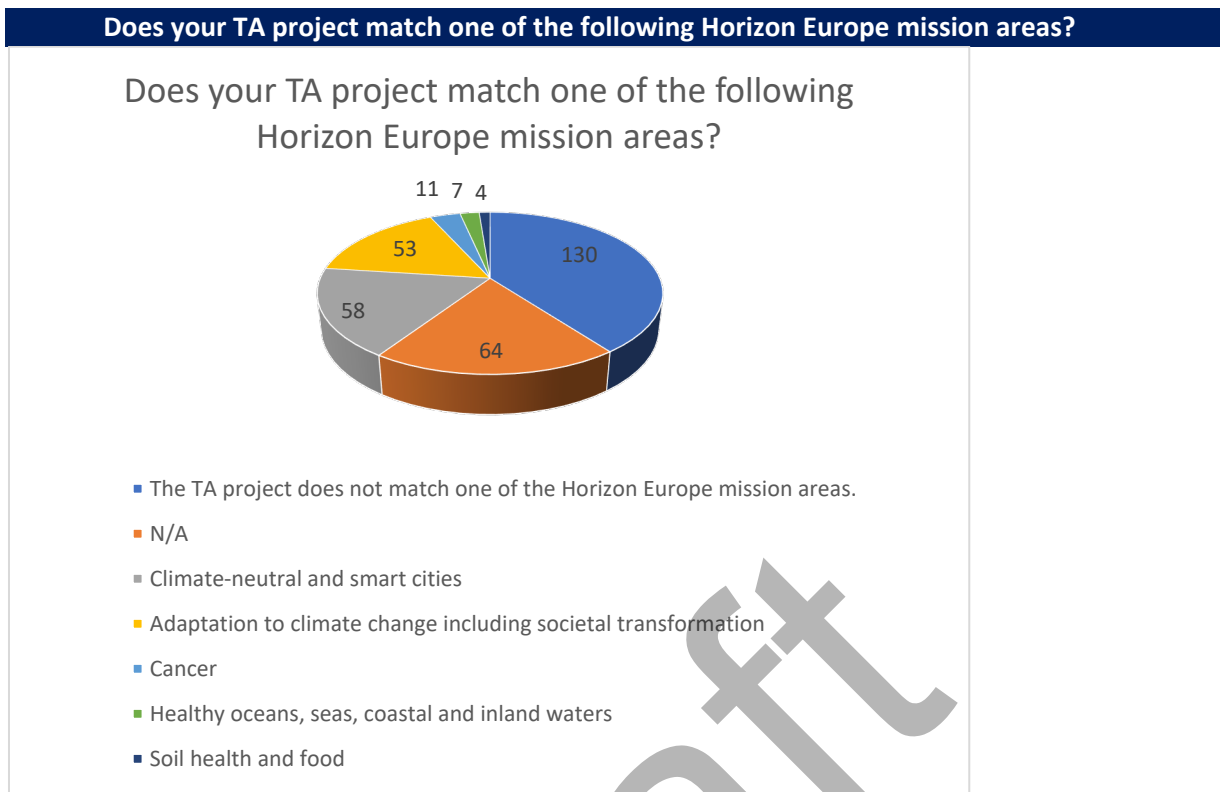


Figure 10: Projects' links with the Horizon Europe missions areas

Out of **327 user groups**,

- 130 projects do not match with any of the missions in Horizon Europe.
- 64 project leaders didn't answer this question.
- 58 projects are linked to the mission area dealing with climate-neutral and smart cities.
- 53 projects are linked to the mission area dealing with adaptation to climate change including societal transformation.
- 11 projects are linked to the mission area dealing with cancer.
- 7 projects are linked to the mission area dealing with healthy oceans, seas, coastal and inland waters.
- 4 projects are linked to the mission area dealing with soil health and food.

To summarise, we observe that almost half of the TA project proposed are now linked to one of the five Horizon Europe missions' areas. Moreover, all five missions are now covered and one of the missions that stands out is related to the climate, and particularly adapted to climate change (including societal transformation) and climate-neutral and smart cities.

Compared to the three last years in 2020, 2021 and 2022 we observe that all five missions are now covered by TA users, and it shows that their interest into actual challenges and missions endorsed by the EU are now taken into account by participants:

- 17,7% of the submitted projects are linked with climate-neutral and smart cities.
- 16,2% of the submitted projects are linked with adaptation to climate change including societal transformation.
- 3,4% of the submitted projects are linked with cancer.
- 2,1% of the submitted projects are linked with healthy oceans, seas, coastal and inland waters.

- 1,2% of the submitted projects are linked with soil health and food.

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 advise directly from the TA provider in case of specific questions.
- **97,85%** of user groups **judge the time required for submitting the proposal as adequate.**
- Hence, **95,7%** of user groups are **satisfied with the time needed to evaluate the proposal.**

During the TA project:

- **99,7%** of all user groups are **satisfied with the quality of the installations** of the TA provider.
- **99,7%** of all user groups are **satisfied with the scientific support given on-site.**

After the TA project:

- **94,8 %** of all TA projects are **successful in one or more aspects.**
- **91,7%** of all user groups **plan to publish the results obtained at the ESTEEM3 infrastructure.**
- **80,7%** of all user groups who have already executed their project were **planning to submit a further proposal.**