

ISIS User Satisfaction Survey

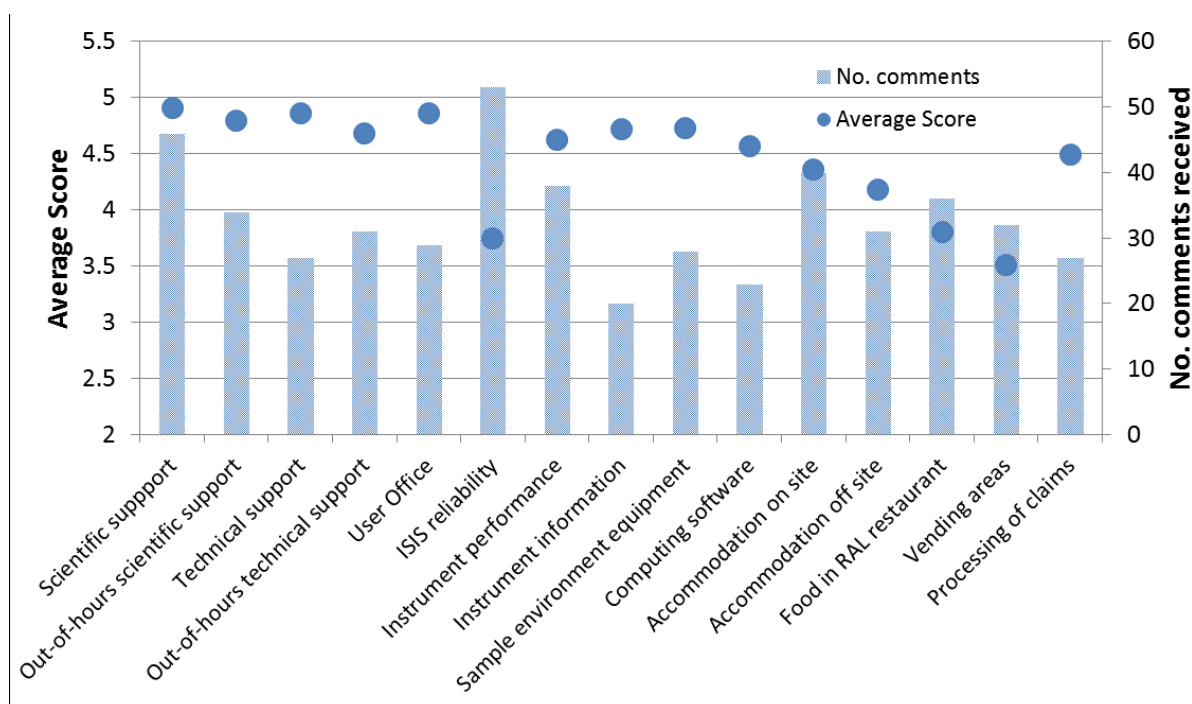
Summary of returns: June – November 2017

For ISIS User Committee, 8 Dec 2017

103 returns in total over this period.

The ISIS User Satisfaction Survey is completed by researchers who have used the facility. They are able to score their experience in 15 areas (scores from 1 – poor experience to 5 – very good experience) together with leaving comments for each area plus any additional remarks they wish to make. The survey can be found online [here](#).

The graph below shows the average score and number of comments received for each area, for the returns submitted during the period June – Nov 2017.



Scientific Support

Average score: 4.91. 46 comments received.

Comments in this area are very positive, particularly about facility scientific staff who are regularly described as excellent, very helpful, outstanding, very professional. Individual scientists who were particularly helpful and supportive of the experiment are often named.

Out-of-hours Scientific Support

Average Score: 4.79. 34 comments received.

Comments are very positive about instruments scientists who are able to support experiments over weekends and evenings where this is needed (some experiments comment that no out-of-hours support was required).

Technical Support

Average Score: 4.86. 27 comments received.

Comments are very positive, with support being described as excellent, very prompt and helpful.

Out-of-hours Technical Support

Average Score: 4.68. 31 comments received.

Many comments noted that support was not required; where it was needed, most comments note that support was easily available and prompt.

User Office

Average Score: 4.86. 29 comments received.

Comments are very positive about the user office staff, with words such as efficient, helpful and friendly. There are a couple of comments noting problems with the accommodation booking or other online systems, and with card charging for food purchases.

ISIS Reliability

Average Score: 3.75. 53 comments.

Some comments note good beam; the majority refer to significant beam-off issues. Many praise ISIS staff for trying to get things going again, dealing with the issues professionally, local contacts giving time back as soon as possible, etc.

Positive comments on beam reliability: 16

Comments noting significant offs but praising ISIS staff for dealing well with the situation: 8

Comments only noting beam offs and the effects on experiments: 29

Instrument Performance

Average Score: 4.62. 38 comments.

The majority of comments are very positive about the neutron or muon instrument used. Some note specific technical issues; there are further comments on ISIS reliability in this section.

Instrument Information

Average Score: 4.72. 20 comments.

Generally very positive comments, with a combination of instrument manual and local contact providing the instrument information needed.

Sample environment equipment

Average Score: 4.73. 28 comments.

Generally positive comments. Specific control or stability issues noted in some cases, as well as requests for other equipment.

Computing Software

Average Score: 4.57. 23 comments.

Comments largely positive, but there are requests for more documentation or other comments on Mantid or the data acquisition software.

Accommodation on site

Average Score: 4.36. 40 comments.

Comments about Ridgeway House generally positive; specific issues regarding cleanliness or broken equipment noted in some cases. 7 comments about poor food; 4 comments about Ridgeway House being expensive.

Accommodation off site

Average Score: 4.18. 31 comments.

Most comments say they were based on-site so this category not relevant. Users staying off site note the inconvenience or expense of this.

Food in RAL Restaurant

Average Score: 3.80. 36 comments.

Weekday food in restaurant generally gets very good comments. Evening and weekend meals at Ridgeway received very poor comments on quality and, in some cases, price.

[To note that, from the start of November, evening and weekend meals have been moved back to the R22 restaurant from Ridgeway, and so we are expecting to see an improvement].

Vending Areas

Average Score: 3.51. 32 comments.

Most comments refer to coffee machines not working, difficulties using cash. Some comments about vending machines being empty, or requests for greater choice. A few positive comments!

Processing of Claims

Average Score: 4.49. 27 comments.