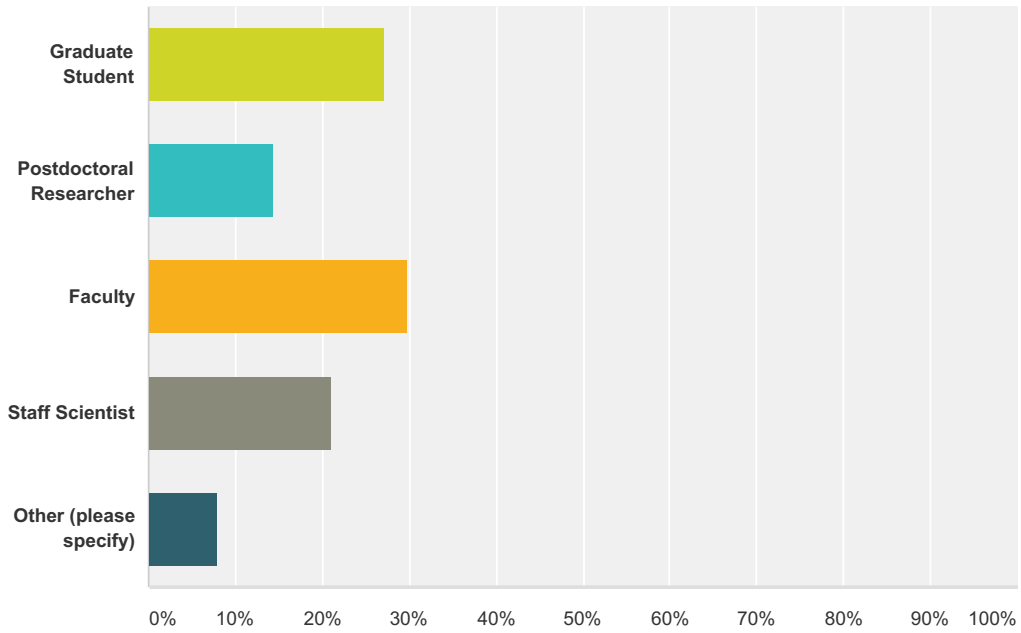


### Q1 What is your current position?

Answered: 452 Skipped: 2



Answer Choices	Responses
Graduate Student	27.21% 123
Postdoctoral Researcher	14.38% 65
Faculty	29.87% 135
Staff Scientist	21.02% 95
Other (please specify)	7.96% 36
<b>Total Respondents: 452</b>	

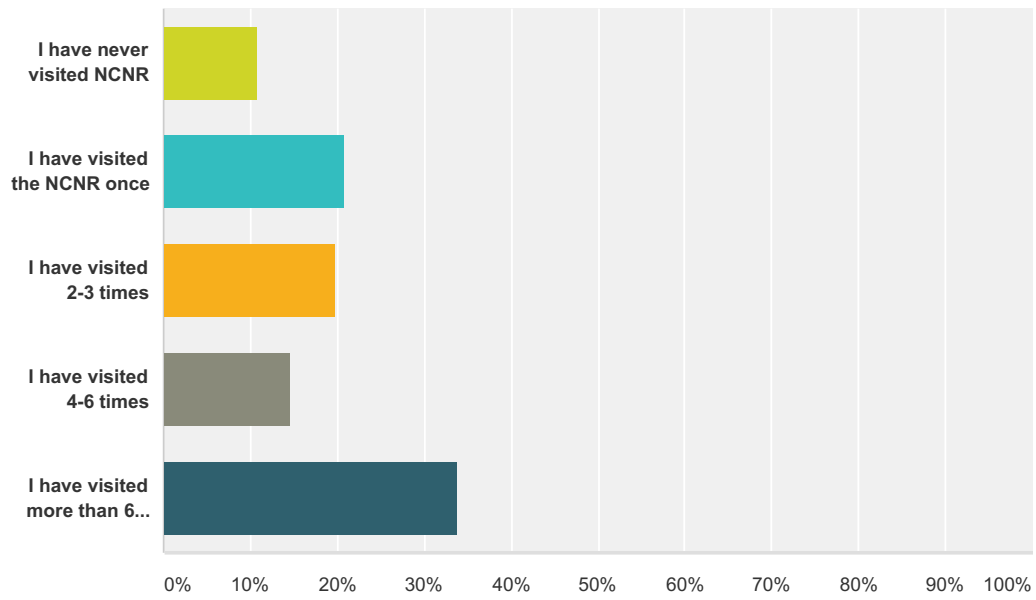
#	Other (please specify)	Date
1	administrator	11/13/2015 7:57 PM
2	Technologist	11/13/2015 5:27 PM
3	Emeritus (retired)	11/13/2015 9:52 AM
4	retired staff scientist	11/13/2015 9:51 AM
5	industrial scientist	11/13/2015 9:46 AM
6	Scientific software engineer	11/13/2015 9:16 AM
7	Associate Research Scientist	11/13/2015 8:23 AM
8	Industry	11/4/2015 11:44 AM
9	NIST but not NCNR	10/30/2015 11:42 AM
10	Engineering Fellow	10/30/2015 10:10 AM
11	long time Reactor user	10/30/2015 9:25 AM
12	reseach engineer in industry	10/30/2015 9:17 AM

## 2015 Survey of Users of the NIST Center for Neutron Research

13	Staff	10/30/2015 6:18 AM
14	engineering technician	10/30/2015 5:52 AM
15	Undergraduate Student	10/30/2015 12:29 AM
16	Visitor	10/30/2015 12:20 AM
17	Research Scientist (Company)	10/29/2015 9:04 PM
18	Research engineer (industry partner)	10/20/2015 6:31 PM
19	NIST Scientist Emeritus	10/20/2015 10:13 AM
20	Instrument Scientists	10/19/2015 6:06 PM
21	Adjunct professor	10/19/2015 12:53 PM
22	Industry	10/19/2015 12:47 PM
23	Facilities Maintenance	10/19/2015 10:15 AM
24	Engineer	10/19/2015 8:22 AM
25	Recently handed in PhD	10/18/2015 3:36 PM
26	worker in the lab of SEAT	10/18/2015 3:42 AM
27	Undergraduate Student	10/16/2015 10:22 PM
28	Government	10/16/2015 4:36 PM
29	OSHE staff	10/16/2015 3:34 PM
30	Former staff scientist	10/16/2015 2:56 PM
31	Industrial scientist	10/16/2015 1:55 PM
32	guest researcher	10/16/2015 12:54 PM
33	Engineer	10/16/2015 12:47 PM
34	NIST employee, formerly at NCNR	10/16/2015 12:44 PM
35	unemployed	10/16/2015 12:41 PM
36	industrial scientist	10/16/2015 11:21 AM

## Q2 How many trips (for experiments) have you made to NCNR in the past?

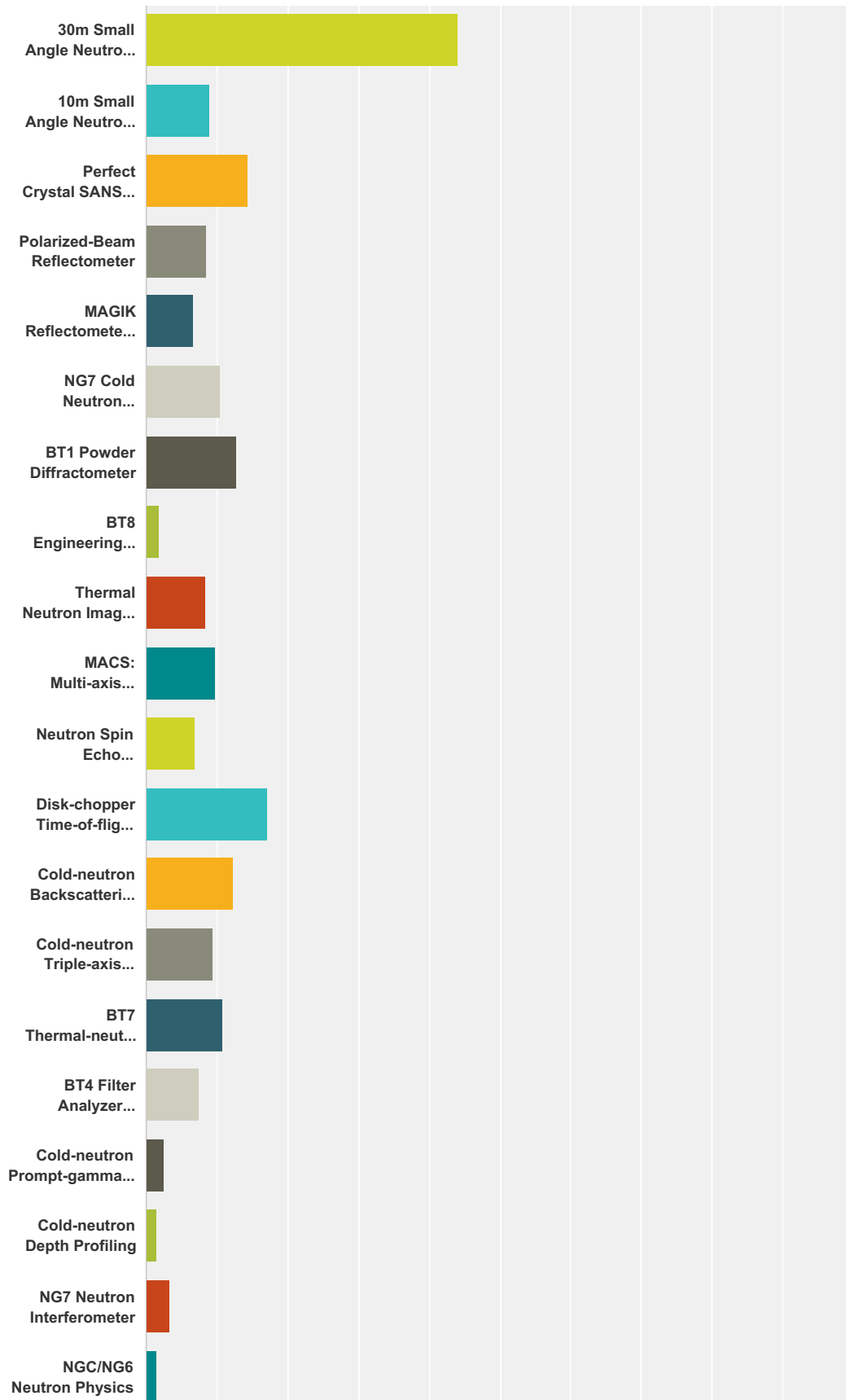
Answered: 452 Skipped: 2



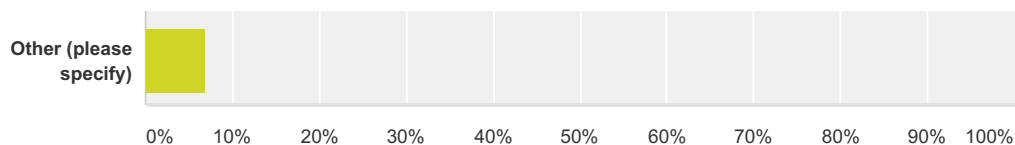
Answer Choices	Responses	Count
I have never visited NCNR	10.84%	49
I have visited the NCNR once	20.80%	94
I have visited 2-3 times	19.91%	90
I have visited 4-6 times	14.60%	66
I have visited more than 6 times	33.85%	153
<b>Total</b>		<b>452</b>

### Q3 Which Instrument(s) were you using?

Answered: 430 Skipped: 24



## 2015 Survey of Users of the NIST Center for Neutron Research



Answer Choices	Responses	
30m Small Angle Neutron Scattering Instruments (SANS)	43.95%	189
10m Small Angle Neutron Scattering Instrument (SANS) (nSoft)	9.07%	39
Perfect Crystal SANS (USANS)	14.42%	62
Polarized-Beam Reflectometer	8.60%	37
MAGIK Reflectometer/Diffractometer	6.74%	29
NG7 Cold Neutron Reflectometer – Horizontal Sample Geometry	10.47%	45
BT1 Powder Diffractometer	12.79%	55
BT8 Engineering Diffractometer (DARTS)	1.86%	8
Thermal Neutron Imaging Facility	8.37%	36
MACS: Multi-axis Crystal Spectrometer	9.77%	42
Neutron Spin Echo Spectrometer	6.98%	30
Disk-chopper Time-of-flight Spectrometer (DCS)	17.21%	74
Cold-neutron Backscattering Spectrometer (HFBS)	12.33%	53
Cold-neutron Triple-axis Spectrometer (SPINS)	9.30%	40
BT7 Thermal-neutron Triple-axis Spectrometer	10.93%	47
BT4 Filter Analyzer Neutron Spectrometer / Triple-axis Spectrometer	7.44%	32
Cold-neutron Prompt-gamma Neutron Activation Analysis	2.56%	11
Cold-neutron Depth Profiling	1.40%	6
NG7 Neutron Interferometer	3.26%	14
NGC/NG6 Neutron Physics	1.40%	6
Other (please specify)	6.98%	30
<b>Total Respondents: 430</b>		

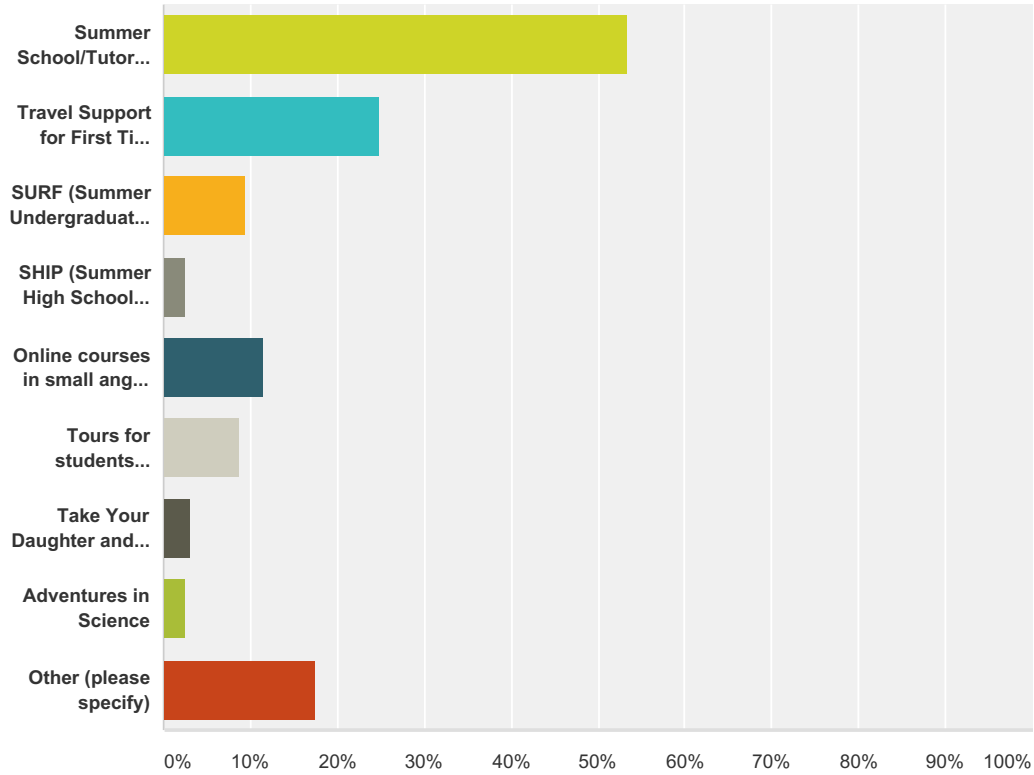
#	Other (please specify)	Date
1	BT-5 -- USANS, Perfect SANS (CHRNS)	11/13/2015 10:53 AM
2	NA	11/13/2015 10:26 AM
3	NG2 HFBS	11/13/2015 10:12 AM
4	was interested in using SANS	11/13/2015 9:36 AM
5	Thermal column	11/13/2015 9:23 AM
6	FANS	11/13/2015 8:41 AM
7	Neutron activation analysis (NAA)	11/4/2015 1:13 PM
8	None of the above, did MCNP modelling and used NBSR data	11/2/2015 2:26 PM

## 2015 Survey of Users of the NIST Center for Neutron Research

9	COR	11/2/2015 6:05 AM
10	Neutron Tomography	10/30/2015 10:10 AM
11	None/reviewer	10/30/2015 10:07 AM
12	Rabbit Irradiation facility	10/30/2015 9:25 AM
13	only using molecular labeling facility	10/30/2015 9:17 AM
14	BT2 - Neutron Imaging	10/30/2015 9:17 AM
15	Lab X-ray system	10/30/2015 8:02 AM
16	Support Staff	10/30/2015 6:18 AM
17	BT5 USANS	10/30/2015 6:11 AM
18	Federal employee, part of the cold source team!	10/30/2015 5:52 AM
19	BT5	10/30/2015 12:27 AM
20	8 m SANS	10/29/2015 8:52 PM
21	Time planned for hfbs this year. Just starting to use ncnr	10/29/2015 8:47 PM
22	shim arm	10/24/2015 12:19 PM
23	BT2 NIF	10/19/2015 9:22 PM
24	I only visit to make repairs to the buildings themselves	10/19/2015 10:15 AM
25	BT5 USANS	10/16/2015 4:25 PM
26	None- only present for safety consultation	10/16/2015 3:34 PM
27	calibrating miniTimeCube	10/16/2015 3:18 PM
28	BT-9	10/16/2015 3:17 PM
29	BT2	10/16/2015 3:02 PM
30	old BT-9 triple axis	10/16/2015 1:16 PM

### Q4 Have you participated in any of the following education and outreach activities offered by the NCNR?

Answered: 193 Skipped: 261



Answer Choices	Responses
Summer School/Tutorials	53.37% 103
Travel Support for First Time Users	24.87% 48
SURF (Summer Undergraduate Research Fellowship)	9.33% 18
SHIP (Summer High School Intern Program)	2.59% 5
Online courses in small angle scattering	11.40% 22
Tours for students (Universities, High School, and Middle School) and other groups (e.g. Boy Scouts, etc.)	8.81% 17
Take Your Daughter and Son to Work Program	3.11% 6
Adventures in Science	2.59% 5
Other (please specify)	17.62% 34
<b>Total Respondents: 193</b>	

#	Other (please specify)	Date
1	I visited NCNR as a guest reseacher	11/13/2015 9:01 PM
2	no	11/13/2015 5:27 PM

## 2015 Survey of Users of the NIST Center for Neutron Research

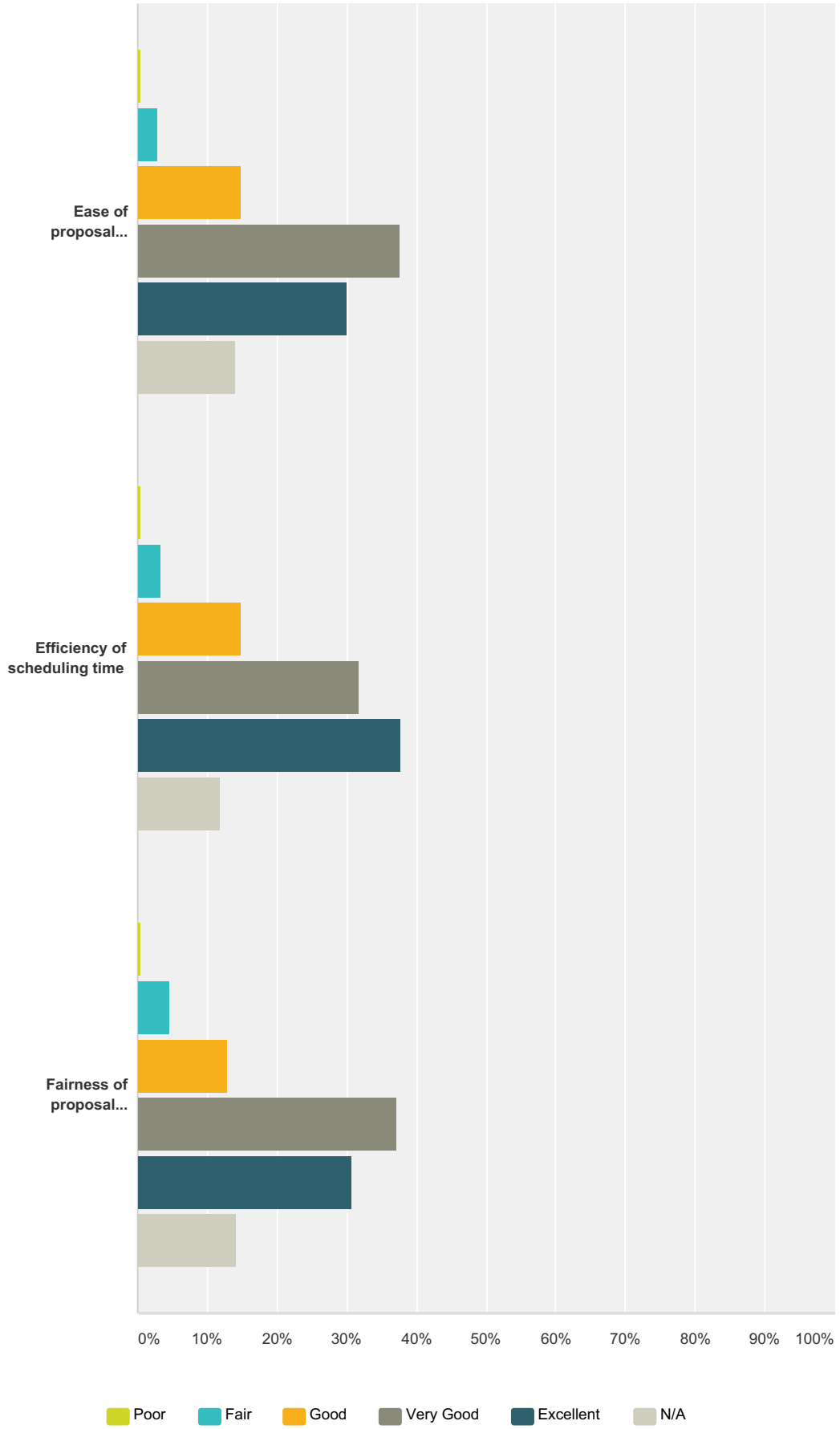
3	NA	11/13/2015 10:26 AM
4	No, I have not	11/13/2015 10:12 AM
5	NA	11/13/2015 9:51 AM
6	No	11/13/2015 9:36 AM
7	Librarians Tour	11/13/2015 9:17 AM
8	No	11/13/2015 9:04 AM
9	I have not but my students have	11/13/2015 8:41 AM
10	no i have not	11/13/2015 8:25 AM
11	NCNR lecture series	11/2/2015 9:46 AM
12	Instrument workshop	11/1/2015 4:33 PM
13	scholar exchange for one year	10/31/2015 2:34 PM
14	Neutron Day	10/30/2015 1:57 PM
15	As an undergraduate I was a SURF student. I was recently an adviser for a SHIP student.	10/30/2015 10:11 AM
16	No	10/30/2015 10:07 AM
17	NONE	10/30/2015 9:28 AM
18	none	10/30/2015 9:25 AM
19	None	10/30/2015 6:18 AM
20	n/a	10/30/2015 5:52 AM
21	no	10/30/2015 1:53 AM
22	None	10/30/2015 12:27 AM
23	consulting research on neutron scattering experiment	10/29/2015 9:03 PM
24	None	10/19/2015 6:06 PM
25	online courses	10/19/2015 7:37 AM
26	No	10/18/2015 4:33 PM
27	Andrew Allen did a kind of "course" by email. It was really usefull and help me to can publish a paper.	10/18/2015 3:42 AM
28	none	10/17/2015 7:53 PM
29	BT-5 USANS	10/17/2015 8:36 AM
30	NIST School for Teachers	10/17/2015 3:06 AM
31	No.	10/16/2015 5:42 PM
32	N/A	10/16/2015 4:57 PM
33	None	10/16/2015 3:34 PM
34	no	10/16/2015 10:53 AM



**Q5 Please rate your impression of the following aspects of the PROPOSAL PROCESS**

Answered: 402 Skipped: 52

2015 Survey of Users of the NIST Center for Neutron Research



## 2015 Survey of Users of the NIST Center for Neutron Research

	Poor	Fair	Good	Very Good	Excellent	N/A	Total
Ease of proposal process	0.50% 2	2.99% 12	14.93% 60	37.56% 151	30.10% 121	13.93% 56	402
Efficiency of scheduling time	0.50% 2	3.25% 13	14.75% 59	31.75% 127	37.75% 151	12.00% 48	400
Fairness of proposal process	0.50% 2	4.49% 18	12.97% 52	37.16% 149	30.67% 123	14.21% 57	401

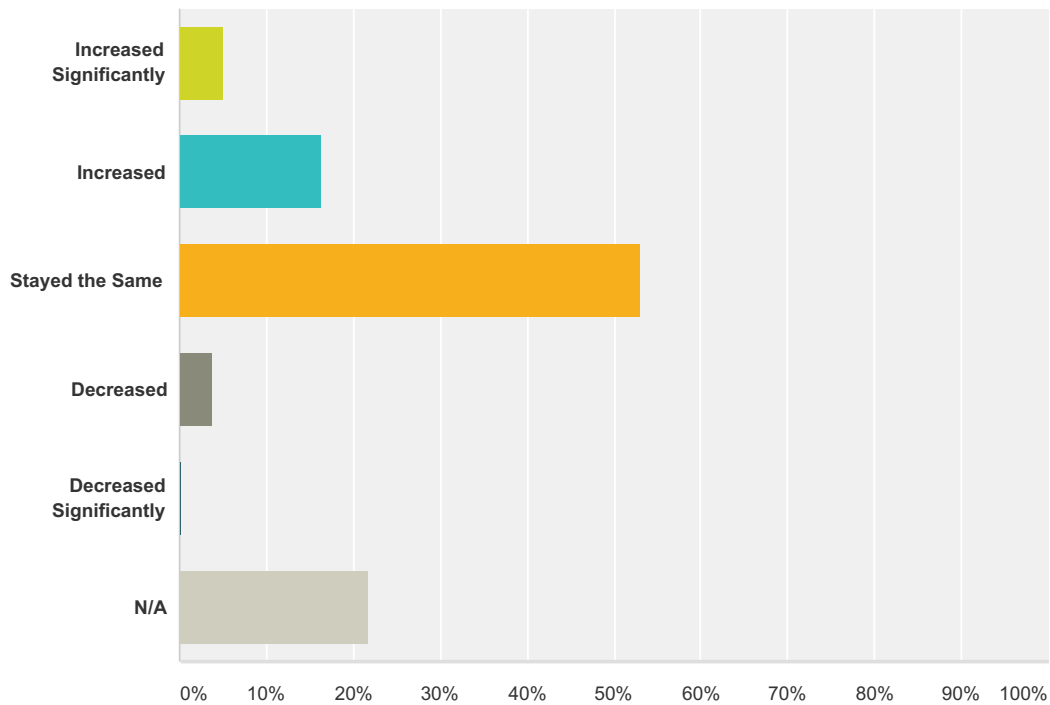
#	Comments	Date
1	I have not prepared the documents.	11/14/2015 7:23 AM
2	Decisions do not correlate with reviewers' comments.	11/13/2015 11:54 AM
3	I organized this project, telling my colleagues what I needed done, writing part of the proposal. I was very pleased with the quick efficient response. I shall have one more (industrially-oriented) project next year.	11/13/2015 10:57 AM
4	An observation from talking with other users: several highly scored SANS proposals did not receive ANY beam time, which suggests some failure and/or bias in the allocation from the current/recent SANS BTAC committee	11/13/2015 9:43 AM
5	too many reviewers per proposal, I think	11/13/2015 9:31 AM
6	Had a proposal reviewed and given unfavourable grades based on previous, and not current position	11/13/2015 9:29 AM
7	Largely, scheduling seems smooth. I've experienced hiccups in scheduling, but that's to be expected, I imagine.	11/13/2015 9:09 AM
8	I felt that one of the reviewers evaluating my proposal didn't even read it and was talking about a different system.	11/13/2015 9:06 AM
9	The proposal process is good, i received many documents to explain what i need to do for visa application	11/4/2015 1:39 PM
10	Often PI's name and track record carry more weight over the merit of the proposal, peer-review reports and score.	11/4/2015 11:49 AM
11	Review process could be improved; an online scheduling system could be useful	10/31/2015 11:00 AM
12	I serve on BTAC; so may wish to disregard.	10/30/2015 11:46 AM
13	Reviews appear to be going to more qualified reviewers in the last couple of years	10/30/2015 10:24 AM
14	Proprietary Work - Excellent in all areas!	10/30/2015 10:23 AM
15	All three strike me as being better than average. No serious complaint.	10/30/2015 9:39 AM
16	I am an experienced user and have applied three times since I joined faculty and never gotten beam time.	10/30/2015 8:23 AM
17	I think it seems daunting for first time users.	10/30/2015 6:34 AM
18	None	10/30/2015 12:29 AM
19	My supervisor basically did the proposal himself, so I had very little exposure to that part.	10/29/2015 10:04 PM
20	Sometimes schedules change and it becomes a challenge to get the scheduled time to converge	10/29/2015 8:56 PM
21	The review process has been both good and bad, sometimes the reviews are very well thought out by someone obviously in-the-know, other times it is clearly non-experts trying to critique proposals speaking on things the clearly don't understand, and thus should not be reviewing.	10/29/2015 8:09 PM
22	I wasn't involved with scheduling, so I can't comment on this aspect. Also, my proposal was accepted, so I obviously think it is fair :)	10/23/2015 10:06 AM
23	I find it superior to competing sources	10/23/2015 7:05 AM
24	submitted an internal proposal	10/21/2015 1:44 PM
25	Experience similar to other US user facilities	10/20/2015 1:11 PM
26	no longer involved in proposal writing	10/20/2015 10:16 AM
27	University of MN user, do not submit proposals	10/20/2015 7:09 AM
28	Use came through nSoft industrial collaboration (Solvay)	10/19/2015 3:11 PM
29	It is very difficult and non-logical to register and propose a project.	10/19/2015 8:24 AM
30	committee should filter outlier reviews that are inconsistent and sometimes, offensive	10/17/2015 8:39 AM

## 2015 Survey of Users of the NIST Center for Neutron Research

31	I am reviewer for peer submitted proposals	10/16/2015 8:06 PM
32	System for inputing materials/samples is very cumbersome. Also, could add a feature to input publications on the user profile so that submission system automatically generates the list of recent pubs.	10/16/2015 4:28 PM
33	Proposals were done by my advisor	10/16/2015 3:03 PM
34	Some proposals were received EXTREMELY differently by the panel - but I guess this is hard to avoid	10/16/2015 2:51 PM
35	had problems logging on NIST computers from outside of the US	10/16/2015 10:56 AM

### Q6 Has your satisfaction with the PROPOSAL PROCESS:

Answered: 401 Skipped: 53



Answer Choices	Responses	
Increased Significantly	4.99%	20
Increased	16.21%	65
Stayed the Same	53.12%	213
Decreased	3.74%	15
Decreased Significantly	0.25%	1
N/A	21.70%	87
<b>Total</b>		<b>401</b>

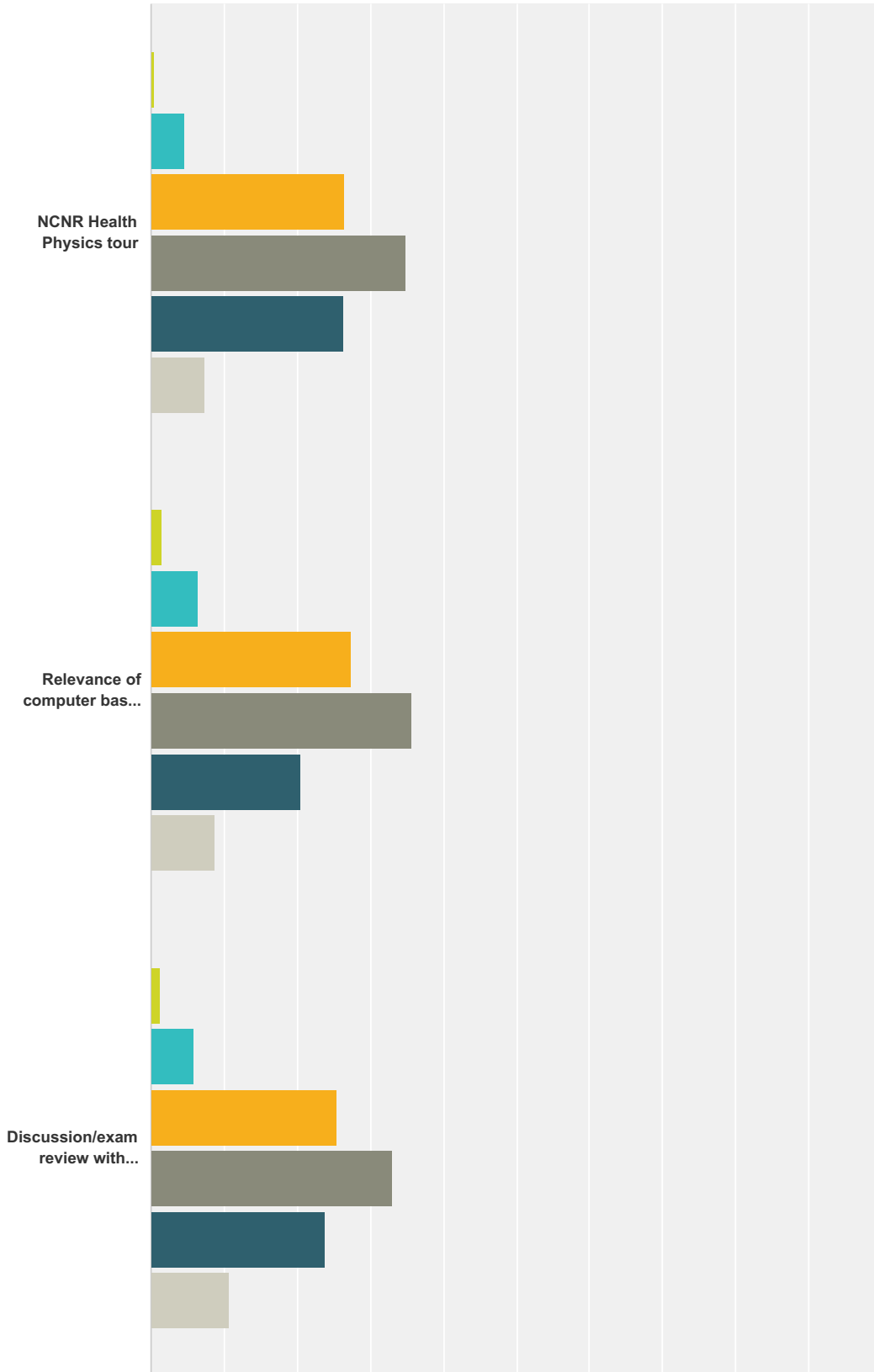
#	Please explain	Date
1	same as above.	11/14/2015 7:23 AM
2	I did not take part in the proposal process	11/13/2015 11:43 AM
3	From my experiences with USAXS at the APL, I expected nothing less from NIST. I was happy with everything.	11/13/2015 10:57 AM
4	my interaction has been too indirect to judge	11/13/2015 9:53 AM
5	We are working closely with the staff therefore, the proposal process does not affect us as much as it might others.	11/13/2015 9:52 AM
6	Beamline scientists at the NCNR are very responsive and helpful when discussing proposed experiments and feasibility -- more so than other national laboratories in my experience	11/13/2015 9:43 AM
7	My proposal was not fairly reviewed with the relevant information of my new position	11/13/2015 9:29 AM
8	After bad patch with one reviewer it is now better	11/13/2015 9:23 AM

## 2015 Survey of Users of the NIST Center for Neutron Research

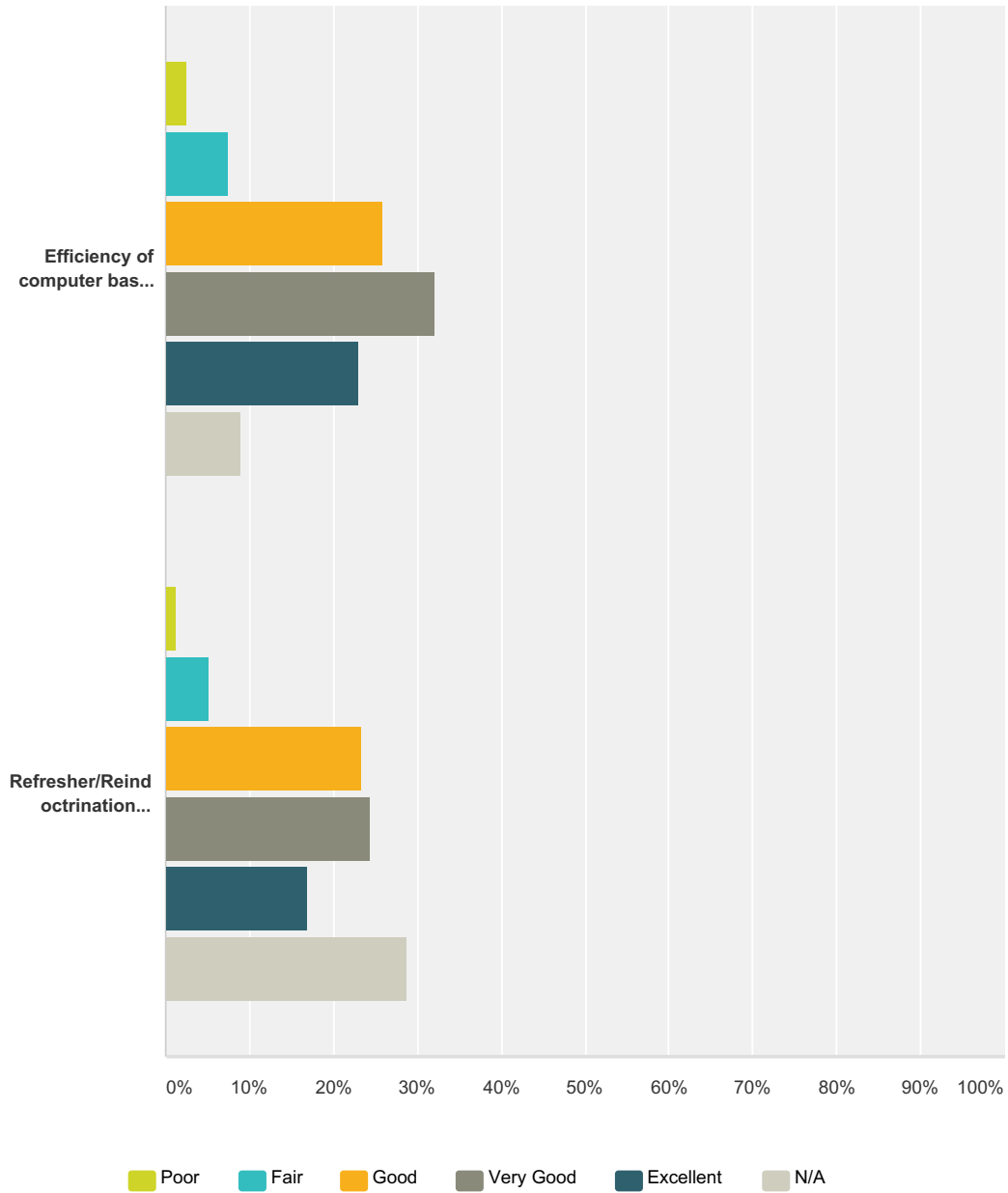
9	It has always been good	11/13/2015 9:20 AM
10	First-time access was fair, and the subsequent relationship with NCNR staff facilitated return visits.	11/13/2015 9:09 AM
11	I have submitted only two proposals, so my satisfaction has not changed.	11/6/2015 4:01 PM
12	Submission process has become much easier. But the final decision making is still not quite transparent.	11/4/2015 11:49 AM
13	First time applying to NIST for beamtime	11/3/2015 10:11 AM
14	First proposal	11/1/2015 4:42 PM
15	BT8 is not part of the proposal system	10/30/2015 2:44 PM
16	I only have limited experience with the proposal process- so no change yet.	10/30/2015 12:12 PM
17	Proprietary Work - Excellent in all areas!	10/30/2015 10:23 AM
18	Harder to get beamtime	10/30/2015 8:47 AM
19	I do not do experiments.	10/30/2015 5:56 AM
20	Sorry, I was not the one who wrote the proposal, so I don't have a basis for judgement	10/30/2015 3:31 AM
21	We received outcome the application with explanation if unsuccessful	10/30/2015 12:29 AM
22	Insufficient long term experience	10/29/2015 11:03 PM
23	I was not the main proposal submitter.	10/29/2015 10:50 PM
24	It is a much easier and more straightforward process than beam time at other labs and the reviews are typically more fair	10/29/2015 8:56 PM
25	Was given internal beamtime from beamline scientist Antonio Faraone	10/29/2015 8:49 PM
26	submission software more buggy	10/27/2015 12:09 PM
27	Only one proposal submitted.	10/25/2015 1:04 PM
28	I have not written a proposal myself yet.	10/25/2015 10:05 AM
29	I have only ever submitted one proposal	10/23/2015 10:06 AM
30	Only applied once so far	10/20/2015 1:11 PM
31	It is very difficult and non-logical to register and propose a project.	10/19/2015 8:24 AM
32	I have submitted only one proposal to date, and I will have to wait until I have a second experience with which I can compare.	10/19/2015 7:09 AM
33	increased slightly due to perceived better review process	10/18/2015 3:42 PM
34	only submitted one proposal so far	10/18/2015 10:51 AM
35	It is good as before.	10/17/2015 12:21 AM
36	more stream-lined over time	10/16/2015 7:19 PM
37	Ability to submit as PDF a big improvement	10/16/2015 4:28 PM
38	always excellent!	10/16/2015 4:00 PM
39	I don't write proposals, just hear they have been submitted and then accepted. It seems straightforward.	10/16/2015 3:07 PM
40	I was only peripherally involved in the proposal process, providing technical assistance with respect to the feasibility of certain experiments.	10/16/2015 12:46 PM
41	have not enough experience to comment	10/16/2015 10:56 AM
42	Only done it once, no change.	10/16/2015 10:39 AM

### Q7 Please rate your experience with different aspects of the HEALTH PHYSICS TRAINING

Answered: 393 Skipped: 61



## 2015 Survey of Users of the NIST Center for Neutron Research



	Poor	Fair	Good	Very Good	Excellent	N/A	Total
NCNR Health Physics tour	0.51% 2	4.58% 18	26.46% 104	34.86% 137	26.21% 103	7.38% 29	393
Relevance of computer based training content	1.53% 6	6.38% 25	27.30% 107	35.71% 140	20.41% 80	8.67% 34	392
Discussion/exam review with health physicist	1.28% 5	5.87% 23	25.51% 100	32.91% 129	23.72% 93	10.71% 42	392
Efficiency of computer based training	2.56% 10	7.42% 29	25.83% 101	32.23% 126	23.02% 90	8.95% 35	391
Refresher/Reindoctrination Training	1.29% 5	5.14% 20	23.39% 91	24.42% 95	16.97% 66	28.79% 112	389

#	Comments	Date
1	Maybe I do not have experience the new training.	11/14/2015 7:23 AM



## 2015 Survey of Users of the NIST Center for Neutron Research

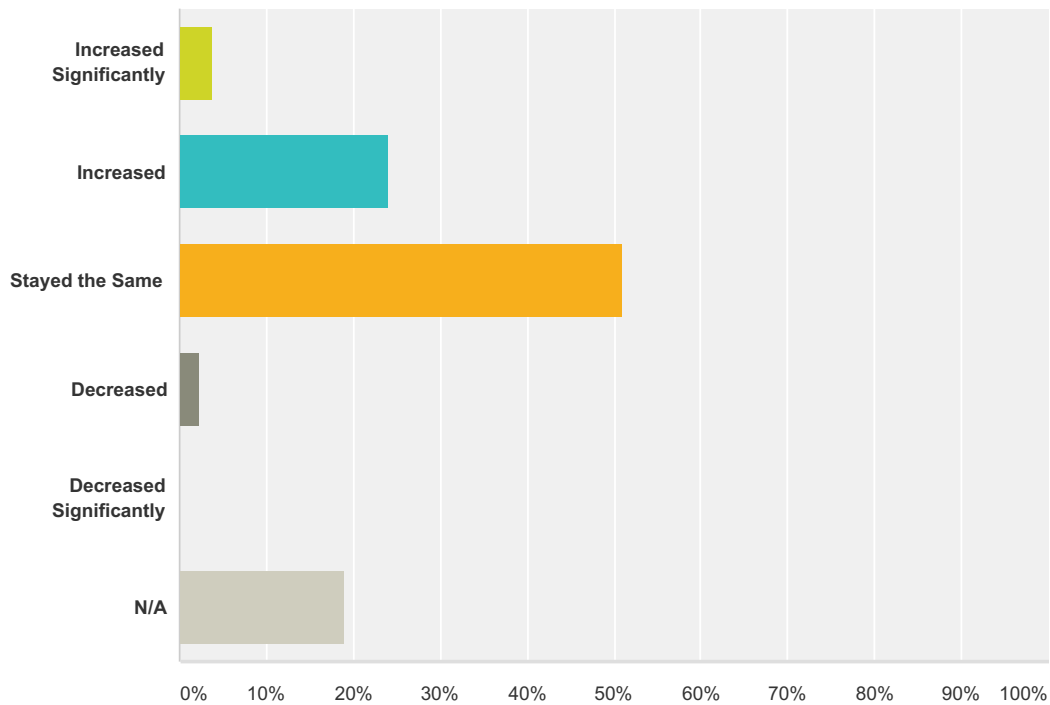
2	has a rad worker II I did not need to take your online training but did not know this until after I was done with your training. It would have been good to know this before taking the training.	11/13/2015 5:31 PM
3	I look forward to using the new option of your accepting training via a letter from another facility.	11/13/2015 11:54 AM
4	I didn't take this because i didn't need to come.	11/13/2015 10:57 AM
5	Computer based training - too much information to be effective and is counterproductive.	11/13/2015 10:01 AM
6	I took this test quite a while ago and was very satisfied at that time.	11/13/2015 9:52 AM
7	Most of the content of the training we don't really get to make use of it. I think the computer based training could be shorter and tailored to the users necessity	11/13/2015 9:20 AM
8	the discussion of survey meters is too long	11/13/2015 9:08 AM
9	I think, the computer training could be better. Sometimes, people dont know the content and need someone to explain it	11/4/2015 1:39 PM
10	Have not done training yet.	11/3/2015 10:11 AM
11	Have not done this recently.	11/2/2015 10:49 AM
12	training too heavy for users.	11/2/2015 10:48 AM
13	computer based training is too long	11/2/2015 10:32 AM
14	Some redundancy in on line training	11/2/2015 9:57 AM
15	Too much detail for most individual experiments, but good.	10/30/2015 11:46 AM
16	There is serious inconsistency in the discussion/review with the health physicist. This should take NO MORE than 30 minutes if I have a good performance on the exam. Jim T. and Tim B. are great!! I find that Keith Consani can take 1 hour OR MORE to go through this refresher training, and that is simply TOO LONG when we have experiments to do.	10/30/2015 8:22 AM
17	compared to some other neutron and X-ray facilities the required training is a bit long. One specific thing I might recommend is that the number of different alarms is rather large, and I think it unlikely that in an emergency a user will remember which is which. The voice alarms are likely to work better.	10/30/2015 8:17 AM
18	the alarm sounds and videos very useful	10/30/2015 3:31 AM
19	None	10/30/2015 12:29 AM
20	Jim Tracy is great for the exam review and discussions	10/29/2015 8:56 PM
21	We dont need long detailed looks inside the radiation detectors!	10/29/2015 8:29 PM
22	I missed the questions pertaining to pregant women. I a 65 yr old male. Had to be refreshed on my pregant exposure limits by rso. ???	10/29/2015 8:27 PM
23	Mail in access mechanism utilised.	10/25/2015 1:04 PM
24	Have not been out to take measurements yet	10/20/2015 1:11 PM
25	We're lucky to have such a good staff of HP's.	10/20/2015 10:16 AM
26	we are returning after 3 years without doing experiments and could have used a bit more help	10/19/2015 7:12 PM
27	Tour was useful with useful demonstrations; most of the remainder of training was scaremongering and not useful.	10/19/2015 3:11 PM
28	The VHS video shown for training is a little dated and not what I expect at NCNR in the year 2015. However, the information in the video was relevant.	10/19/2015 10:24 AM
29	Refresher significantly too long	10/19/2015 8:43 AM
30	The training was unnecessary for me. My samples were handled by NCNR staff member, which worked well for me.	10/19/2015 7:09 AM
31	Health physics training is too time consuming, and repeated too frequently	10/18/2015 5:34 PM
32	HP training very insightful and I felt well prepared for all possible situations	10/18/2015 10:51 AM
33	The material is certainly relevant, but perhaps the timing could be adjusted. As it stands, we are given a lot of information about instruments we've never used before.	10/18/2015 8:41 AM
34	The training seems to expand - the tour and review takes longer.	10/18/2015 8:06 AM
35	Reindoctrination at 2yrs is too often and very inconvenient for a 4-5 yr PhD	10/17/2015 1:41 PM

## 2015 Survey of Users of the NIST Center for Neutron Research

36	make it shorter for returning users even after long time of not doing experiments at NIST	10/16/2015 5:44 PM
37	I have only done the training once, so have not experience the refresher/reindoctrination training.	10/16/2015 3:07 PM
38	The testing takes way too long. Not necessary, really.	10/16/2015 3:07 PM
39	Refresher training could be made more efficient by including less background and concentrating on safety and emergency signals/procedures	10/16/2015 12:56 PM
40	The amount of material is pretty overwhelming for first-time users, so I think it's important for the local contact to reiterate what information is important for each specific experiment.	10/16/2015 11:05 AM

### Q8 Has your satisfaction with the HEALTH PHYSICS TRAINING:

Answered: 393 Skipped: 61



Answer Choices	Responses
Increased Significantly	3.82% 15
Increased	23.92% 94
Stayed the Same	50.89% 200
Decreased	2.29% 9
Decreased Significantly	0.00% 0
N/A	19.08% 75
<b>Total</b>	<b>393</b>

#	Please explain	Date
1	being able to do training off site is great	11/14/2015 4:08 PM
2	I have only experienced the health physics training once and I am therefore unable to determine how my satisfaction has changed.	11/13/2015 2:44 PM
3	See above.	11/13/2015 11:54 AM
4	Too few interactions to judge	11/13/2015 11:43 AM
5	I didn't need to come to NIST	11/13/2015 10:57 AM
6	I still feel that it takes too long to do, especially compared to other facilities. Essentially we have to schedule a whole day ahead of the experiment for the training if it needs to be done, since the morning is completely taken up by it. This adds extra travel expense for users.	11/13/2015 10:02 AM

## 2015 Survey of Users of the NIST Center for Neutron Research

7	see above	11/13/2015 9:52 AM
8	Rules are tighter but help is very good	11/13/2015 9:23 AM
9	I have not been to NCNR recently	11/13/2015 8:43 AM
10	I have only done training once.	11/6/2015 4:01 PM
11	Have not done training yet.	11/3/2015 10:11 AM
12	Too many useless information. It should be more focused toward experiments	11/2/2015 10:48 AM
13	Acceptance of DOE Rad worker / GERT training and on line training is a great improvement.	11/2/2015 9:57 AM
14	First experience	11/1/2015 4:42 PM
15	depends who is doing it, if Keith then "decreased", all the other people are great!	10/31/2015 11:00 AM
16	I only have limited experience with the proposal process- so no change yet.	10/30/2015 12:12 PM
17	Overall time for redoc has increased, should streamline and convey essentials.	10/30/2015 11:46 AM
18	The online availability makes a huge difference in efficiency	10/30/2015 8:32 AM
19	The switch to the new training modules has made training more efficient	10/30/2015 8:17 AM
20	Allowing completion of the computer portion prior to arrival and the more detailed discussion about radioactivity and measurements of radioactivity after the computer section has been a great improvement.	10/30/2015 6:34 AM
21	first time user, so no basis for comparison	10/30/2015 3:31 AM
22	The health physics training was informative and engaging.	10/29/2015 10:50 PM
23	I like that the training and exams can be easily completed before arriving	10/29/2015 8:56 PM
24	It took hours longer than necessary	10/29/2015 8:29 PM
25	The updated training process is a HUGE improvement.	10/26/2015 1:19 PM
26	Mail in access mechanism utilised.	10/25/2015 1:04 PM
27	Lester and Dave have run an excellent program for years.	10/20/2015 10:16 AM
28	Only have had it once	10/19/2015 8:00 AM
29	only visited once	10/18/2015 10:51 AM
30	The training is thorough but perhaps contains too much information and there would be better retention by concentrating on key points	10/18/2015 8:06 AM
31	It is good as before.	10/17/2015 12:21 AM
32	computer training better than before	10/16/2015 7:19 PM
33	When I originally did training, it was all on-site, so it's nice that it is online now.	10/16/2015 5:37 PM
34	I like that you can do it online from your own institution.	10/16/2015 3:32 PM
35	The online training before arriving to NCNR has improved	10/16/2015 3:28 PM
36	It seems effective.	10/16/2015 3:07 PM
37	I have only had health physics training once.	10/16/2015 2:02 PM
38	Moving the training online was very helpful	10/16/2015 12:56 PM
39	see my comment above	10/16/2015 10:56 AM
40	Only done it once	10/16/2015 10:39 AM

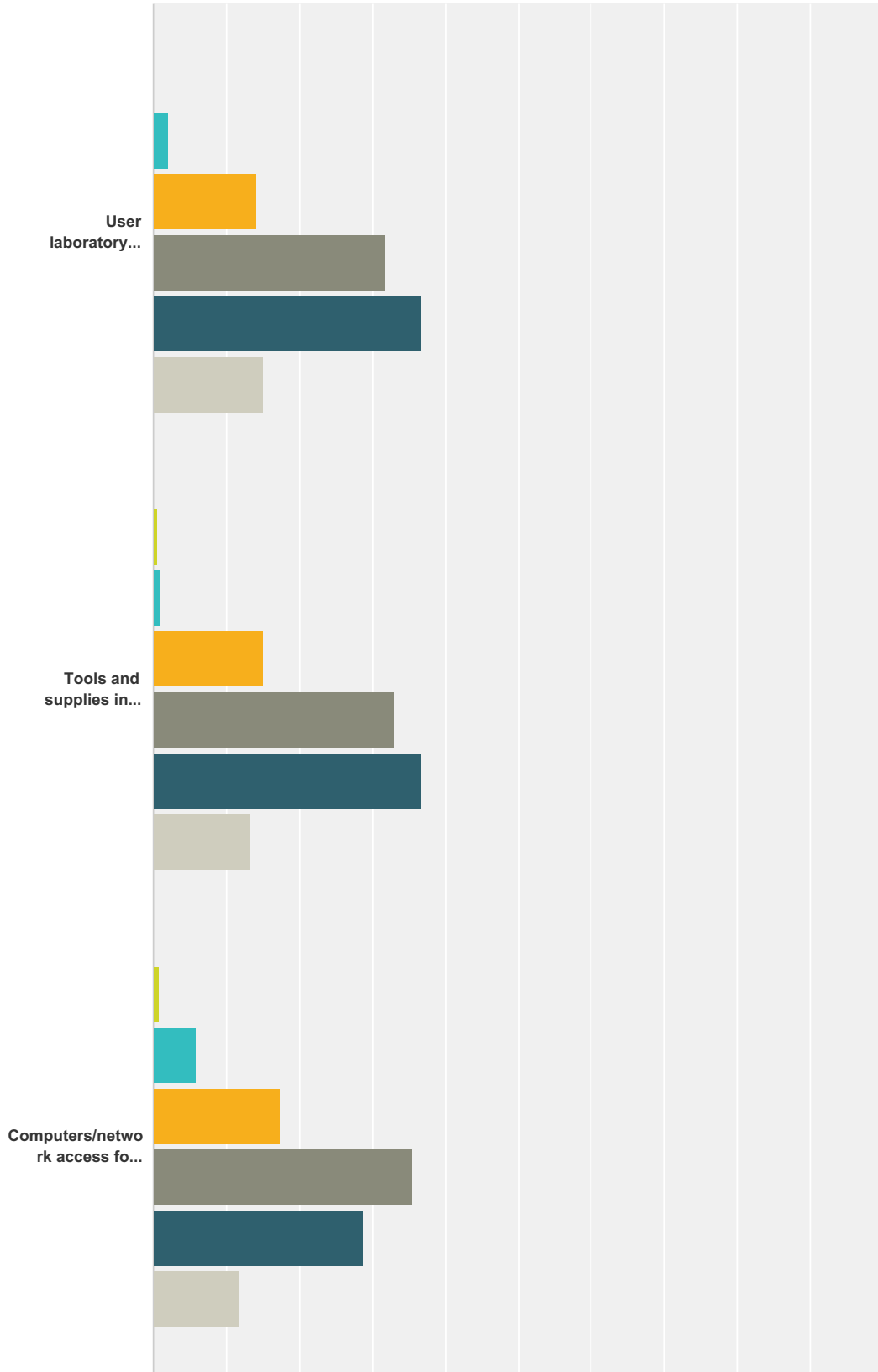
## Q9 Additional comments regarding activities prior to experiment time:

Answered: 29 Skipped: 425

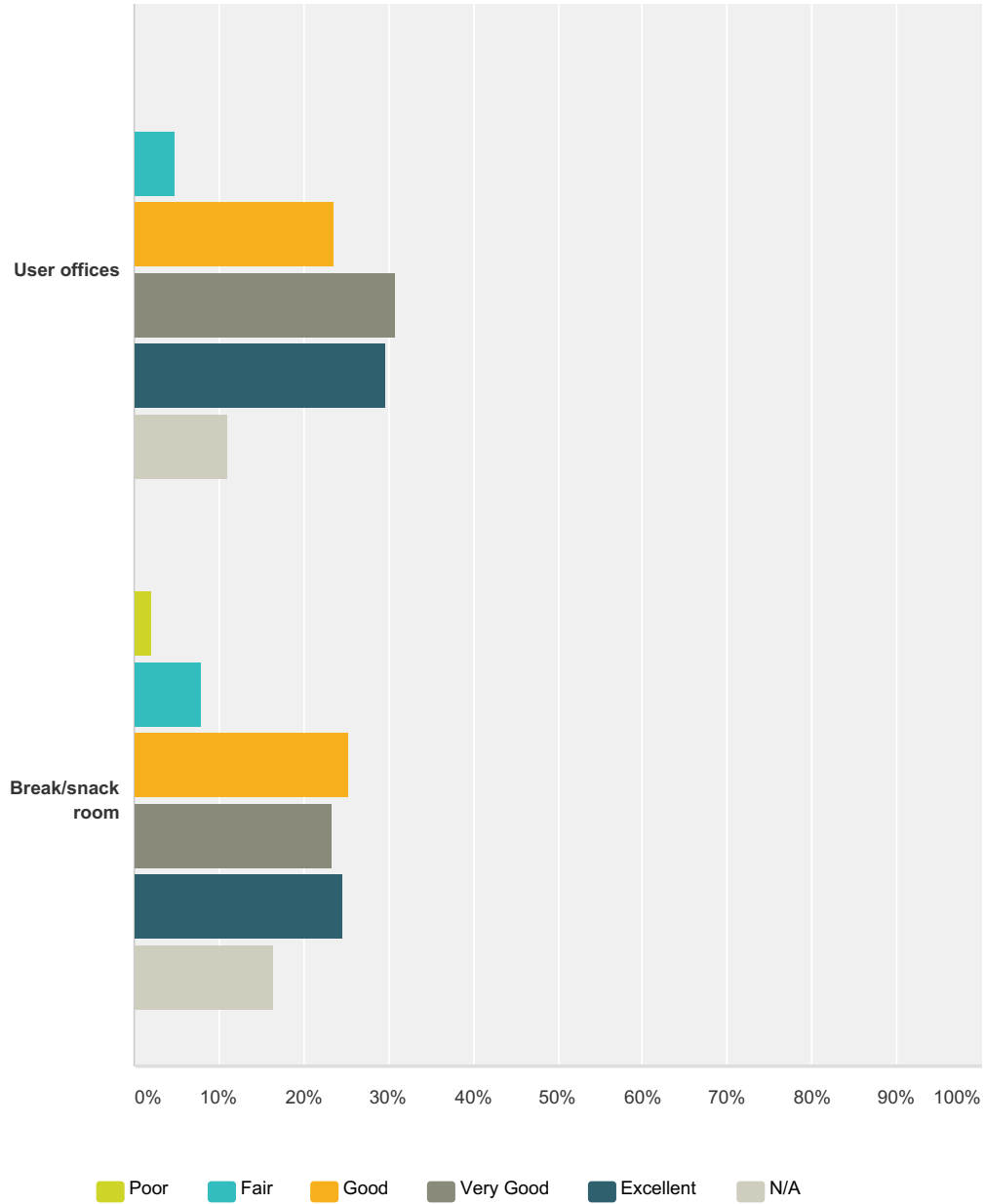
#	Responses	Date
1	in general very good	11/13/2015 5:31 PM
2	Great facility, great people! Thank you!	11/13/2015 12:49 PM
3	very satisfied	11/13/2015 12:06 PM
4	Just making sure that my colleagues would do what I needed.	11/13/2015 10:57 AM
5	Most satisfied	11/13/2015 9:52 AM
6	See previous comments	11/13/2015 9:43 AM
7	These are carried out by my students and post docs	11/13/2015 9:23 AM
8	I had a good experience in the training course. I learnt at about the condition to work in the reactor with assurance.	11/4/2015 1:39 PM
9	There should be more coordination between the health physics professional and researchers so that at the end of the experiment, one can get the health physics clearance with relatively less time and effort.	11/4/2015 11:49 AM
10	Will have comments afterwards.	11/3/2015 10:11 AM
11	It was not clear to me how the scheduling worked and how long my allocated time would last before expiring.	11/1/2015 4:42 PM
12	Scientific staff are quick to ensure sample preparation lead time.	11/1/2015 12:22 PM
13	Was good. Because I learned more about the procedure in the NIST/CNST/NCNR.	10/30/2015 1:57 PM
14	Everything is so good!	10/30/2015 1:33 PM
15	None	10/30/2015 11:46 AM
16	Stacy C. is fantastic in helping to ensure we have everything that we need prior to starting our experiments.	10/30/2015 8:22 AM
17	None	10/30/2015 12:29 AM
18	Excellent planning	10/29/2015 11:03 PM
19	No additional comments at this time.	10/29/2015 10:50 PM
20	Excellent responsiveness of instrument and administration staff, very helpful	10/29/2015 8:55 PM
21	??	10/29/2015 8:46 PM
22	Appreciate all the support at NCNR! Really helpful!	10/29/2015 8:18 PM
23	Very good support from beamline scientist Craig Brown in arranging and planning the experiments.	10/25/2015 1:04 PM
24	Training prior to access was too slow. If training is necessary on site, it should be focused on the lab tour and quickly hit the highlights. Beam time is precious and incoming users do not need to know about uranium-containing plates. Preferably, beam cycles would start on the day after training is complete.	10/19/2015 3:11 PM
25	Appreciate the care the instrument scientists take in helping getting things set up.	10/19/2015 8:38 AM
26	I think the necessary information is well covered. I notice that there may be difficulties with some potential users whose spoken English is not that good.	10/18/2015 8:17 PM
27	NCNR team provides good support for users in planning experiments	10/17/2015 8:39 AM
28	CCR Scheduling has improved a lot	10/17/2015 3:08 AM
29	The security, like having to have a person always meet you at the door, seems excessive.	10/16/2015 3:07 PM

### Q10 Please comment on your experience with SUPPORT FACILITIES during your experiment

Answered: 374 Skipped: 80



## 2015 Survey of Users of the NIST Center for Neutron Research



	Poor	Fair	Good	Very Good	Excellent	N/A	Total
User laboratory facilities	0.00% 0	2.15% 8	14.25% 53	31.72% 118	36.83% 137	15.05% 56	372
Tools and supplies in user labs	0.54% 2	1.08% 4	15.05% 56	33.06% 123	36.83% 137	13.44% 50	372
Computers/network access for visitors	0.81% 3	5.93% 22	17.25% 64	35.58% 132	28.84% 107	11.59% 43	371
User offices	0.00% 0	4.86% 18	23.51% 87	30.81% 114	29.73% 110	11.08% 41	370
Break/snack room	2.17% 8	7.88% 29	25.27% 93	23.37% 86	24.73% 91	16.58% 61	368

#	Comments	Date
1	I have good feedback from everyone who went. You-all do a good job	11/13/2015 11:05 AM

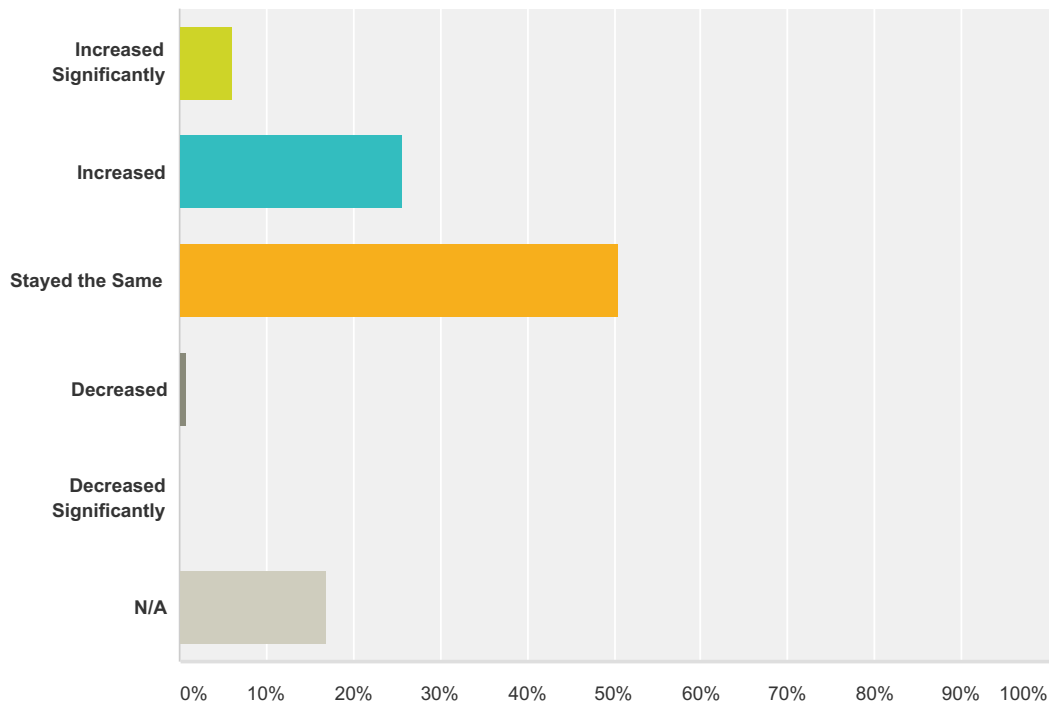
## 2015 Survey of Users of the NIST Center for Neutron Research

2	No phone reception in user office, and no visitor wifi in the guide hall...	11/13/2015 10:06 AM
3	Again info from my group. May be excellent	11/13/2015 9:28 AM
4	IT Security reqs are a pain.	11/13/2015 9:14 AM
5	Good job on the espresso machine (though I never had one). More directly-related facilities were generally good, though I had to hunt for nitrile gloves at times.	11/13/2015 9:12 AM
6	A lot of improvementc can be made at break/snack room. Can we put some ready to eat (lunch/dinner pack) item on pay-as-you-use basis?	11/4/2015 12:00 PM
7	My "fair" ratings relate to the fact that I was not aware of these user support facilities until my time at NCNR was almost over.	11/2/2015 9:51 AM
8	It was common to be told that something was not possible or available only to discover that it was indeed possible and everyone seemed to be aware of it. I think part of this is due to the hectic nature that seems to be perpetually going on in the labs.	11/1/2015 4:49 PM
9	It would be more efficient if the network access code was sent to the guest users' emails a few days before the visit instead of going to the user's office and asking for one.	10/30/2015 9:43 AM
10	Desks in user office are usually fully reserved	10/30/2015 8:34 AM
11	probably as a result of building design phone access in much of the building is poor. I don't know if there is anything that can be done about this, however.	10/30/2015 8:26 AM
12	The User office can sometimes be a bit unventilated, a lot of people in a small area.	10/30/2015 3:38 AM
13	The use of internet among one's devices suffers when more than onedevce is online (e.g. laptop and cell phone)	10/30/2015 3:35 AM
14	X-ray Laue Machine is highly demanded.	10/29/2015 9:07 PM
15	Put lights in the user offices. It is too dark.	10/29/2015 9:00 PM
16	Facilities are well-equipped	10/29/2015 8:59 PM
17	Mail in access mechanism utilised.	10/25/2015 1:05 PM
18	trousers in labs rule is ridiculous- a long skirt is safer as is not in contact with skin so if anything spilled (thru lab coat) it will be less likely to harm	10/25/2015 10:20 AM
19	There was a snack room?	10/23/2015 10:07 AM
20	In 2013 when i last visited, best organised labs from any user facility I have visited. Kim did a fantastic job, I am not sure if that's still the same.	10/19/2015 4:30 PM
21	The long process to get lab work approved for things such as material synthesis can be troublesome	10/19/2015 10:52 AM
22	the facilities are excellenet	10/18/2015 10:57 AM
23	lab space is limited	10/17/2015 8:41 AM
24	We have had a some trouble getting access/having space to work in the hot labs for sample manipulation after it had been in the beam.	10/16/2015 5:41 PM
25	Would like to see more/better analytical equipment for characterizing samples off the beam, particularly for fluids/soft matter (rheometer, DLS, etc.).	10/16/2015 4:37 PM
26	NIST needs an FPLC for users to run a final gel filtration. They also need a Nanodrop spectrometer.	10/16/2015 3:34 PM
27	Stacey is great and very helpful in the lab.	10/16/2015 3:16 PM
28	The computer room is quite crowded. It would be nicer to have well-separated desks.	10/16/2015 3:10 PM
29	User office gets crowded at times	10/16/2015 2:54 PM
30	A vending machine with healthy options and even full hot meals should be considered.	10/16/2015 12:43 PM
31	The user office weirdly has no cell reception. It is like the only room that doesn't either.	10/16/2015 10:41 AM



### Q11 Has your satisfaction with the SUPPORT FACILITIES:

Answered: 374 Skipped: 80



Answer Choices	Responses	
Increased Significantly	6.15%	23
Increased	25.67%	96
Stayed the Same	50.53%	189
Decreased	0.80%	3
Decreased Significantly	0.00%	0
N/A	16.84%	63
<b>Total</b>		<b>374</b>

#	Please explain	Date
1	Too few interactions to judge	11/13/2015 11:47 AM
2	The wifi works much better now, and I love the new coffee room.	11/13/2015 10:04 AM
3	Snack machine stocked better these days	11/13/2015 9:14 AM
4	No changes during my times at NCNR.	11/6/2015 4:04 PM
5	I can usually find what I need. This has not changed over the years	11/2/2015 10:00 AM
6	Always very high.....	10/30/2015 11:09 AM
7	They have been very good for decades.	10/30/2015 9:40 AM
8	RFO Group is a support facility!	10/30/2015 6:00 AM

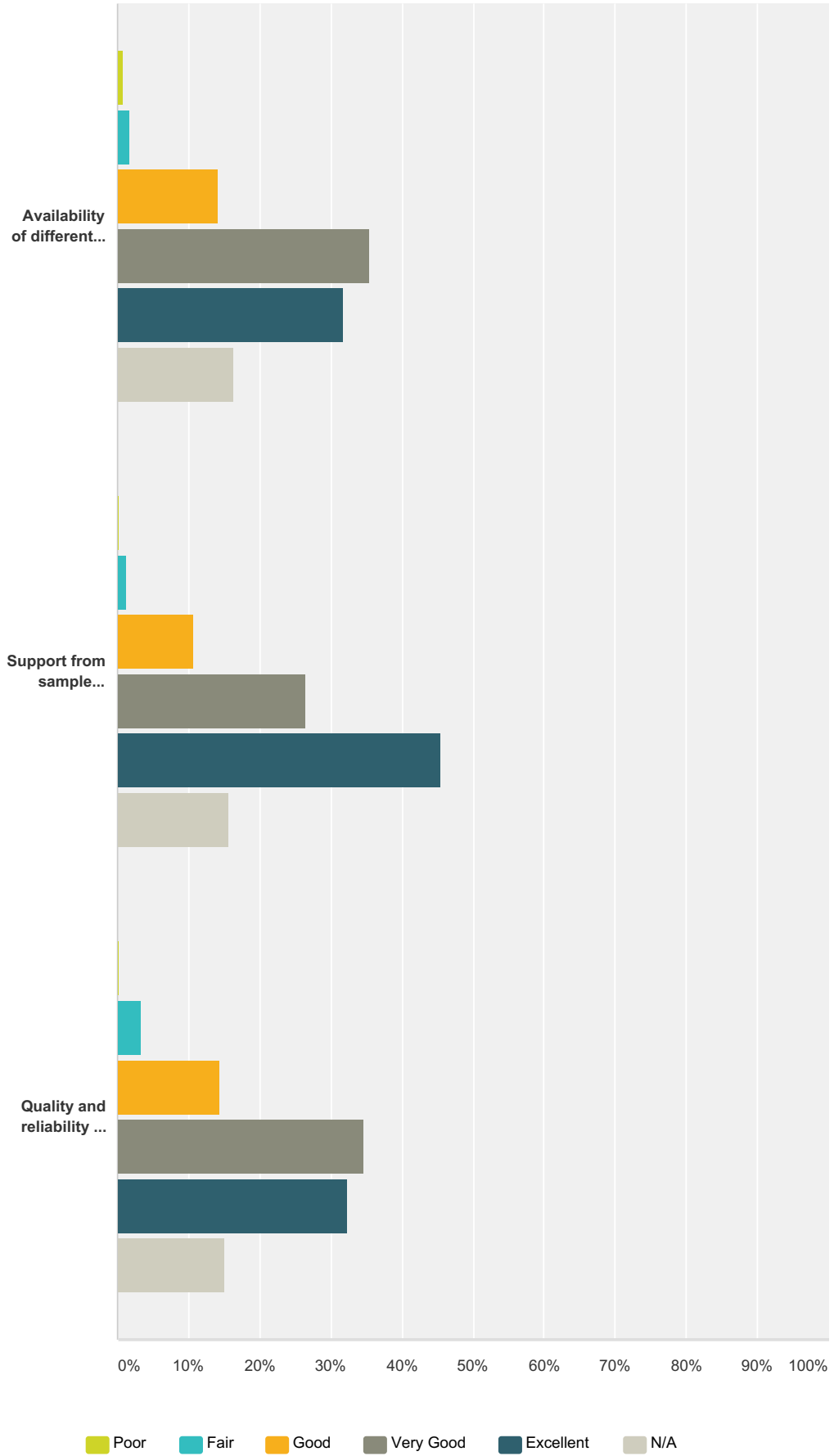
## 2015 Survey of Users of the NIST Center for Neutron Research

9	First time user	10/30/2015 3:35 AM
10	Insufficeient experience	10/29/2015 11:04 PM
11	More lab space. Labs are very crowded. We miss Yamali!	10/29/2015 10:39 PM
12	The lab supplies available ensure that experiments will not fail due to lack of availability of any supplies	10/29/2015 9:02 PM
13	only visited once	10/18/2015 10:57 AM
14	Supplies and ancillary equipment are improving	10/18/2015 8:08 AM
15	better equiped	10/16/2015 7:22 PM
16	I found the kitchenette last time I was there. It made for a much nicer 48 hours.	10/16/2015 3:11 PM
17	I have only used the support facilities once.	10/16/2015 2:05 PM
18	Only visited once.	10/16/2015 10:41 AM

**Q12 Please comment on your experience  
with SAMPLE ENVIRONMENTS during your  
experiment**

Answered: 373 Skipped: 81

2015 Survey of Users of the NIST Center for Neutron Research



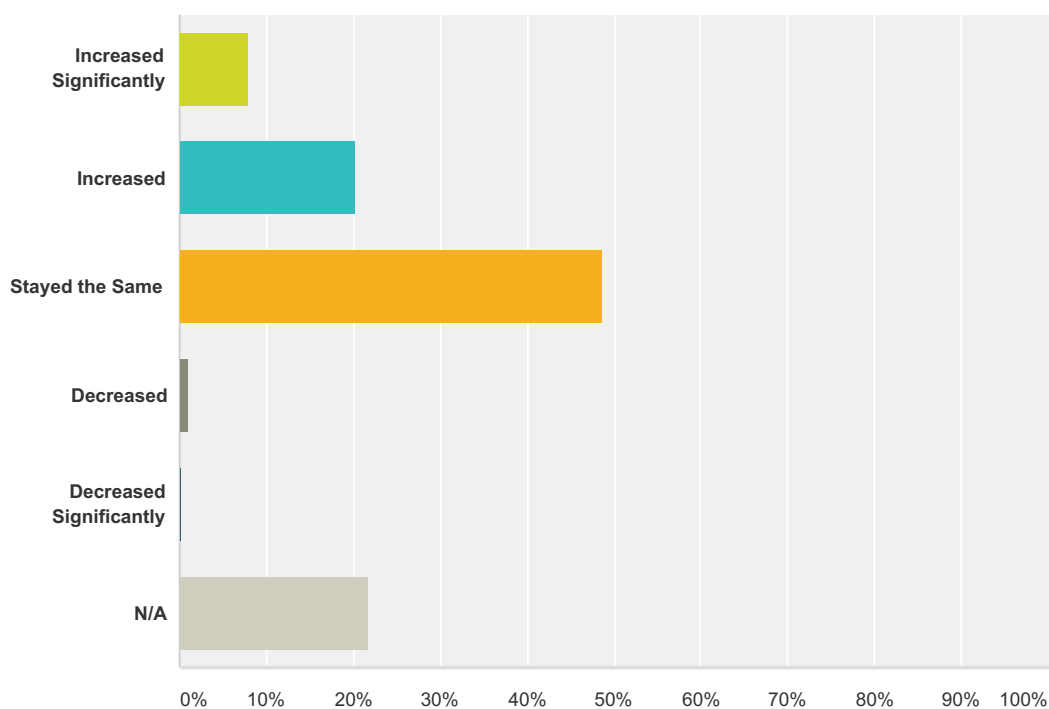
## 2015 Survey of Users of the NIST Center for Neutron Research

	Poor	Fair	Good	Very Good	Excellent	N/A	Total
Availability of different sample environments	0.80% 3	1.61% 6	14.21% 53	35.39% 132	31.64% 118	16.35% 61	373
Support from sample environment personnel	0.27% 1	1.36% 5	10.57% 39	26.56% 98	45.53% 168	15.72% 58	369
Quality and reliability of the equipment	0.27% 1	3.24% 12	14.32% 53	34.59% 128	32.43% 120	15.14% 56	370

#	Comments	Date
1	First experiment was cancelled during the first day when it turned out that the sample environment we were using was non-functional within the range we had requested. Before arriving staff had claimed it was working fine even though it wasn't. However, upper management took the problem very seriously, which was good. We were able to come back a year later.	11/13/2015 11:47 AM
2	Based on reports back from my colleagues	11/13/2015 11:05 AM
3	3He system was been problematic.	11/13/2015 10:17 AM
4	We use the magnet	11/13/2015 9:28 AM
5	Don't use them.	11/13/2015 9:14 AM
6	One of the best among all synchrtron and nuclear reactor facilities over the country.	11/4/2015 12:00 PM
7	i am sure there is a good reason why the 10 sample holder for SANS holds 10 rather than say 20?	11/2/2015 10:39 AM
8	Equipment seemed to be misplaced at times, causing mad dashes to "find the missing part".	11/1/2015 4:49 PM
9	Julia was a tremendous help, too bad she is not longer with NCNR	10/31/2015 11:03 AM
10	I don't know what sample environments are	10/30/2015 9:40 AM
11	I seldom use unusual sample environments.	10/30/2015 8:26 AM
12	There should be a rating higher than excellent added specifically for the sample environment staff.	10/30/2015 7:00 AM
13	Best sample environments group in US	10/29/2015 9:02 PM
14	We have acquired excellent data and have been very well-supported by NIST staff during our visits.	10/29/2015 8:59 PM
15	Most of my experiments require complex sample environment such as cryomagnet with dilution insert. I really appreciate the efforts made by the sample environment team and instrument scientist Yiming Qiu	10/29/2015 4:57 PM
16	Mail in access mechanism utilised.	10/25/2015 1:05 PM
17	Sample environment personnel have been very helpful and supportive throughout my experiments.	10/19/2015 10:52 AM
18	One time the sample cell worked great the next time we couldn't get it aligned or stop the silicon wafer from moving	10/19/2015 8:03 AM
19	If the problem has not been addressed since last time I was there (2 years ago) I strongly suggest that the recording electronics for USANS may require an upgrade	10/18/2015 8:26 PM
20	only used one sample environment and the support of the staff scientist was gret	10/18/2015 10:57 AM
21	It can do what we want to do	10/17/2015 6:05 AM
22	Specialty cryostats(3He) have proven somewhat difficult.	10/16/2015 4:02 PM
23	rheometer and shear cell sometimes have issues	10/16/2015 3:16 PM
24	We don't do anything with special sample environments.	10/16/2015 3:11 PM
25	I was not involved with sample preparation	10/16/2015 2:05 PM
26	used only my own	10/16/2015 11:04 AM
27	I have not, to date, had a lot of experience with variuos SE	10/16/2015 10:28 AM

### Q13 Has your satisfaction with the SAMPLE ENVIRONMENTS:

Answered: 374 Skipped: 80



Answer Choices	Responses	
Increased Significantly	8.02%	30
Increased	20.32%	76
Stayed the Same	48.66%	182
Decreased	1.07%	4
Decreased Significantly	0.27%	1
N/A	21.66%	81
<b>Total</b>		<b>374</b>

#	Please explain	Date
1	See above	11/13/2015 11:47 AM
2	I expected the best since I believe that they would be as good as what the APL provides	11/13/2015 11:05 AM
3	Pressure equipment needs to be organized and condition addressed.	11/13/2015 9:59 AM
4	No changes during my times at NCNR.	11/6/2015 4:04 PM
5	Need to document data reduction/correction scheme for more advanced sample environments such as 1-2 and 1-3 plane rheo-SANS.	11/4/2015 12:00 PM
6	Increasingly innovative and comprehensive facilities for sample environments.	10/30/2015 11:52 AM
7	Insufficeient experience	10/29/2015 11:04 PM
8	They can fix almost any problem. Plus they are active in trying to expand capabilities and solicit input	10/29/2015 9:02 PM

## 2015 Survey of Users of the NIST Center for Neutron Research

9	Have never had a problem	10/29/2015 8:59 PM
10	My beam time was never scheduled because the SE was not ready on time.	10/20/2015 8:17 AM
11	Dedicated personnel improved sample environment significantly	10/18/2015 10:01 PM
12	only visited once	10/18/2015 10:57 AM
13	more reliable	10/16/2015 7:22 PM
14	Only visited once	10/16/2015 10:41 AM

## Q14 Are there other sample environments that would benefit your research?

Answered: 68 Skipped: 386

#	Responses	Date
1	yes	11/14/2015 8:14 PM
2	none	11/13/2015 12:51 PM
3	probably, if we use our imagination.	11/13/2015 12:37 PM
4	Additional cells that rotate to keep larger particles suspended during longer (SANS) measurements.	11/13/2015 12:12 PM
5	I have to think about this for my next project.	11/13/2015 11:05 AM
6	Larger magnetic field at PBR (~3-4 T).	11/13/2015 10:22 AM
7	Horizontal field SANS cryomagnet	11/13/2015 10:03 AM
8	a neutron Laue would be good	11/13/2015 9:55 AM
9	Temperature-controlled tumbling cell for BT-5 USANS	11/13/2015 9:47 AM
10	We would like to use NMR facility and SAXS if available	11/13/2015 9:41 AM
11	Not currently, but I am confident that if one arises, all I would need to do is present the case for it fairly, and it could be implemented.	11/13/2015 9:32 AM
12	second interferometer station	11/13/2015 9:29 AM
13	We create our own	11/13/2015 9:28 AM
14	Rotating cells on the sans lines	11/13/2015 9:20 AM
15	High pressure under very low temperature.	11/13/2015 9:16 AM
16	Multi-sample vapor cell	11/13/2015 9:14 AM
17	Interested in high temperature furnace (1500C) that could operate under N2 flow. I believe such an instrument may have been requested by beam line scientists and may be coming soon	11/13/2015 8:28 AM
18	Yes	11/13/2015 8:28 AM
19	flow-through cells for reflectometry in the presence of an activity gradient	11/4/2015 3:36 PM
20	I worked in the clean room to prepare my samples and avoiding contaminations	11/4/2015 1:51 PM
21	electro rheology A CCD camera with USANS (if possible) Increase the stress limit (upper) for stress-controlled rheometer used for rheo-SANS.	11/4/2015 12:00 PM
22	n/a	11/3/2015 9:08 AM
23	Fast mixing cells.	11/2/2015 10:52 AM
24	better temperature resolution to control	10/31/2015 2:37 PM
25	optical access cryostats	10/31/2015 11:03 AM
26	poalrize beam Cryopad	10/30/2015 5:51 PM
27	Yes	10/30/2015 2:03 PM
28	So far I didn't find out that	10/30/2015 1:35 PM
29	High Pressure at Ultra Low Temperatures High Magnetic Field at Ultra Low Temperatures	10/30/2015 11:54 AM
30	More combined gas pressure and temperature; ability to have wider range of environments in confinement building. (Or have diffraction in Guide Hall).	10/30/2015 11:52 AM
31	It would be nice to have a fixed set of transfer pipettes in each lab. Every time, I had to go to different labs to search for the right pipette.	10/30/2015 9:43 AM



## 2015 Survey of Users of the NIST Center for Neutron Research

32	?	10/30/2015 9:40 AM
33	My one request might be a standard holder for SANS and USANS that will hold more samples at once. Especially on SANS there may be room for a second row of samples.	10/30/2015 8:26 AM
34	Would like to use rheology setups but have never been granted beam time.	10/30/2015 8:26 AM
35	N/A	10/30/2015 7:50 AM
36	A calibrated rotational USANS setup, similar to the rotational version with the continuously running timing belt, but with previously calibrated angles.	10/30/2015 3:35 AM
37	None	10/30/2015 12:32 AM
38	High Pressure, magnetic field and low temperature. The new low temperature staff members of SE can do it. A new dil fridge and another 7 tesla magnet that can fit in MACS and DCS.	10/29/2015 10:39 PM
39	Heating past 90C would help our liquid crystal experiments	10/29/2015 9:24 PM
40	AC magnetic field generator	10/29/2015 9:14 PM
41	Extensional rheoSANS, e-chem SANS	10/29/2015 9:02 PM
42	No, all attachments we would consider using are available.	10/29/2015 8:59 PM
43	Not to my knowledge	10/29/2015 8:51 PM
44	If we could have a microscope to make fine adjustment of the sample, it would help a lot.	10/29/2015 8:35 PM
45	rapid cooling as well as heating	10/29/2015 8:31 PM
46	One of my projects requires in-situ powder diffraction under non-inert atmospheres (e.g. hydrogen or methane) at elevated temperatures (500-800 C). To my knowledge, the NCNR does not yet have this capability.	10/19/2015 10:52 AM
47	N/A	10/19/2015 10:43 AM
48	Stopped-flow apparatus for high speed mixing (time-resolved measurements).	10/19/2015 9:52 AM
49	working vertical 14T magnet would be nice	10/19/2015 3:51 AM
50	It would be helpful to have a big range of temperatures, especially on the high T side.	10/18/2015 10:01 PM
51	None	10/18/2015 3:44 PM
52	Flow cell for suspended powdered samples	10/18/2015 3:40 PM
53	GISANS, in situ experiments, external stimuli supported SANS (Electric field, etc)	10/18/2015 10:57 AM
54	more flow environments for SANS, vapor cells for SANS	10/17/2015 8:41 AM
55	Rapid parametric capabilities for NPD	10/17/2015 3:11 AM
56	High pressure and low temperature <1K.	10/17/2015 12:26 AM
57	pressure/temp solid-liquid interface cells	10/16/2015 5:50 PM
58	A fast temperature-change sample holder for doing large temperature sweeps on one sample.	10/16/2015 4:37 PM
59	Higher field magnet	10/16/2015 3:56 PM
60	I designed and had built (with Dr. Frank Heinrich) a hydration chamber. It works very well to achieve full hydration in lipid membranes through the vapor. Yet I have not seen it as one of the offerings on the WEBSITE when you plan an experiment. Why not? It has been NIST-certified and tested several times.	10/16/2015 3:10 PM
61	a way to control the humidity and temperature	10/16/2015 3:04 PM
62	a horizontal field magnet suitable for a triple axis spectrometer able to accept a dilution fridge insert	10/16/2015 1:41 PM
63	Large bore cryomagnet for SANS with different field geometries/ directions	10/16/2015 12:57 PM
64	Horizontal field electromagnet with a high temperature option (T~100-500 K)	10/16/2015 12:11 PM
65	High temperature furnace, high pressure cell	10/16/2015 11:44 AM
66	Would like access to 10 m SANS - seems to be reserved for industrial projects right now. I don't always need 30 m SANS.	10/16/2015 11:29 AM
67	gas pressure environments	10/16/2015 11:04 AM

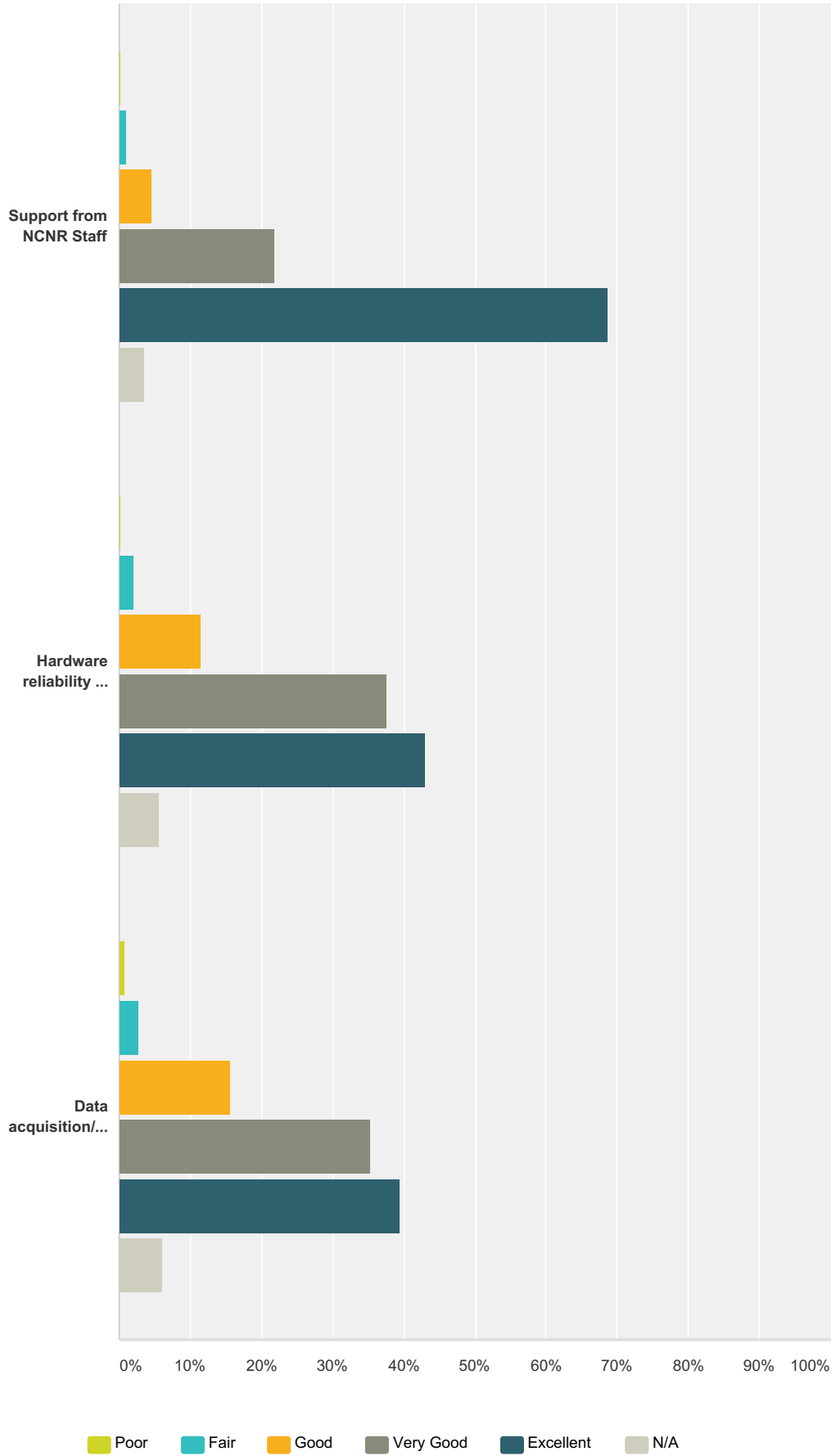
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68	peltier plate for SANS instruments Temperature-jump cell for rapid quenching, as the one described in the paper: <a href="http://pubs.acs.org/doi/pdf/10.1021/ma0510486">http://pubs.acs.org/doi/pdf/10.1021/ma0510486</a>	10/16/2015 11:00 AM
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**Q15 Please provide feedback on different aspects of the primary NCNR INSTRUMENT used:**

Answered: 377 Skipped: 77

2015 Survey of Users of the NIST Center for Neutron Research



## 2015 Survey of Users of the NIST Center for Neutron Research

	Poor	Fair	Good	Very Good	Excellent	N/A	Total
Support from NCNR Staff	0.27% 1	1.06% 4	4.51% 17	22.02% 83	68.70% 259	3.45% 13	377
Hardware reliability and performance	0.27% 1	2.12% 8	11.41% 43	37.67% 142	42.97% 162	5.57% 21	377
Data acquisition/instrument control software	0.80% 3	2.66% 10	15.69% 59	35.37% 133	39.36% 148	6.12% 23	376

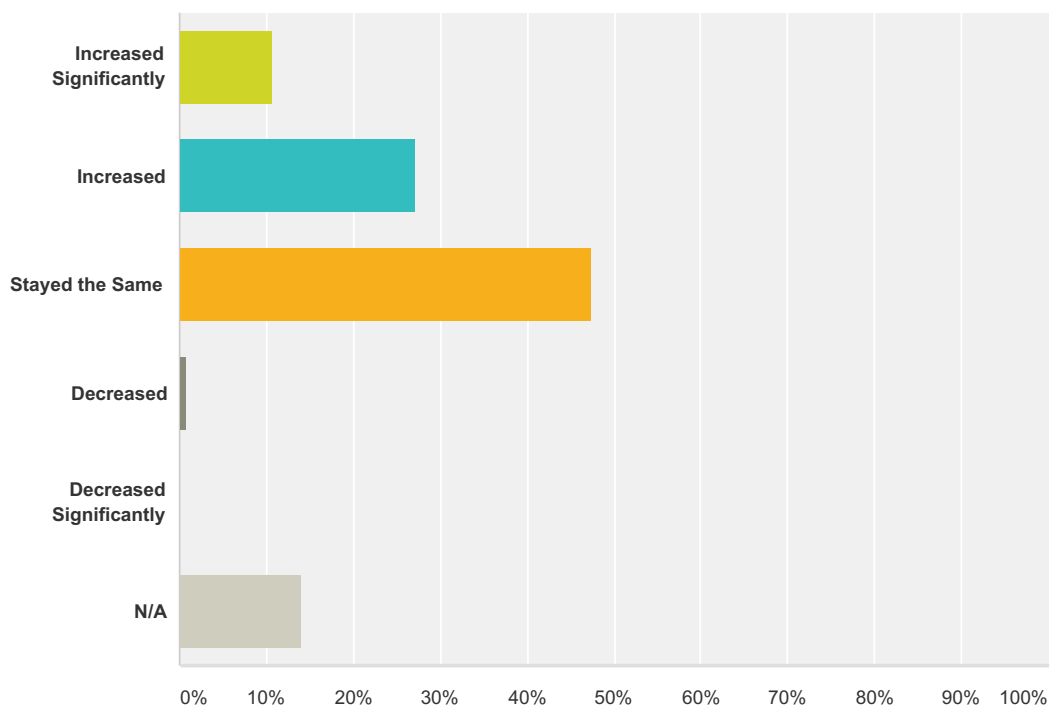
#	Comments	Date
1	BT7 data acquisition software causes far too much (~35 seconds/point) overhead between data points.	11/13/2015 3:52 PM
2	Excellent support.	11/13/2015 11:56 AM
3	Based on comments from my colleagues	11/13/2015 11:05 AM
4	William and Julie are most excellent. They are amongst the most hard working and strong scientists I have meet.	11/13/2015 10:05 AM
5	I cannot say much about reliability other than I never witnessed a breakdown	11/13/2015 9:55 AM
6	The BT-2 scientists have been fantastic to work with.	11/13/2015 9:12 AM
7	I took data using a new rheology software and I can't get a license file to open my results.	11/13/2015 9:11 AM
8	I received conflicting instructions and advice from different NCNR staff	11/2/2015 9:51 AM
9	There seems to be known issues with instrument computer crashes but there is a limited number of IT personel available to make repairs.	11/1/2015 12:25 PM
10	INAA software was antiquated last I used it.	10/30/2015 9:40 AM
11	I have experienced the occasional instrument failure or reactor scram, but reliability and usability are both very good	10/30/2015 8:26 AM
12	I feel that ICE needs significant improvements, but with NICE being rolled out to the instruments soon, I think these will possibly be taken care of (ease of programming multiple runs, etc.)	10/30/2015 8:25 AM
13	The new nice software is fantastic	10/30/2015 7:00 AM
14	The Instrument Scientist was very helpful	10/30/2015 6:14 AM
15	ICP can be a challenge to start but once familiar, it is fine. Moving to new data acquisition makes it easier for new users	10/29/2015 9:02 PM
16	Software has improved but still slightly complex for more non-physicist backgrounds.	10/29/2015 8:59 PM
17	Fantastic!	10/29/2015 8:51 PM
18	The Neutron Physics program does its own data acquidition system.	10/20/2015 10:21 AM
19	Data management, file naming etc.. in 2013 wasn't very practical.	10/19/2015 4:30 PM
20	We switched from the new back to old control software because of glitches.	10/19/2015 3:13 PM
21	Craig Brown has been very helpful with all of my BT-1 experiments. Data analysis is straight forward with this instrument. Higher resolution and/or intensity would very be beneficial in my in-situ experiments.	10/19/2015 10:52 AM
22	see above; also - any way of making us make sure the beam is back on when we leave?	10/18/2015 8:26 PM
23	software is great	10/18/2015 10:57 AM
24	More alpha particle detectors would greatly improve the experiment	10/17/2015 1:24 PM
25	The beamline staff was quite aggressive and commanding.	10/17/2015 5:59 AM
26	Instruments are getting old and need upgrades	10/17/2015 3:11 AM
27	triggering has issues sometimes for time resolved experiments	10/16/2015 3:16 PM
28	MAGIK could use some more good slits. The software is not easy to use.	10/16/2015 3:10 PM
29	Data acquisition software could be easier to use	10/16/2015 1:58 PM
30	USANS instrument (software and hardware) requires quite a bit of TLC	10/16/2015 11:04 AM

## 2015 Survey of Users of the NIST Center for Neutron Research

31	I have performed experiments at NCNR and ISIS (both gave excellent user support). I have also seen the other end of the spectrum at IPNS and NHMFL (Los Alamos branch).	10/16/2015 10:28 AM
32	Acquisition is very slow due to overhead in positioning equipment and checking setup.	10/16/2015 10:18 AM

### Q16 Has your satisfaction with the NCNR INSTRUMENT used:

Answered: 373 Skipped: 81



Answer Choices	Responses	Count
Increased Significantly	10.72%	40
Increased	27.08%	101
Stayed the Same	47.45%	177
Decreased	0.80%	3
Decreased Significantly	0.00%	0
N/A	13.94%	52
<b>Total</b>		<b>373</b>

#	Please explain	Date
1	I expected the best and I was not disappointed. This is why I wanted the work done at NIST.	11/13/2015 11:05 AM
2	It's always been great.	11/13/2015 10:04 AM
3	Has become more difficult to use.	11/13/2015 9:59 AM
4	I have not had any chance to use NCNR instruments.	11/13/2015 9:41 AM
5	Resolution (both temporal and spacial) has improved dramatically.	11/13/2015 9:12 AM
6	Ngb with lenses improved the low-q performance significantly.	11/2/2015 10:00 AM
7	Support staff were excellent.	11/1/2015 4:49 PM
8	SANS instruments continue to advance and remain competitive.	10/30/2015 11:52 AM

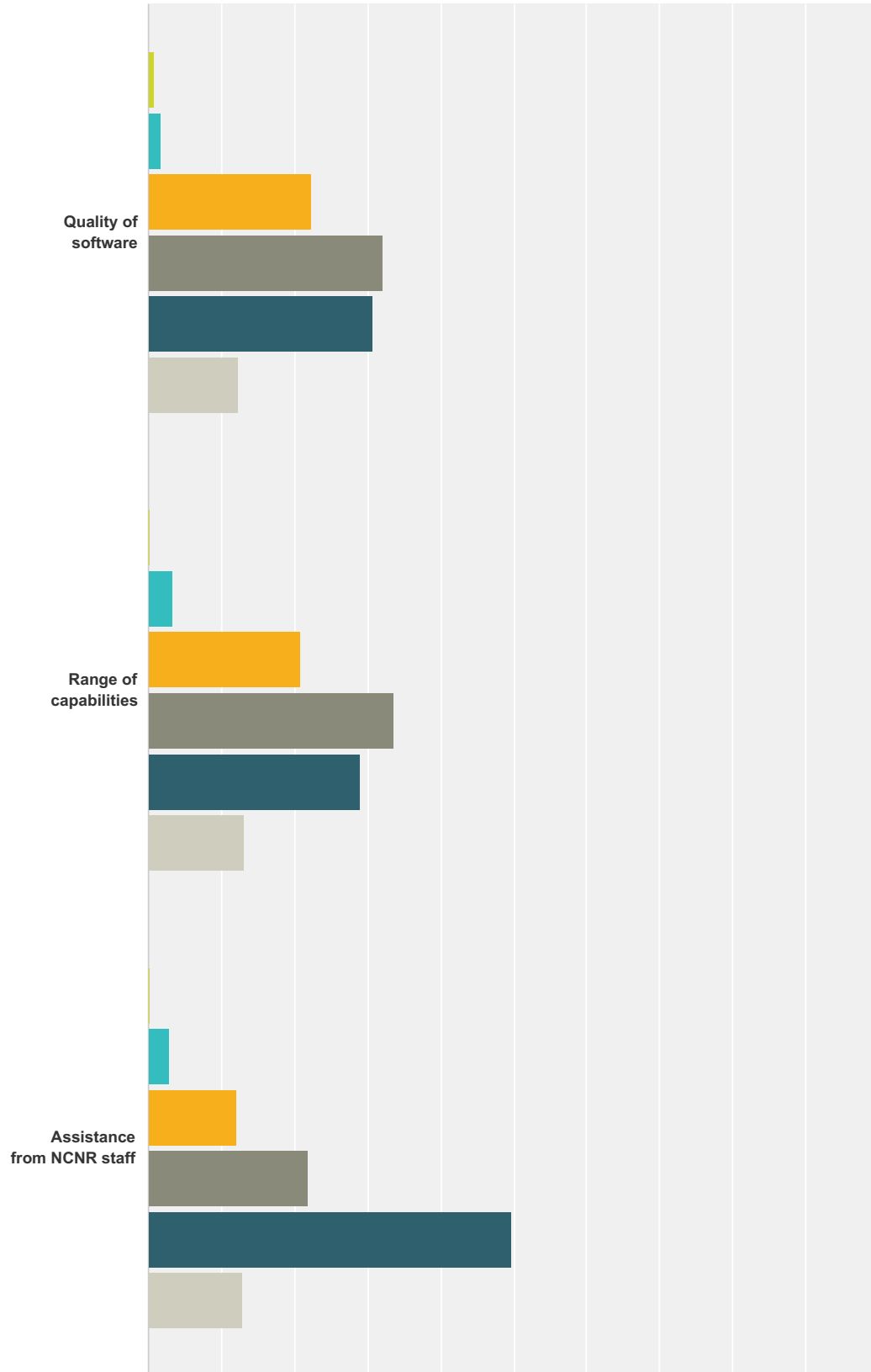
## 2015 Survey of Users of the NIST Center for Neutron Research

9	Great support staff for experiments	10/30/2015 6:14 AM
10	Insufficeient experience	10/29/2015 11:04 PM
11	The goniometer malfunctioned during the experiment.	10/29/2015 10:52 PM
12	ABility of NIST staff to set up, align, calibrate saves us a few hours each time	10/29/2015 8:31 PM
13	Using SANS more--support and sioftware exceptional	10/27/2015 12:11 PM
14	Paul Butler and John Barker were extremely helpful	10/19/2015 10:25 AM
15	I like having the ability to remotely observe runs	10/18/2015 8:26 PM
16	only visited once	10/18/2015 10:57 AM
17	First-time user.	10/18/2015 8:42 AM
18	trying to do new things--run into new problems... typically have a software to hardware glitch every run (but in different places)	10/16/2015 7:22 PM
19	Used MACS only once, but WOW...	10/16/2015 2:54 PM
20	Only used it once	10/16/2015 10:41 AM

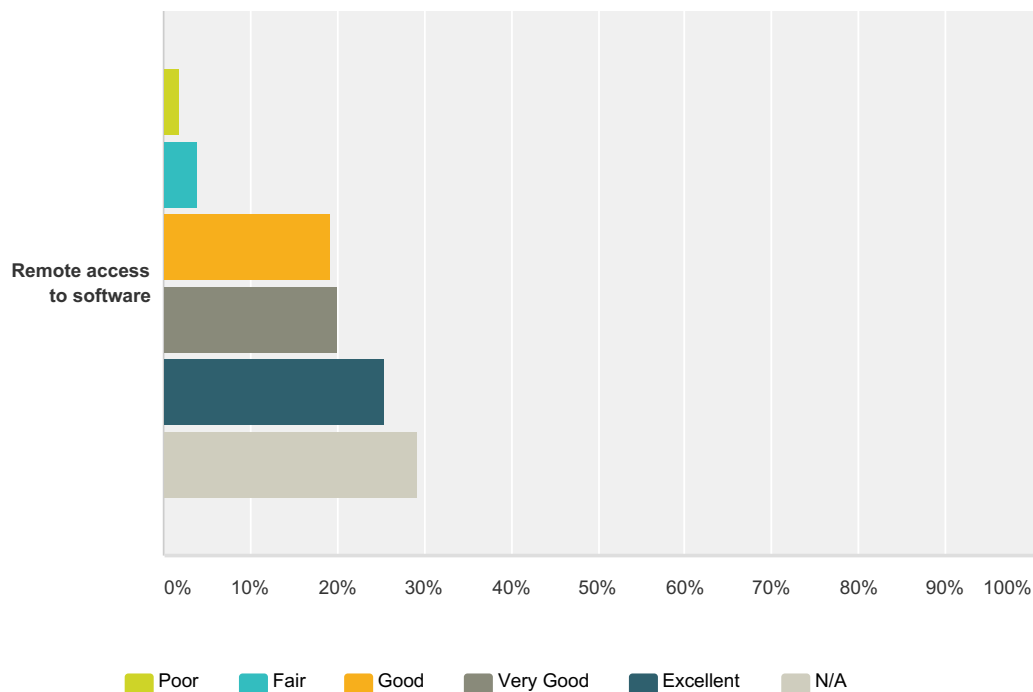


### Q17 Please comment on aspects of the SOFTWARE available for data analysis and visualization:

Answered: 371 Skipped: 83



## 2015 Survey of Users of the NIST Center for Neutron Research



	Poor	Fair	Good	Very Good	Excellent	N/A	Total
Quality of software	0.81% 3	1.62% 6	22.37% 83	32.08% 119	30.73% 114	12.40% 46	371
Range of capabilities	0.27% 1	3.24% 12	20.81% 77	33.51% 124	28.92% 107	13.24% 49	370
Assistance from NCNR staff	0.27% 1	2.97% 11	12.16% 45	21.89% 81	49.73% 184	12.97% 48	370
Remote access to software	1.90% 7	4.07% 15	19.24% 71	20.05% 74	25.47% 94	29.27% 108	369

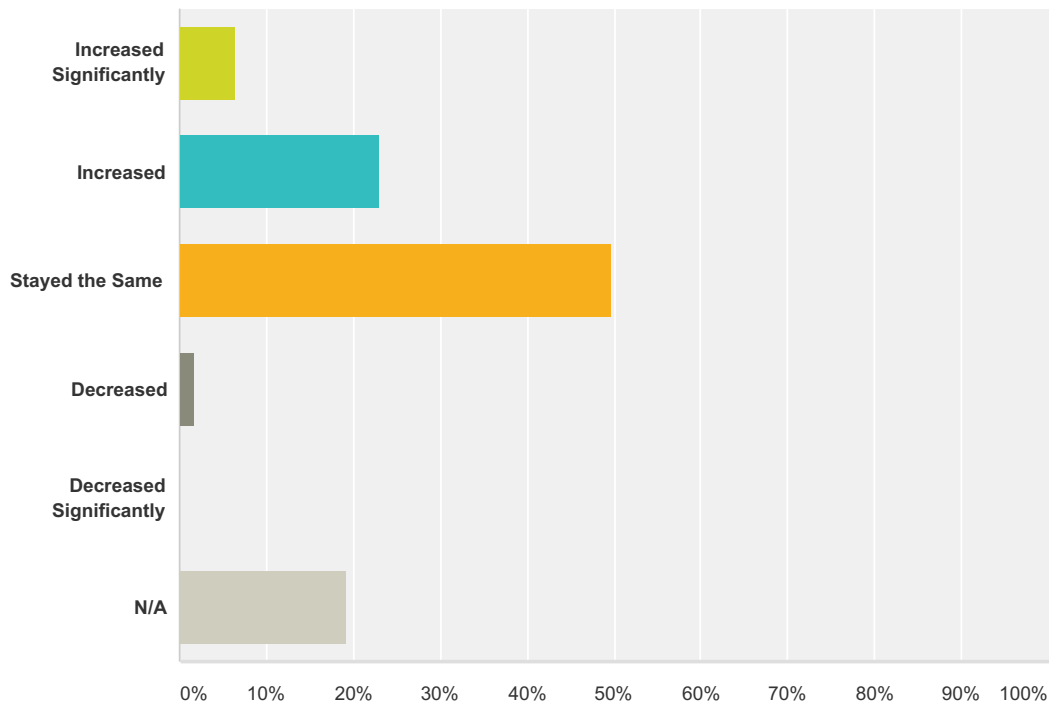
#	Comments	Date
1	DAVE should be able to view and fit fp (Find Peak) scans. Should also be able to fit multiple data sets in PAN simultaneously.	11/13/2015 3:52 PM
2	The data analysis has not yet been completed. I have only experience of the excellent analysis facilities available at the APL, argonne. I need to discover whether a "Hammouda-type" analysis can be done.	11/13/2015 11:05 AM
3	did n ot use software	11/13/2015 9:55 AM
4	Write own analysis software	11/13/2015 9:14 AM
5	Software used for our analysis was free or spreadsheet-based.	11/13/2015 9:12 AM
6	Many times failed to access the software from hotel room.	11/4/2015 12:00 PM
7	I eventually purchased my own version of the software so that I could analyze the data	11/2/2015 9:51 AM
8	SANS control/reduction/analysis capabilities remain at cutting edge.	10/30/2015 11:52 AM
9	Software has imporved but is less user friendly	10/30/2015 11:09 AM
10	data reduction is relatively easy and efficient. Data analysis is good to OK, depending on what instrument. I know they are working on this with SASVIEW, but I find IRENA to be better	10/30/2015 8:26 AM
11	I find that NCNR staff is always willing to help. I use Steve Klein's Igor Pro macros for analysis, because as exciting as the new fitting engine is in SASView... SASView just cannot compete with the stability and interface of Igor. SASView has a LONG way to go until it is a usable piece of software.	10/30/2015 8:25 AM
12	I really appreciate kind help and support from instrument scientist Dr. Hammouda Boualem.	10/29/2015 9:14 PM

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13	The remote access is not always very easy	10/29/2015 9:02 PM
14	Mail in access mechanism utilised.	10/25/2015 1:05 PM
15	I am not performing the data analysis, so I cannot comment	10/23/2015 10:07 AM
16	HP Software is excellent.	10/20/2015 10:21 AM
17	I used Sasview and found that it is excellent for my purposes.	10/19/2015 3:13 PM
18	Igor is a nice platform. The macros are very useful.	10/19/2015 10:25 AM
19	I was not able to put the data reduction program on my new mac.	10/19/2015 8:03 AM
20	It would be better if IGOR were free	10/19/2015 2:45 AM
21	Software has too many features, confusing for those who don't use it all the time.	10/18/2015 10:01 PM
22	see above	10/18/2015 8:26 PM
23	I used Igor Pro with a Macro. It was really usefull	10/18/2015 3:47 AM
24	Refl1D is the absolute best thing ever, hands down.	10/17/2015 11:56 AM
25	Many users' analysis needs for SANS have grown far beyond traditional model fitting. Need to build more/better tools for: user-defined models, 2D/anisotropic models, data simulation (e.g. particle-based reverse Monte Carlo)	10/16/2015 4:37 PM
26	data processing of time resolved data could be much improved, multiple file addition especially with time resolved data needs improvement	10/16/2015 3:16 PM
27	We used our own.	10/16/2015 1:58 PM
28	Support and communication from NIST staff on software has generally been excellent, and they are regularly adding new features. A procedure for remote access to BT2 test stands would be very helpful.	10/16/2015 1:02 PM
29	this pertains to the USANS instrument	10/16/2015 11:04 AM
30	my direct NCNR experience is somewhat dated by now.	10/16/2015 10:28 AM

### Q18 Has your satisfaction with the SOFTWARE:

Answered: 370 Skipped: 84



Answer Choices	Responses	
Increased Significantly	6.49%	24
Increased	22.97%	85
Stayed the Same	49.73%	184
Decreased	1.62%	6
Decreased Significantly	0.00%	0
N/A	19.19%	71
<b>Total</b>		<b>370</b>

#	Please explain	Date
1	constantly upgrading analysis packages	11/14/2015 4:09 PM
2	waiting to find out.	11/13/2015 11:05 AM
3	With several recent operating system updates, support and temporary work-arounds have been immensely helpful. DAVE is great. MSlice for MACS is excellent and supported very well.	11/13/2015 10:17 AM
4	I don;t use standard instrument software	11/13/2015 9:29 AM
5	Refl1d is a significant advance, and keeps getting better.	11/4/2015 3:36 PM
6	See comment above	10/30/2015 11:09 AM
7	haven't used it in 2 or 3 years.	10/30/2015 9:40 AM
8	Insufficeient experience	10/29/2015 11:04 PM

## 2015 Survey of Users of the NIST Center for Neutron Research

9	More user friendly than in the past.	10/29/2015 8:59 PM
10	Mail in access mechanism utilised.	10/25/2015 1:05 PM
11	Hasn't changed since I've been there. Why does desmearing/smoothing seem to make the scatter worse?	10/18/2015 8:26 PM
12	only visited once	10/18/2015 10:57 AM
13	The new additions for soft matter materials analysis are great.	10/17/2015 11:56 AM
14	The NICE software is easier to use and more intuitive.	10/16/2015 3:11 PM
15	Only used once	10/16/2015 10:41 AM

## Q19 What other data analysis tools would benefit your research?

Answered: 31 Skipped: 423

#	Responses	Date
1	Should provide software to convolve the instrumental resolution function(s) with different model cross sections in DAVE.	11/13/2015 3:52 PM
2	I like what the APS offers to analyse USAXS data. I have to see what my colleagues present to me.	11/13/2015 11:05 AM
3	Better updating of the ftp server would be nice.	11/13/2015 10:17 AM
4	None.	11/13/2015 9:32 AM
5	After transfer we use our own but may switch to packages since we are now doing a lot of SAXS	11/13/2015 9:28 AM
6	More fitting routines accounting for special structures.	11/4/2015 12:00 PM
7	N/A	11/2/2015 2:28 PM
8	2D analysis/reduction software like Grasp	11/2/2015 10:52 AM
9	i am working with NCNR staff....	11/2/2015 10:39 AM
10	N/A	11/1/2015 4:49 PM
11	BT2 staff is outstanding! Dan and David rock!	10/31/2015 11:03 AM
12	Prompt Gamma and others	10/30/2015 2:03 PM
13	More real-time data evaluation, available remotely would help.	10/30/2015 11:52 AM
14	Gamma Ray spectrum simulation.	10/30/2015 9:40 AM
15	SASView needs the ability to add custom models, it needs a much improved interface, and serious improvements in stability.	10/30/2015 8:25 AM
16	higher cross compatibility with data acquire on other neutron facilities.	10/30/2015 4:21 AM
17	None	10/30/2015 12:32 AM
18	N/A	10/29/2015 8:59 PM
19	Nope	10/29/2015 8:51 PM
20	DAVE, GSAS, CMPR	10/29/2015 8:35 PM
21	If it were possible to make the software open source and/or the code viewable.	10/19/2015 3:35 PM
22	3-D Image analysis packages, etc.	10/19/2015 1:51 PM
23	N/A	10/19/2015 10:43 AM
24	None, but it would be very helpful to be able to do scans in 3D, i.e. including out of scattering plane.	10/18/2015 10:01 PM
25	For the USANS, I do a lot of comparing ratios of intensities (eg with/without gas). Any way of automating the interpolation of I(Q) values so that you can get the Q values the same for different runs so that ratioing their I(Q) is easier?	10/18/2015 8:26 PM
26	Multiple scattering analysis	10/18/2015 3:40 PM
27	SANS macros for MATLAB would be useful. Igor Pro isn't the most widely used analysis platform.	10/18/2015 11:29 AM
28	N/A	10/18/2015 10:57 AM
29	real time data reduction for time resolved data	10/17/2015 8:41 AM
30	Many users' analysis needs for SANS have grown far beyond traditional model fitting. Need to build more/better tools for: user-defined models, 2D/anisotropic models, data simulation (e.g. particle-based reverse Monte Carlo)	10/16/2015 4:37 PM
31	Integrate directly with more general packages such as SASFIT or SASVIEW	10/16/2015 1:58 PM

## Q20 Additional comments regarding your experience at NCNR:

Answered: 38 Skipped: 416

#	Responses	Date
1	IO used the RheoSANS but couldn't get the data exported with me to analyze it later. The RheoSANS software doesn't allow to export the data file. So, if somebody hasn't that software ha can't do anything.	11/13/2015 2:26 PM
2	I hope we get a chance to return.	11/13/2015 12:37 PM
3	The user experience at the NCNR with the permanent staff as well as the post-doctoral and contract workers is really top notch/impactful.	11/13/2015 12:12 PM
4	My colleagues and students were very happy. It was excellent training for the students. We are in the process of putting a paper together.	11/13/2015 11:05 AM
5	Absolutely love it here! Always itching to come back.	11/13/2015 10:17 AM
6	Canteen food is fantastic! Best Ive seen - and puts the ILL to shame.	11/13/2015 10:04 AM
7	Always a great place for world-class science and thoughtful discussion.	11/13/2015 9:32 AM
8	Our group is a long time user. I do not go any longer. But NCMNR is the best user facility we have ever encountered.	11/13/2015 9:28 AM
9	Best in the nation.	11/13/2015 8:28 AM
10	I had a good experience at Nist. My adviser worked with me every time, he explained the way that use the equipment and softwares to analyze and calculate the result. I had a good support.	11/4/2015 1:51 PM
11	Overall an excellent facility and should continue to improve.	11/4/2015 12:00 PM
12	Great!	11/3/2015 9:08 AM
13	N/A	11/2/2015 2:28 PM
14	always a positive experience. new rules, always make things a little more cumbersome but that is just the way it has to be....	11/2/2015 10:39 AM
15	I am a first time user of neutron sources. I need extensive support from my staff to help me complete the project. Post-experiment support has been sporadic. I am not sure how much I should push this because I really need their help and don't want to be a nuisance. I think places in the proposal process to clarify the degree of help needed and specific role assignments would be very helpful and make this part easier to coordinate.	11/1/2015 4:49 PM
16	very useful facility, great staff!	10/31/2015 11:03 AM
17	Well, my experience was very good, but my time was short to many things that I had make.	10/30/2015 2:03 PM
18	Great place, great colleagues. A national treasure.	10/30/2015 9:40 AM
19	Overall, NCNR is an excellent facility to come work at. The people are great and very helpful. The place is well organized to help you get your data and reduce it, and I have had many great interactions with the staff wrt. understanding my results. Keep up the great work.	10/30/2015 8:26 AM
20	The NCNR is the best user facility in the world.	10/30/2015 8:17 AM
21	None	10/30/2015 12:32 AM
22	The facilities at NCNR are excellent. The staff are friendly and helpful.	10/29/2015 10:52 PM
23	I have personally attended twice and my students have gone an additional two times - each time we received very strong support, excellent data, and had a very positive experience. We plan to continue applying for time when we generate systems of interest to analyze.	10/29/2015 8:59 PM
24	It would be better to be familiar with different software such as GSAS or CMPR before starting experiments and analyzing data. It might be a good idea if there is a small neutron library with different neutron knowledge. Users could search the related phenomenon or check some expected or expected effects during the experiments. I believe all the neutron experts in NCNR would list a relative great books to study than randomly google. Thanks.	10/29/2015 8:35 PM
25	Keep up the great work!	10/29/2015 8:31 PM

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26	Staff is always very helpful. Many thanks to the sample environment team for their continuous help even outside of working hours! In general experiments were always very well planned by the instrument scientist and the instrument was ready to use when the beam time started.	10/21/2015 1:12 PM
27	The Real ID requirement is a real pain, but that's outside the control if NIST.	10/20/2015 7:11 AM
28	mostly wrote own analysis software to handle synchronization of different data sources.	10/19/2015 9:25 PM
29	Expansion of sample environment capabilities in the realm of gas-flow, with hydrogen and/or methane, experiments would be very beneficial for my research.	10/19/2015 10:52 AM
30	In our training to allow access to NCNR we were told that all people entering the facility need to badge in and badge out so in case of an emergency rescue workers knew to come look for them. Well I work in Facilities and our orange badges don't work on any door readers, not that they should. When we first come to the front desk, we show the security guard our orange badge, and then he gives us the access card at the front desk to open the front door. We open the door with that card and give it back to the officer. This does not keep track of me entering the facility. I don't think we need to have our badges open doors, but it should at least open the front door next to the security desk so there is a record that we are in the building. Just my two cents.	10/19/2015 10:43 AM
31	Thank you!	10/19/2015 10:25 AM
32	Love the deer!	10/17/2015 1:24 PM
33	staff very helpful	10/17/2015 8:41 AM
34	NCNR provided the best research facility and opportunity for my project.	10/17/2015 6:05 AM
35	Always happy to be at NIST. In my view it is the best facility with the most experienced n-scattering personnel in US (if not in the world!). Friendly, nice, always efficient and eager to help people.	10/16/2015 5:50 PM
36	I love it there!	10/16/2015 4:02 PM
37	The staff are extremely knowledgeable and helpful. I always enjoy working with them at NIST.	10/16/2015 3:34 PM
38	It is always a pain to get in and out of there. I wish that could be changed.	10/16/2015 1:58 PM



## Q21 Feel free to provide any additional comments or feedback on the NCNR user facility.

Answered: 42 Skipped: 412

#	Responses	Date
1	very good	11/13/2015 9:34 PM
2	the 100 standard liter limit of flammable gas in the confinement building is a little restrictive. a larger limit would be useful.	11/13/2015 5:35 PM
3	NIST is where I want to do another USANS experiment next year. Right now, we are analysing USAXS data on that (industrially-oriented) project. I was very pleased with how the USANS project went. But then, I expected nothing less.	11/13/2015 11:08 AM
4	My overall impression of the NCNR facility is its reliable.	11/13/2015 9:58 AM
5	The NCNR is one of the best facilities that I've visited and used. I thank all of the people who truly make this facility function at its highest level, and who look towards the future to improve in any way that they can.	11/13/2015 9:51 AM
6	I am very interested in NMR and SAXS facilities if available.	11/13/2015 9:42 AM
7	The BTAC should be more diverse, instead of mastered by 3-4 people who tend to favor their own or someone they know. This is the most disappointing aspect of the proposal process.	11/13/2015 9:41 AM
8	The people and facilities at NCNR are awesome!	11/13/2015 9:29 AM
9	it is a pleasant place to do science. Good luck keeping it this way!	11/13/2015 9:29 AM
10	I would appreciate the generous support and advice from NCNR staff. NCNR professionals were really nice and ready to help me once I entered NIST campus. That is very impressive and positive. Thank you so much!	11/13/2015 9:21 AM
11	The NCNR is a world-class facility, and is extremely well-run.	11/13/2015 9:14 AM
12	The NCNR, in general, and BT-2, specifically, are world-class.	11/13/2015 9:13 AM
13	It has been many years since I have been to the NCNR.	11/13/2015 9:11 AM
14	The NCNR is a veritable gem in national user facilities. They allocate a tremendous amount of resources towards performing high quality experiments.	11/13/2015 9:09 AM
15	I have been very pleased with the helpfulness of the instrument support folks for the imaging instrument. Their willingness to help figure out the best way to image our application and modify the instrument setup to allow for highest quality images has made our work successful.	11/13/2015 8:47 AM
16	The staff is wonderful and welcoming. I was a little nervous on my first trip, but was quickly relieved to find a very collegial atmosphere. I look forward to returning.	11/13/2015 8:29 AM
17	Nothing particular.	11/4/2015 12:00 PM
18	I am not a very recent user, so please be aware of the degree of applicability of the survey to my personal experience.	11/2/2015 10:51 AM
19	The NCNR is a state-of-the-art facility that has greatly benefited my research. My experience working there would have been improved with more orientation to the user support facilities and consistent advice from different NCNR staff.	11/2/2015 9:53 AM
20	NCNR is a place very good for work and excelent for research.	10/30/2015 2:04 PM
21	Most critical need is to be able to adjust samples off-beam between sequential measurements. Increasing sample restrictions are beginning to affect functionality for some experiments.	10/30/2015 11:55 AM
22	Staff scientists are the best-go over and above, get excited with you about experiments and are great at training new and young users.	10/30/2015 11:10 AM
23	I'm a reviewer. I find the report submission process efficient. Reviewing several proposals at the same time without needing to travel seems to let me make more accurate evaluations than having only a single proposal to review, so I rate that part positively. I would not, however, care to have appreciably more proposals to read in a batch. Perhaps it is just me, but it seems to me that as the years have gone on proposals have become blander, with fewer and fewer that were particularly good or bad.	10/30/2015 10:13 AM

## 2015 Survey of Users of the NIST Center for Neutron Research

24	keep up the good work!	10/30/2015 9:40 AM
25	Very positive and supportive environment for users.	10/30/2015 6:15 AM
26	I'm very satisfied every time I leave NCNR. And the local contacts have been very helpful with a lot of good inputs and to put in that extra time just to get the experiment perfect.	10/30/2015 3:39 AM
27	It would be really amazing if there were dorms, like in other facilities (ESRF/ILL)	10/30/2015 3:36 AM
28	None	10/30/2015 12:33 AM
29	No additional comments at this time.	10/29/2015 10:52 PM
30	Again, I suggest NCNR to buy a X-ray Laue Machine.	10/29/2015 9:07 PM
31	Our beamline scientist, Antonio Faraone, was absolutely phenomenal! He kept in communication before and after the experiment and has continued to help us in the data workup process.	10/29/2015 8:52 PM
32	I felt the radiation training was much too rigorous it should be tailored more for the user .	10/29/2015 8:30 PM
33	This is a great facility and I thoroughly enjoy using it.	10/27/2015 12:11 PM
34	The labs are always well stocked with everything you need. The staff is helpful and friendly. The instruments are well maintained. I have no complaints.	10/19/2015 10:26 AM
35	The use of 30m SANS and USANS help me to better understand the behaviour of my cement samples. It was definitely a strong point of my thesis increasing the quality of it. Thank you very much.	10/18/2015 3:48 AM
36	NCNR is great, and I look forward to returning next year. I think the level of support post-experiment is far superior to many other facilities. It's one of the main reasons I aim to return, because I know there are knowledgeable scientists _available_ to help me.	10/17/2015 11:57 AM
37	NCNR is an excellent place to do scientific research, SANS and NSE are terribly oversubscribed. Advances in data analysis methods need to be continually introduced, including time-resolved data acquisition and analysis	10/17/2015 8:42 AM
38	BT-1 needs detector upgrade	10/17/2015 3:11 AM
39	Keep up the good work!	10/16/2015 3:56 PM
40	In general NIST is trying hard to be user-friendly and it is MUCH better than the nuclear facility at Chalk River, where the security was really overblown. Also the temperature inside the guidehall at NIST is decent.	10/16/2015 3:13 PM
41	The NCNR is a great facility and I'm very thankful for the opportunity to utilize it. I greatly appreciate the assistance of each and every NCNR staff member that has helped. You guys and gals are great to work with!	10/16/2015 3:05 PM
42	Kimberly Tomasi is the best safety officer I have worked with!	10/16/2015 1:00 PM