



EMSL Survey Provides User Feedback for Improvement

In August 2004, EMSL's User Services and Outreach Group requested 680 past and current users to complete a survey in a quest to determine how to better address the needs of its user community. Of the surveys sent out, responses were received from nearly 100 researchers from academia, the national and foreign laboratory systems, other government agencies, and industry.

In general, responses to the survey indicated user satisfaction with EMSL resources and specifically cited appreciation for the assistance and helpfulness of resident researchers. A large percentage of the respondents specified that their positive experience at EMSL resulted in fundamental new knowledge; collaborative interactions or the creation of new collaborations; and training of students.

Some respondents cited the user proposal system, training requirements, and foreign national processing as burdensome or time consuming. In addition, equipment downtime, reliability, and availability of the supercomputer and other high-use instrumentation were viewed by some as challenges.

Finally, users indicated that additional capabilities would enhance any future EMSL experience, including field-emission transmission electron microscopy for higher-energy resolution spectroscopy; electron paramagnetic resonance spectroscopy linked to an ultrahigh vacuum system; and dynamic secondary ion mass spectroscopy.

To foster continuous improvement, survey results were provided for resolution to each of the Technical Group Leaders responsible for EMSL's six research facilities.

The EMSL survey form is available at <http://sos.emsl.pnl.gov:2080/EMSLsurvey>. Although the link is emailed yearly to users for completion, the survey may be completed and submitted at any time. Feedback is valued by EMSL management and its User Advisory Committee and provides input to areas of potential growth and capability development.

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