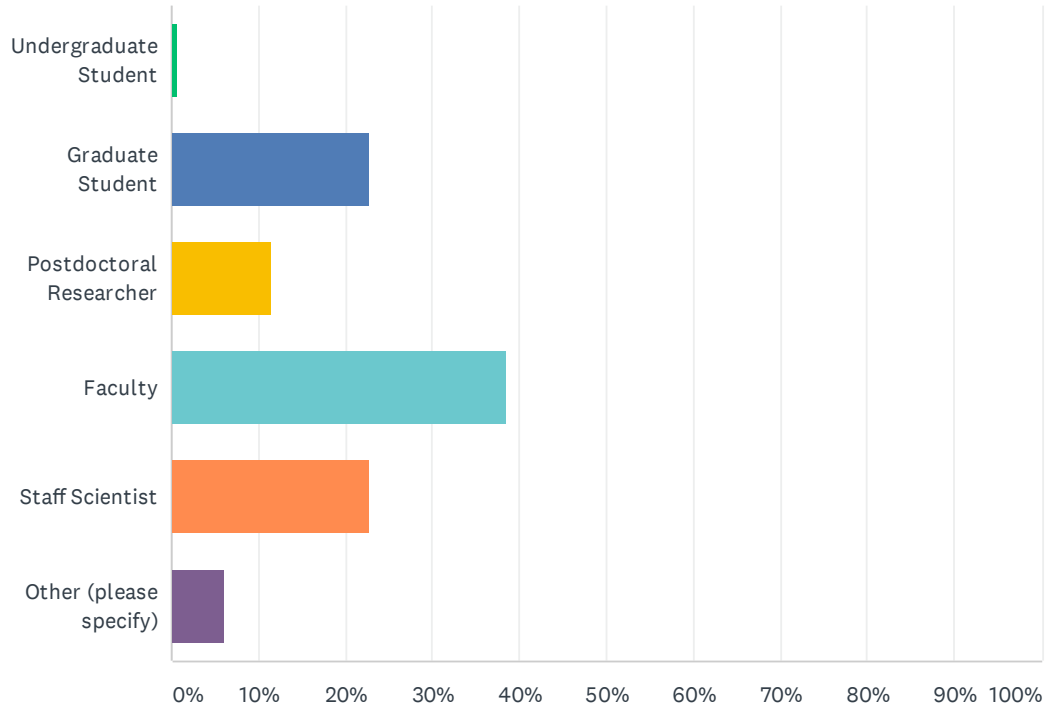


## Q1 What is your current position?

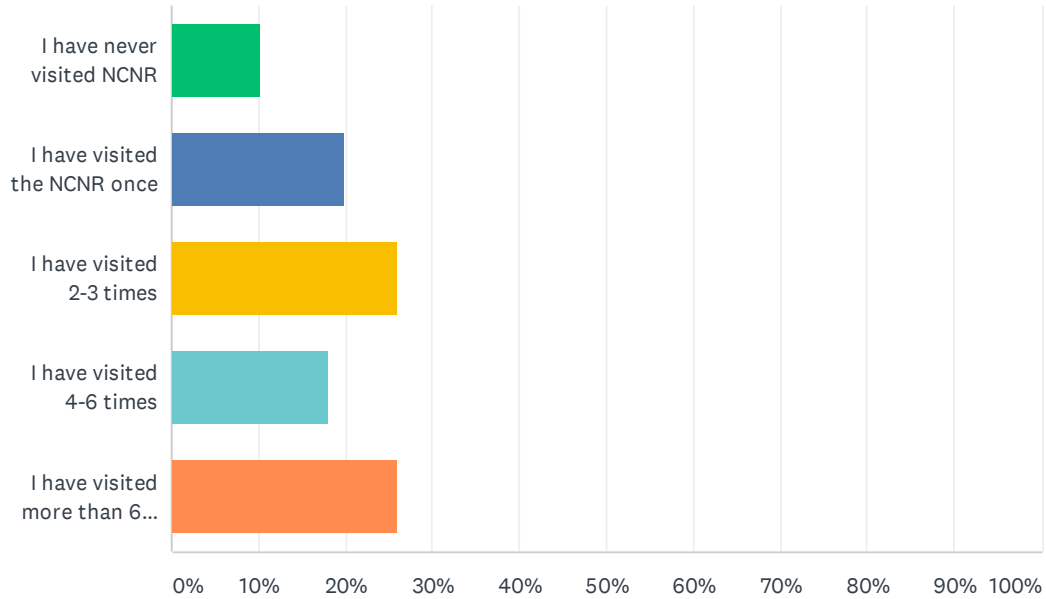
Answered: 166 Skipped: 0



ANSWER CHOICES	RESPONSES	
Undergraduate Student	0.60%	1
Graduate Student	22.89%	38
Postdoctoral Researcher	11.45%	19
Faculty	38.55%	64
Staff Scientist	22.89%	38
Other (please specify)	6.02%	10
Total Respondents: 166		

## Q2 How many trips (for experiments) have you made to NCNR since January 2016?

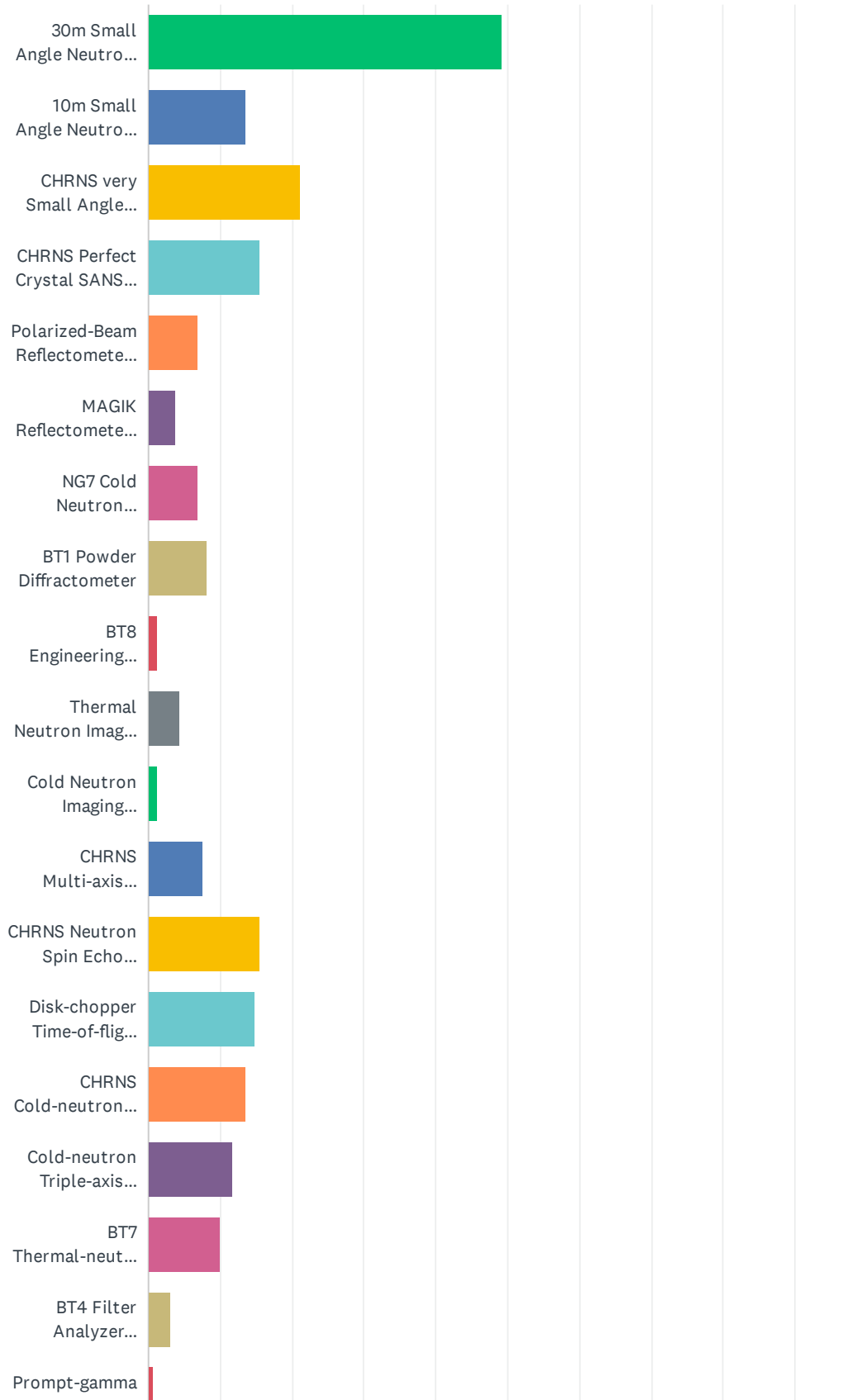
Answered: 166 Skipped: 0



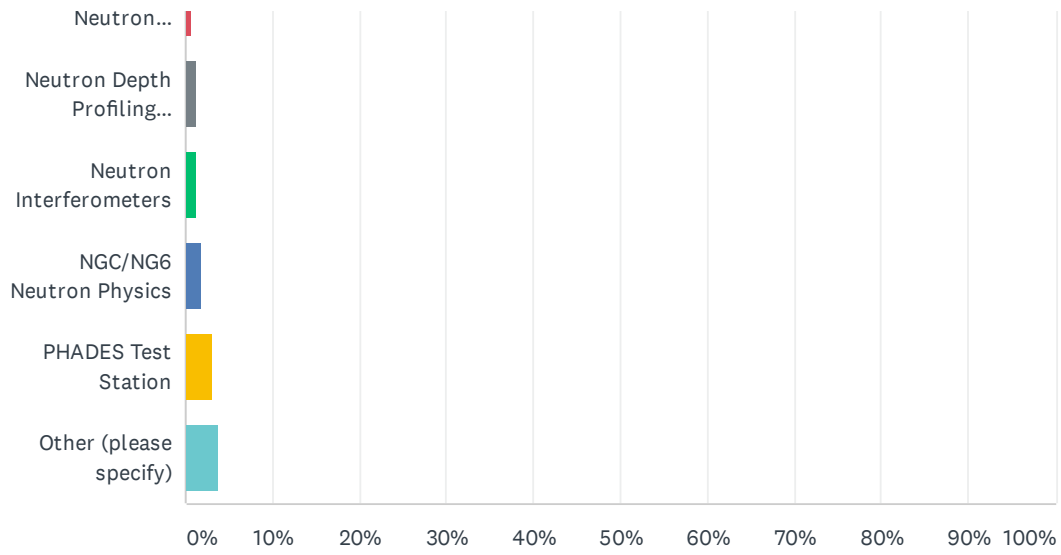
ANSWER CHOICES	RESPONSES	
I have never visited NCNR	10.24%	17
I have visited the NCNR once	19.88%	33
I have visited 2-3 times	25.90%	43
I have visited 4-6 times	18.07%	30
I have visited more than 6 times	25.90%	43
<b>TOTAL</b>		<b>166</b>

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

Answered: 161 Skipped: 5



# 2020 Survey of Users of the NIST Center for Neutron Research

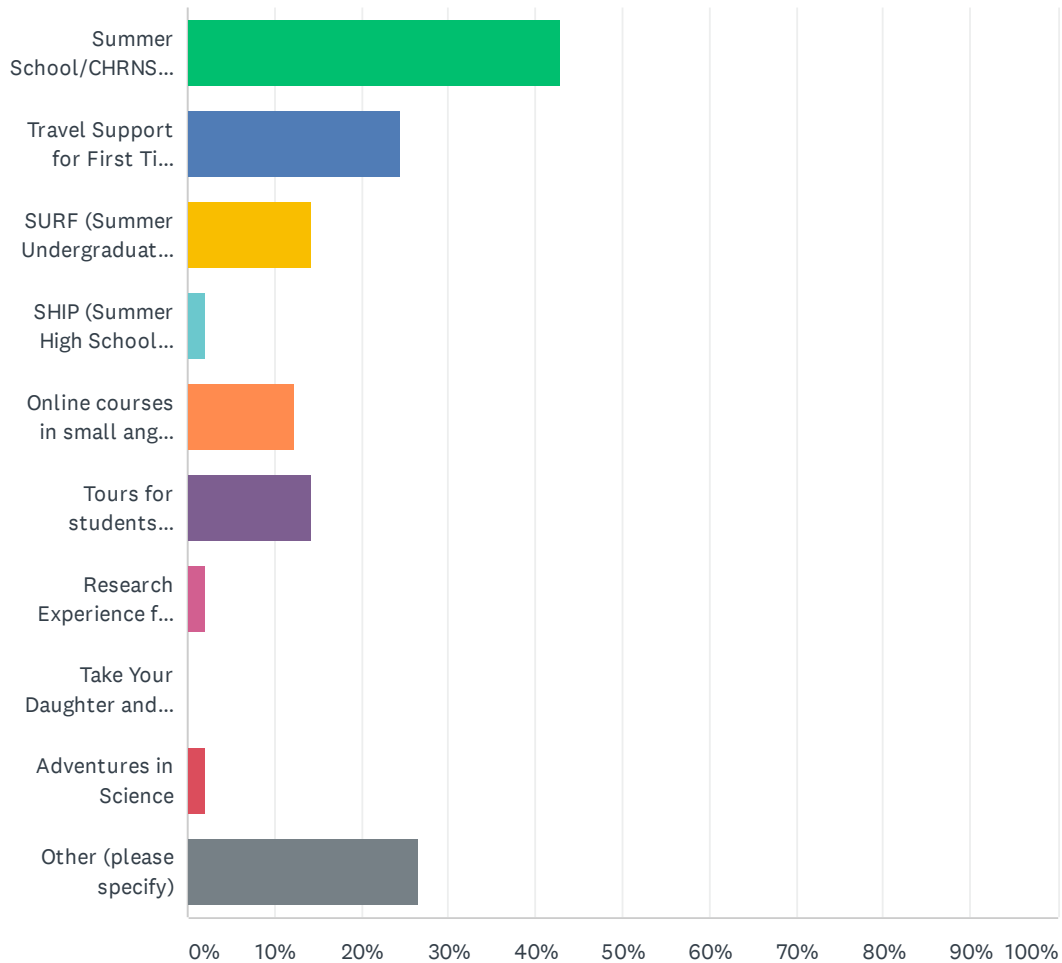


## 2020 Survey of Users of the NIST Center for Neutron Research

ANSWER CHOICES	RESPONSES	
30m Small Angle Neutron Scattering Instruments (NGB30m and NG7 SANS)	49.07%	79
10m Small Angle Neutron Scattering Instrument (SANS) (nSoft)	13.66%	22
CHRNS very Small Angle Neutron Scattering (vSANS)	21.12%	34
CHRNS Perfect Crystal SANS (USANS)	15.53%	25
Polarized-Beam Reflectometer (PBR)	6.83%	11
MAGIK Reflectometer/Diffractometer	3.73%	6
NG7 Cold Neutron Reflectometer – Horizontal Sample Geometry	6.83%	11
BT1 Powder Diffractometer	8.07%	13
BT8 Engineering Diffractometer (DARTS)	1.24%	2
Thermal Neutron Imaging Facility (NIF)	4.35%	7
Cold Neutron Imaging Instrument (CNII)	1.24%	2
CHRNS Multi-axis Crystal Spectrometer (MACS)	7.45%	12
CHRNS Neutron Spin Echo Spectrometer (NSE)	15.53%	25
Disk-chopper Time-of-flight Spectrometer (DCS)	14.91%	24
CHRNS Cold-neutron Backscattering Spectrometer (HFBS)	13.66%	22
Cold-neutron Triple-axis Spectrometer (SPINS)	11.80%	19
BT7 Thermal-neutron Triple-axis Spectrometer	9.94%	16
BT4 Filter Analyzer Neutron Spectrometer (FANS) / Triple-axis Spectrometer	3.11%	5
Prompt-gamma Neutron Activation Analysis instrument (PGAA)	0.62%	1
Neutron Depth Profiling instrument (NDP)	1.24%	2
Neutron Interferometers	1.24%	2
NGC/NG6 Neutron Physics	1.86%	3
PHADES Test Station	3.11%	5
Other (please specify)	3.73%	6
Total Respondents: 161		

### Q4 In the period from January 2016 to December 2019, have you participated in any of the following education and outreach activities offered by the NCNR?

Answered: 49 Skipped: 117



## 2020 Survey of Users of the NIST Center for Neutron Research

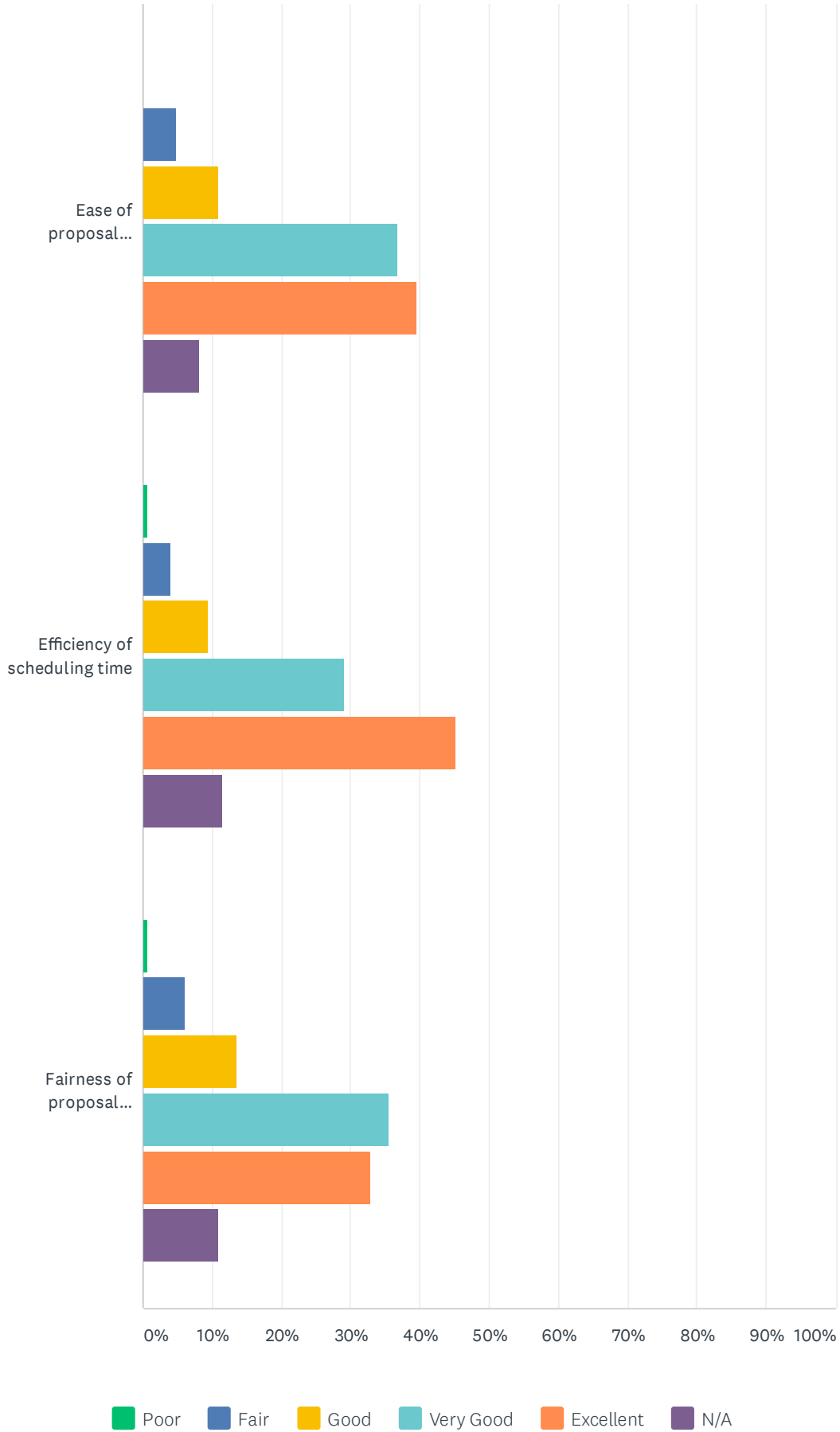
ANSWER CHOICES	RESPONSES	
Summer School/CHRNS-sponsored Workshop or Tutorials	42.86%	21
Travel Support for First Time Users	24.49%	12
SURF (Summer Undergraduate Research Fellowship)	14.29%	7
SHIP (Summer High School Intern Program)	2.04%	1
Online courses in small angle scattering	12.24%	6
Tours for students (Universities, High School, and Middle School) and other groups (e.g. Boy Scouts, etc.)	14.29%	7
Research Experience for Teachers	2.04%	1
Take Your Daughter and Son to Work Program	0.00%	0
Adventures in Science	2.04%	1
Other (please specify)	26.53%	13
Total Respondents: 49		

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

Answered: 148 Skipped: 18



# 2020 Survey of Users of the NIST Center for Neutron Research

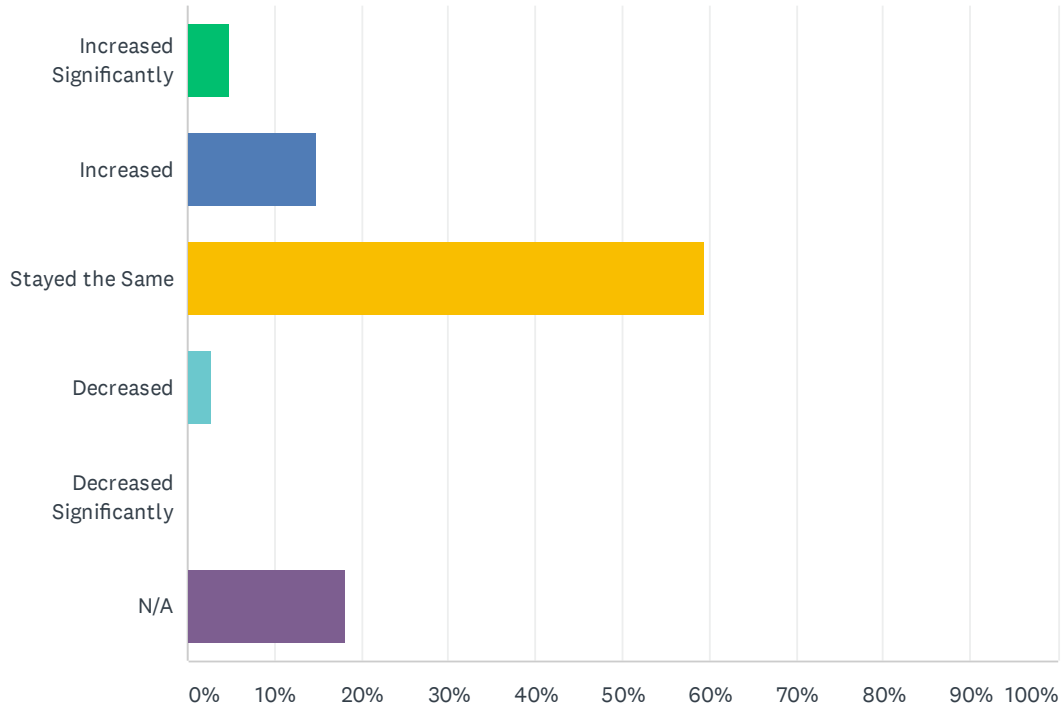


2020 Survey of Users of the NIST Center for Neutron Research

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL
Ease of proposal process	0.00% 0	4.76% 7	10.88% 16	36.73% 54	39.46% 58	8.16% 12	147
Efficiency of scheduling time	0.68% 1	4.05% 6	9.46% 14	29.05% 43	45.27% 67	11.49% 17	148
Fairness of proposal process	0.68% 1	6.16% 9	13.70% 20	35.62% 52	32.88% 48	10.96% 16	146

## Q6 Has your satisfaction with the PROPOSAL PROCESS:

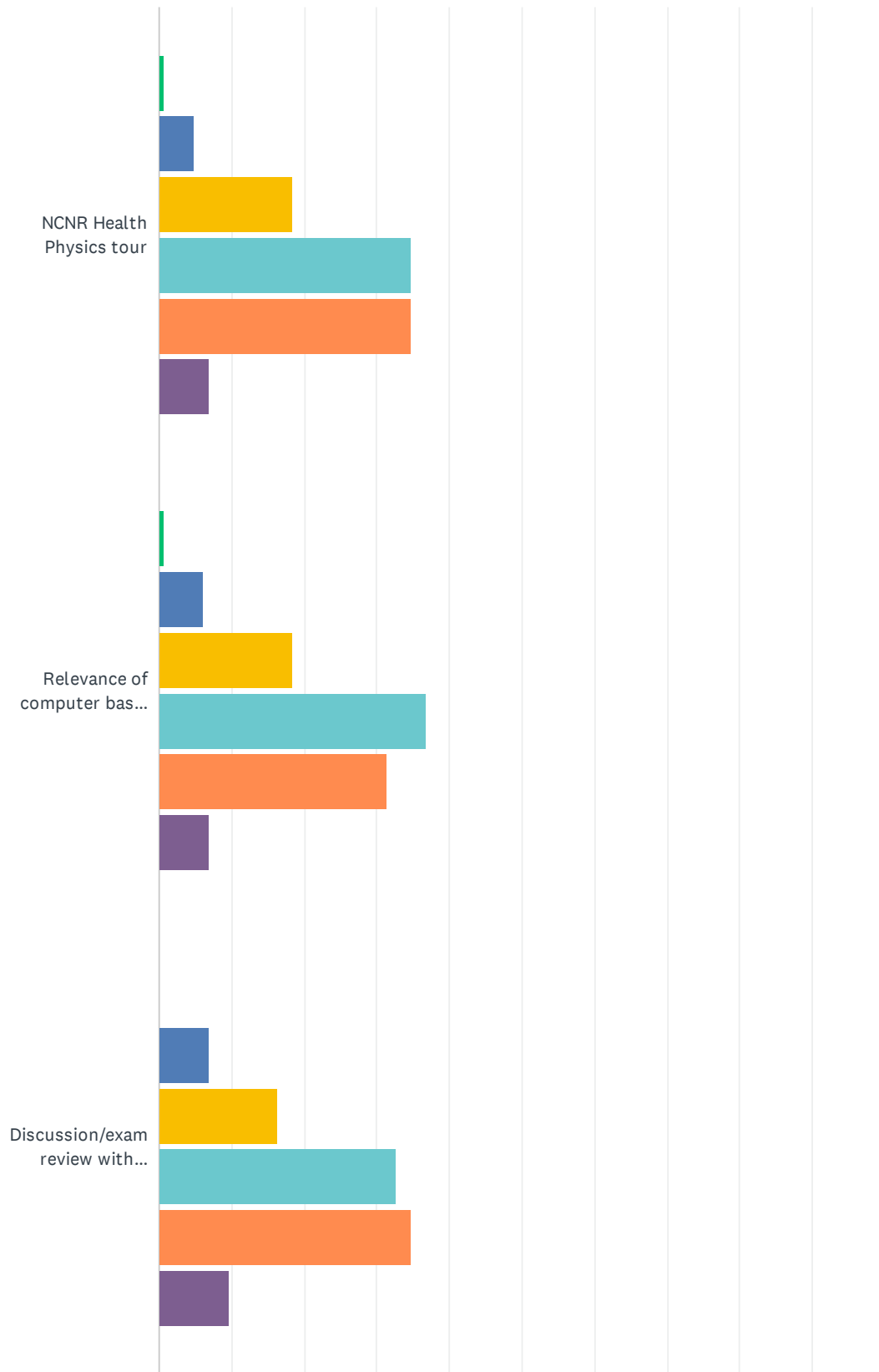
Answered: 148 Skipped: 18



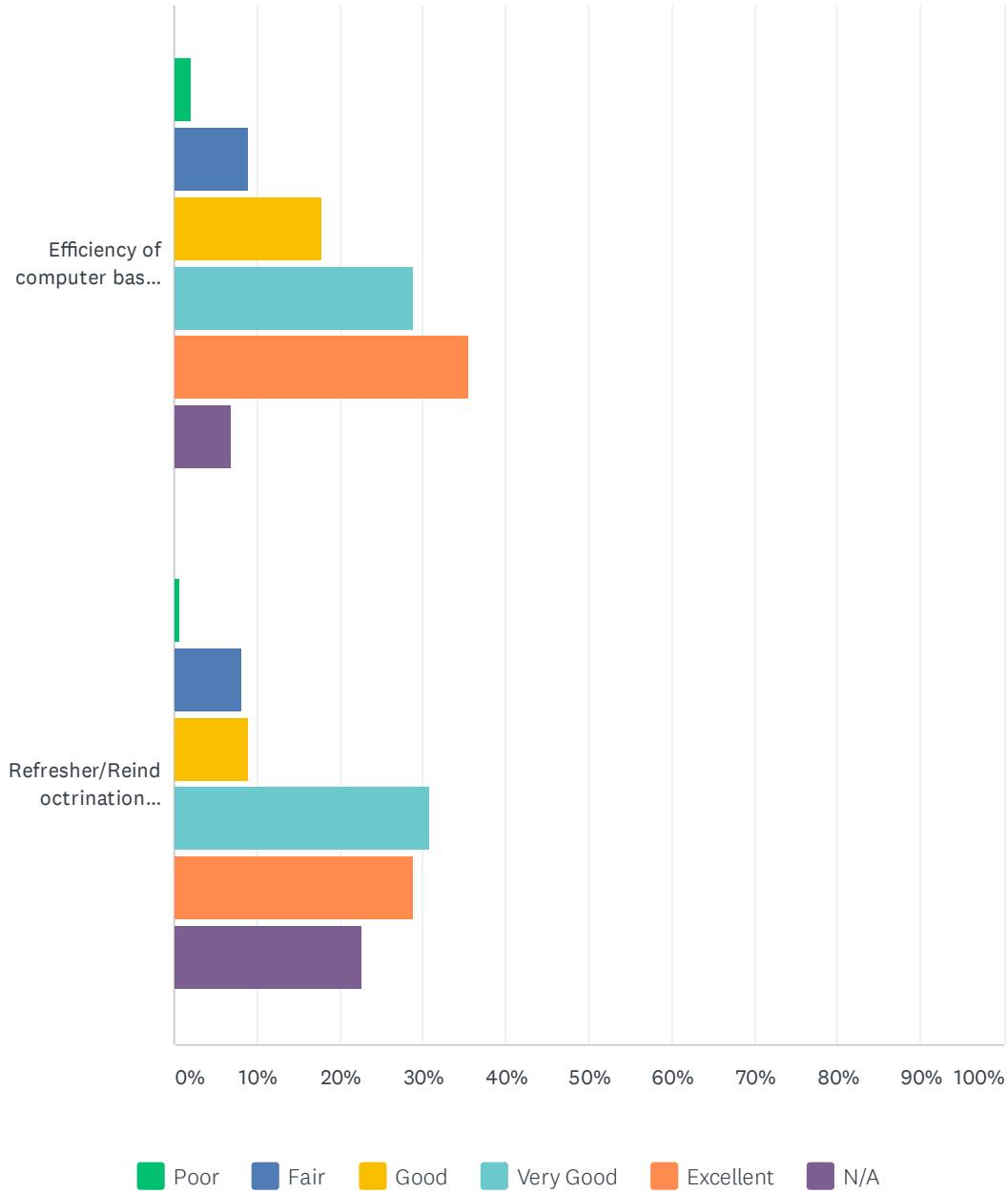
ANSWER CHOICES	RESPONSES	
Increased Significantly	4.73%	7
Increased	14.86%	22
Stayed the Same	59.46%	88
Decreased	2.70%	4
Decreased Significantly	0.00%	0
N/A	18.24%	27
<b>TOTAL</b>		<b>148</b>

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

Answered: 147 Skipped: 19



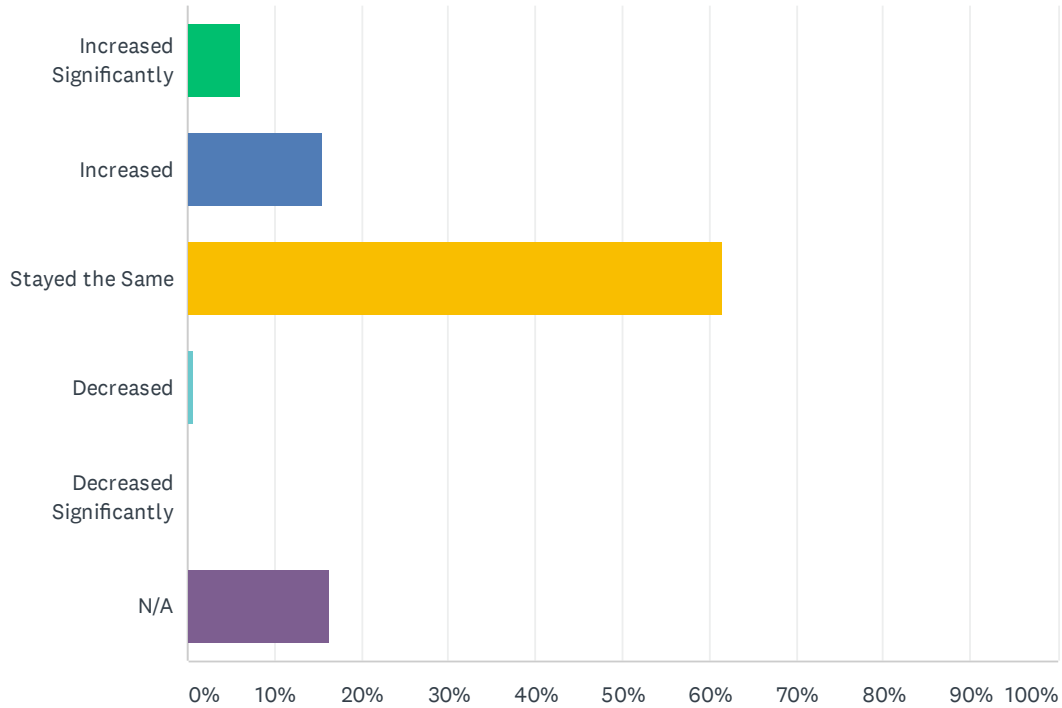
## 2020 Survey of Users of the NIST Center for Neutron Research



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL
NCNR Health Physics tour	0.68% 1	4.76% 7	18.37% 27	34.69% 51	34.69% 51	6.80% 10	147
Relevance of computer based training content	0.68% 1	6.12% 9	18.37% 27	36.73% 54	31.29% 46	6.80% 10	147
Discussion/exam review with health physicist	0.00% 0	6.80% 10	16.33% 24	32.65% 48	34.69% 51	9.52% 14	147
Efficiency of computer based training	2.05% 3	8.90% 13	17.81% 26	28.77% 42	35.62% 52	6.85% 10	146
Refresher/Reindoctrination Training	0.68% 1	8.22% 12	8.90% 13	30.82% 45	28.77% 42	22.60% 33	146

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

Answered: 148 Skipped: 18



ANSWER CHOICES	RESPONSES	
Increased Significantly	6.08%	9
Increased	15.54%	23
Stayed the Same	61.49%	91
Decreased	0.68%	1
Decreased Significantly	0.00%	0
N/A	16.22%	24
<b>TOTAL</b>		<b>148</b>

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

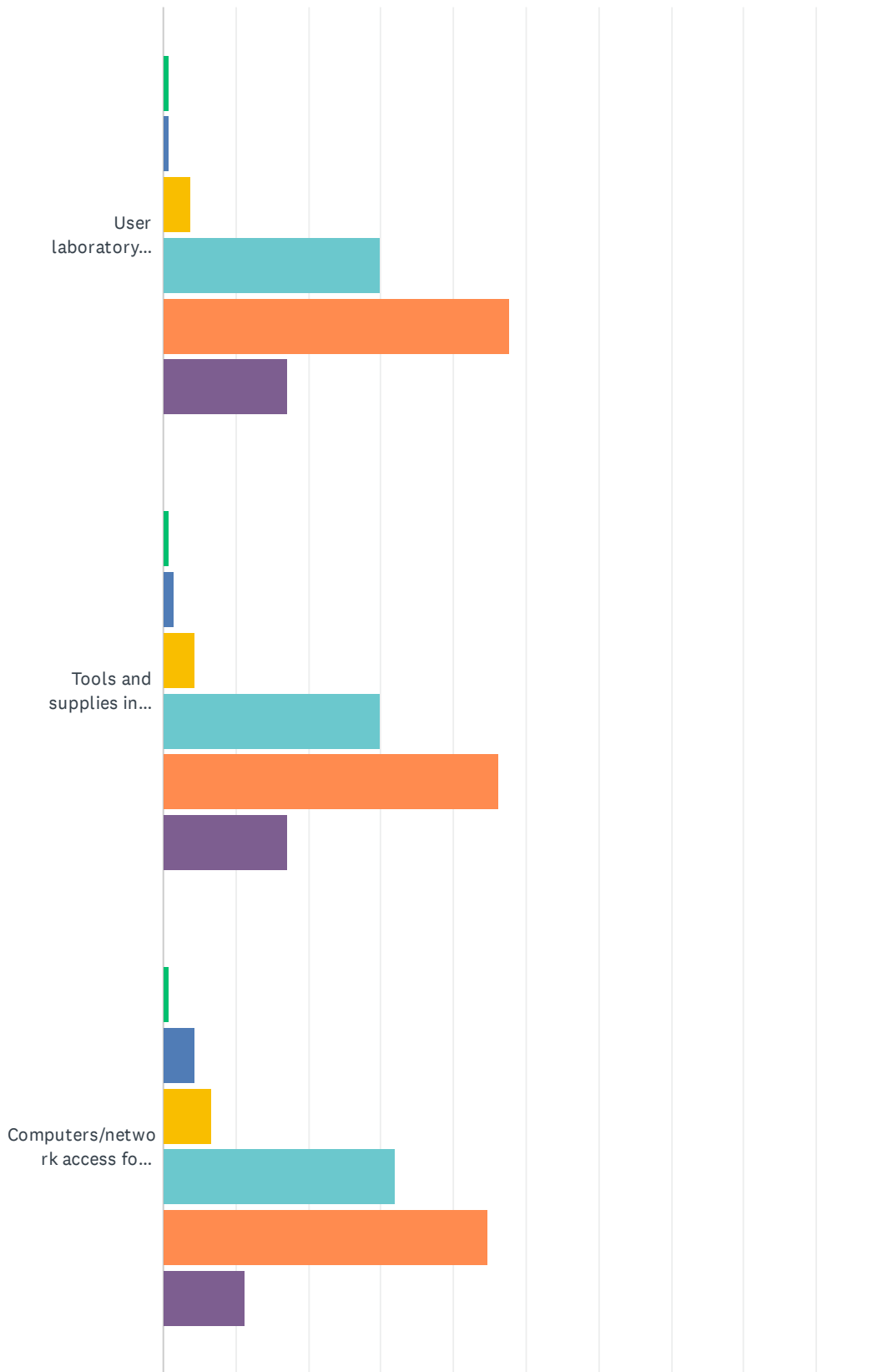
Answered: 11 Skipped: 155

#	Response	Date
1	I don't recall taking a Heath Physics course before attending the summer school in 2016.	2020-03-06 10:17:05
2	The user office is outstanding and VERY helpful, we would have lost several beamdays every cycle without their help and support	2020-03-06 09:25:31
3	Procedures do change even within 2-year renewal period: recent changes should be broadcast to users and returning users just prior to experiment. Also, requirement for any visit host to have an office at NCNR is new, unannounced, and not reflected in current training which still indicates otherwise.	2020-03-06 08:53:33
4	None	2020-03-05 23:31:47
5	It would be nice to receive a notification that the access has been approved or that the tour has been scheduled. We never had any issues getting on campus or participating in the tour but it would be nice to have a reassurance that the tour did not reach the full capacity.	2020-03-05 17:40:49
6	Refresher training is the same as the initial training and takes an incredibly large amount of time compared to other scattering sources.	2020-02-06 15:42:38
7	Need to improve the proposal acceptance process. If there is one proposal not accepted because of less availability if time, one should make sure the same proposal gets beam time in the next beam cycle	2020-01-31 13:59:28
8	While I can fly in on the morning of beamtime, that was not possible for HP training. Therefore, I had to fly in the night before which infringed on personal and professional time and added cost.	2020-01-31 13:56:52
9	Sufficient as is.	2020-01-31 10:58:20
10	Everything was great. Yun Liu did a great job.	2020-01-31 07:46:02
11	This is a general comment for health training, planning of the trip etc. I have been on five neutron beam times in total at four different facilities, and I find that the procedures are quite different. That is confusing as a user, but I understand that it will be very cumbersome and maybe even outright impossible to align across facilities. However, at all facilities also the NCNR I find it to be a challenge to make sure that I have done everything prior to the beamtime and brought everything when I arrive the first day. I like your page: <a href="https://www.nist.gov/ncnr/planning-your-experiment">https://www.nist.gov/ncnr/planning-your-experiment</a> better than others, but we got additional information about the health training in an email. Specifically it said there that we need to be able to memorize our NCNR-IMS login, which I had missed, and the guy who was in charge of the trip said that if we could not remember, we could not pass the health training. Luckily I managed to find it in an email on my phone so I do not know what the actual consequence would have been. However, to me it was a stressful experience to have traveled from Europe to measure samples that had taken months to prepare and no beamtime to spare and then I might not be let in because I missed a small piece of information in an email... Anyway my point is that I relied on the page above and there it does not say that you need to know your IMS login when you arrive for health training. It is in no way an unreasonable requirement, but I think it is problematic if all the need to do's are not in one place... It is of course also a possibility that our instructor was joking. In that case I would encourage him not to do so. With language/cultural barriers it can be hard to tell, and obtaining access to a specific neutron facility for the first time is a stressful experience.	2020-01-31 03:40:20

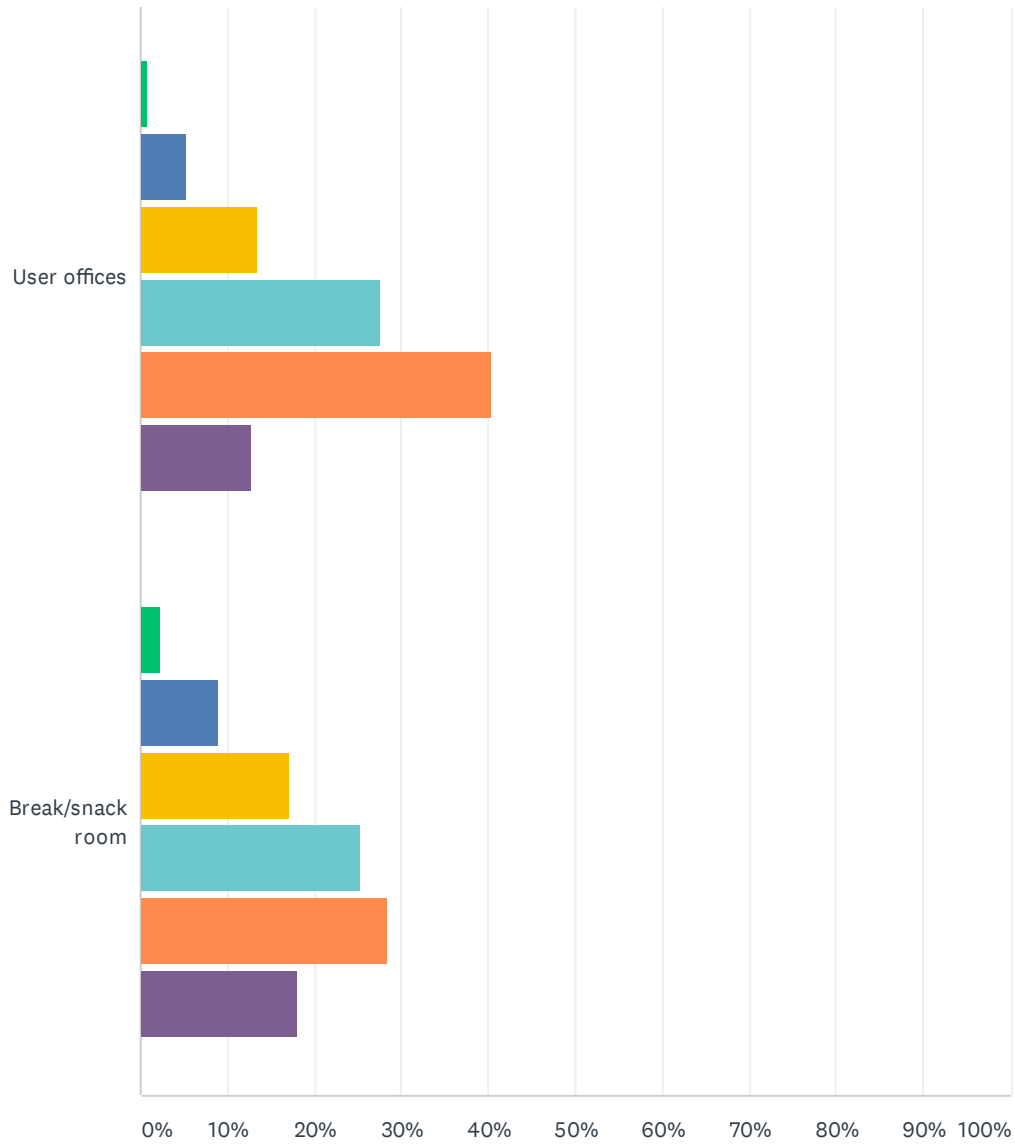


# Q10 Please comment on your experience with SUPPORT FACILITIES during your experiment

Answered: 134 Skipped: 32



## 2020 Survey of Users of the NIST Center for Neutron Research

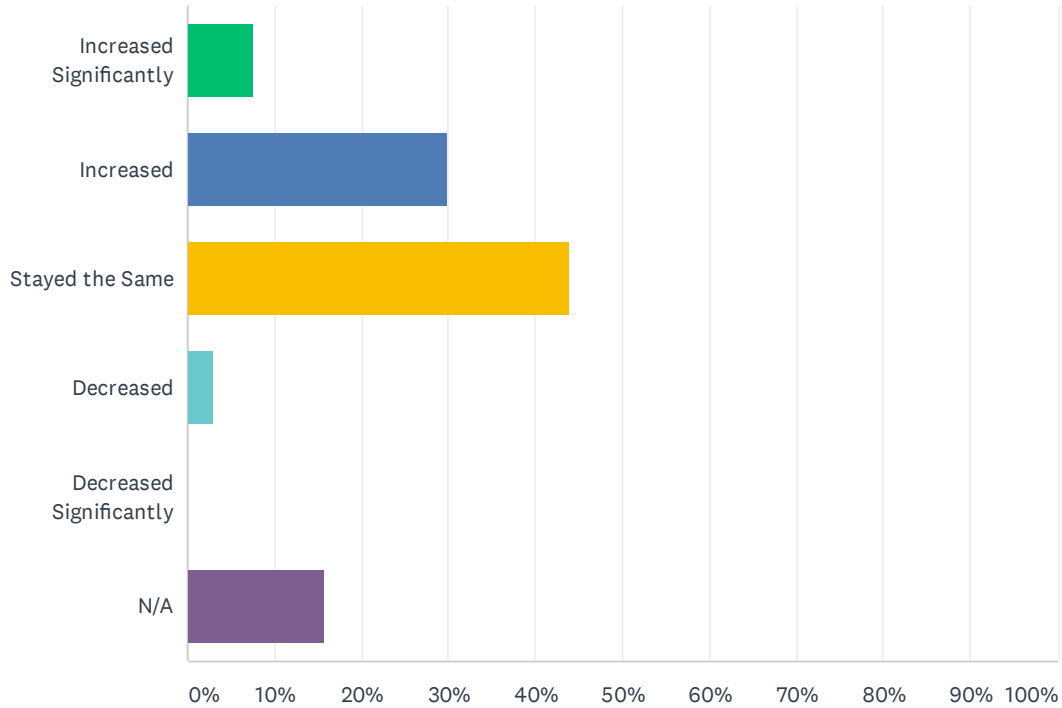


■ Poor   
 ■ Fair   
 ■ Good   
 ■ Very Good   
 ■ Excellent   
 ■ N/A

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL
User laboratory facilities	0.75% 1	0.75% 1	3.73% 5	29.85% 40	47.76% 64	17.16% 23	134
Tools and supplies in user labs	0.75% 1	1.49% 2	4.48% 6	29.85% 40	46.27% 62	17.16% 23	134
Computers/network access for visitors	0.75% 1	4.48% 6	6.72% 9	32.09% 43	44.78% 60	11.19% 15	134
User offices	0.75% 1	5.22% 7	13.43% 18	27.61% 37	40.30% 54	12.69% 17	134
Break/snack room	2.24% 3	8.96% 12	17.16% 23	25.37% 34	28.36% 38	17.91% 24	134

## Q11 Has your satisfaction with the SUPPORT FACILITIES:

Answered: 134 Skipped: 32

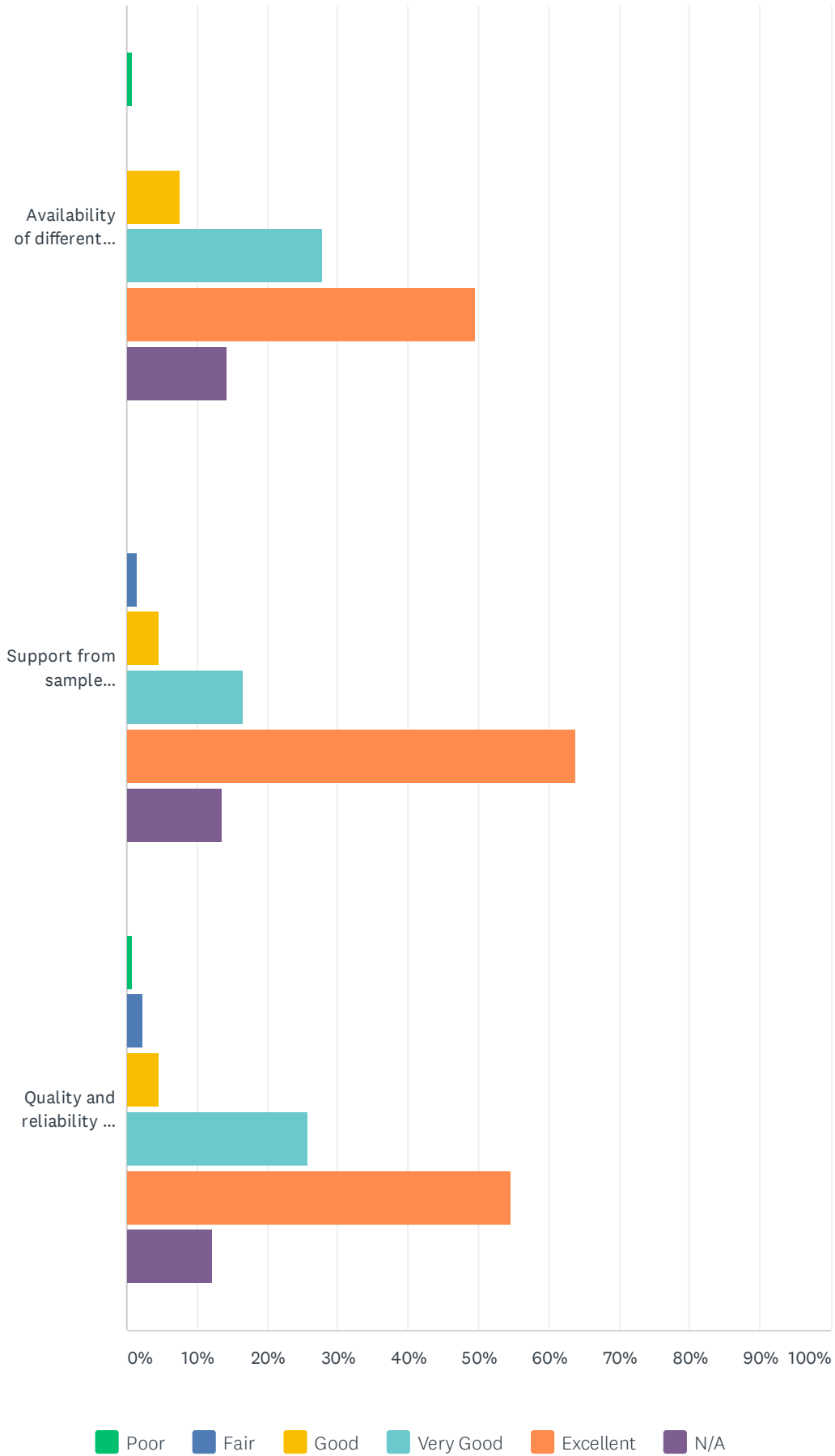


ANSWER CHOICES	RESPONSES	
Increased Significantly	7.46%	10
Increased	29.85%	40
Stayed the Same	44.03%	59
Decreased	2.99%	4
Decreased Significantly	0.00%	0
N/A	15.67%	21
<b>TOTAL</b>		<b>134</b>

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

Answered: 133 Skipped: 33

# 2020 Survey of Users of the NIST Center for Neutron Research

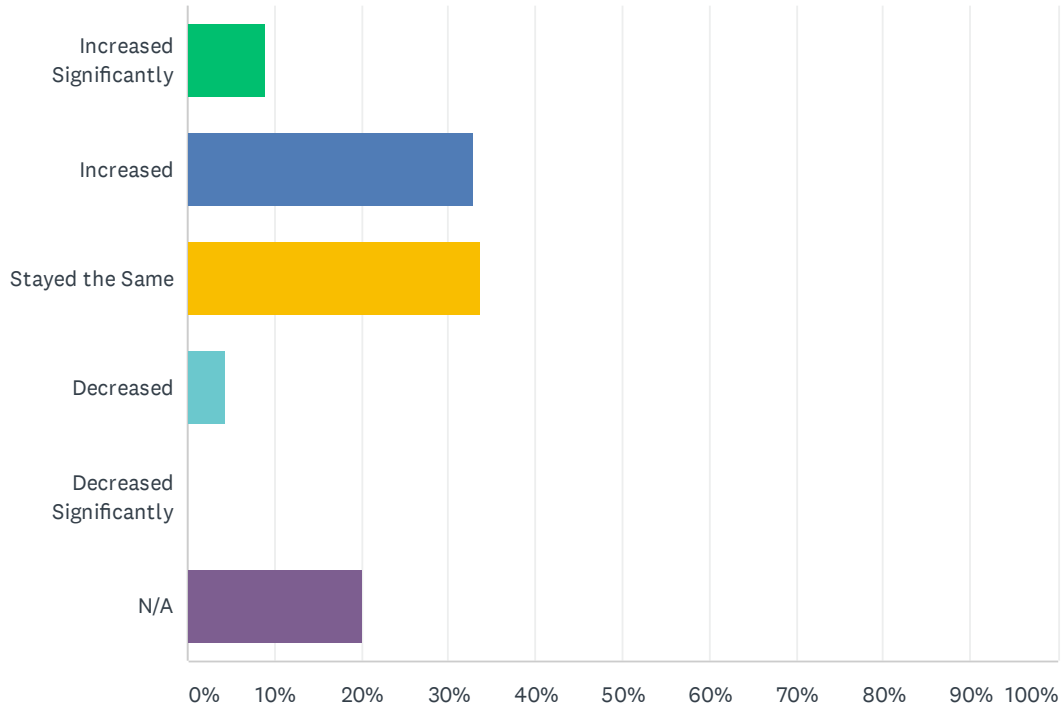


## 2020 Survey of Users of the NIST Center for Neutron Research

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL
Availability of different sample environments	0.75% 1	0.00% 0	7.52% 10	27.82% 37	49.62% 66	14.29% 19	133
Support from sample environment personnel	0.00% 0	1.50% 2	4.51% 6	16.54% 22	63.91% 85	13.53% 18	133
Quality and reliability of the equipment	0.76% 1	2.27% 3	4.55% 6	25.76% 34	54.55% 72	12.12% 16	132

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

Answered: 134 Skipped: 32



ANSWER CHOICES	RESPONSES	
Increased Significantly	8.96%	12
Increased	32.84%	44
Stayed the Same	33.58%	45
Decreased	4.48%	6
Decreased Significantly	0.00%	0
N/A	20.15%	27
<b>TOTAL</b>		<b>134</b>

## Q14 Are there other SAMPLE ENVIRONMENTS that would benefit your research?

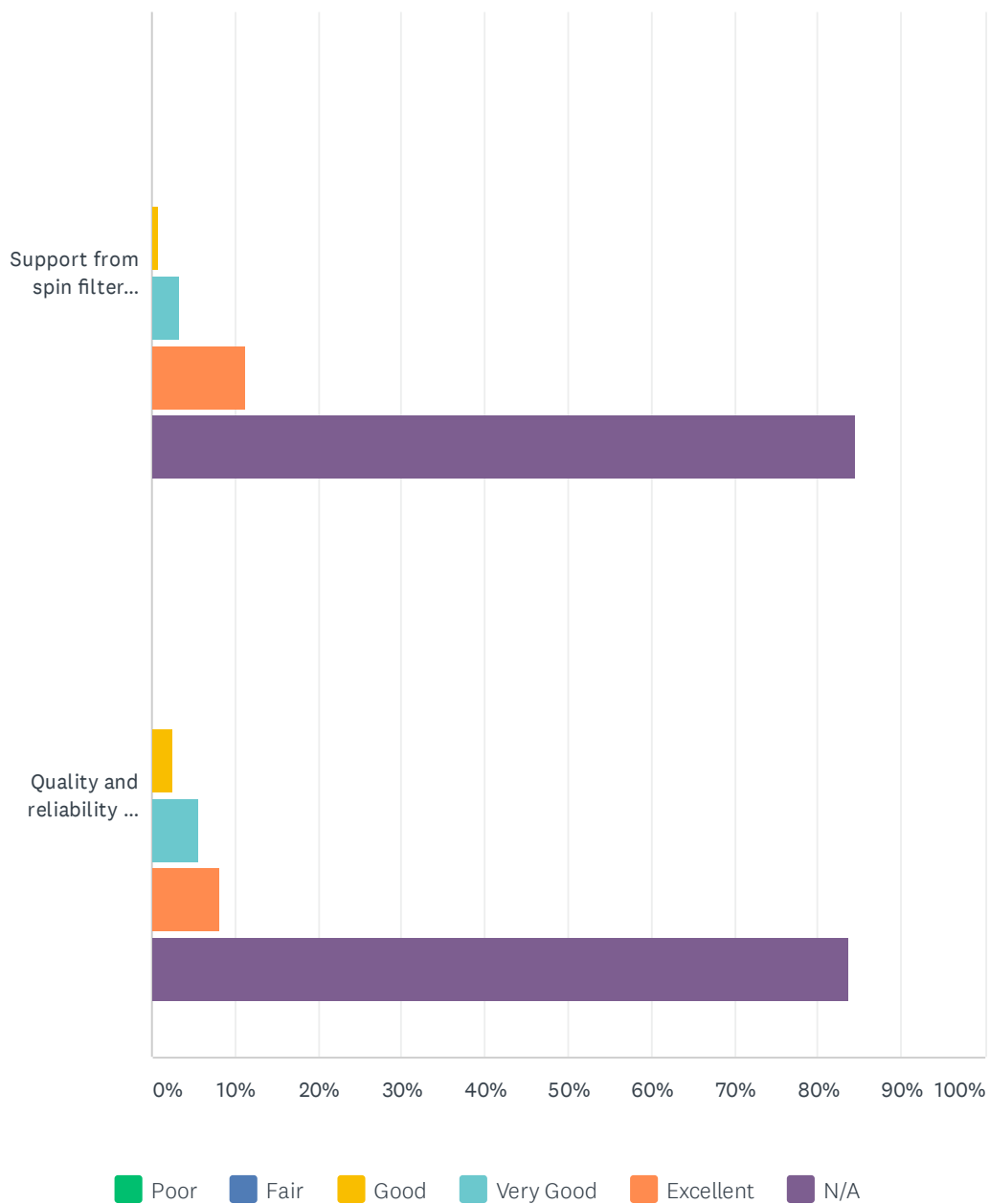
Answered: 27 Skipped: 139



#	Response	Date
1	More Magnets but one should make sure all scientific areas are served	2020-03-17 08:44:53
2	no	2020-03-09 15:51:20
3	separate gas and liquid high pressure systems	2020-03-07 10:14:03
4	Stop-flow and grazing incidence setup for SANS	2020-03-07 08:00:02
5	pressure sample	2020-03-07 01:35:30
6	high temperature and different gas environments	2020-03-06 21:02:01
7	We have specialized experiments and bring our own sample environment needs. Access to a small portable turbo pumped system is always useful.	2020-03-06 12:41:54
8	N/A I haven't traveled to NIST for measurements yet. Someone at NIST makes measurements on my behalf, so I am unsure of what the survey is referring to when it mentions "Sample Environments."	2020-03-06 10:17:05
9	Always, a motorized rotation of the sample stick inside a CCR is on top of the list, the SANS adaptation of the dilution insert sounds very promising as well!	2020-03-06 09:25:31
10	Further extension of all sample environments to more closely capture realistic conditions would be good.	2020-03-06 08:53:33
11	horizontal field magnet system for diffraction experiments. Higher field magnet system with dilution fridge option.	2020-03-06 06:08:04
12	dynamic nuclear polarization setup for polarized nuclei	2020-03-06 02:17:25
13	No	2020-03-05 23:31:47
14	Stopped- flow mixing for nucleation and growth of MOF particles and understanding growth condition effects on morphology.	2020-03-05 22:31:54
15	5T horizontal magnet	2020-03-05 19:41:34
16	1) Polarization Modulation Infrared Reflection-Absorption Spectroscopy 2) Brewster Angle Microscopy or Inverted Fluorescence Microscopy to look at the lateral morphology of samples, which complement with depth structural profiles obtained by neutron reflectometry.	2020-03-05 19:07:20
17	horizontal magnets for triple axis	2020-03-05 18:34:07
18	Electrochemistry support	2020-03-05 17:47:07
19	A banjo rack for SANS with more than 10 positions please	2020-02-19 11:04:24
20	Higher field magnet would be nice.	2020-02-02 14:51:43
21	Large sample changer unit for VSANS to allow a greater ease of high-throughput studies, rather than physically combining three environments on the stage.	2020-02-01 14:34:47
22	High pressure aqueous cell for SANS	2020-01-31 16:33:07
23	higher temperature furnace that can go to around 1000 C is needed	2020-01-31 14:17:55
24	Higher magnetic field beyond 10 T	2020-01-31 12:40:54
25	more air free sample environments	2020-01-31 12:05:13
26	N/A	2020-01-31 08:19:09
27	Potentially. Joao Cabral has developed a microfluidics system that makes determining contrast match points, and doing contrast variation, a very simple and automated process. The device is for SANS. If the NCNR had something like that, I could see huge advantages for our measurements.	2020-01-31 07:43:38

### Q15 Please comment on your experience with CHRNS 3He Neutron Spin Filter during your experiment.

Answered: 123 Skipped: 43

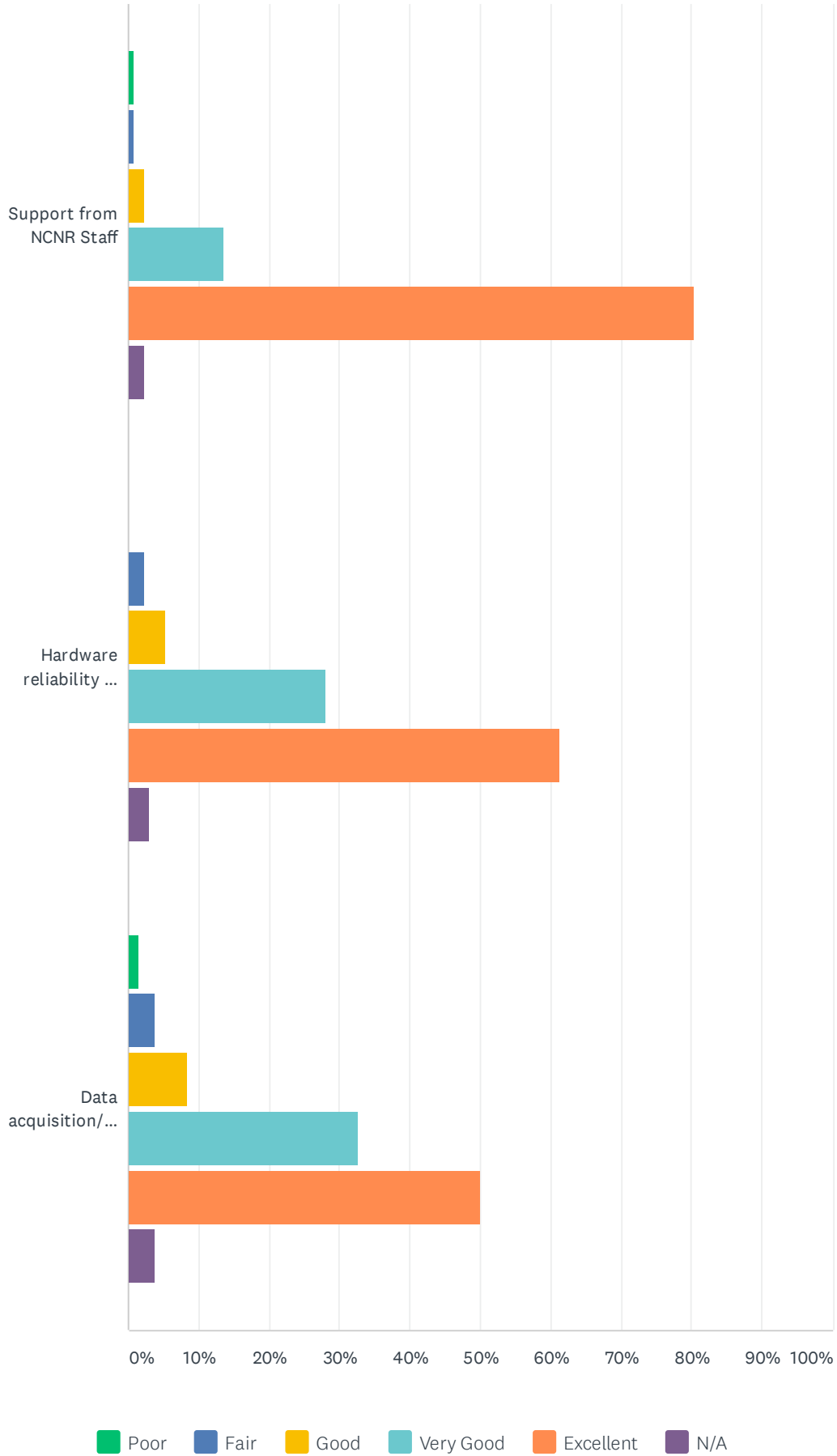


	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL
Support from spin filter team personnel	0.00% 0	0.00% 0	0.81% 1	3.25% 4	11.38% 14	84.55% 104	123
Quality and reliability of the filters	0.00% 0	0.00% 0	2.46% 3	5.74% 7	8.20% 10	83.61% 102	122

**Q16 Please provide feedback on different aspects of the primary NCNR  
INSTRUMENT used:**

Answered: 132 Skipped: 34

# 2020 Survey of Users of the NIST Center for Neutron Research

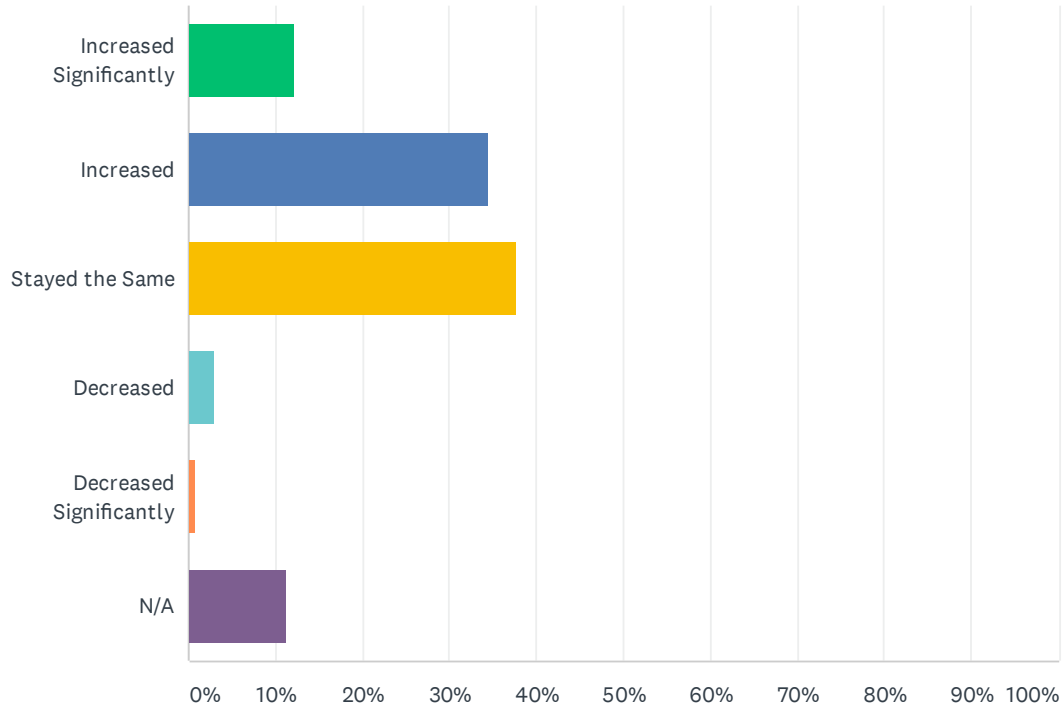


## 2020 Survey of Users of the NIST Center for Neutron Research

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL
Support from NCNR Staff	0.76% 1	0.76% 1	2.27% 3	13.64% 18	80.30% 106	2.27% 3	132
Hardware reliability and performance	0.00% 0	2.27% 3	5.30% 7	28.03% 37	61.36% 81	3.03% 4	132
Data acquisition/instrument control software	1.52% 2	3.79% 5	8.33% 11	32.58% 43	50.00% 66	3.79% 5	132

### Q17 Has your satisfaction with the NCNR INSTRUMENT used:

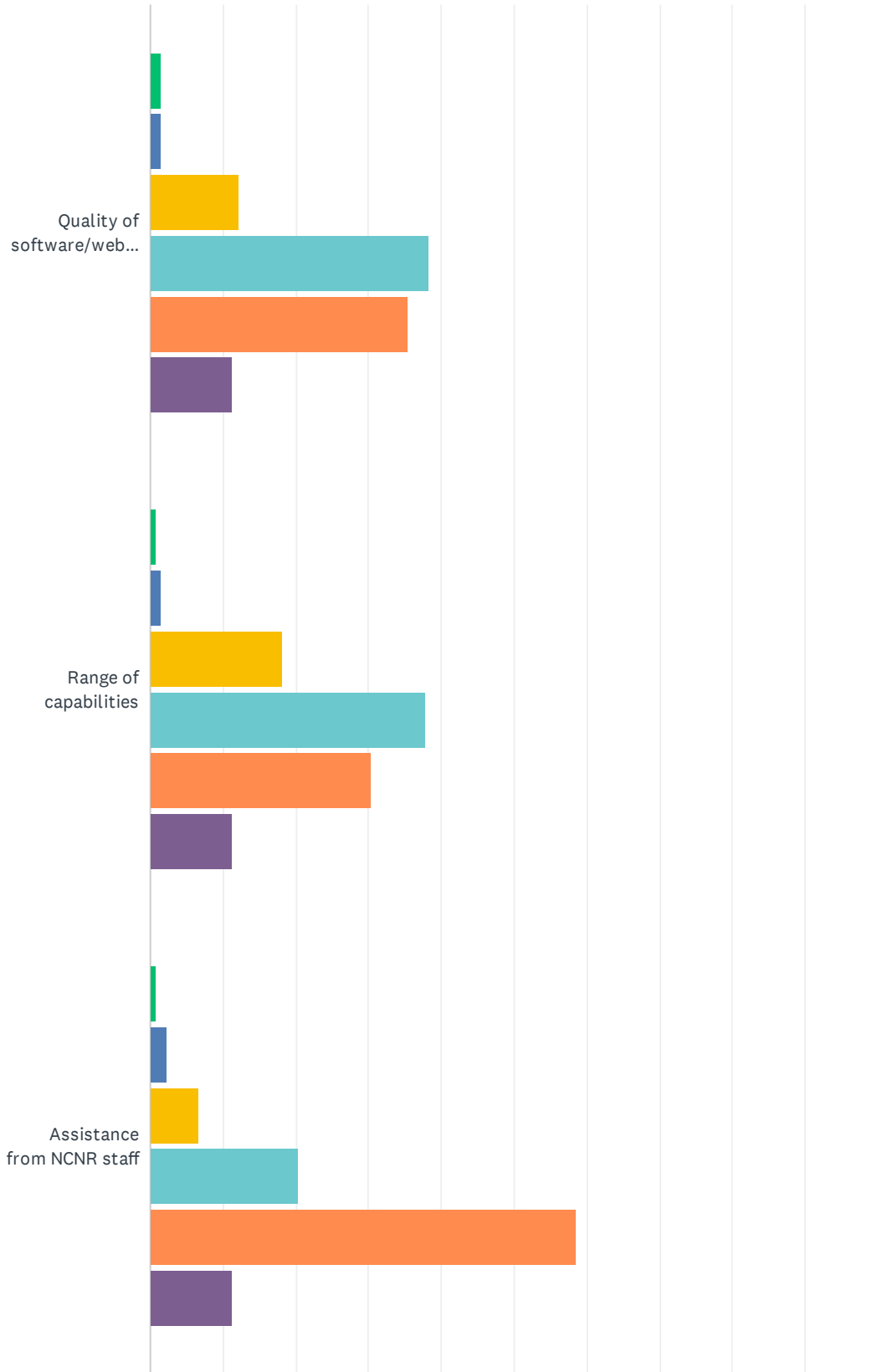
Answered: 133 Skipped: 33



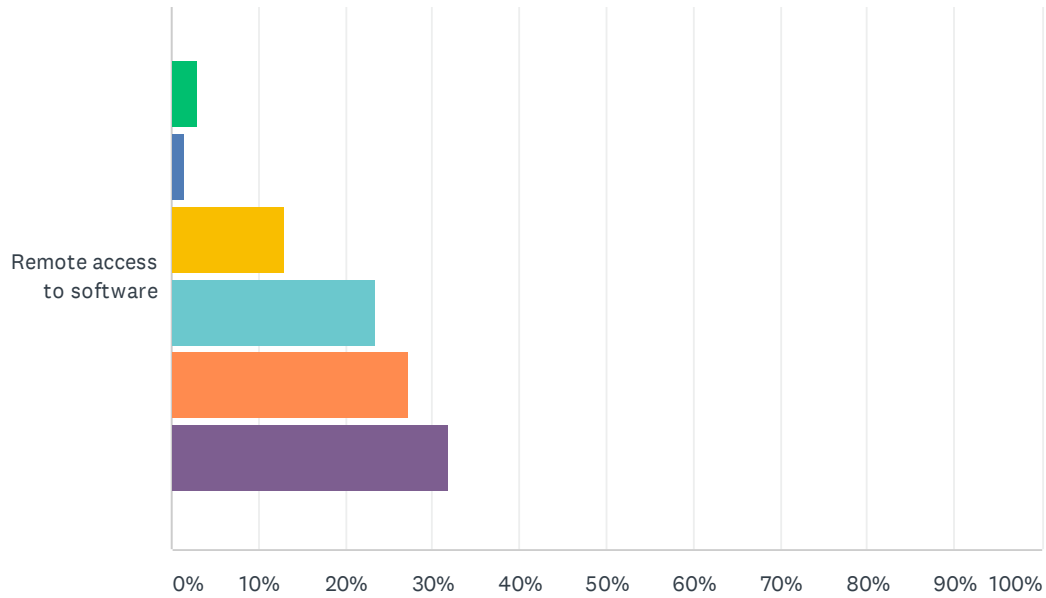
ANSWER CHOICES	RESPONSES	
Increased Significantly	12.03%	16
Increased	34.59%	46
Stayed the Same	37.59%	50
Decreased	3.01%	4
Decreased Significantly	0.75%	1
N/A	11.28%	15
<b>TOTAL</b>		<b>133</b>

# Q18 Please comment on aspects of the SOFTWARE and WEBTOOLS available for data analysis and visualization:

Answered: 133 Skipped: 33



## 2020 Survey of Users of the NIST Center for Neutron Research



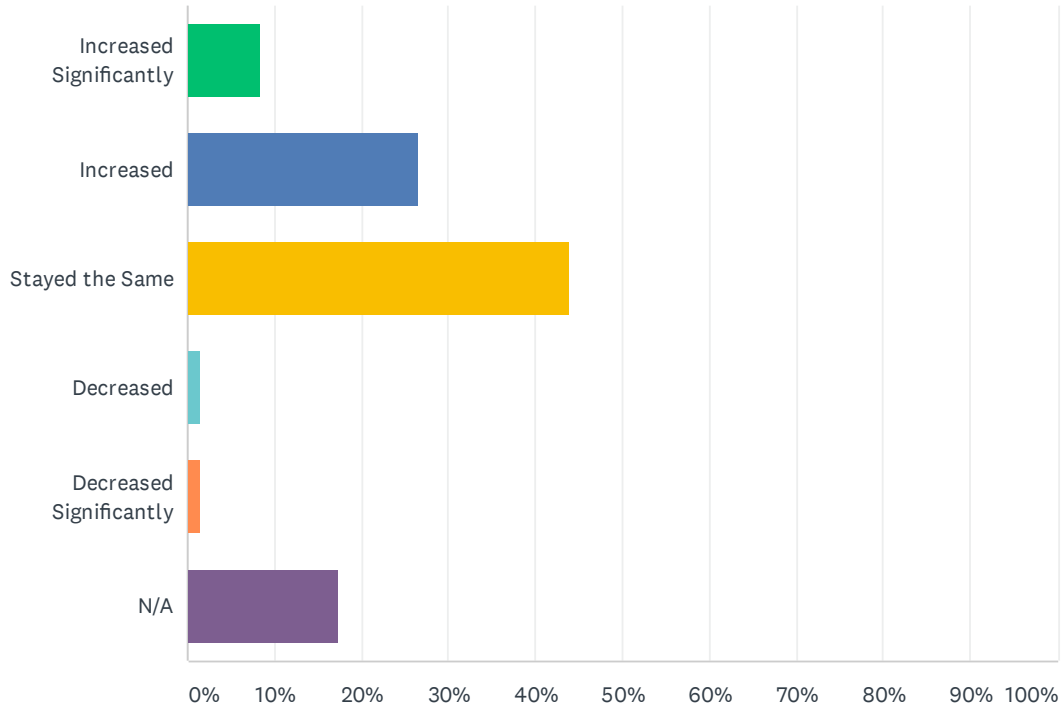
■ Poor   
 ■ Fair   
 ■ Good   
 ■ Very Good   
 ■ Excellent   
 ■ N/A

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL
Quality of software/webtools	1.50% 2	1.50% 2	12.03% 16	38.35% 51	35.34% 47	11.28% 15	133
Range of capabilities	0.76% 1	1.52% 2	18.18% 24	37.88% 50	30.30% 40	11.36% 15	132
Assistance from NCNR staff	0.75% 1	2.26% 3	6.77% 9	20.30% 27	58.65% 78	11.28% 15	133
Remote access to software	3.03% 4	1.52% 2	12.88% 17	23.48% 31	27.27% 36	31.82% 42	132



## Q19 Has your satisfaction with the SOFTWARE and WEBTOOLS:

Answered: 132 Skipped: 34



ANSWER CHOICES	RESPONSES	
Increased Significantly	8.33%	11
Increased	26.52%	35
Stayed the Same	43.94%	58
Decreased	1.52%	2
Decreased Significantly	1.52%	2
N/A	17.42%	23
<b>TOTAL</b>		<b>132</b>

## Q20 What other data analysis tools would benefit your research?

Answered: 17 Skipped: 149

#	Response	Date
1	Data analysis that moves away from Igor	2020-03-13 11:28:19
2	N/A	2020-03-07 01:35:30
3	Continued improvement of the browser-based reduction software would be excellent.	2020-03-06 13:41:20
4	Unsure.	2020-03-06 10:17:05
5	Brian's Reductus seems almost ready to be used widely in SANS data reduction, I would recommend official implementation is as soon as possible	2020-03-06 09:25:31
6	Ultimately, more automated data reduction from multiple instrument configurations to form contiguous reduced datasets available for fitting models, etc. Will probably require use of AI methods, etc.	2020-03-06 08:53:33
7	N/A	2020-03-06 08:22:49
8	Automatic and immediate overview of MACS data while it is being acquired. This will become possible in the event mode.	2020-03-06 06:08:04
9	None	2020-03-05 23:31:47
10	More Automated Reflectometry fitting or inversion	2020-03-05 17:47:07
11	Improvements to DAVE- 1. More user friendly method of introducing new fitting models 2. More user friendly data management for dealing with multiple datasets	2020-02-05 11:11:08
12	Completed UB matrix for NICE	2020-02-03 11:50:38
13	polydisperse spherical pore model	2020-01-31 16:33:07
14	Analysis tools like sasview that is more flexible in adding user models	2020-01-31 13:59:28
15	N/A	2020-01-31 10:58:20
16	SASView	2020-01-31 09:01:30
17	N/A	2020-01-31 08:19:09

**Q21 Feel free to provide any additional comments/feedback regarding your experience at NCNR user facility.**

Answered: 33 Skipped: 133

#	Response	Date
1	NI scientists walked 2nd mile to accommodate me	2020-03-23 04:42:02
2	The support staff and instrument scientists have always been great. Very helpful, very welcoming.	2020-03-10 16:59:55
3	I am not an "average" user and my responses should be weighted differently (or ignored)	2020-03-09 10:26:00
4	Elizabeth Kelley is the great instrument scientist I or my group has worked with.	2020-03-07 08:00:02
5	improve computer facilities	2020-03-07 01:35:30
6	Although I've not been able to travel to NIST for making measurements, the opportunity has been offered to me as a first-time on-site user. I hope to go on-site to make my own measurements sometime in the near future. From my experience at the summer school and during another visit (before then), everyone is very kind and helpful.	2020-03-06 10:17:05
7	As a "major research facility service" to support independent researchers working at the cutting edge, NCNR is without equal in terms of customized support through integrated teamwork by beam scientists with associated support personnel focused on the needs of each individual user, whom they get to know. Communication lines between users and staff are both short and efficient. The scientific interests of the staff is frequently parallel to, and influenced by, the research interests of the user community - resulting in many important and significant collaborations.	2020-03-06 08:53:33
8	N/A	2020-03-06 08:22:49
9	NCNR is a great neutron scattering facility. Thanks for your excellent work.	2020-03-06 06:08:04
10	Fantastic instrument, friendly staff. A really pleasant place to visit	2020-03-06 03:34:22
11	Our teams very much appreciate the friendly collaborative atmosphere that represents a distinct advantage for NCNR.	2020-03-06 02:30:31
12	No further comments	2020-03-05 23:31:47
13	The majority of my research has used instruments that fall under the CHRNS umbrella. The support of these instruments has been vital and helpful for continued lab research. The summer school is critical in the community for the education and awareness for neutron scattering.	2020-03-05 21:54:36
14	Ryan Murphy, Katie Weigandt and Paul Butler extremely helpful!	2020-03-05 19:37:40
15	No response or very slow response (>2 weeks or longer) from the beam scientist after the experiment is the worst experience. Understood that they are very busy in helping other users, conducting their own research projects, and others; however, response to emails or phone calls is the only way to communicate with the users after the experiment which they should take as a responsibility as well.	2020-03-05 17:43:17
16	The beamline and support staff are really excellent and should be commended for the job they do	2020-02-19 11:04:24
17	I really appreciate access to the excellent instruments available at NIST (with very stable operation, from my experience), and assistance from the helpful and highly qualified staff.	2020-02-11 03:02:15
18	poor accommodation options	2020-02-06 04:56:10
19	The staff are fantastic.	2020-02-04 20:47:11
20	I have only visited the NCNR for the past two years but I am overall very satisfied with all my experiences. The more people I have met there, the more support I have had during my experiments.	2020-02-03 09:18:54
21	Worked with J. LaManna - I provided samples and he did the neutron and x-ray tomography. Completing manuscript now on the work. The NExT results are outstanding!	2020-02-03 08:39:04
22	NIST should be proud of its SANS user facility. I have used many user facilities and there is NONE better than NIST.	2020-02-02 14:51:43
23	NCNR continues to host some of the best instrument scientist and support staff of any research facility I have visited.	2020-02-01 14:34:47
24	better gloveboxes in support labs to handle air-free samples. glovebox in radiation lab	2020-01-31 12:05:13
25	Please, for the love of all that is good in the world, turn off automatic updates on the instrument computers. This shuts off the computer during experiment times and has resulted in wasted time - if samples are time sensitive then wasted money too! Of all the neutron facilities in the world I've visited (4), the NCNR has by far the most helpful, kindest and knowledgeable staff. Thank you for that.	2020-01-31 10:58:20
26	We were walking to and from the facility, also at night, and it was very inconvenient to have to call the security gate, and let them know that we might take 20 minutes to get there instead of 12. Otherwise: great. Nice location.	2020-01-31 10:12:23
27	Please turn off automatic updates on any computers connected to a beam line.	2020-01-31 08:19:09
28	NIST NCNR is great. Keep up the great work.	2020-01-31 08:16:27
29	Great staff scientists	2020-01-31 07:46:02

30	The facility (while always excellent) continues to improve greatly. The CHRNS instruments (which we primarily use) are super reliable and produce high quality data. Our research would not be possible without these instruments, and the NCNR in general.	2020-01-31 07:43:38
31	My student collected our data earlier than 2016, and so many aspects about experiences while at the NCNR were responded with N/A. I continue to work with beam line scientists on our data analysis and interpretation in preparation to publish the data collected prior to 2016. They have been excellent, responsive, and helpful (even at this stage of our work).	2020-01-31 07:15:20
32	Overall it was a pleasure to perform the experiment at NCNR. We were in general met with friendly and helpful attitudes.	2020-01-31 03:40:20
33	Great, keep it up.	2020-01-31 02:34:28