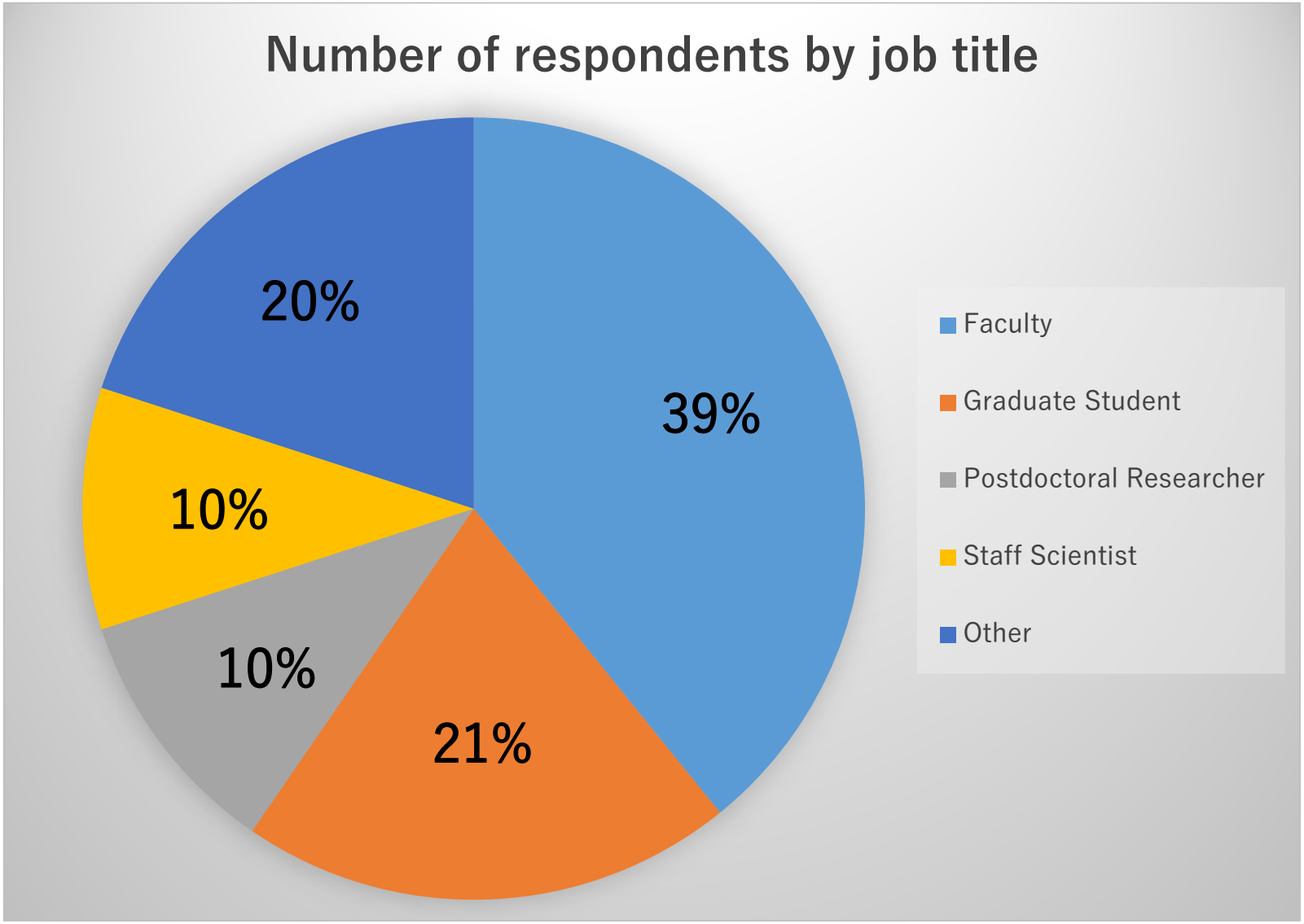
Summary of MLF User Questionnaire 2019

February 7th, 2020　J-PARC Center

Overview of MLF User Questionnaire

- Implementation method
  Google Forms is adopted
- Implementation period
  January 6th, 2020 to January 31st, 2020
- Survey Respondent (MLF Users from January to December 2019)
  1492people (last year:1581people)
- Number of respondents
  Japanese:159people, English:81people　total:240people
  (last year　Japanese:350people, English:149people　total:499people)
- Response rate

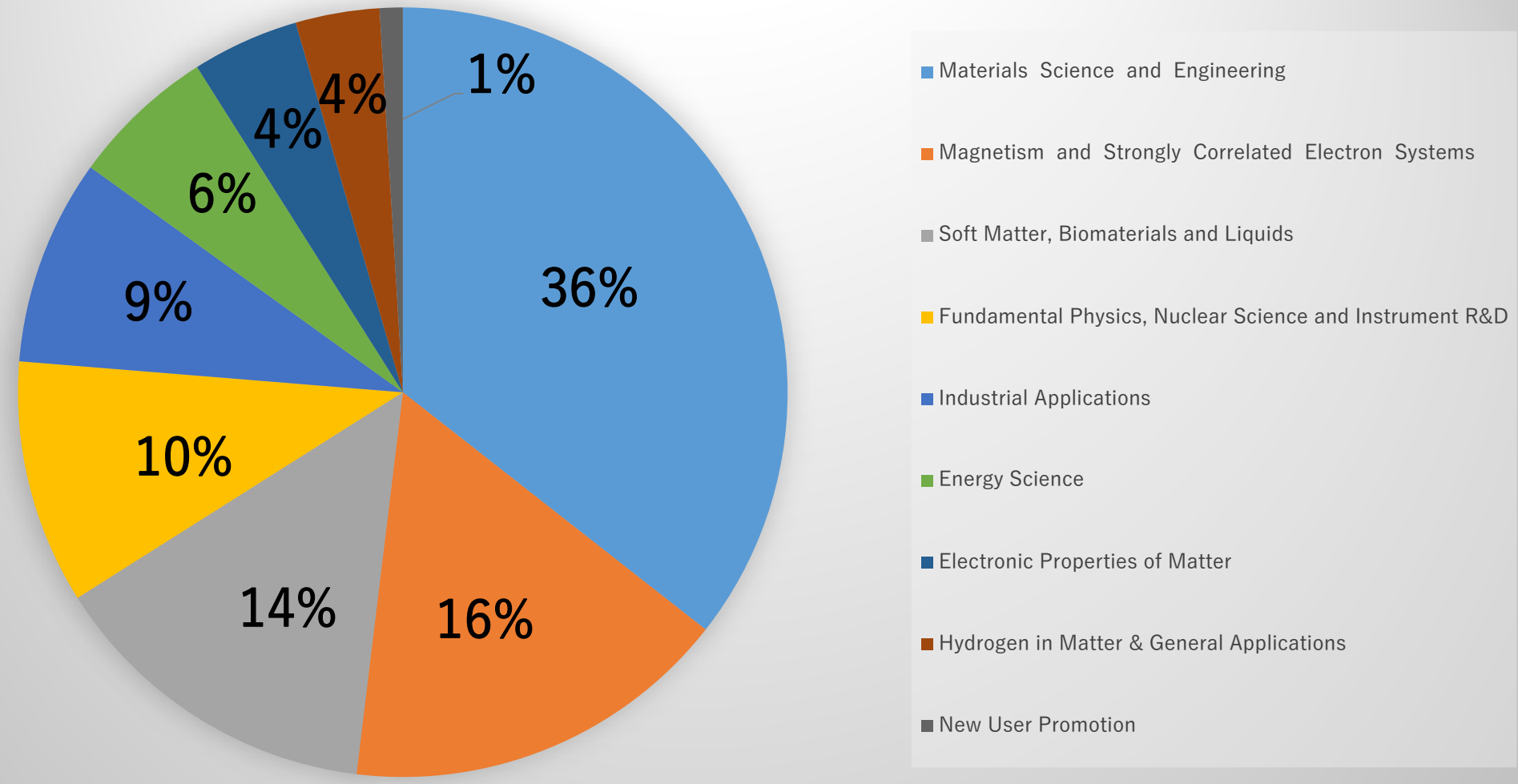
  16.1% (last year:31.6%)

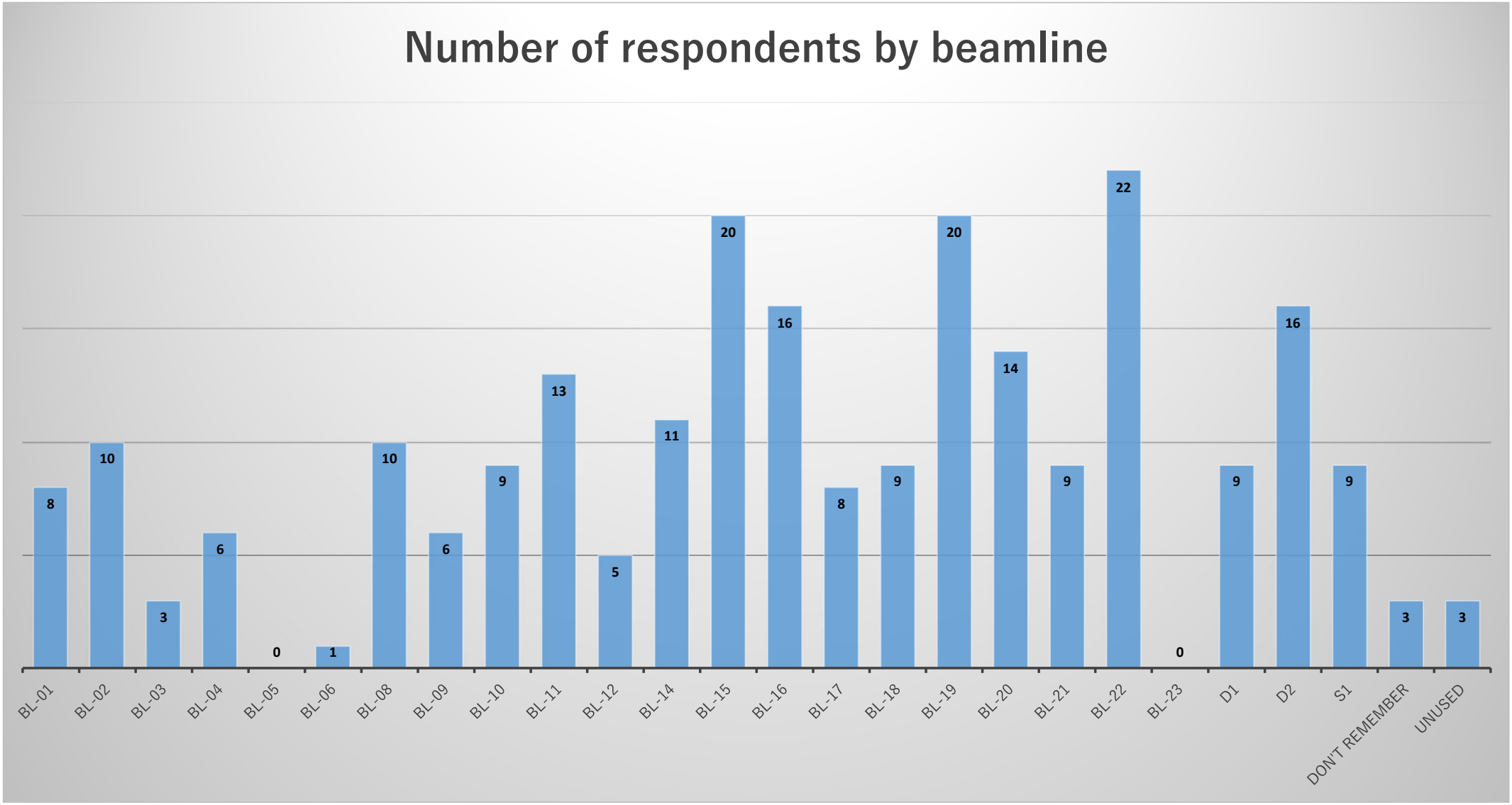


Other Breakdown

Corporate Researcher, Industrial	37
Researcher at National Institute	8
Grad student, Undergraduate student	2
Coordinator for Support of Neutron Resources	1

Number of respondents by research field

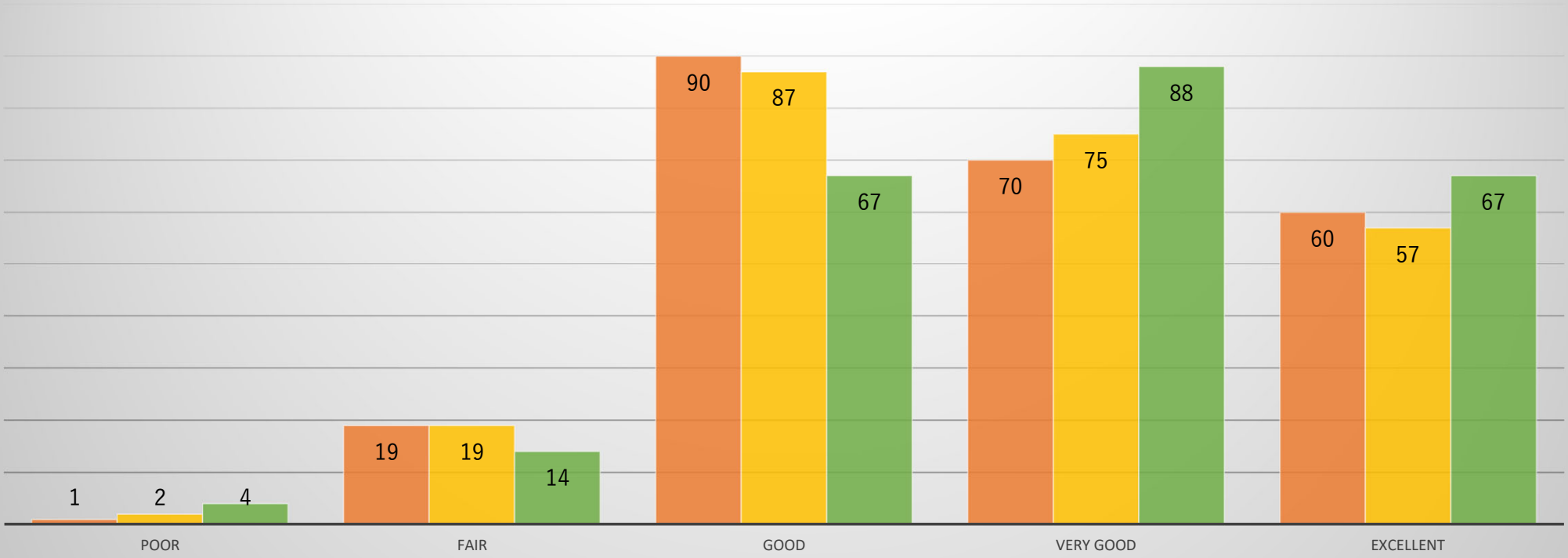



Number of respondents by beamline
8
10
3
6
0
1
10
6
9
13
5
11
20
16
8
9
20
14
9
22
0
9
16
9
3
3
BL-01
BL-02
BL-03
BL-04
BL-05
BL-06
BL-08
BL-09
BL-10
BL-11
BL-12
BL-14
BL-15
BL-16
BL-17
BL-18
BL-19
BL-20
BL-21
BL-22
BL-23
D1
D2
S1
DON'T REMEMBER
UNUSED

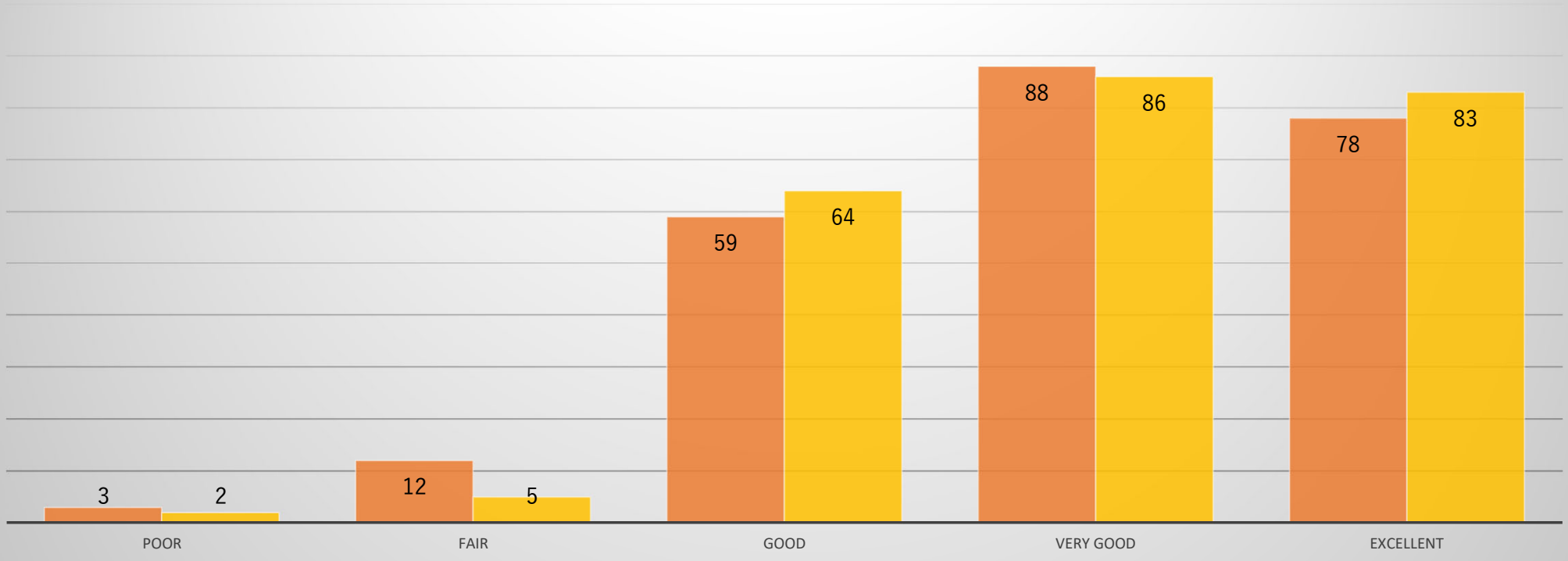
Number of responses by question items

Comparison graph of items by number of respondants.

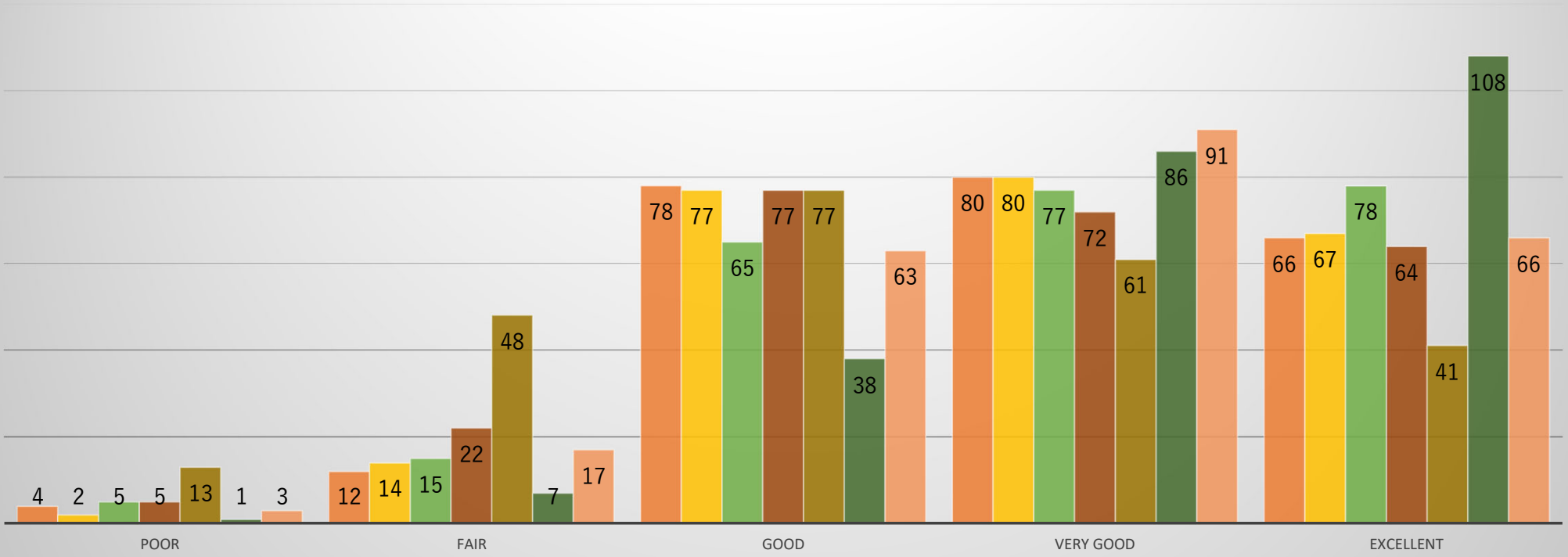
1. Proposal process



2． Safety Education

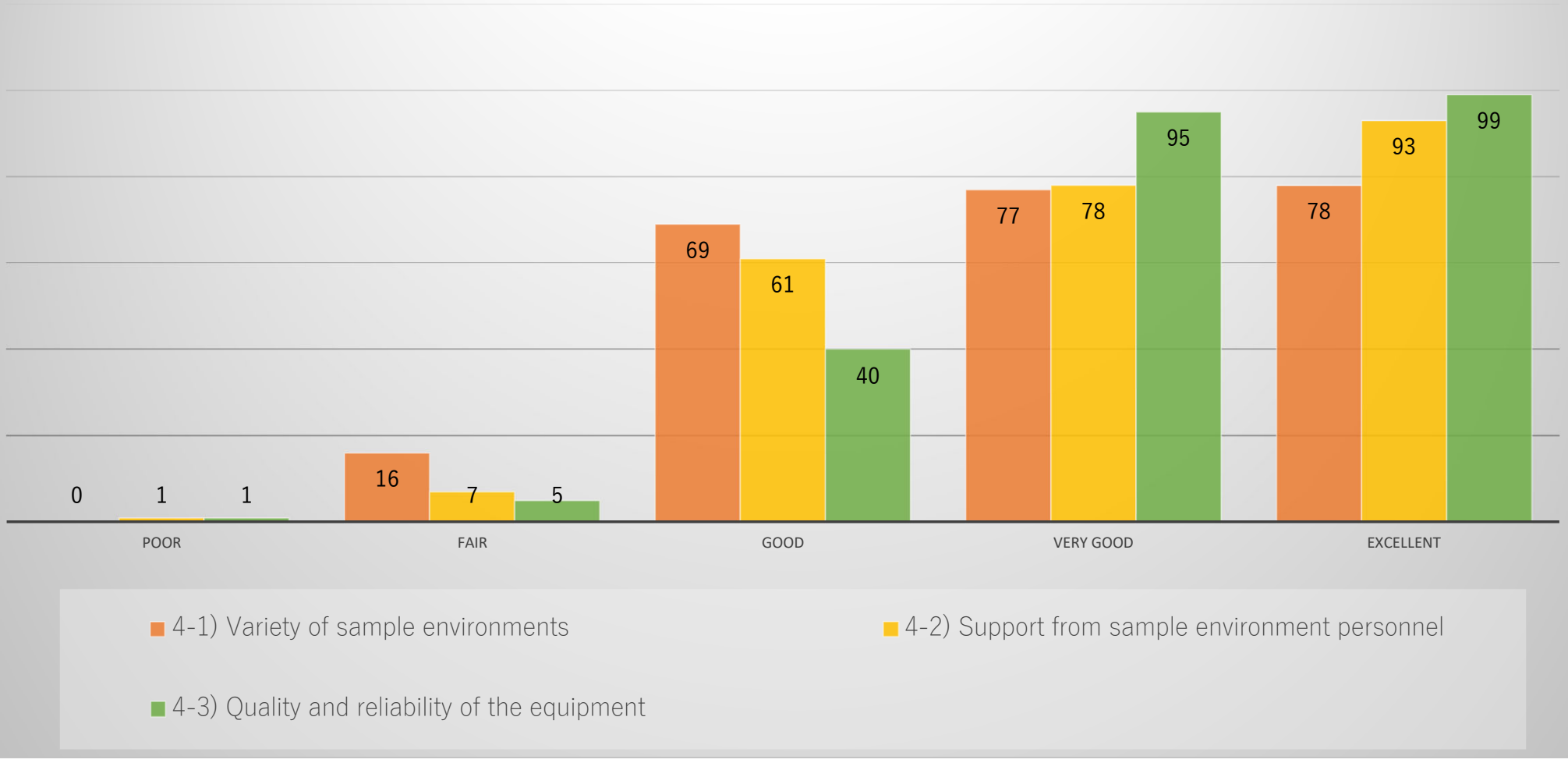


3. Support Facilities

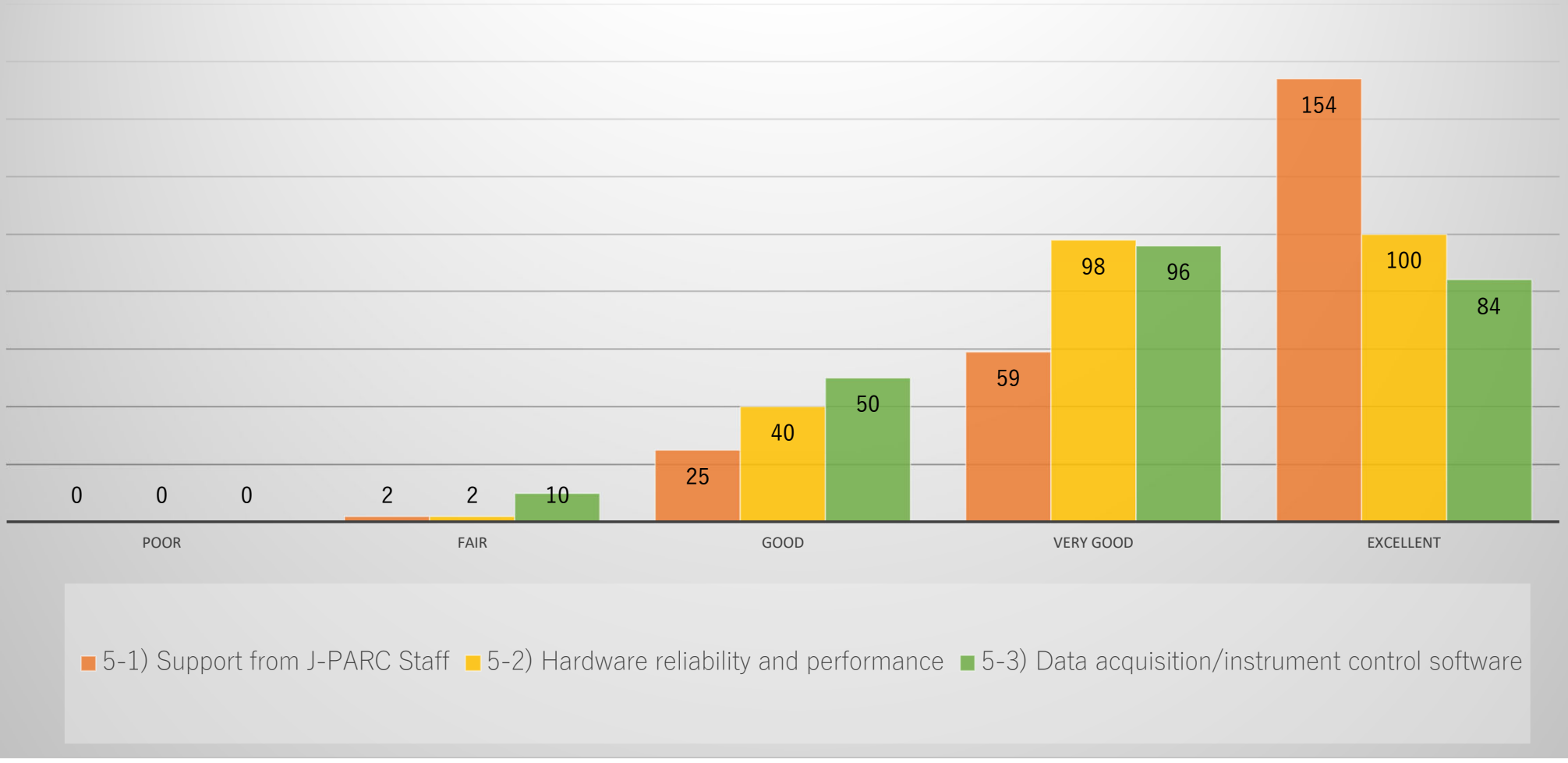


- 3-1) User laboratory facilities
- 3-2) Tools and supplies in user labs
- 3-3) Computers/network access for visitors
- 3-4) User Rooms
- 3-5) Break/snack room
- 3-6) Accommodation
- 3-7) MLF operation status information

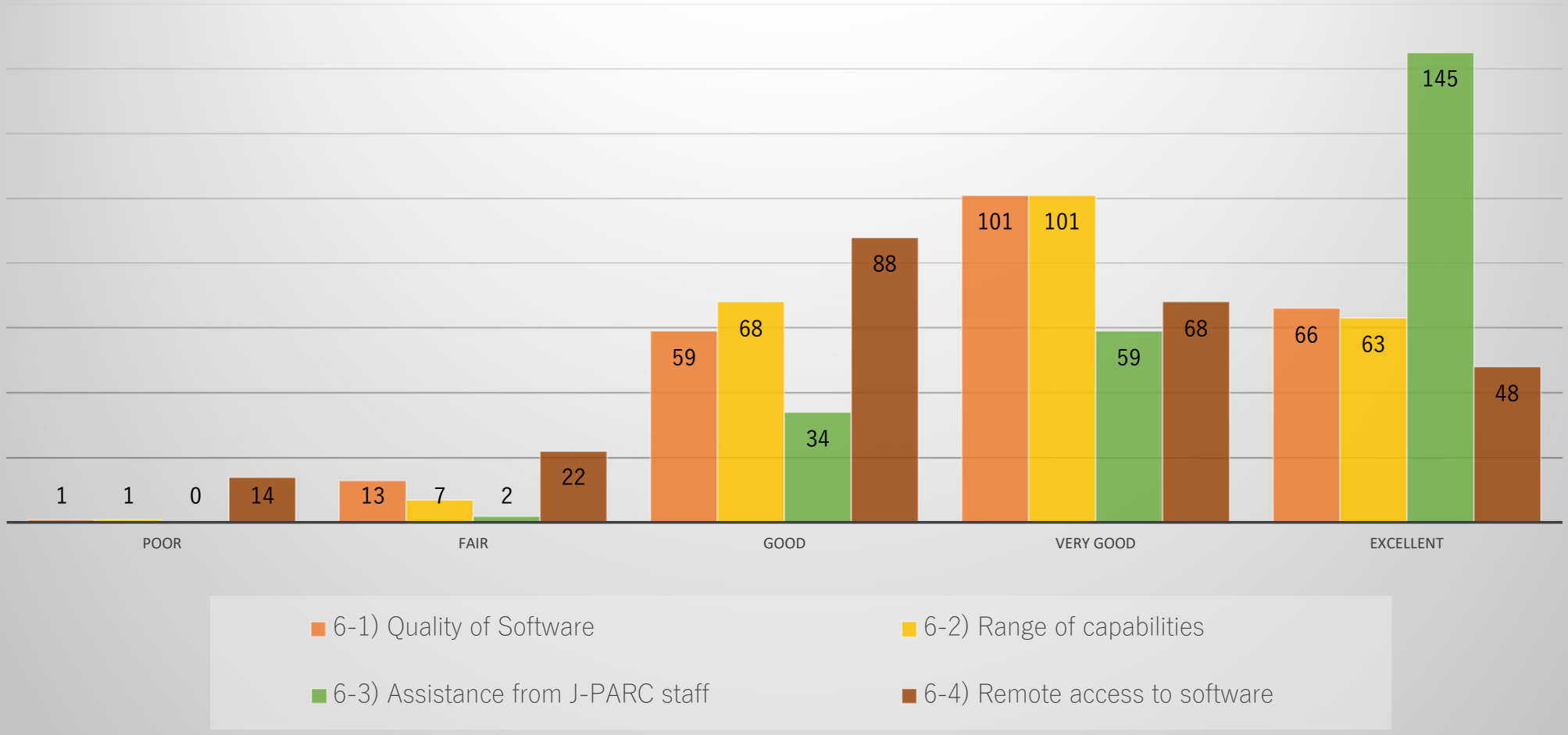
4. Sample environments



5. Instrument performance

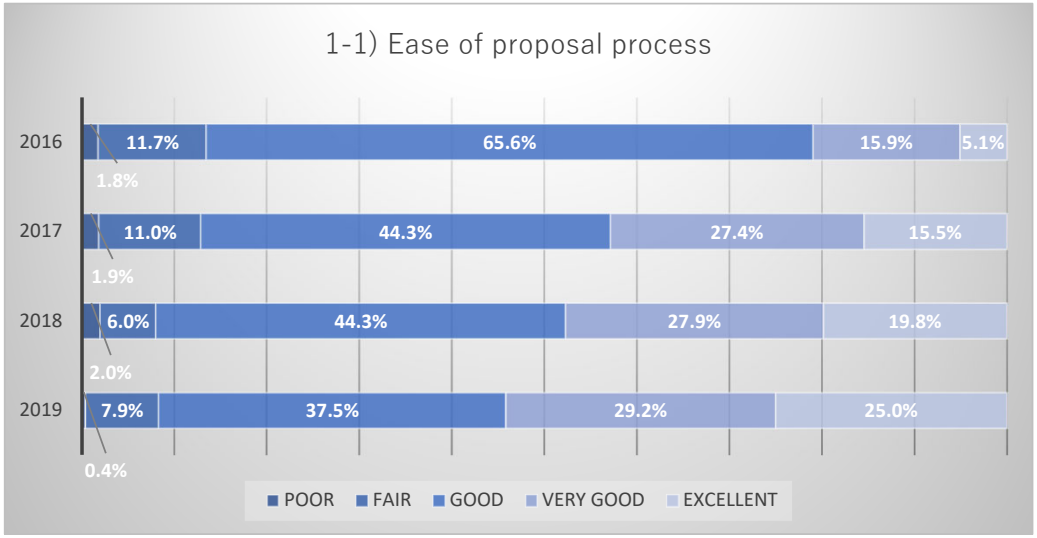


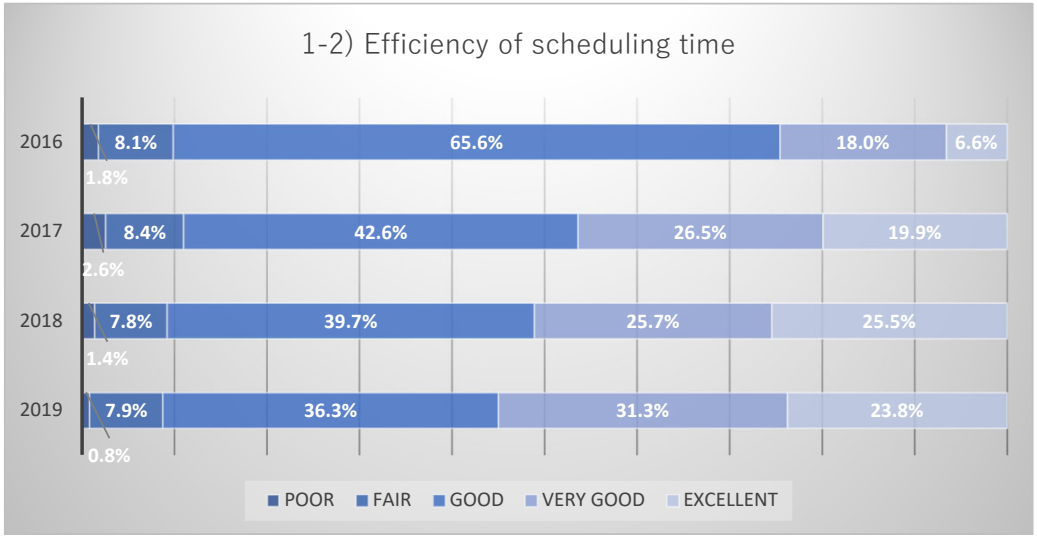
6． Software(Data Analysis Software)

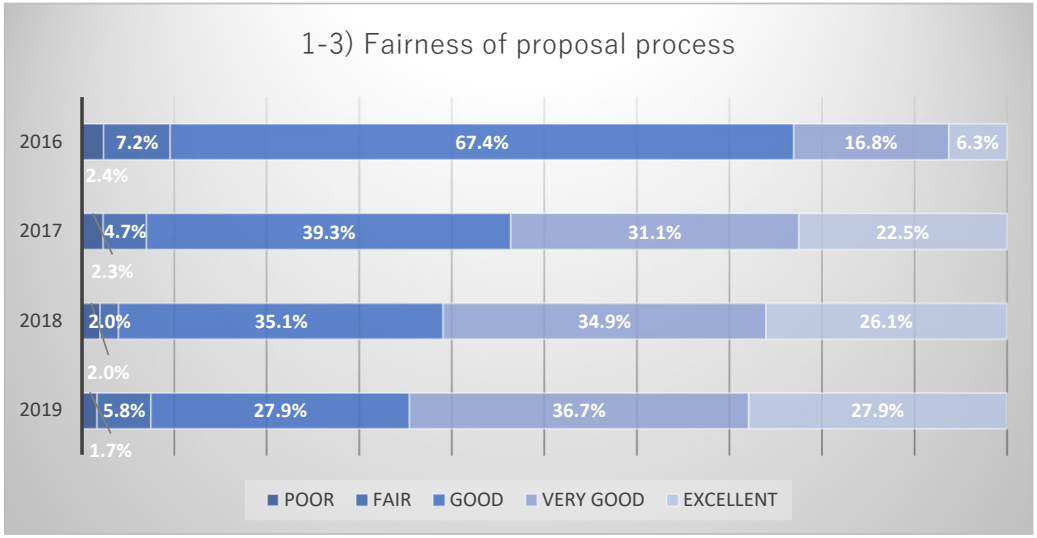


Comparison graph of respondants in both this and the preceding year

Comparison graph of items in both this and the preceding year.


1-1) Ease of proposal process
2016
11.7%
65.6%
15.9%
5.1%
1.8%
2017
11.0%
44.3%
27.4%
15.5%
1.9%
2018
6.0%
44.3%
27.9%
19.8%
2.0%
2019
7.9%
37.5%
29.2%
25.0%
0.4%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT


1-2) Efficiency of scheduling time
2016
8.1%
65.6%
18.0%
6.6%
1.8%
2017
8.4%
42.6%
26.5%
19.9%
2.6%
2018
7.8%
39.7%
25.7%
25.5%
1.4%
2019
7.9%
36.3%
31.3%
23.8%
0.8%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT


1-3) Fairness of proposal process
2016
7.2%
67.4%
16.8%
6.3%
2.4%
2017
4.7%
39.3%
31.1%
22.5%
2.3%
2018
2.0%
35.1%
34.9%
26.1%
2.0%
2019
5.8%
27.9%
36.7%
27.9%
1.7%
POOR
FAIR
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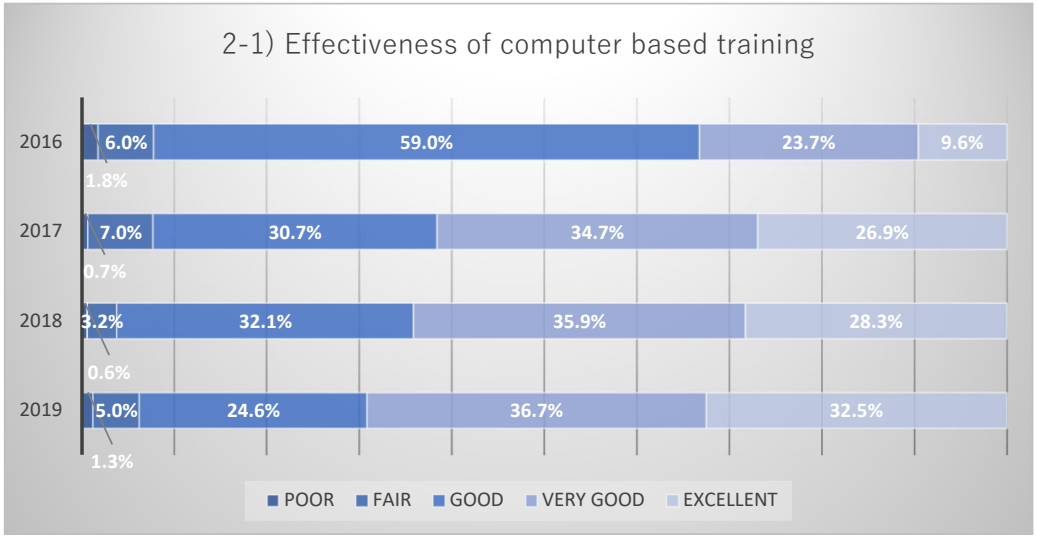
EXCELLENT


2-1) Effectiveness of computer based training
2016
6.0%
59.0%
23.7%
9.6%
1.8%
2017
7.0%
30.7%
34.7%
26.9%
0.7%
2018
3.2%
32.1%
35.9%
28.3%
0.6%
2019
5.0%
24.6%
36.7%
32.5%
1.3%
POOR
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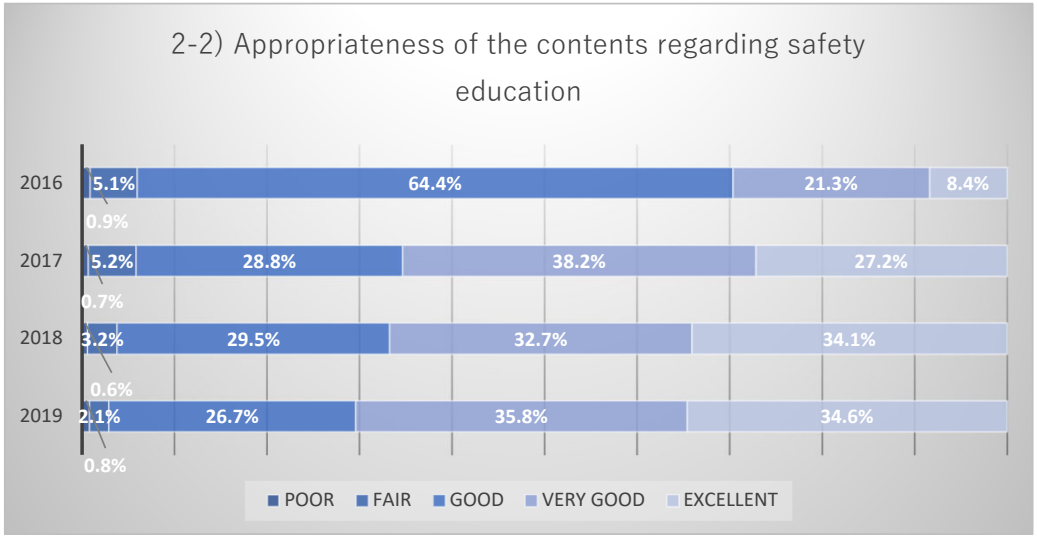
EXCELLENT


2-2) Appropriateness of the contents regarding safety education
2016
5.1%
64.4%
21.3%
8.4%
0.9%
2017
5.2%
28.8%
38.2%
27.2%
0.7%
2018
3.2%
29.5%
32.7%
34.1%
0.6%
2019
2.1%
26.7%
35.8%
34.6%
0.8%
POOR
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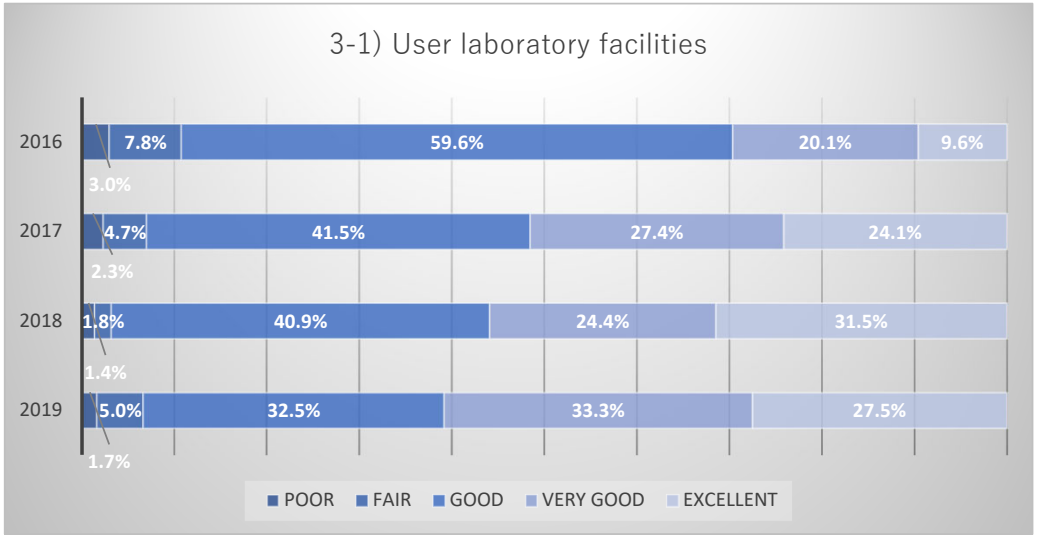
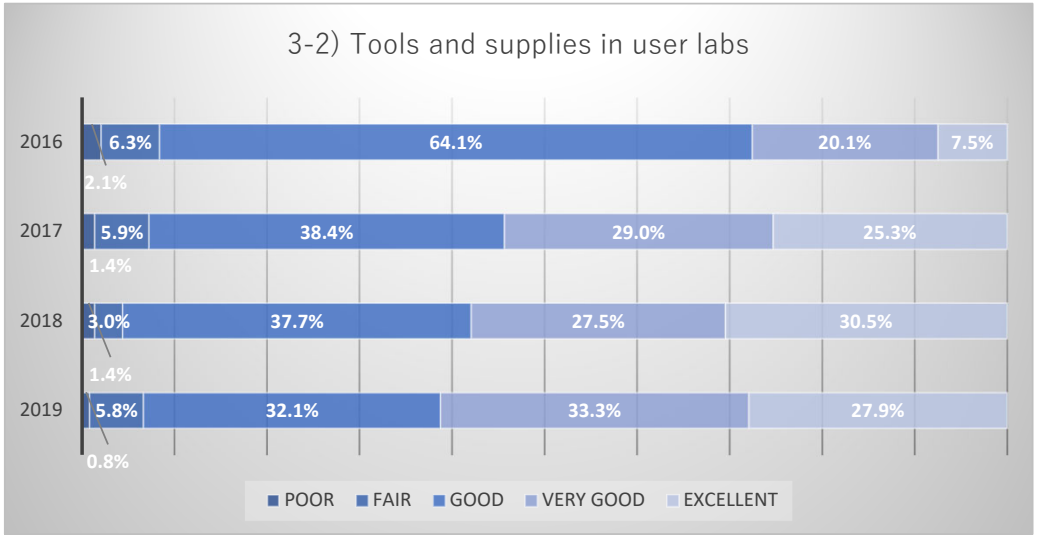
EXCELLENT


3-1) User laboratory facilities
2016
7.8%
59.6%
20.1%
9.6%
3.0%
2017
4.7%
41.5%
27.4%
24.1%
2.3%
2018
1.8%
40.9%
24.4%
31.5%
1.4%
2019
5.0%
32.5%
33.3%
27.5%
1.7%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT


3-2) Tools and supplies in user labs
2016
6.3%
64.1%
20.1%
7.5%
2.1%
2017
5.9%
38.4%
29.0%
25.3%
1.4%
2018
3.0%
37.7%
27.5%
30.5%
1.4%
2019
5.8%
32.1%
33.3%
27.9%
0.8%
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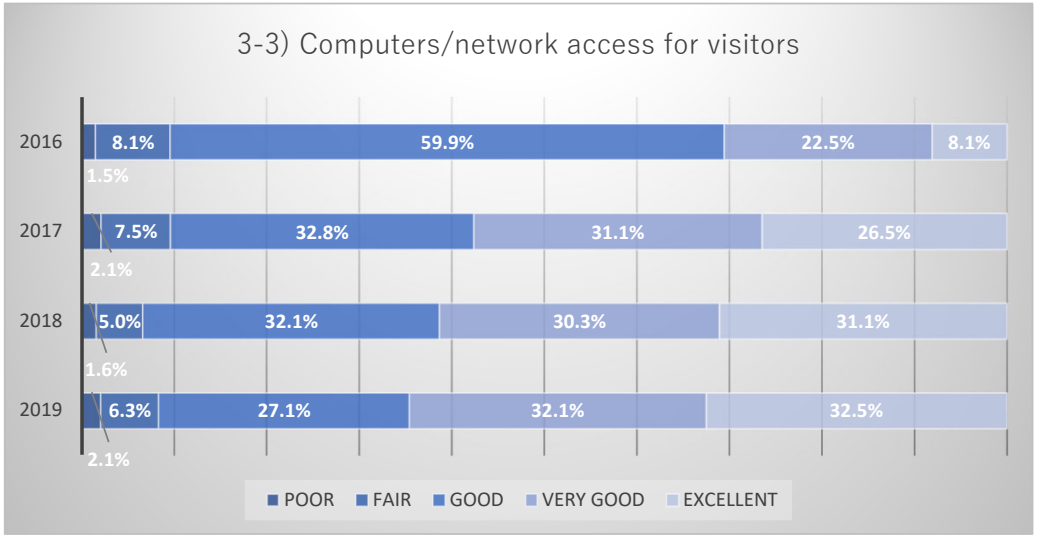
3-3) Computers/network access for visitors
2016
8.1%
59.9%
22.5%
8.1%
1.5%
2017
7.5%
32.8%
31.1%
26.5%
2.1%
2018
5.0%
32.1%
30.3%
31.1%
1.6%
2019
6.3%
27.1%
32.1%
32.5%
2.1%
POOR
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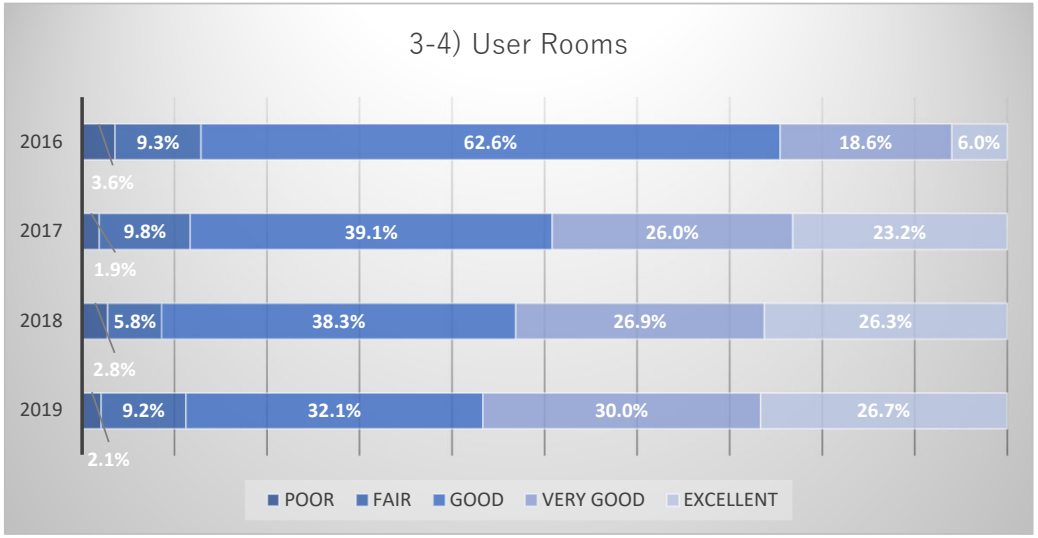
VERY GOOD
EXCELLENT


3-4) User Rooms
2016
9.3%
62.6%
18.6%
6.0%
3.6%
2017
9.8%
39.1%
26.0%
23.2%
1.9%
2018
5.8%
38.3%
26.9%
26.3%
2.8%
2019
9.2%
32.1%
30.0%
26.7%
2.1%
POOR
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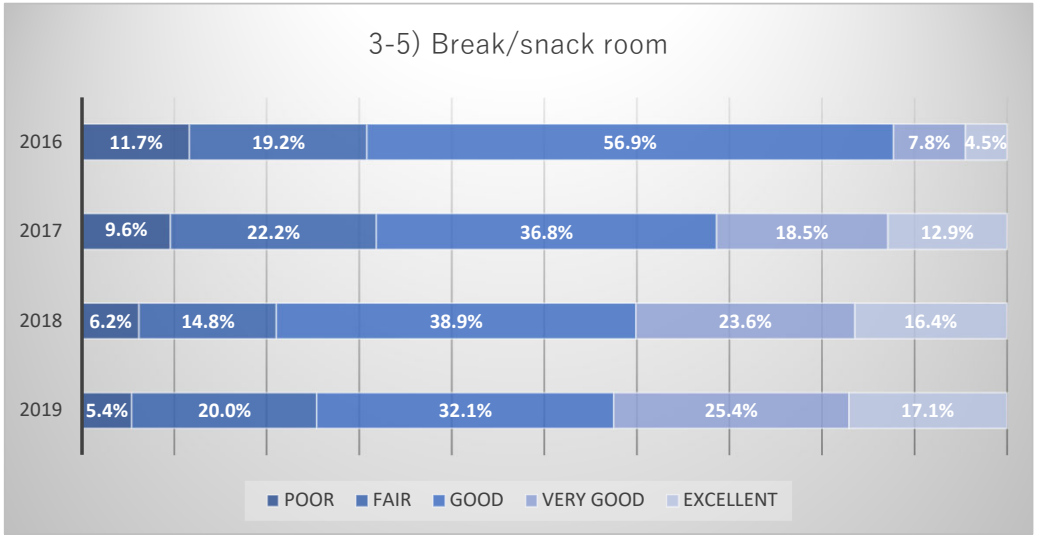
3-5) Break/snack room
2016
11.7%
19.2%
56.9%
7.8%
4.5%
2017
9.6%
22.2%
36.8%
18.5%
12.9%
2018
6.2%
14.8%
38.9%
23.6%
16.4%
2019
5.4%
20.0%
32.1%
25.4%
17.1%
POOR
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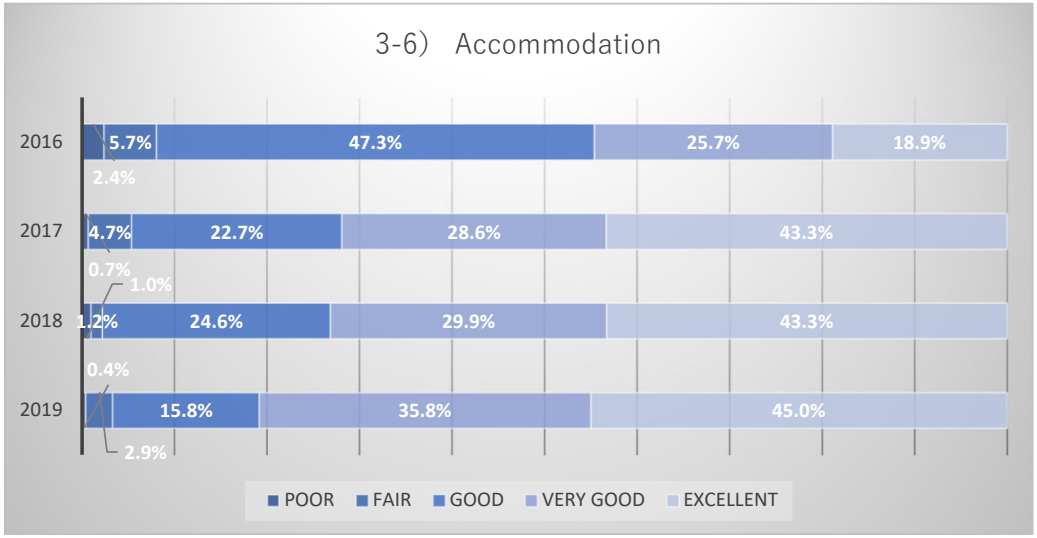
VERY GOOD
EXCELLENT


3-6) Accommodation
2016
5.7%
47.3%
25.7%
18.9%
2.4%
2017
4.7%
22.7%
28.6%
43.3%
0.7%
1.0%
2018
1.2%
24.6%
29.9%
43.3%
0.4%
2019
15.8%
35.8%
45.0%
2.9%
POOR
FAIR
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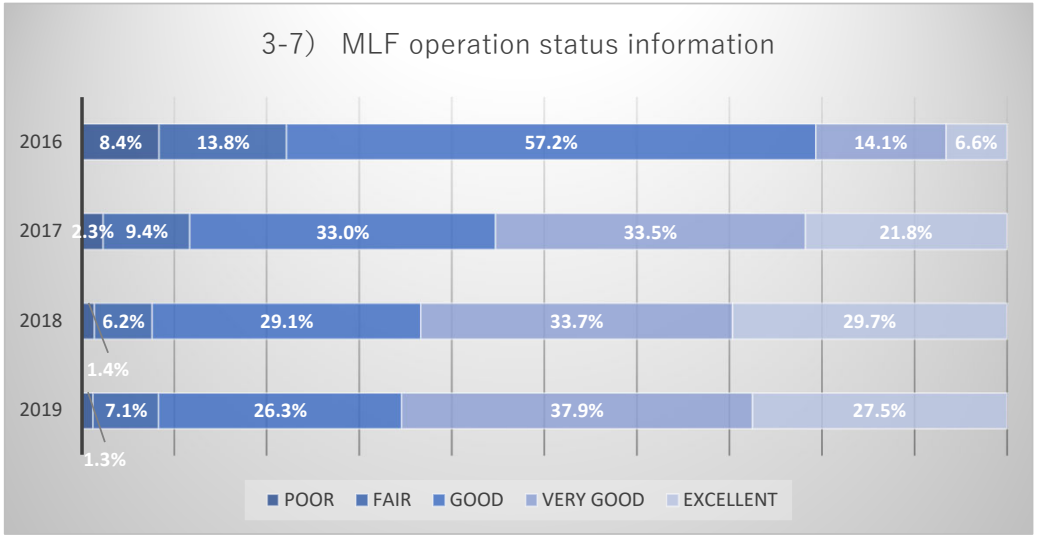
EXCELLENT


3-7) MLF operation status information
2016
8.4%
13.8%
57.2%
14.1%
6.6%
2017
2.3%
9.4%
33.0%
33.5%
21.8%
2018
6.2%
29.1%
33.7%
29.7%
1.4%
2019
7.1%
26.3%
37.9%
27.5%
1.3%
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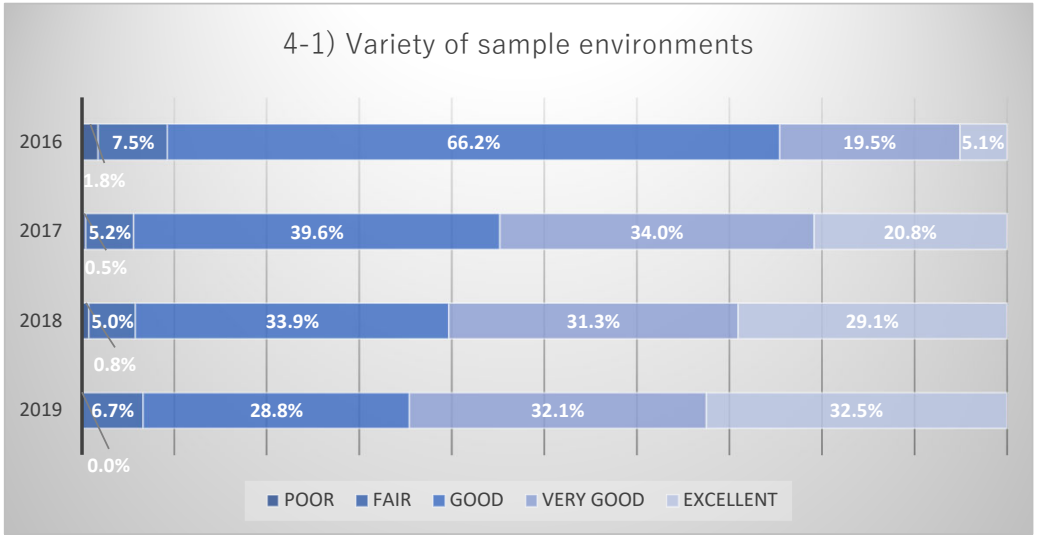
4-1) Variety of sample environments
2016
7.5%
66.2%
19.5%
5.1%
1.8%
2017
5.2%
39.6%
34.0%
20.8%
0.5%
2018
5.0%
33.9%
31.3%
29.1%
0.8%
2019
6.7%
28.8%
32.1%
32.5%
0.0%
POOR
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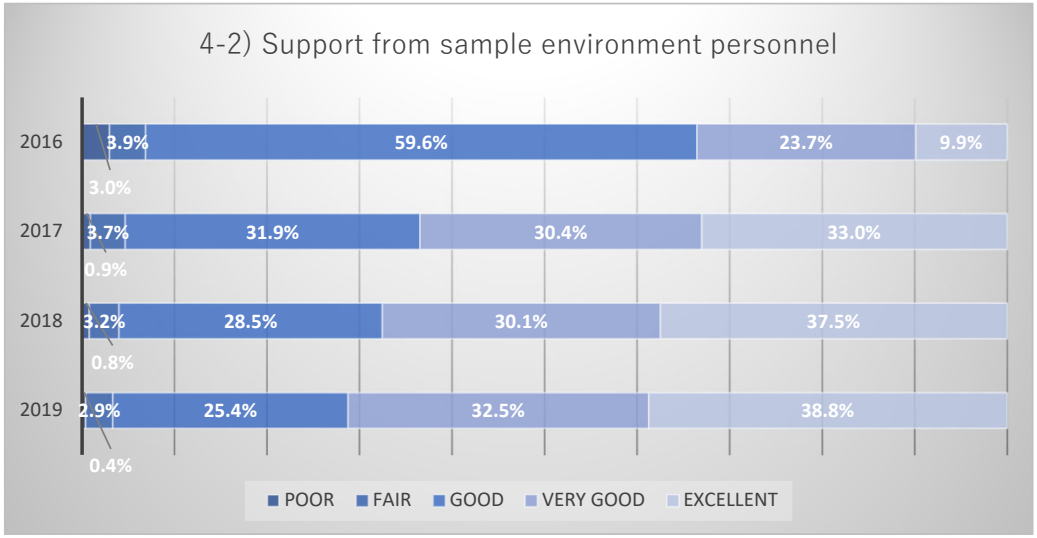
VERY GOOD
EXCELLENT


4-2) Support from sample environment personnel
2016
3.9%
59.6%
23.7%
9.9%
3.0%
2017
3.7%
31.9%
30.4%
33.0%
0.9%
2018
3.2%
28.5%
30.1%
37.5%
0.8%
2019
2.9%
25.4%
32.5%
38.8%
0.4%
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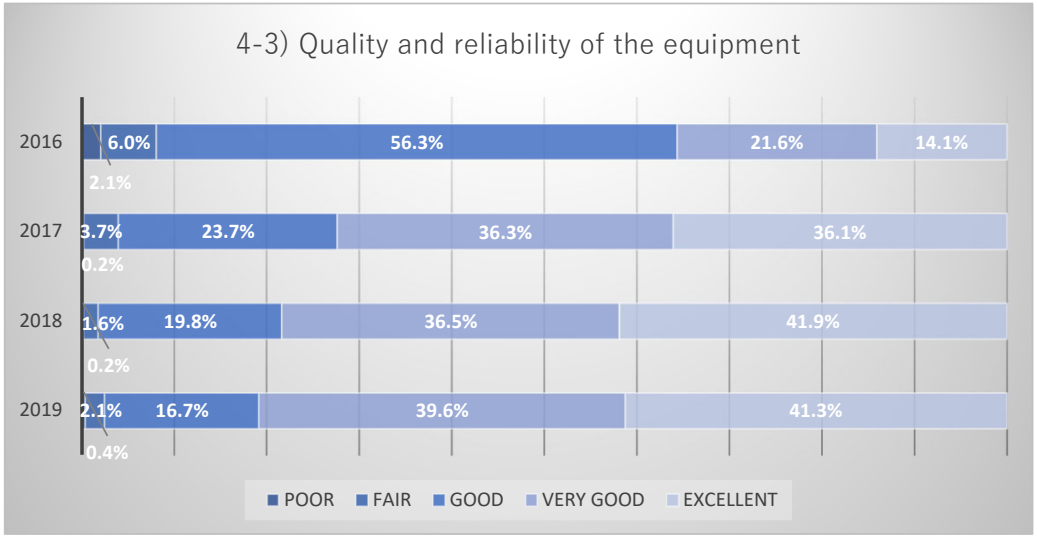
4-3) Quality and reliability of the equipment
2016
6.0%
56.3%
21.6%
14.1%
2.1%
2017
3.7%
23.7%
36.3%
36.1%
0.2%
2018
1.6%
19.8%
36.5%
41.9%
0.2%
2019
2.1%
16.7%
39.6%
41.3%
0.4%
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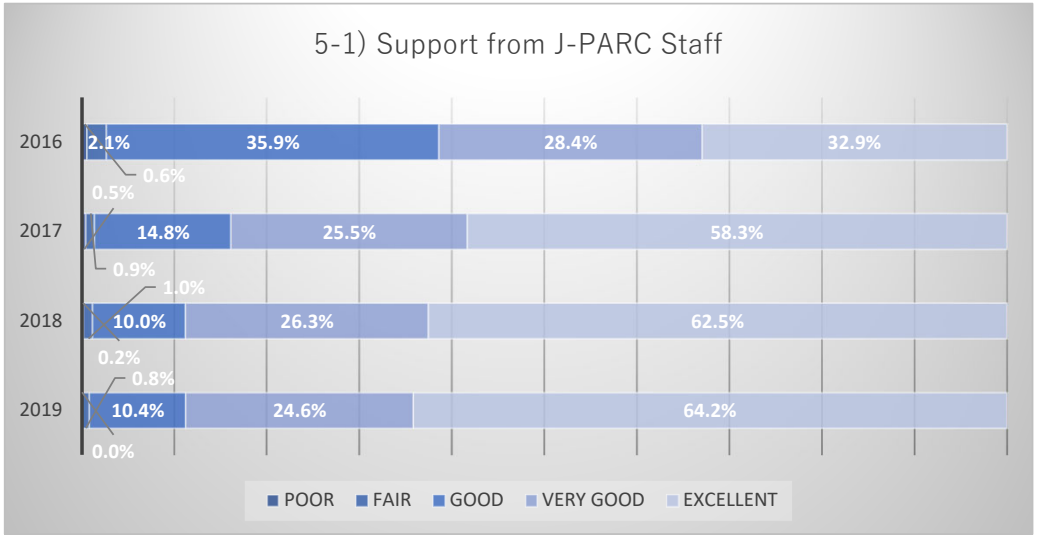
5-1) Support from J-PARC Staff
2016
2017
2018
2019
2.1%
35.9%
28.4%
32.9%
0.6%
0.5%
14.8%
25.5%
58.3%
0.9%
1.0%
10.0%
26.3%
62.5%
0.2%
0.8%
10.4%
24.6%
64.2%
0.0%
POOR
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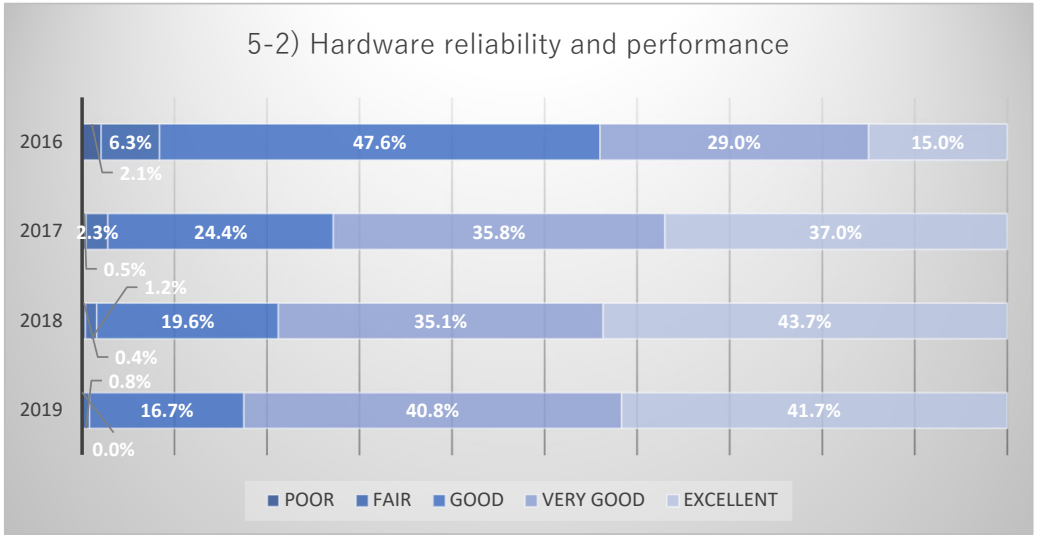
5-2) Hardware reliability and performance
2016
2017
2018
2019
6.3%
47.6%
29.0%
15.0%
2.1%
2.3%
24.4%
35.8%
37.0%
0.5%
1.2%
19.6%
35.1%
43.7%
0.4%
0.8%
16.7%
40.8%
41.7%
0.0%
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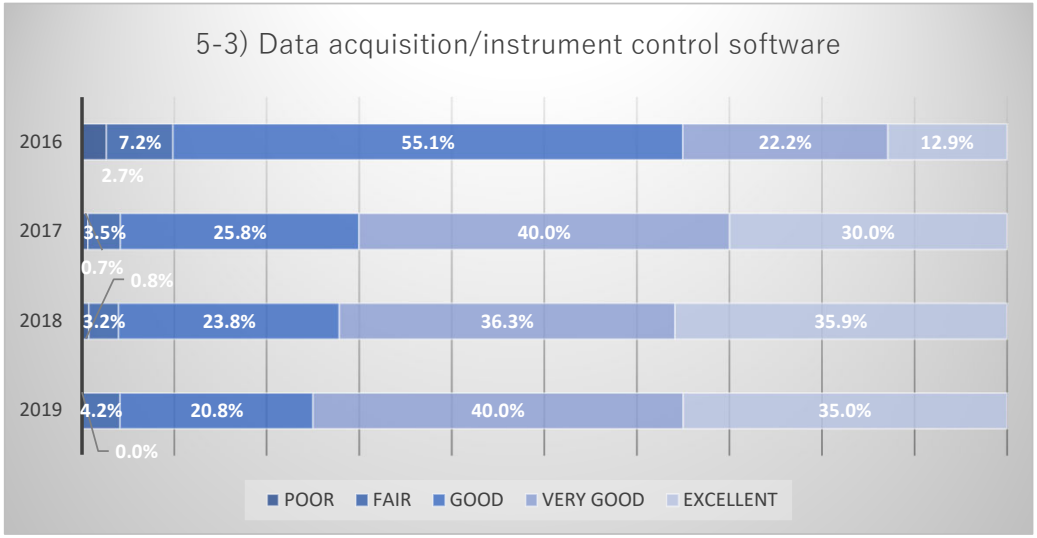
5-3) Data acquisition/instrument control software
2016
2017
2018
2019
7.2%
55.1%
22.2%
12.9%
2.7%
3.5%
25.8%
40.0%
30.0%
0.7%
0.8%
3.2%
23.8%
36.3%
35.9%
4.2%
20.8%
40.0%
35.0%
0.0%
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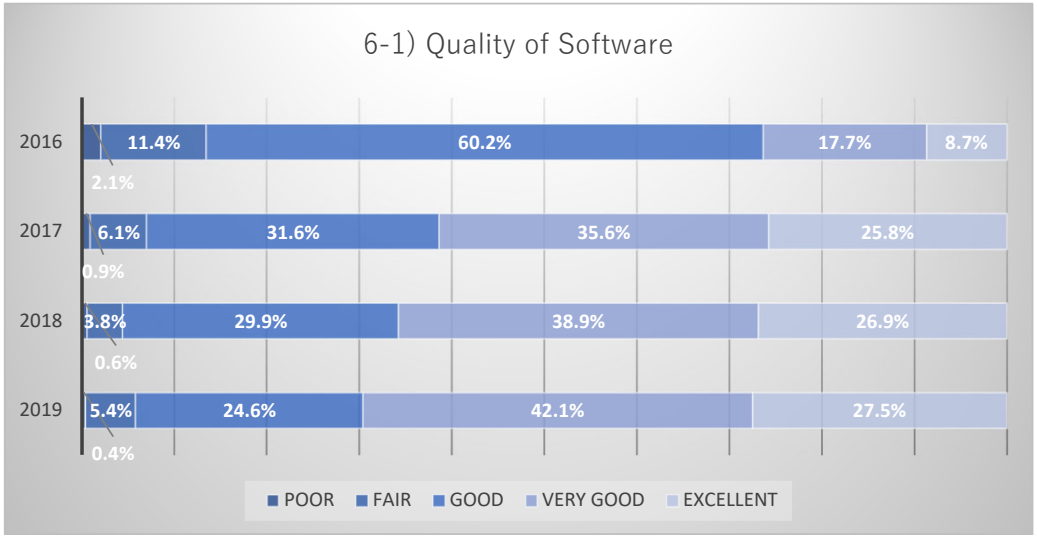
6-1) Quality of Software
2016
11.4%
60.2%
17.7%
8.7%
2.1%
2017
6.1%
31.6%
35.6%
25.8%
0.9%
2018
3.8%
29.9%
38.9%
26.9%
0.6%
2019
5.4%
24.6%
42.1%
27.5%
0.4%
POOR
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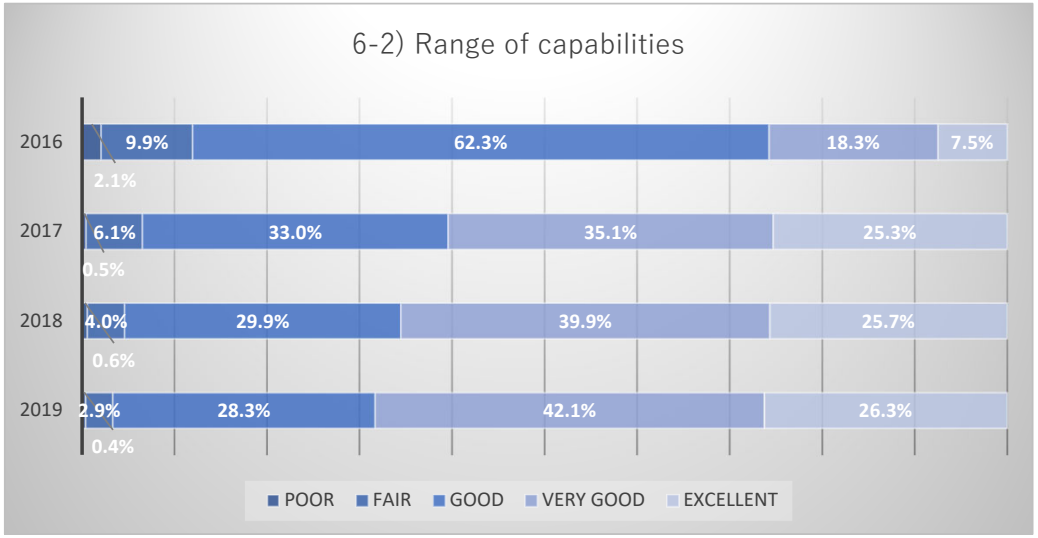
6-2) Range of capabilities
2016
9.9%
62.3%
18.3%
7.5%
2.1%
2017
6.1%
33.0%
35.1%
25.3%
0.5%
2018
4.0%
29.9%
39.9%
25.7%
0.6%
2019
2.9%
28.3%
42.1%
26.3%
0.4%
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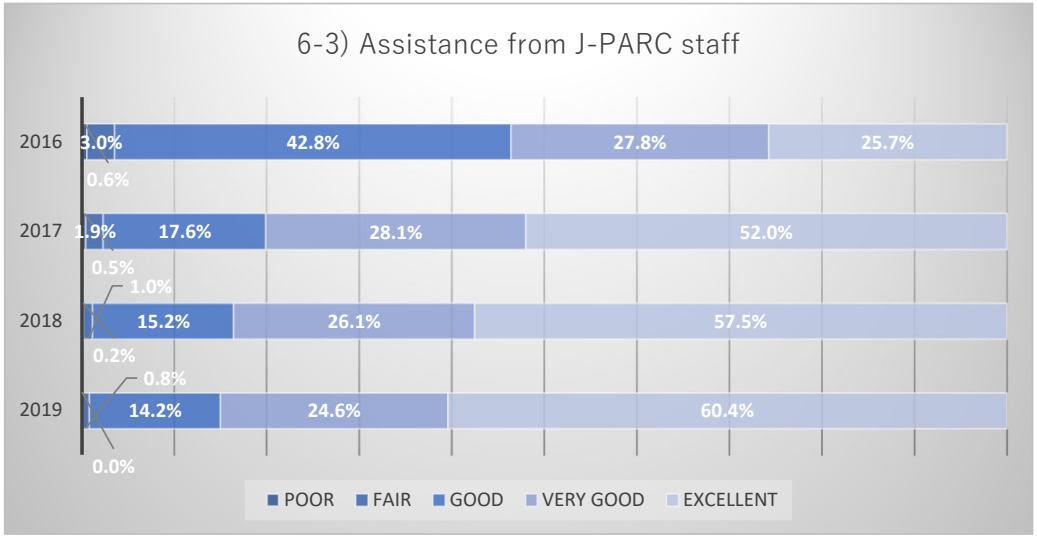
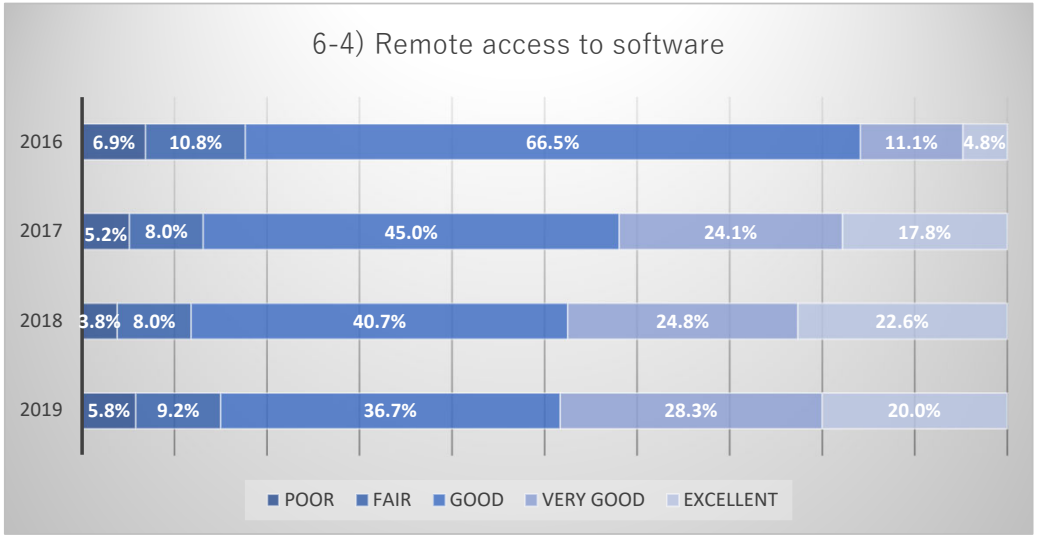
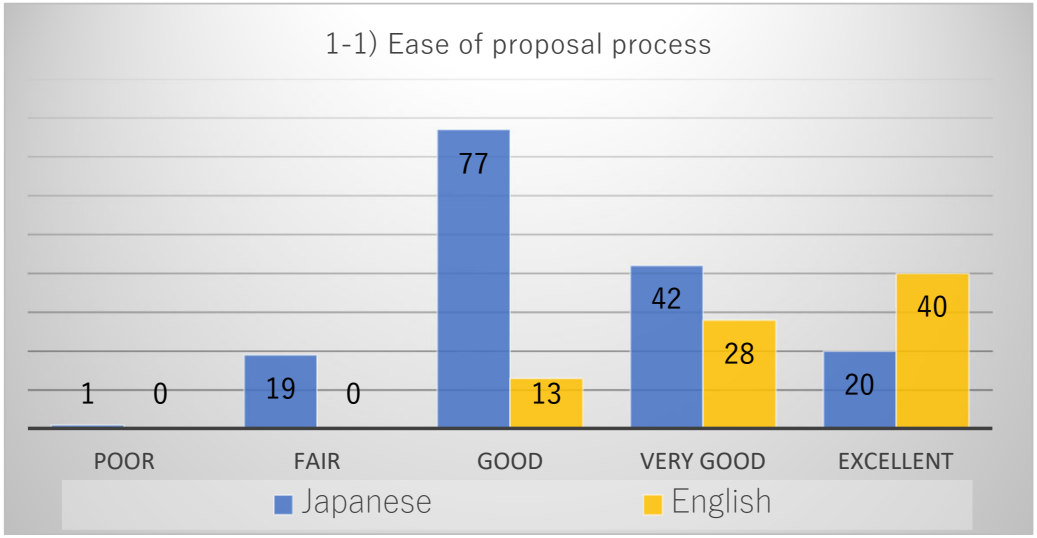
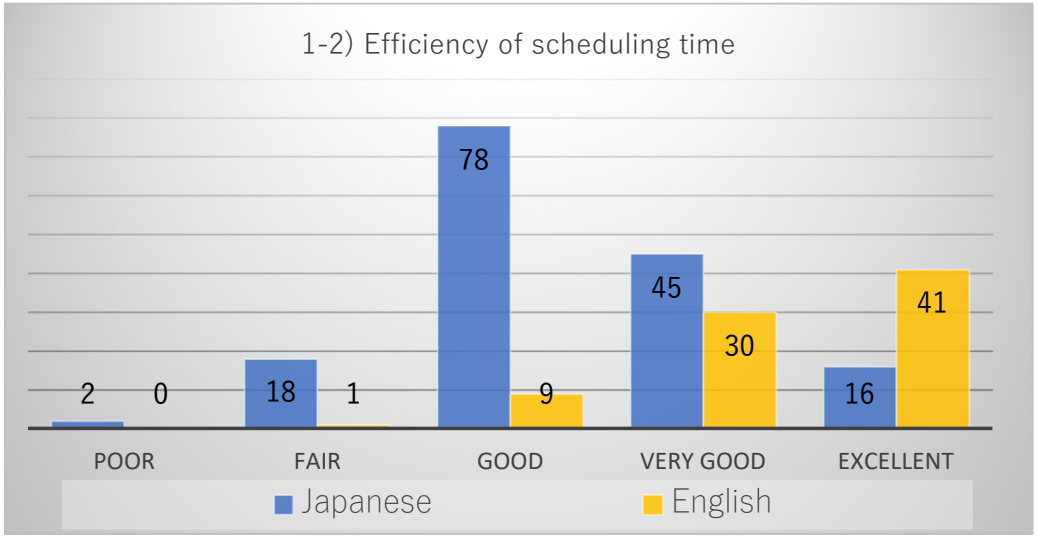

6-3) Assistance from J-PARC staff
2016
3.0%
42.8%
27.8%
25.7%
0.6%
2017
1.9%
17.6%
28.1%
52.0%
0.5%
2018
1.0%
15.2%
26.1%
57.5%
0.2%
2019
0.8%
14.2%
24.6%
60.4%
0.0%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

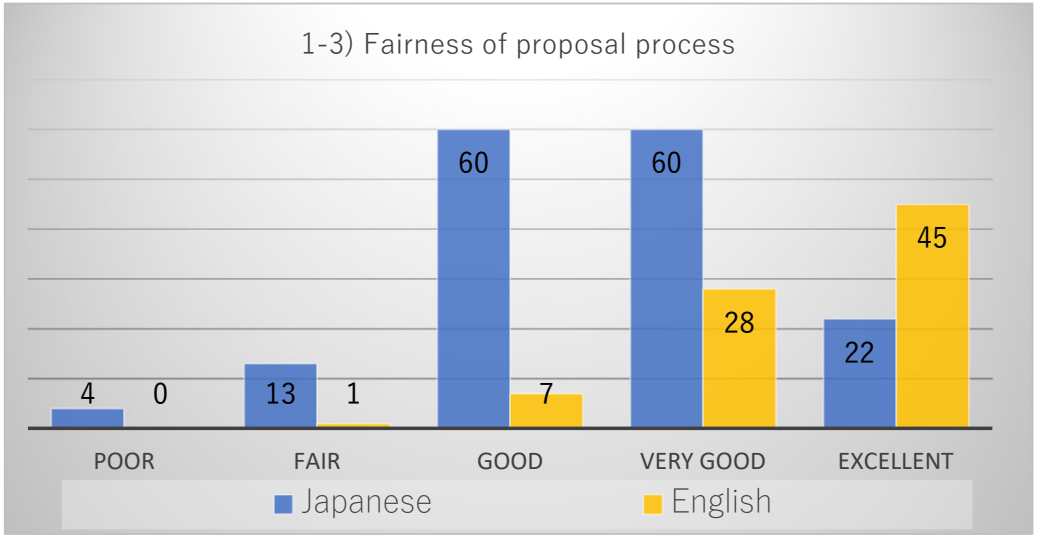

6-4) Remote access to software
2016
6.9%
10.8%
66.5%
11.1%
4.8%
2017
5.2%
8.0%
45.0%
24.1%
17.8%
2018
3.8%
8.0%
40.7%
24.8%
22.6%
2019
5.8%
9.2%
36.7%
28.3%
20.0%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

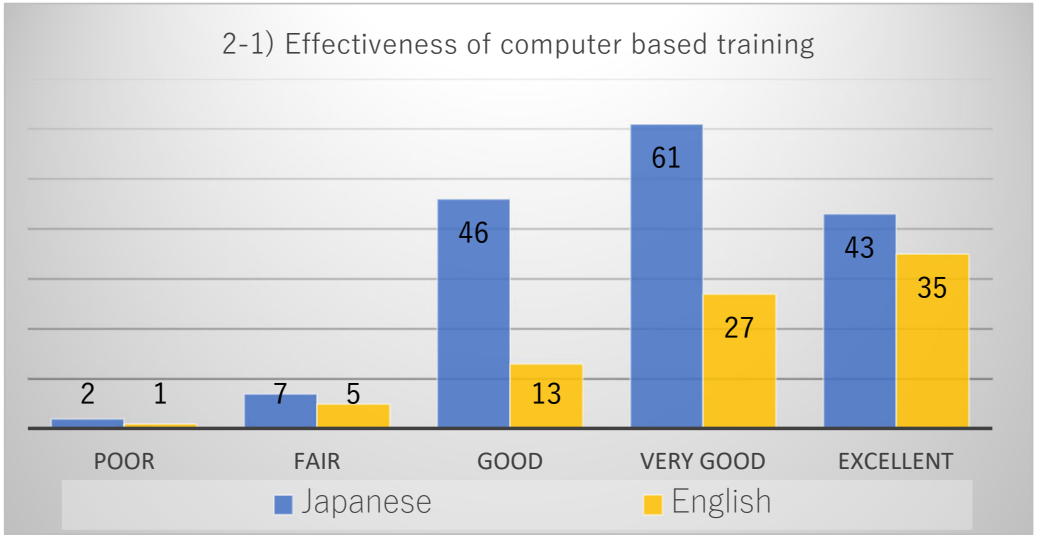
Comparison graph of respondents in both Japanese and English

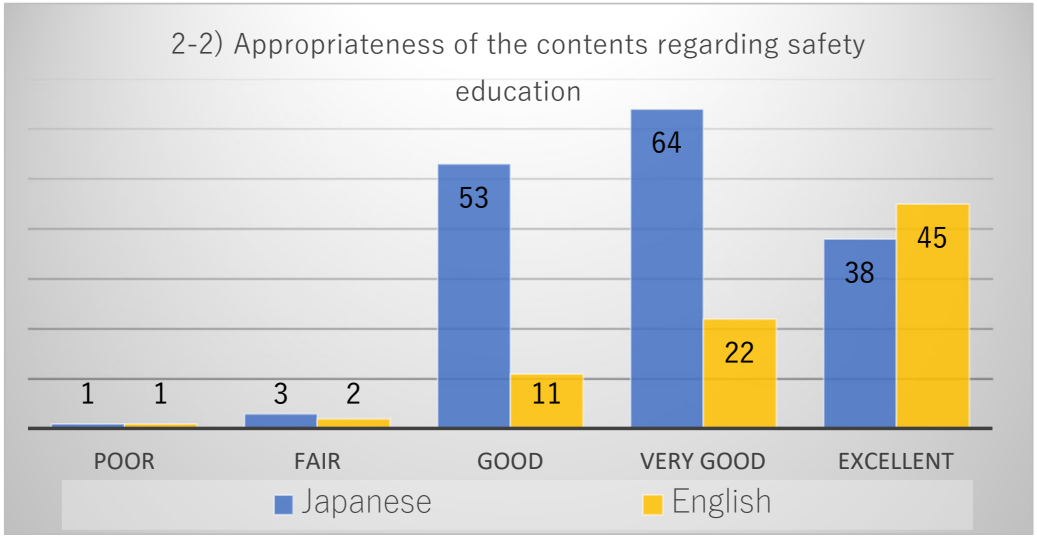
Comparison graph of items by respondents answered in Japanese and English.

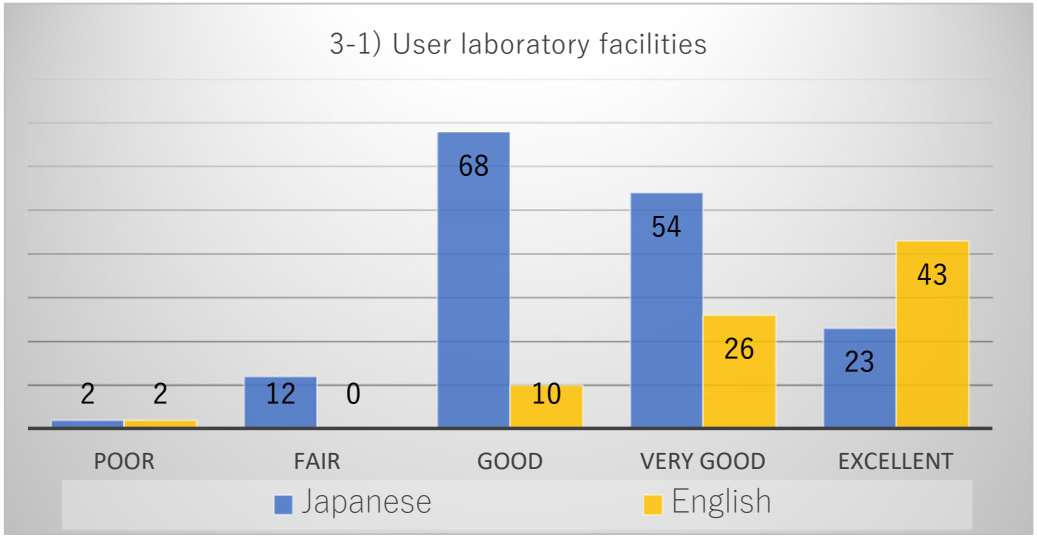

1-1) Ease of proposal process
1
0
19
0
77
13
42
28
20
40
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

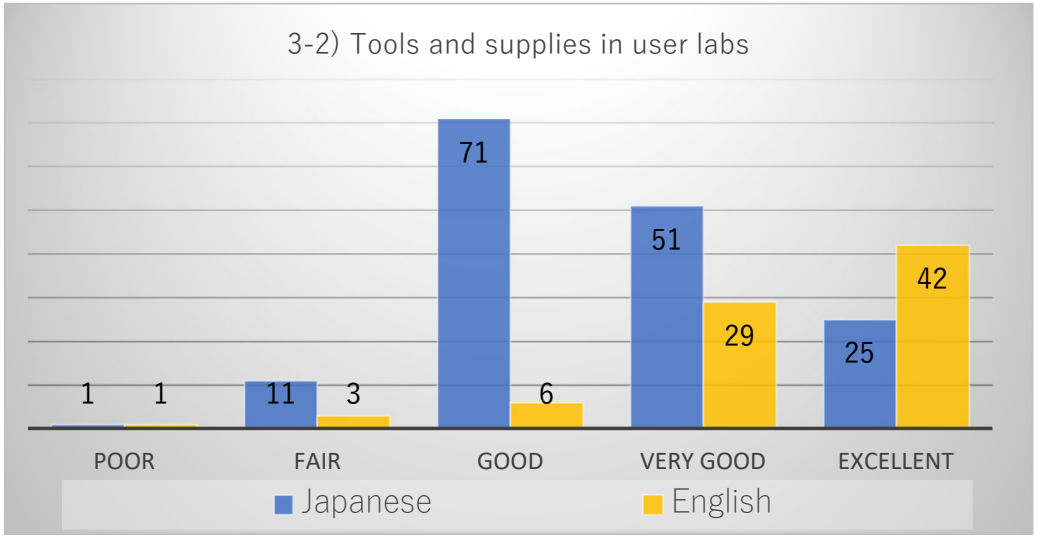

1-2) Efficiency of scheduling time
2
0
18
1
78
9
45
30
16
41
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

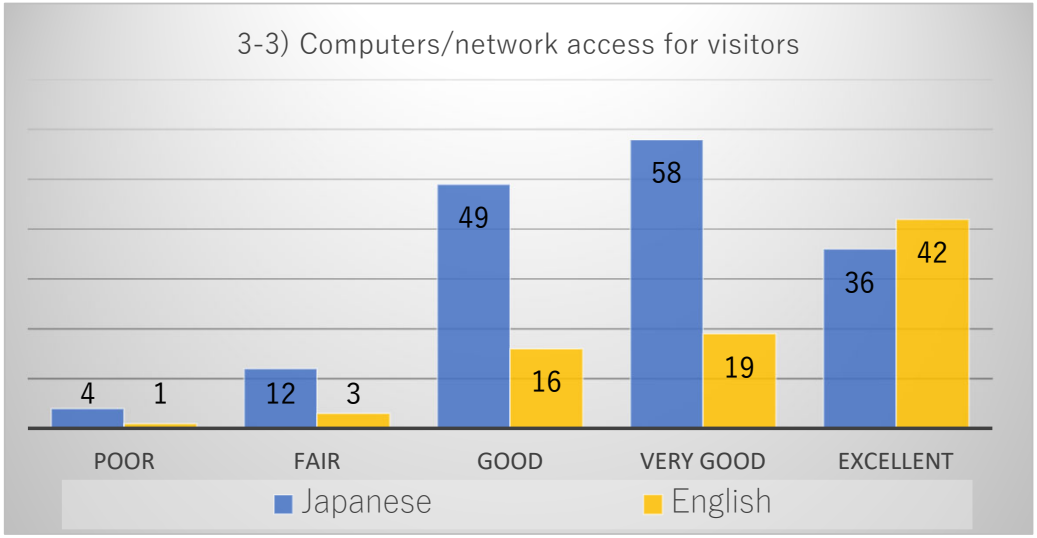

1-3) Fairness of proposal process
4
0
13
1
60
7
60
28
22
45
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

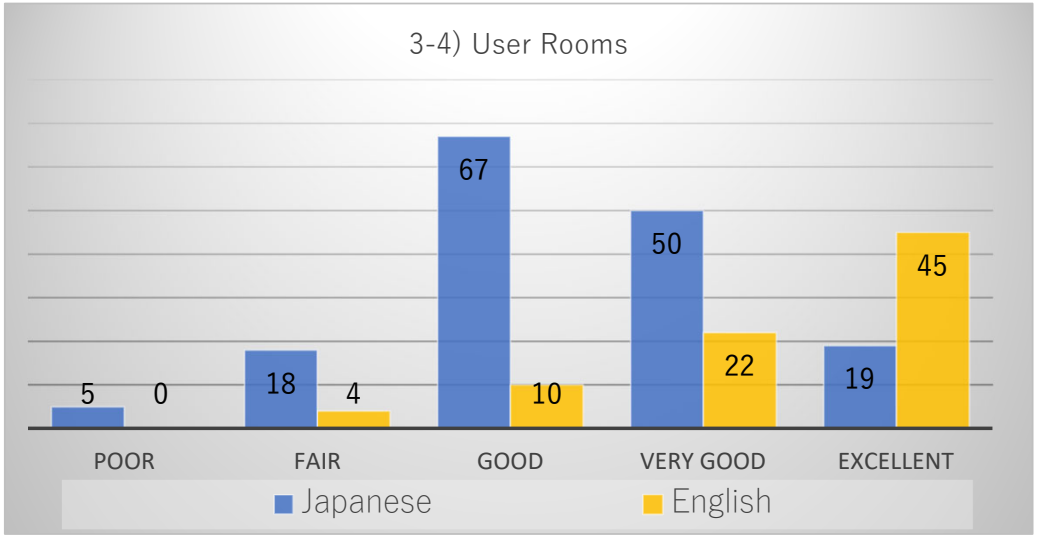

2-1) Effectiveness of computer based training
2
1
7
5
46
13
61
27
43
35
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

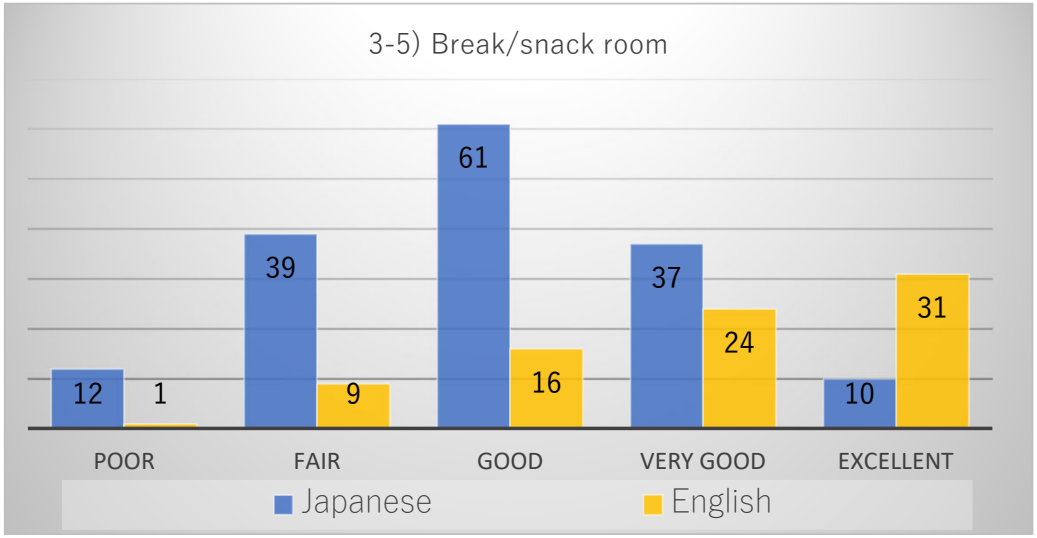

2-2) Appropriateness of the contents regarding safety education
1
1
3
2
53
11
64
22
38
45
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

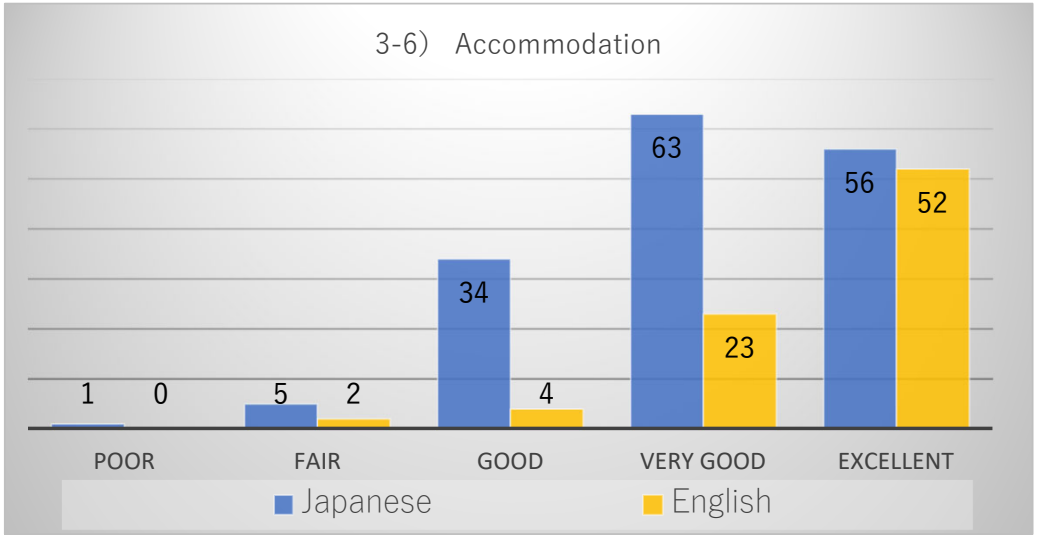

3-1) User laboratory facilities
2
2
12
0
68
10
54
26
23
43
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

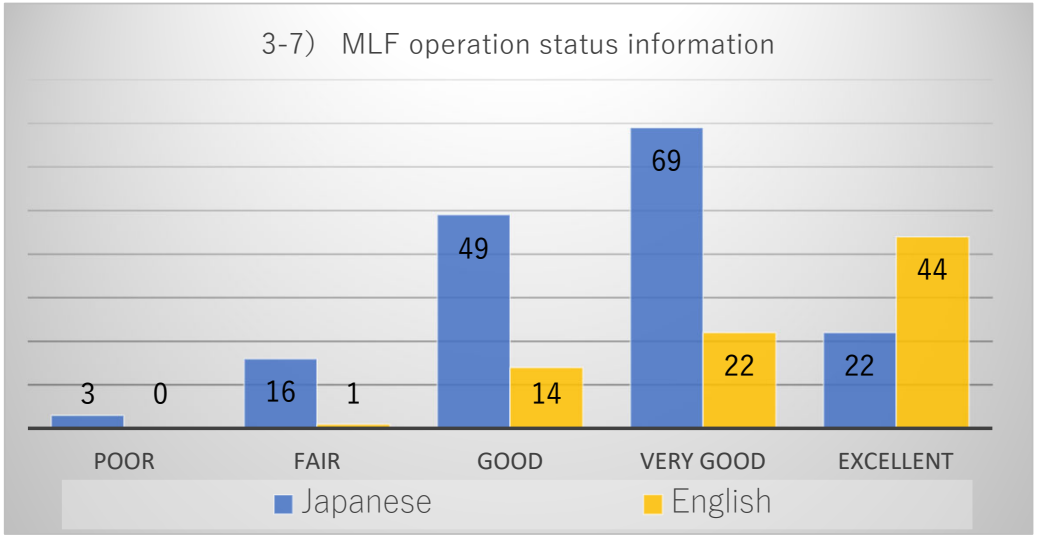

3-2) Tools and supplies in user labs
1
1
11
3
71
6
51
29
25
42
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

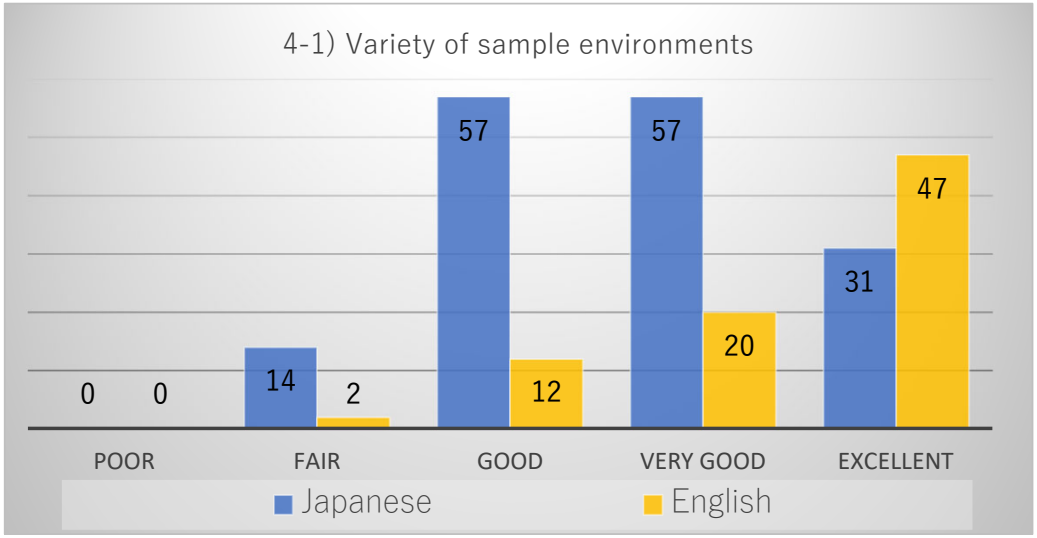

3-3) Computers/network access for visitors
4
1
12
3
49
16
58
19
36
42
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

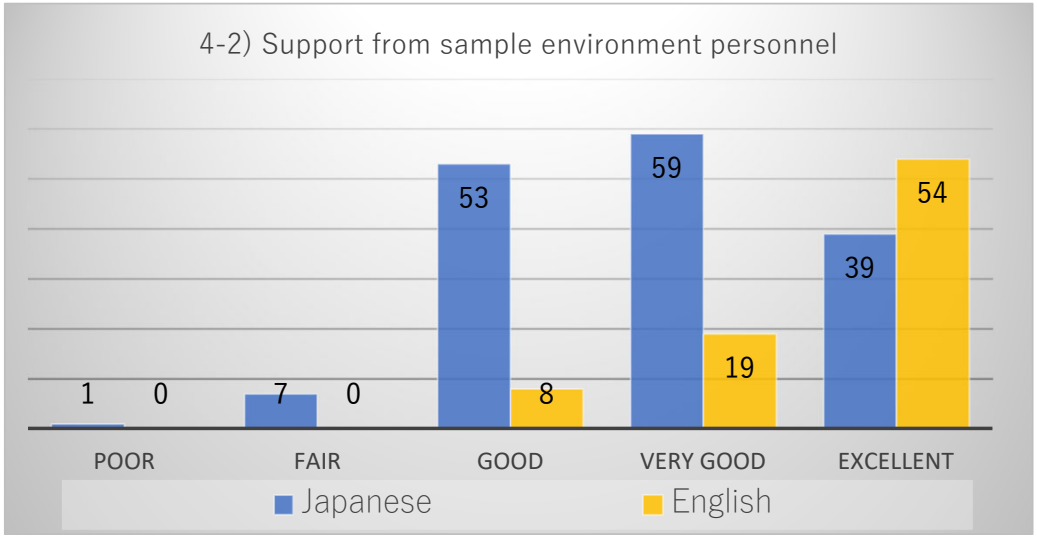

3-4) User Rooms
5
0
18
4
67
10
50
22
19
45
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

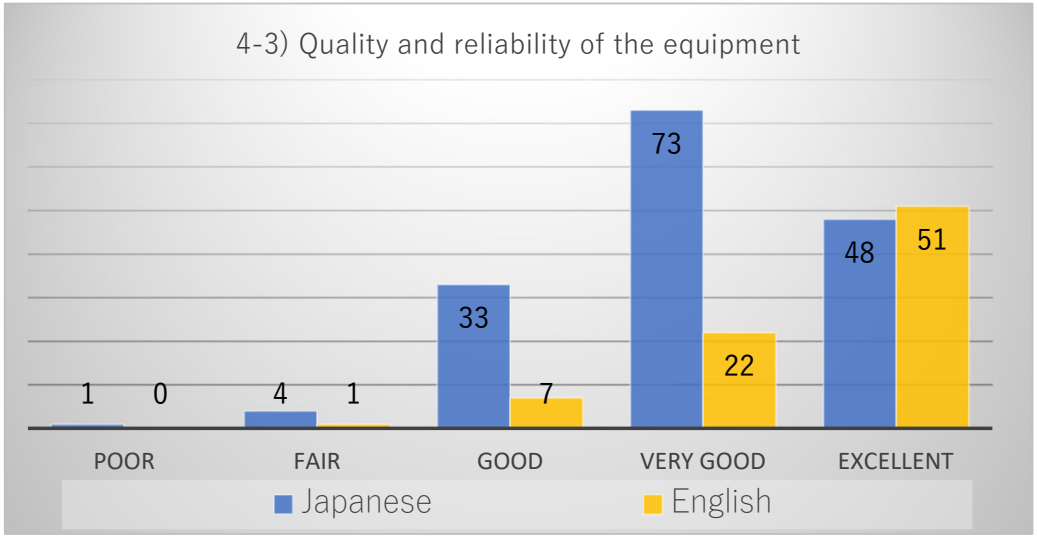

3-5) Break/snack room
12
1
39
9
61
16
37
24
10
31
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

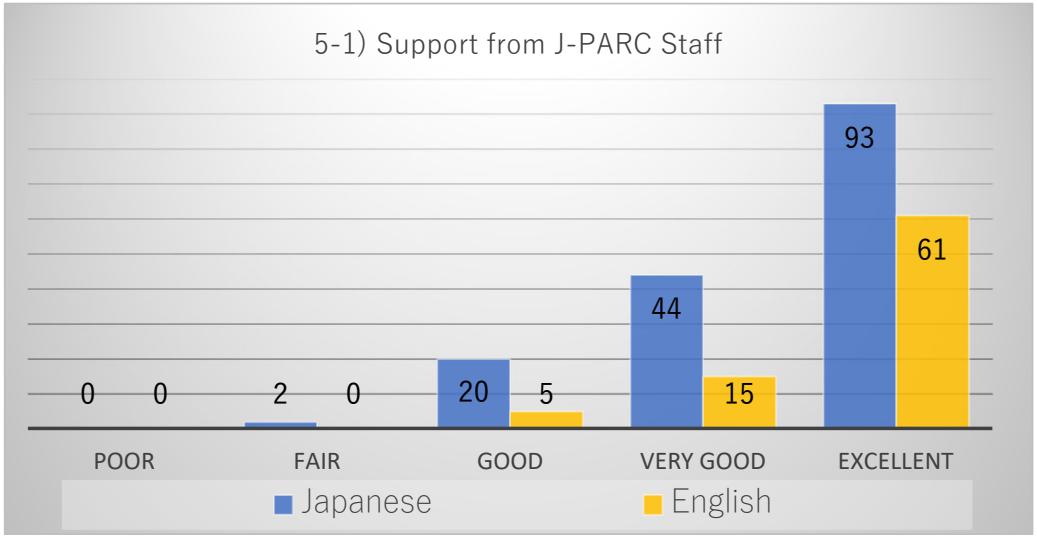

3-6) Accommodation
1
0
5
2
34
4
63
23
56
52
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

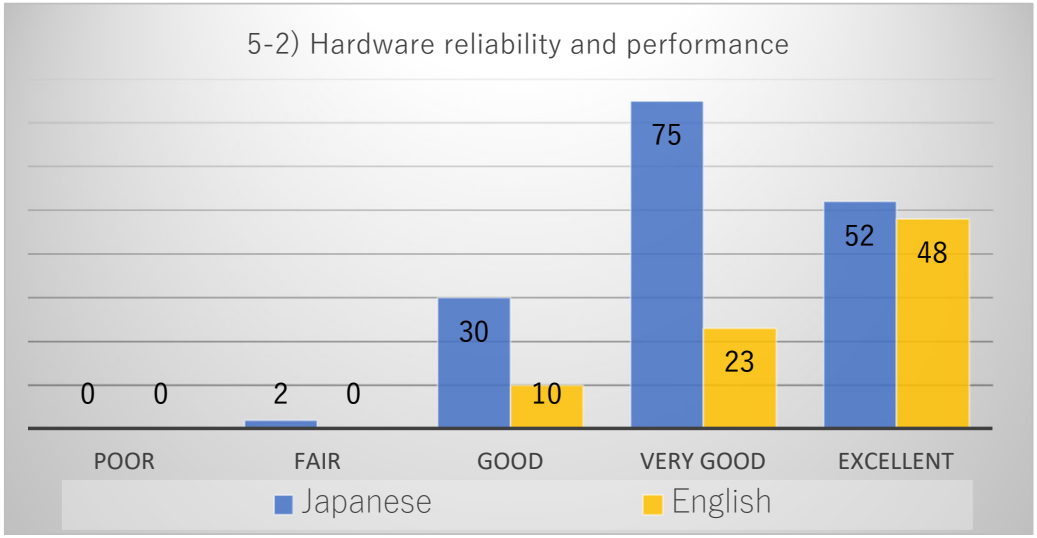

3-7) MLF operation status information
3
0
16
1
49
14
69
22
22
44
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

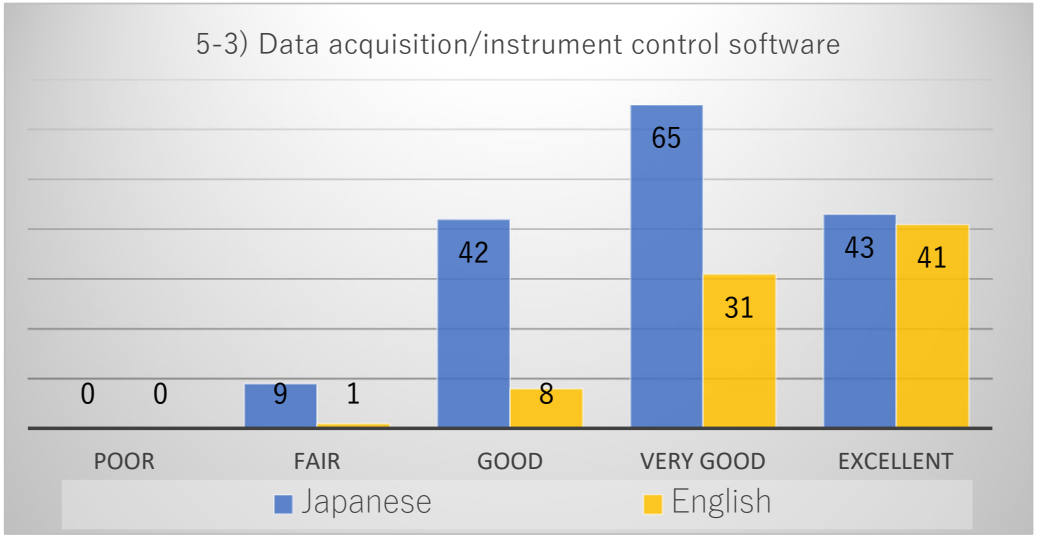

4-1) Variety of sample environments
0
0
14
2
57
12
57
20
31
47
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

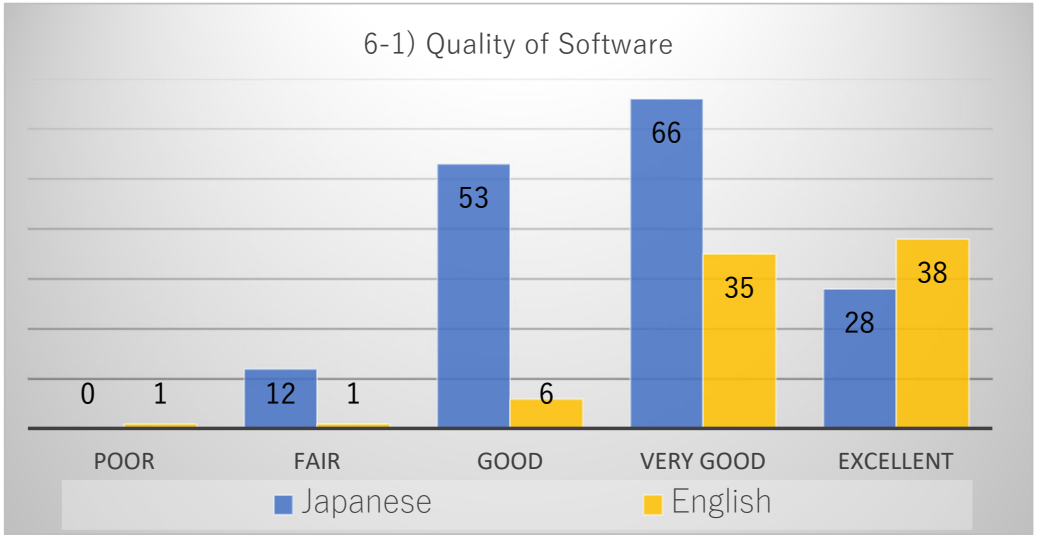

4-2) Support from sample environment personnel
1
0
7
0
53
8
59
19
39
54
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

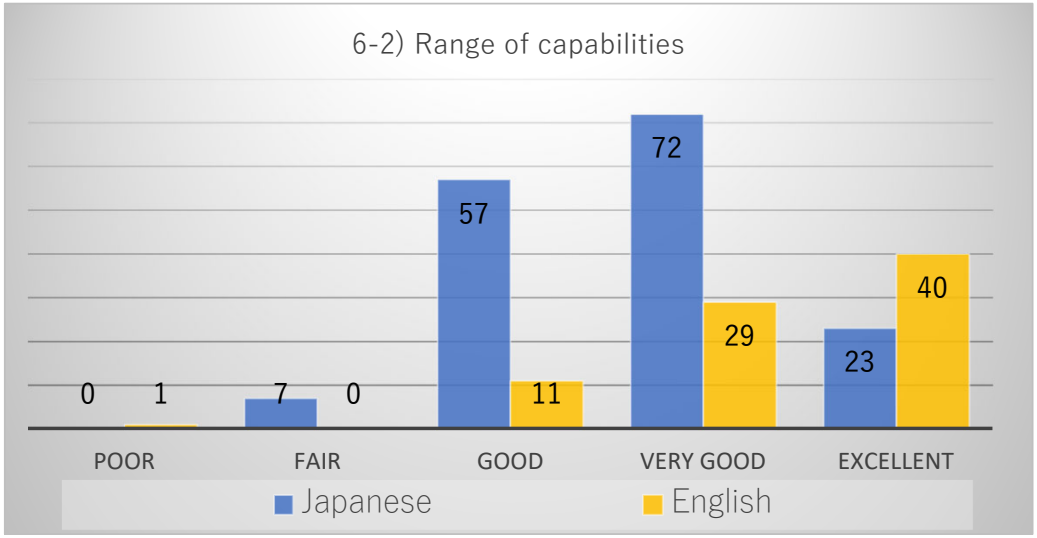

4-3) Quality and reliability of the equipment
1
0
4
1
33
7
73
22
48
51
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

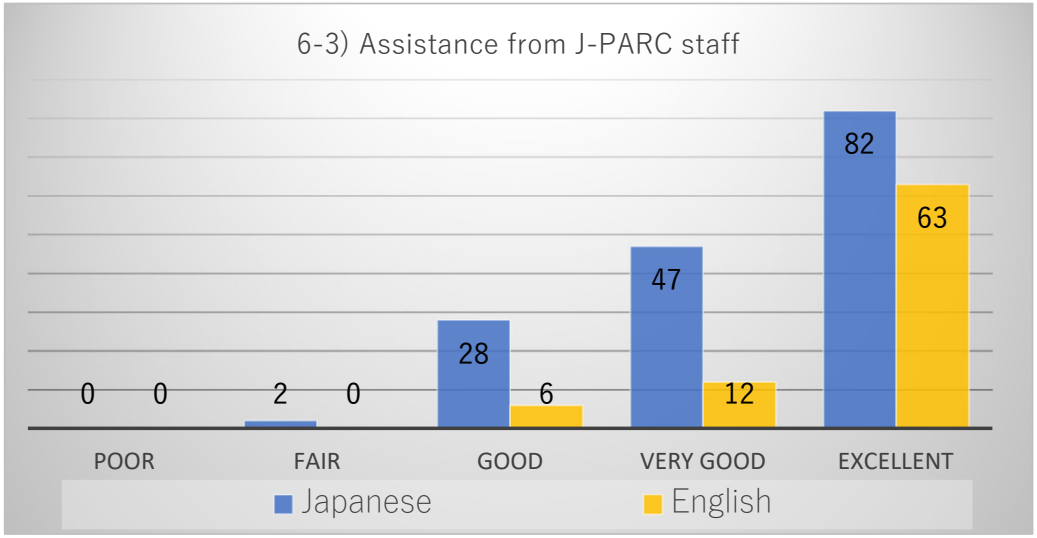

5-1) Support from J-PARC Staff
0
0
2
0
20
5
44
15
93
61
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

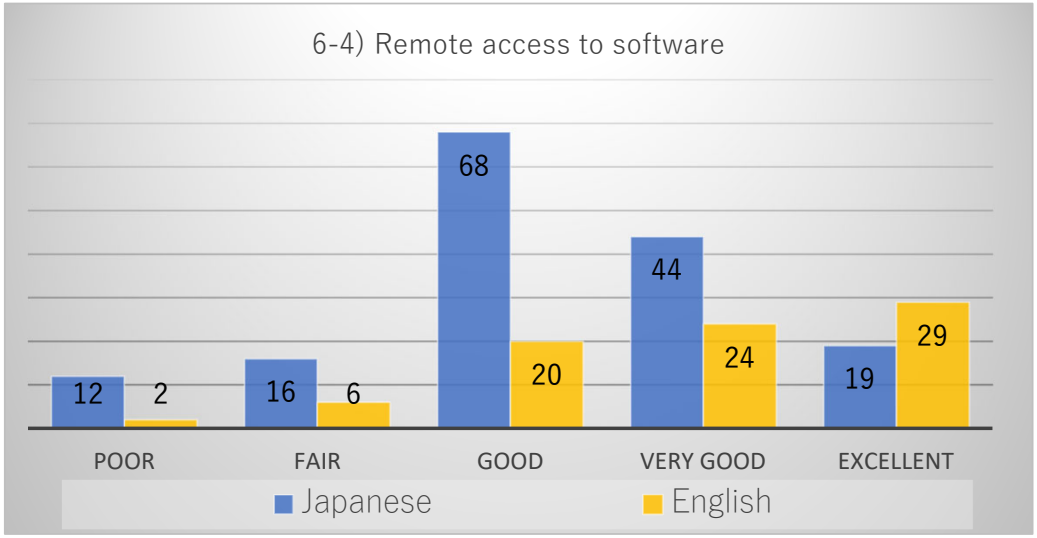

5-2) Hardware reliability and performance
0
0
2
0
30
10
75
23
52
48
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English


5-3) Data acquisition/instrument control software
0
0
9
1
42
8
65
31
43
41
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English


6-1) Quality of Software
0
1
12
1
53
6
66
35
28
38
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English


6-2) Range of capabilities
0
1
7
0
57
11
72
29
23
40
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English


6-3) Assistance from J-PARC staff
0
0
2
0
28
6
47
12
82
63
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English


6-4) Remote access to software
12
2
16
6
68
20
44
24
19
29
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English