Summary of MLF User Questionnaire 2020

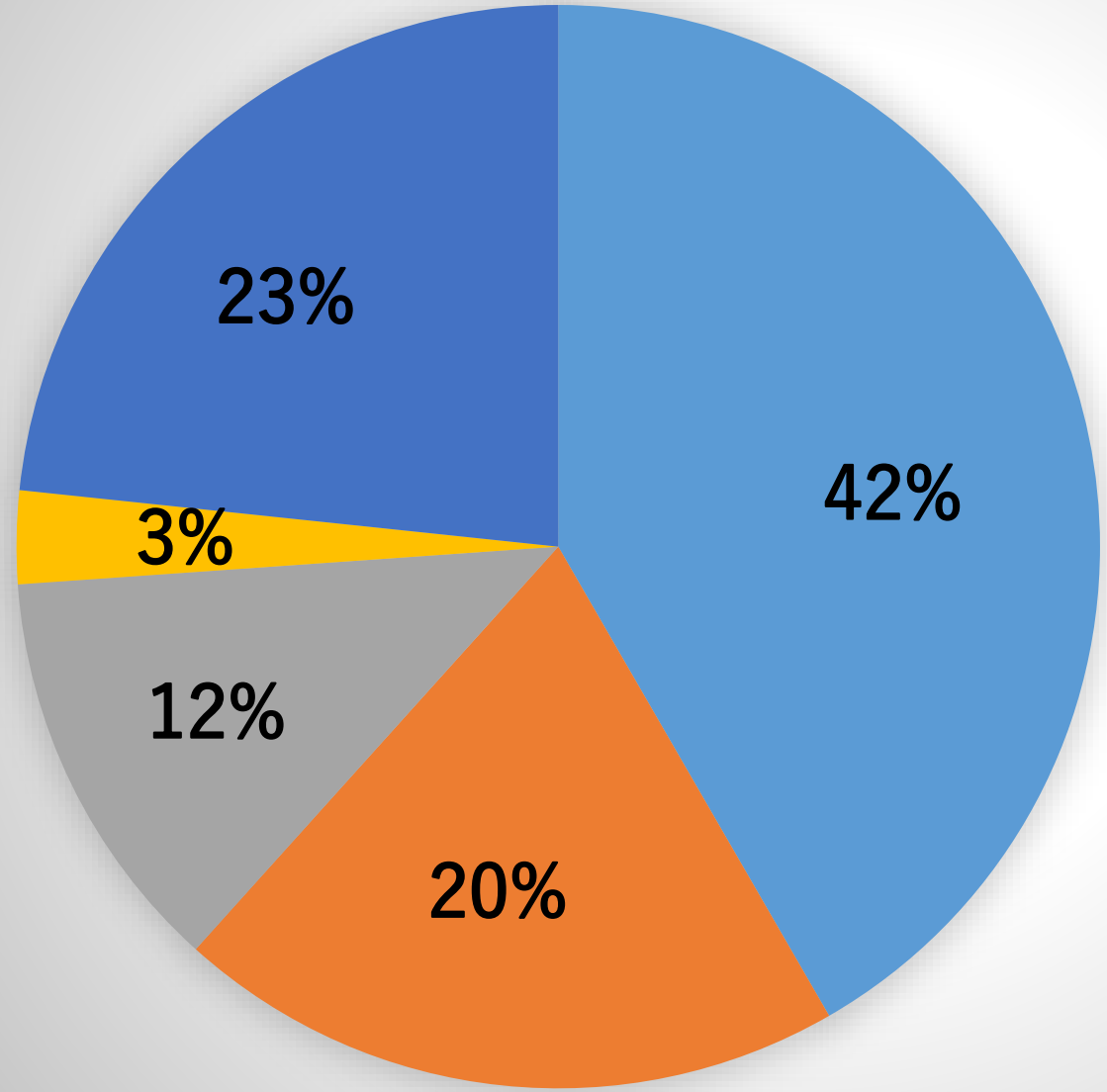
February 12th, 2021　J-PARC Center

Overview of MLF User Questionnaire

- Implementation method
  Google Forms is adopted
- Implementation period
  January 4th, 2021 to January 29th, 2021
- Survey Respondent (MLF Users from January to December 2020)
  1331people (last year:1492people)
- Number of respondents
  Japanese:131people, English:49people　total:180people
  (last year　Japanese:159people, English:81people　total:240people)
- Response rate

  13.5% (last year:16.1%)

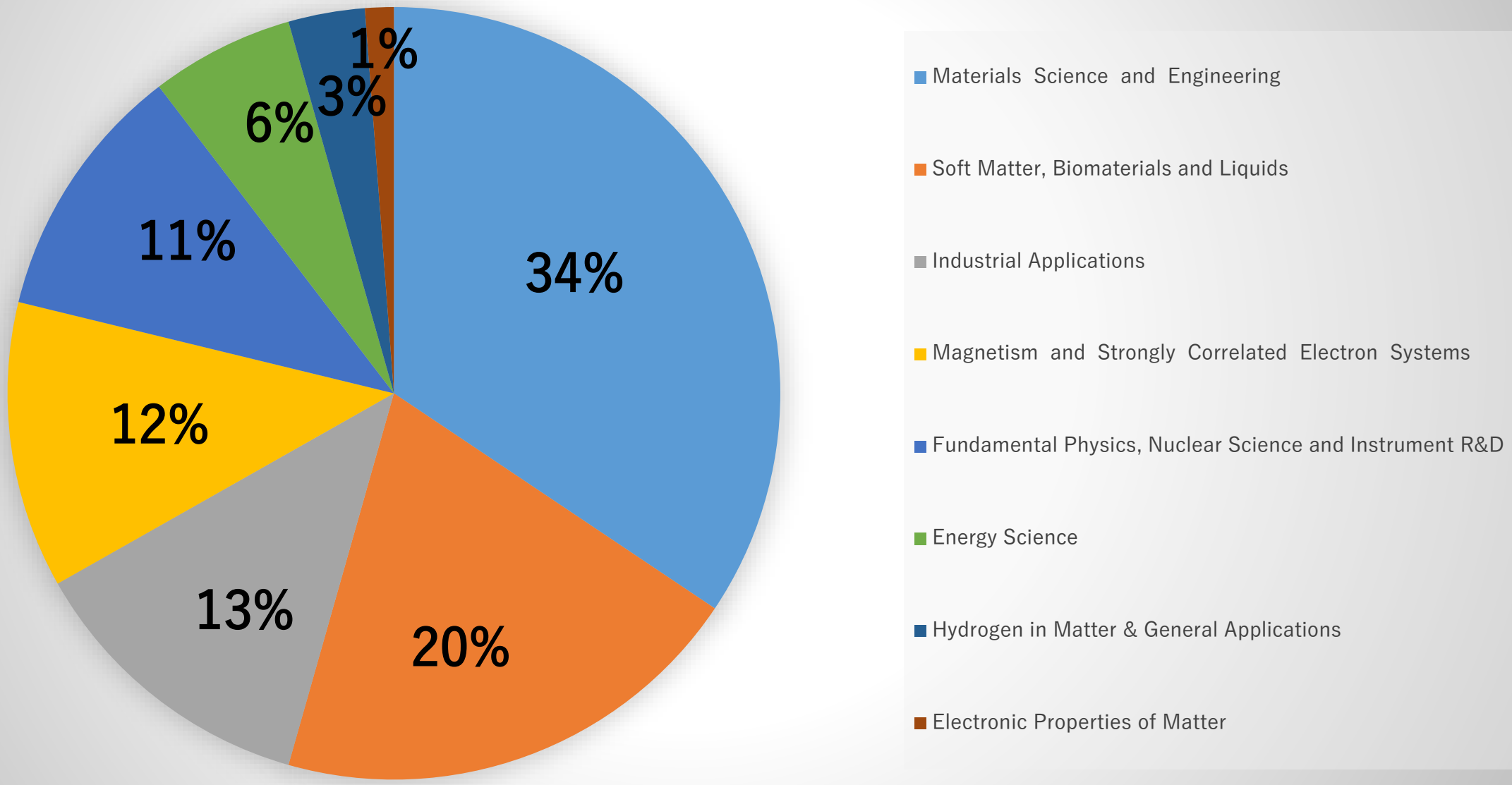
Number of respondents by job title



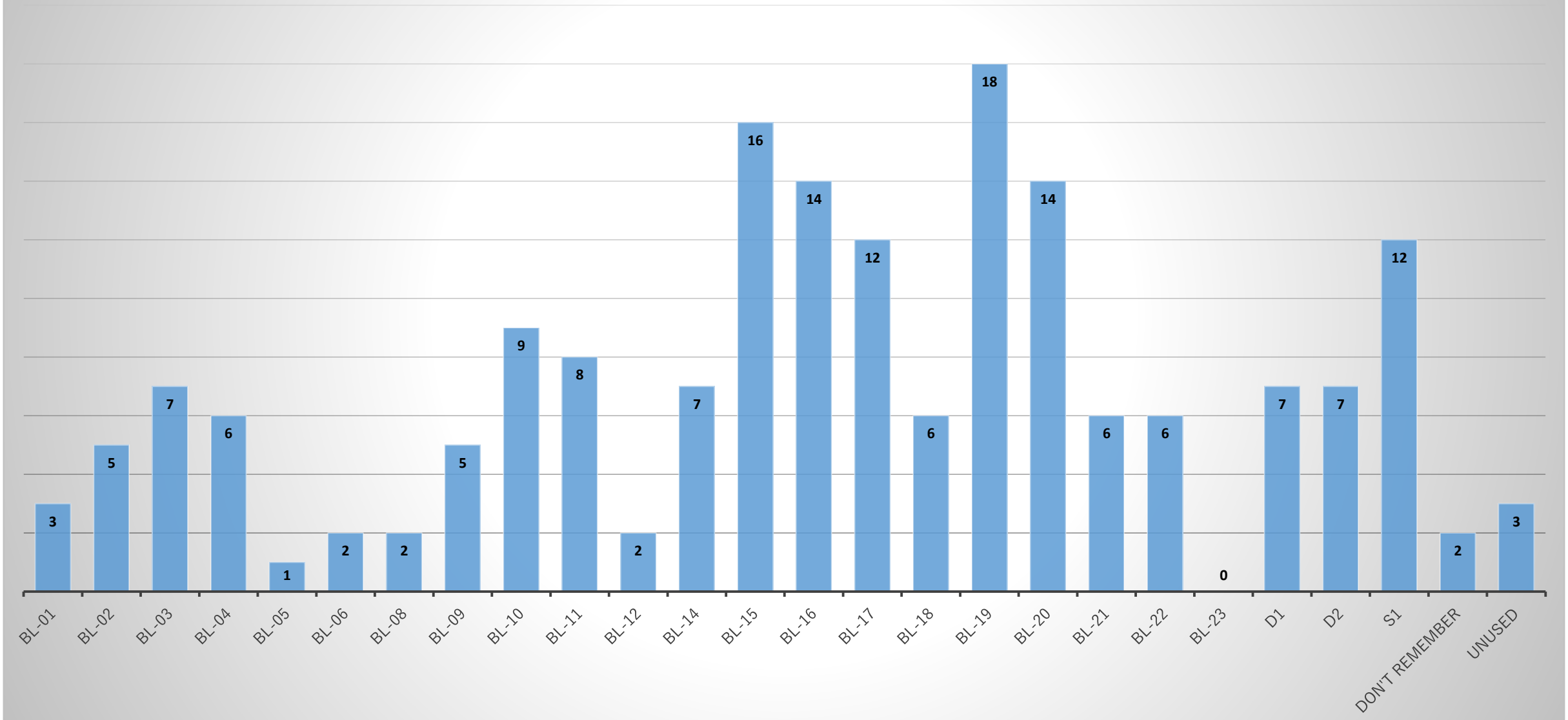
Other Breakdown

Corporate Researcher, Industrial	35
Grad student, Undergraduate student	4
Researcher at National Institute	3

Number of respondents by research field



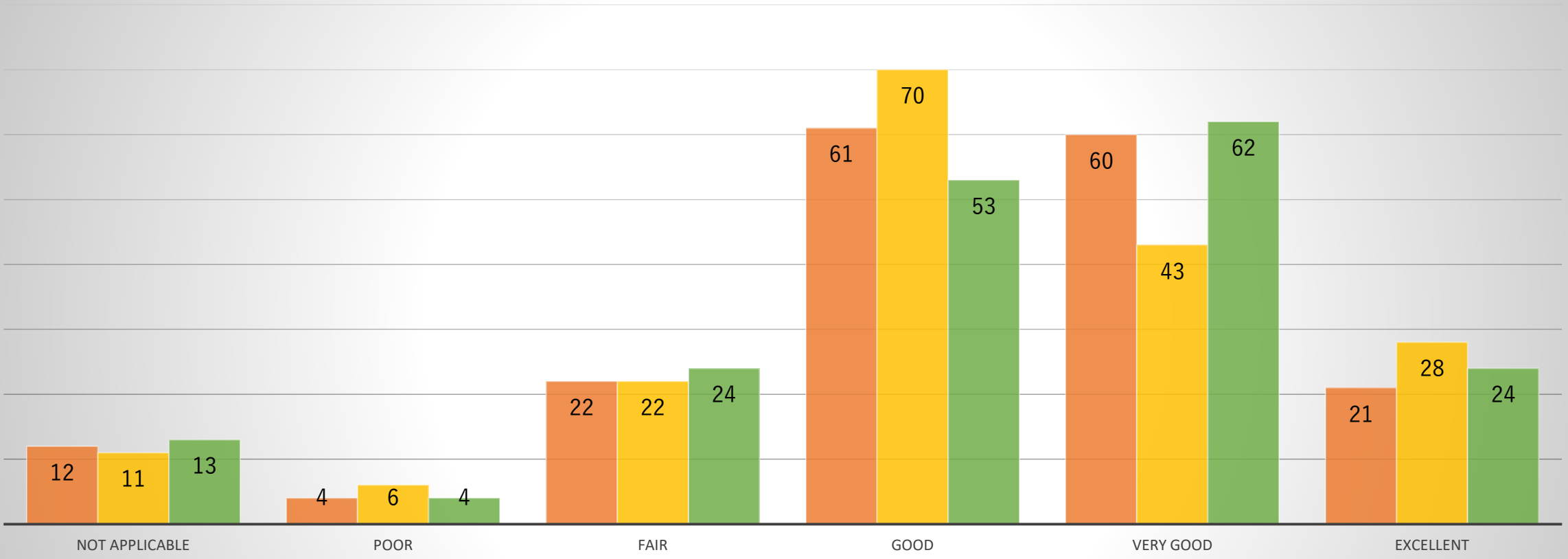
Number of respondents by beamline



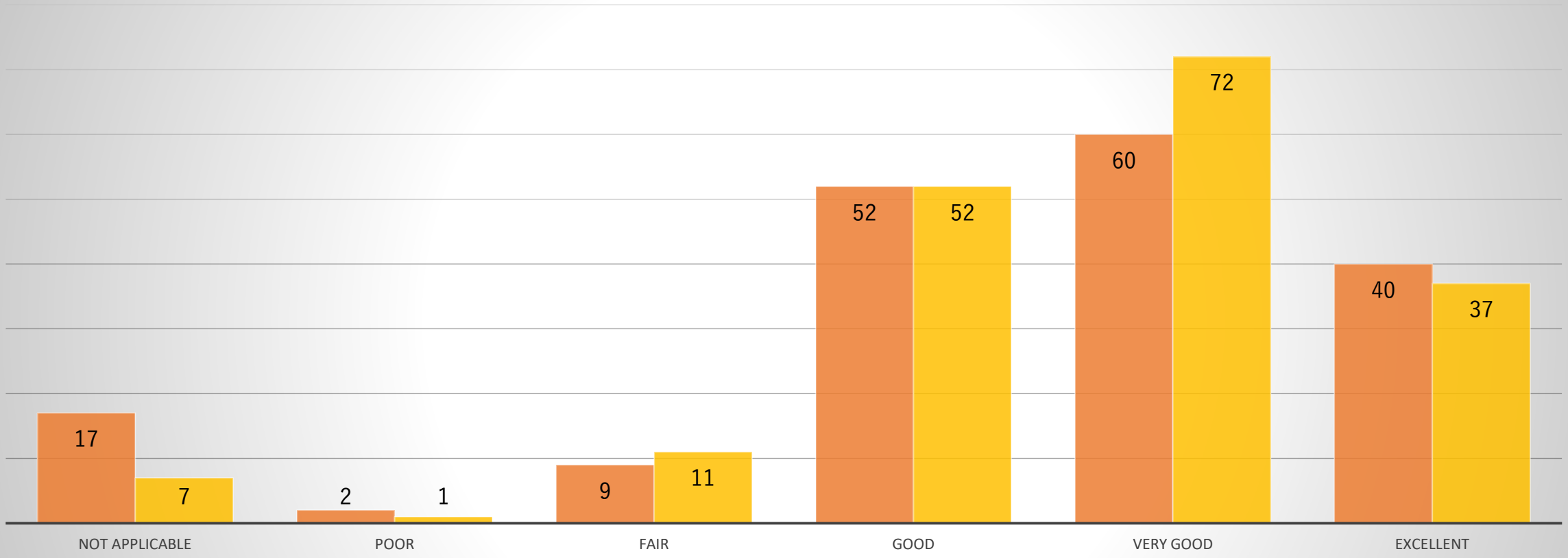
Number of responses by question items

Comparison graph of items by number of respondants.

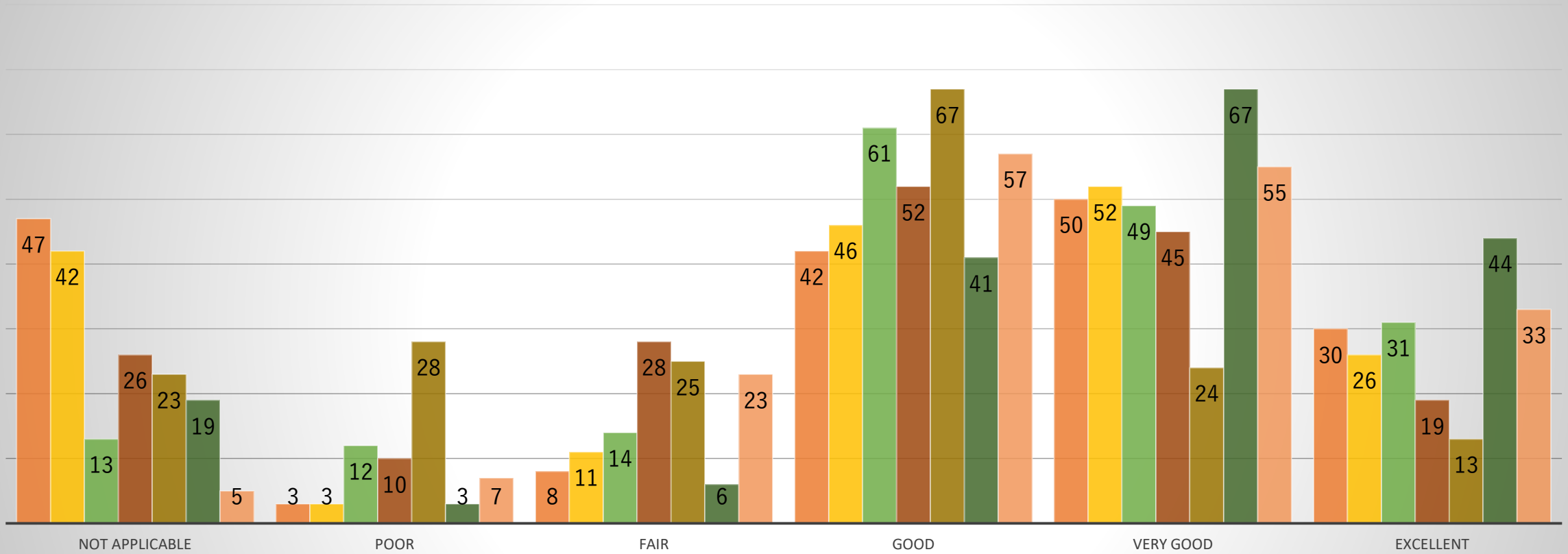
1． Proposal process



2． Safety Education

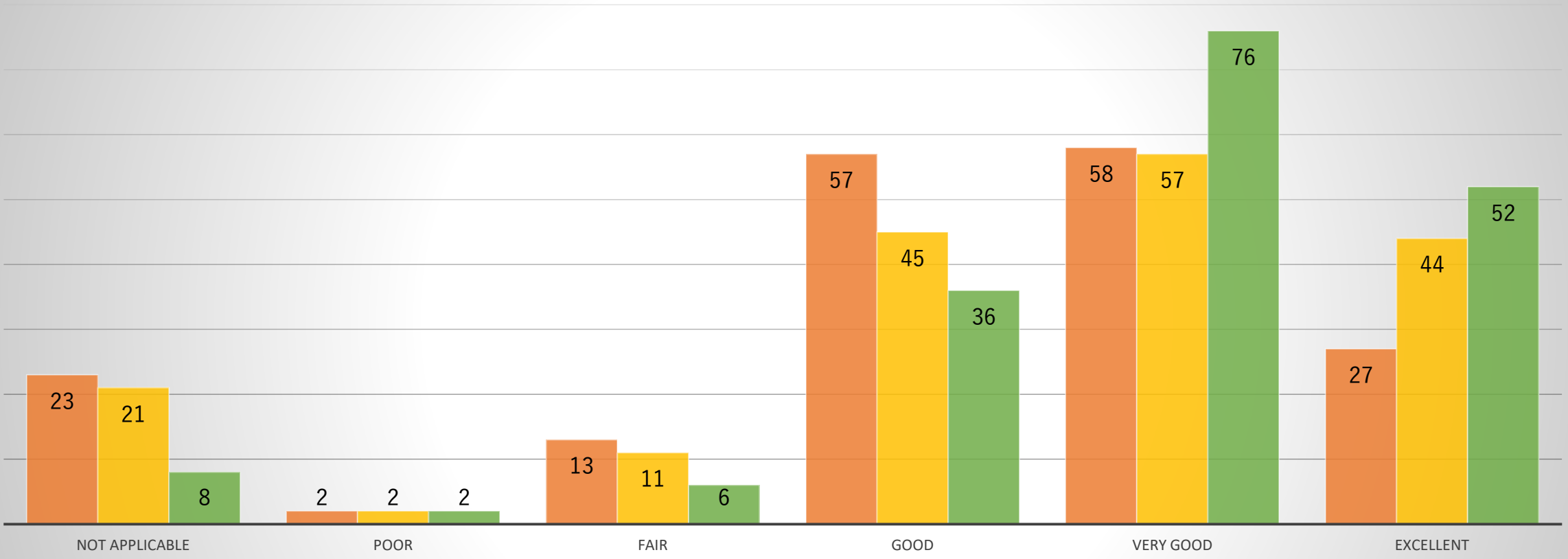


3． Support Facilities

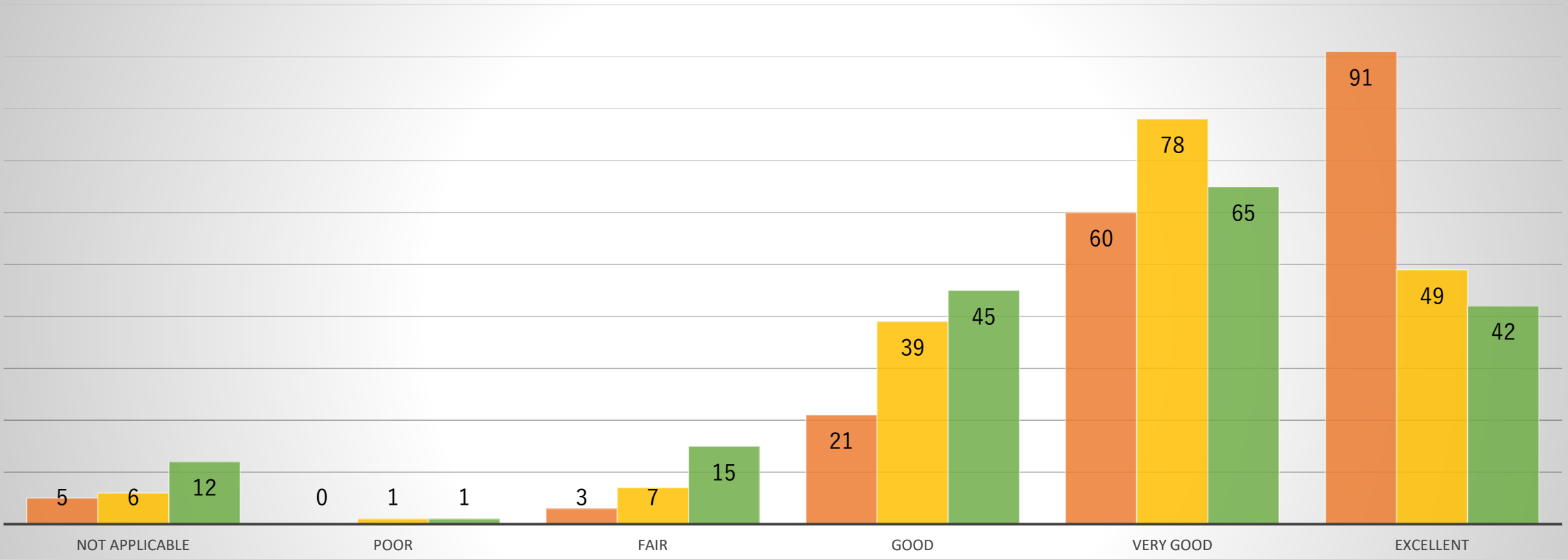


- 3-1) User laboratory facilities
- 3-2) Tools and supplies in user labs
- 3-3) Computers/network access for visitors
- 3-4) User Rooms
- 3-5) Break/snack room
- 3-6) Accommodation
- 3-7) MLF operation status information

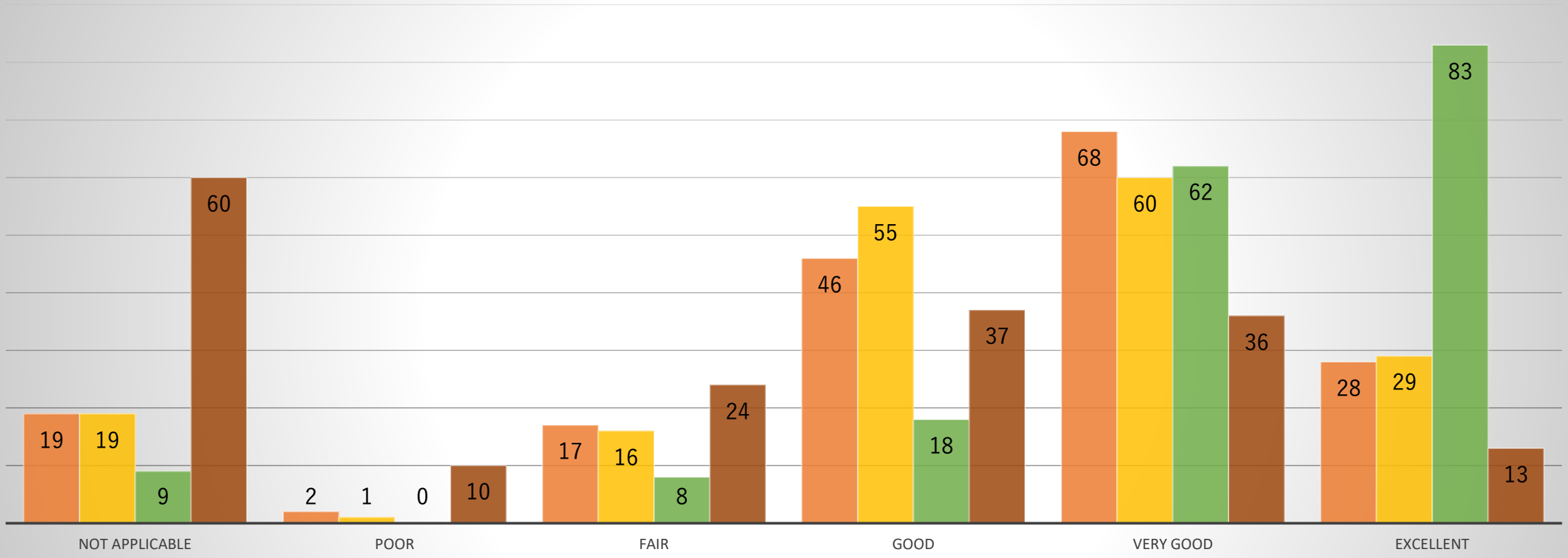
4． Sample environments



5. Instrument performance

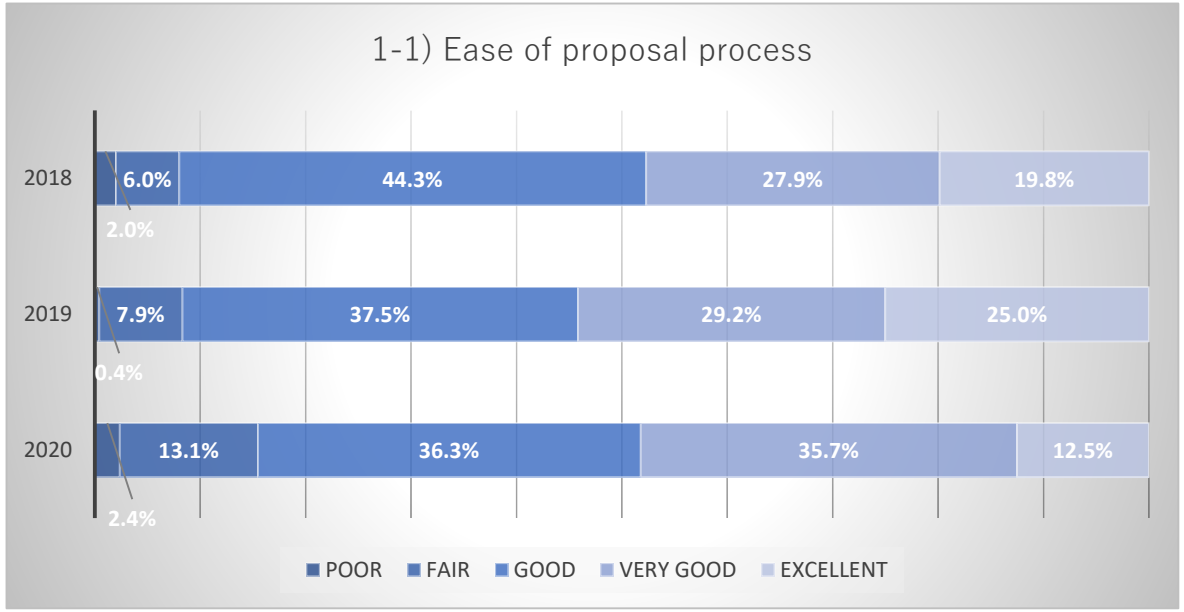


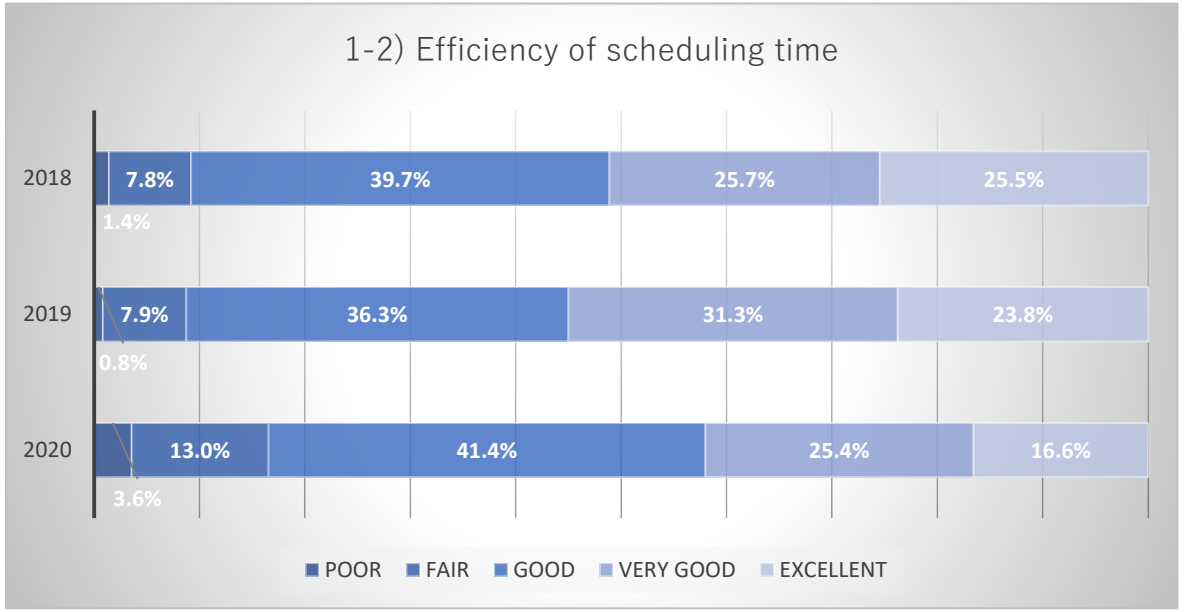
6． Software(Data Analysis Software)

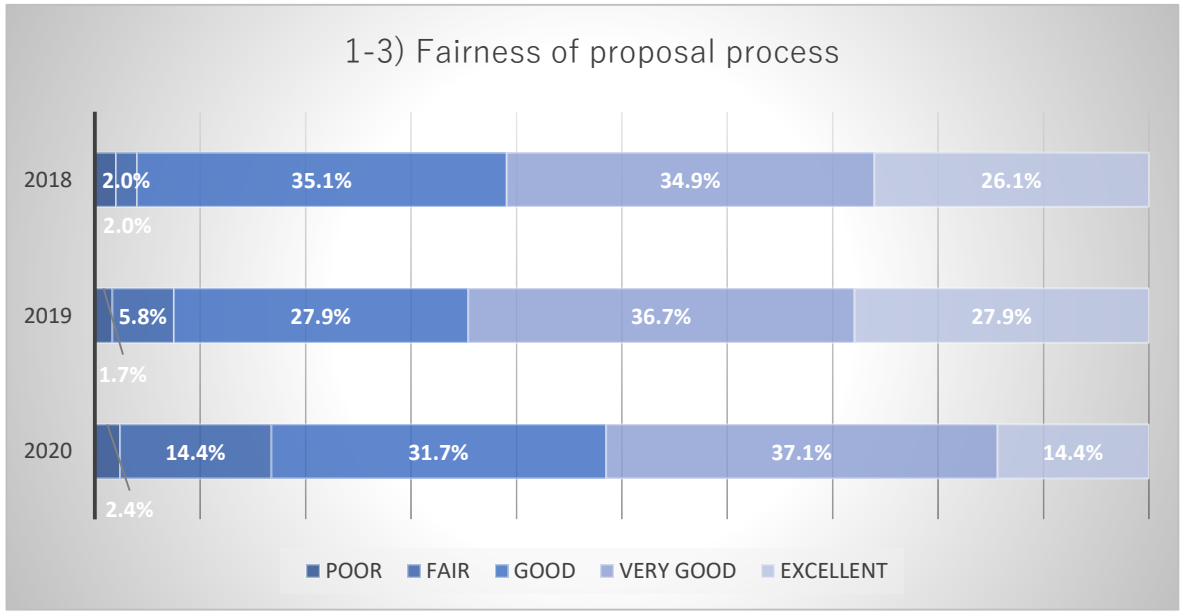


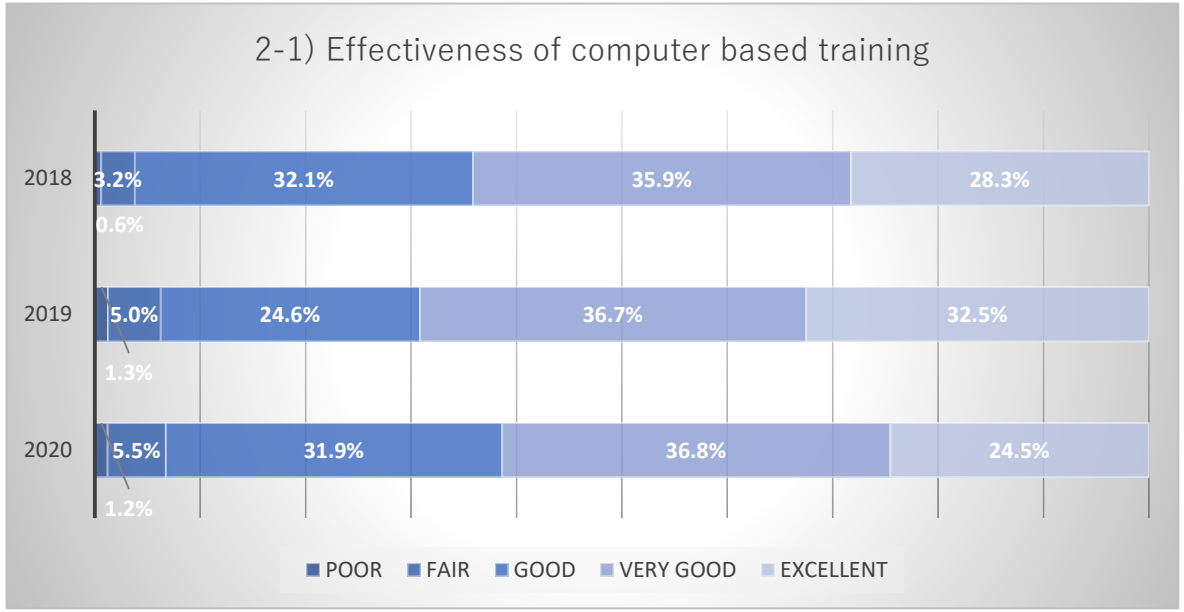
Comparison graph of respondants in both this and the preceding year

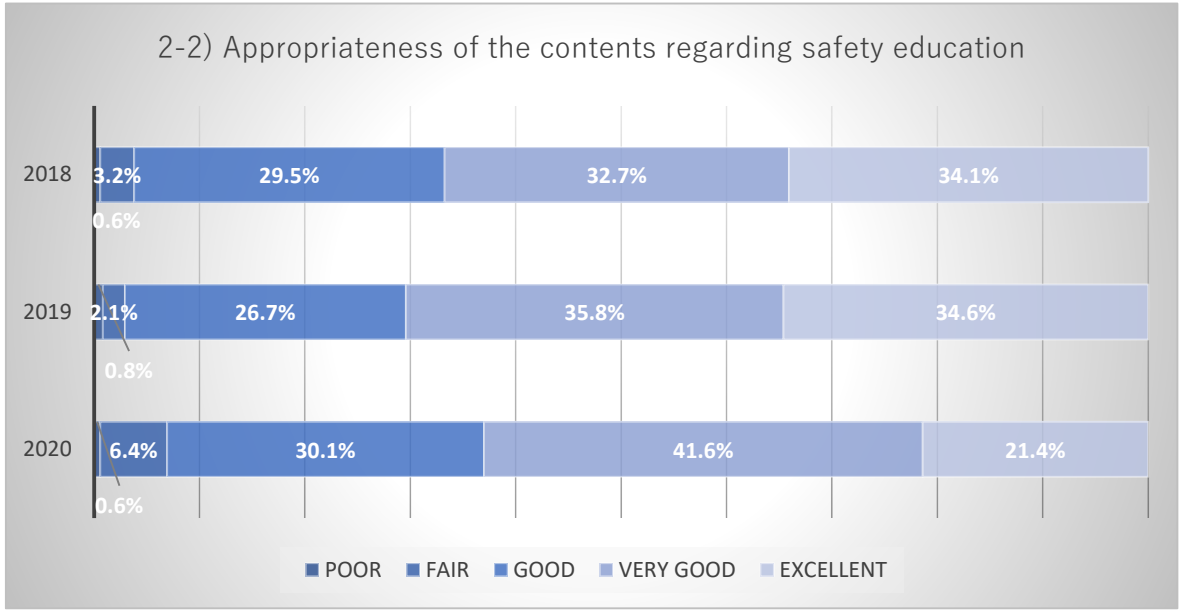
Comparison graph of items in both this and the preceding year.

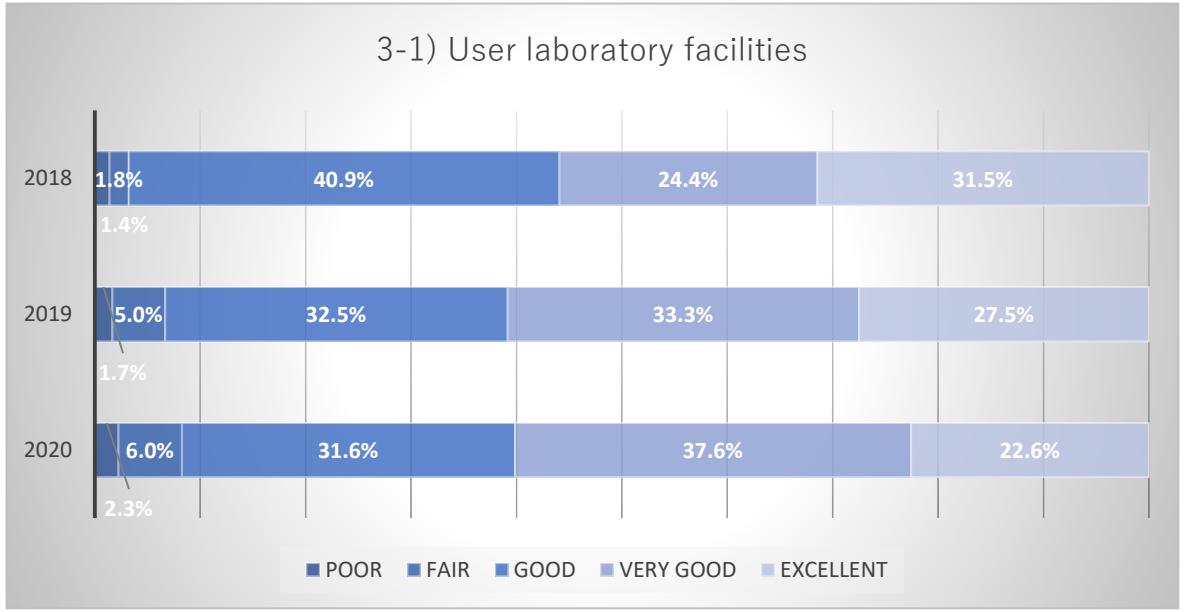

1-1) Ease of proposal process
2018
6.0%
44.3%
27.9%
19.8%
2.0%
2019
7.9%
37.5%
29.2%
25.0%
0.4%
2020
13.1%
36.3%
35.7%
12.5%
2.4%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

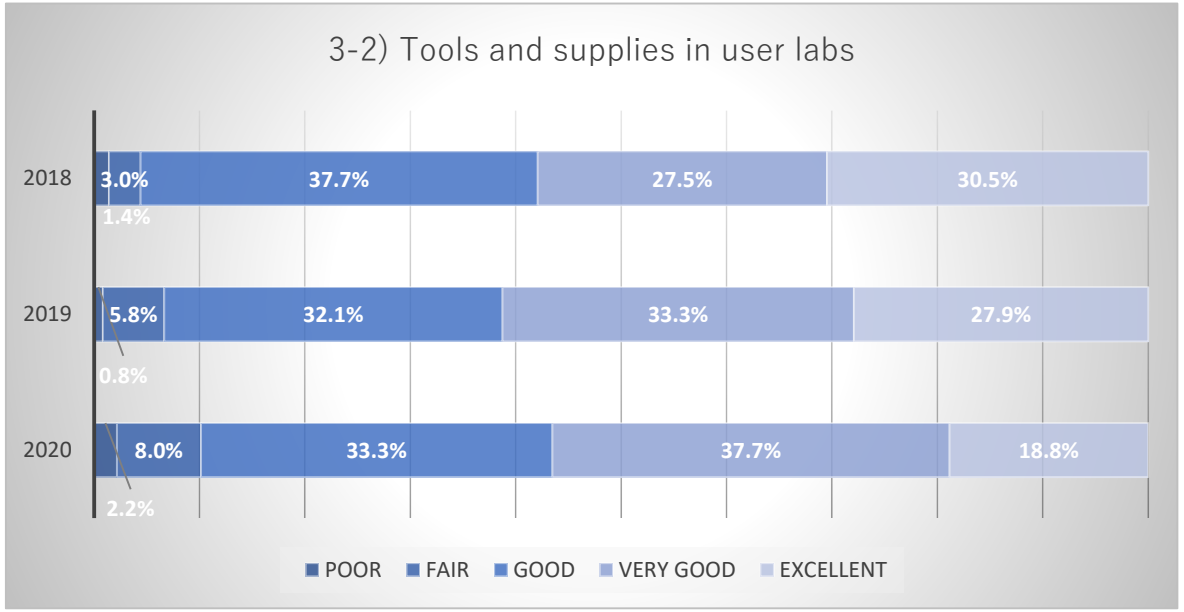

1-2) Efficiency of scheduling time
2018
7.8%
39.7%
25.7%
25.5%
1.4%
2019
7.9%
36.3%
31.3%
23.8%
0.8%
2020
13.0%
41.4%
25.4%
16.6%
3.6%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

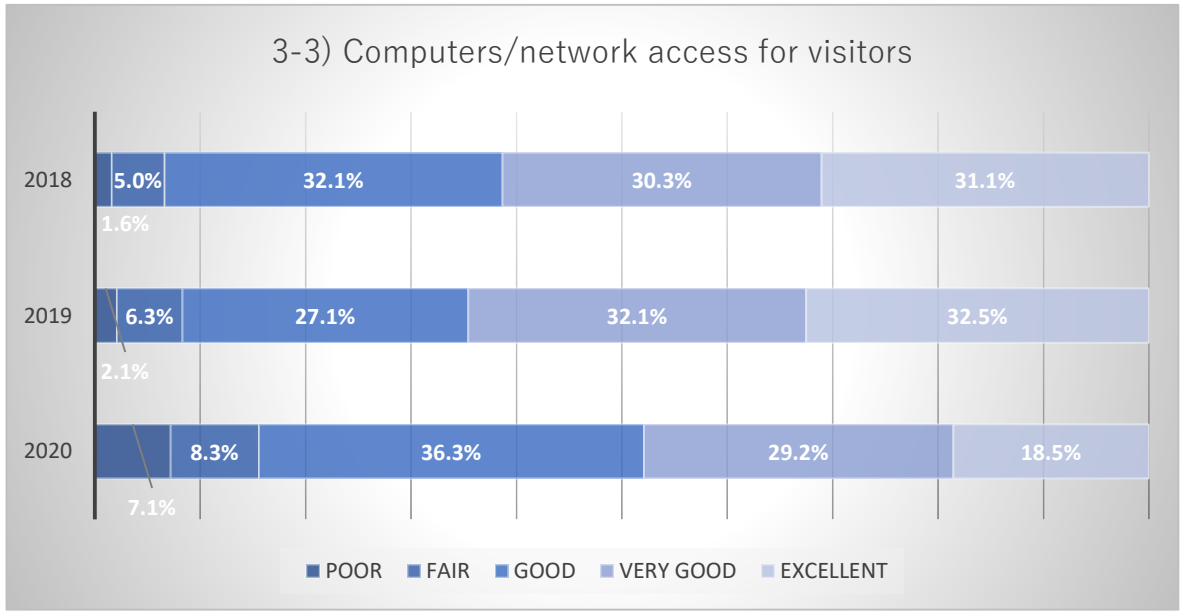

1-3) Fairness of proposal process
2018
2.0%
35.1%
34.9%
26.1%
2.0%
2019
5.8%
27.9%
36.7%
27.9%
1.7%
2020
14.4%
31.7%
37.1%
14.4%
2.4%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

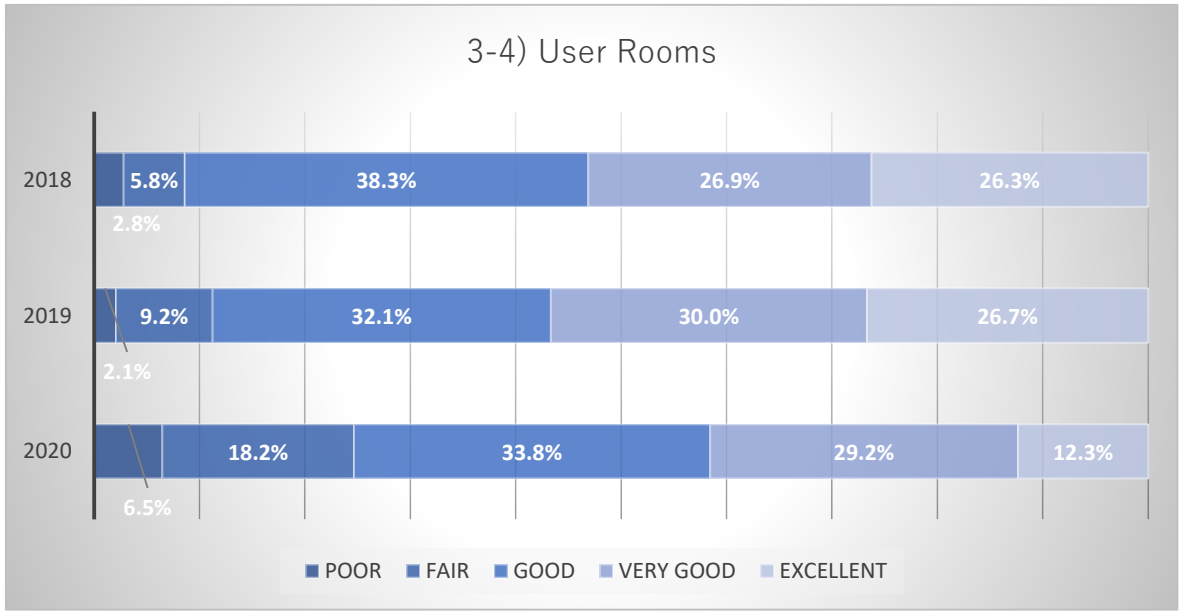

2-1) Effectiveness of computer based training
2018
3.2%
32.1%
35.9%
28.3%
0.6%
2019
5.0%
24.6%
36.7%
32.5%
1.3%
2020
5.5%
31.9%
36.8%
24.5%
1.2%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

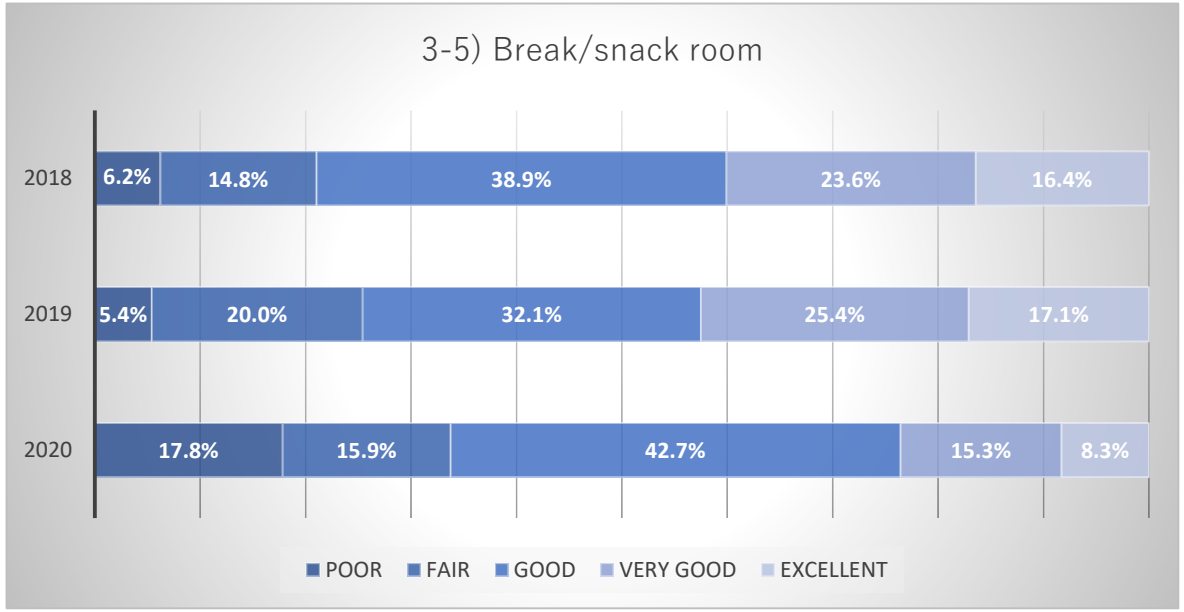

2-2) Appropriateness of the contents regarding safety education
2018
3.2%
29.5%
32.7%
34.1%
0.6%
2019
2.1%
26.7%
35.8%
34.6%
0.8%
2020
6.4%
30.1%
41.6%
21.4%
0.6%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

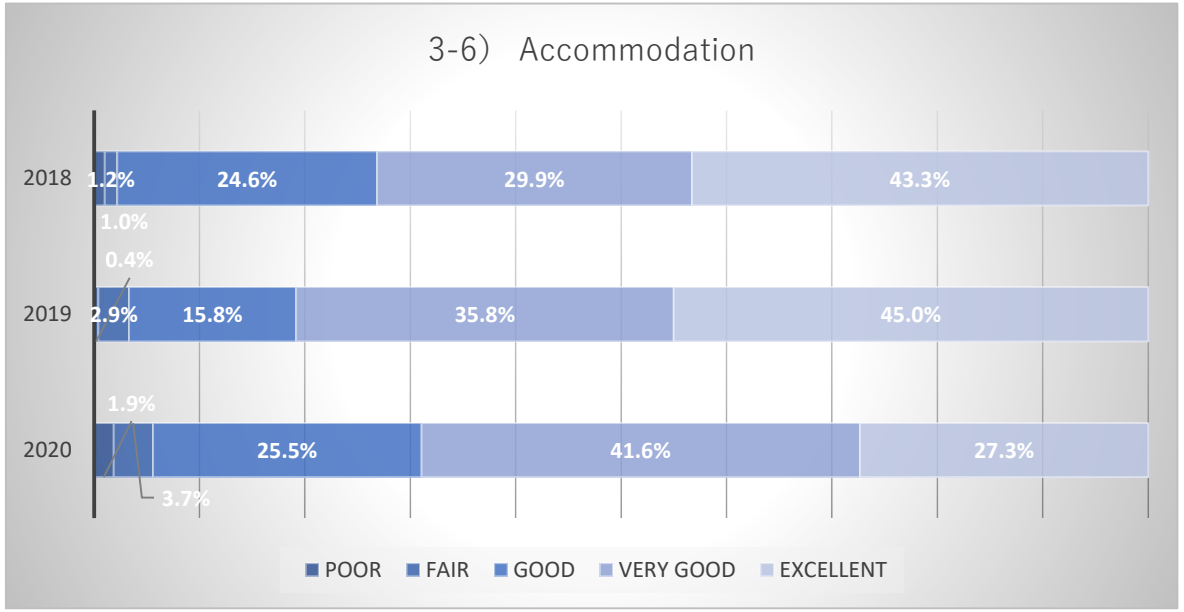

3-1) User laboratory facilities
2018
1.8%
40.9%
24.4%
31.5%
1.4%
2019
5.0%
32.5%
33.3%
27.5%
1.7%
2020
6.0%
31.6%
37.6%
22.6%
2.3%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

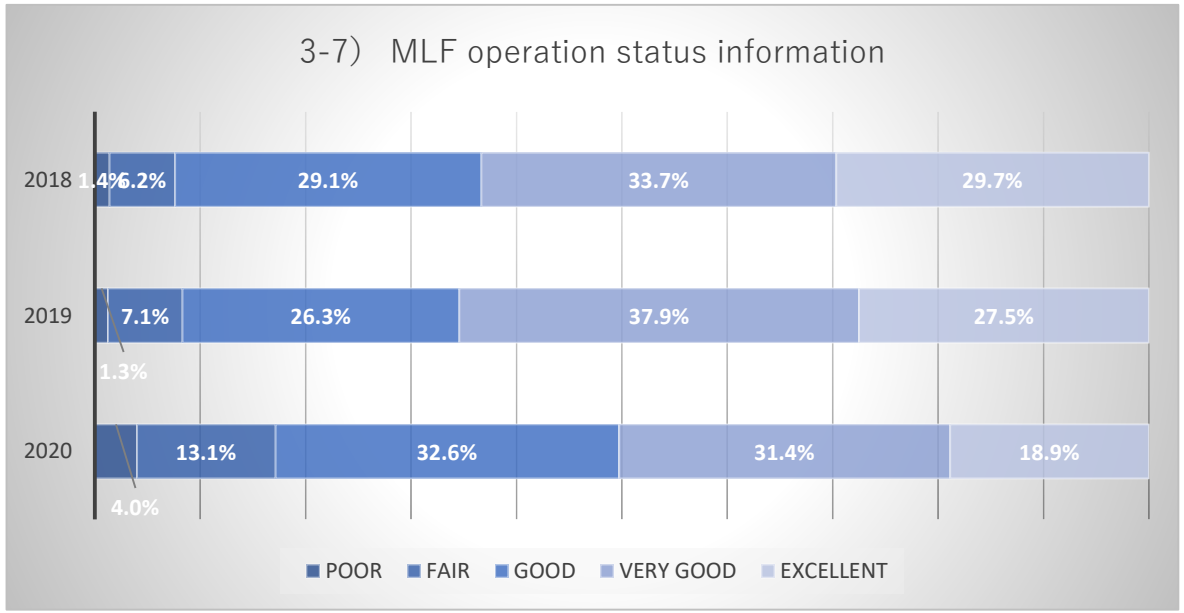

3-2) Tools and supplies in user labs
2018
3.0%
37.7%
27.5%
30.5%
1.4%
2019
5.8%
32.1%
33.3%
27.9%
0.8%
2020
8.0%
33.3%
37.7%
18.8%
2.2%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

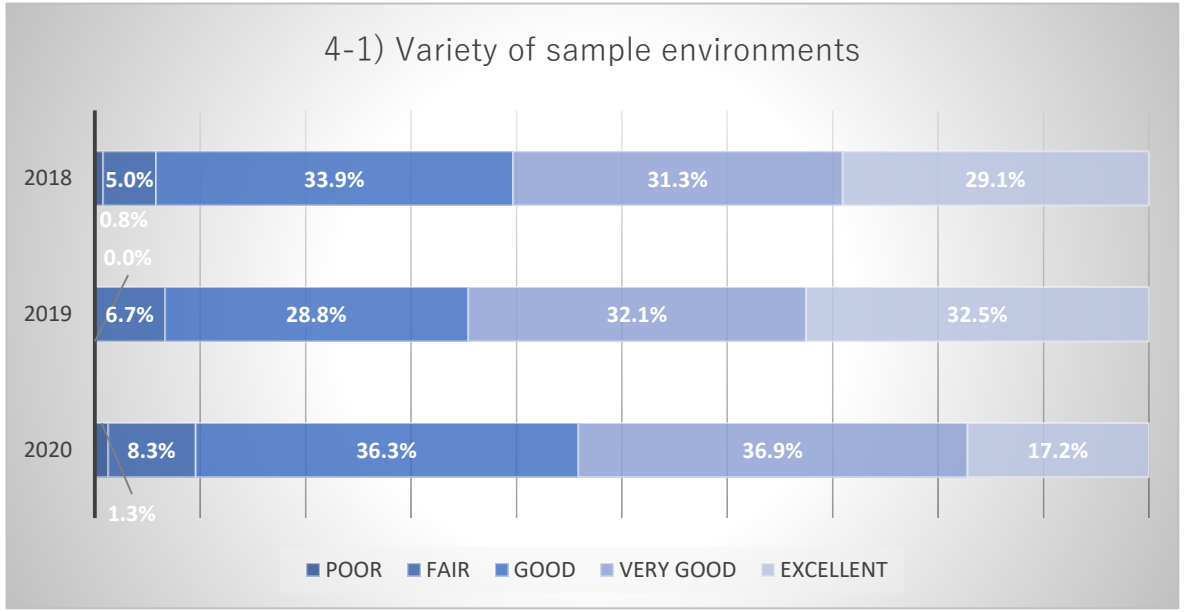

3-3) Computers/network access for visitors
2018
5.0%
32.1%
30.3%
31.1%
1.6%
2019
6.3%
27.1%
32.1%
32.5%
2.1%
2020
8.3%
36.3%
29.2%
18.5%
7.1%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

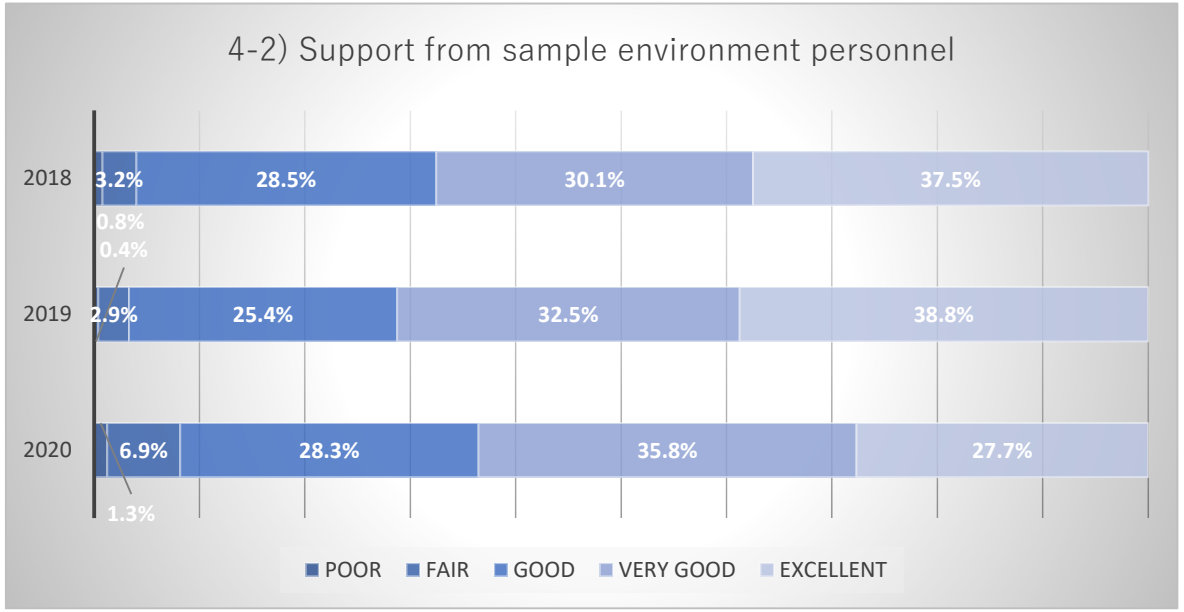

3-4) User Rooms
2018
5.8%
38.3%
26.9%
26.3%
2.8%
2019
9.2%
32.1%
30.0%
26.7%
2.1%
2020
18.2%
33.8%
29.2%
12.3%
6.5%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

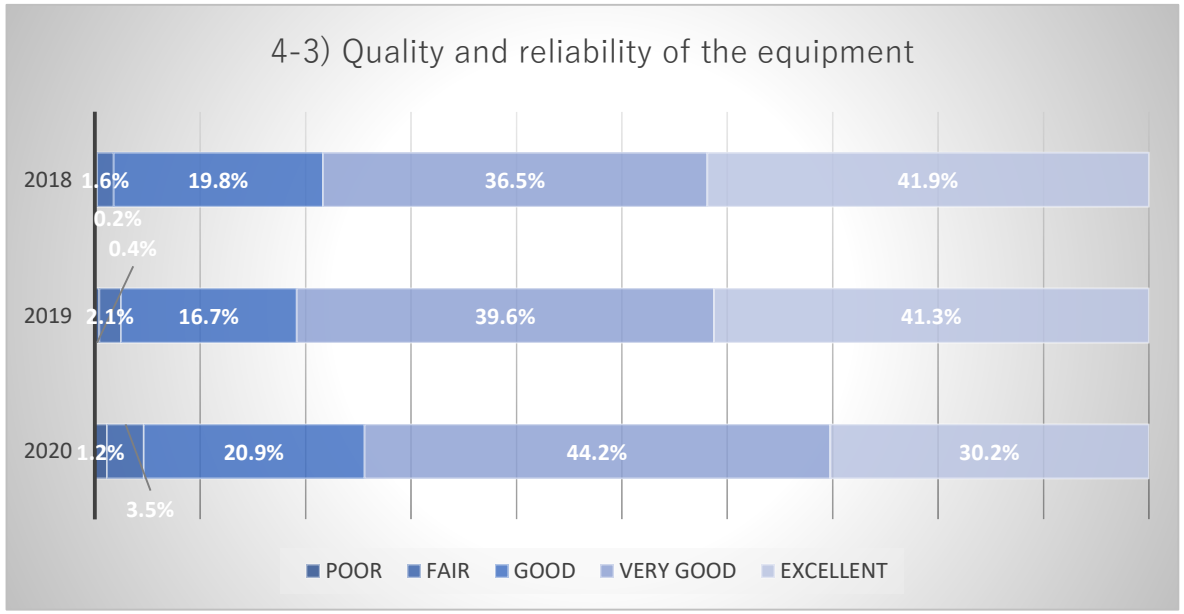

3-5) Break/snack room
2018
6.2%
14.8%
38.9%
23.6%
16.4%
2019
5.4%
20.0%
32.1%
25.4%
17.1%
2020
17.8%
15.9%
42.7%
15.3%
8.3%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

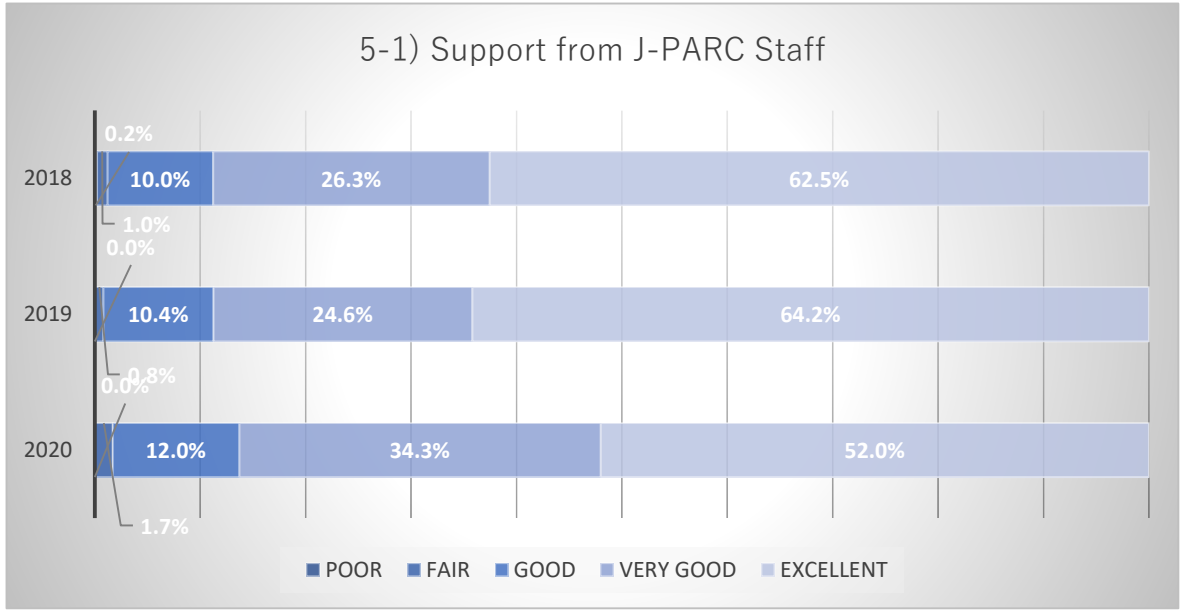

3-6) Accommodation
2018
1.2%
24.6%
29.9%
43.3%
2019
1.0%
0.4%
2.9%
15.8%
35.8%
45.0%
2020
1.9%
25.5%
41.6%
27.3%
3.7%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

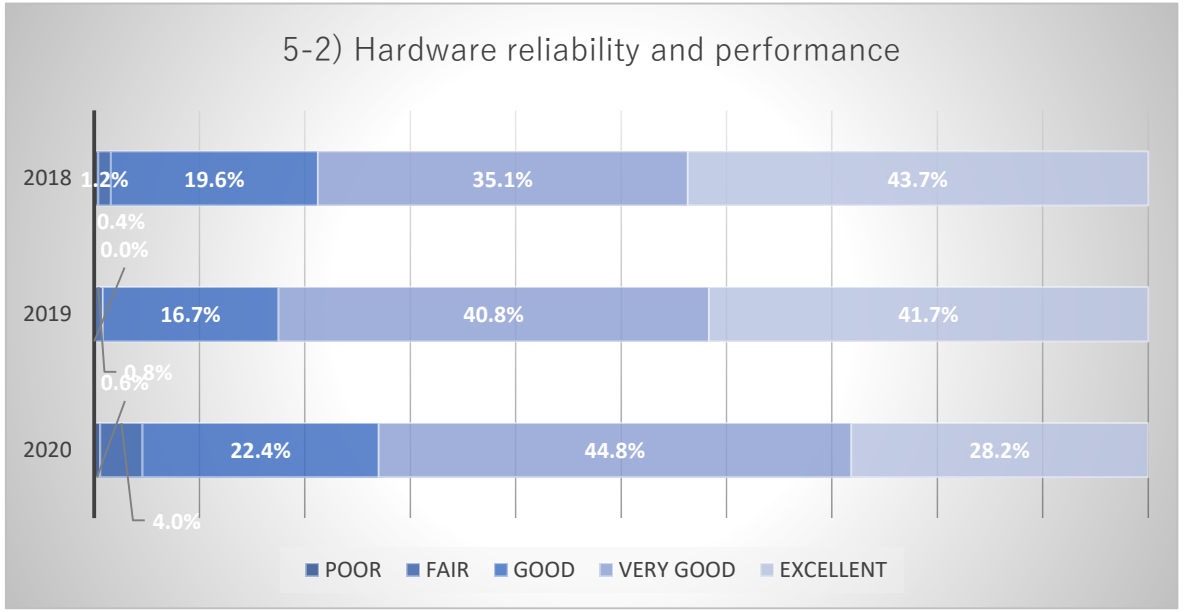

3-7) MLF operation status information
2018
1.4%
6.2%
29.1%
33.7%
29.7%
2019
7.1%
26.3%
37.9%
27.5%
1.3%
2020
13.1%
32.6%
31.4%
18.9%
4.0%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

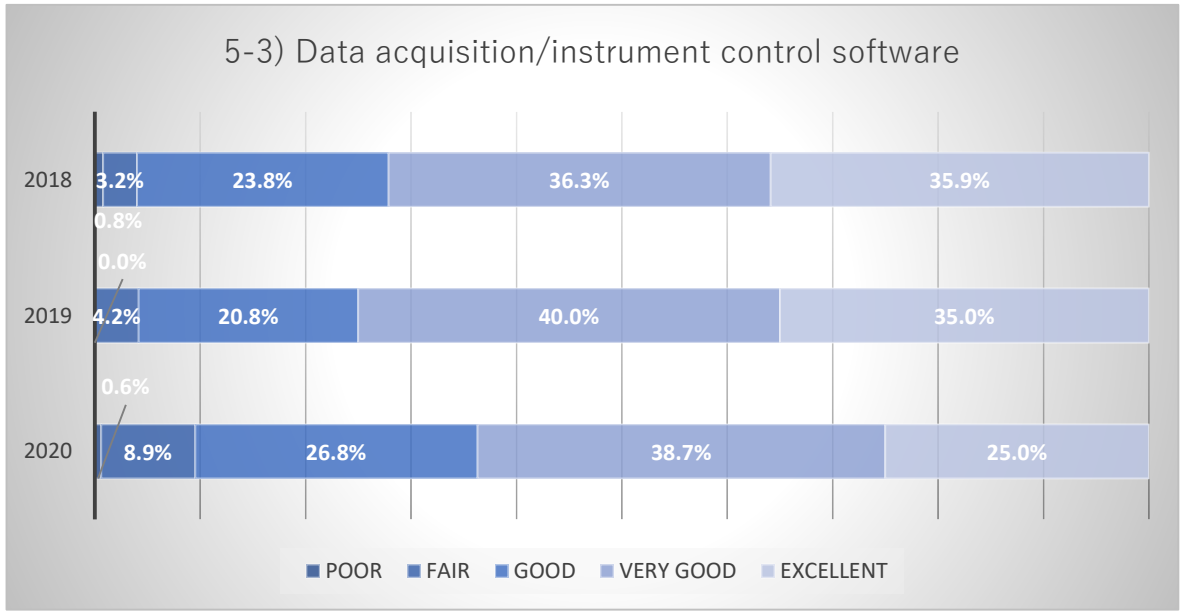

4-1) Variety of sample environments
2018
5.0%
33.9%
31.3%
29.1%
0.8%
0.0%
2019
6.7%
28.8%
32.1%
32.5%
2020
8.3%
36.3%
36.9%
17.2%
1.3%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

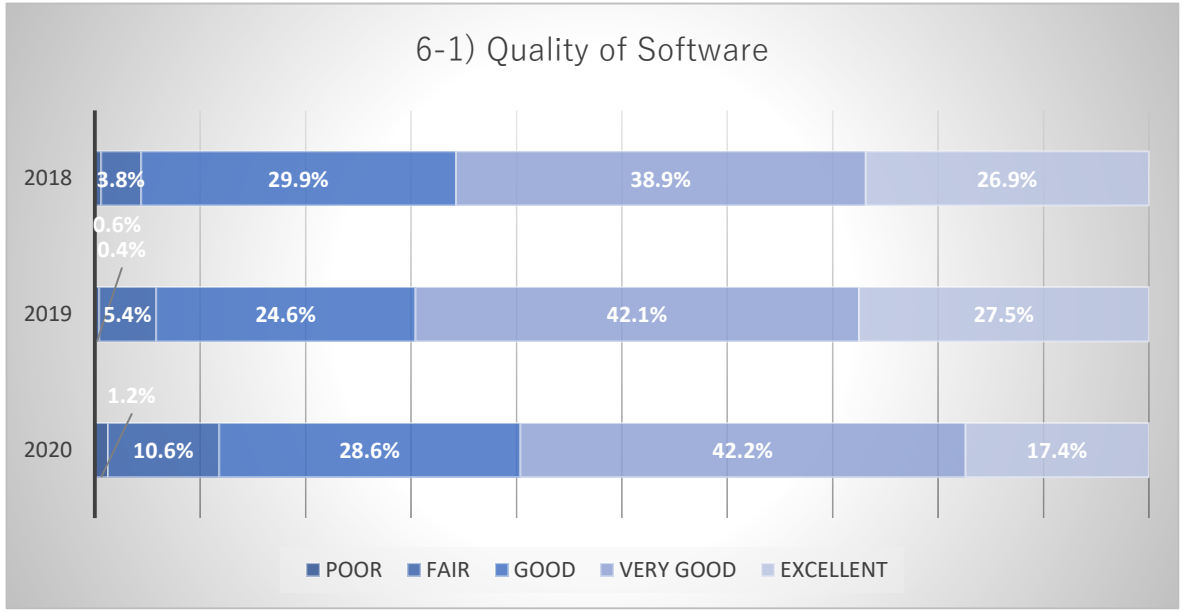

4-2) Support from sample environment personnel
2018
3.2%
28.5%
30.1%
37.5%
0.8%
0.4%
2019
2.9%
25.4%
32.5%
38.8%
2020
6.9%
28.3%
35.8%
27.7%
1.3%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

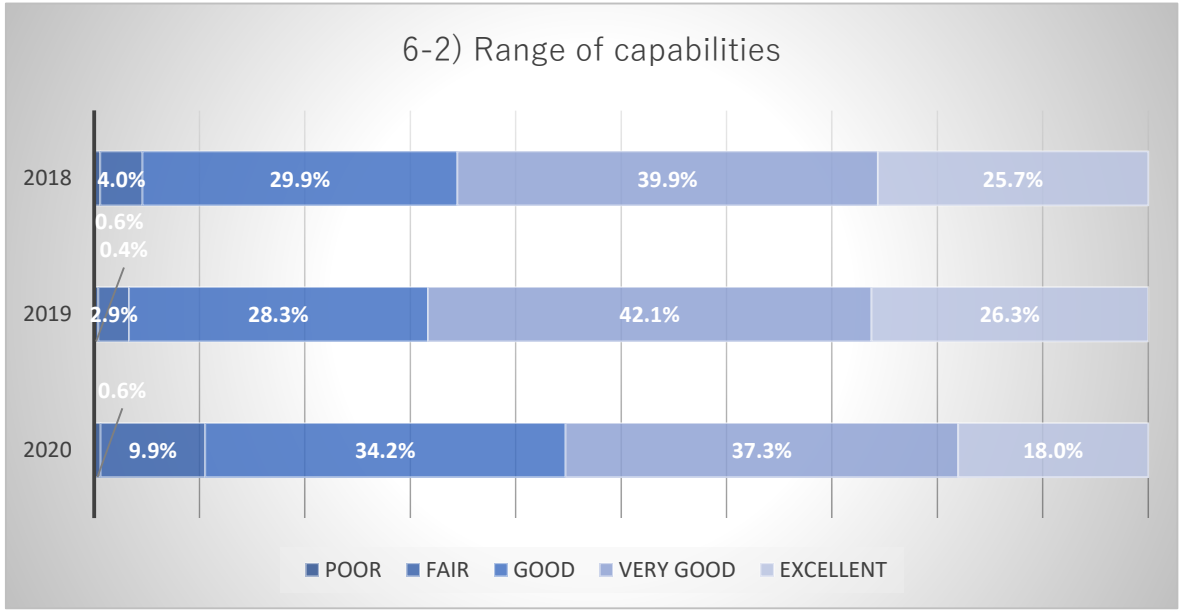

4-3) Quality and reliability of the equipment
2018
1.6%
19.8%
36.5%
41.9%
0.2%
0.4%
2019
2.1%
16.7%
39.6%
41.3%
2020
1.2%
20.9%
44.2%
30.2%
3.5%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

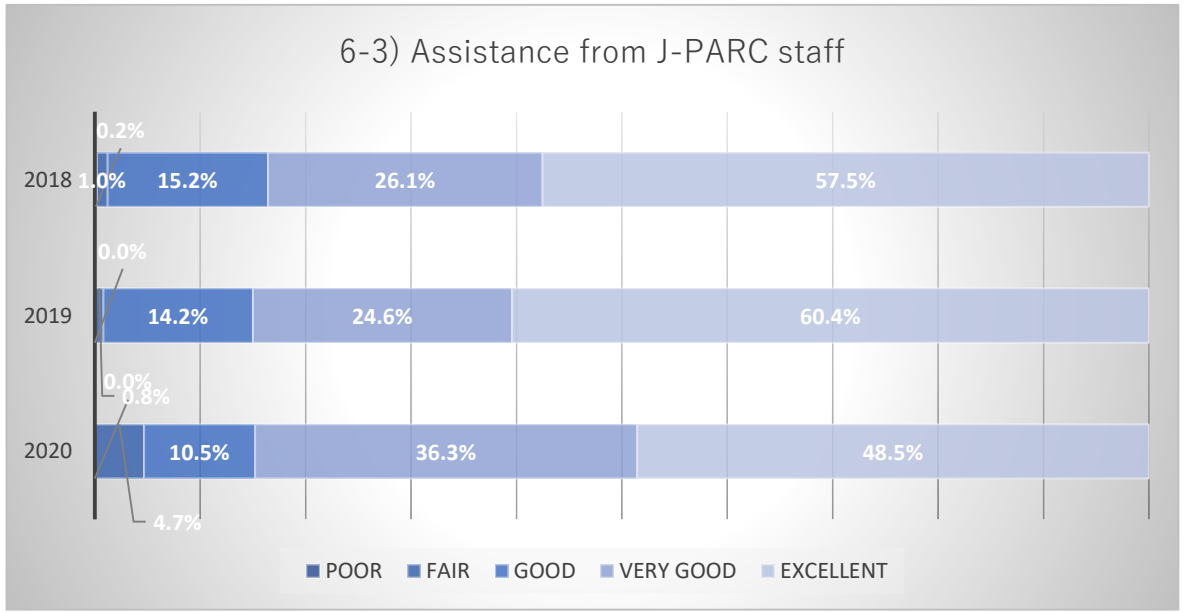

5-1) Support from J-PARC Staff
2018
2019
2020
0.2%
10.0%
26.3%
62.5%
1.0%
0.0%
10.4%
24.6%
64.2%
0.8%
0.0%
12.0%
34.3%
52.0%
1.7%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

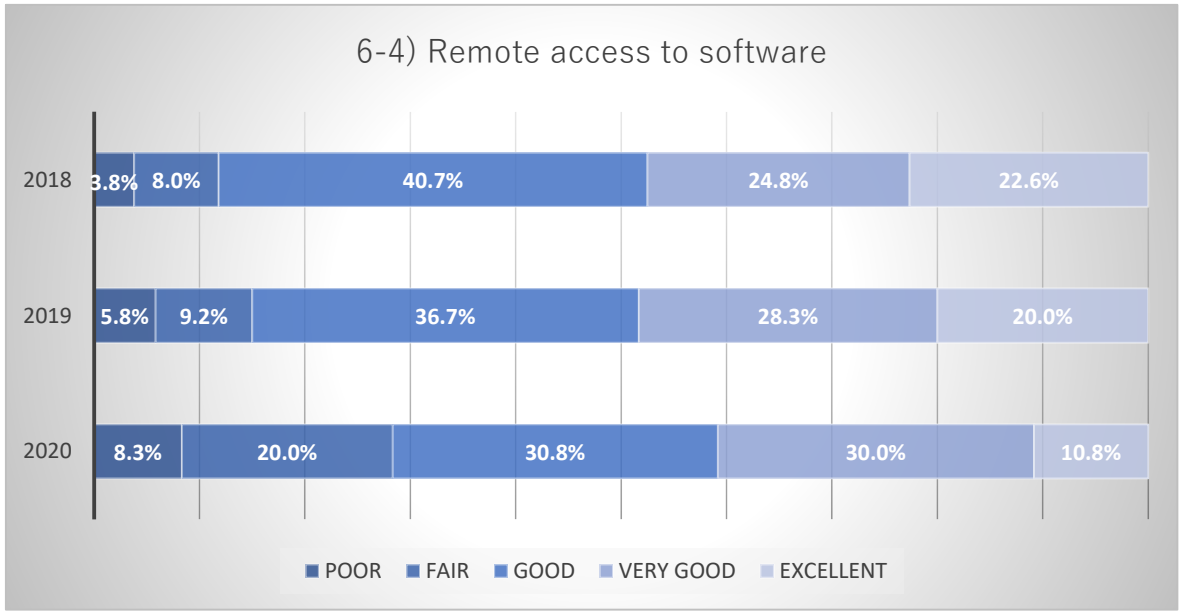

5-2) Hardware reliability and performance
2018
2019
2020
1.2%
19.6%
35.1%
43.7%
0.4%
0.0%
16.7%
40.8%
41.7%
0.8%
0.6%
22.4%
44.8%
28.2%
4.0%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT


5-3) Data acquisition/instrument control software
2018
2019
2020
3.2%
23.8%
36.3%
35.9%
0.8%
0.0%
4.2%
20.8%
40.0%
35.0%
0.6%
8.9%
26.8%
38.7%
25.0%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT


6-1) Quality of Software
2018
2019
2020
3.8%
29.9%
38.9%
26.9%
0.6%
0.4%
5.4%
24.6%
42.1%
27.5%
1.2%
10.6%
28.6%
42.2%
17.4%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

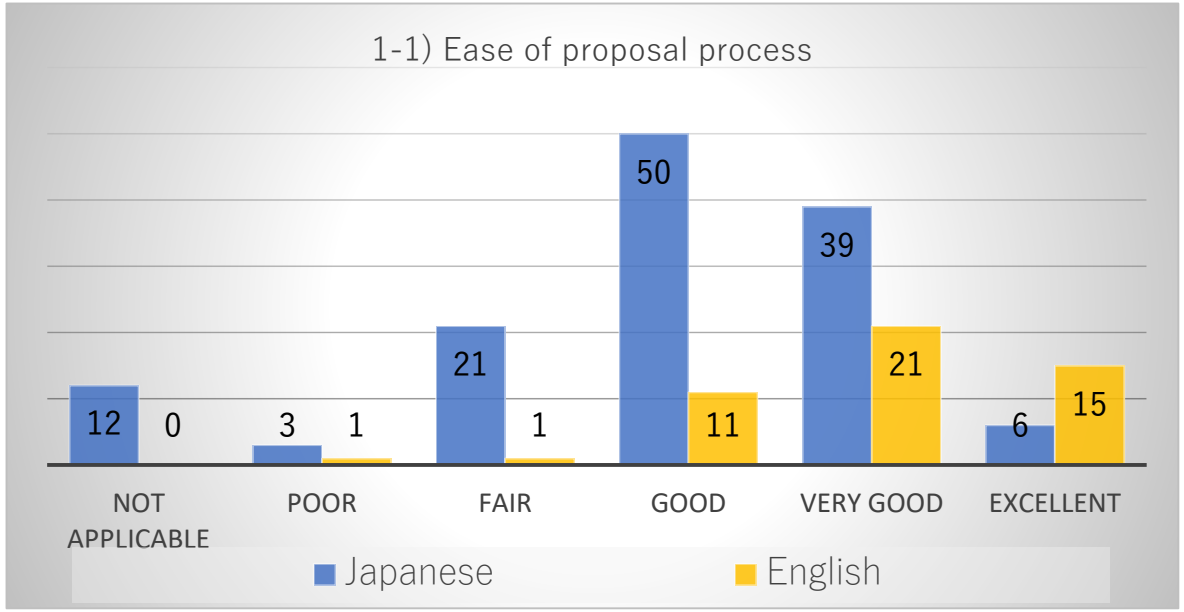

6-2) Range of capabilities
2018
2019
2020
4.0%
29.9%
39.9%
25.7%
0.6%
0.4%
2.9%
28.3%
42.1%
26.3%
0.6%
9.9%
34.2%
37.3%
18.0%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

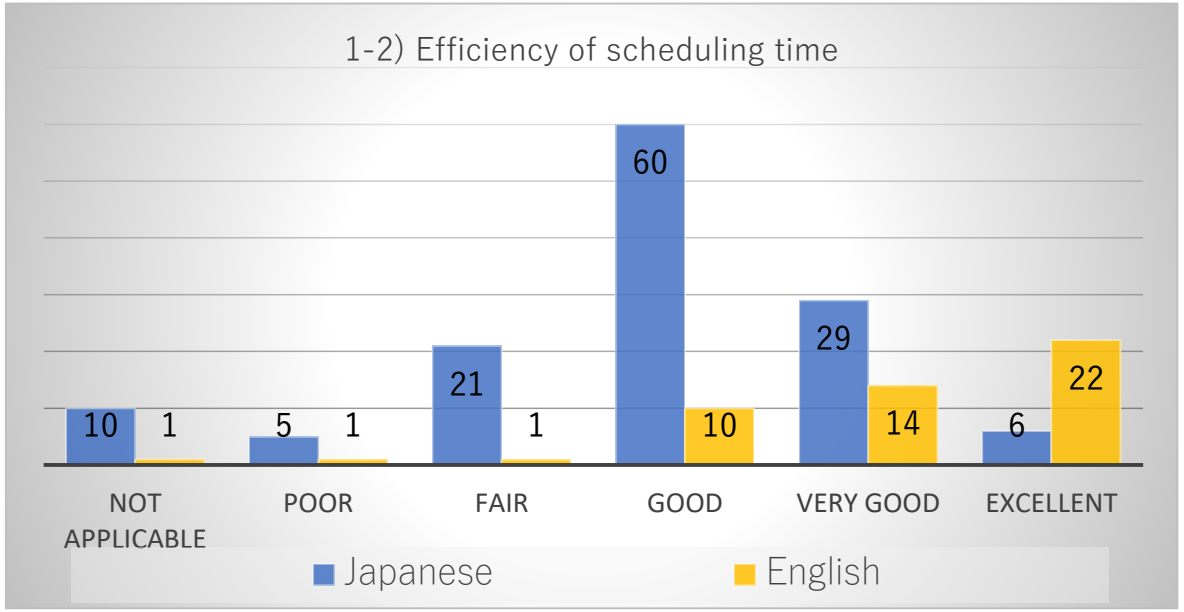

6-3) Assistance from J-PARC staff
2018
2019
2020
0.2%
1.0%
15.2%
26.1%
57.5%
0.0%
14.2%
24.6%
60.4%
0.0%
0.8%
10.5%
36.3%
48.5%
4.7%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

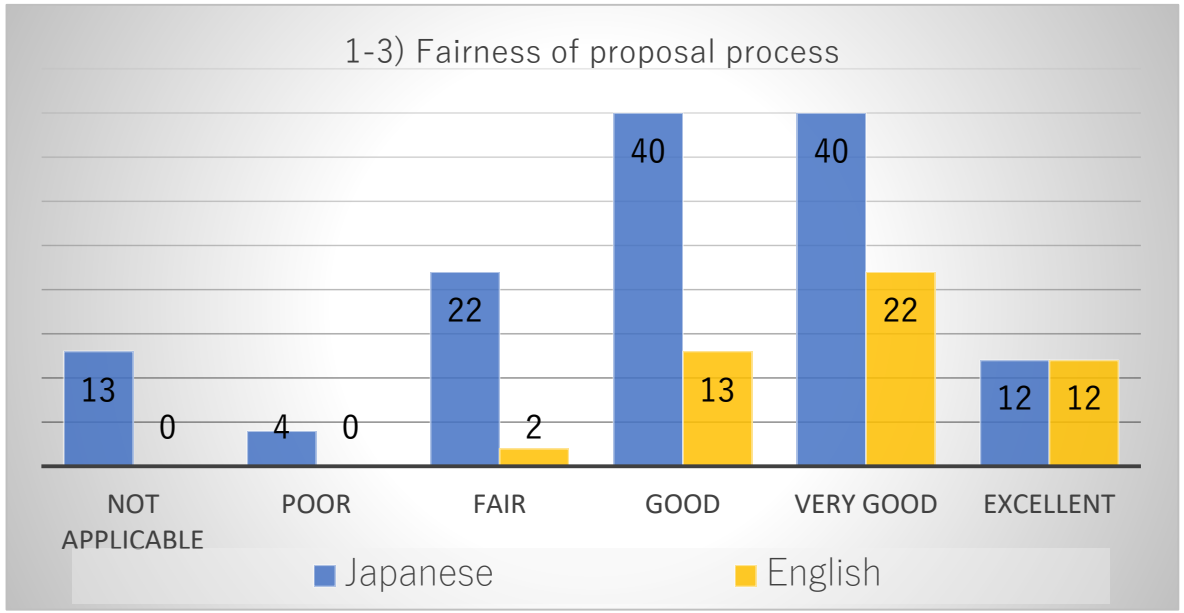

6-4) Remote access to software
2018
2019
2020
3.8%
8.0%
40.7%
24.8%
22.6%
5.8%
9.2%
36.7%
28.3%
20.0%
8.3%
20.0%
30.8%
30.0%
10.8%
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT

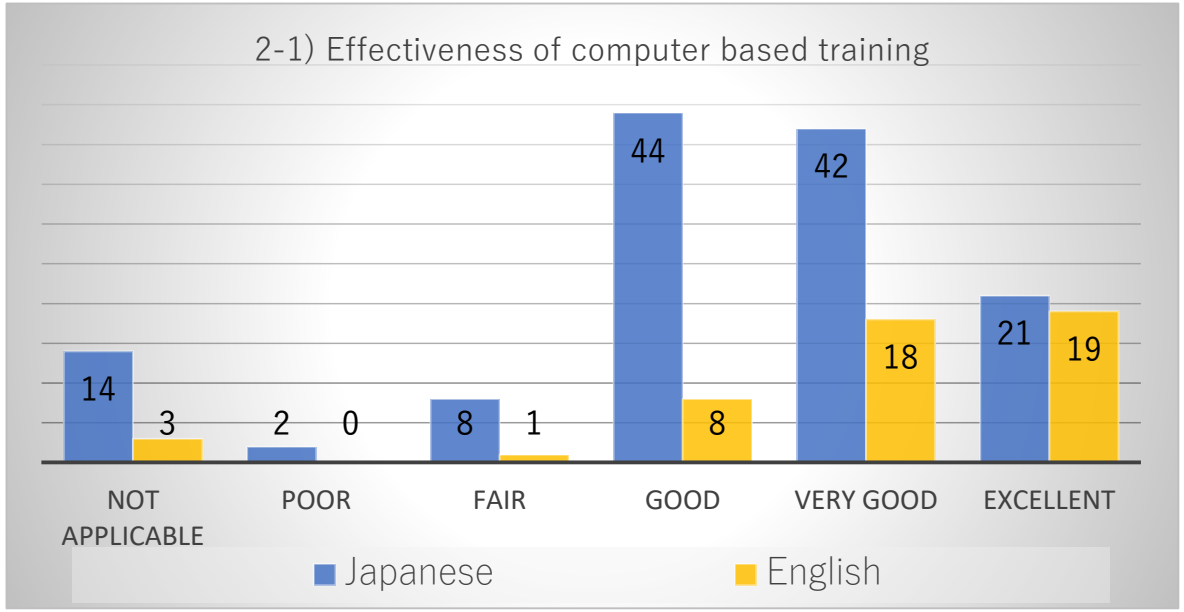
Comparison graph of respondents in both Japanese and English

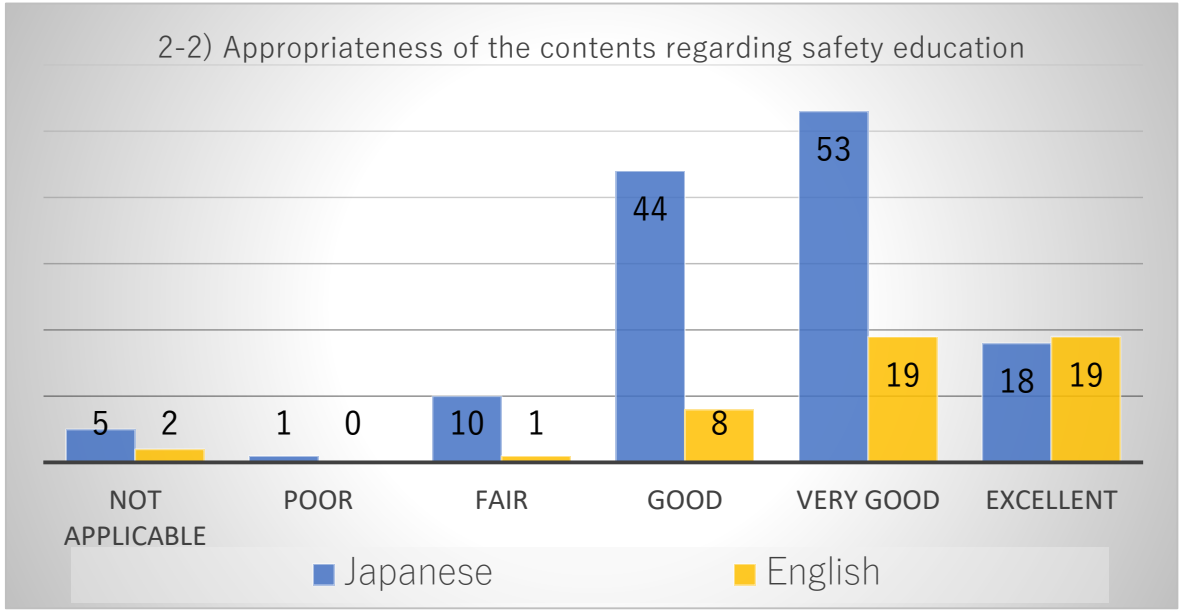
Comparison graph of items by respondents answered in Japanese and English.

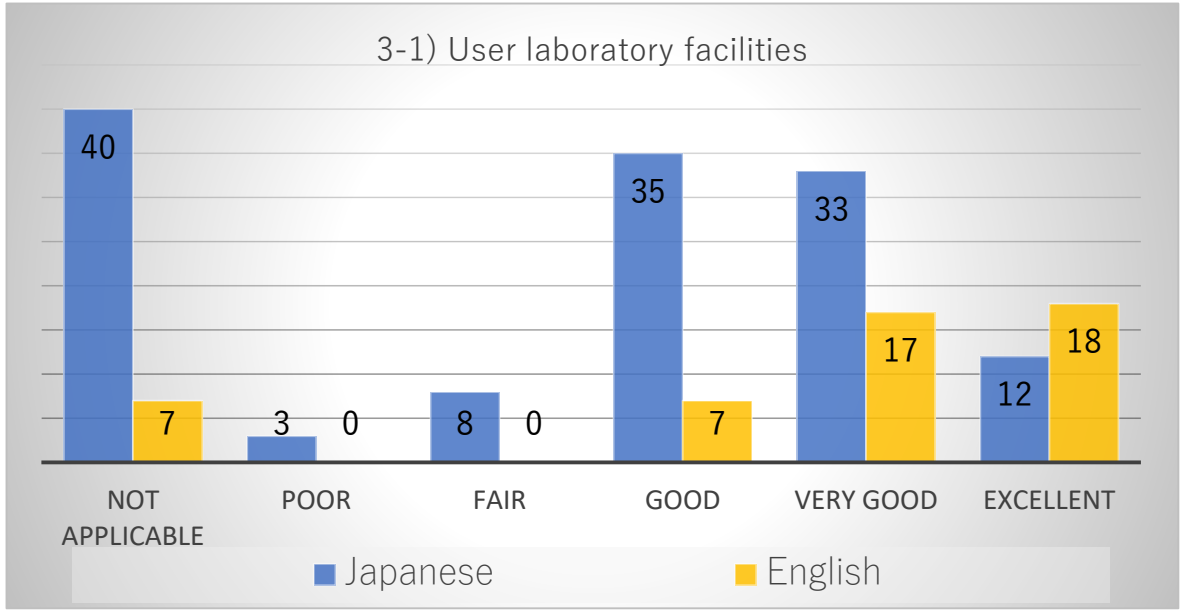

1-1) Ease of proposal process
12
0
3
1
21
1
50
11
39
21
6
15
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

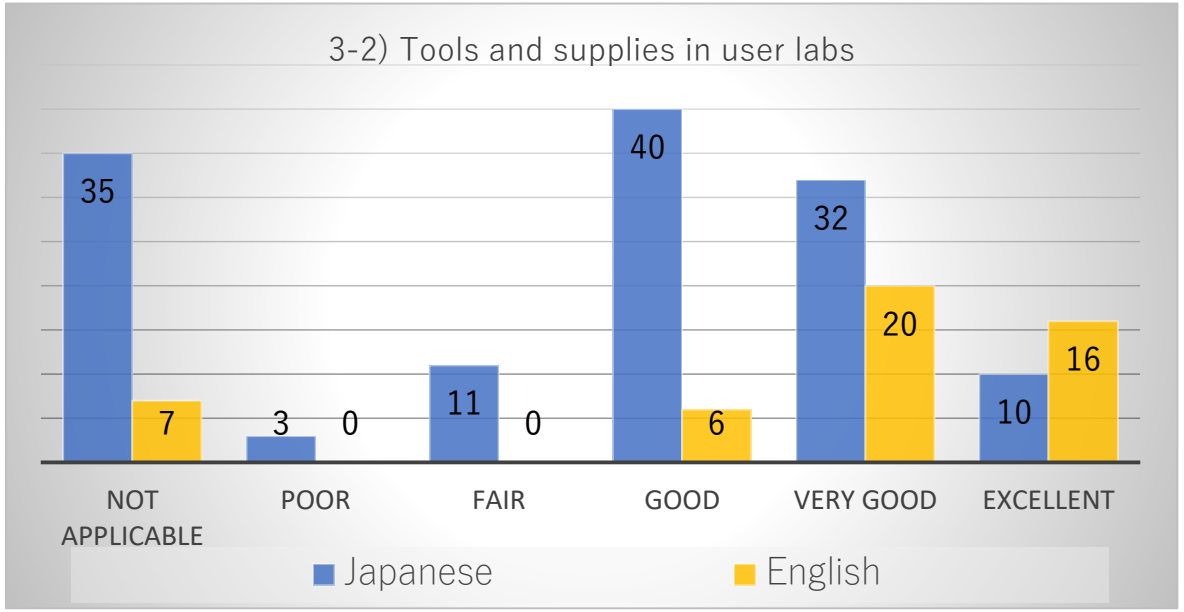

1-2) Efficiency of scheduling time
10
1
5
1
21
1
60
10
29
14
6
22
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

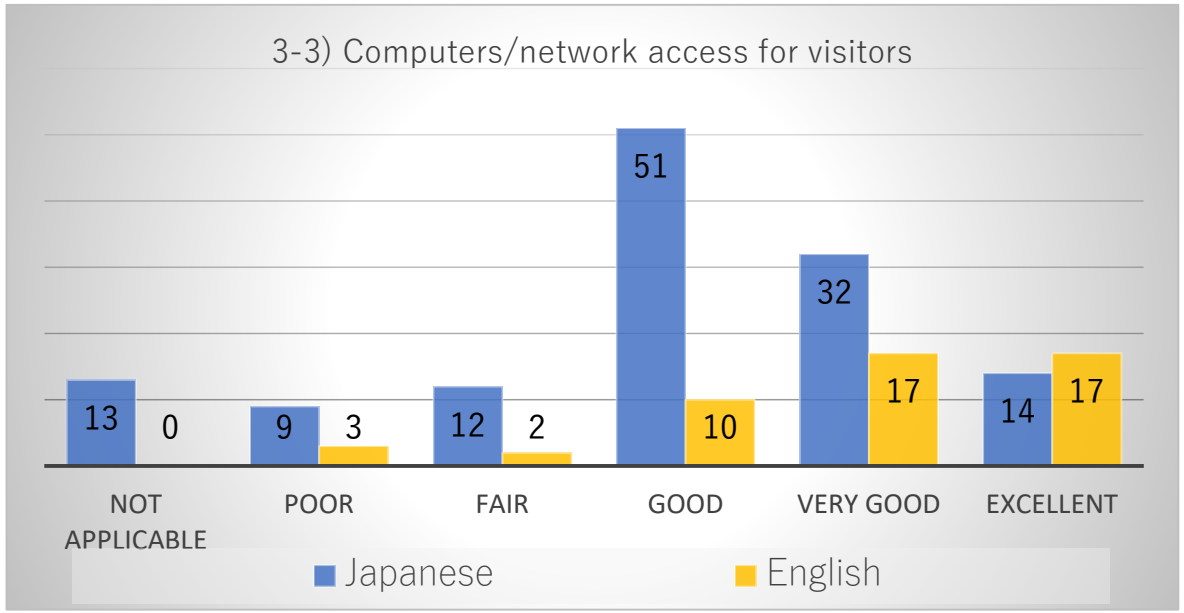

1-3) Fairness of proposal process
13
0
4
0
22
2
40
13
40
22
12
12
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

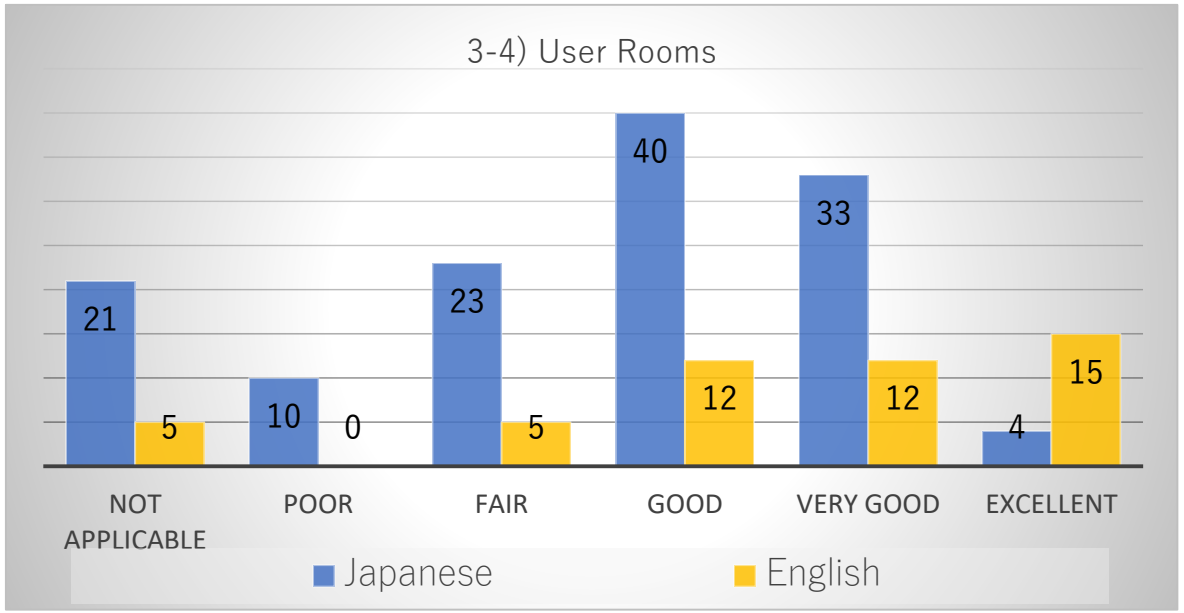

2-1) Effectiveness of computer based training
14
3
2
0
8
1
44
8
42
18
21
19
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

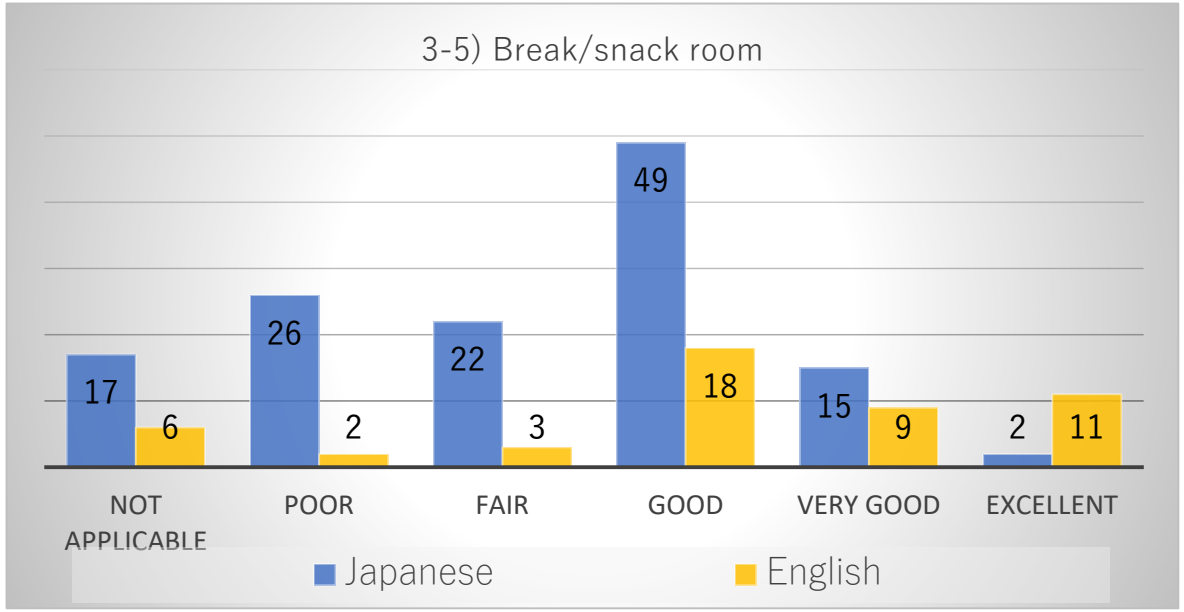

2-2) Appropriateness of the contents regarding safety education
5
2
1
0
10
1
44
8
53
19
18
19
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

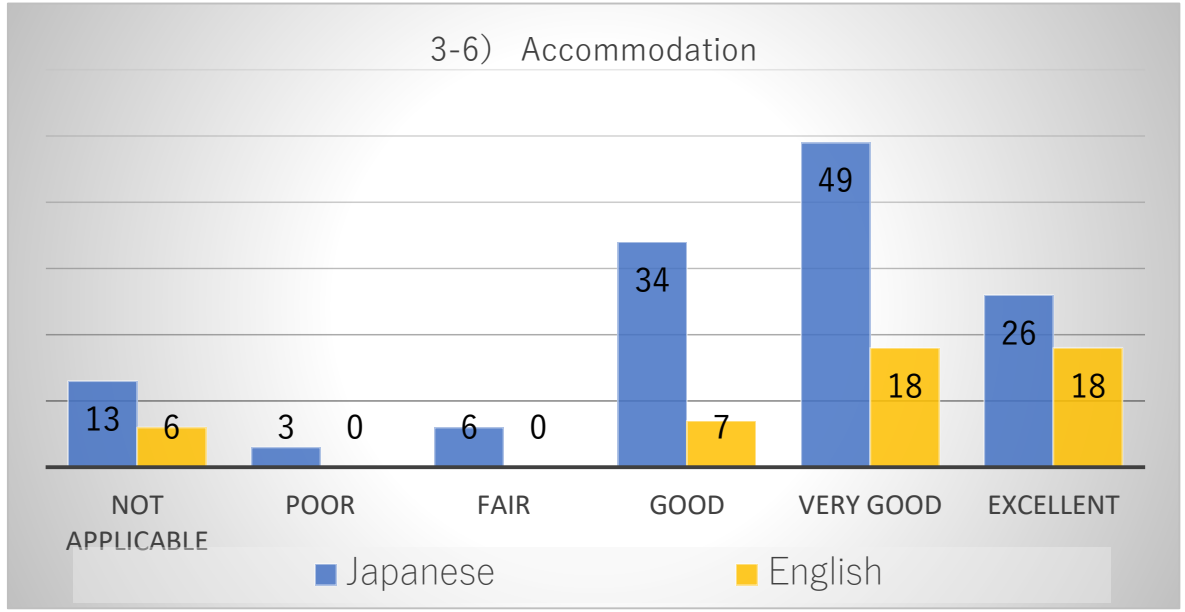

3-1) User laboratory facilities
40
7
3
0
8
0
35
7
33
17
12
18
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

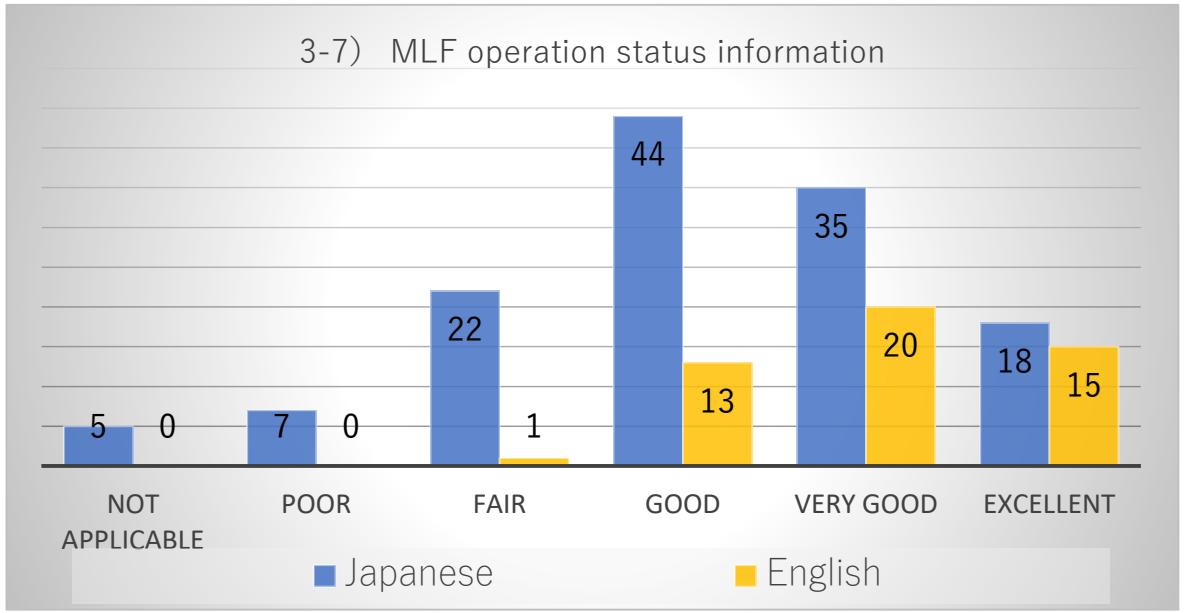

3-2) Tools and supplies in user labs
35
7
3
0
11
0
40
6
32
20
10
16
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

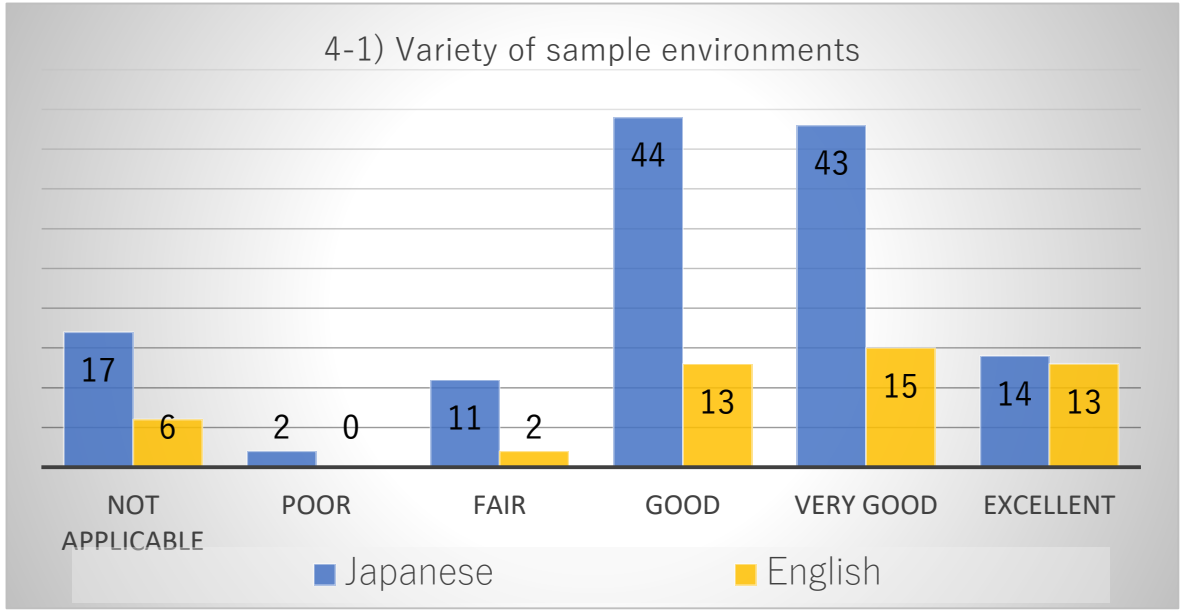

3-3) Computers/network access for visitors
13
0
9
3
12
2
51
10
32
17
14
17
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

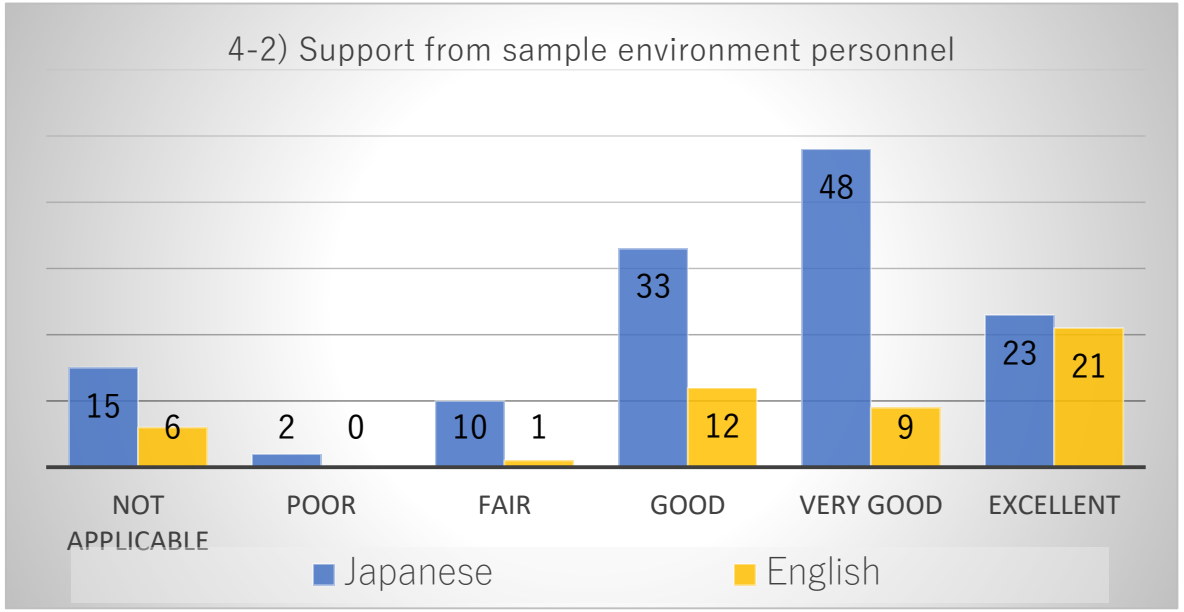

3-4) User Rooms
21
5
10
0
23
5
40
12
33
12
4
15
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

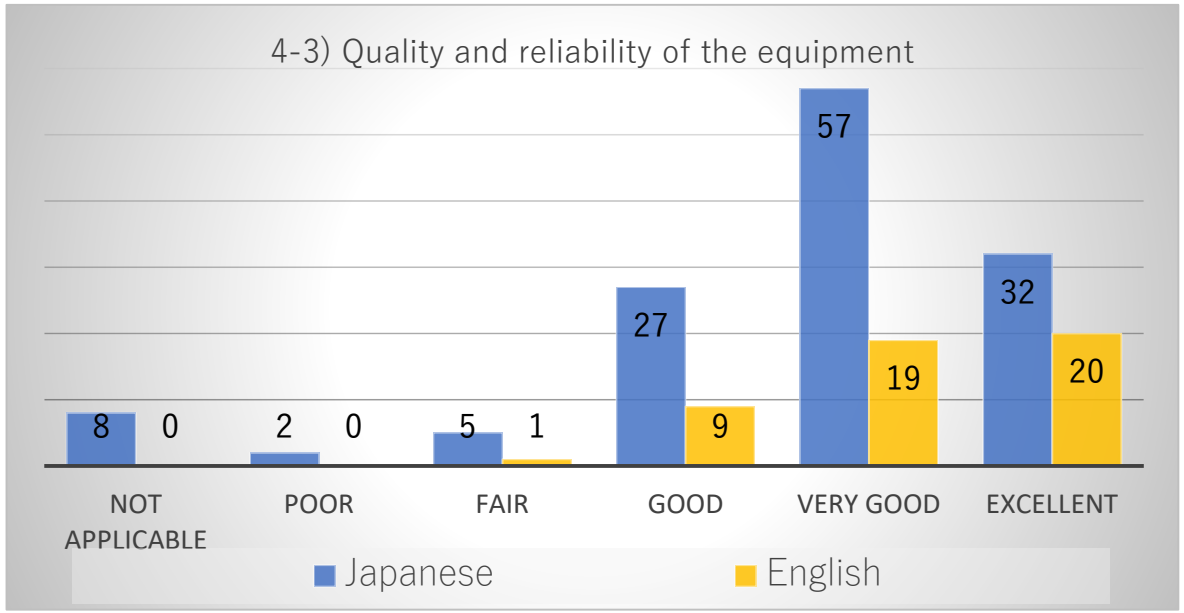

3-5) Break/snack room
17
6
26
2
22
3
49
18
15
9
2
11
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

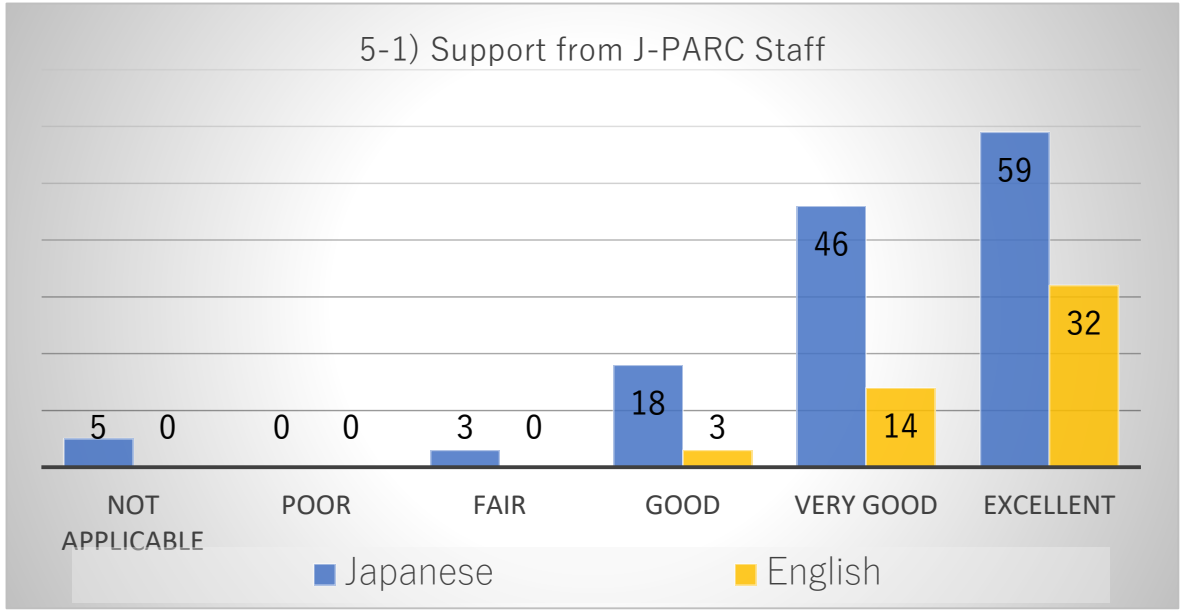

3-6) Accommodation
13
6
3
0
6
0
34
7
49
18
26
18
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

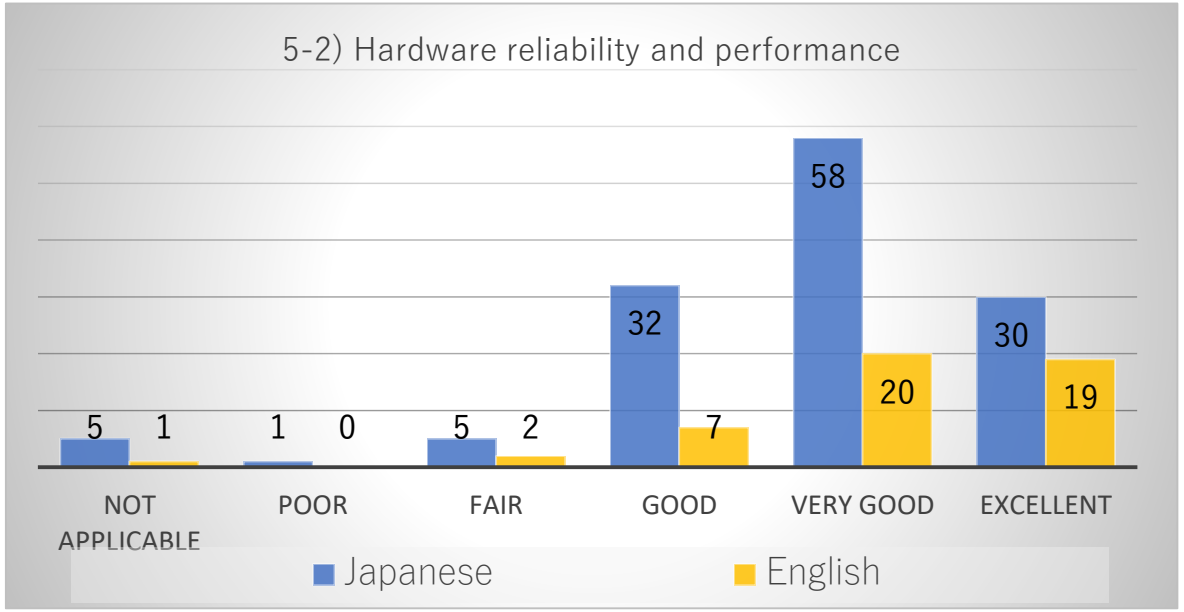

3-7) MLF operation status information
5
0
7
0
22
1
44
13
35
20
18
15
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

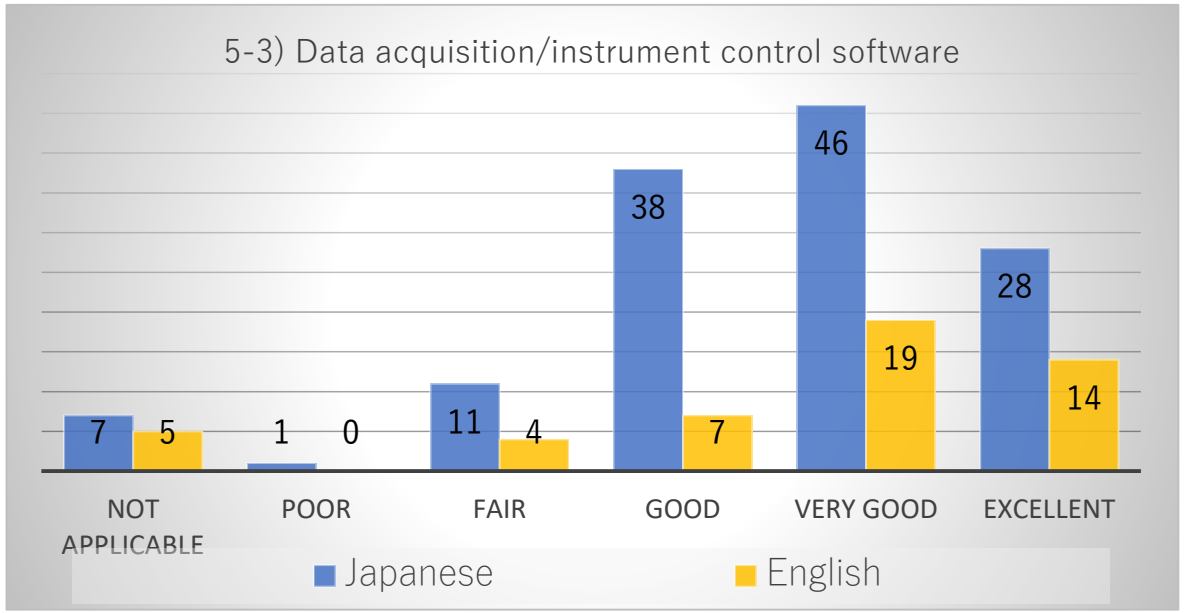

4-1) Variety of sample environments
17
6
2
0
11
2
44
13
43
15
14
13
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

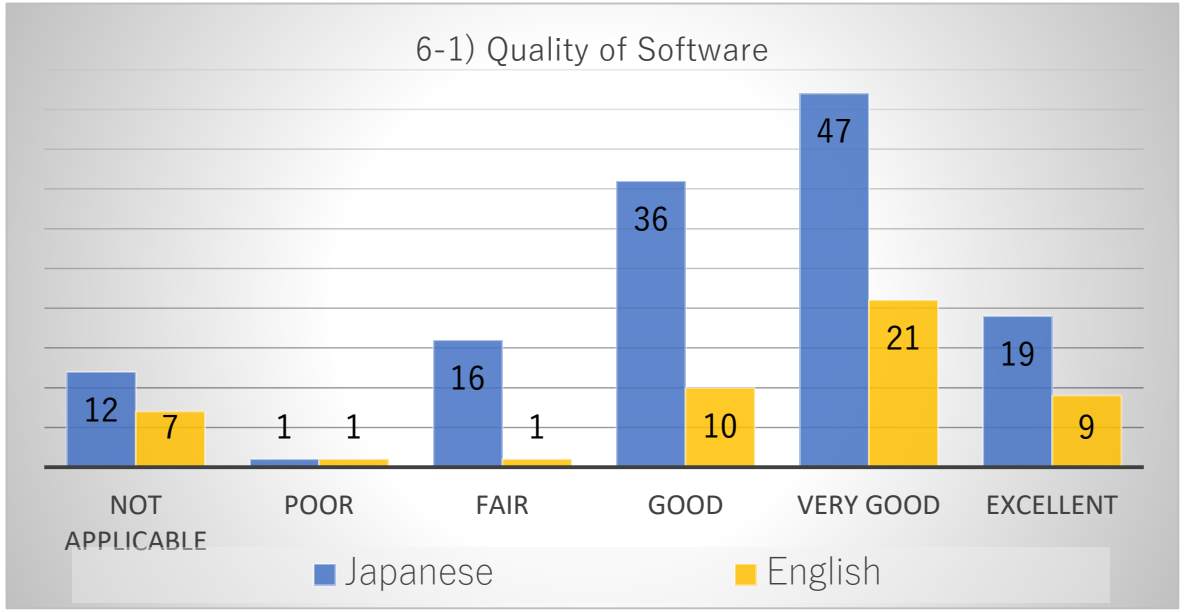

4-2) Support from sample environment personnel
15
6
2
0
10
1
33
12
48
9
23
21
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

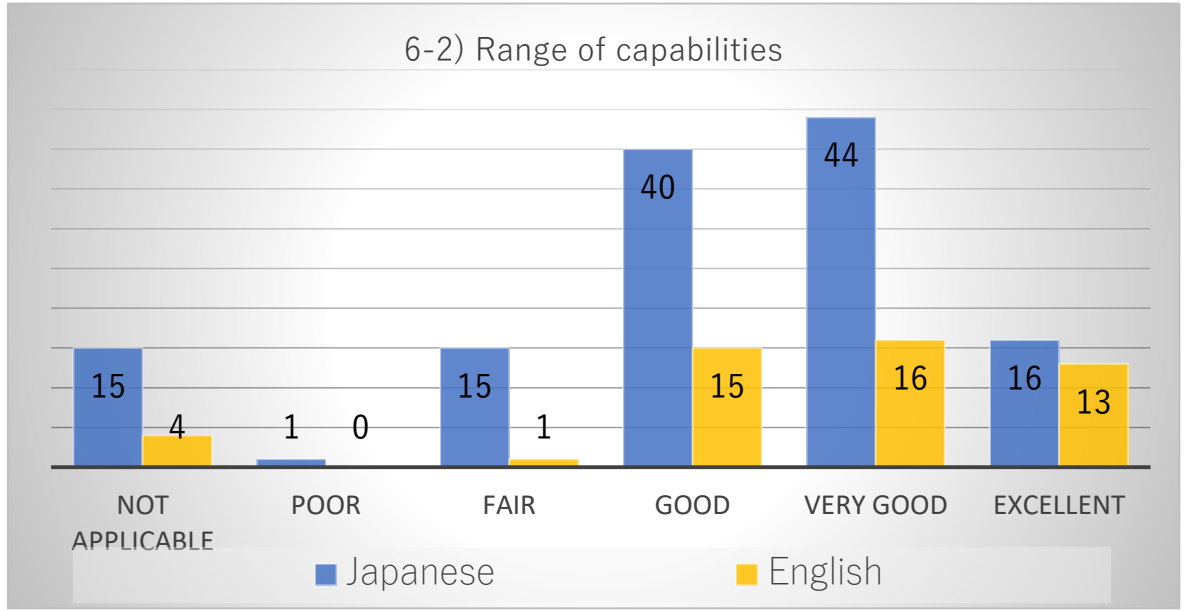

4-3) Quality and reliability of the equipment
8
0
2
0
5
1
27
9
57
19
32
20
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

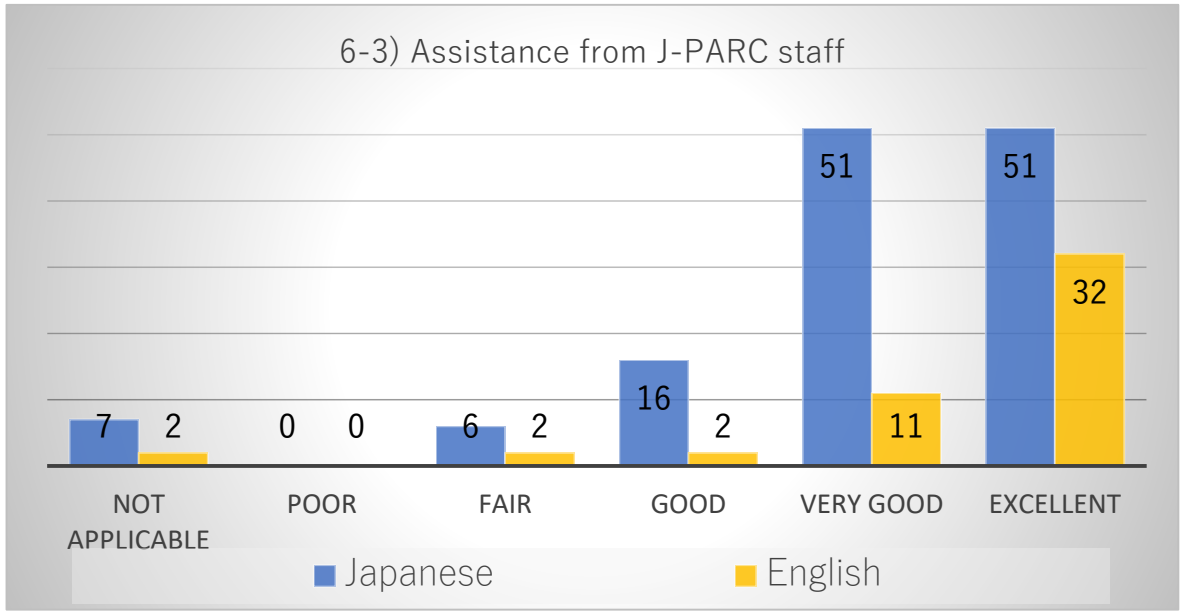

5-1) Support from J-PARC Staff
5
0
0
0
3
0
18
3
46
14
59
32
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English

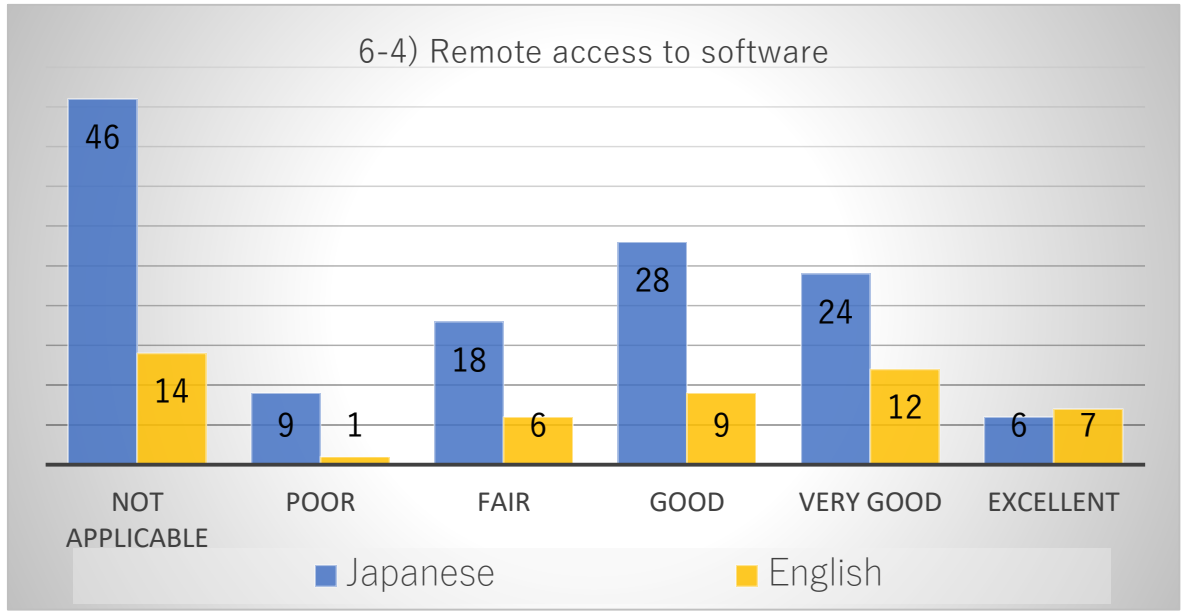

5-2) Hardware reliability and performance
5
1
1
0
5
2
32
7
58
20
30
19
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English


5-3) Data acquisition/instrument control software
7
5
1
0
11
4
38
7
46
19
28
14
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English


6-1) Quality of Software
12
7
1
1
16
1
36
10
47
21
19
9
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English


6-2) Range of capabilities
15
4
1
0
15
1
40
15
44
16
16
13
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English


6-3) Assistance from J-PARC staff
7
2
0
0
6
2
16
2
51
11
51
32
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English


6-4) Remote access to software
46
14
9
1
18
6
28
9
24
12
6
7
NOT APPLICABLE
POOR
FAIR
GOOD
VERY GOOD
EXCELLENT
Japanese
English