

User survey report: Norwegian National Resource Centre for X-rays (RECX)

RCN Project number 208896

Share of funding from the RCN Infrastruktur program: 47 % of total funding (25.5 MNOK) from 2011-18. All RCN funding was used for equipment and instrument purchases during establishment of RECX. All running costs were covered by income. 4.3 MNOK came from the Swiss research council. 17.5 MNOK own funding from UiO and NTNU.

Project period: 2011-2018 (user survey covers the whole period but is obviously biased towards current active users, who are more likely to respond)

Current number of users: 370

Number of respondents: 79

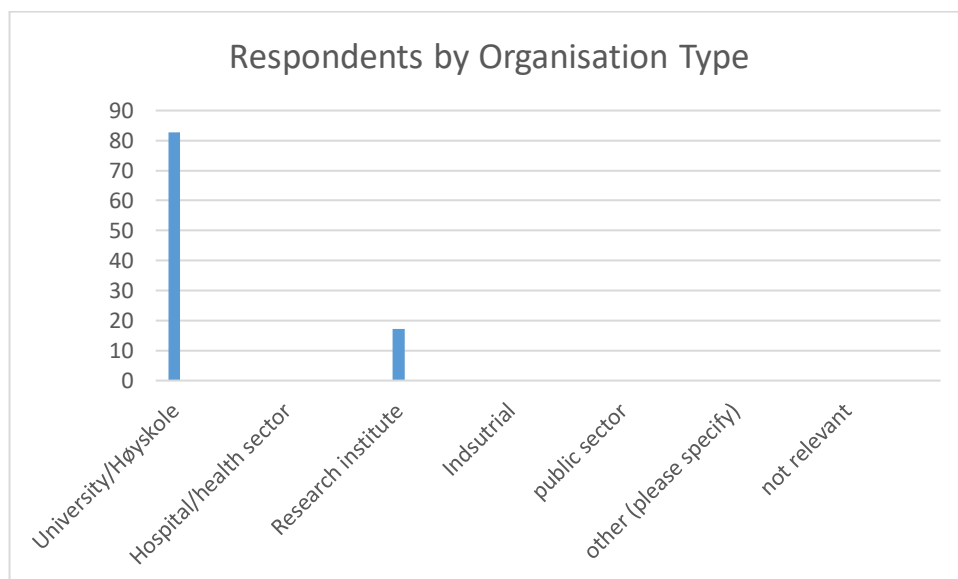
Who were the respondents answering for:

Self only: 96.6 %

Representing a group of users: 3.4 %

Respondent classes

The figures in brackets after the percentages are actual numbers of respondents.



University and Høyskole: 82.8 % (65)

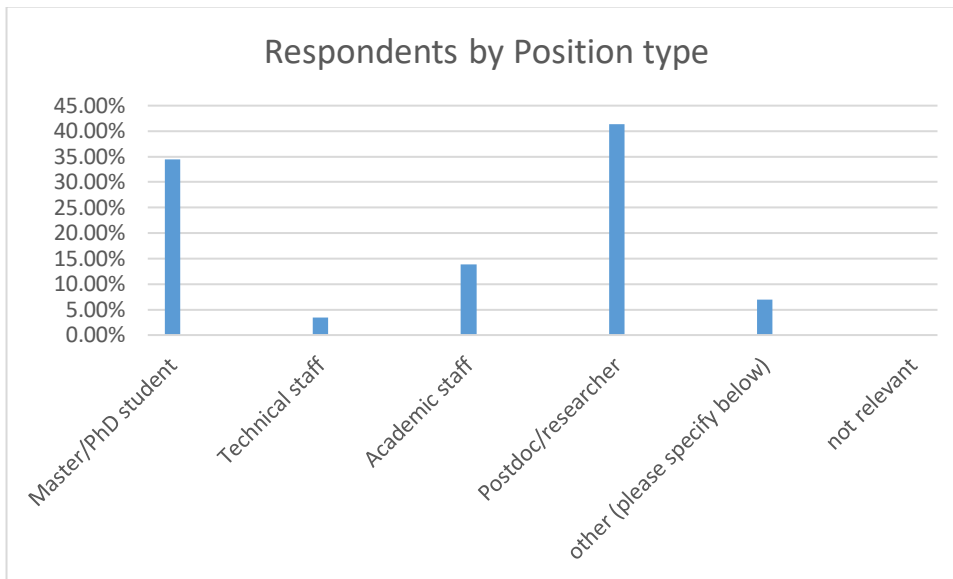
Hospital/healthcare: 0%

Research institutes: 17.2 % (14)

Industry: 0%

Public sector: 0%

Others: 0%



Master/PhD student: 35 % (27)
 Technical staff: 3 % (3)
 Academic staff: 14 % (11)
 Postdoc/researcher: 41 % (33)
 other (please specify below): 7 % (5)

100% of the respondents were from Norwegian organisations.

Node Usage

Usage of the RECX nodes in Oslo and Trondheim among the respondents:

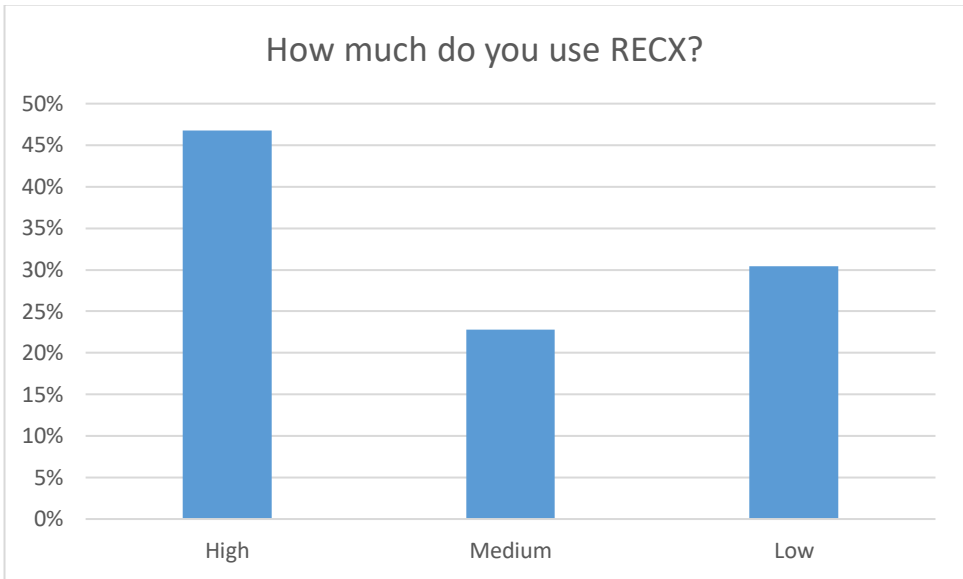
University of Oslo Node: 72 % (57)
 NTNU node: 28 % (22)

How did you find out about RECX?:

Internet/website: 0%
 From a colleague: 86 % (68)
 Through a meeting or conference presentation: 4 % (3)
 From a scientific publication: 0%
 Other: 10% (8)

How frequently do you use RECX?:

High = at least once per week
 Medium = around once per month
 Low = less than once per month



User Satisfaction:

Response time: This was not really relevant to RECX.

Accessibility:

Do you run your own samples or send samples for measurement by RECX staff?

Answer	Number of	Percentage
I run my own	67	84.8%
I send samples for measurement by RECX staff	12	15.2%

Service level:

How satisfied are you with the level of user support and maintenance at RECX? *

Answer	Number of	Percentage
very satisfied	48	60.8%
satisfied	26	32.9%
neither satisfied nor dissatisfied	4	5.1%
dissatisfied	0	0%
very dissatisfied	0	0%
no opinion	1	1.3%

Does RECX provide the services you require?:

Are you satisfied with the range of instruments available? *

Answer	Number of	Percentage
very satisfied	43	54.4%
satisfied	29	36.7%
neither satisfied nor dissatisfied	5	6.3%
dissatisfied	0	0%
very dissatisfied	0	0%
no opinion	2	2.5%

How satisfied are you with the data quality obtained at RECX? *

Answer	Number of	Percentage
very satisfied	43	54.4% 
satisfied	33	41.8% 
neither satisfied nor dissatisfied	3	3.8% 
dissatisfied	0	0%
very dissatisfied	0	0%
no opinion	0	0%

Are you satisfied with the solutions for accessing and archiving of your data at RECX? *

Answer	Number of	Percentage
very satisfied	26	32.9% 
satisfied	31	39.2% 
neither satisfied nor dissatisfied	12	15.2% 
dissatisfied	5	6.3% 
very dissatisfied	1	1.3% 
no opinion	4	5.1% 

How would you rate your overall experience of RECX? *

Answer	Number of	Percentage
very positive	48	60.8% 
positive	28	35.4% 
neutral	2	2.5% 
negative	0	0%
very negative	0	0%
no opinion	1	1.3% 

Costs of using the infrastructure?:

How do you feel about the cost of using RECX?

Answer	Number of	Percentage
Very satisfied	2	6.9% 
satisfied	9	31% 
Neither satisfied nor dissatisfied	5	17.2% 
dissatisfied	1	3.4% 
Very dissatisfied	0	0%
no opinion	12	41.4% 

Cost of purchasing services from RECX?: no replies.

Use of other infrastructure? No replies.

Summary of suggested improvements

- Faster repair of major instrument faults is a common request, especially that local staff should put more pressure on instrument supplier service teams to deal with faults faster.

- Extra staff resources to help with data analysis and advanced experiments would be appreciated (3 comments)
- Many respondents (7 comments) have requested better support and facilities for life science, especially purchase of a biological sample specific small angle scattering instrument capable of measurements on small samples.
- Better data sharing and archiving arrangements would be appreciated (11 comments), especially by users outside the main host sites who often have to collect data using memory sticks or have data sent out by E-mail.

Other Feedback

- Please update the RECX website (2 comments; note this may be connected to outdated webpages at UiO, which had been removed from the UiO web network but remained top hits for “UiO XRD” in Google).
- “The RECX lab is a stellar facility and a jewel for UiO. I have been frequent user of the laboratory for 5 years now and having first-hand access to its instruments has allowed me to deliver some significantly high-impact factor publications and achieve a sincerely deep understanding of the systems I've been working with. This happens for three reasons: - The stellar quality of the equipment, - The fact that the RECX lab, due to its high quality infrastructure, RECX allow us to perform experiments that lead to the design of complex experiments in Synchrotron facilities. - Thirdly, the excellent support from the Lab Manager. For all these reasons, I believe it is important to continue the development of the RECX facility to continue serve excellently its purpose: Be among the most complete Labs for Crystallography in Scandinavia and across Europe.”