



DELIVERABLE

EU Project No.: 228449

DERri

Distributed Energy Resources Research Infrastructures

Integrating Activity: Combination of Collaborative Project and Coordination and Support Action

SEVENTH FRAMEWORK PROGRAMME

Capacities Specific Programme

Research Infrastructures

Two questionnaire forms for interview on User's stay and Facility hosting

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PU	Public	X
PP	Restricted to other programme participants (including the Commission Services)	
RE	Restricted to a group specified by the consortium (including the Commission Services)	
CO	Confidential, only for members of the consortium and the Commission Services	

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This deliverable contains original unpublished work except where clearly indicated otherwise. Acknowledgement of previously published material and of the work of others has been made through appropriate citation, quotation or both.

NOTES:

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For more information on the project DERri, link to <http://www.der-ri.net>



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SUMMARY

The Trans-national Access Procedure will include two questionnaire forms:

- one devoted to collect up the **user feedback** on the access and the stay to the facility and
- the second to be filled by the hosting laboratory regarding the **hosting experience**.

1 RESEARCH INFRASTRUCTURES: USER GROUP FEEDBACK QUESTIONNAIRE

One of the aims of the European Community Research Infrastructures Action is to provide scientists from anywhere within the Community with easy access to Europe's major research infrastructures. The Action is implemented through grant agreements between the European Commission and major European research infrastructures. These grant agreements serve to support, among others, the mobility costs of visiting scientists and their costs of using the infrastructure.

To enable the Commission to evaluate the Research Infrastructures Action, to monitor the individual grant agreements, and to improve the services provided to the scientific community, each Group Leader of a user-project supported under an EC Research Infrastructure grant agreement is requested to complete the present "User Group Questionnaire". The questionnaire must be submitted once by each user group as soon as the experiments on the infrastructure come to end.

All replies are treated in strictest confidence. The information given is only used for monitoring and assessment purposes.



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USER GROUP QUESTIONNAIRE																			
1	Number of the EC Grant Agreement that financed the user group's access to the research infrastructure																		
	<input type="text" value="DERRI (228449)"/>																		
2	User Project Acronym note 1																		
	<input type="text" value="DERri"/>																		
3	Person filling in the questionnaire (normally the User Group Leader)																		
	<input type="text"/> Family name																		
	<input type="text"/> First name(s)																		
4	Where did you first find out about the possibilities of access supported through the EC grant agreement?																		
	<table border="1"><tr><td><input type="checkbox"/> EC Research Infrastructures Action web-site</td><td><input type="checkbox"/> Announcement in journal</td></tr><tr><td><input type="checkbox"/> CORDIS databases</td><td><input type="checkbox"/> Announcement at conference</td></tr><tr><td><input type="checkbox"/> Grant Agreement web-site</td><td><input type="checkbox"/> Direct mailing from infrastructure</td></tr><tr><td><input type="checkbox"/> Infrastructure web-site</td><td><input type="checkbox"/> Personal contact (please specify)</td></tr><tr><td></td><td><input type="text"/></td></tr></table>	<input type="checkbox"/> EC Research Infrastructures Action web-site	<input type="checkbox"/> Announcement in journal	<input type="checkbox"/> CORDIS databases	<input type="checkbox"/> Announcement at conference	<input type="checkbox"/> Grant Agreement web-site	<input type="checkbox"/> Direct mailing from infrastructure	<input type="checkbox"/> Infrastructure web-site	<input type="checkbox"/> Personal contact (please specify)		<input type="text"/>								
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	<input type="text"/>																		
5	Without the support of this EC grant agreement would you still have been able to carry out your work at this research infrastructure?																		
	<table border="1"><tr><td><input type="radio"/> Yes</td><td><input type="radio"/> No</td><td>If no, please indicate the reason (you may indicate more than one choice)</td></tr><tr><td></td><td></td><td><input type="checkbox"/> Not otherwise eligible to apply for access to the infrastructure(s)</td></tr><tr><td></td><td></td><td><input type="checkbox"/> Too difficult to obtain access by applying directly</td></tr><tr><td></td><td></td><td><input type="checkbox"/> Unable to pay the user fee</td></tr><tr><td></td><td></td><td><input type="checkbox"/> Unable to pay travel & subsistence for one or more of the group members</td></tr><tr><td></td><td></td><td>Other (please specify) <input type="text"/></td></tr></table>	<input type="radio"/> Yes	<input type="radio"/> No	If no, please indicate the reason (you may indicate more than one choice)			<input type="checkbox"/> Not otherwise eligible to apply for access to the infrastructure(s)			<input type="checkbox"/> Too difficult to obtain access by applying directly			<input type="checkbox"/> Unable to pay the user fee			<input type="checkbox"/> Unable to pay travel & subsistence for one or more of the group members			Other (please specify) <input type="text"/>
<input type="radio"/> Yes	<input type="radio"/> No	If no, please indicate the reason (you may indicate more than one choice)																	
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		<input type="checkbox"/> Too difficult to obtain access by applying directly																	
		<input type="checkbox"/> Unable to pay the user fee																	
		<input type="checkbox"/> Unable to pay travel & subsistence for one or more of the group members																	
		Other (please specify) <input type="text"/>																	

6 assess the services provided by the grant agreement with respect to the following points rating them on a scale from 'very poor' to 'very good'.

(Please provide at least 4 ratings. Leave blank when the point is not applicable)

Publicity, made by the infrastructure, concerning the access financed by the EC	<input type="text"/>
Practical information provided on how to apply for access	<input type="text"/>
Advice to use the most appropriate installation or infrastructure <i>note 2</i>	<input type="text"/>
Information provided, once your project was accepted, on how to use the facility	<input type="text"/>
Scientific support to set up your experiments and interpret the results	<input type="text"/>
Technical support to make best use of the installation(s)	<input type="text"/>
Logistic support at the facility (<i>office space, computing, libraries, accommodation</i>)	<input type="text"/>
Administrative support (<i>including the reimbursement of travel & subsistence expenses</i>)	<input type="text"/>
The intellectual environment	<input type="text"/>
Overall appreciation of the services provided (<i>mandatory</i>)	<input type="text"/>

Please indicate any comments you would like to make on the services provided
(here you can also differentiate your appreciation with respect to the different installations or infrastructures note 2)

7 Please indicate any further comments or suggestions you would like to make concerning your access to the infrastructure

Send

¹ Please indicate the acronym of the user's project you are involved in (as assigned by your host infrastructure)

² In case the infrastructure is made up of more than one installation or the grant agreement includes more than one infrastructure

I suggest to keep the same questionnaire for the purposes of our project and add a link of the EC site to our website where the users will fill in the questionnaire http://cordis.europa.eu/fp7/capacities/questionnaire_en.html and either keep a copy (informing the user) or asking the EC to make it known to the DERRI project for lab facility evaluation and improvement.



2 HOSTING EXPERIENCE QUESTIONNAIRE-SUGGESTED MAIN POINTS (ONLINE ON THE DERRI WEBSITE)

This questionnaire will deal with the experience of the hosting facility with respect to the user group.

The main issues that included in the questionnaire which presented below and it is attached as an excel file are:

- Did the user respect the rules of operation of the Lab?
- Was the initial time planning and manpower made available to the user group adequate?
- Were the experiments performed as planned?
- Any benefits for the Test Lab from the hosted user group?
- Was the reimbursement for lab and personnel involved cost sufficient?
- After this experience, will you continue to support the Lab Access service?

Hosting facility			
Organization name			
Address			
Website			
Offered facilities			
Responsible person(s)			
Contact information	tel. fax		e-mail
User Group			
Organization name			
Address			
Website			
Experiments' title			
Leading person(s)			
Time period of Experiment			
Contact information	tel. fax		e-mail

HOSTING LABORATORY EXPERIENCES	
1	<p>Did the user respect the laboratory operation rules?</p> <p>yes <input type="checkbox"/></p> <p>no <input type="checkbox"/></p> <p>Additional comments: <input type="text"/></p>
	<p>Was the user group well prepared for using the test facilities?</p> <p>yes <input type="checkbox"/></p> <p>no <input type="checkbox"/></p> <p>Additional comments: <input type="text"/></p>
3	<p>How do you evaluate the initial time planning and available manpower?</p> <p>Initial time planning: <input type="text"/></p> <p>Available manpower: <input type="text"/></p>
4	<p>Was the users' group satisfied by the overall service?</p> <p>yes <input type="checkbox"/> If yes please rate <input type="text"/></p> <p>no <input type="checkbox"/> If other please comment</p> <p><input type="text"/></p>
	<p>Were the experiments performed as planned?</p> <p>yes <input type="checkbox"/></p> <p>no <input type="checkbox"/></p> <p><i>Please mention some critical constraints</i></p> <p>Technical <input type="checkbox"/></p> <p>Time <input type="checkbox"/></p> <p>Economical <input type="checkbox"/></p> <p>Other <input type="text"/></p>



6	Were there any benefits from the hosted group to the hosting lab and what kind?
	<p>yes <input type="checkbox"/></p> <p><i>If yes please highlight the related benefits</i></p> <p>Suggestions for improving laboratory facilities and equipment <input type="checkbox"/></p> <p>Results sharing and possibilities for scientific publications <input type="checkbox"/></p> <p>Experience exchange between hosting and hosted groups <input type="checkbox"/></p> <p>Collaboration in research activities and projects <input type="checkbox"/></p> <p>Other <input type="text"/></p> <p>no <input type="checkbox"/></p>
7	Was the reimbursement for laboratory personnel and operational equipment cost, sufficient?
	<p>yes <input type="checkbox"/></p> <p>no <input type="checkbox"/></p> <p>Additional comments: <input type="text"/></p>
8	Will you continue to support the laboratory access service?
	<p>yes <input type="checkbox"/></p> <p>no <input type="checkbox"/></p> <p>Additional comments: <input type="text"/></p>
9	Comments and suggestions for the user access to the lab infrastructure
	<input type="text"/>



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Finally, all the questionnaires have to be processed and analyzed. A report must be prepared once a year to the consortium before the next call for a new User Access campaign in order to integrate the experience and lessons learnt from the previous call.