



TVB Associates Inc.
Scientific Consulting

Exit Survey of Applicants to Canadian Access to the ISIS Neutron and Muon Source

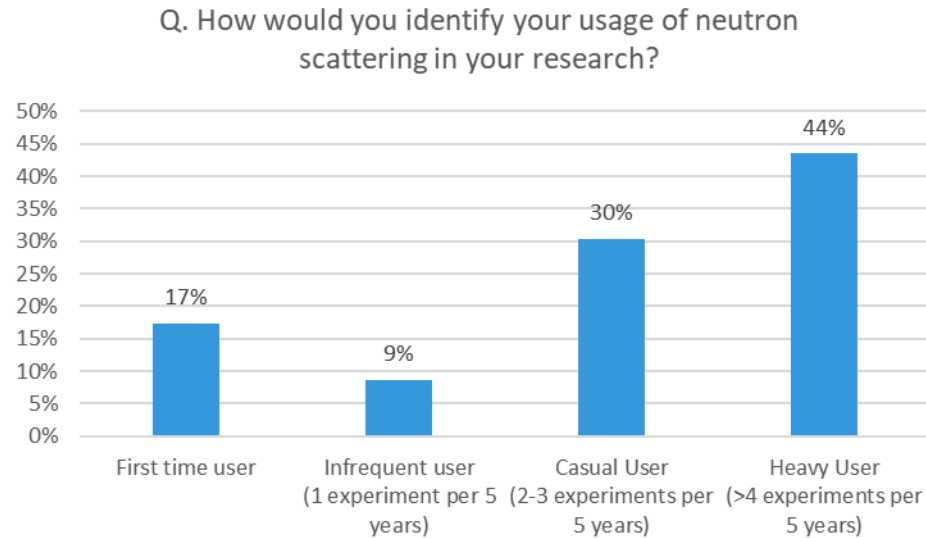
A survey conducted for Neutrons Canada

Characterizing the respondents

Distribution of the Respondents

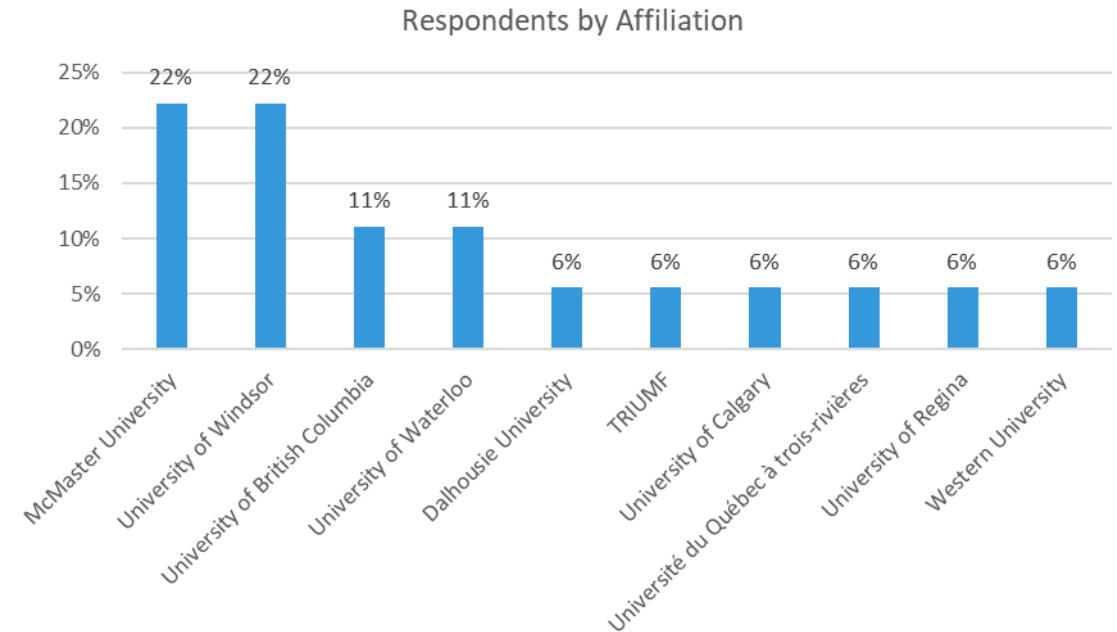
While all Canadian neutron users were offered the opportunity to complete the survey, targeted reminders were sent to the individuals who applied for the beam time at ISIS.

Of all Respondents (n = 23), most had applied for (n = 18) and were awarded beam time (n= 17). This represents 85% of the 20 research groups awarded time.



Respondents represented many universities and a wide distribution of experience in use of neutron scattering.

Some respondents were anonymous and not included in the chart below.

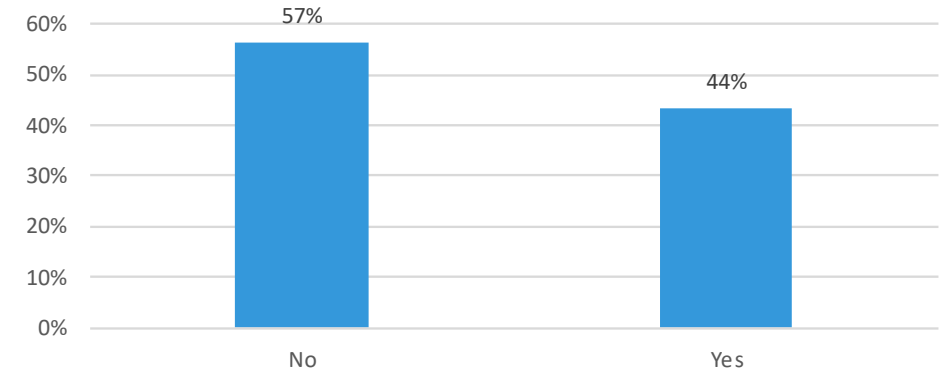


Many respondents new to ISIS

A majority of respondents were new to ISIS, indicating success in attracting new users, which was a priority for ISIS.

"I think the ISIS-Canada partnership was very successful. My group are first-time ISIS users, and would not have submitted proposals to this source otherwise. We will definitely use this facility more in the future. I hope that this partnership can continue in some form in the future."

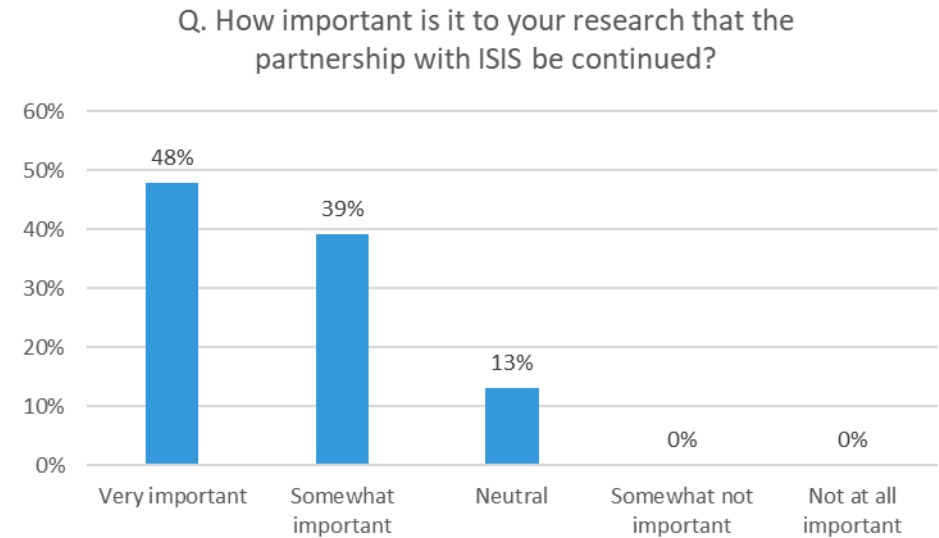
Q. Did you perform any experiments at the ISIS Neutron and Muon Source (ISIS) prior to the partnership between Neutrons Canada and ISIS for August 2023 to March 2025?



Importance and management of the program

Continued ISIS Partnership

- 87% believe continuation of this partnership is important to their research.
- This question included those who did not apply, likely explaining the neutral responses.
 - The 5 respondents who did not apply were asked why they did not apply. Their answers:
 - 3 were not able to meet the deadline or were unaware of the partnership
 - 2 cited a lack of present need (e.g. infrequent users): "Not doing research with neutrons anymore."
- Respondents suggested improvements for future partnerships:
 - More access to the beam time was the most requested improvement
 - Longer lead times for timelines for applications
 - *"Increase the availability of expert support staff to assist users during experiments, from proposal preparation to data analysis"*



"This program was great - would love to see it continued."

"Let's keep this relationship alive!"

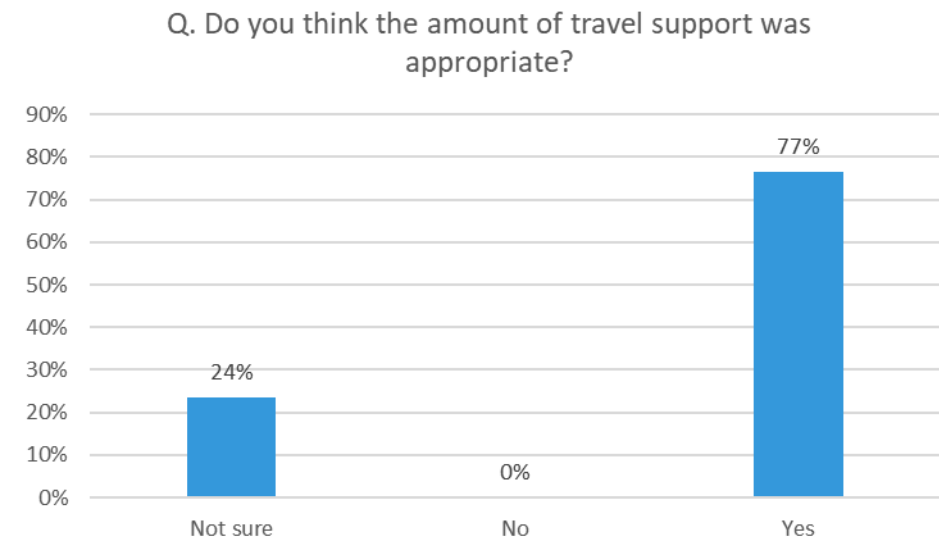
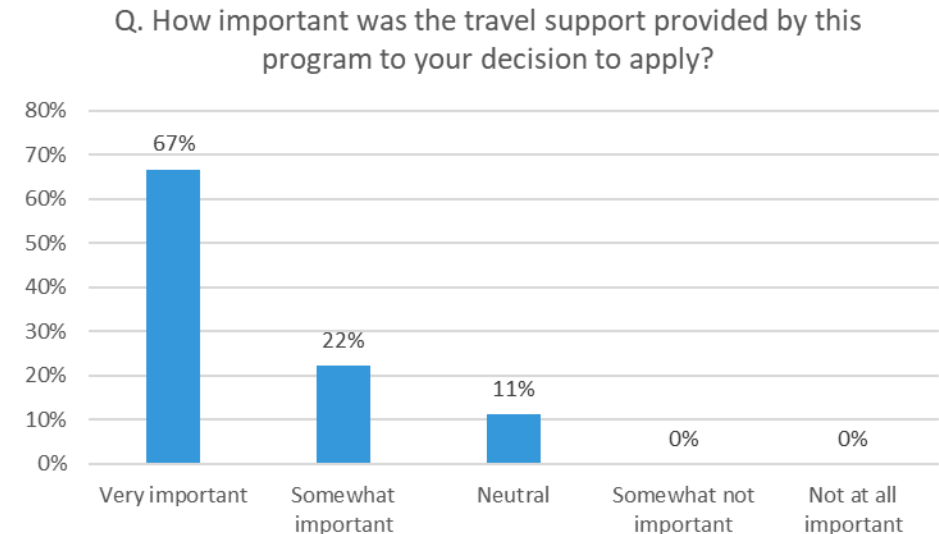
Importance of Travel Support

- Nearly 90% of those who applied said travel support was important to their decision to apply.
- Two-thirds said it was very important

"The travel funding was crucial for our on-site participation as budgets are very tight"

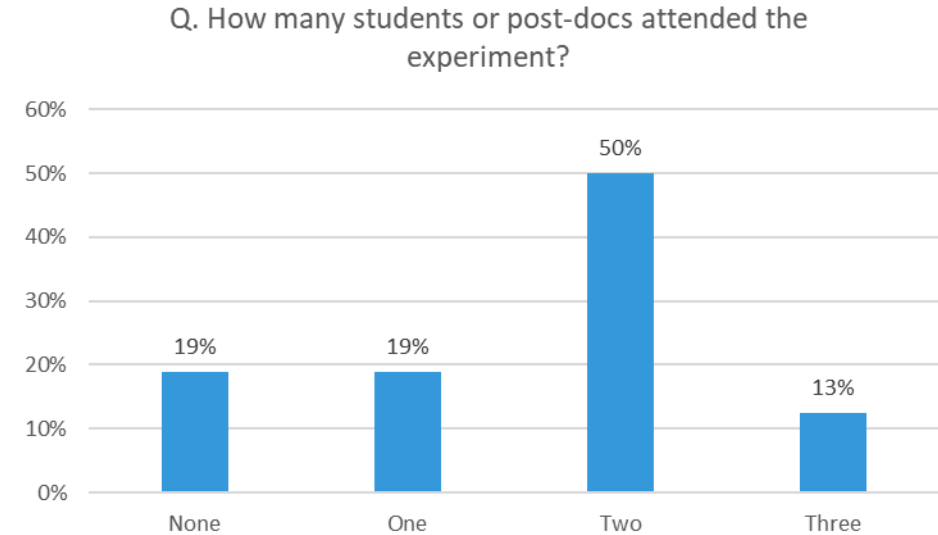
Of those who were awarded beam time (and thus travel support), none thought the amount of travel support was inappropriate.

- Some respondents were not sure: *"We don't know the amount of travel support yet."*



Students or Post-docs Attending Experiment

- Over 80% of the experiments had a student conducting the experiment in person.
- Nearly two-thirds (63%) of the experiments had two or more students conducting the experiment in person.



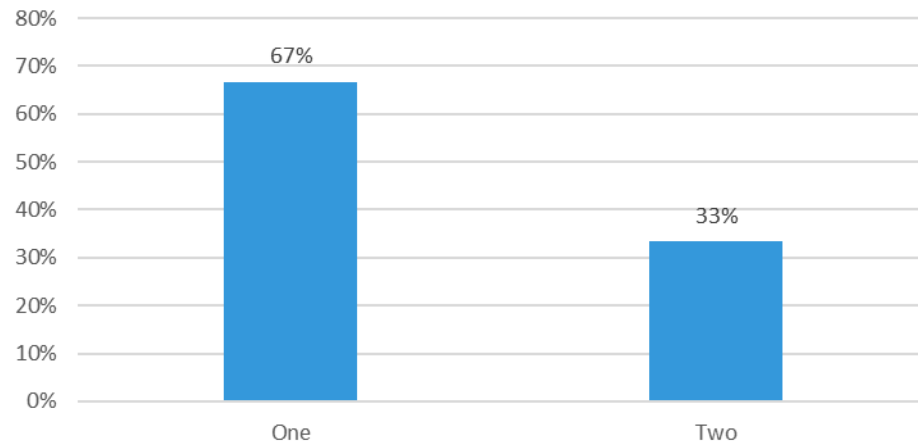
"Overall, I loved this experience and the project of 'Canadian access to ISIS'. It provided an opportunity to help us learn how the science facility functions and supports our research project. I would love to visit ISIS again some time and hope to have more collaborations with them."

Number of Proposals Submitted

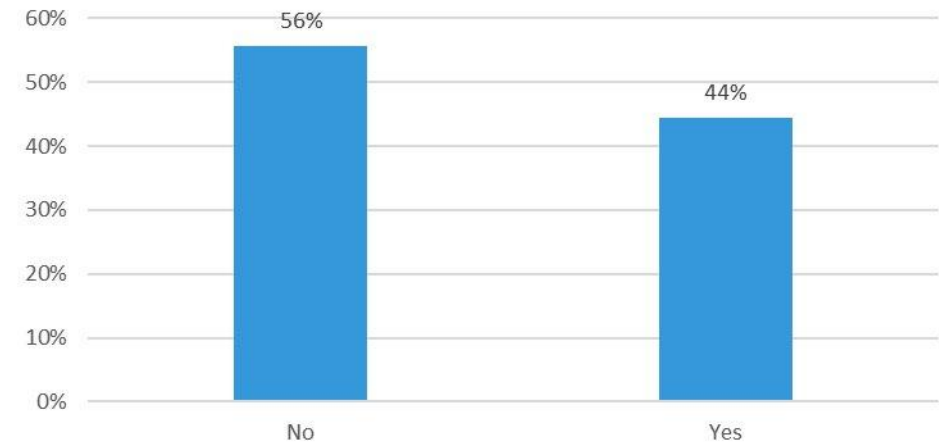
Multiple proposals submitted to multiple access routes indicates high demand from Canadians researchers.

- Context: There were two rounds for the Canadian access route. In the second round, proposals were limited to one per Principal Investigator and to those where were not awarded time in the first round.

Q. How many proposals did you submit through the Canada-ISIS partnership program?



Did you submit proposals through the main facility call for proposals as well?

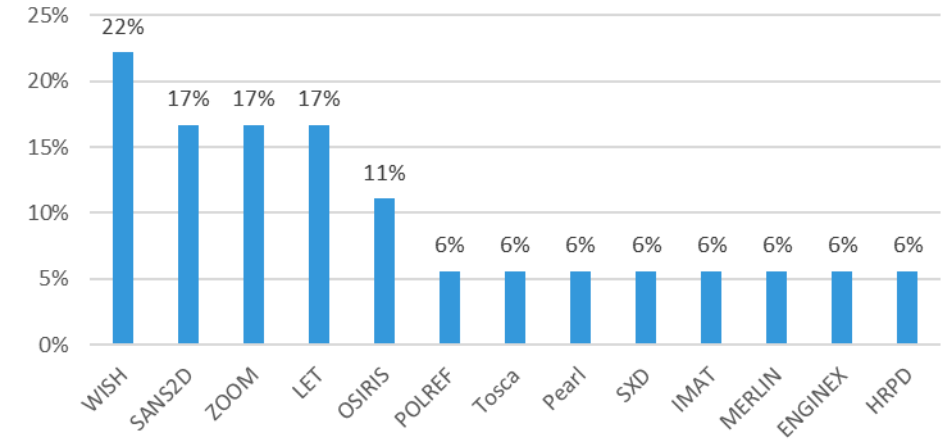


Instrument Demand

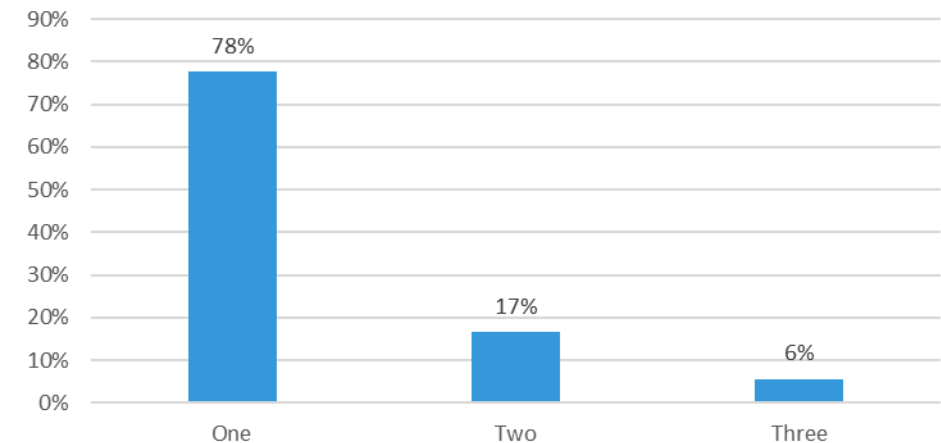
The highest demand instruments are:

- WISH – Powder diffraction
- SANS2D – Small-Angle Neutron Scattering
- ZOOM – Small-Angle Neutron Scattering
- LET – Spectroscopy

Q. What beamlines or instruments did you use or apply for?



Respondents by number of beamlines or instruments used or applied for



Fairness of Competition Design

- Respondents overwhelmingly (91%) thought the selection process was fair.
- Those who answered "No" were given opportunity to specify what they would change to increase fairness or strategic use of the limited 'Canadian beam time' at ISIS.
 - One requested greater priority for new users over experienced ones
 - Another was concerned about lack of information about how the Canadian review process worked

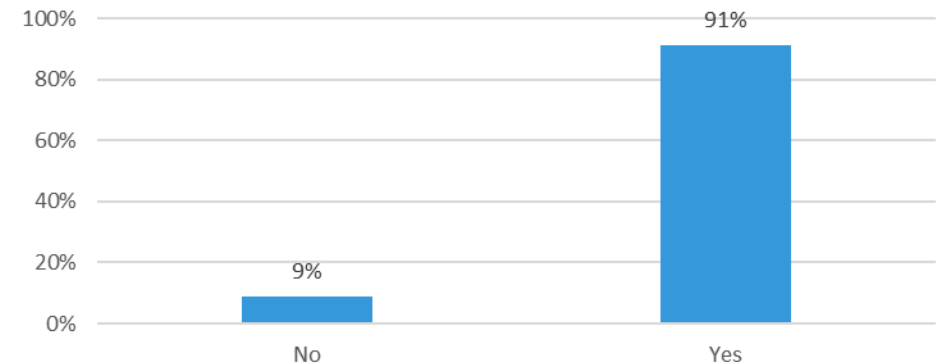
"Everything seems well thought through"

Preamble to question:

The recent partnership with ISIS was designed to provide Canadian researchers with the opportunity to conduct about 20 experiments, and thereby promote cooperation between ISIS and Canada.

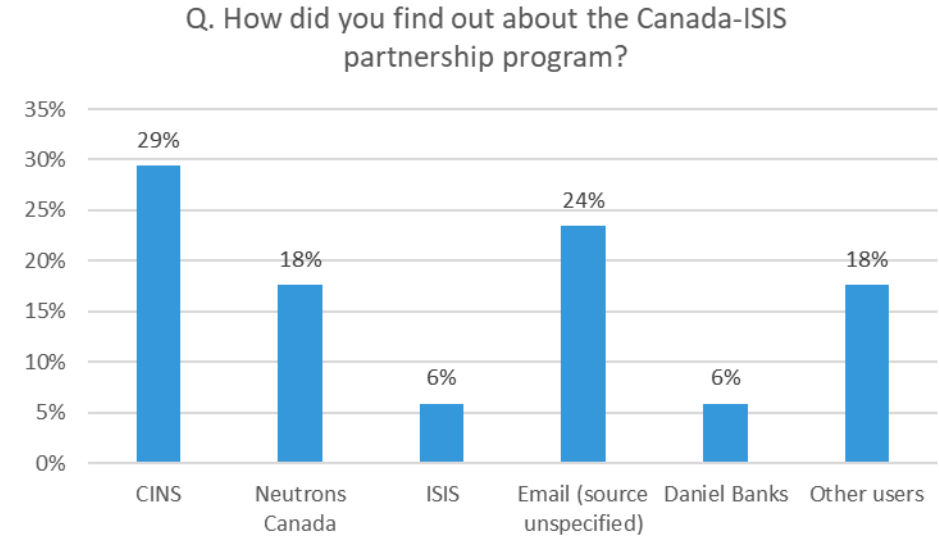
<https://neutrons.ca/isis-neutron-and-muon-source/>

Q. Do you believe the peer-reviewed competition and associated access policy to be fair and well-designed to maximize the benefits of this partnership for Canadian researchers?



Advertising of the Program

- About half heard from Neutrons Canada email newsletters or other direct contact from Neutrons Canada personnel (48%)
 - The "email" responses are assumed to be from Neutrons Canada (CINS did not send any email announcements of this program)
- Some heard through discussions at meetings organized by CINS (29%)
- Some heard from other users (18%)
- One heard from ISIS directly (6%)



Satisfaction with ISIS' Service

Satisfaction with ISIS' service: Application stage

"I really enjoyed the partnership, the whole process seemed very streamlined. The proposal system was easy to navigate. The experiment went well and the experience at ISIS was a great experience. Afterward, the refund system was very straightforward. Overall, the experience was amazing."

"The entire proposal submission, experiment planning and assistance on site were fantastic."

"Everything's good."

"We had an excellent experience."

"Everything was perfect for our experiment."

"Interacting with the local contact enable us to better design our experiment."

"Local contacts were very helpful."

"Staff at ISIS were fantastic and really helped our team from proposal writing to data analysis."

"The staff was super supportive and kind."

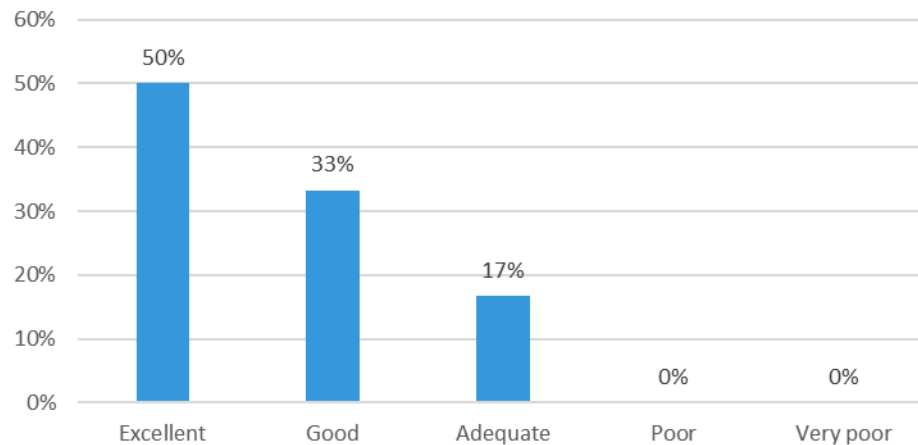
"We had an excellent support from ISIS for travel and accommodation. They reimbursed the cost quite rapidly."

Satisfaction with ISIS' service: Application stage

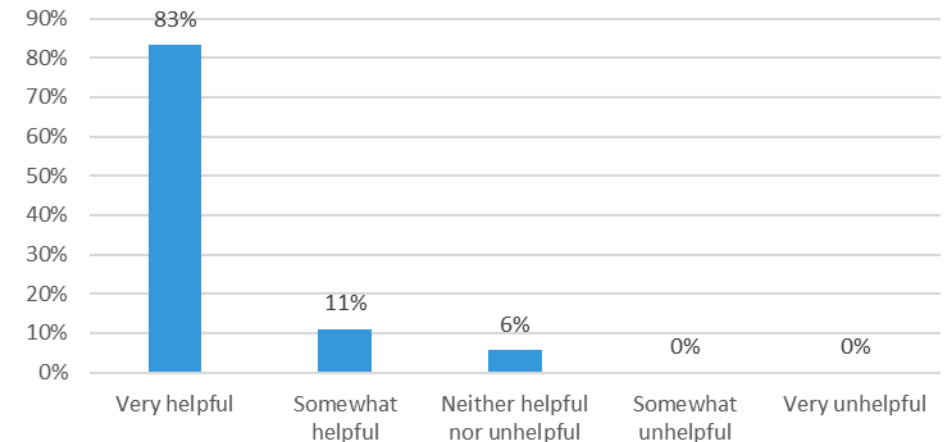
Users are overwhelmingly satisfied with ISIS service in areas such as:

- the proposal submission, and
- communication with ISIS staff prior to the experiment

Q. How would you rate the proposal submission and approval process?



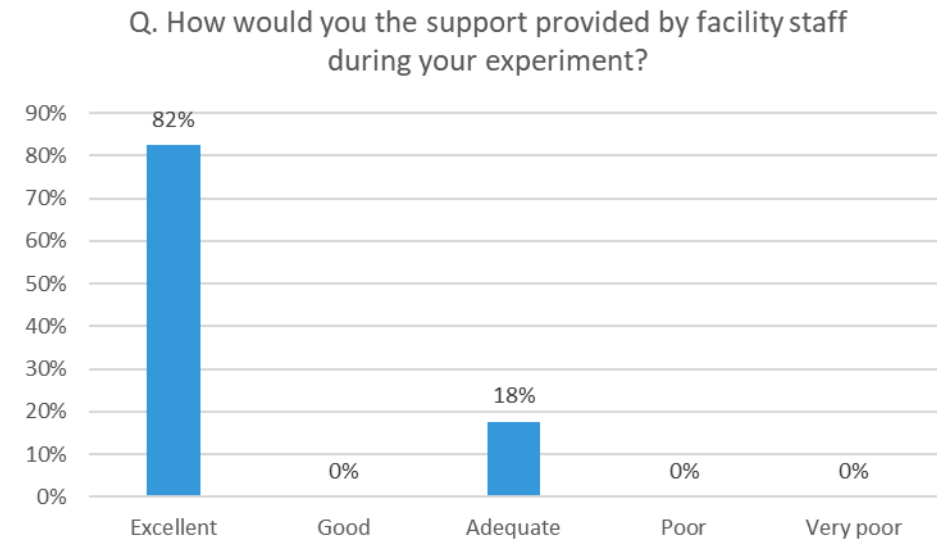
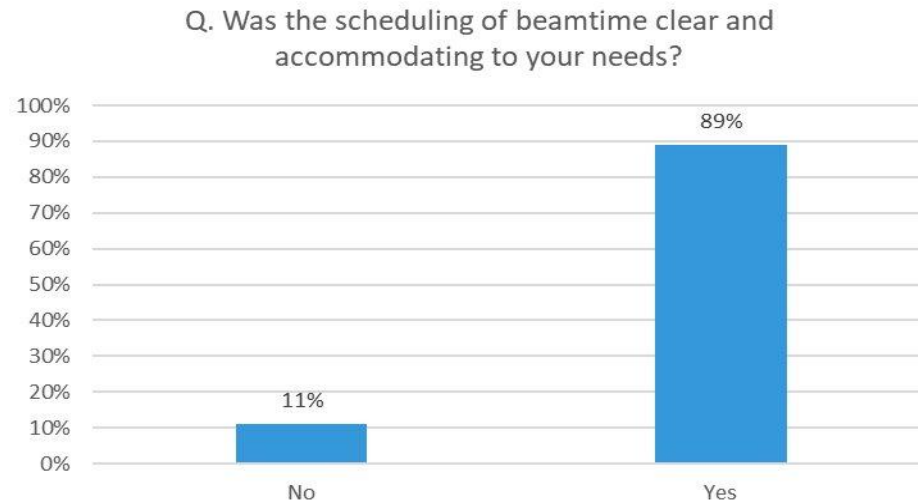
Q. How helpful was the communication with facility staff prior to your experiment?



Planning and during the experiment

Users are overwhelmingly satisfied with ISIS' service in areas such as:

- Scheduling the beam time, and
- Support from ISIS staff during their experiment



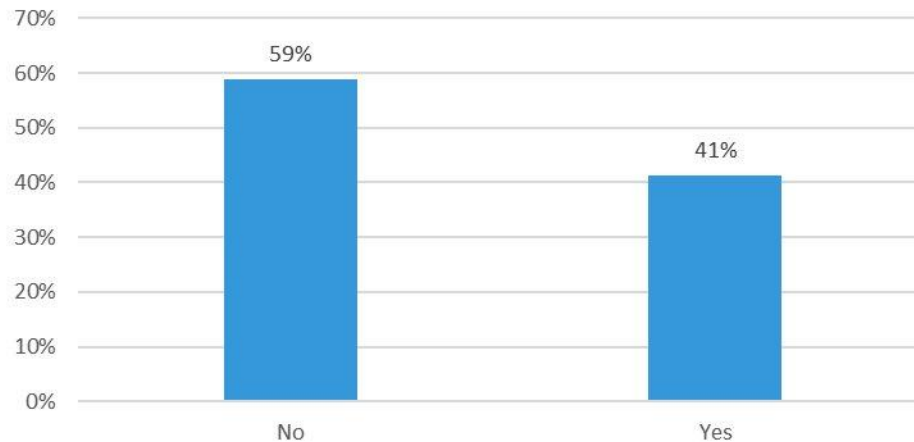
ISIS instrumentation

Nearly 60% of found the usability and reliability of the instruments to be **excellent**.

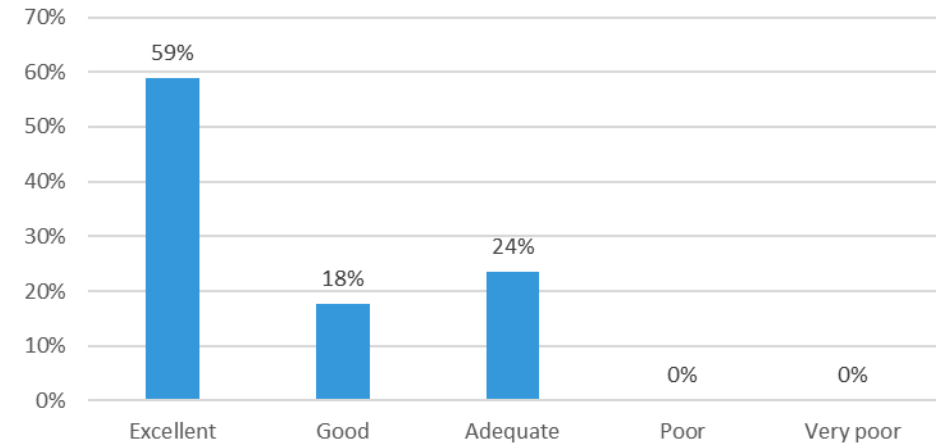
- **All users** found the usability and reliability of the instruments to be **at least adequate**, indicating the technical issues they encountered were overcome or to be expected.

Those who described technical issues most often cited outages of the accelerator

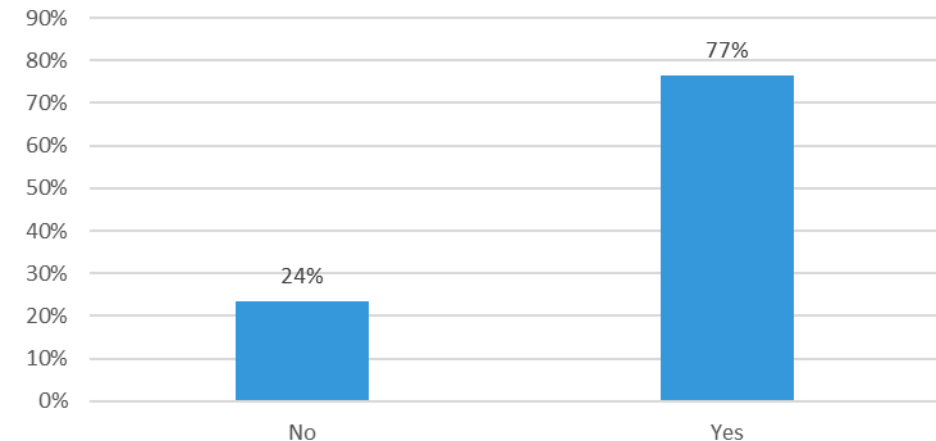
Q. Did you encounter any technical issues during the experiment?



Q. How would you rate the overall usability and reliability of the instrument?



Q. Was the equipment provided sufficient and in good condition for your research?



Submitting Future Proposals to ISIS

- Nearly 90% of those who applied intend to apply to ISIS again.

