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***NFFA-Europe User Satisfaction Questionnaire***

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| **Call N./year** |  | **ID number:** |  | | |
| **Title:** |  | | | | |
| **Proposer Name** |  | | | | |
| **E-mail** |  | | | | |
| **Affiliation** |  | | | **Country** |  |

|  |  |
| --- | --- |
| **Access Period** | dd/mm/yyyy - dd/mm/yyyy |

1. Experiments

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| --- | --- |
| **1-a). Scientific and technical support received before access** | ☐ Excellent ☐ Satisfactory ☐ Unsatisfactory |
| Comments/Suggestions | |
| **1-b). Scientific and technical support received during access** | ☐ Excellent ☐ Satisfactory ☐ Unsatisfactory |
| Comments/Suggestions | |
| **1-c). Reliability and operating condition of the NFFA-Europe Provider facilities** | ☐ Excellent ☐ Satisfactory ☐ Unsatisfactory |
| Comments/Suggestions | |
| **1-d). Overall evaluation of your experiment** | ☐ Excellent ☐ Satisfactory ☐ Unsatisfactory |
| Comments/Suggestions | |
| **1-e). What would you like NFFA-Europe to do to improve user support in the future?** | |
| Comments/Suggestions | |

2. Access process (First–time users only)

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| --- | --- |
| **2-a). Were the NFFA-Europe Web pages and guidelines helpful at all stages of proposal and access?** | ☐ Excellent ☐ Satisfactory ☐ Unsatisfactory |
| Comments/Suggestions | |
| **2-b). Was the Technical information provided on the website helpful?** | ☐ Excellent ☐ Satisfactory ☐ Unsatisfactory |
| Comments/Suggestions | |
| **2-c). Was the Single Entry Point usage clear and effective?** | ☐ Excellent ☐ Satisfactory ☐ Unsatisfactory |
| Comments/Suggestions | |
| **2-d). Was the assistance received for the organisation of your access helpful?** | ☐ Excellent ☐ Satisfactory ☐ Unsatisfactory |
| Comments/Suggestions | |
| **2-e). Was the After Experiment (closure) service helpful in organising and archiving the data and in providing tools for data analysis?** | ☐ Excellent ☐ Satisfactory ☐ Unsatisfactory |
| Comments/Suggestions | |

3. Overall

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| --- |
| Comments/Suggestions |