

TRIUMF User Survey — August 2021

Summary — An online survey was sent to the TRIUMF Users Group (TUG) mailing list (and several other TRIUMF lists) in early August 2021, prior to the TUG Annual General Meeting. The goal was to gauge if users were satisfied with their representation through the Users Group Executive (TUEC), with actions by TRIUMF, in particular communications with the users, and how the pandemic had affected their ability to carry out work involving TRIUMF.

In general, the 109 received responses were quite positive towards TUEC and TRIUMF, implying no need for drastic changes. Faculty, postdocs, and students appear satisfied with the overall situation. Variations based on seniority, field of research, and location are by and large rather small, but noticeable.

While the pandemic obviously had a huge impact on everyone's work, many researchers have been able to carry out R&D activities involving TRIUMF, and it appears that the impact so far has been less severe than it could have been. Researchers have been able to move a lot of work to remote operation. Nevertheless, an overwhelming fraction of respondents are very keen to return to TRIUMF in person in the future.

In this document we present the main findings of the survey: bar graphs representing all respondents, with additional notes on variations by sub-group (seniority, location, research field), and summaries of detailed comments by respondents.

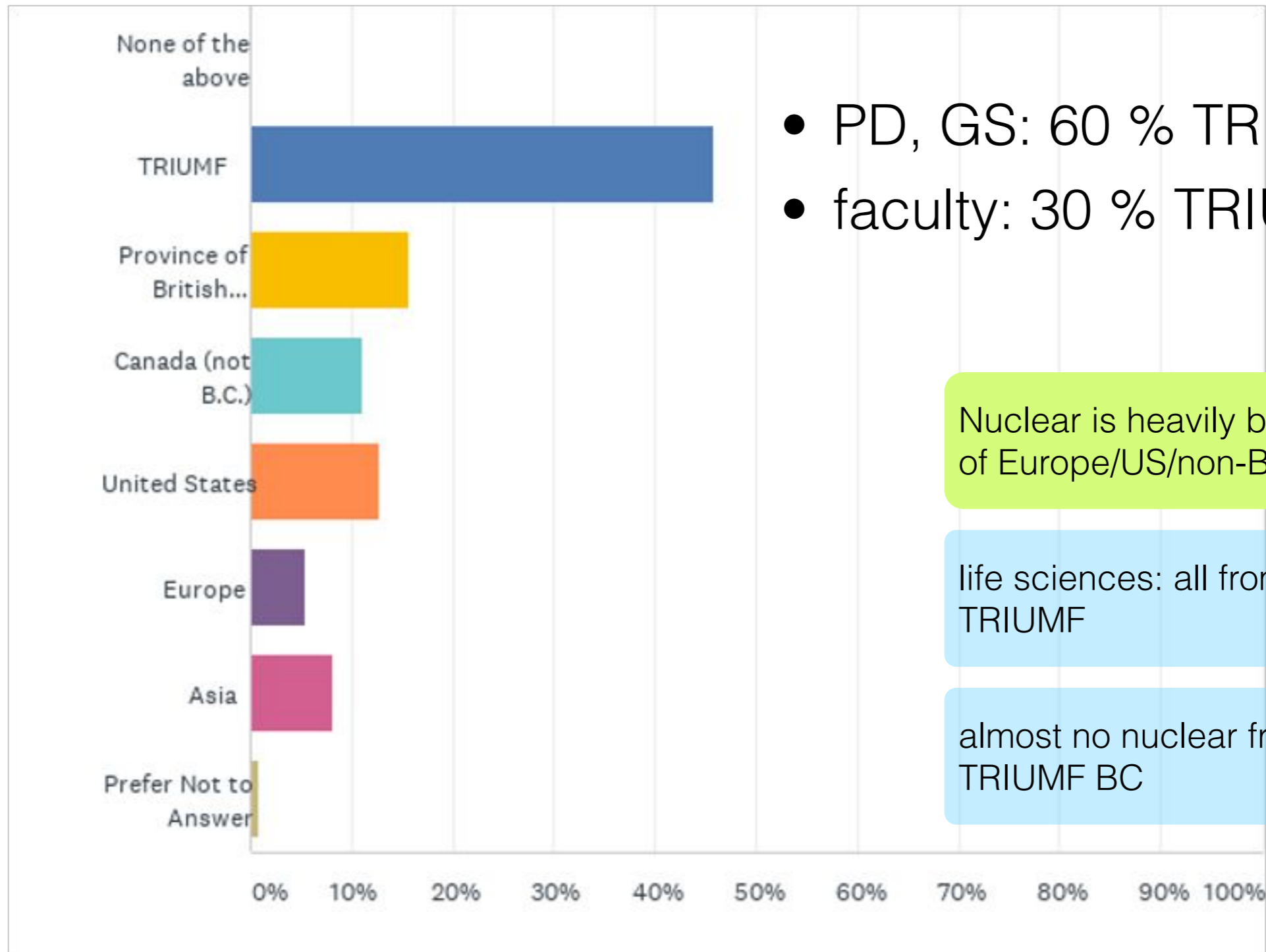
TRIUMF User Survey — August 2021

Findings

- Need new membership database
 - respondents were unsure about their membership status; after initial signup to mailing list, no other confirmation mechanism other than receiving occasional emails (or not).
 - annual confirmation of membership
- "Beam users" are most likely to see themselves as "TRIUMF users".
 - Work towards everyone involved with TRIUMF as seeing themselves are users.
- Advocate for beam development and related transparency
- More updates on TUEC activities to TUG members
 - repository of meeting agendas and plans
- Should TUEC/TUG become (once again?) more of a driving force?
- Library access for locals without home institution access

Origin of respondents

- 109 respondents
- TRIUMF heavy



- PD, GS: 60 % TRIUMF
- faculty: 30 % TRIUMF

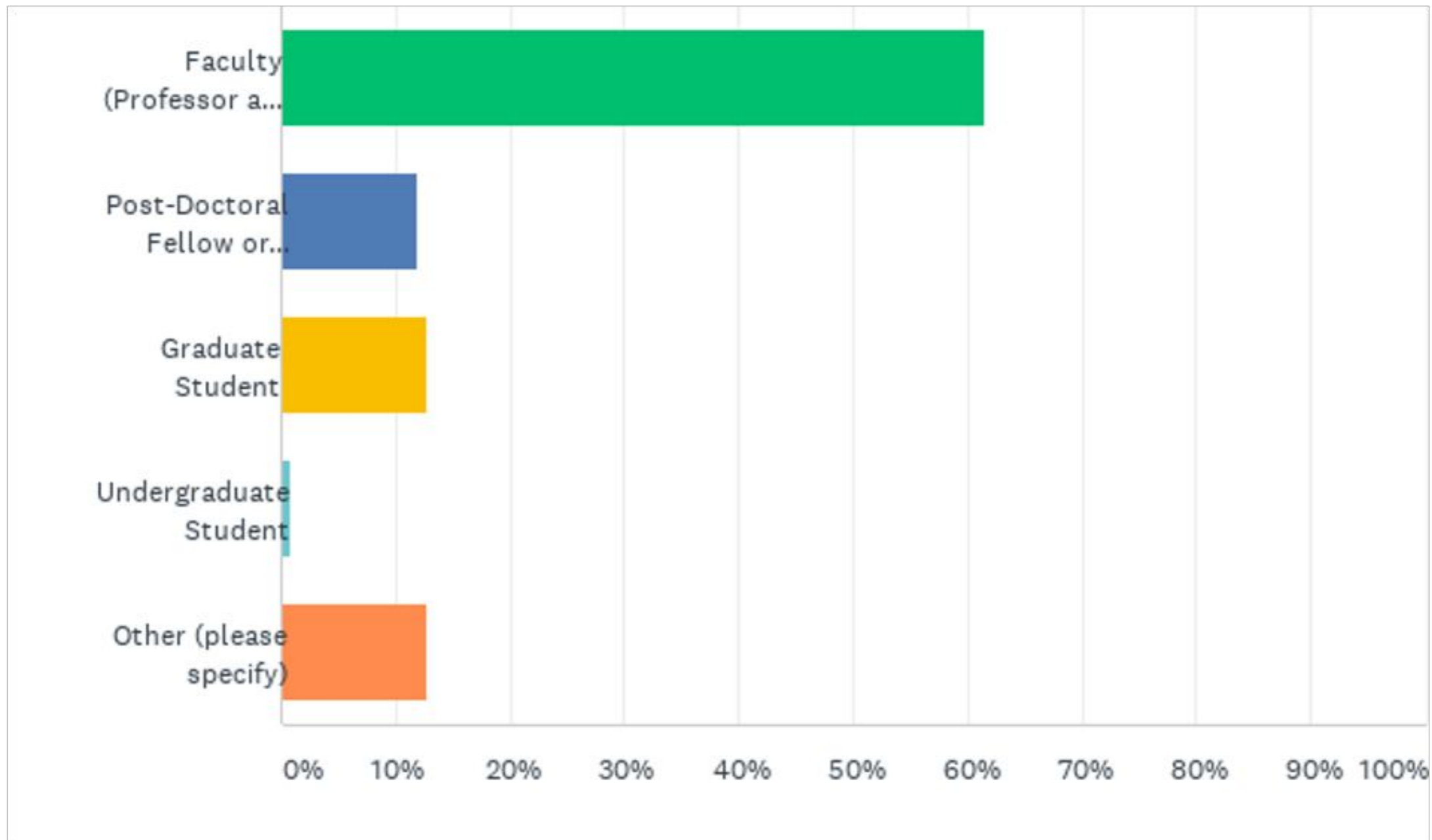
Nuclear is heavily based out of Europe/US/non-BC

life sciences: all from BC and TRIUMF

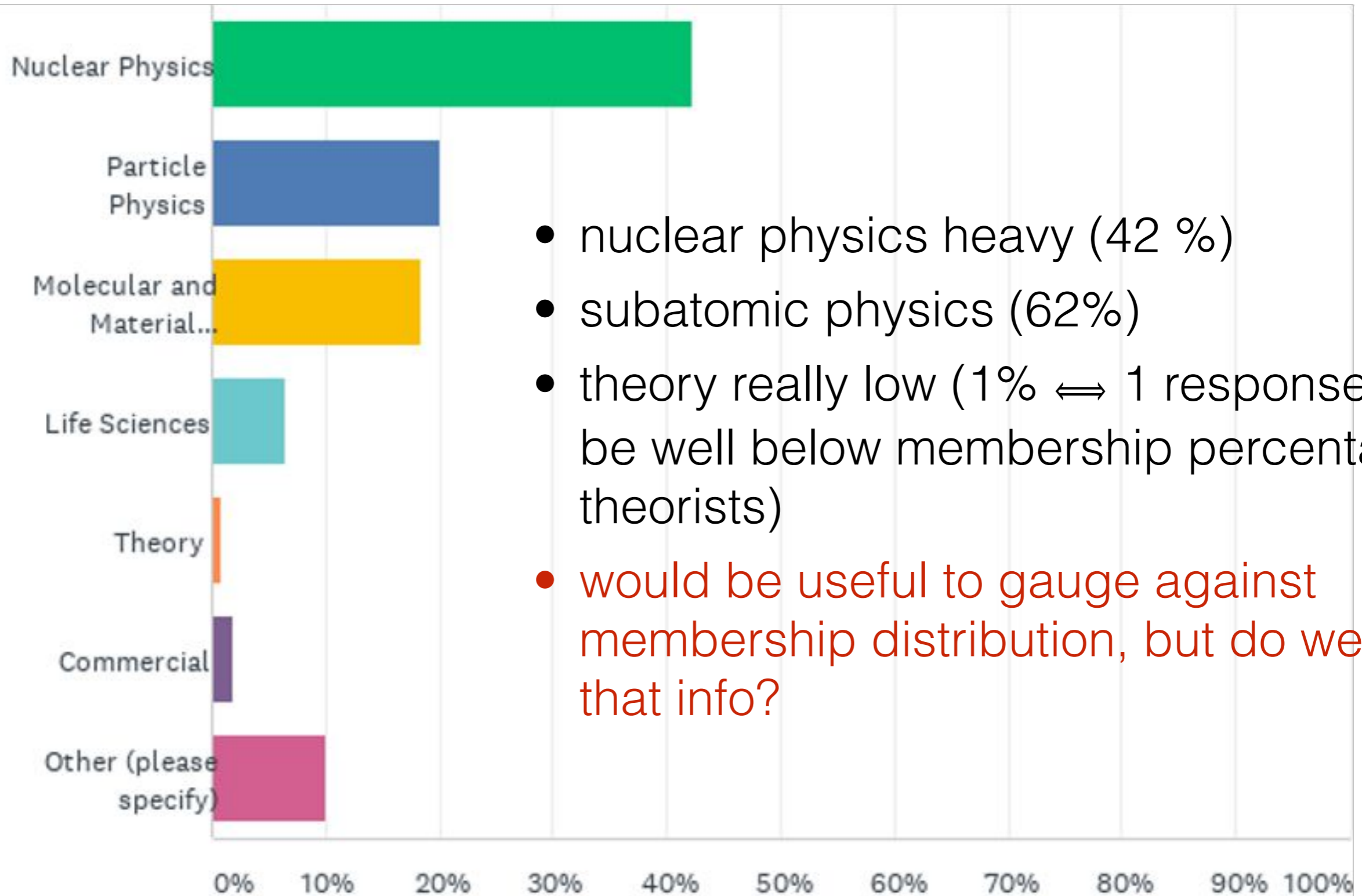
almost no nuclear from non-TRIUMF BC

Career stage

- Faculty heavy (61%), not unexpected



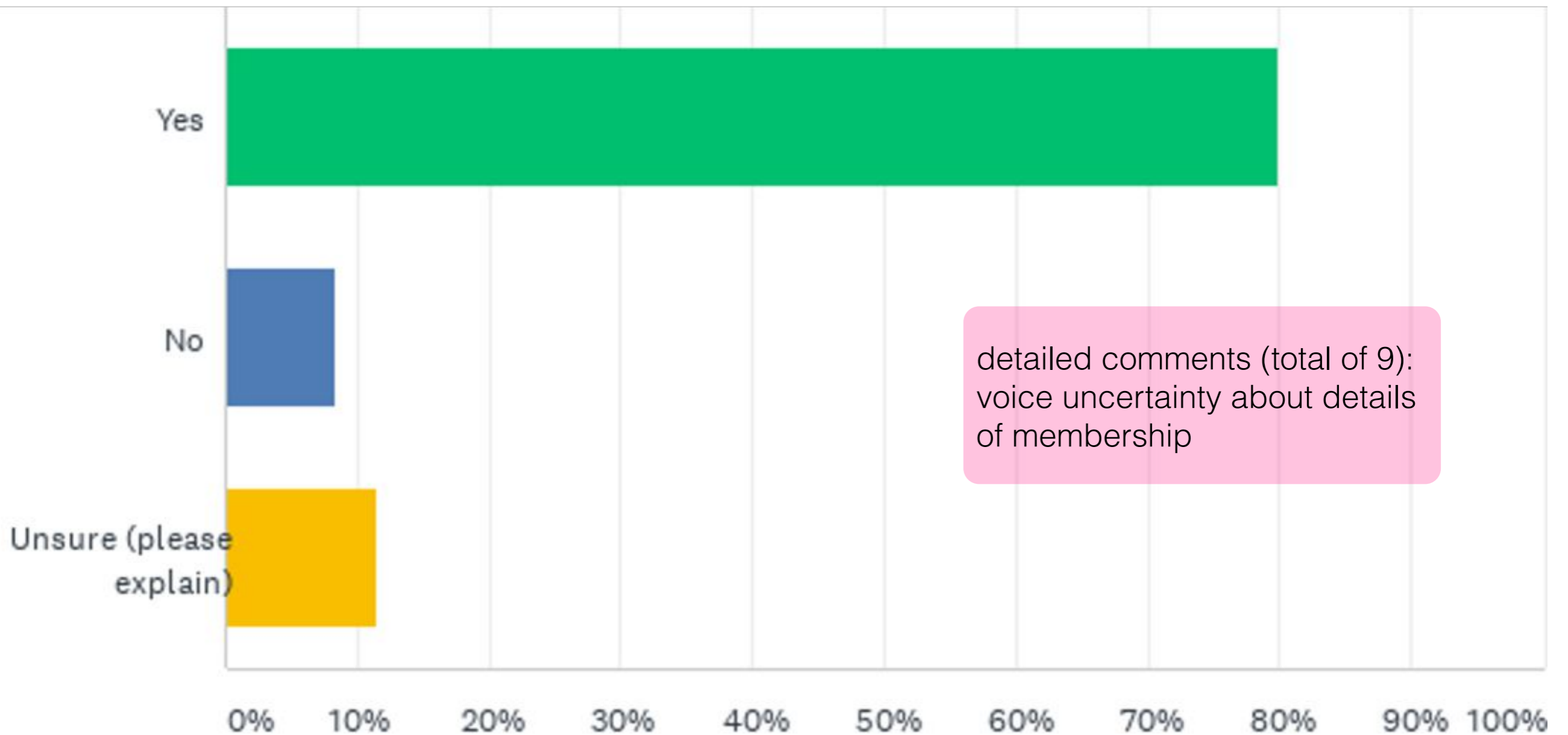
Research area



- nuclear physics heavy (42 %)
- subatomic physics (62%)
- theory really low (1% \Leftrightarrow 1 response, must be well below membership percentage of theorists)
- would be useful to gauge against membership distribution, but do we have that info?

TUG membership

- mostly members as expected
- 12% unsure → sign that membership mechanism is a bit loose?



TUG membership

- Junior respondents (PDF/GS)
 - 60% are TUG members
 - Numbers: nuclear > materials > particle > life science
 - feel well-represented by TUEC
 - 90 % have been able to conduct experiments during pandemic
 - 90 % want to come back in person

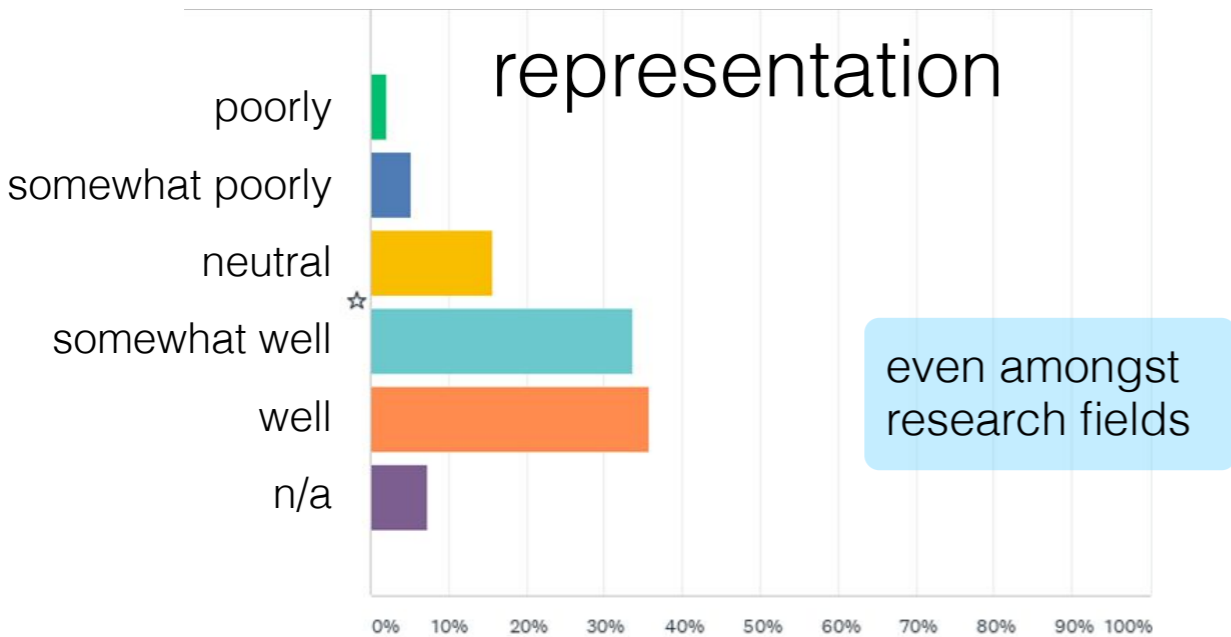
TUG membership

- Faculty respondents
 - roughly balanced between TRIUMF and non-TRIUMF
 - numbers: nuclear > particle = materials > life science, no theory!
 - satisfied by TUEC presentation
 - a bit less satisfied with TUEC communications
 - less than 2/3 have been able to conduct experiments during the pandemic

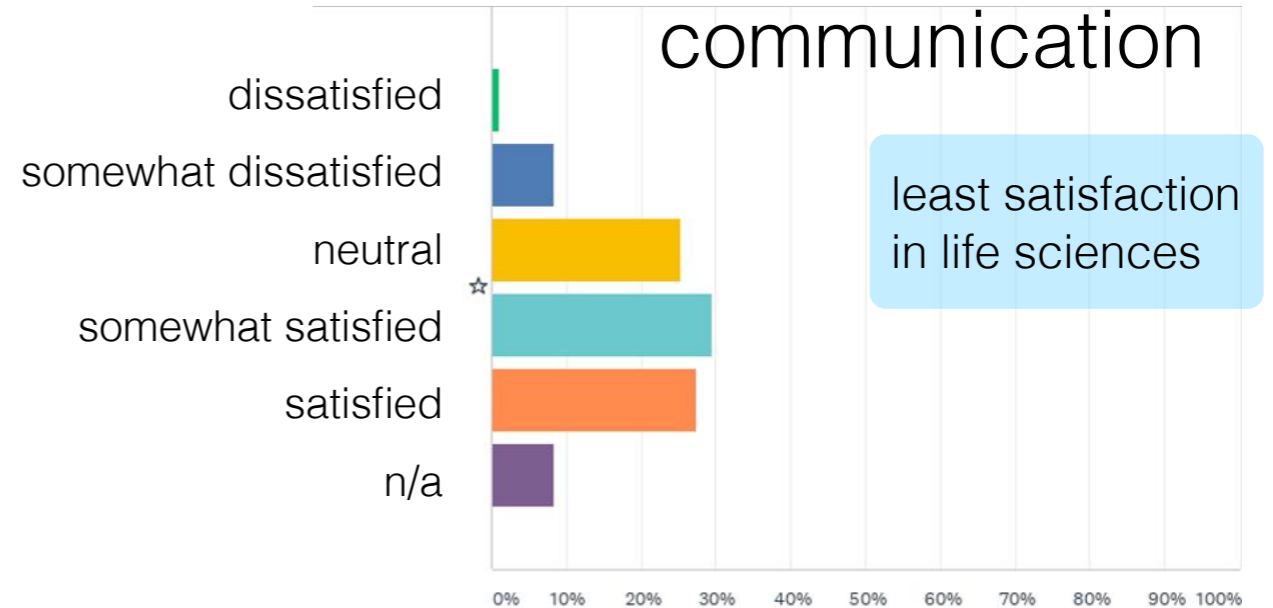
TUEC: how do we do?

- generally, quite well

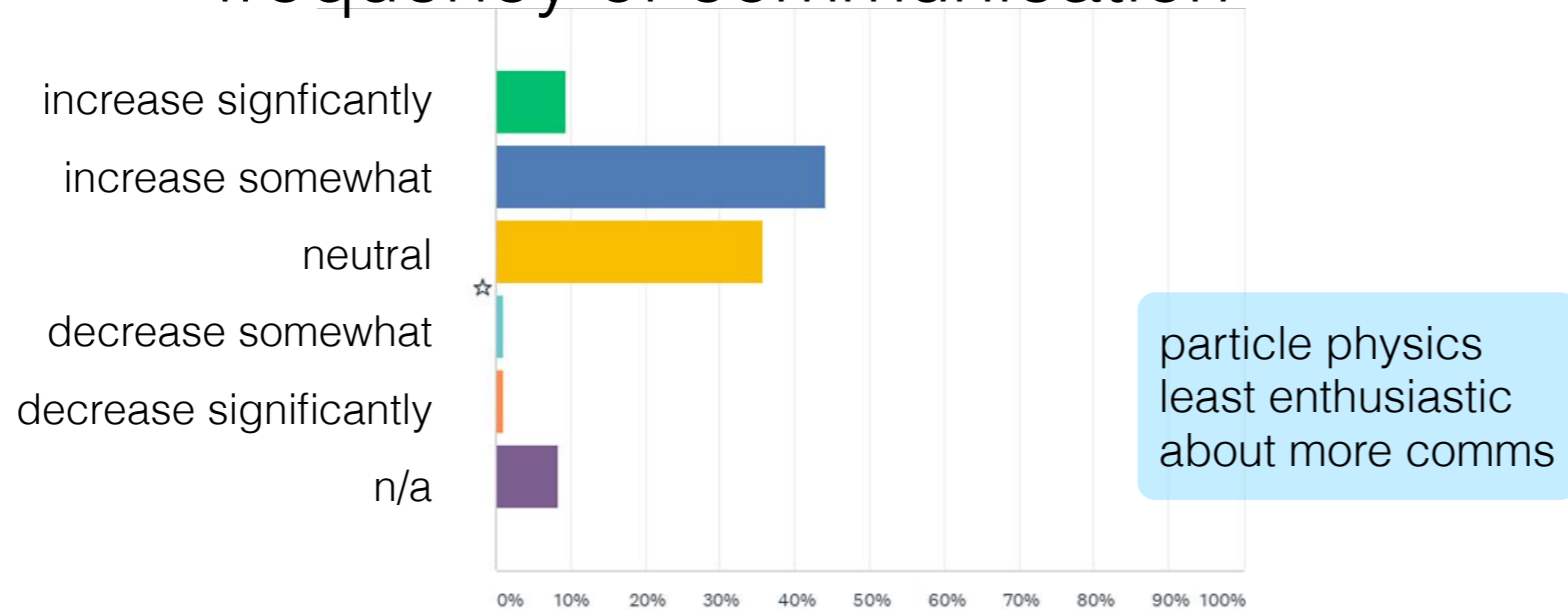
representation



communication



frequency of communication



Faculty, PD, GS all roughly agree here

the farther away, the happier with TUEC comms

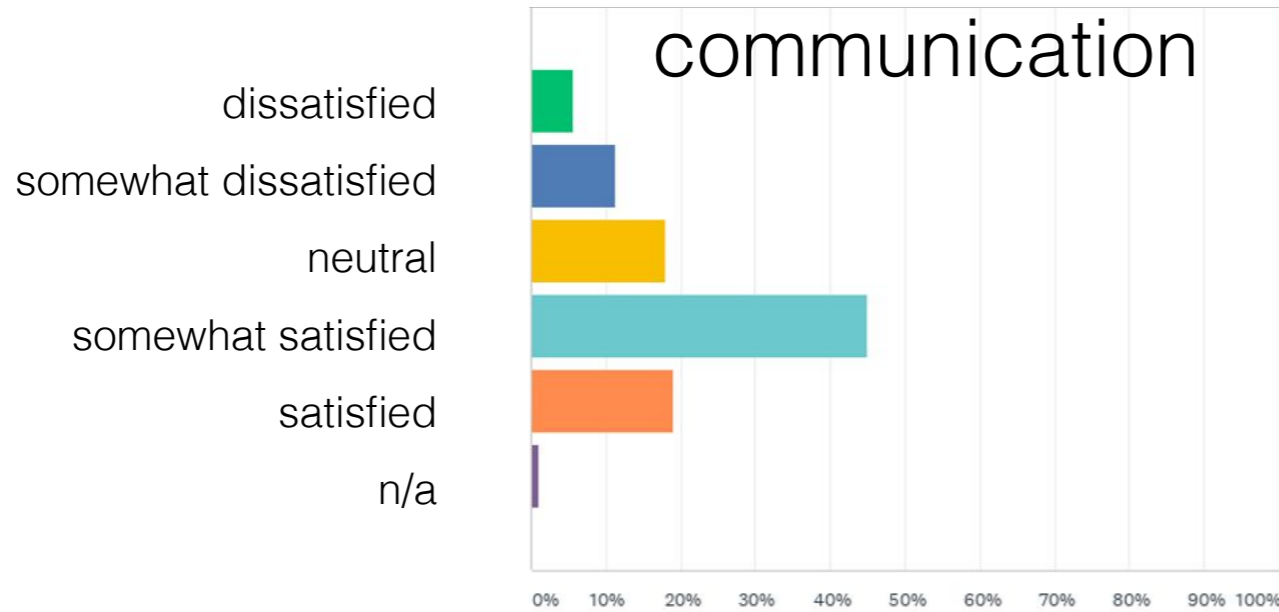
everyone want more comms, except non-TRIUMF BC

TUG membership

- Detailed responses (13 in total)
- Focus on a few issues
 - More updates on training, access, facility developments.
 - More updates of TUEC activities to TUG members (public meeting minutes...).
 - TUEC should be a forum driving the direction TRIUMF takes; lack of impact and vision.
 - Variability of actions (or visibility of actions) depending on leadership.
 - Focuses on wrong topics
 - Historic decline in relevance

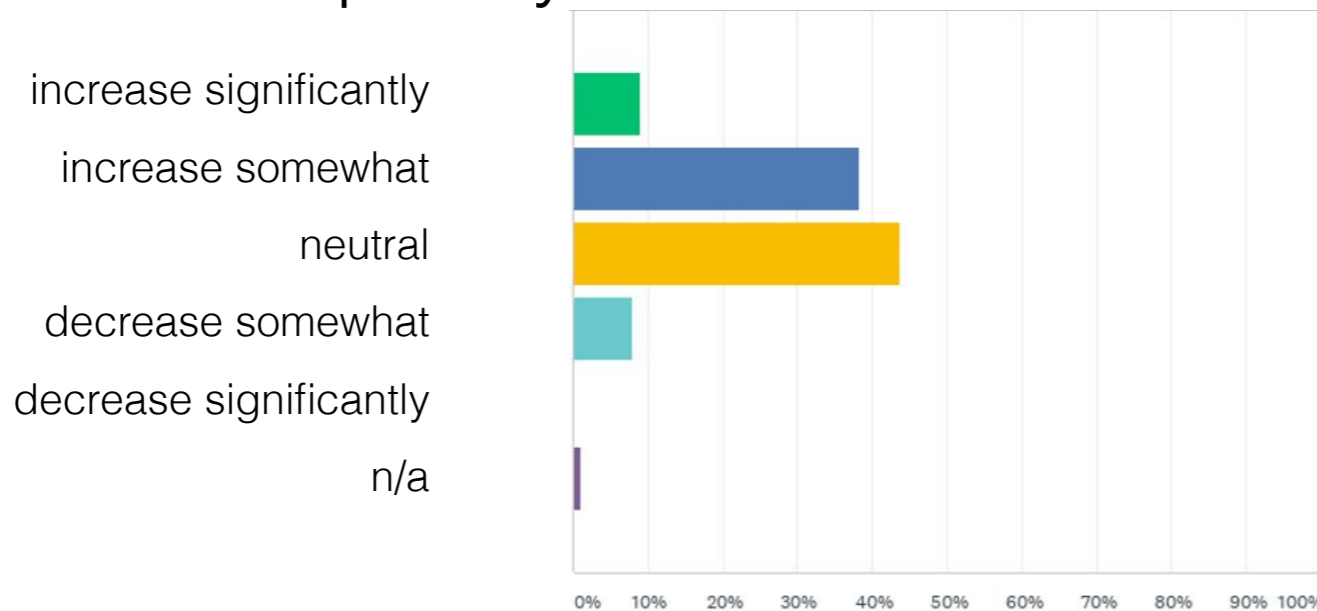
TRIUMF: how do they do?

- not too bad, more "dissatisfied" and less "satisfied" than TUEC



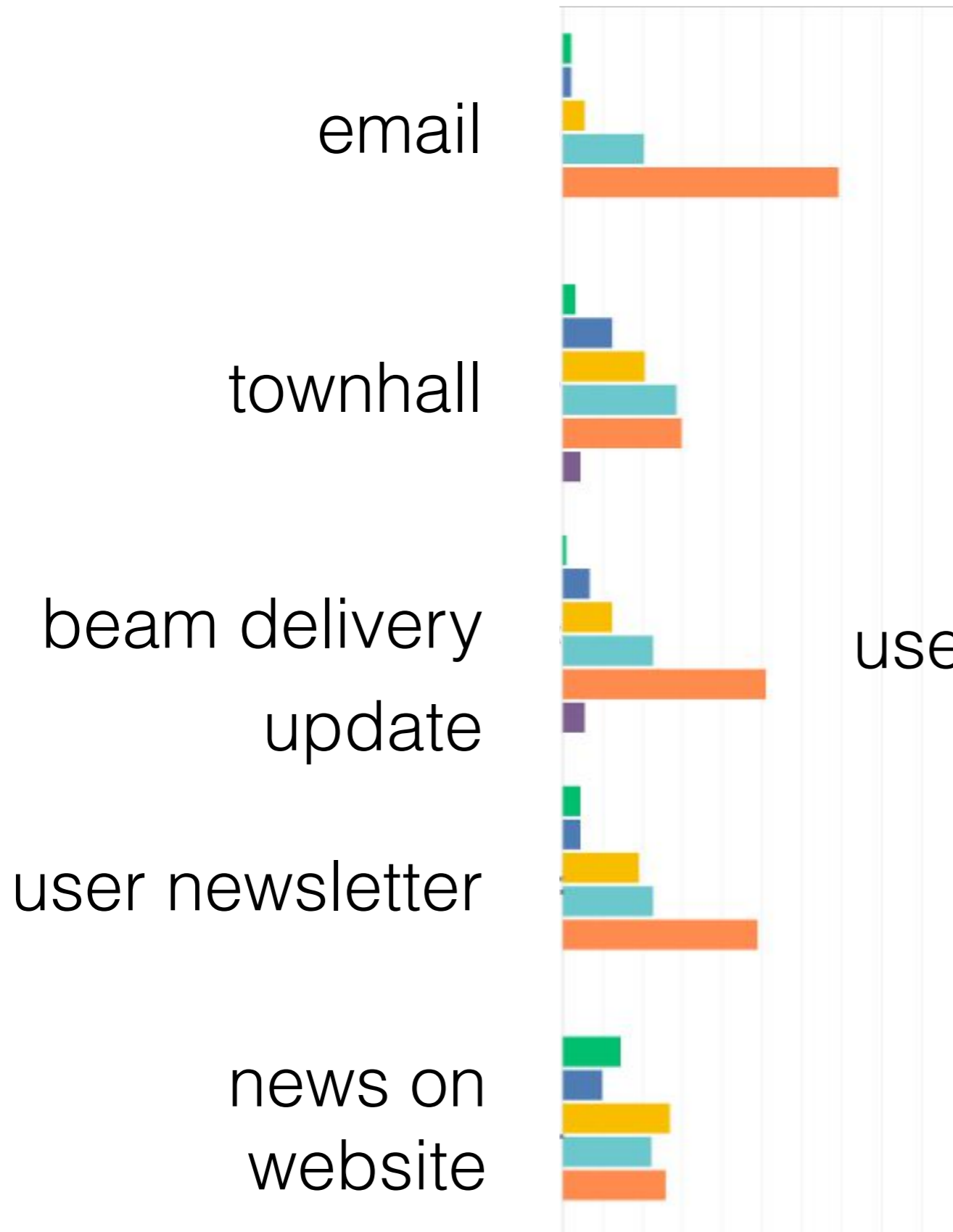
• Faculty/PDF/GS roughly agree
• level of dissatisfaction notably higher amongst GS and PDF

frequency of communication



the farther away, the happier with TRIUMF comms

TRIUMF: forms of communication



clear winners are items delivered or announced via email

– usefulness
+

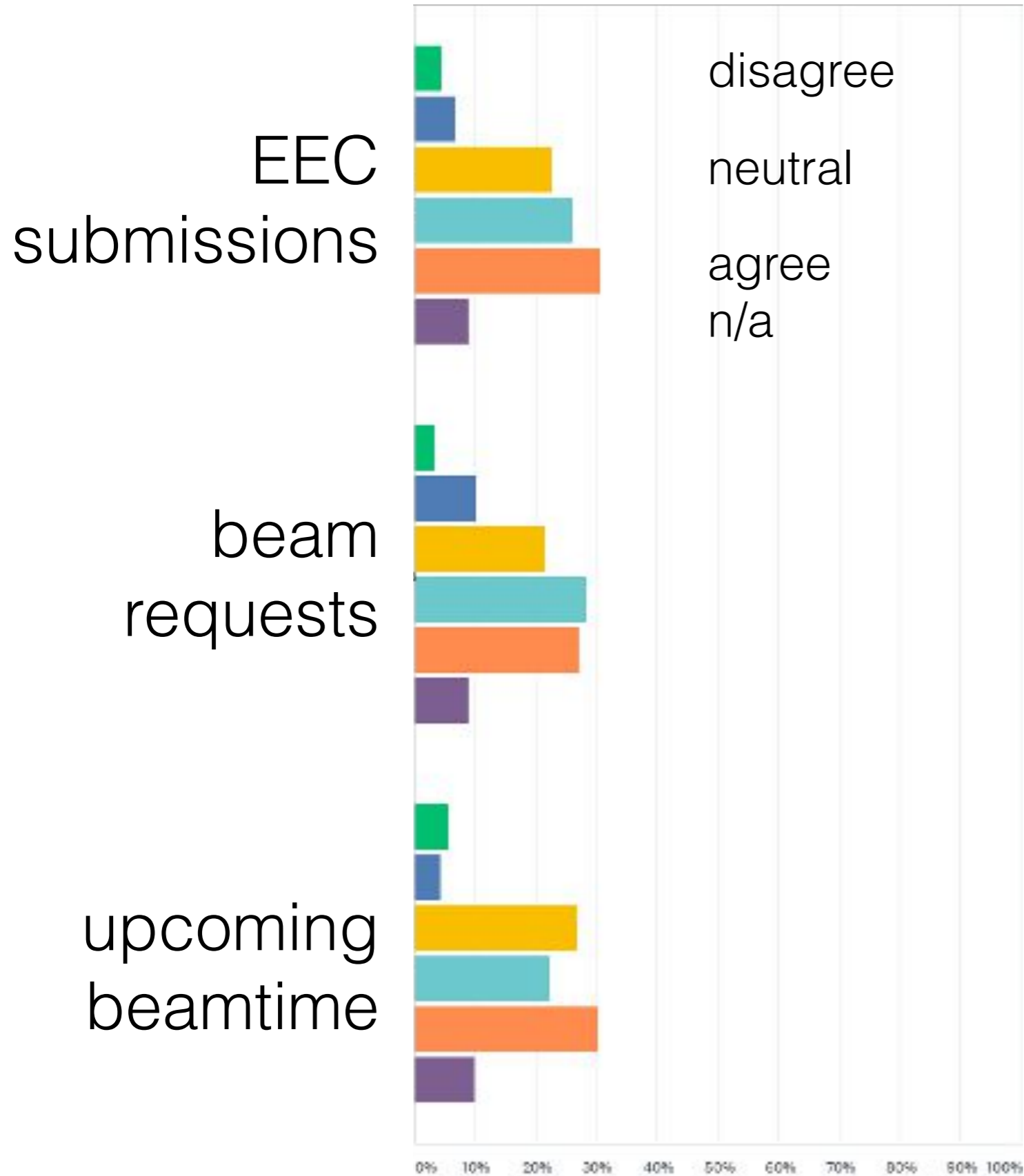
similar for Faculty/PDF/GS

the closer, the more popular are town halls (note: even for locals, town halls have been by video)

users from afar like newsletters best

except in Asia, website news are not popular

Are facility plans communicated in a timely manner?

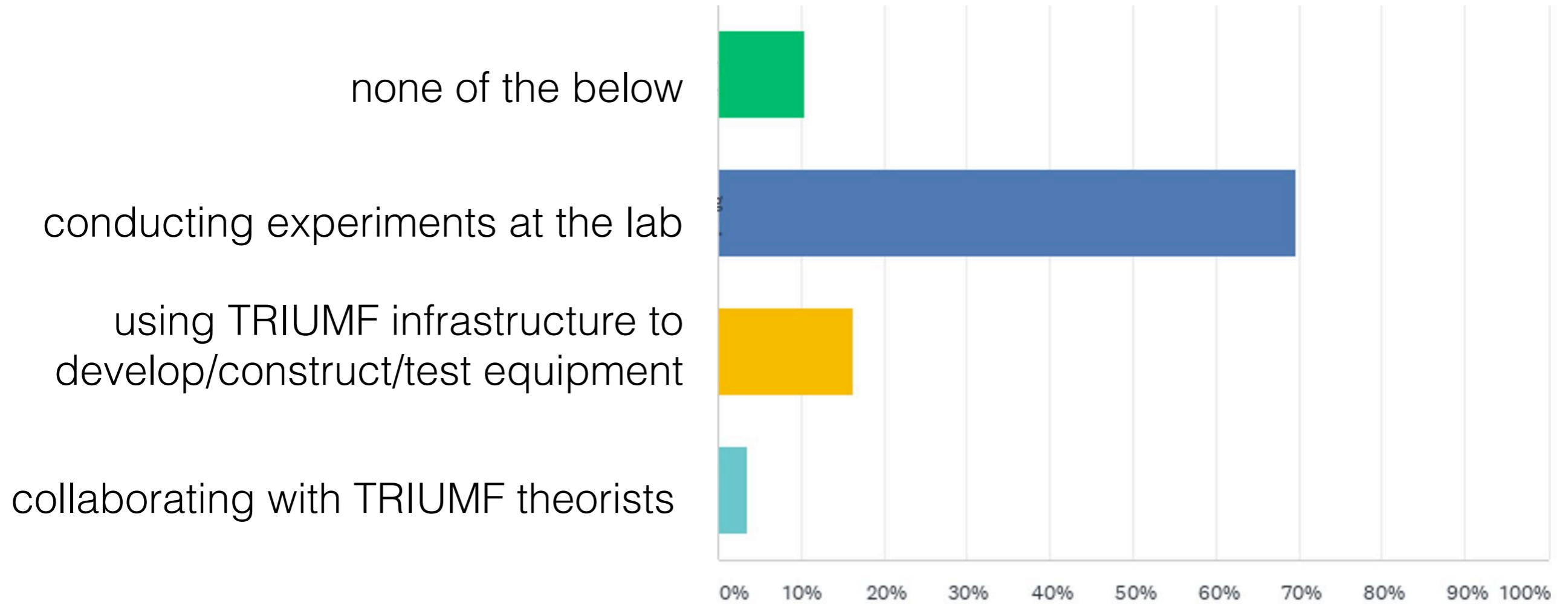


- generally positive response

TRIUMF communications

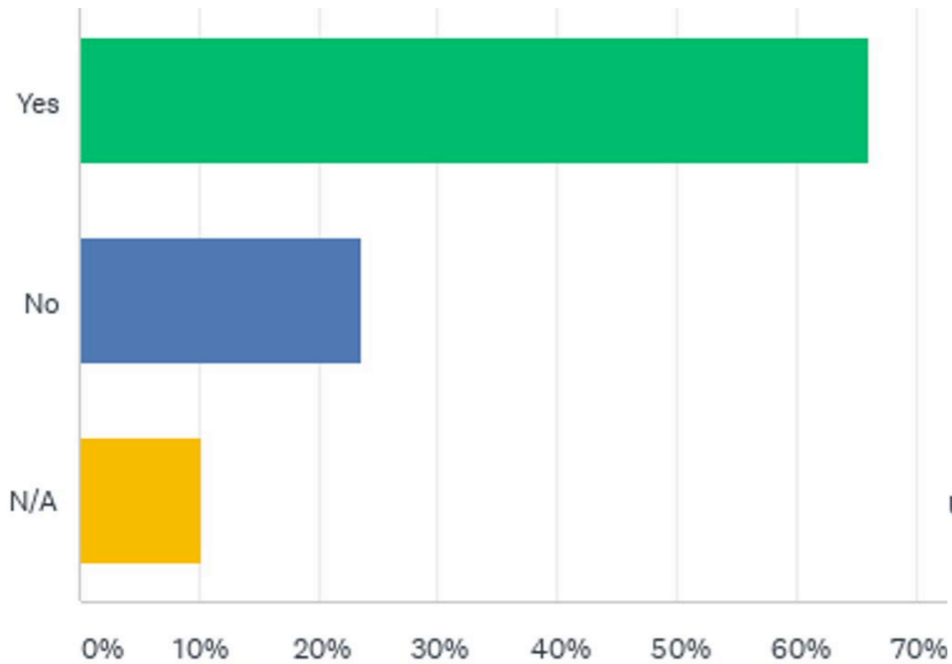
- Detailed responses (10 in total)
- Too many decisions behind closed doors.
- More information about beam developments
 - Not just in a closed ACOT session
- Earlier announcements for EEC
- Minutes and summaries of townhalls.
- TRIUMF should seek more input from users.
- Online tools need to be improved.

User involvement at TRIUMF

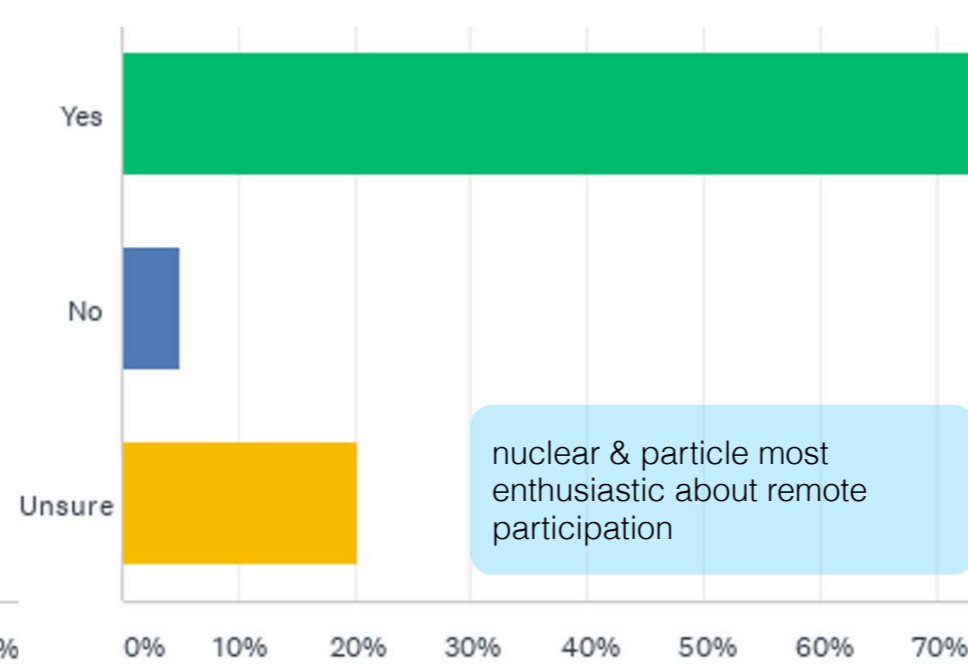


Ability to carry out work at TRIUMF during Covid

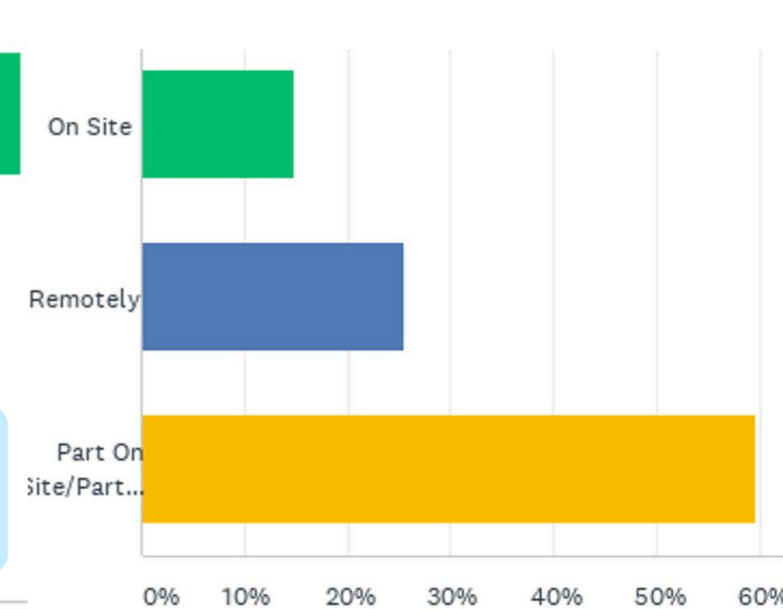
Were you able to **conduct experiments** at TRIUMF since the COVID pandemic began March 2020?



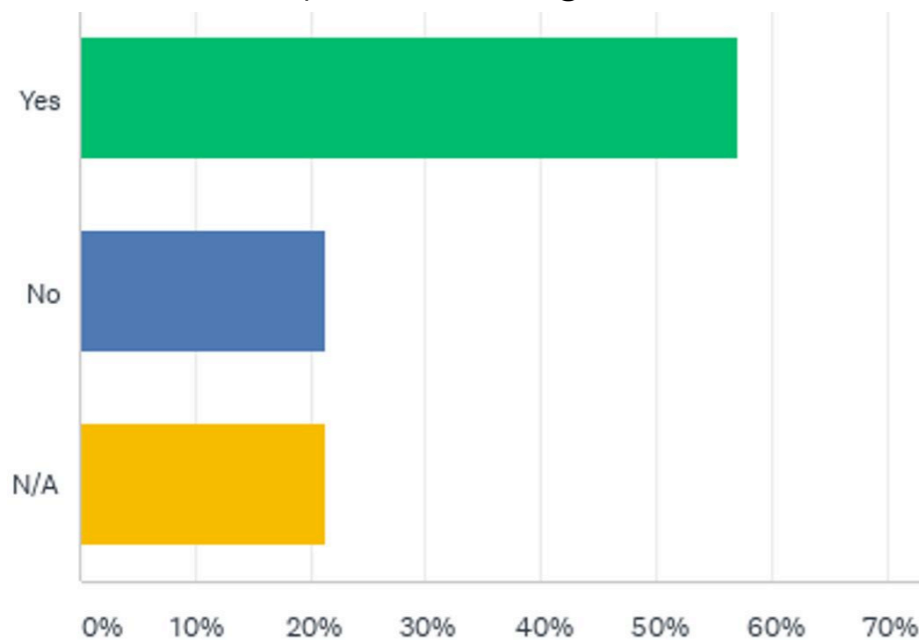
Do you have plans to **come in person** to TRIUMF?



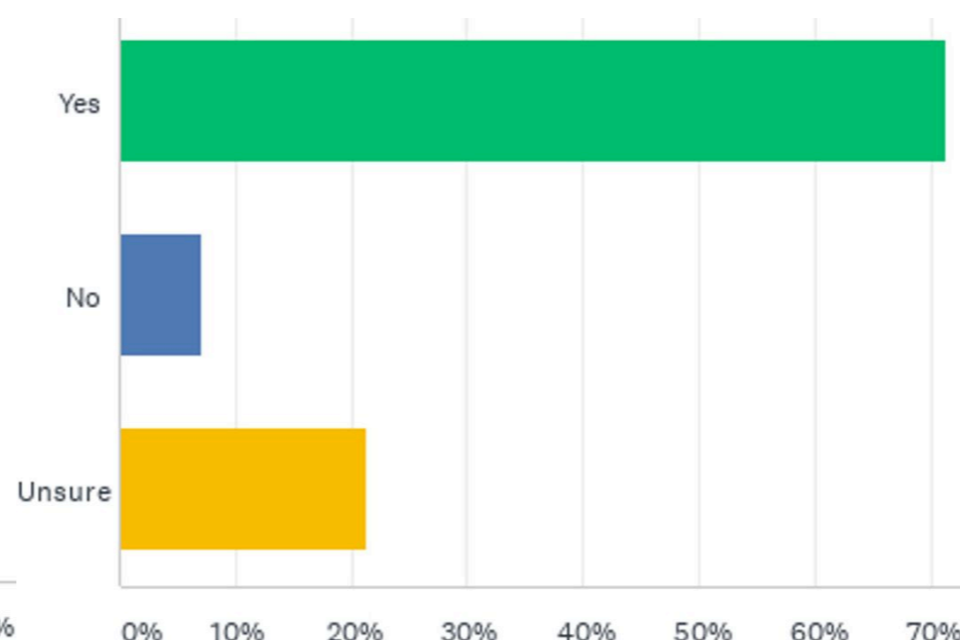
Did you or your group take part On site, remotely, or both?



Were you able to **conduct your equipment development/testing/construction program** at TRIUMF since the COVID pandemic began March 2020?



Do you have plans to come in person to TRIUMF?



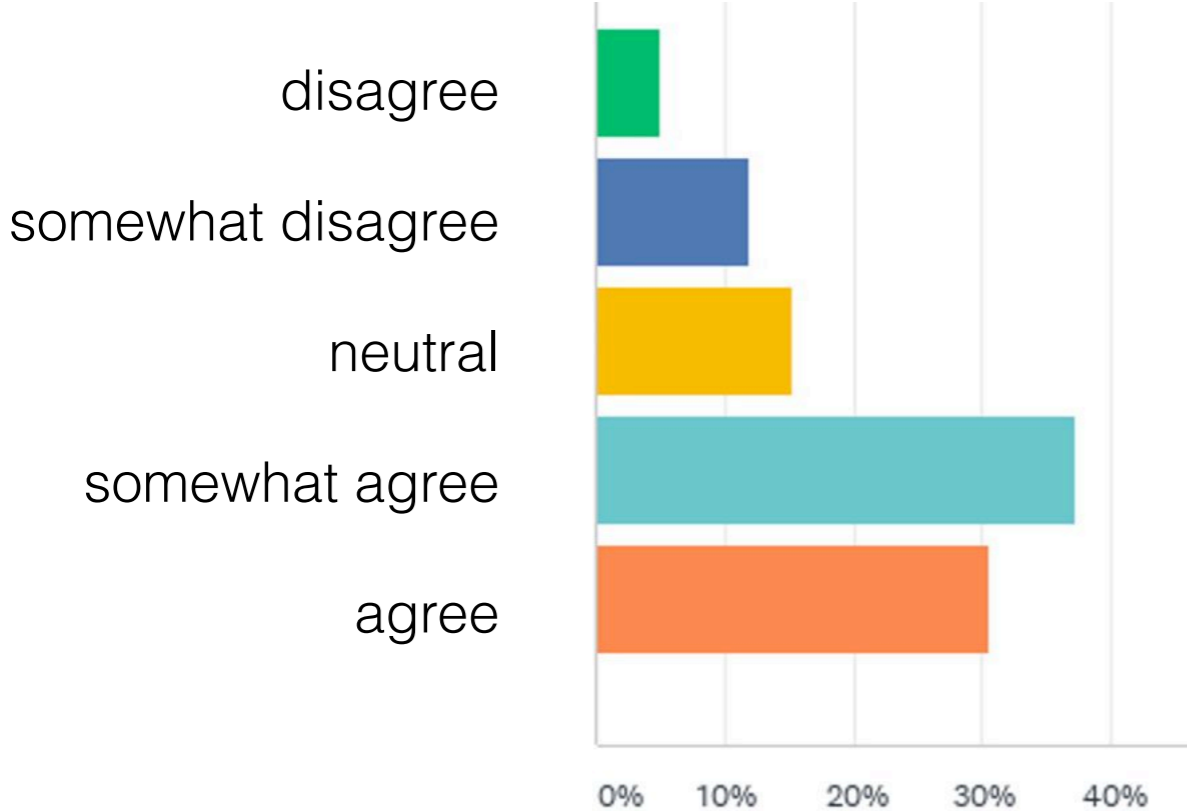
Faculty have much higher remote rate (not surprising)

US users were least able to conduct expts during pandemic. Other overseas users were at Canadian levels (but entirely remote participation)

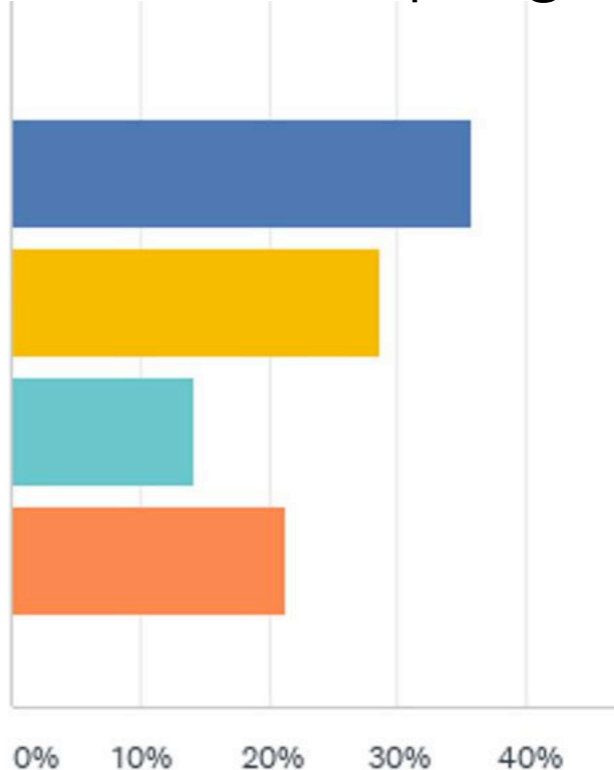
everybody wants to come back in person (US least)

Looking ahead, to what extent do you agree that your **activity** would benefit from the possibility of remote operation/participation ?

research program



development/testing/
construction program



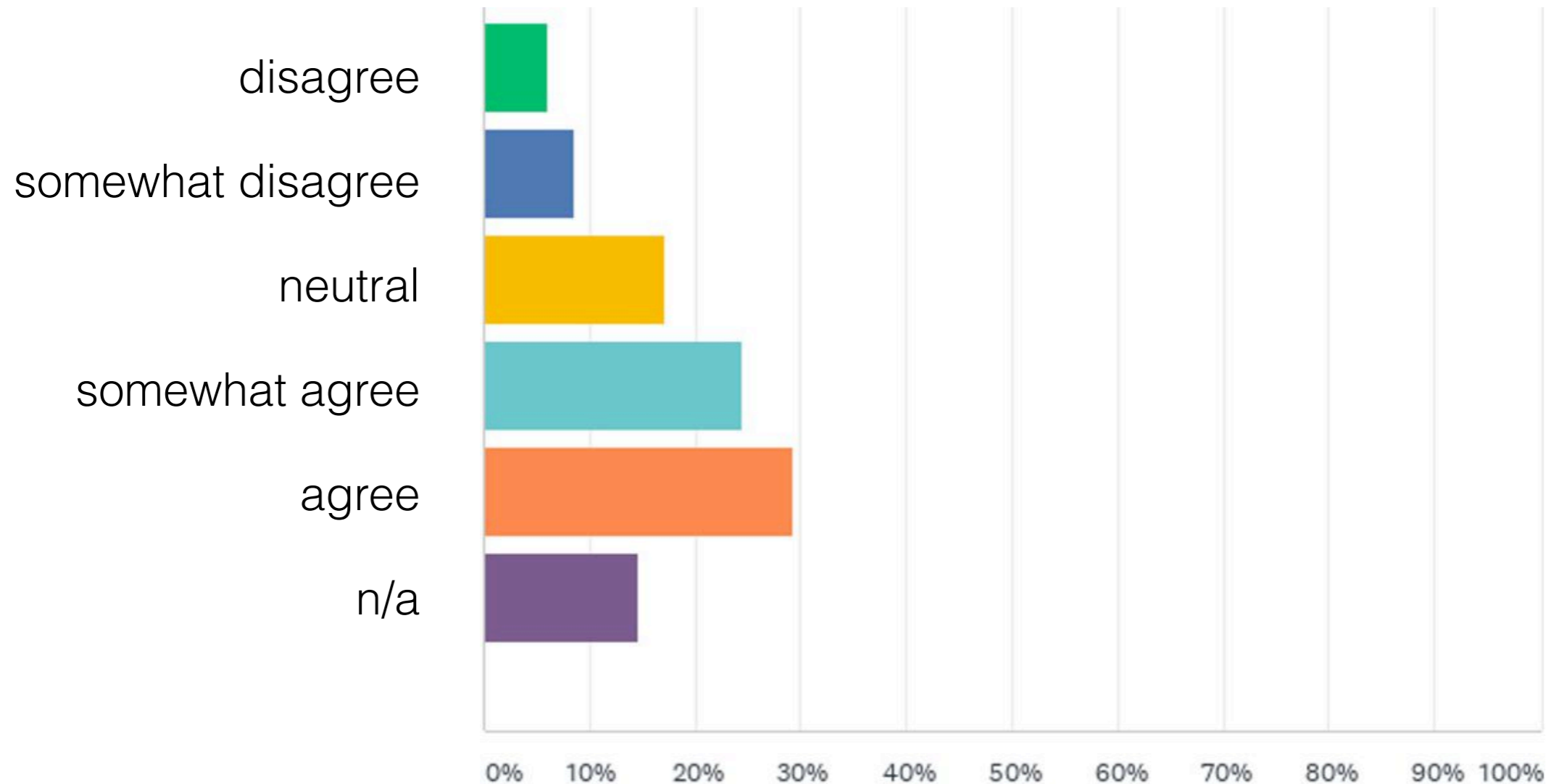
remote participation most favoured by locals!

Theory

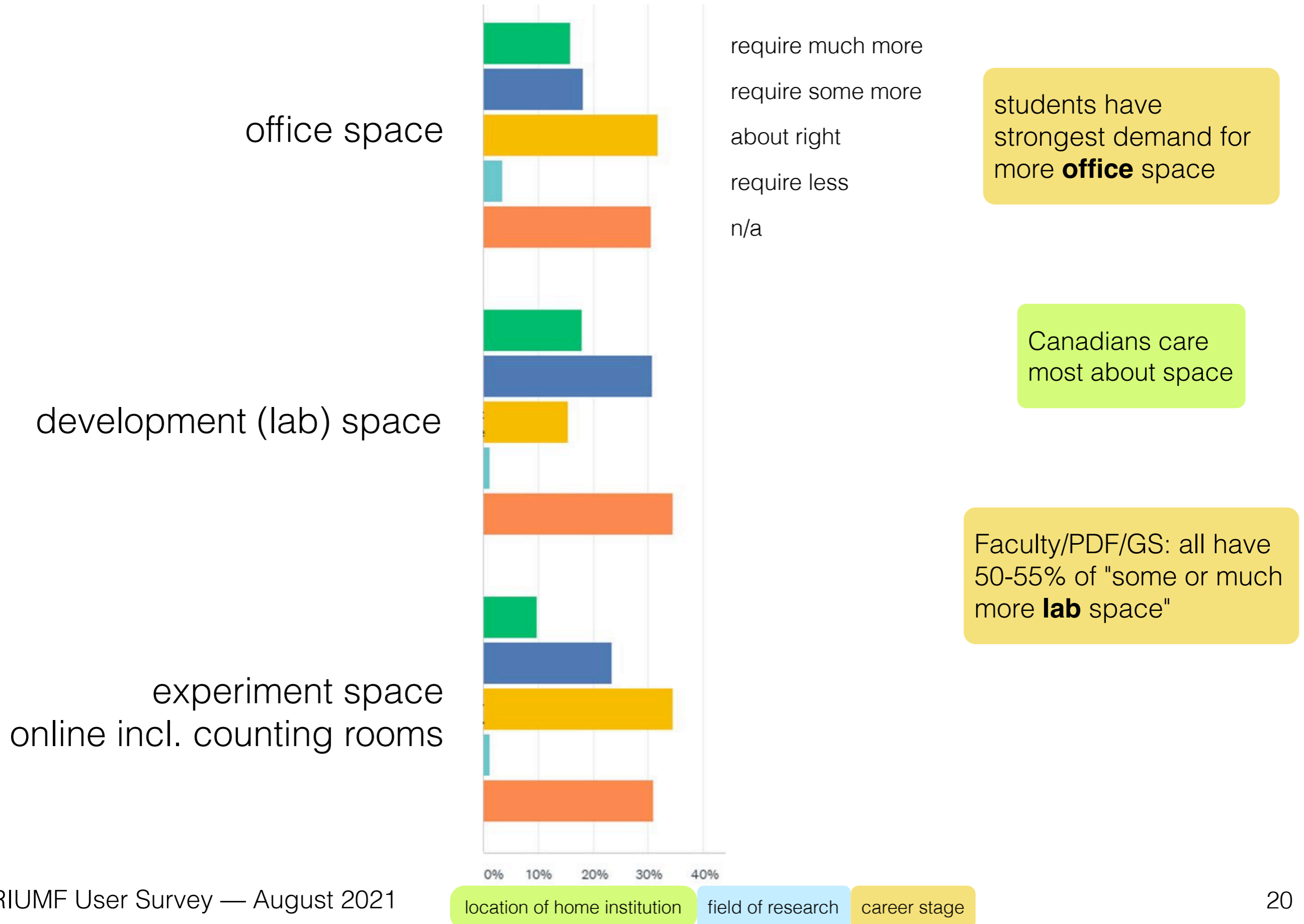
- very few responses
- Were you able to continue your theoretical program with TRIUMF since the COVID pandemic began March 2020?
 - 2x "yes", 1x "no"
- Do you have plans to come in person to collaborate with the Theory Group at TRIUMF?
 - 1x ea. "yes", "no", "unsure"

note: this is a bit in conflict with only 1 person identifying as theorist earlier on.

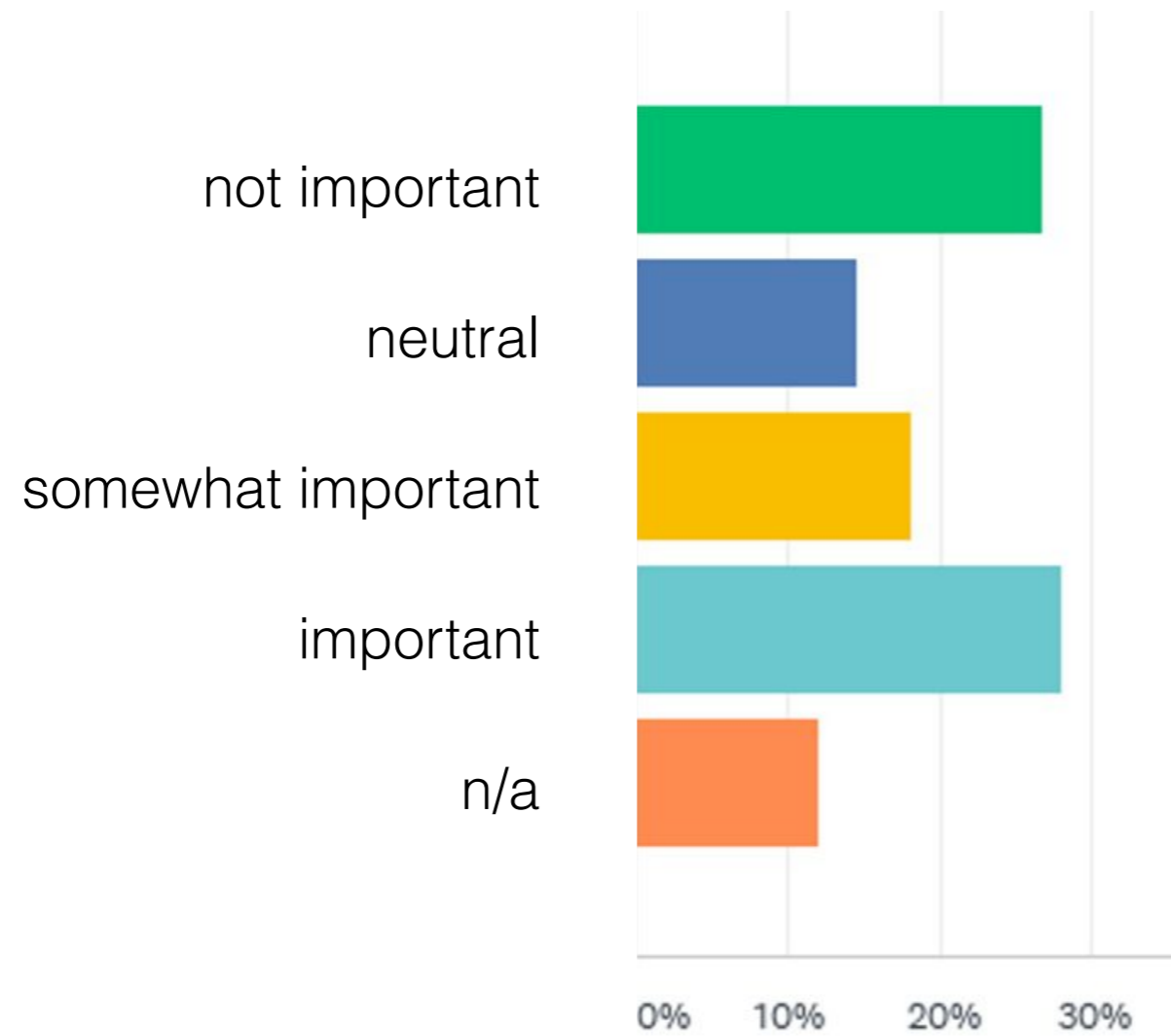
Was the level of support from TRIUMF (e.g. Tech, IT) adequate to conduct your program despite COVID-related restrictions?



How has Covid shaped your view of space at TRIUMF?



TRIUMF Library: How important is access?



PDF/GS depend most on local library resources