

Milestone 4.7: Collection of the first feedback on the operation support provided to National Facilities

Authors: Stephanie Schüttauf, Markus Hermann, Doina Nicolae

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1. Background

Workpackage 4 includes, among others, the implementation and the testing of the operation of the Central Facilities. The aim is to dedicate the establishment of the functional workflows between the CFs and the NFs, to refine the CF detailed implementation plans and to test the provision of priority CF operation support needed for the labelling of the NFs. The milestone MS4.7, as part of workpackage 4, is a tool to test the functionalities of the CFs in general, and of the priority operation support for the labelling of NFs by collecting the feed-back of the recipients of the support. Note that ACTRIS is still in the implementation phase, with the operation support ramping up but not yet at full capacity. As such, we consider this as an exercise for collecting the feed-back, to be repeated regularly during the operation phase of ACTRIS.

To get feedback on the operation support provided up to now, we chose the testing methodology of a survey. The development of this survey as well as the content and the actual poll will be described below. The outcomes of the tests will be used to identify measures for optimizing the operation support and potentially for adjusting the workflows between the NFs, TCs and DC. This will be done within deliverable D4.6.

Originally, the milestone should be ready in M36. Due to the fact, that the most CFs can provide operation support right after the establishment of ACTRIS-ERIC, there was a delay in delivery. To test the operation support we needed to wait still until some “pre-operation support” was granted. This pre-operation support was very limited and so the results of our survey have to be understood as a first impression. We highly recommend to give the survey another round once more TCs provide operation support.

2. The survey

2.1 The testing methodology

As mentioned above, we chose the form of an online survey to collect the feedback on the operation support provided by Central Facilities to National Facilities. The advantages of this kind of testing methodology is that it can be implemented fast and efficient, the data is available timely, the data set is homogeneous and it can be extended over large time periods and large communities. Such an online survey is the easiest way to reach all the international members of ACTRIS.

Once we decided to use a survey, we collected ideas, on which aspects we want to get the feedback. We decided to ask for information about organisational issues like access and communication as well as on the operation support itself. The NFs and the CFs receiving operation support were identified as the main addressees for this survey. Services to external users were not considered as these are “services” and not “operation support” in the ACTRIS terminology.

2.2 Content

The final survey consists of 4 parts:

- Part 1: General information
- Part 2: Access and Communication
- Part 3: Operation Support (HO, DC, TC, Technology/Innovation support) and
- Part 4: Overall assessment.

Part 1 asks for the type of the CF which granted support, the type of support the user got as well as for the group of persons who received the operation support. This information is a necessary prerequisite to classify the feedback given later in part 3.

Part 2 cover information about access and communication. This information was specifically asked for in order to asses the “access conditions” the users perceived when getting operation support. The reason behind was that access and the way access is provided is a critical point when user decide or need to get operation support. Therefore, the access modalities should be as clear and easy as possible.

Part 3 is the core of the survey. It is divided into four subsections. Section 1 deals with the “ACTRIS management operation support”, so the support granted by the Head Office. Section 2 covers the operation support offered by the Data Centre, Section 3 deals with the operation support granted by the Topical Centres and, finally, section 4 covers the technology and innovation operation support.

The entire content of the survey is provided in Annex 1 of this document..

2.3 Process to run the survey

The first version of the survey was drafted in October 2022. It contained already the points on general information, operation support, access, communication, traveling, operation support and overall assessment. This first version was reviewed in November 2022 by the Head Office (HO), the Data Center (DC) and one of the Topical Centres (TCs), in this case the Center for Aerosol Remote Sensing (CARS). The proposed improvements have been included and the second version war ready in December 2022. It contained the splitting of the operation support part into the 3 subcategories (HO, DC, TCs). Again, this version was reviewed in the end of January 2023. A third version of the poll was created by end of February 2023. The main change was the insertion of the subsection 4 “technology and innovation operation support” in Part 3. In parallel the discussion on how to open the poll to the ACTRIS community started. Due to the fact that the survey should be open for the whole ACTRIS community, especially for the NFs as well as CFs, it was agreed to place the poll on the ACTRIS website.

In early March 2023, the latest version of the draft was reviewed again. The task leader as well as the reviewers agreed on this version and the poll achieved ist final status. This final version of the survey was placed on the ACTRIS website in a timely manner so that we could launch the first run on 16 March 2023. The poll was announced to the whole ACTRIS community via e-mail. The first run was open until 23 March 2023. This date was chosen to show the poll itself as well as some first results on the ACTRIS IMP EB

meeting in Valencia (27-28.03.2023). A first glance on the results showed that only a few people gave feedback and that these few answers to the poll are too less to give an overall view on the operation support provided by the TCs. Therefore it was decided to give the survey a second round. This one started on 3 April 2023. The poll was announced this time by several e-mail channels to the whole ACTRIS community. The second round last until 21 April 2023. Again the feedbacks are very limited so we gave it a third run: 08--22.May 2023. Thereafter we closed the poll.

3. Annex

Operation Support Questionnaire in ACTRIS-IMP

Explanation for the reviewers: The rational of this survey is that once some of the CFs are ready for operation support, we want to collect feedback on this work in order to improve the operation support. The main addressees for this survey should thus be the NFs as well as CFs taking operation support. Services to external users provided by CFs are not considered here.

Within ACTRIS-IMP it is our (TROPOS) responsibility to develop such a survey which can be used to evaluate the operation support given by all CFs (also including HO and DC). This document is a draft for such a survey and needs your input, improvements and comments. Eventually, this survey feeds into Milestone 4.7 ("...") and Deliverable 4.6 ("...") of ACTRIS-IMP.

Questionnaire starts here:

Introduction:

The questionnaire was generated to evaluate the operation support you received by an ACTRIS CF. It will help us to improve the operation support and make it more user-oriented.

The survey consists of four Parts: general information, access to the CFs/to the operation support, operation support itself and the overall assessment. For most questions there is a drop-down menu and you can choose one or more answers. Additionally, there are comments fields where we please you to provide us your individually feedback. Please fill in the questionnaire for only one operation support at a time. If you want to evaluate more than one CF/operation support, please fill a survey for every support. The whole survey takes only 10 minutes to be filled.

Many thanks in advance!

Part 1: General Information

1. From which Central Facility did you get support?
 - Drop down menu
 - Head office (HO)
 - Data Centre (DC)
 - Centre for Aerosol In Situ Measurements – European Centre for Aerosol Calibration and Characterization (CAIS-ECAC)
 - Centre for Aerosol Remote Sensing (CARS)
 - Centre for Cloud In Situ Measurements (CIS)
 - Centre for Cloud Remote Sensing (CCRES)
 - Centre for Reactive Trace Gases In Situ Measurements (CiGas)
 - Centre for Reactive Trace Gases Remote Sensing (CREGARS)

2. Which kind of support did you use
 - Drop down menu
 - Management operation support
 - Data operation support
 - QA/QC operation support
 - Technological/Innovation operation support

3. In which role did you receive operation support?
 - Drop down menu
 - Central Facility
 - National Facility
 - Observational platform
 - Exploratory platform
 - National Contact Person

4. To which employee category do you belong?
 - Drop down menu
 - Senior scientist (more than 8 years after PhD)
 - Young scientist (up to 8 years after PhD)
 - PhD student
 - Engineer
 - Technician
 - CF/NF-Manager
 - Administration

Part 2: Access and Communication

Access

5. How did you hear about the operation support?
- Drop-down menu
 - By my National Contact Person
 - By the ACTRIS web page
 - By an e-mail from the respective CF
 - By searching the web
 - By announcements during an ACTRIS workshop
 - By a colleague
 - By _____
6. Was it easy for you to register for the operation support?
- Drop-down menu
 - Very easy
 - Easy
 - More or less
 - Hard
 - Very hard
 - Not necessary

Communication

7. Did you get enough information about the operation support beforehand?
- Drop-down menu
 - Totally sufficient
 - Sufficient
 - More or less
 - Too little
 - Much too little
8. Did you get easy contact with the responsible persons?
- Drop-down menu
 - Very easy
 - Easy
 - More or less
 - Hard
 - Very hard

9. How was the communication in the follow-up of the operation support?

- Drop-down menu
 - Completely satisfying
 - Satisfying
 - Neither satisfying nor unsatisfying
 - Less satisfying
 - Unsatisfying

10. Suggestions for improvement

- Comment field

Part 3: Operation Support

Explanation for the “user”: If you clicked “management operation support” under question 2, please continue with Part 3a. You can ignore the further Parts of section 3. If you clicked “Data operation support” under question 2, please continue with Part 3b. If you clicked “QA/QC operation support” under question 2, please continue with Part 3c. If you clicked “Technological/Innovation operation support” under question 2, please continue with part 3d.

Part 3a: ACTRIS management operation support

11. What was the topic of the management operation support?

- NF labelling
- NF reporting
- Connecting a facility with ACTRIS
- Creating a national ACTRIS consortium
- Getting national ministries / funders involved in ACTRIS
- Access provision
- Financial numbers
- Other

12. Was the operation support a dedicated meeting with the HO focusing on just your facility / your country?

- Yes
- No

13. Was your request answered in an appropriate time period?

- Yes
- No

Part 3b Data operation support

14. Did you attend a workshop/training for the data operation support?

- Yes
- No

15. Did you receive the data operation support as consulting?

- Yes
- No

Part 3c QA/QC operation support

16. Did you attend a workshop/training for the QA/QC operation support?

- Yes
- No

17. What was the workshop/training you attended about?

- Audit
- Data intercomparison
- Instrument intercomparison/calibration at TC
- On-site intercomparison
-
- Data QA/QC
- General lecture/tutorial/webinar
- Instrument operation
- Other : please specify

18. Did you get enough information about the procedure of the workshop/training?

- Drop-down
 - Totally yes
 - Yes
 - More or less
 - Not totally
 - Not at all

19. Was the content of the workshop/training appropriate?

- Drop-down
 - Yes
 - No

20. Was the time frame of the workshop/training appropriate?

- Drop-down
 - Yes
 - No

21. Were the trainers/workshop leaders able to convey the knowledge well?

- Drop-down
 - Yes
 - No

22. Have you learned something new or useful?

- Drop-down
 - Yes
 - No

23. Suggestions for improvement

- Comment field

24. Did you receive the QA/QC operation support as **consulting**?

- Yes
- No

25. Was your request answered in an appropriate time period?

- Yes
- No

26. Did you get enough information to solve your issue?

- Drop-down
 - Totally yes
 - Yes
 - More or less
 - Not totally
 - Not at all

27. Have you learned something new or useful?

- Drop-down
 - Yes
 - No

28. Suggestions for improvement

- Comment field

Part 3d Technology / innovation operation support29. Did you attend a **workshop/training** for the technology/innovation operation support?

- Yes
- No

30. What was the workshop you attended about?

- Comment field
 - additional Drop down menu
 - Audit
 - Instrument intercomparison/calibration
 - On-site intercomparison
 -
 - Data QA/QC
 - General lecture/tutorial/webinar
 - Instrument operation
 - Other: please specify

31. Did you get enough information about the procedure of the workshop/training?

- Drop-down
 - Totally yes
 - Yes
 - More or less
 - Not totally
 - Not at all

32. Was the content of the workshop/training appropriate?

- Drop-down
 - Yes
 - No

33. Was the time frame of the workshop/training appropriate?

- Drop-down
 - Yes
 - No

34. Were the trainers/workshop leaders able to convey the knowledge well?

- Drop-down
 - Yes
 - No

35. Have you learned something new or useful?

- Drop-down
 - Yes
 - No

36. Suggestions for improvement

- Comment field

37. Did you receive the technology/innovation operation support as **consulting**?

- Yes
- No

38. Was your request answered in an appropriate time period?

- Yes
- No

39. Did you get enough information to solve your issue?

- Drop-down
 - Totally yes
 - Yes
 - More or less
 - Not totally
 - Not at all

40. Have you learned something new or useful?

- Drop-down
 - Yes
 - No

41. Suggestions for improvement

- Comment field

Part 4: Overall Assessment

42. Did the operation support reach your expectations?

- Drop-down menu
 - Completely
 - Mostly
 - More or less
 - Mostly not
 - Not at all

43. How satisfied are you with the provided operation support as a whole?

- Drop-down menu
 - Completely satisfied
 - Satisfied
 - Neither satisfied nor unsatisfied
 - Less satisfied
 - Unsatisfied

44. How satisfied are you with the content conveyed?

- Drop-down menu
 - Completely satisfied
 - Satisfied
 - Neither satisfied nor unsatisfied
 - Less satisfied
 - Unsatisfied

45. How satisfied are you with the person providing the operation support?

- Drop-down menu
 - Completely satisfied
 - Satisfied
 - Neither satisfied nor unsatisfied
 - Less satisfied
 - Unsatisfied

46. On a scale of 1 (bad) to 10 (very good), how would you rate the operation support?

- Drop-down menu
 - 10
 - 9
 - 8
 - ...

47. Suggestions for improvements

- Comment field

In the name of ACTRIS:

Thank you very much!