



ANFF

2016 USER SATISFACTION SURVEY



EBL MACHINE

August 2016

ANFF ACT Node

Results from the Annual User Satisfaction Survey on services, communication and accessibility of the Australian National Fabrication Facility – ACT Node

2016 User Satisfaction Survey

PROVIDING NANO AND MICROFABRICATION FACILITIES FOR AUSTRALIA'S RESEARCHERS

INTRODUCTION

Each year we invite users of our facility to participate in a User Satisfaction Survey to gauge our effectiveness in three key areas – service, communication and accessibility. It also provides an opportunity for users to give valuable feedback through additional comments and suggestions to improve the overall experience of accessing this valuable research facility.

"The ANFF facility at Canberra has been central to the success of my research, over the past 12-24 months. Thank you for all the help and assistance."

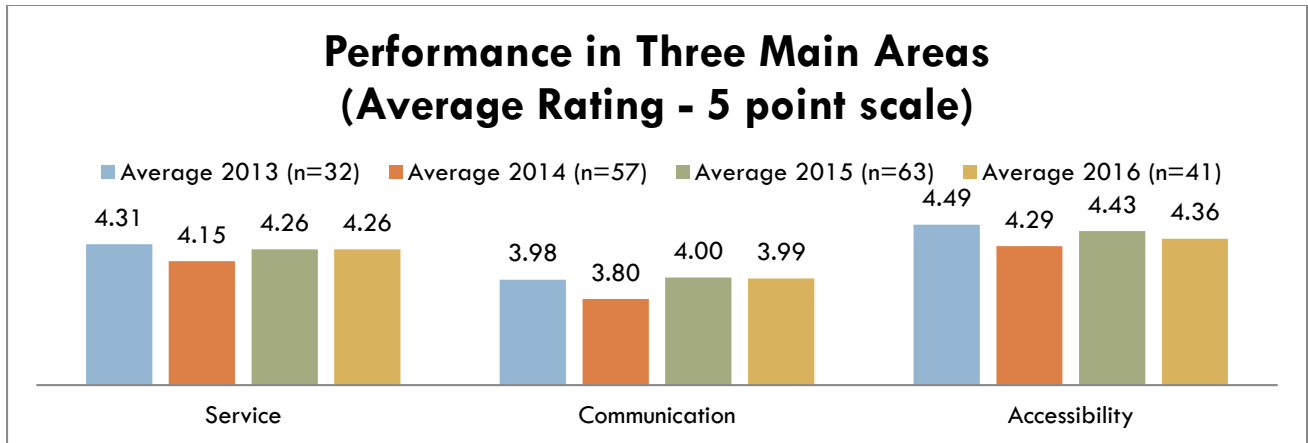
This is the seventh year the survey has been conducted and, while the first year had limited participation, this year has a fall in responses from 2015, this down turn maybe due to the turn over of the Node Administrator and getting the message out there. We again offered a Tablet, an ANFF polo shirt and the eight hours machine time to one randomly selected entry. This year Jun Peng from the ANU College of Engineering & Computer Science was the lucky entrant, he had this in repose to the surprise win:

'Thank you guys for your support and help when I was using the ANFF equipment during the last years. And I've benefited a lot from your technical services'

Our target is to achieve an average rating of four (4) or higher (on a five-point scale, 1 = poor, 5 = excellent) in each of the three key areas identified above, and ideally achieve this average rating for each of the 15 questions. This year we have gone close to achieving these goals with only one of the three main area's above rating an average of less than four. That being communication with a score of 3.99. This result means we are still heading in the right direction in our services to users.

SUMMARY

This year the survey was sent to 220 users – these were people who physically accessed the facility during the previous 13 months from June 2015 through to July 2016. Of these, 43 responded to the survey. While percentage participation numbers are up the actual number of responses have decreased.



Service

This section of the survey comprises seven questions rating initial contact, follow-up, access time/facilities, staff interaction, quality of work, end product and value for money. Overall, the average response was 4.26, the same result as in the 2015 survey.

"Staff are all very helpful and often offer useful advice on device design and processing techniques."

Communication

A total of five questions are asked in this category relating the design, content and ease of use of our website and design and content of our quarterly newsletter (which is sent to all registered users and others). This is the only major category where we haven't achieved our target rating of 4 – however it is now very close with an average of 3.99 with only one of the five questions rating below 4 (newsletter – content). This is slightly down on the 2015 result of 4.00, but may indicate the information in the newsletter might need some restructuring.

"The website is quite user friendly, especially the booking system."

A couple of comments were received (like the one above) that provided constructive feedback to improve the communication to our users. These comments will be acted on in the coming months (see details).

Accessibility

Three questions are asked in this section relating to the on-line scheduling system used to make bookings for the Node's flagship equipment (E-beam Evaporator, EBL, FIB, ICP, NIL-HE, PECVD and Sputter) and other minor equipment. The questions relate to ease of use, information (equipment status, etc) and confirmation/reminder messages. We have continued to allow registered and approved users to make their own bookings 24/7 from any device with web access as it has worked well for everybody.

"I like the reminders which are sent 24hrs in advance and 1hr in advance of the booking."

The average rating for this category was 4.36 compared with the 2015 result of 4.43.

General Comments

A number of general comments (as opposed to comments on specific areas) were received. They are reproduced here for context.

Hope there would be more information online to describe the equipment working condition. For example, 'just completed a regular maintenance for FIB 3 days ago' or 'the gas valve was replaced by a new one for barrel etcher today'.

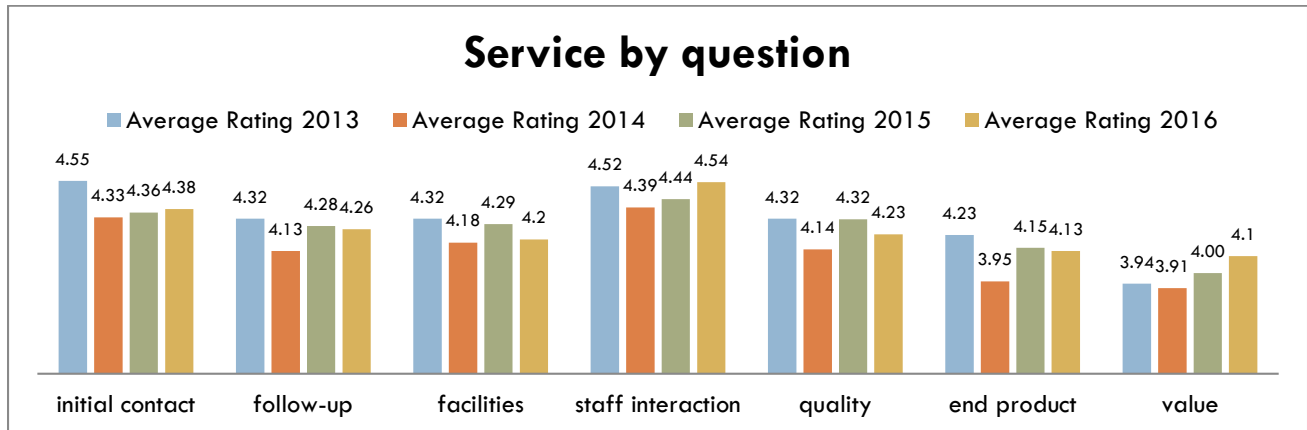
I strongly advise you to add additional information about the equipment and material (example website: http://www.cnf.cornell.edu/cnf_process_ebl_resists.html) rather than just say "we have EBL and related photoresist, if you want, contact us...."

Machine down-time did cause some delays, however staff always kept me informed.

Keep up the excellent work.

Key Area 1 – Service in detail

Ratings were, on average, fairly consistent with the previous year's survey. What a great result that, 'Service' area that rated 4.26. Overall, responses were very similar with only minor variations across all questions which seems to indicate we are maintaining our service levels at a fairly high standard and have very helpful staff. Some users would like more detailed information on each machine and what they can do. This is important feedback and will be looked at in the future.



Comments

The comments below are all those received relating directly to the 'Services' section of the survey and, in general, are neutral to positive. Where possible, contact has been made with the people making the comments to address the issues they have identified.

The SEM-CL facility at CAM is one of the best, my favourite tool. I also enjoyed working with Mark, who is very helpful and patient.

The two staff I have worked with (Lily and Mark) have been excellent and are always helpful when advice/help is needed.

increase the quality of results by improving the operation of machine and understanding the request of customer is important

contact to the staff sometimes lag. Maybe you can add more information on your website, stating the current status of equipment, material, useful tips and tricks for experiment, related example, (like here http://www.cnf.cornell.edu/cnf_process_ebl_resists.html)

Feedback about using ANFF equipment, provided by their staff to users, can be improved. Downtime for some tools are too long. May need regular maintenance from the manufacturers.

Best services and results EBL system. never failed me

Generally excellent service, however machine down-time was a concern

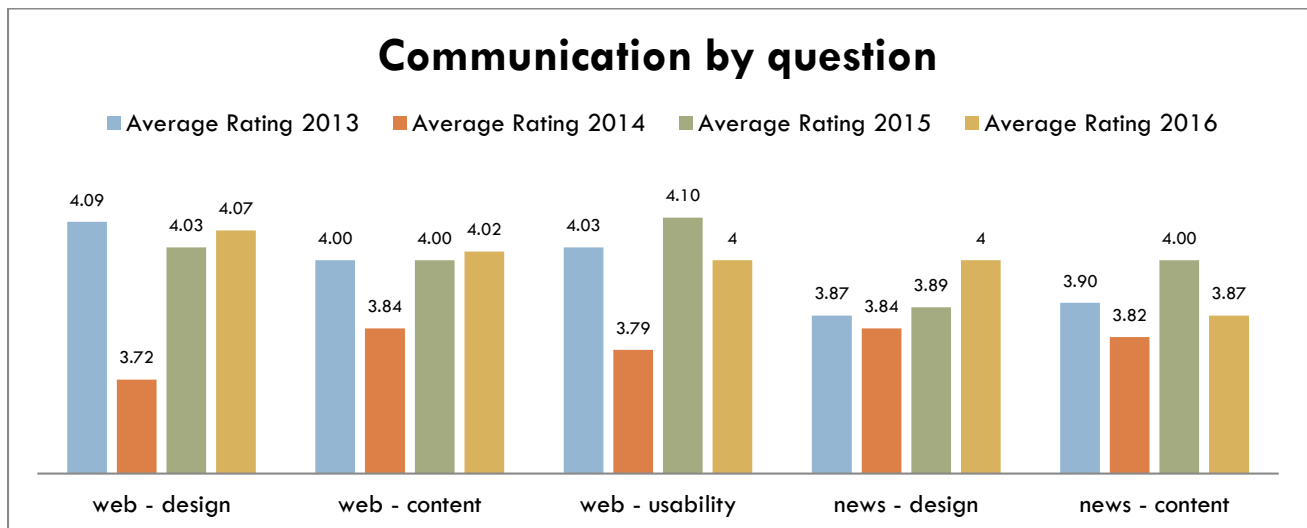
So much down time on the eqpt lately. I know it's nobody's fault, but still frustrating.

overall very good service and friendly staff

Staff are all very helpful and often offer useful advice on device design and processing techniques.

Key Area 2 – communication in detail

The 'communication' section of the survey is used to gauge how well the Node promotes itself via the Node's website and quarterly newsletter. While we still missed the average target rating of more than 4 (very good) on one of the questions the chart below shows good gains for our website. Design of our newsletter ranked somewhat higher than last year which indicates, perhaps, last year's refreshment worked. On a more positive note the newsletter content ranked very close to last year's result.



On additional question was added to the survey this year that did not require a ranking, rather a 'yes', 'no' or 'likely response. This was in relation to us setting up a Facebook page for the Node and whether or not people were likely to join. There were five 'yes', 18 'no' and 18 'likely responses – the most common reason for not wanting to join was the desire to keep work and private social media separate.

Comments

The website is quite user-friendly, especially the booking system.

website works extremely slow occasionally

limited content maybe you can add some tips for everyday experiment, not just academic result

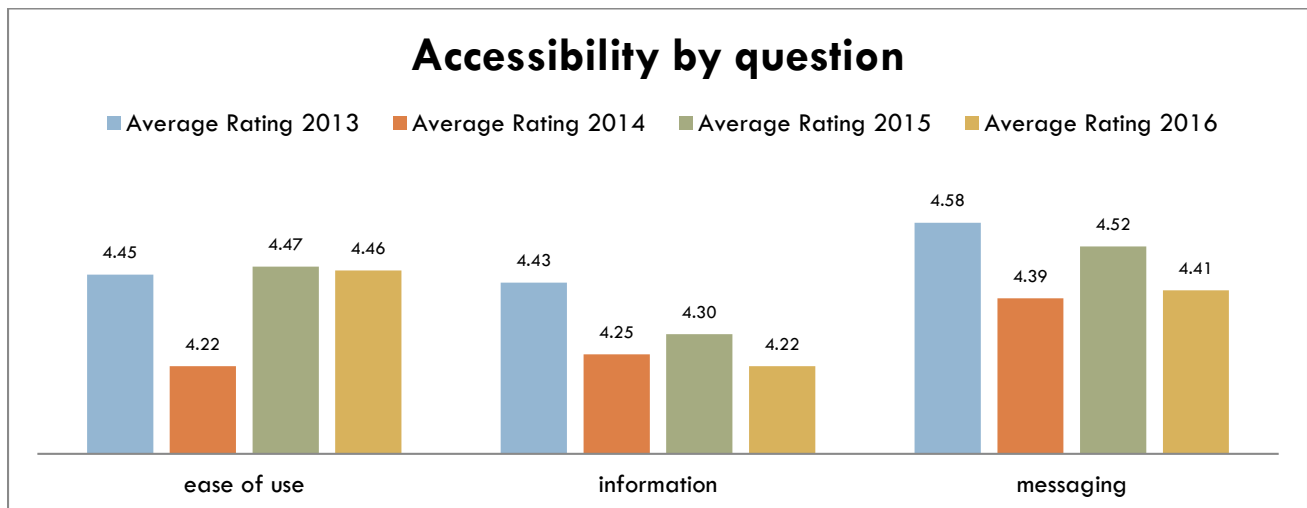
mobile version needs improvement

Facebook would be more suitable as a page, not a person.

good but rarely visit there

Key Area 3 – Accessibility in detail

This section relates directly to our booking system that we are continually tweaking to make things easier for users – and the results confirm the changes are positive. It was pleasing to see that we had no response lower than ‘very good’ for this year! Given this is a ‘generic’ scheduling system with limited capacity for customisation it seems to be satisfying the needs of the Node users with its ease of use while providing robust data for our reporting requirements.



Comments

I like the reminders which are sent 24hrs in advance and 1 hr in advance to the booking.

Great easy to use booking system. Messages come at useful times.

Reminder messages are very useful to reminder users for their booking, however, for me, reminder messages of one booking section seem too much. Usually, I will receive 2-3 reminder messages for each booking section, it's more than enough.

The booking system works perfectly.

*Better to update the condition of systems on booking website if they are not working.
Cancellation notice may need to be reduced.*

mobile version needs improvement in less than 12 hours time it doesn't let users book the system even if it is free.

It's not immediately obvious where to look for equipment that is located in the "in-kind EME equipment" section.

CONCLUSIONS

Overall, the results from this survey were again positive and though showing a small reduction in the collected results from the previous year. 'Communication', in particular the newsletter content, is an area where we need to focus to lift the ratings above '4' (very good), but we are almost there - and 'value for money' in previous years has been an ongoing issue, though this year we have had an a slight increase, this seems to be changing as the 'culture' changes.

Also, while our target is to rate above '4' for every question and section we need to be careful not to become complacent once this is achieved. By taking note of the constructive feedback, acting on it and making our own assessments on performance we can continue to strive for those small, incremental improvements that maintain overall customer satisfaction.

Appendix

Full survey responses and analysis

ANFF ACT Feedback – 2015/16

Questions	
Q1a	Services - initial contact
Q1b	Services - follow-up
Q1c	Services - access time/facilities
Q1d	Services - staff interaction
Q1e	Services - quality of work
Q1f	Services - end product
Q1g	Services - value for money

Q2a	Website - design
Q2b	Website - content
Q2c	Website - ease of use
Q2d	Newsletter - design
Q2e	Newsletter - content

Q3a	Booking system - ease of use
Q3b	Booking system - information
Q3c	Booking system - messages

	Q1a	Q1b	Q1c	Q1d	Q1e	Q1f	Q1g	Q2a	Q2b	Q2c	Q2d	Q2e	Q3a	Q3b	Q3c			
	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5			
	5	4	5	5	4	4	4	4	3	3	3	3	5	3	4			
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Count	40	39	41	41	40	39	40	41	41	41	40	39	37	37	37			
Min	3	2	1	3	2	3	2	2	3	2	2	2	3	3	3			
Max	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5			
Median	4	4	4	5	4	4	4	4	4	4	4	4	5	4	5			
Average	4.38	4.26	4.20	4.54	4.23	4.13	4.10	4.26	4.07	4.02	4.00	4.00	3.87	3.99	4.46	4.22	4.41	4.36
StDev	0.67	0.82	0.98	0.64	0.77	0.73	0.90	0.79	0.82	0.72	0.89	0.75	0.80	0.80	0.73	0.75	0.69	0.72
StDevP	0.66	0.81	0.97	0.63	0.76	0.72	0.89	0.78	0.81	0.72	0.88	0.74	0.79	0.79	0.72	0.74	0.68	0.71