

Preamble

Thanks to all of you for your ongoing support of the NCNR. We are particularly appreciative of those of you who filled out the 2020 user survey conducted by our user group executive committee. Full details and graphs from the recent survey responses are posted on the user group web page at: <https://ceem.indiana.edu/lens/nug/nug.php>

We are committed to ensuring that the NCNR remains as an invaluable national resource for neutron-based measurements, and your responses clearly indicate that you believe that we have been successful in enhancing the research experience at the NCNR. We are gratified that the comments were overwhelmingly positive with one respondent stating that “I have used many user facilities and there is NONE better than NIST.”

We were especially pleased by the exceptionally high ratings and the many positive comments for the support provided by our dedicated staff. We believe that our staff is outstanding and are gratified to see that you overwhelmingly concur.

It is also notable that 30% of the respondents have participated in the CHRNS* education and outreach activities (such as the Summer School, travel support for first time users, internships and neutron-based courses). We believe this is indicative of the effectiveness of these programs in growing the neutron community.

Your responses and comments help us identify further improvements that you would like to see at the NCNR. In consultation with your representatives on the NCNR User Group Executive Committee, we have developed a response/action plan that we will pursue to make your next experience at the NCNR even more scientifically productive. Our response highlights changes that we plan to make as well as insights into the constraints we face and the rationale behind our priorities. We note that we will not limit our actions to those listed here, but rather will continue to seek your input through direct communication with NCNR staff and management, post-experiment questionnaires, and meeting and workshops including the ACNS. We welcome your suggestions at any time.

Finally, the NCNR User Group Executive Committee conducted and summarized the 2020 user survey. They have spent additional time providing constructive advice to help us improve the NCNR based both on the survey and on their own experiences at the NCNR. We are very appreciative of their service.

* CHRNS is the Center for High Resolution Neutron Scattering which is a partnership between NSF and NIST which currently supports vSANS, MACS, HFBS, NSE, and CANDOR. This support includes sample environments and user laboratories for these instruments. Finally, CHRNS supports all education and outreach activities at the NCNR. The NSF contribution to CHRNS is funded by DMR- 2010792.