2015 Paranal Service Mode User Satisfaction Survey

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Released on: 24.04.2015

Typically once per year the User Support Department of ESO launches a Paranal Service Mode User Satisfaction Survey campaign. This year such a campaign was undertaken in February/March 2015. To close the loop with the ESO Community, to thank all respondents, and to demonstrate that such feedback is important to us, here we provide a summary of the responses received, predominantly in the form of graphs. In addition, for those cases where respondents did identify themselves and did make specific free-text comments we have contacted them by e-mail to address their particular comments.

Methodology and General Results

The ESO Service Mode Questionnaire is always available on-line for users to fill in but the typical rate of users doing so is less than 2 per month. However, experience shows that a targeted campaign of asking users to fill in the survey results in many more survey completions.

In February 2015, we again took this approach, and asked Principal Investigators (PIs) of Service Mode runs scheduled for Paranal in Periods 94 and/or 95[1] (plus their then-active Phase 2 delegates) to complete the newly redesigned survey by a fixed deadline. We thus solicited a response from 470 PIs and their then-active Phase 2 delegates (92 individuals). Because of overlap this amounts to a total of 532 individuals which were contacted via e-mail. A deadline was set for two weeks from the date of contact.

A total of 140 responses were received by the deadline, representing a 26.3% response rate[2]! This again illustrates that prompting the users for specific feedback closer in time to a specific phase of their interactions with ESO is a good approach for a healthy feedback and dialogue. Also, as in the past, we noticed a rapid decline in response rate after the initial contact was made (which is typical for such endeavours).

As a start in detailing the results from the survey, in Figure 1 we show the number of responses we received per instrument. In spite of the overall very good response rate the large number of instruments offered in Service Mode means that on average we received about 11 responses per instrument.

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[1] The total time allocated for these Service Mode runs was 10,081.7 hours. For comparison, the Visitor Mode allocation over the same two periods represents a total of 2,364.4 hours. Thus, the survey targets PIs (and their then-active delegates) representing 81% of the total time allocation for Periods 94 and 95 at Paranal.
[2] This is a very good response rate when compared to the average rates of customer satisfaction surveys (15-20%; cf. Primas et al., 2008, SPIE Proceedings Vol. 7016; DOI: 10.1117/12.789905).
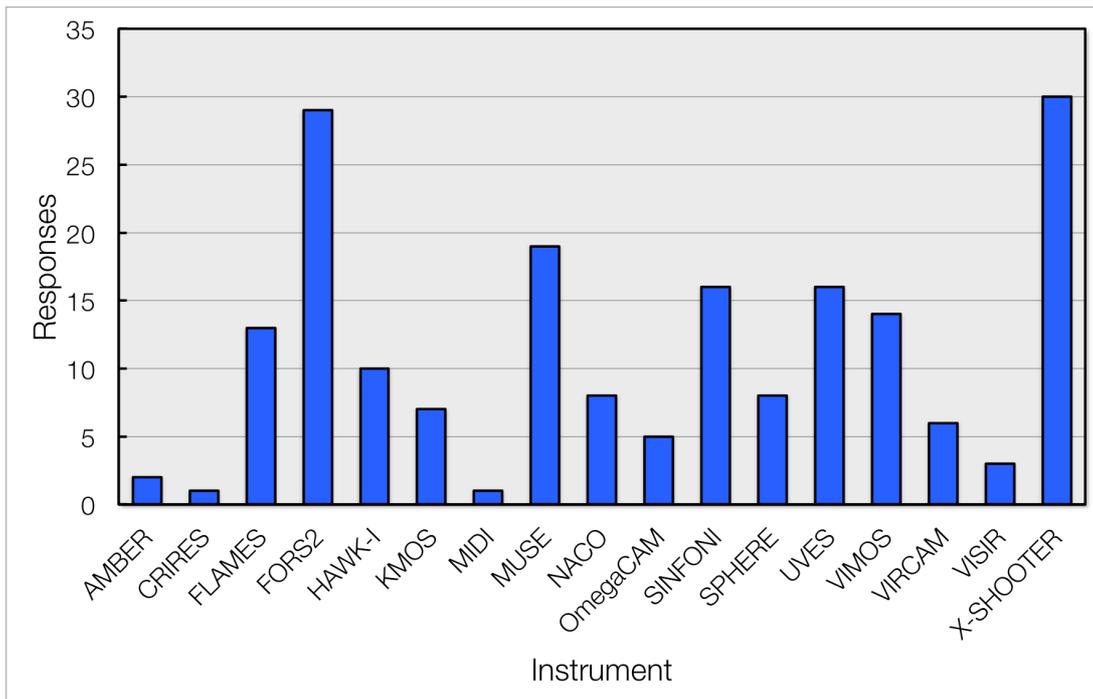
Figure 1: Responses per Instrument

In Figure 2 below we present a general overview of user satisfaction (in percentage of responses) with three general items:

- the help/advice provided during the Phase 2 process (top left),
- the Phase 2 web documentation (top right), and
- the overall support provided by the User Support Department (bottom).

How satisfied were you with the Phase 2 help/advice provided?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

27 22%
5 4%
3 3%
2 2%
83 69%

How satisfied are you with the documentation on the Phase 2 web pages and sub-pages?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- I did not consult it/them.

18 16%
1 1%
3 2%
18 16%
75 65%

Overall, how satisfied are you with the support provided by the User Support Department?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
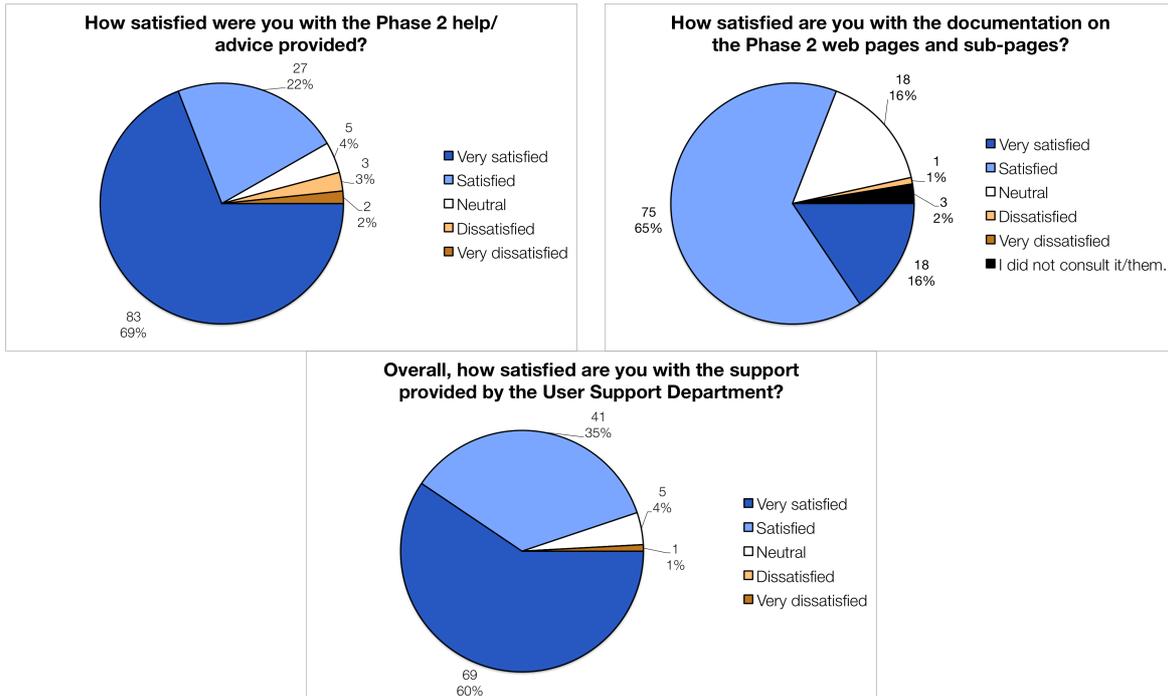
41 35%
5 4%
1 1%
69 60%

Figure 2: User satisfaction levels with support provided by the User Support Department. In each case we display both the number of responses and the percentage of the total (see text).

Note that the sum of the responses to the question about one's satisfaction with the help/advice provided is less than the total number of survey responses. However, there is no reason to expect, a priori, that these two numbers should be equal. This is because the responses to this question come from a subset of respondents (those that actually received help/advice at Phase 2), each of which may have received help/advice from multiple instruments. Indeed, on average each person who was provided with help/advice from their Support Astronomer received it for 0.9 instruments.

In addition, note that in Figure 1 and subsequent figures the percentages as computed by Excel are rounded values which can lead to cases where two identical values result in different percentages, or ratios of responses that do not produce the same ratio when expressed as a percentage (e.g. Figure 1, bottom).

Seeking Help, Run Information, and Run Problem Resolution

Amongst the respondents 28 indicated that they had contacted ESO for non-Phase 2 related reasons within the previous 6 months (a drop of 6% from the 2014 response rate). Of these, 86% contacted ESO via an e-mail to usd-help@eso.org (about the same as for 2014), with the remainder distributed between other methods (e.g. clicking on 'Ask for help' within the ESO User Portal). In Figure 3 we show the degree to which these respondents were satisfied with various aspects of the resulting exchange with ESO.
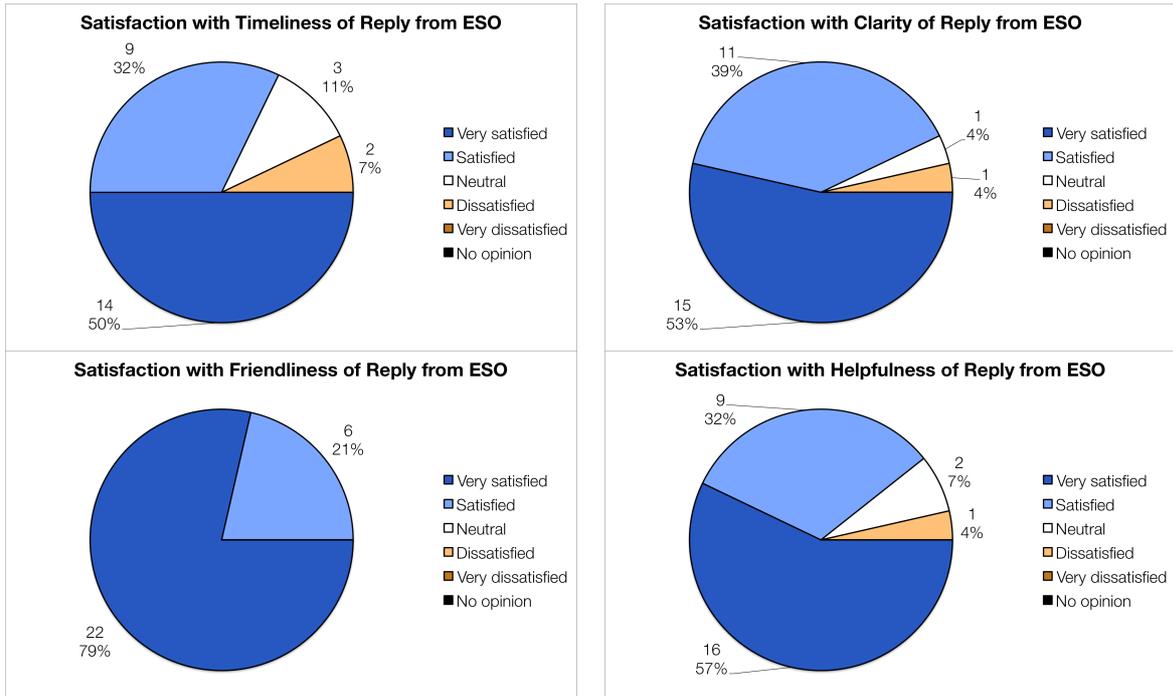
Satisfaction with Timeliness of Reply from ESO

9 / 32%	
3 / 11%	
2 / 7%	
14 / 50%	

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- No opinion

Satisfaction with Clarity of Reply from ESO

11 / 39%	
1 / 4%	
1 / 4%	
15 / 53%	

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- No opinion

Satisfaction with Friendliness of Reply from ESO

6 / 21%	
22 / 79%	

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- No opinion

Satisfaction with Helpfulness of Reply from ESO

9 / 32%	
2 / 7%	
1 / 4%	
16 / 57%	

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- No opinion

Figure 3: User satisfaction with non-Phase 2 help from ESO.

Some 79 (56%) of the respondents checked on-line for information regarding the progress of their observational programmes. The survey asked those that did check for that information how much they agreed with four statements about that information. The outcome of those questions is presented in Figure 4.
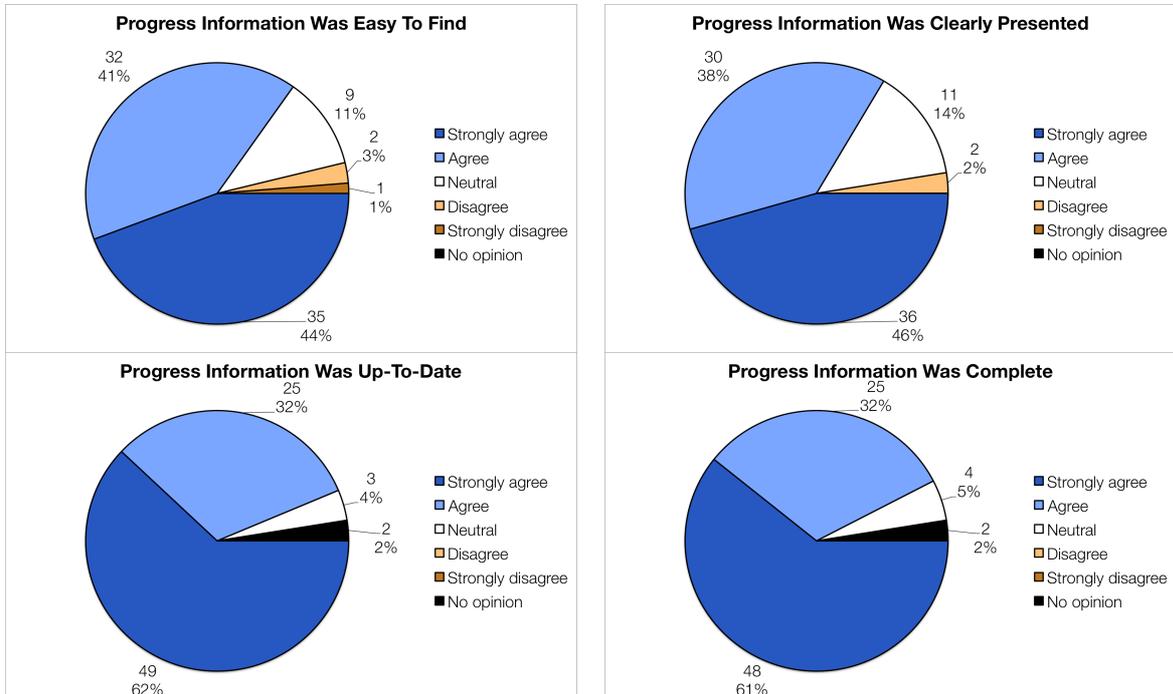
Progress Information Was Easy To Find

32 / 41%	
9 / 11%	
2 / 3%	
1 / 1%	
35 / 44%	

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No opinion

Progress Information Was Clearly Presented

30 / 38%	
11 / 14%	
2 / 2%	
36 / 46%	

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No opinion

Progress Information Was Up-To-Date

25 / 32%	
3 / 4%	
2 / 2%	
49 / 62%	

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No opinion

Progress Information Was Complete

25 / 32%	
4 / 5%	
2 / 2%	
48 / 61%	

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
- No opinion

Figure 4: User's opinions of the on-line run progress information.

Finally, we asked if the survey participant was alerted to any problems with their Service Mode observations during the period. For those that said that they had been contacted (30 of the 140 respondents) we then asked to what extent they agreed with two statements describing the contact and the problem resolution. The answers are presented in Figure 5.
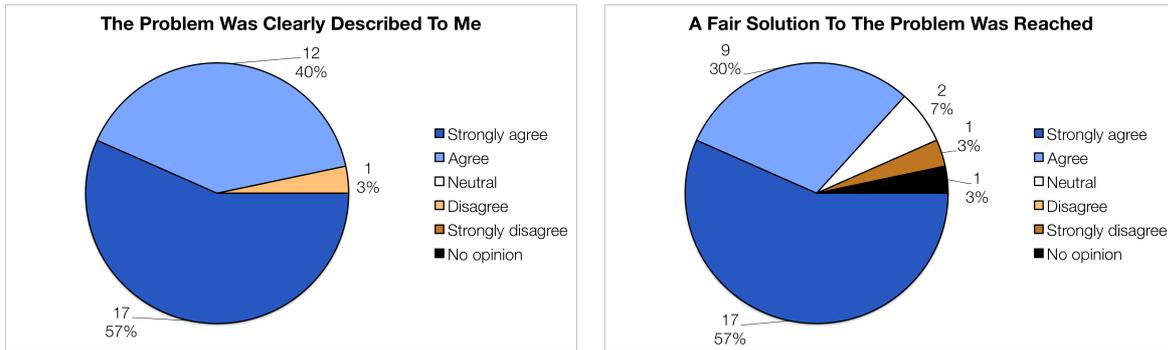
The Problem Was Clearly Described To Me

12
40%

1
3%

17
57%

- ■ Strongly agree
- ■ Agree
- □ Neutral
- ■ Disagree
- ■ Strongly disagree
- ■ No opinion

A Fair Solution To The Problem Was Reached

9
30%

2
7%

1
3%

1
3%

17
57%

- ■ Strongly agree
- ■ Agree
- □ Neutral
- ■ Disagree
- ■ Strongly disagree
- ■ No opinion

Figure 5: Opinions about Service Mode problem notification and resolution.

P2PP and Other Observation Preparation Tools

Below, we show details of the feedback received on different aspects of the Phase 2 Proposal Preparation tool (P2PP) and other, instrument-specific, observation preparation tools.
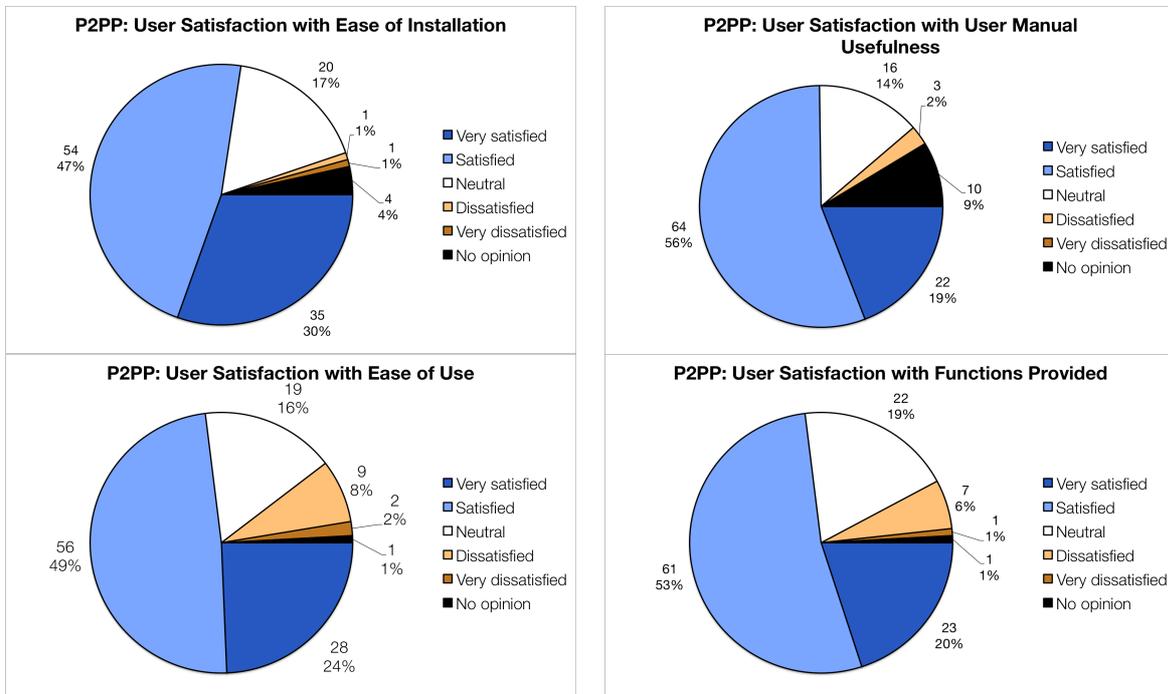
P2PP: User Satisfaction with Ease of Installation

20
17%

1
1%

1
1%

4
4%

35
30%

54
47%

- ■ Very satisfied
- ■ Satisfied
- □ Neutral
- ■ Dissatisfied
- ■ Very dissatisfied
- ■ No opinion

P2PP: User Satisfaction with User Manual Usefulness

16
14%

3
2%

10
9%

22
19%

64
56%

- ■ Very satisfied
- ■ Satisfied
- □ Neutral
- ■ Dissatisfied
- ■ Very dissatisfied
- ■ No opinion

P2PP: User Satisfaction with Ease of Use

19
16%

9
8%

2
2%

1
1%

28
24%

56
49%

- ■ Very satisfied
- ■ Satisfied
- □ Neutral
- ■ Dissatisfied
- ■ Very dissatisfied
- ■ No opinion

P2PP: User Satisfaction with Functions Provided

22
19%

7
6%

1
1%

1
1%

23
20%

61
53%

- ■ Very satisfied
- ■ Satisfied
- □ Neutral
- ■ Dissatisfied
- ■ Very dissatisfied
- ■ No opinion

Figure 6: User feedback on aspects of the P2PP tool.

Since the numbers of responses per observing preparation tool other than P2PP is rather limited (see Table 1), any presentation of individual-tool responses on documentation, ease of use, or functionality would suffer from small number statistics. Thus, we present in Figure 7 plots in which all such tools are combined.

Observing Preparation Tool	Number of responses
CalVin	2
FIMS	8
FPOSS	13
GuideCam	10
KARMA	5
NAOS-PS	7
PILMOS	0
SADT	0
VisCalc	2
VMMPS	6

Table 1: Responses for observation preparation tools.

Global User Satisfaction with Tool Documentation

6
11%
1
2%
1
2%
4
7%
30
57%
11
21%

- ■ Very satisfied
- ■ Satisfied
- □ Neutral
- ■ Dissatisfied
- ■ Very dissatisfied
- ■ No opinion

Global User Satisfaction with Tool Ease of Use

9
17%
6
11%
4
8%
1
2%
8
15%
25
47%

- ■ Very satisfied
- ■ Satisfied
- □ Neutral
- ■ Dissatisfied
- ■ Very dissatisfied
- ■ No opinion

Global User Satisfaction with Tool Functions Provided

15
28%
3
6%
3
6%
1
2%
3
5%
28
53%

- ■ Very satisfied
- ■ Satisfied
- □ Neutral
- ■ Dissatisfied
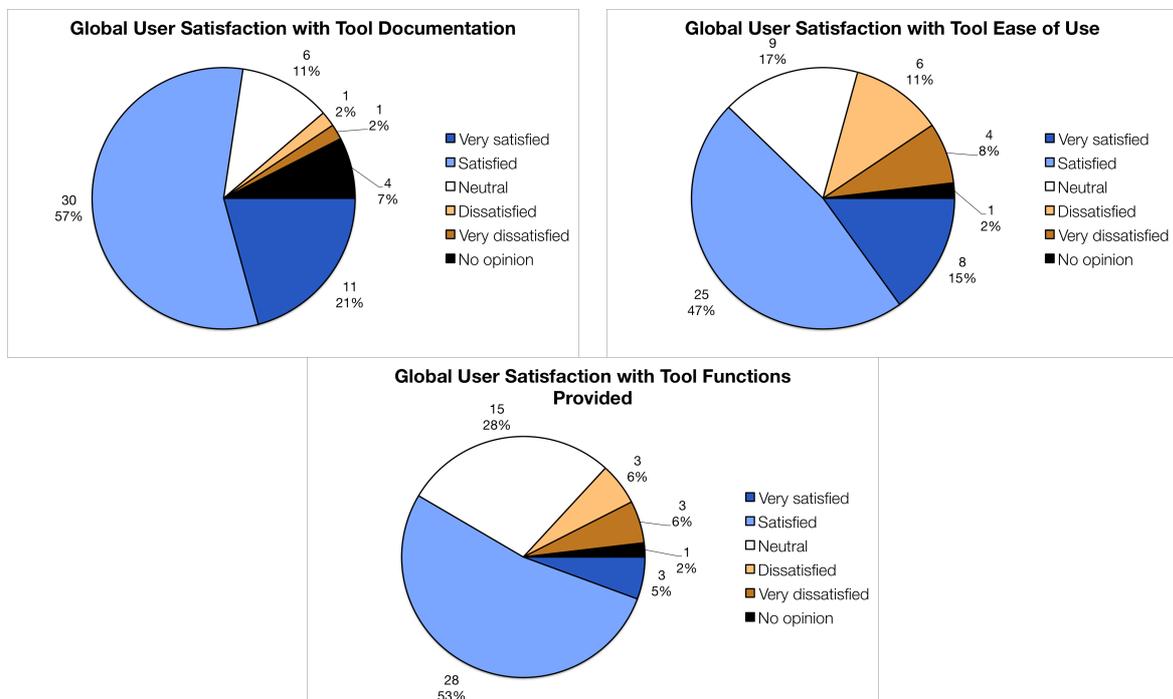- ■ Very dissatisfied
- ■ No opinion

Figure 7: Combined user satisfaction with the tools listed in Table 1.

Finally, we asked survey participants the question, "How satisfied are you with the ETCs you have used?" The responses are shown in Figure 8.

How satisfied are you with the ETCs you have used?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
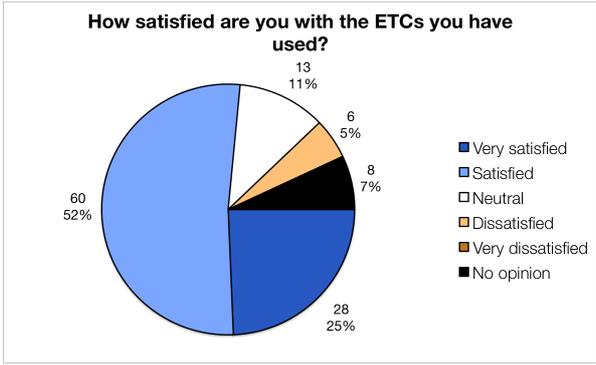- Very dissatisfied
- No opinion

13
11%

6
5%

8
7%

60
52%

28
25%

Figure 8: User satisfaction with the Exposure Time Calculators.