

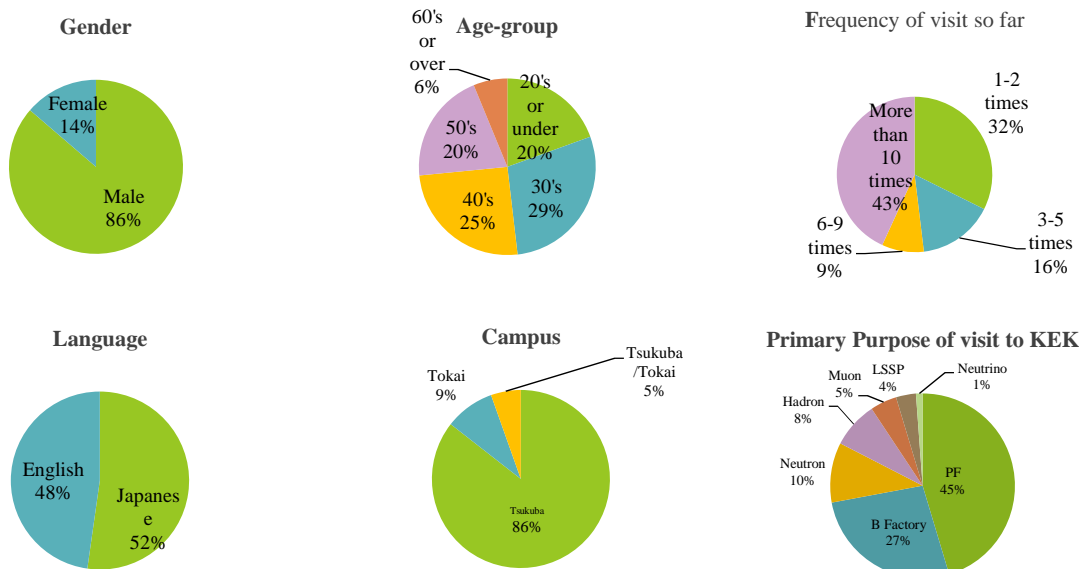
# 2015 Results of Users Office questionnaire

## ◇Purpose of survey

Users Office (UO) has been providing variety of services for KEK Users up today, but presently we would like to reexamine your necessities. Asking for a short time, we would like you to cooperate with this questionnaire destined for improvement of our performance.

## ◇The method of survey

- (1) The method of collecting: Internet
- (2) Period: November 24(Tue.) to December 4(Fri.), 2015
- (3) Response: 241(Send:6,287, Response rate : 3%)
- (4) Attribute of Respondents



## ◇Content of questionnaire

1. Regarding research work
  - 1-①Regarding procedures from application to experiment, such as information of call for proposal, proposal submission or review process.
  - 1-②Regarding User Support System such as User registration, Application of purpose of visit, annual renewal and so on.
  - 1-③Regarding radiation procedures such as application method, safety training and receiving radiation dosimeter and ID card.
2. Regarding accommodation
  - 2-①Regarding equipment and services at the accommodation.
  - 2-②Procedure of booking accommodation.
  - 2-③Regarding accommodation rate and payment methods.
3. Regarding Users Office
  - 3-①Regarding renting ID cards, bicycles and PHSs.
  - 3-②Regarding counseling of daily life and emergency support for non-Japanese researchers.
  - 3-③Regarding providing information of neighboring district and transportation with leaflets and WEB pages.
  - 3-④Services of users offices other than previous three questions.
4. Regarding facilities and equipment
  - 4-①Regarding information signs and Guidance signs of roads inside KEK.
  - 4-②Regarding facilities inside KEK (Cafeteria, Grocery, café, vending machines and so on).
5. Regarding User Information homepage (<http://www2.kek.jp/uskek/eng/>)
  - 5-①Regarding function and providing information of homepage.
  - 5-②Regarding design of homepage.
6. Other
  - 6-①Please comment on research work if you have any.
  - 6-②Please comment on accommodation if you have any.
  - 6-③Please comment on Users office if you have any.
  - 6-④Please comment on facilities and equipment in KEK if you have any.
  - 6-⑤Please comment on User Information homepage if you have any.
  - 6-⑥Feel free to comment if you have problems or request any services.

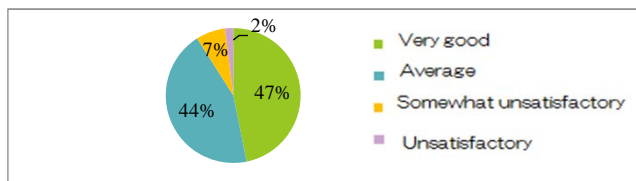
## ◇Overall result of survey

### 1. Regarding research work

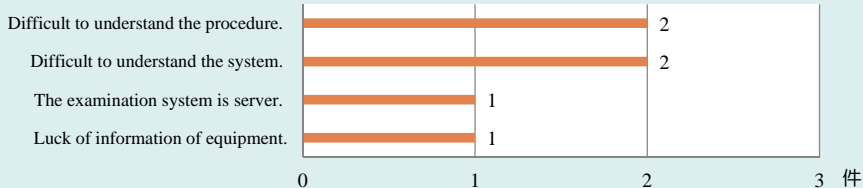
#### 1-① Regarding procedures from application to experiment, such as information of call for proposal, proposal submission or review process.

Very good	73
Average	69
Somewhat unsatisfactory	11
Unsatisfactory	3

Unanswered 85 (Response rate 64.7%)



#### □Comments



☹️ Difficult to understand the procedure.

It would be helpful if the procedure of application is displayed on web sites.

☹️ Difficult to understand the system.

It is not easy to find an application system. It should be found from Home to application system with two clicks.

😞 The examination system is server.

Assuming judges are chosen from each beam line users, I feel they are intend to be bitter to newcomers.

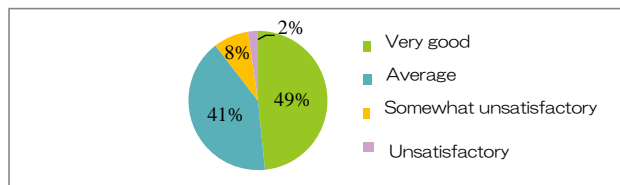
😞 Luck of information regarding experiment equipment.

The information of experiment facilities is not enough. It should be easy to find information of support of experiments for new comers. Set up a window for support and open to people related to universities.

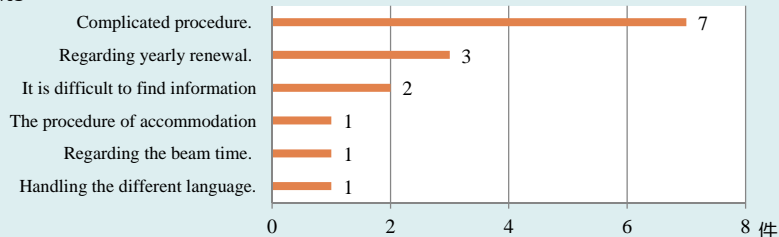
#### 1-② Regarding User Support System such as User registration, Application of purpose of visit, annual renewal and so on.

Very good	106
Average	90
Somewhat unsatisfactory	18
Unsatisfactory	5

Unanswered 22 (Response rate 90.8%)



#### □Comments



☹️ Complicated procedure.

There are too many procedures, I tend to forget to do it when having many experiments. It would be convenient if there is an alert function.

☹️ Regarding yearly renewal.

Automatic annual renewal would be helpful

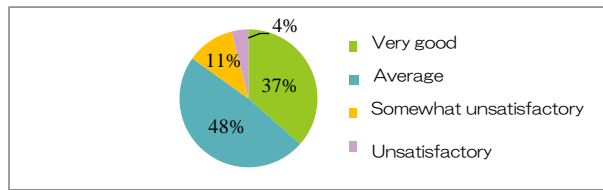
☹️ It is difficult to find the information.

There would be less mistakes if we can see the procedure of necessary applications in one page. For instance, test reagent registration and application are in different pages now.

1-③ Regarding radiation procedures such as application method, safety training and receiving radiation dosimeter and ID card.

Very good	65
Average	86
Somewhat unsatisfactory	20
Unsatisfactory	7

Unanswered 63 (Response rate 73.8%)



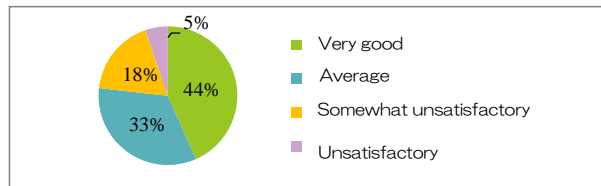
Comments  
Refer to Page9 for more details.

2. Regarding accommodation

2-① Regarding equipment and services at the accommodation.

Very good	82
Average	63
Somewhat unsatisfactory	34
Unsatisfactory	10

Unanswered 52 (Response rate 78.4%)

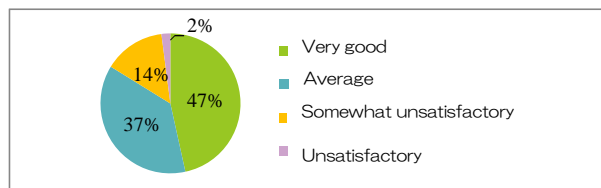


Comments  
Refer to Page10 for more details.

2-② Procedure of booking accommodation.

Very good	89
Average	71
Somewhat unsatisfactory	27
Unsatisfactory	4

Unanswered 50 (Response rate 79.2%)

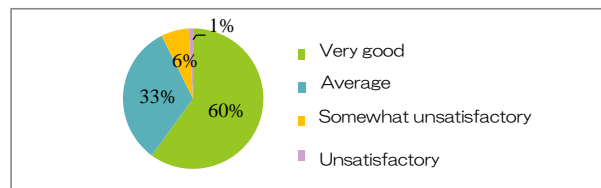


Comments  
Refer to Page11 for more details.

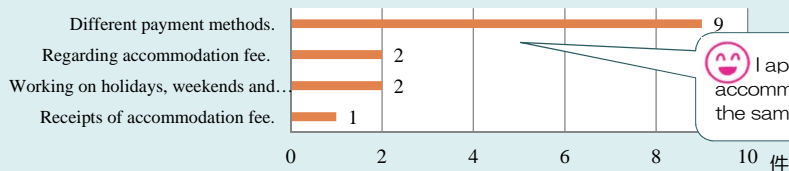
2-③ Regarding accommodation rate and payment methods.

Very good	114
Average	62
Somewhat unsatisfactory	12
Unsatisfactory	2

Unanswered 51 (Response rate 78.8%)



Comments



I appreciate the accommodation fee stays the same as before.

Request of different payment methods.  
It would be nice if we could pay by online transfer.

Handling work during holidays, weekends and nights.  
Users Office opens too short. It would be nice to open earlier morning and holidays.

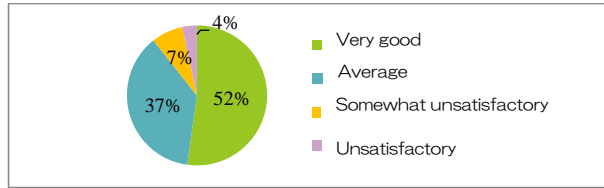
Regarding receipts of accommodation fee.  
There was a misunderstanding with the receptionist who did not give me a receipt.

### 3. Regarding Users Office

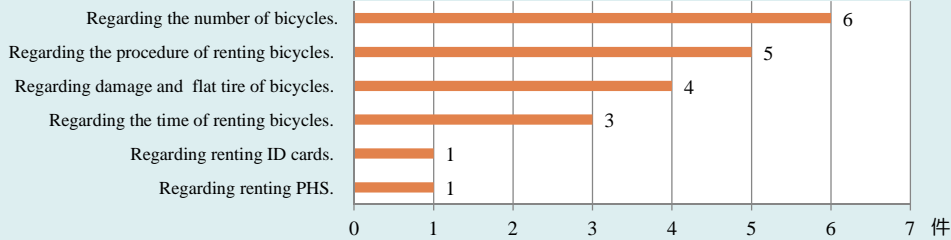
#### 3-① Regarding renting ID cards, bicycles and PHSs.

Very good	93
Average	66
Somewhat unsatisfactory	13
Unsatisfactory	6

Unanswered 63 (Response rate 73.8%)



#### □ Comments

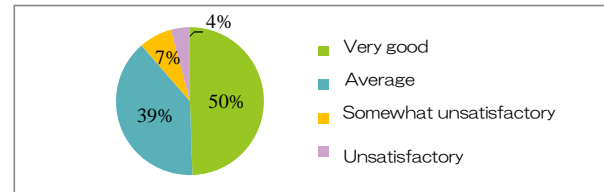


- Regarding the number of bicycles.  
It would be helpful if there are more bicycles.
- Regarding the procedure of renting bicycles.  
It is inconvenient that there are some bicycles which are not used at the Users Office but we still need to apply one every week.
- Regarding damage and flat tire of bicycles.  
There are bicycles with poor maintenance sometimes.

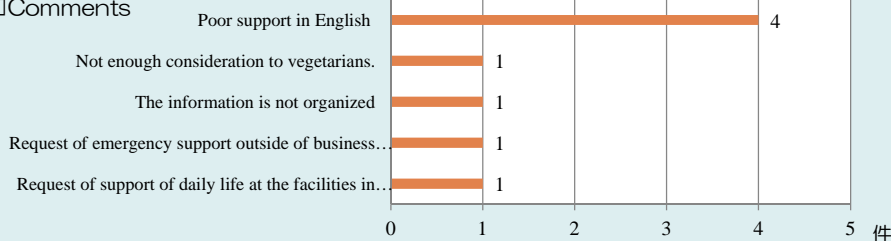
#### 3-② Regarding counseling of daily life and emergency support for non-Japanese researchers.

Very good	48
Average	38
Somewhat unsatisfactory	7
Unsatisfactory	4

Unanswered 144 (Response rate 40.2%)



#### □ Comments

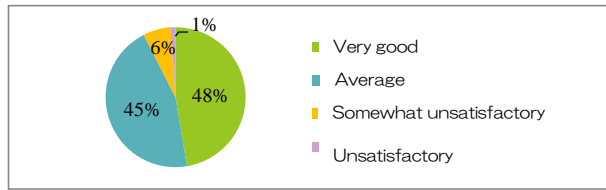


- Poor support in English  
Lack of instructions in English when emergency situation.
- Not enough consideration to vegetarians  
Wish to choose vegetarian meal.
- The information is not organized  
Many paper and help exist, which is nice.. but it is not always easy to find them back !
- Request of emergency support outside of business hours.  
I had an experience when I had to make an emerge consultation with any Japanese-speaking person but that time was a national holiday and nobody from UO answered on e-mail. It would be great if there were some option (maybe in UO portal) to get real emergency support out of working hours.
- Request of support for daily life of the facilities in vicinity.  
The User Office is not very helpful when it comes to indicating what daily life facilities are available in the neighborhood.

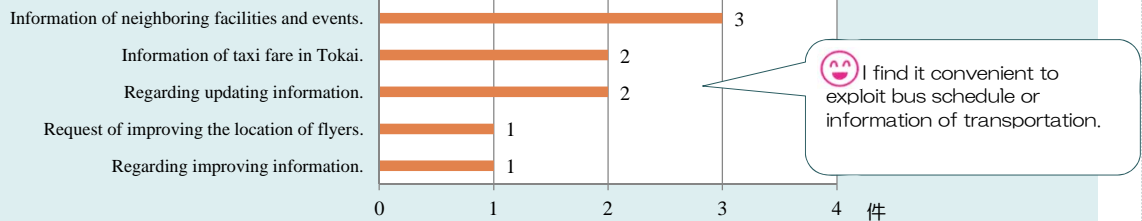
3-③ Regarding providing information of neighboring district and transportation with leaflets and WEB pages.

Very good	82
Average	78
Somewhat unsatisfactory	11
Unsatisfactory	2

Unanswered 68(Response rate 71.7%)



□ Comments

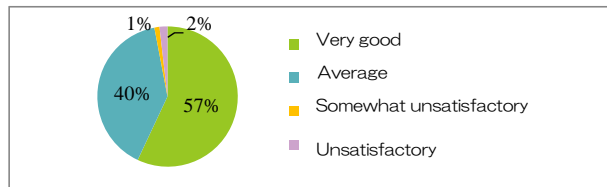


- ☹️ Providing information of neighboring facilities and events.  
I would like to know if there is a big conference and so on in the neighborhood.
- ☹️ Information of taxi fare in Tokai.  
It should be noted that the taxi fare is more expensive when I call a taxi company from the dormitory (more than 2,000 yen), but it is cheaper when I use a taxi directly to JAEA (about 1,300 yen).
- ☹️ Regarding updating information.  
Request of enhancing the up-to-date information on web.
- ☹️ Request of improving the location of flyers.  
I think the location of flyer at the dormitory is not easy to find for new comers.
- ☹️ Regarding providing information.  
Both webpage and leaflets need to be more elaborate.

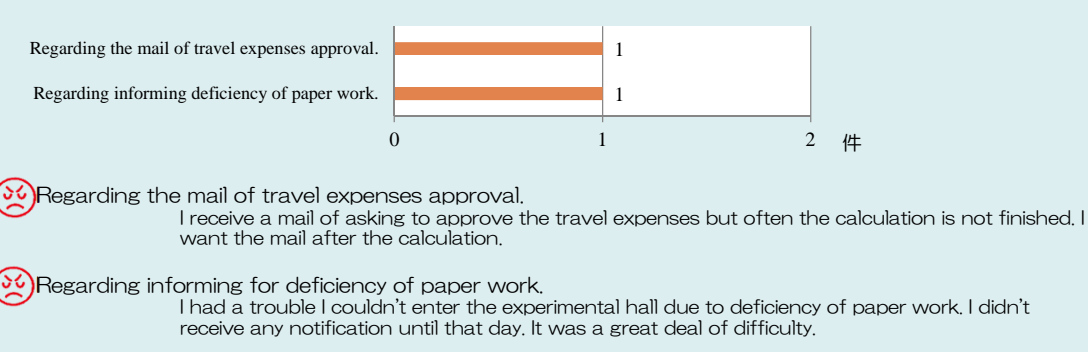
3-④ Services of users offices other than previous three questions.

Very good	94
Average	66
Somewhat unsatisfactory	2
Unsatisfactory	3

Unanswered 76(Response rate 68.4%)



□ Comments



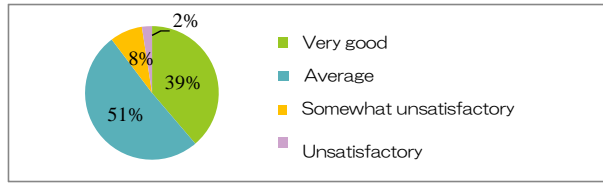
- ☹️ Regarding the mail of travel expenses approval.  
I receive a mail of asking to approve the travel expenses but often the calculation is not finished. I want the mail after the calculation.
- ☹️ Regarding informing for deficiency of paper work.  
I had a trouble I couldn't enter the experimental hall due to deficiency of paper work. I didn't receive any notification until that day. It was a great deal of difficulty.

4. Regarding facilities and equipment

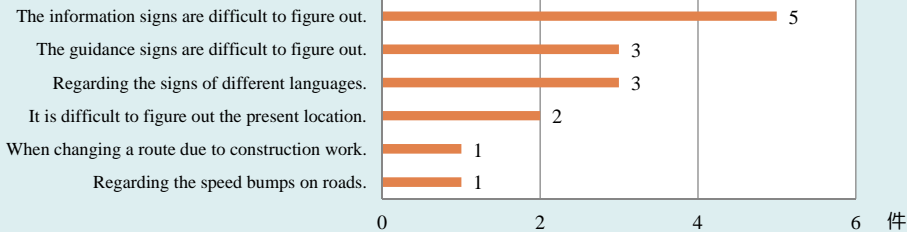
4-① Regarding information signs and Guidance signs of roads inside KEK.

Very good	79
Average	104
Somewhat unsatisfactory	16
Unsatisfactory	5

Unanswered 37(Response rate 84.6%)



□Comments



- ☹️ The information signs are difficult to figure out.  
It is difficult to find the location of restaurant. It should be bigger posting.
- ☹️ Regarding a change of road route due to construction work.  
The information of construction work, from the dormitory to PF is not sufficient. I arrived at night and got a long way round because I couldn't find where signs were.

4-② Regarding facilities inside KEK (Cafeteria, Grocery store, café ,vending machines and so on).

Very good	64
Average	88
Somewhat unsatisfactory	42
Unsatisfactory	27

Unanswered 20(Response rate 91.7%)



□Comments

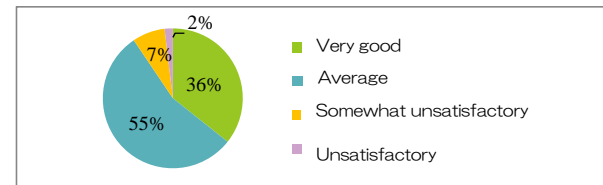
Refer to Page12 for more details.

5. Regarding User Information homepage (<http://www2.kek.jp/uskek/eng/>)

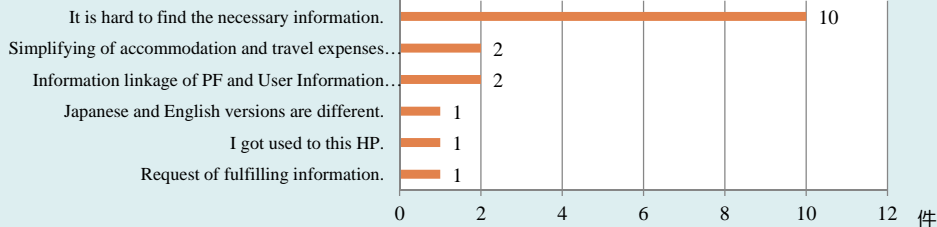
5-① Regarding function and providing information of homepage.

Very good	76
Average	117
Somewhat unsatisfactory	16
Unsatisfactory	4

Unanswered 28(Response rate 88.3%)



□Comments

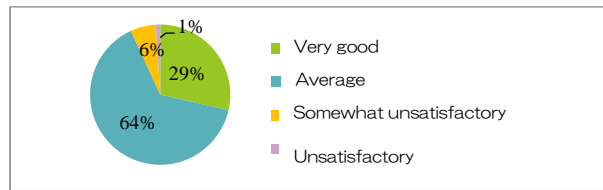


- ☹️ It is hard to find the necessary information.  
Some of information is unclear about what action to be taken and proceed for it such as Form 10.
- ☹️ Regarding the information linkage of PF and User Information homepage.  
The User Information homepage is convenient but difficult to get there.(I don't know the link from PF page.)

5-2 Regarding design of homepage.

Very good	58
Average	131
Somewhat unsatisfactory	12
Unsatisfactory	2

Unanswered 38 (Response rate 84.2%)



Comments



It is simple and easy to understand.

It is out-of-date.

Even though it is working fine, it seems outdated.

6. Other comments

6-1 Comments on research work

- 😊 I attended a workshop on high energy astrophysics. It was very well organized.
- 😡 Experiments could not be performed as per the plan due to failure to keep the equipment ready: happened twice!
- 😞 XDS is convenient but sometimes I can't use it. If there is a way to handle by users, I would like to know how.
- 😞 When I was registering a purpose of visit, I didn't know that I had to contact people at Tsukuba campus.

6-2 Comments on accommodation

- 😊 It is helpful that more rooms were added so we can stay easier than before.
- 😡 Even though there is a notice of not making a noise, there are some people making noise until the midnight, I can't sleep sometimes.
- 😞 Too bad, a superintended was a litter rude before.
- 😞 The accommodation is supposed to be non-smoking but I smell of cigarettes sometimes.





6-3 Comments on Users office

- 😊 I feel grateful that staff are dealing with me politely.
- 😡 There is no problem with handling paper works and communication but it seems that there are some hidden rules to users. I request them to improve some parts if possible.
- 😞 It would be helpful if there is a bicycle pump near Users Office.
- 😞 The experiments run on weekends so the minimum service should be handled during holidays.






6-4 Comments on facilities and equipment in KEK

- 😞 There should be provision for some magazines or newspapers in English, either in the grocery or in a separate store.
- 😡 The napping room should be improved. At least, I want to have clean sheets and pillow case all the time.
- 😞 I have to be really careful when transferring detectors because of bad condition of roads. Please repair them.
- 😞 The napping room in Bldg.1 in Tokai is too far for people without cars. It is very inconvenient.

#### 6-⑤ Comments on User Information homepage

-  I think it is constructed clearly.
-  The information of two week advance application should be noted clearly on HP or the system should not be accepted after the deadline.
-  I think it is difficult to find the form 10.
-  Providing information should be more often, especially the information of accommodation and travel allowance should be noted clearly.

#### 6-⑥ Comments on problems or request of any services.

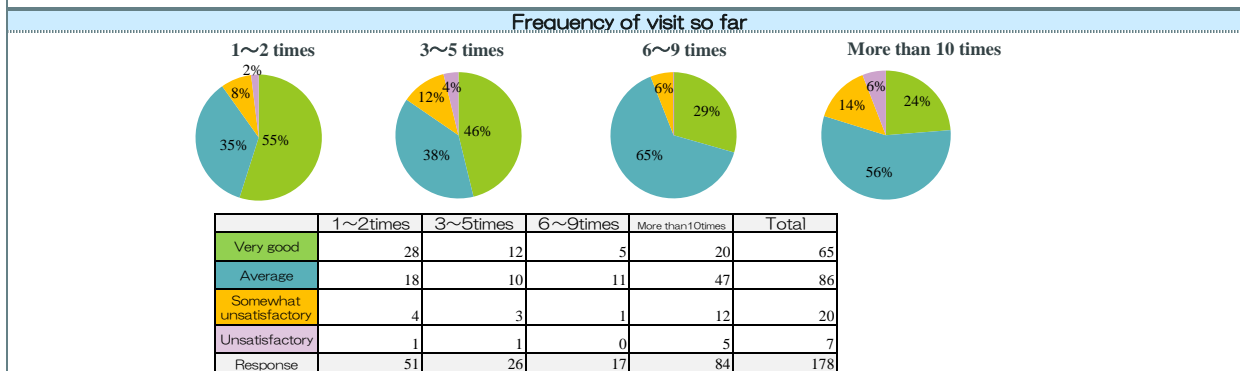
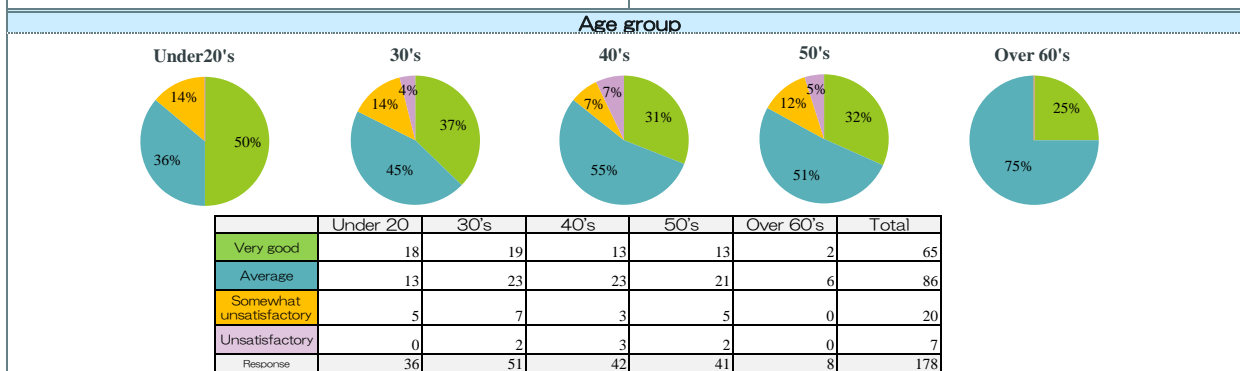
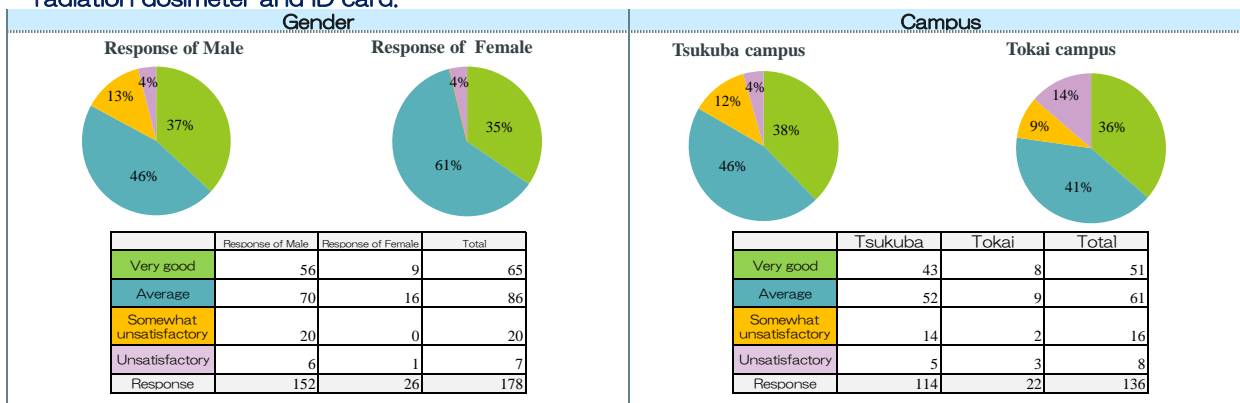
-  It would be helpful if there is a convenience store around-the-clock service. Can you attract one on the main street ?
-  It would be grateful to have circulating buses or inside taxis in KEK (like in Fermialab)
-  The film budes for women are difficult to put on depending on clothes. It would be better to be held by a safety pin or something else.
-  I think the bus timetables should be bigger and displayed on each place such as the entrance of dormitory, the hallway in the radiation-control main office and so on.
-  Filling out the questioner was quit hard. It took me 20 min. Hope to be easier and conducting it more often. When I wanted to go back and revise I had to start over because there was no back button. How do you eliminate the answers which do-over two or three times ? However, I basically support Users office. Please keep the good work.



## ◇Result Detail of survey

### 1. Regarding research work

#### ③Regarding radiation procedures such as application method, safety training and receiving radiation dosimeter and ID card.



Response	Comments
10	Request for improving of safety training
3	Request for improving of receiving and returning dose meters and other items.
3	Handling different languages.
2	Request for using web of yearly renewal
1	Regarding the procedure when having some projects.
1	Regarding training during holidays.

#### Bad

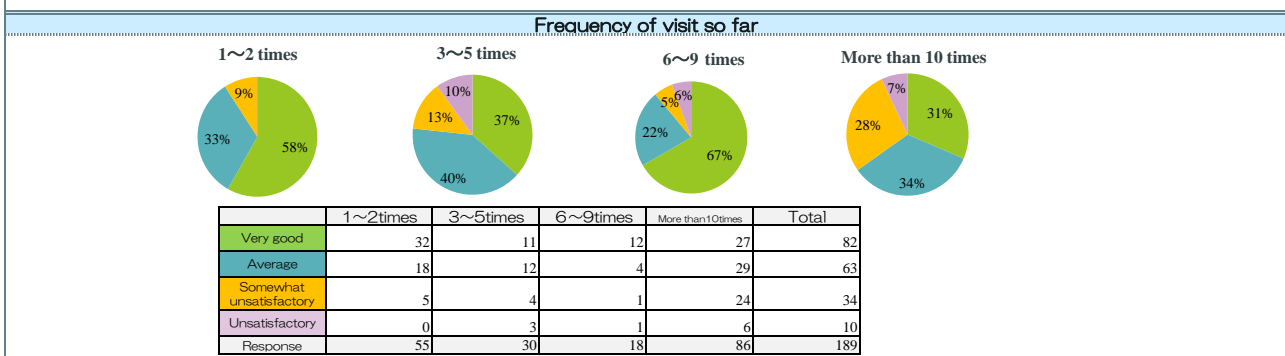
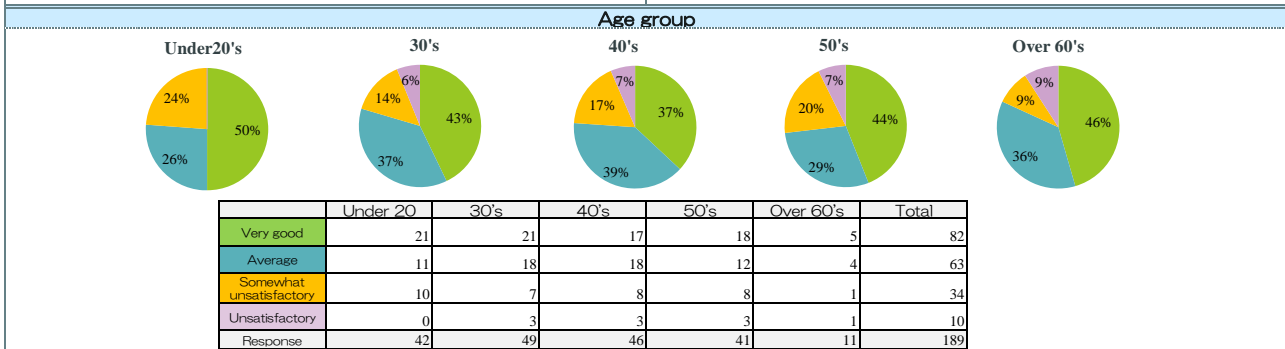
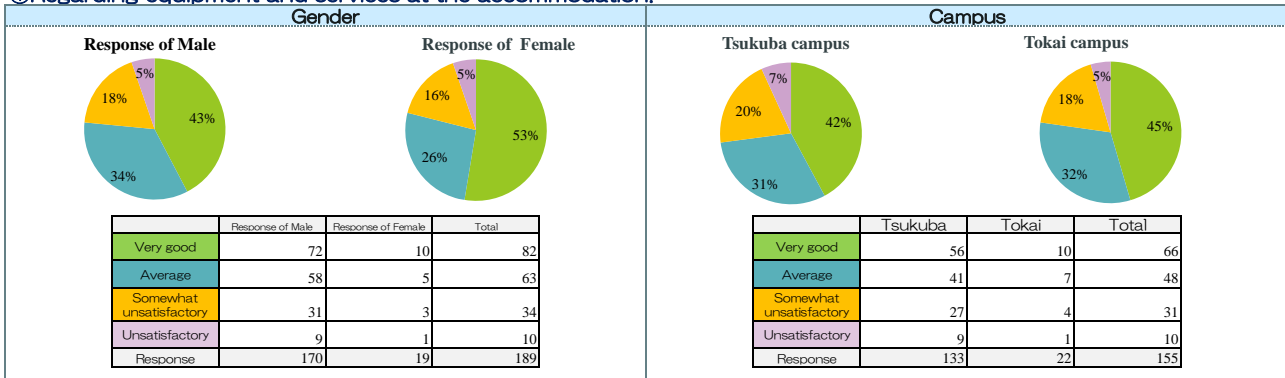
- ☹️ The paperwork for radiation renewal seems to be extensive.
- 😞 How about concerning to implement an electronic process with an online video and quiz ?
- 😞 When having numbers of purpose of visits, I don't know which one to use.
- 😞 It could be better to announce the address of sending an individual dose meter when forget.
- 😞 I request to make a renewal of dose meter on web.
- 😞 Could it make smoother to receive cards and dose meters such as using IT.
- ☹️ The safety training was not available in English and as a French user, I did not understand the Japanese version.
- ☹️ The people of Radiation control office handle procedures badly and make crowded. I don't feel comfortable to have a video lecture in the room like a warehouse.
- ☹️ I understand the idea that people need to take a safety training properly but if questions are focus on too much details or related to a few people, understanding of important points would be insufficient.
- 😞 It was difficult to figure out where the safety training took place, even people at the information didn't know.

#### Good

- 😊 Online video safety training before experiments is helpful to save time .

## 2. Regarding accommodation

### ① Regarding equipment and services at the accommodation.



Response	Comments	Response	Comments
10	Regarding the condition of rooms.	1	Regarding booking procedure.
5	Request for rebuild / renovation.	1	Regarding the light by the bed.
5	Regarding the frequency of changing towels and so on.	1	Regarding the rules of changing rooms.
4	Regarding the time of full occupancy.	1	There are few rooms with baths.
3	Request for improvement of wireless environment.	1	Request of installing washing toilets.
3	Regarding amenities.	1	Regarding frequency of cleaning.
2	Regarding purchasing meals.	1	Regarding the distance from the dormitory to experiment halls.
2	Regarding the surrounding environment.	1	Improvement of common bath when in use.
2	Regarding safety measures	1	Request of installing a unit bath in each room.

#### Bad

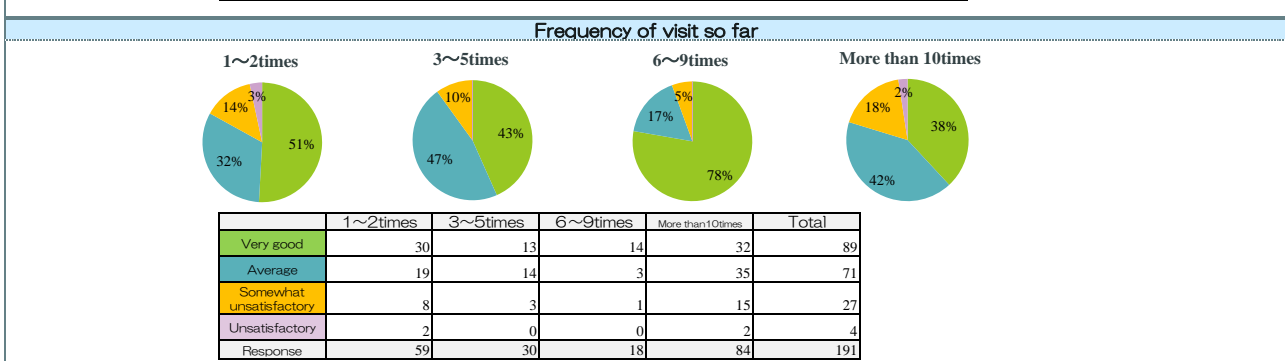
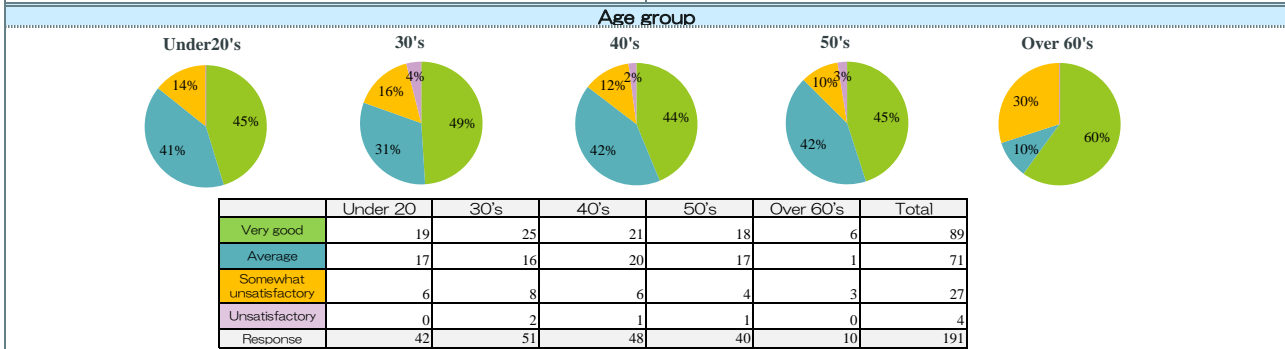
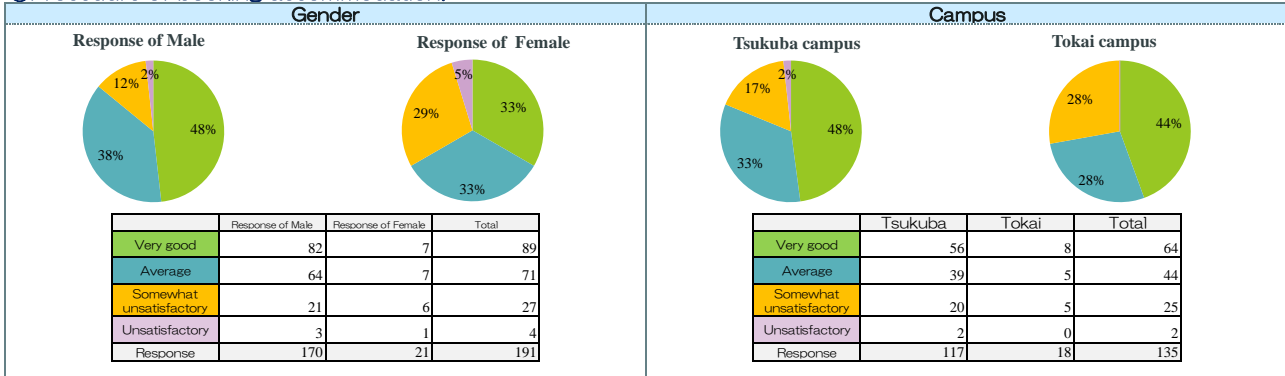
- ☹️ Changing towels should be every two days, hopefully everyday.
- ☹️ Old, smelly, slippers and bathroom mats are unsanitary.
- ☹️ The blanket was not so clean.
- ☹️ I noticed smell in some places such as in the dorm room or slippers in summer.
- ☹️ There are many rooms without baths. Sharing fridges is inconvenient.
- ☹️ I would like to borrow a humidifier when it is dry.
- ☹️ The room is cold in winter.
- ☹️ Dorm rooms without toilet and bath are not very nice. The dormitory needs renovation. Heating and heat insulation could be improved.
- ☹️ I wish to have a bathrobe with long sleeves.
- ☹️ I wish the bath rooms should be recognized easier when in use and vacant. Ex. people should be able to know the light of ON and OFF from outside.
- ☹️ Having meals is inconvenient. Breakfast is not served.

#### Good

- 😊 Convenient for campus and inexpensive.
- 😊 The Tokai dorm is quite nice. The KEK apartments are comfortable (after upgrading 2 years ago).
- 😊 It is convenient that we can be in waiting list until the day before.

## 2. Regarding accommodation

### ② Procedure of booking accommodation.



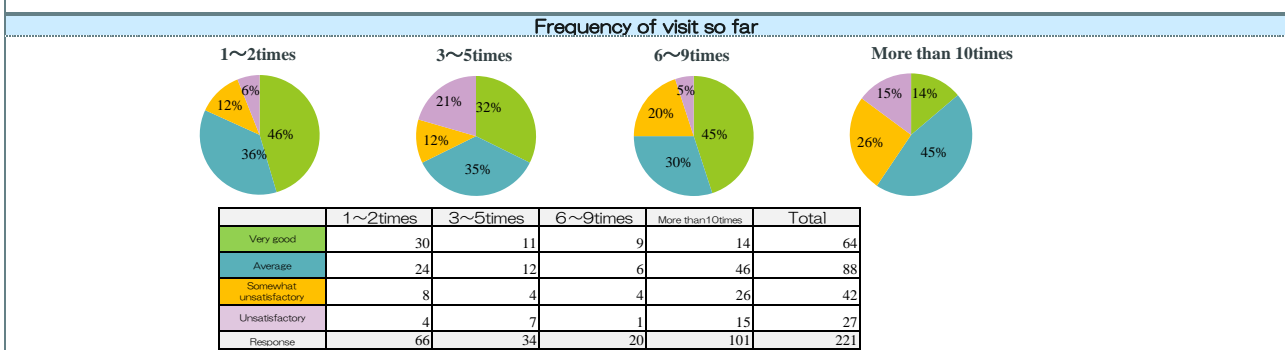
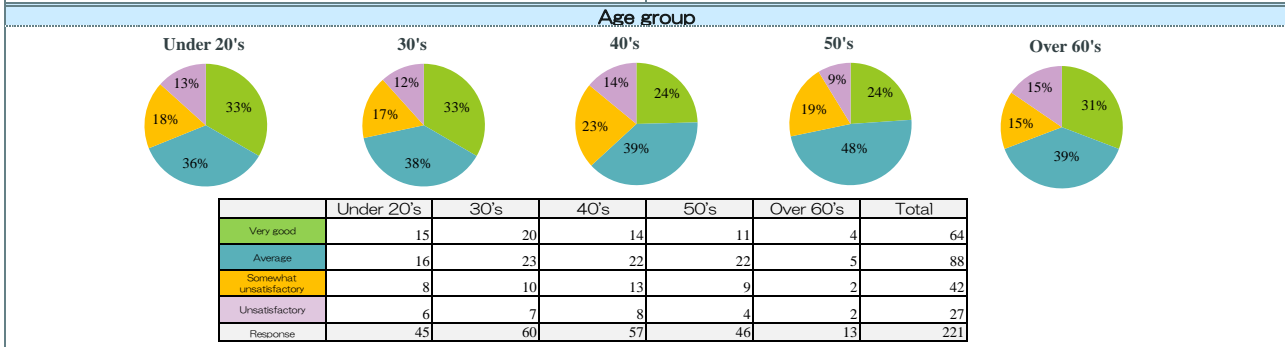
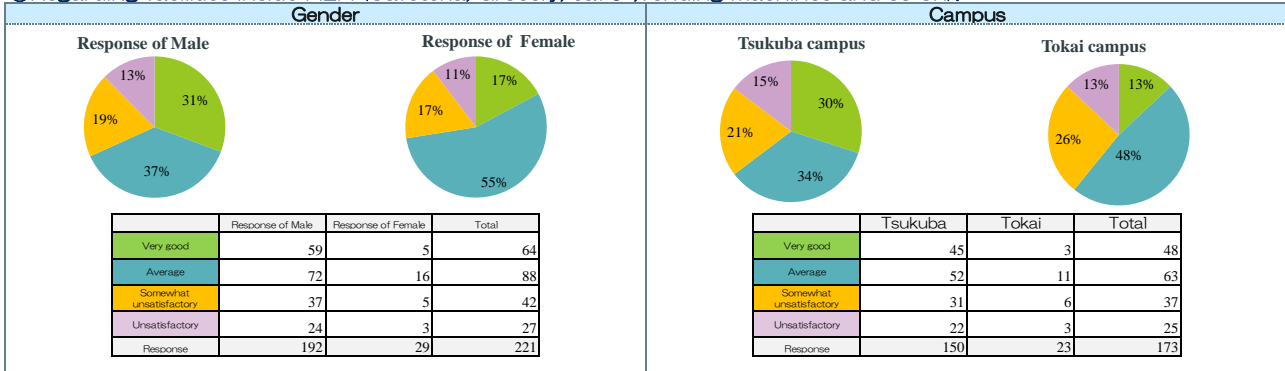
Response	Comments	Response	Comments
3	Fixing room number is too late.	1	Regarding the time of making payment of accommodation fee.
2	Request of extending booking period.	1	It is troublesome that we need to have a contact person when booking.
2	It is difficult to grasp how crowded it is.	1	It is difficult to figure out the waiting.
2	It is difficult to book when there is a meeting or collaboration.	1	How to receive keys and confirmed room No. when the dormitory desk is closed.
2	It is difficult to understand the English version.		
1	It is bizarre to switch rooms.		
1	It is inconvenient to book during renewal period.		
1	Request of changing the travel itinerary on web.		
1	The procedure of booking and travel expenses is cumbersome.		

#### Bad

- ☹️ I hope to book dormitory more than 45 days before. Hopefully about 60days.
- 😞 We receive a confirmation mail of fixing room number late at night.
- 😡 Seems to be bizarre. The switching of rooms is crazy. Study how other laboratories or hotels work, please
- 😞 There are some inconveniences when booking accommodation for a trans-FY period
- 😞 I hope to change my travel itinerary on web when visiting KEK. It is troublesome to contact UO and when I'm not able to contact them on weekend it is wasting money of accommodation fee
- 😞 It should be emphasized that if someone chose [accommodation], he/she can't receive the support of travel expenses.
- 😞 It is sometimes difficult to book. It should be displayed somehow when there is an event or other functions.
- 😞 Waiting system is difficult to understand.
- 😡 The dormitory is always full when there is a big collaboration meeting. Do something with it
- 😞 English is sometimes difficult to understand, especially concerning the logic of the procedure.  
It is also difficult to know if a room is actually booked or not.
- 😞 It has been improved but I sometimes get lost of getting dormitory keys or confirming room number.

#### 4. Regarding facilities and equipment

##### ② Regarding facilities inside KEK (Cafeteria, Grocery, café, vending machines and so on).



Response	Comments	Response	Comments
13	Request for improving the opening hours.	2	Request for vending machines with e-money.
7	Request for improvement of the quality of food.	2	The cafeteria is often out of food.
6	Request for opening on holidays.	1	Request for being able to use foreign countries' cash cards at ATM.
4	Request for food vending machines.	1	Request for food other than fried food at the café.
4	More variety of menus.	1	Request for installing microwaves(J-Lounge of MLF)
3	Request for installing a grocery store near experimental halls.	1	The price of food at cafeteria and café is rather high.
3	The food is not tasty.	1	Wish to provide more variety of food at the grocery store.
3	Request for reopening the restaurant.	1	The vending machines are often out of food.
2	Request for installing vending machines.	1	Request for installing a food truck.

#### Bad

- ☹ There is no consideration during PF experiments, especially on holidays.
- ☹ The food situation is very bad. I hope the grocery store is open.
- ☹ Cafeteria and Convenience store close too early
- ☹ Opening hours is too short. I think they don't consider users.
- ☹ There is no food left after noon.
- ☹ The variety of food and taste is not very good comparing with other institutions.
- ☹ I would wish for a few more American- or European-style food choices.
- ☹ I wish there were more food variety, there may be vegetarians or halal.
- ☹ The food is bad comparing CERN and DESY.
- ☹ I wish there were more vending machines of food.
- ☹ I really miss the lunch at the KEK restaurant.

#### Good

- 😊 all these facilities are very convenient, please keep them !
- 😊 To be able to have meals at the café on weekends is wonderful.
- 😊 There was a time when food was out but situation is getting better.
- 😊 It is very helpful that the café is open until 9 o'clock at night.

## ◇From Users Office

Here are some responses to the comments.

### ①Regarding the improvement of dietary environment(Tsukuba campus)

There are some requests for wishing to extend the business hours of restaurants and café.  
It is difficult to meet those requests due to the budget constraint, however we'll install a vending machine of convenience store from April 2, 2016. It will provide breads, lunch boxes, rice balls and so on.  
Look for a new service!

[http://www.family.co.jp/company/auto\\_cvs/about.html](http://www.family.co.jp/company/auto_cvs/about.html) (Japanese)

Also, the café will continue to have a service on weekend.

Vending machine of convenience store  
[http://www.family.co.jp/company/auto\\_cvs/about.html](http://www.family.co.jp/company/auto_cvs/about.html) (Japanese)



### ②Regarding bicycles(Tsukuba campus)

Comments: I couldn't rent any bikes. Need more bikes

Improvement: We have increased the number of bikes. **Added 25 bikes to 30 bikes at the Users Office and 3 bikes to 5 bikes at the dormitory.** Plan to add more bikes in the future.

Comments: I sometimes find bikes with poor maintenance.

Improvement: We'll be more careful of checking up. Please inform Users Office when finding any troubles.

\*There are a couple of bicycle pumps at the Users Office and dormitory. Please feel free to use one.

### ③Regarding linens and slippers at dormitory (Tsukuba campus)

Comments: I would like to have clean linens every day or more often than every three days.

Suggestions: If we change the lines more often, the fee of dormitory would be raised. Please use the washing machines.

For the bathroom mats, We have provided the extra ones for change.

Comments: I can't receive clean linens when I have a night shift.

Suggestions: Please ask a superintendent for clean linens.

Comments: Slippers seem poor hygiene.

Improvement: We have a plan to collect used slippers and disinfect them. You'll receive clean pair when you check in.

### ④Renting items(Tsukuba campus • Tokai campus)

<Tsukuba>Comments: I want to rent a humidifier or an air cleaner.

I can't sleep because my room is too cold.

Improvement: We'll provide some humidifiers, air cleaners and oil heaters for rent and extra blankets

Ask a superintendent for one. However, there is a limit of numbers.

Please understand if there aren't any.

<Tokai>There are some request of renting a humidifier.

Some humidifiers will be installed at the Tokai dormitory. Please ask for one.

## Improvements we have done so far



The cleaning workers often ignore the 'Don't disturb' tag.

We asked the cleaning workers to make sure to confirm the [Don't disturb] tag.



The entrance door was full opened when there was a warning of bees. The doors shouldn't be opened in the summer time.

We asked the superintendent to check the situation when he opens the door and not to leave the door open when there might be bees around.



The unprovided items at the dormitory should be mentioned on the web page.

We have posted the information related to items provided at the dormitory on the homepage.



I think it is difficult to find fliers at the dormitory for new comers.

We have changed the place to put fliers where easy to see at the dormitory.



I think the bus timetables should be bigger and displayed on each place such as the entrance of dormitory, the hallway in the radiation-control main office and so on.

We have posted the time schedule at the bulletin board and provided the collection of (Web)links and QR code at the dormitory.



Tsukuba and Tokai dormitories have plans to implement other remediation measures considering your comments.

Please look for more improvement in the future !