

NHERI User Satisfaction Survey of General DesignSafe Users Results
2019

Maggie Chamberlain, M.A., and Liesel Ritchie, Ph.D.
Oklahoma State University
Center for the Study of Disasters and Extreme Events

and

Department of Sociology

Funded by the National Science Foundation, CMMI-1612144.

October 31st, 2019

NHERI USER SATISFACTION RESEARCH.....	3
YEAR THREE USER SATISFACTION SURVEY	3
OVERALL FINDINGS SUMMARY	3
ITEM-LEVEL DATA.....	4
Q3-WHICH OF THE FOLLOWING BEST DESCRIBES YOUR CURRENT POSITION IN THE PROPOSAL PROCESS FOR NHERI FACILITIES AND RESOURCES (N=26)	4
Q4-HOW MANY PROPOSALS HAVE YOU PREPARED THAT USED NHERI FACILITIES AND RESOURCES? (N=21)	5
Q5-HOW MANY FACILITIES ARE YOU USING/HAVE YOU USED? (N=21).....	6
Q6-HOW MANY FACILITIES ARE YOU WRITING PROPOSALS FOR? (N=20)	6
Q7-WHICH OF THE FOLLOWING BEST DESCRIBES HOW YOU INTEND TO UTILIZE NHERI FACILITIES AND RESOURCES? (N=26)	7
Q8A-INFORMATION ABOUT NHERI FACILITIES AND RESOURCES IS READILY ACCESSIBLE (N=21).....	8
Q8B-INFORMATION ABOUT NHERI FACILITIES AND RESOURCES IS COMPREHENSIVE (N=21).....	8
Q11-NHERI EXPERIMENTAL FACILITY STAFF HAS PROVIDED USEFUL FEEDBACK ON PROPOSED/ONGOING/COMPLETED TESTS. (N=19)	9
Q12-THE PROCESS OF SCHEDULING FACILITIES MATCHES MY EXPECTATIONS. (N=19)	10
Q13-THE AVAILABLE TRAINING FOR THE FACILITY’S EQUIPMENT MEETS MY NEEDS. (N=19)	11
Q14-TECHNICAL SUPPORT FOR THE FACILITY’S EQUIPMENT MEETS MY NEEDS. (N=19).....	12
Q15-DO YOU HAVE ANY ADDITIONAL COMMENTS ABOUT NHERI FACILITIES’ AND RESOURCES’ STAFF, SCHEDULING, AND EQUIPMENT?	13
Q17-HAVE YOU PARTICIPATED IN ANY OF THE PROPOSAL WRITING WORKSHOPS AND/OR SEMINARS, OR UTILIZED NHERI SUPPORT RESOURCES? (N=19)	13
Q18-HAVE YOU REQUESTED ASSISTANCE FROM NHERI AS YOU WRITE YOUR PROPOSAL? (N=19)	14
Q19-HAS THE ASSISTANCE YOU RECEIVED BEEN HELPFUL? (N=7)	14
Q20-HOW MANY TIMES A MONTH, ON AVERAGE, DO YOU USE DESIGNSAFE AND OTHER NHERI ONLINE RESOURCES AND TOOLS? (N=13).....	15
Q22A-THE PROCESS OF UPLOADING MY DATA IS EASY TO COMPLETE. (N=16).....	16
Q22B-THE PROCESS OF ADDING METADATA MATCHES MY EXPECTATIONS. (N=16).....	16
Q23-REGARDING NHERI DATA: (N=21)	17
Q24-DO YOU HAVE ANY ADDITIONAL COMMENTS REGARDING NHERI DATA? (N=7)	20
Q26A-THE TRAINING AVAILABLE FOR ONLINE RESOURCES AND TOOLS MEETS MY NEEDS. (N=21)	21
Q26B-THE TECHNICAL SUPPORT FOR ONLINE RESOURCES AND TOOLS MEETS MY NEEDS. (N=21).....	21
Q27-WHAT IS THE IMPORTANT CHANGE TO NHERI’S SERVICES, TOOLS, AND RESOURCES THAT WOULD IMPROVE YOUR EXPERIENCE WITH THEM? (N=8)	22
Q28-WHAT SERVICE, TOOL, OR RESOURCE NOT CURRENTLY IN NHERI SHOULD BE ADDED? WHAT NEED IS THIS GOING TO MEET? (N=5)	22
Q30-OF THE FOLLOWING WHICH WOULD YOU BE MOST INTERESTED IN PARTICIPATING IN OR USING (PLEASE CLICK AND DRAG TO RANK FROM MOST INTERESTED [1] TO LEAST INTERESTED [5]). (N=19)	23
Q31-INFORMATION REGARDING NHERI IS DISTRIBUTED AT A USEFUL RATE AND QUANTITY. (N=20)	26
Q32-THE INFORMATION REGARDING NHERI IN DESIGNSAFE IS USEFUL. (N=21).....	27
Q33 - HAVE YOU BEEN MADE AWARE OF THE NHERI SCIENCE PLAN? (N=21)	28
Q34-PLEASE INDICATE ALL OF THE WAYS IN WHICH YOU HAVE USED THE NHERI SCIENCE PLAN (SELECT ALL THAT APPLY). (N=21)	28
Q35-DO YOU HAVE ANY ADDITIONAL COMMENTS REGARDING NHERI SERVICES AND INFORMATION? (N=2)	29
Q36-DO YOU HAVE ANY FINAL COMMENTS REGARDING NHERI FACILITIES AND RESOURCES? (N=3).....	29
APPENDIX A-SURVEY INSTRUMENT	30
APPENDIX B – COMPREHENSIVE QUALITATIVE RESPONSE DATA BY QUESTION	36

NHERI User Satisfaction Research

The National Science Foundation (NSF) requires the Natural Hazards Engineering Research Infrastructure (NHERI) to conduct user satisfaction research yearly for the first five years of the NHERI program. This survey was conducted by the User Forum committee to fulfill this requirement for the third year of the program.

Year Three User Satisfaction Survey

The 2019 survey instrument was identical to the 2018 version. Questions featured mixed response options which yielded both qualitative and quantitative data. Building on feedback from the 2018 survey, the committee opted to send the 2019 survey to two targeted populations. The first population included known NHERI facility users. The second population included a broader group of NHERI users identified through NHERI and related contact lists. Separating these groups allowed for comparative analysis and gave room to more appropriately consider substantive feedback from both user groups. This report discusses results particular to the broader group of NHERI users, from here on referred to as the general NHERI user list. Using the online survey software, Qualtrics, the committee collected data from May 23rd, 2019 to July 1st, 2019. Three messages were sent by the NHERI leadership to NHERI users inviting participation and as reminders to complete the survey. Invitations were sent to 2946 known NHERI site users that opted in to contact through DesignSafe. Forty-eight users began the survey, and 47 agreed to participate yielding a response rate of 1.59%. Of those 47 who agreed to participate, between 2 and 26 answered questions.

Overall Findings Summary

The 2019 survey was constructed to yield both quantitative and qualitative data. Feedback based upon quantitative data suggest respondents had positive experiences and feedback for NHERI facilities and resources from the general user group, though a notable proportion of respondents were unable to substantively answer questions. Thus, results across the board contain higher rates for 'Neutral' and 'Not Applicable/Cannot Rate' responses. This difference in meaningful responses between this report and the report from known NHERI site users must be noted when considering how the findings can be used to improve NHERI's offerings.

Regarding interaction with and utilization of NHERI facilities and resources, 30.77% of respondents had no plans to submit proposals to NHERI, while the remaining 69.23% reported being at various stages in the proposal and research process. Additionally, a majority of respondents reported wanting to access, use and produce data with the remaining minority indicating they only intended to utilize pre-existing data.

In the areas of information about NHERI facilities and resources, NHERI staff, scheduling, equipment, support resources, data utilization and interface, and online resources and tools, respondent feedback was generally more positive than in 2018. Additionally, a number of questions from the 2017 and 2018 user satisfaction surveys were repeated in 2019; at basic levels, respondent feedback in 2019 on those questions was more positive than it was in previous years.

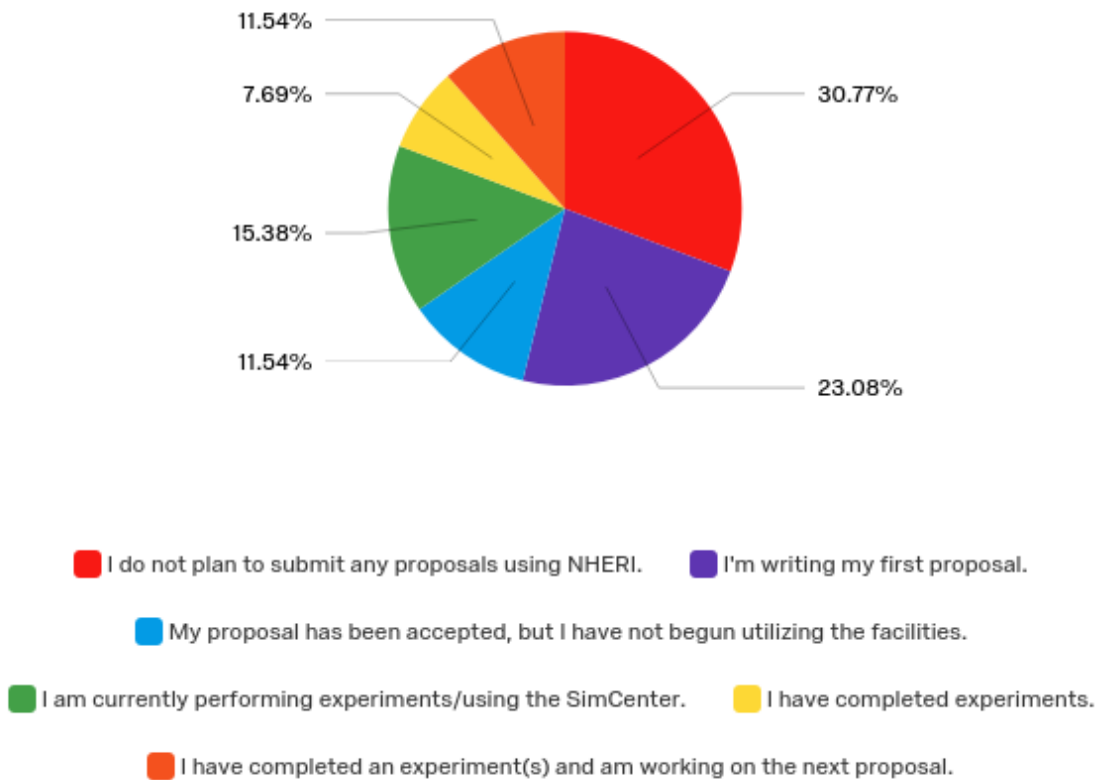
Qualitative data largely included suggestions for ways in which NHERI can enhance the user experience, with a majority of such responses concerning data accessibility, formatting, and download speed. Additional qualitative responses were overwhelmingly positive, with respondents praising NHERI's initiatives and impacts.

Given the low survey response rate and the limited number of respondents, care should be given to putting too much emphasis on both qualitative and quantitative findings presented here. These findings are discussed in more depth in the following sections, which provide detailed item-level data. Copies of the survey instrument and comprehensive qualitative data are attached to this report as Appendices A and B.

Item-Level Data

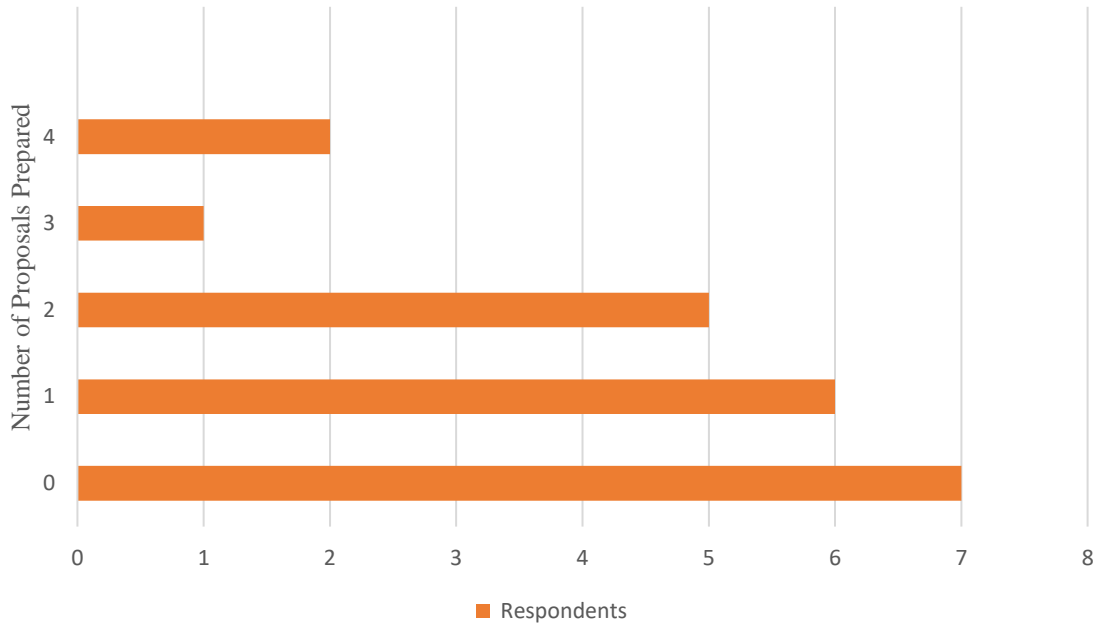
This section provides detailed, question-level data. Questions one and two in the survey dealt with informed consent and agreement to participate, and have been excluded from this section.

Q3-Which of the following best describes your current position in the proposal process for NHERI Facilities and Resources (N=26)



This question was added to the user satisfaction survey in 2018 in order to provide more details about the NHERI user group’s interaction with NHERI. Of the respondents, 30.77% did not plan to submit a proposal through NHERI, 23.08% were writing their first proposal, and the remaining 46.16% respondents report being at various stages in the experiment and proposal process.

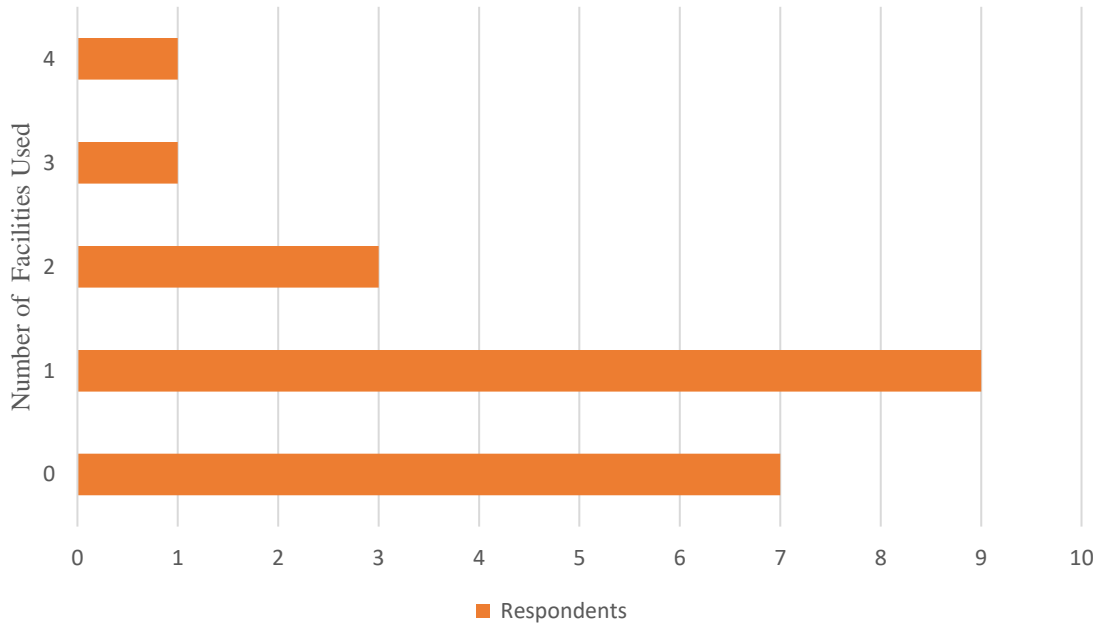
Q4-How many proposals have you prepared that used NHERI Facilities and Resources? (N=21)



In 2019, seven (33%) respondents had not prepared any proposals using NHERI facilities and resources. Six respondents prepared a single proposal, five respondents prepared two proposals, one respondent prepared three proposals, and two respondents prepared four proposals.

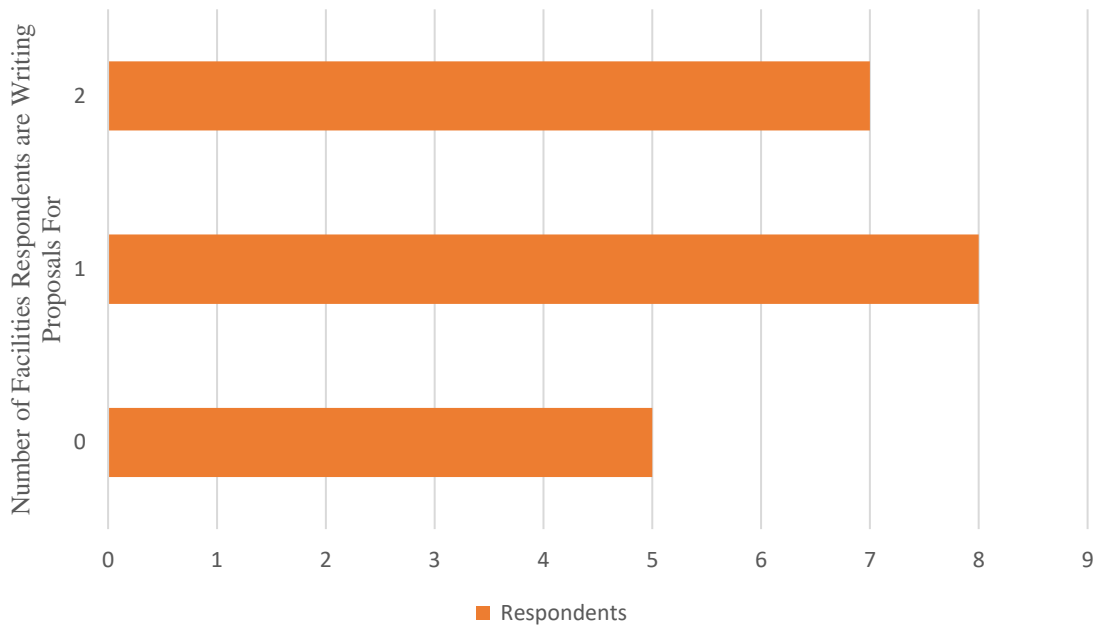
[THIS SPACE INTENTIONALLY LEFT BLANK]

Q5-How many facilities are you using/have you used? (N=21)



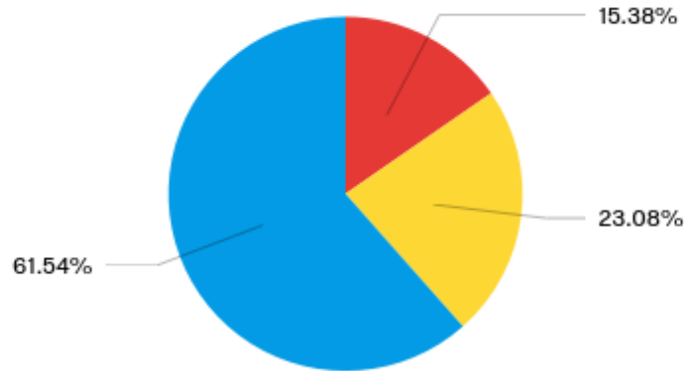
Seven respondents reported not using any facility, nine respondents reported using a single facility, three respondents reported using two facilities, and only one respondent reported using three and four facilities.

Q6-How many facilities are you writing proposals for? (N=20)



Five respondents reported writing a proposal for no facilities, eight respondents reported writing a proposal for one facility, and seven respondents reported writing a proposal for two facilities.

Q7-Which of the following best describes how you intend to utilize NHERI Facilities and Resources? (N=26)



I only want to access and use data that has already been uploaded.

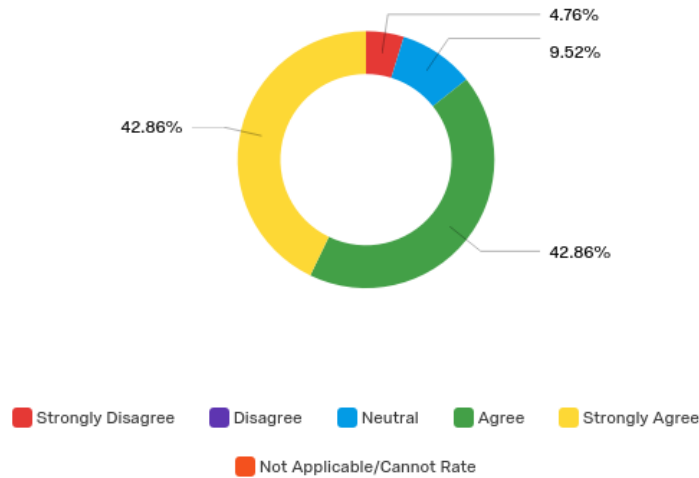
I intend to produce and upload original data.

I want to both access and use data, and produce and upload original data.

Most respondents (61.54%) reported wanting to both access and use data, and produce and upload original data. A smaller percentage of respondents (23.08%) reported intending to produce and upload original data, while the smallest percentage of respondents (15.38%) reported only wanting to access and use data that has already been uploaded.

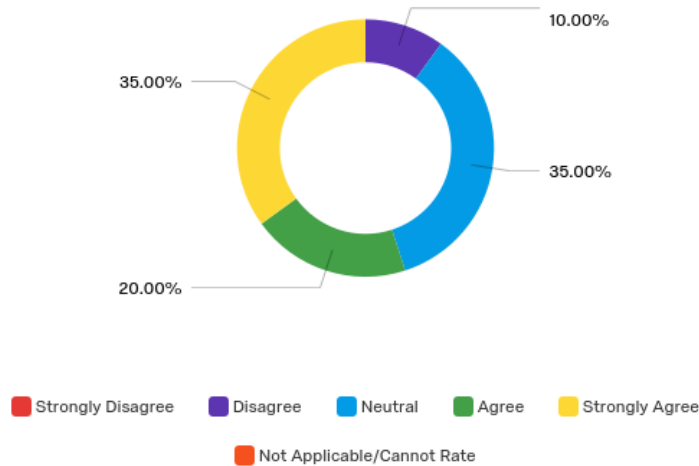
[THIS SPACE INTENTIONALLY LEFT BLANK]

Q8A-Information about NHERI Facilities and Resources is Readily Accessible (N=21)



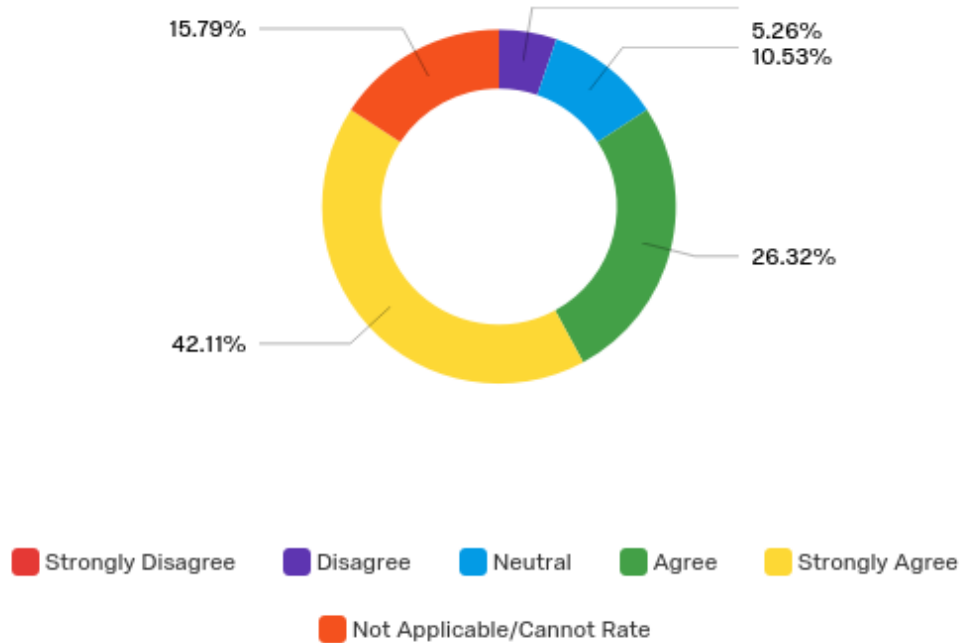
A majority of respondents indicated they Agreed (42.86%) or Strongly Agreed (42.86%) that Information about NHERI Facilities and Resources are Readily Accessible. A smaller proportion of responses were Neutral (9.52%) or Cannot Rate (4.76%) this statement, and no respondents Disagreed or Strongly Disagreed with this statement.

Q8B-Information about NHERI Facilities and Resources is Comprehensive (N=21)



A majority of respondents indicated that they Strongly Agreed (35.00%) or Agreed (20.00%) with the statement that Information about NHERI Facilities and Resources is Comprehensive. A smaller but similar proportion of respondents was Neutral (35.00%) to this statement, and the smallest proportion of respondents Disagreed (10.00%) with this statement. No respondents Strongly Disagreed with this statement.

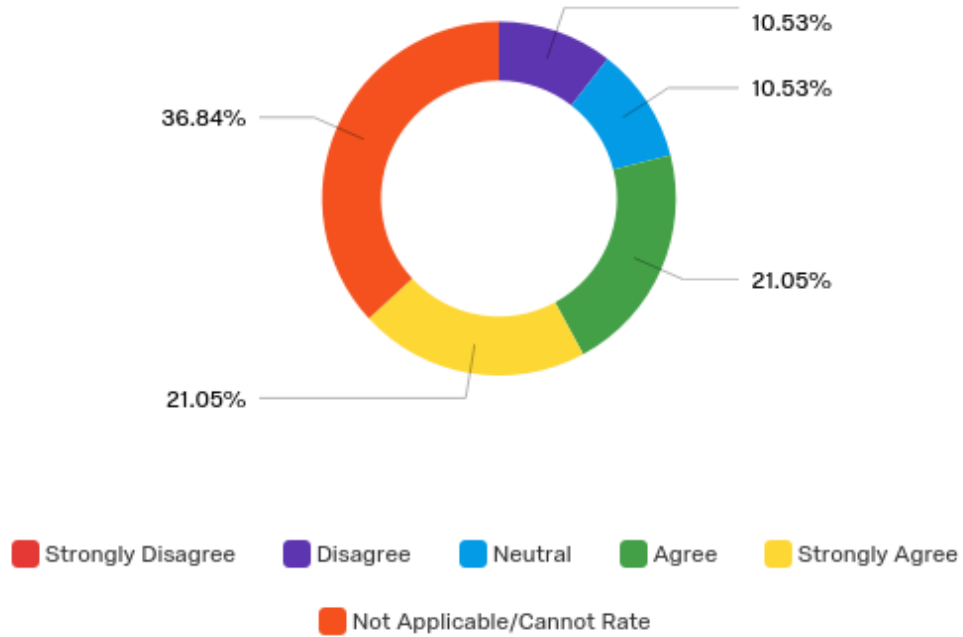
Q11-NHERI experimental facility staff has provided useful feedback on proposed/ongoing/completed tests. (N=19)



Most respondents Strongly Agreed (42.11%) or Agreed (26.32%) that NHERI experimental staff provided useful feedback, with a smaller proportion of respondents indicating they were Neutral to (10.53%) this statement or indicated it was Not Applicable/Cannot Rate (15.79 %). The smallest percentage of respondents Disagreed with this statement (5.26%) and no respondents Strongly Disagreed with this statement.

[THIS SPACE INTENTIONALLY LEFT BLANK]

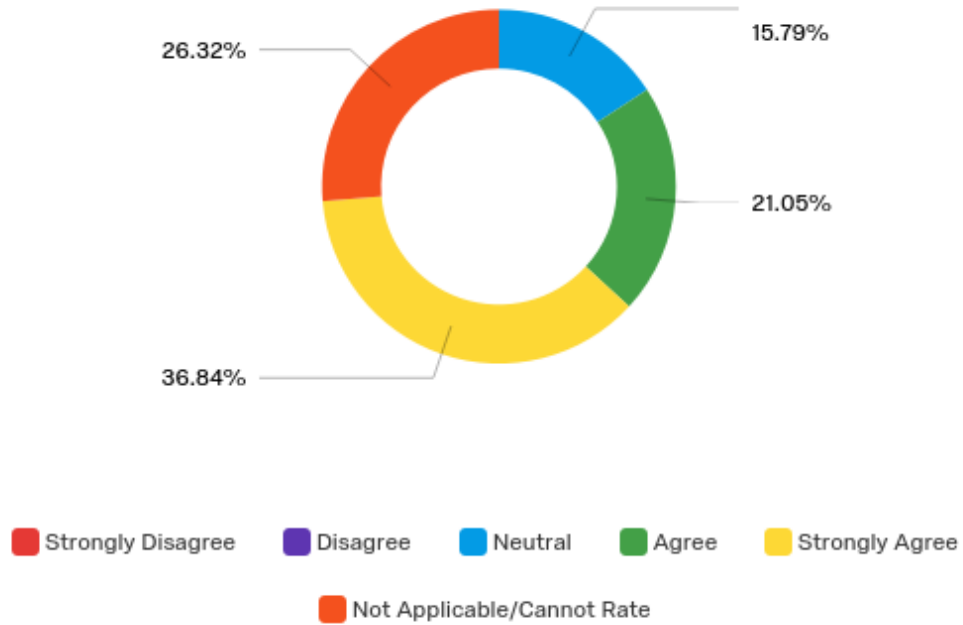
Q12-The process of scheduling facilities matches my expectations. (N=19)



This question was featured on the 2017 and 2018 surveys. Just over 40% of respondents Strongly Agreed (21.05%) or Agreed (21.05%) that the process of scheduling facilities matched their expectations. A similar percentage of respondents could not rate (36.84%) or are Neutral (10.53%) to this statement. Finally, 10.53% of respondents Disagreed with this statement.

[THIS SPACE INTENTIONALLY LEFT BLANK]

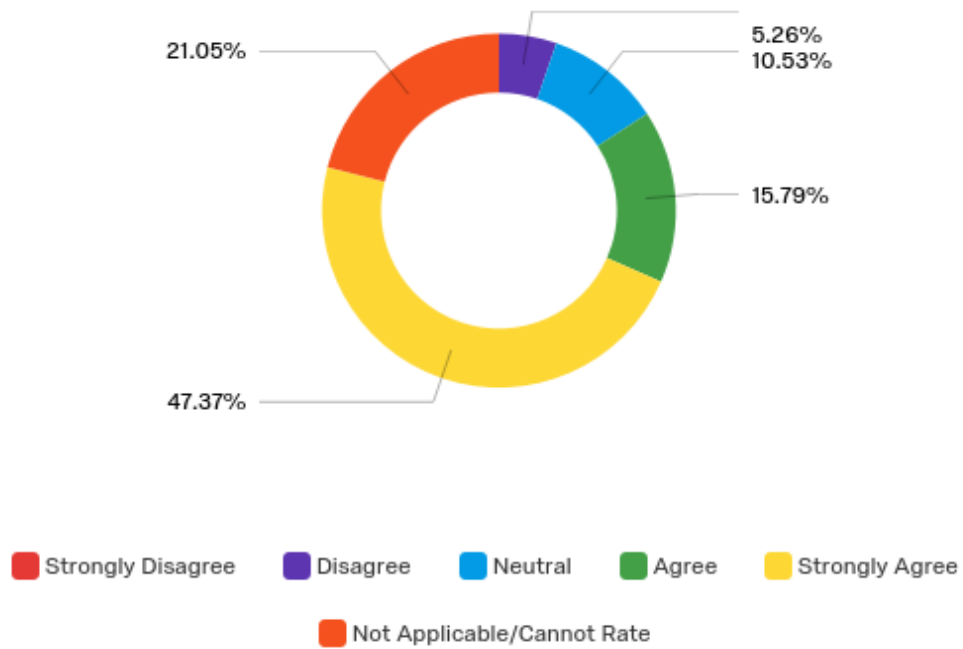
Q13-The available training for the facility’s equipment meets my needs. (N=19)



This question was also featured on the previous versions of this survey. A slight majority of respondents Strongly Agreed (36.84%) or Agreed (21.05%) that the available training for the facility’s equipment meets their needs. Remaining respondents were either Neutral (15.79%) to this statement or indicated it was Not Applicable/Cannot Rate (26.32%). No respondents Disagreed or Strongly Disagreed with this statement.

[THIS SPACE INTENTIONALLY LEFT BLANK]

Q14-Technical support for the facility's equipment meets my needs. (N=19)



This question was also featured on previous surveys. A majority of respondents Strongly Agreed (47.37%) or Agreed (15.79 %) that technical support for the facility's equipment meets their needs. Just over 30% of respondents could not rate (21.05 %) or were Neutral (10.53%) to this statement. The remaining respondents Disagreed with this statement (5.26%) and no respondents Strongly Disagreed with this statement.

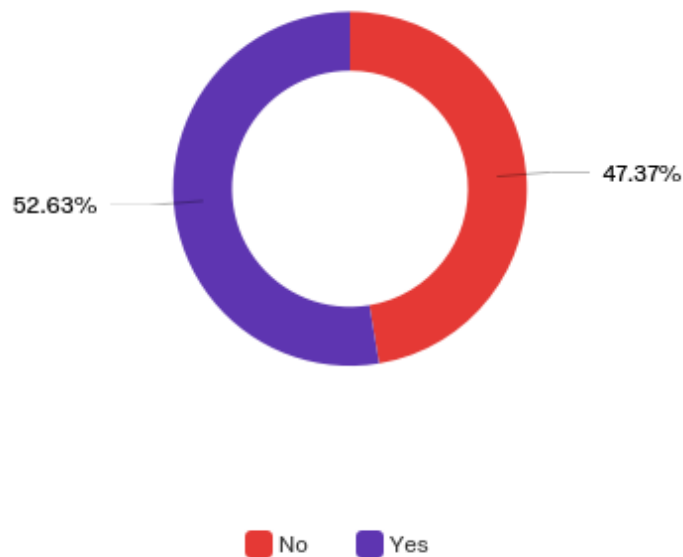
[THIS SPACE INTENTIONALLY LEFT BLANK]

Q15-Do you have any additional comments about NHERI Facilities’ and Resources’ staff, scheduling, and equipment?

Respondents were again asked to provide additional feedback – this time regarding staff, scheduling, and equipment in an open-ended manner. Comments provided for this question did not address NHERI Facilities’ and Resources’ staff, scheduling, and equipment directly.

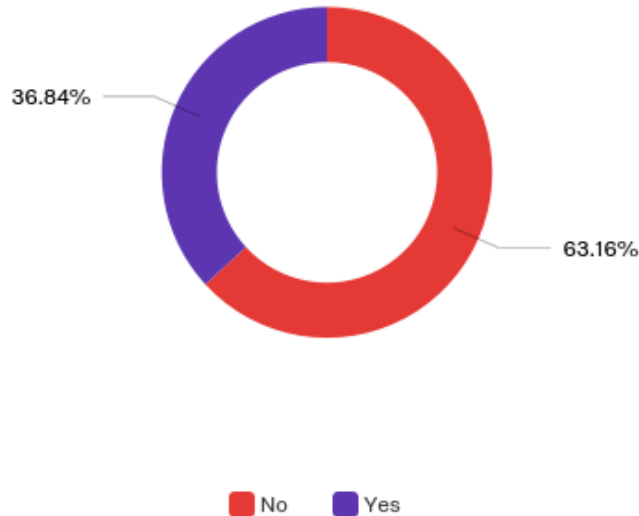
However, one respondent suggested user feedback should be more uniformly collected, noting that not all facilities “conduct exit surveys.”

Q17-Have you participated in any of the proposal writing workshops and/or seminars, or utilized NHERI support resources? (N=19)



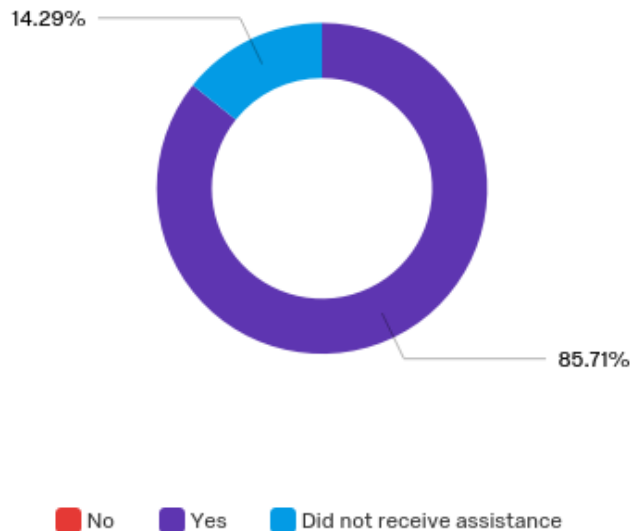
Just over half of respondents (52.63%) reported participating in writing workshops, seminars, or utilizing NHERI support resources. Conversely, just under half of respondents (47.37%) reported not participating in writing workshops, seminars, or utilizing NHERI support resources.

Q18-Have you requested assistance from NHERI as you write your proposal? (N=19)



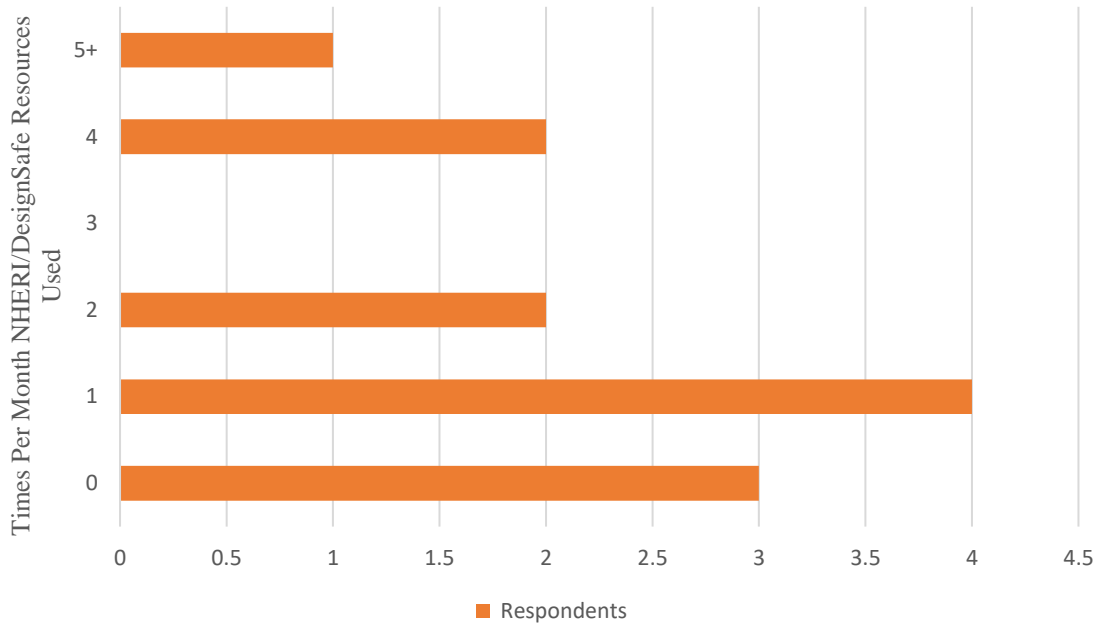
Of the respondents, 36.84% reported requesting assistance from NHERI during the proposal writing process, and the remaining 63.16% did not request assistance. Respondents who indicated they requested assistance were asked a follow up question, discussed below.

Q19-Has the assistance you received been helpful? (N=7)



This question was available only to respondents who indicated they had requested assistance from NHERI during the proposal writing process. Of the seven respondents who requested assistance, six of them (85.71%) received assistance and found the assistance they received helpful. Only one respondent (14.29%) did not receive assistance.

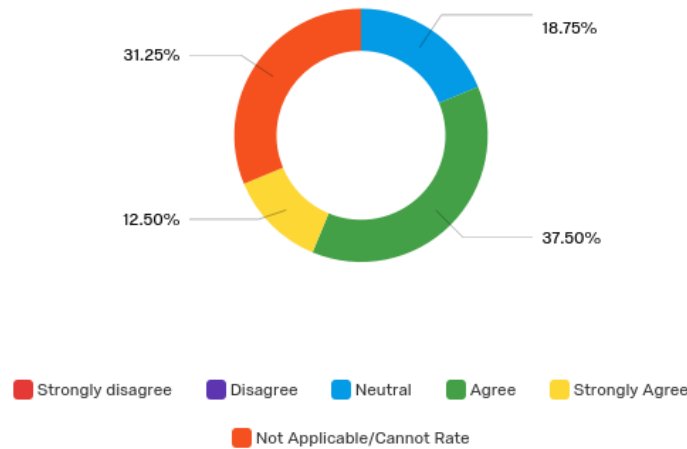
Q20-How many times a month, on average, do you use DesignSafe and other NHERI online resources and tools? (N=13)



Respondents reported using DesignSafe and other NHERI online resources and tools on average two times a month, with responses ranging from zero to ten.

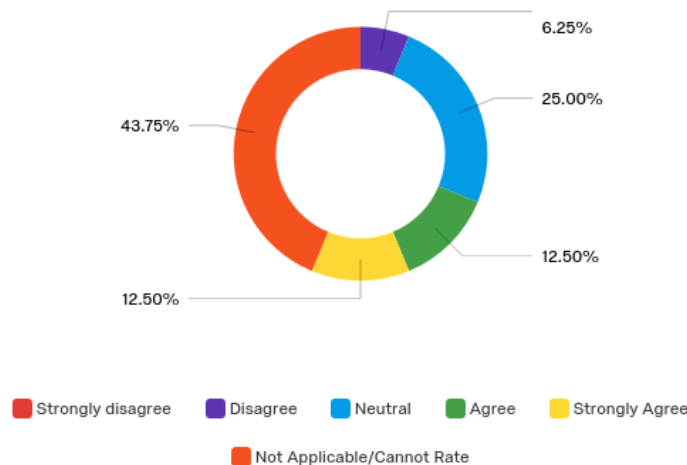
[THIS SPACE INTENTIONALLY LEFT BLANK]

Q22A-The process of uploading my data is easy to complete. (N=16)



Most respondents Agreed (37.50%) or Strongly Agreed (12.50%) that uploading their data is easy to complete. Remaining respondents were Neutral to (18.75%) or could not rate (31.25%) their experience uploading data. No respondents Disagreed (7.14%) or Strongly Disagreed (7.14%) with the statement.

Q22B-The process of adding metadata matches my expectations. (N=16).

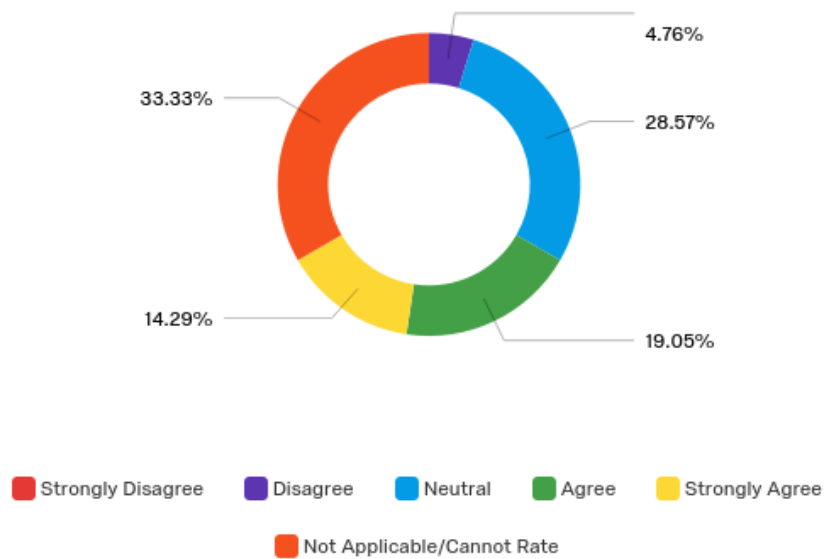


Most respondents could not rate (43.75%) or were Neutral (25%) with regard to the process of adding metadata meeting their expectations. Roughly a quarter of respondents Agreed (12.50%) or Strongly Agreed (12.50%) that the process of uploading metadata met their expectations. Finally, 6.25% of respondents Disagreed that the process of uploading metadata met their expectations, and no respondents Strongly Disagreed with this statement.

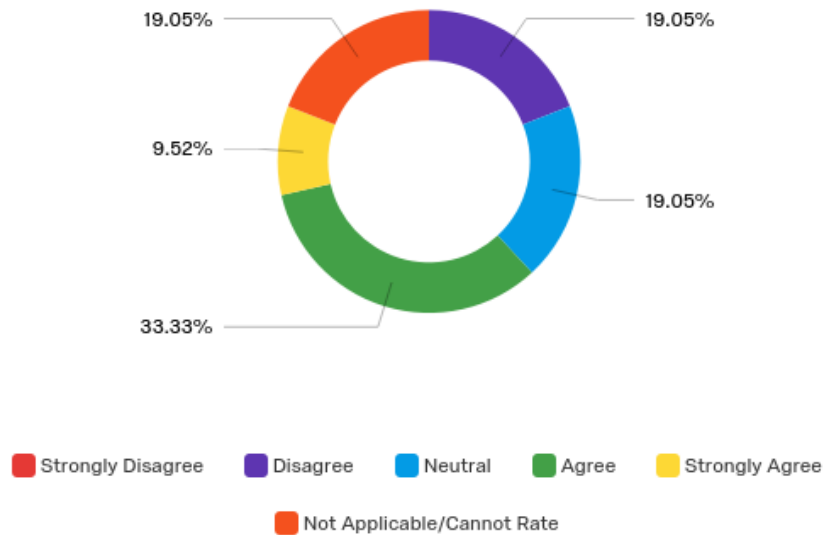
Q23-Regarding NHERI Data: (N=21)

Findings here are generally consistent with responses to corresponding questions from the 2017 and 2018 survey. In each category respondents were more agreeable with each statement than disagreeable, though a sizable portion of all respondents were Neutral to these statements.

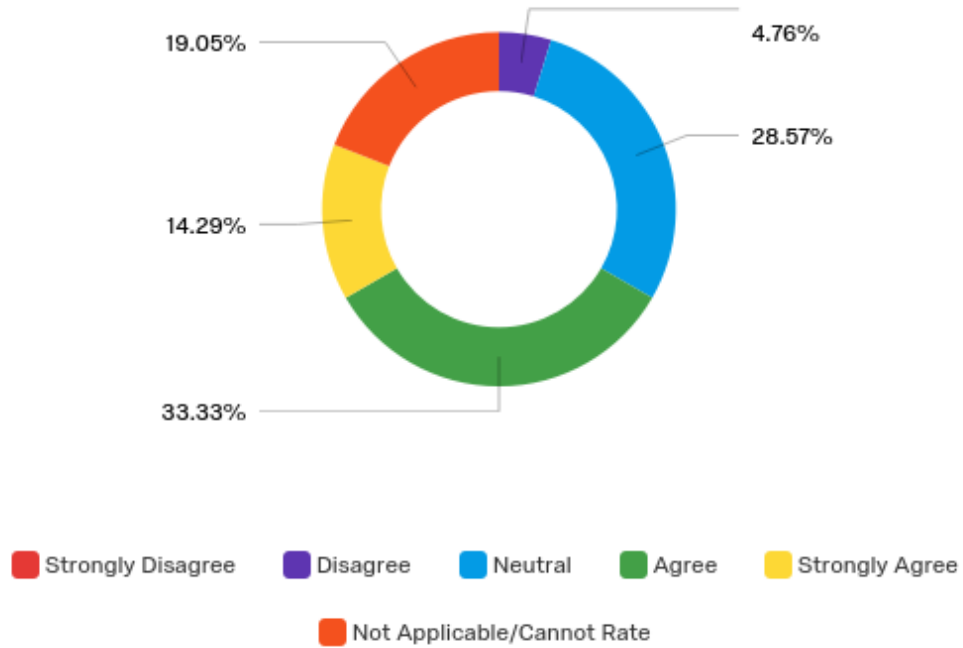
It's easy to locate the data I want from my previous test



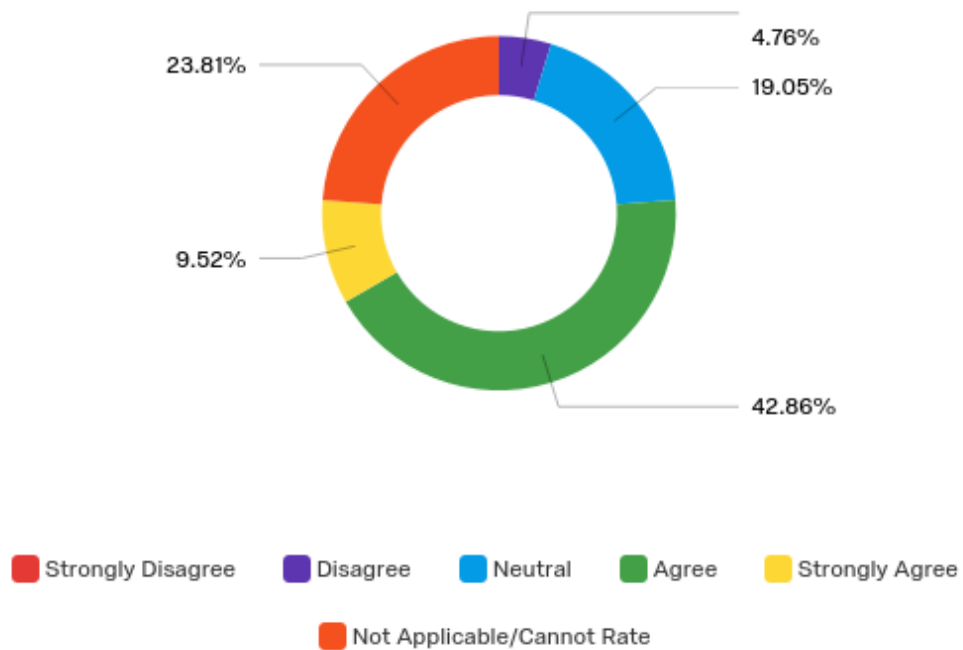
It's easy to locate the data I want from others' test



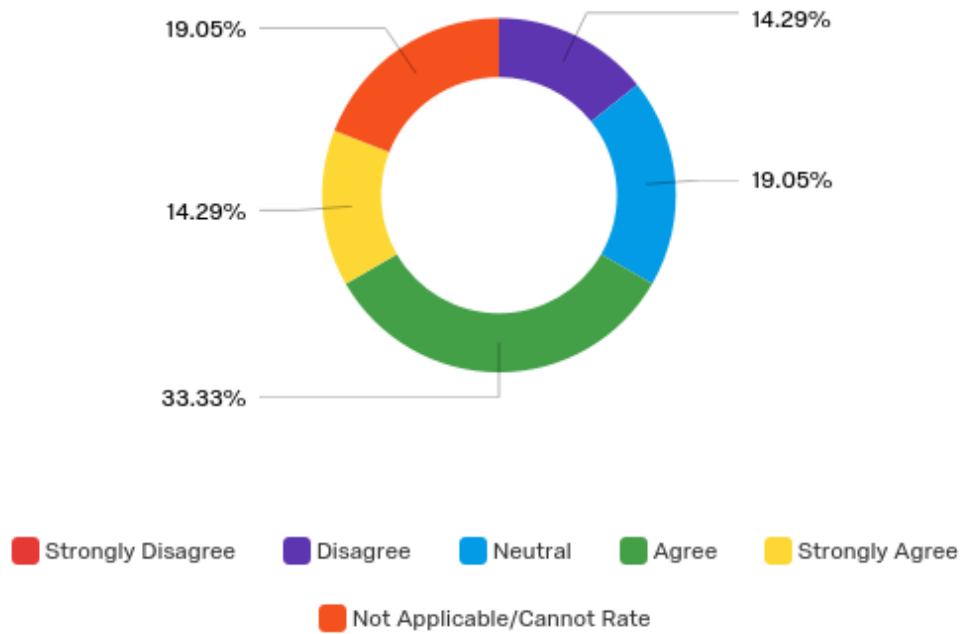
The required format of the archived data is reasonable/logical



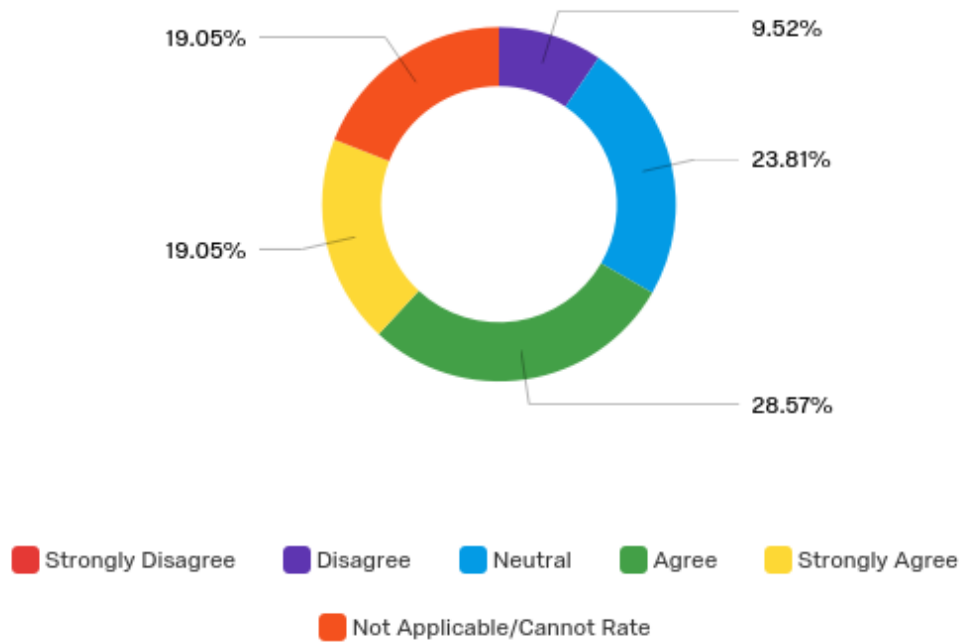
The metadata quality for the archived experimental data is sufficient/logical



The metadata comprehensiveness of the experimental data is sufficient



Data is available for download in useful formats



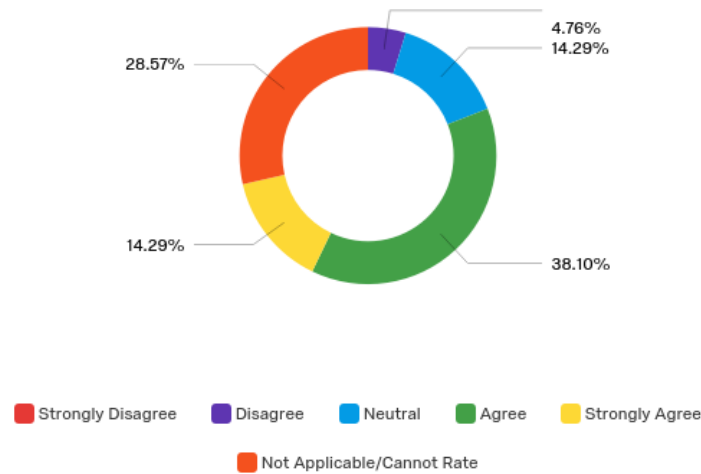
Q24-Do you have any additional comments regarding NHERI data? (N=7)

Participants were also asked to provide comments regarding data. Respondents described challenges with data download operation speed and a desire for “greater flexibility in... the Data Depot.” Additional comments substantively related to the question concern the desire to upload “non ASCII format data, even if additional software is needed.”

These comments should be taken into consideration alongside the mostly positive comments regarding NHERI data accessibility and usability reported on previous questions.

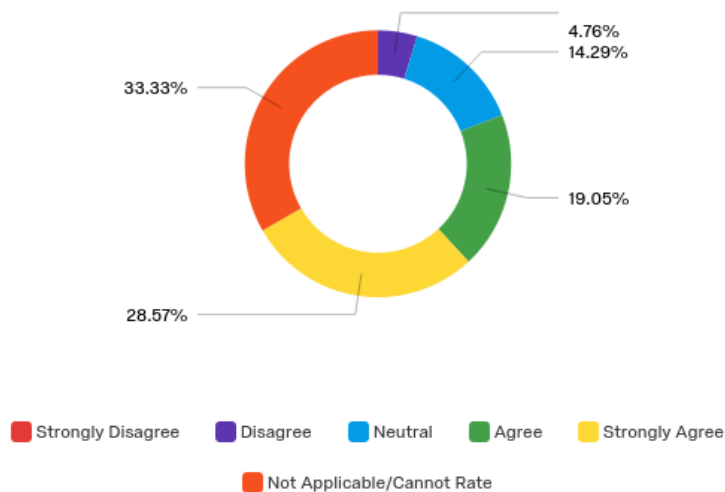
[THIS SPACE INTENTIONALLY LEFT BLANK]

Q26A-The training available for online resources and tools meets my needs. (N=21)



This question was featured on the 2017 and 2018 surveys. Just over half of respondents Agreed (38.10%) or Strongly Agreed (14.29%) with this statement. Only 4.76 % of respondents Disagreed with this statement and no respondents Strongly Disagreed with this statement, compared to 14% in 2018. Of the respondents, 14.29 % were Neutral to this statement while 28.57% could not rate this statement.

Q26B-The technical support for online resources and tools meets my needs. (N=21)



This question was also featured on the 2017 and 2018 survey. Just under half of respondents Agreed (19.05%) or Strongly Agreed (28.57%) that the technical support for NHERI’s online resources and tools meets their needs. A larger portion of respondents were Neutral (14.29%) or Cannot Rate this statement (33.33%), with the remaining respondents indicating they Disagree with this statement (4.76%). No respondents Strongly Disagreed with this statement.

Q27-What is the important change to NHERI’s services, tools, and resources that would improve your experience with them? (N=8)

This open-ended question was designed to illicit qualitative responses that allowed respondents to provide feedback regarding NHERI services, tools, and resources. A few respondents commented on data accessibility and functionality asking for “faster, more powerful ways to handle data,” “better data search functions,” and faster data load times. Improved timeliness of response to tickets was requested, along with online tutorials, help “getting started with applications,” and the addition of an online help desk.

Q28-What service, tool, or resource not currently in NHERI should be added? What need is this going to meet? (N=5)

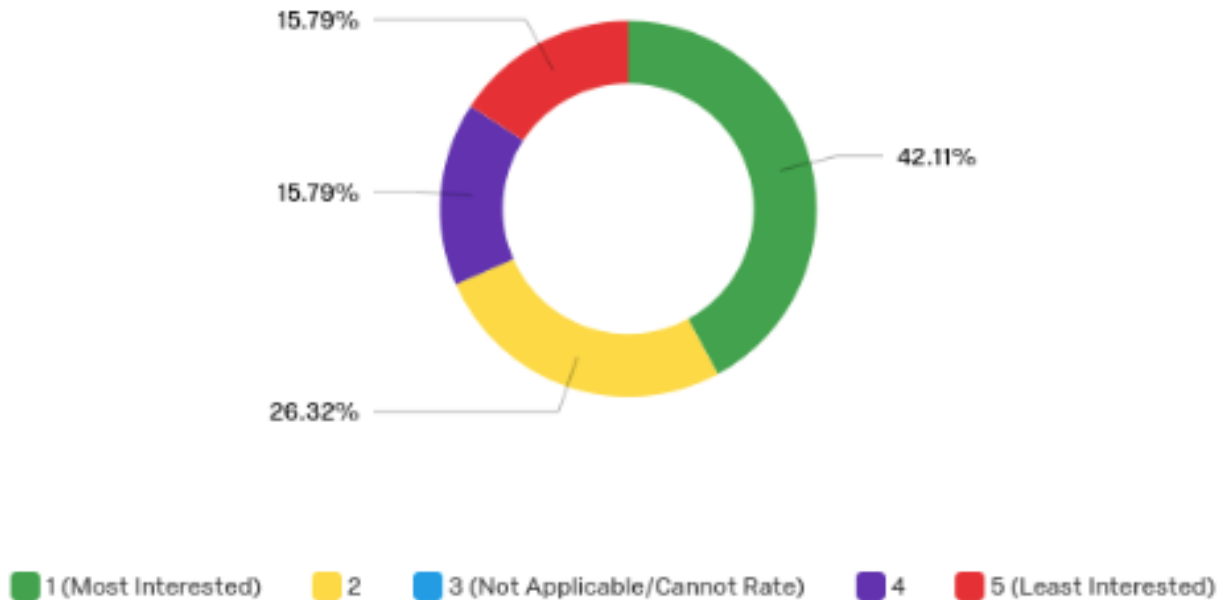
As with Question 27, this open-ended question was designed to illicit qualitative responses that allowed respondents to comment on what service, tool, or resources NHERI should add. Substantive responses suggested adding “databases,” “man-made vibration control,” and the ability to contact funded PIs directly in order to “learn about their experiences.” The lattermost comment regarding contacting funded PIs should be cautiously considered, as contact information for PIs are available through published abstracts. Thus, PI contact information is already accessible through NHERI.

[THIS SPACE INTENTIONALLY LEFT BLANK]

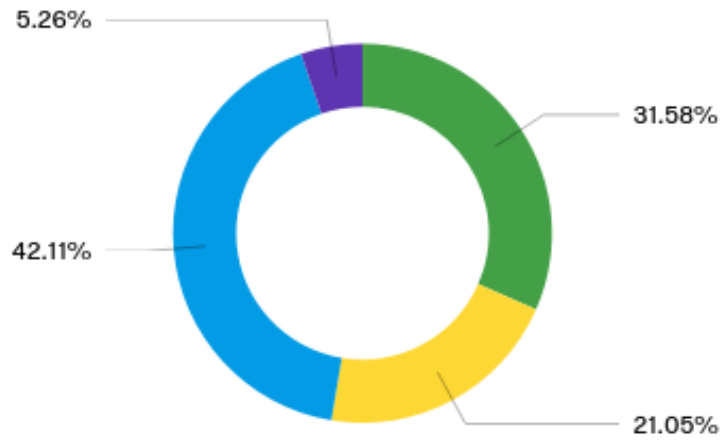
Q30-Of the following which would you be most interested in participating in or using (please click and drag to rank from most interested [1] to least interested [5]). (N=19)

Respondents were asked to rank each of these from most interested [1] to least interested [5]; Responses shown are proportions of sums of respondent rankings to each option, with green and yellow responses displaying the percent of positive responses to each option while purple and red responses display negative responses to each option. Among the general NHERI user list, respondents were most interested in an Annual NHERI workshop, followed by a Calendar of Events/Trainings and a NHERI Newsletter. Smaller percentages of respondents reacted favorably to Video Footage of experiments, and most respondents were least interested in the idea of a NHERI social media group. Specific findings reported below should be considered in light of what resources and tools have been made available for NHERI users since this question was originally drafted. Particularly with regard to a newsletter, calendar of events/training, and social media group.

Annual Workshop for NHERI Researchers

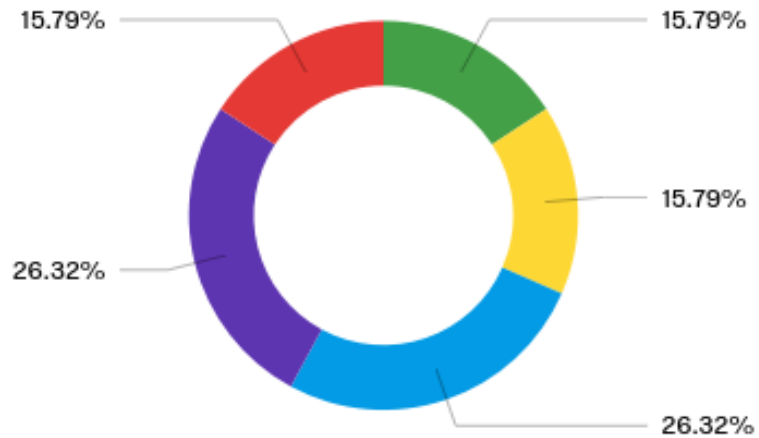


Calendar of Events/Training



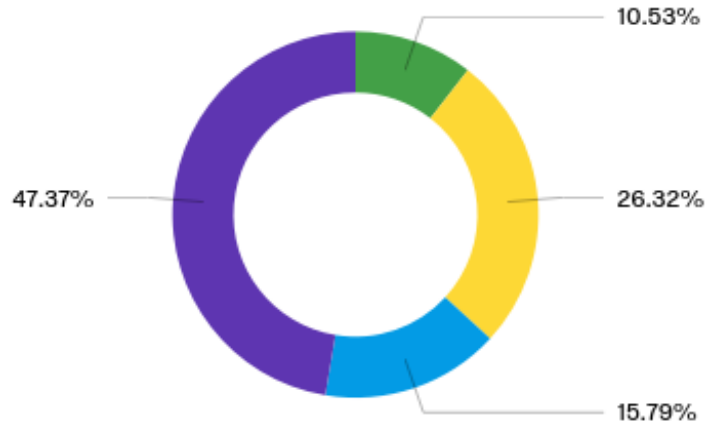
1 (Most Interested) 2 3 (Not Applicable/Cannot Rate) 4 5 (Least Interested)

Video Footage of Experiments



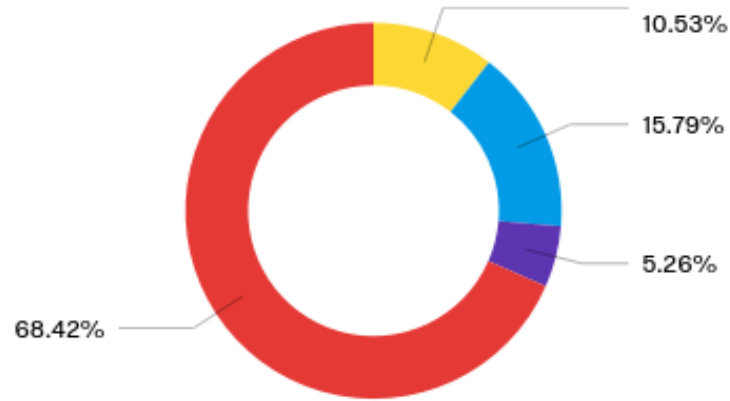
1 (Most Interested) 2 3 (Not Applicable/Cannot Rate) 4 5 (Least Interested)

NHERI Newsletter



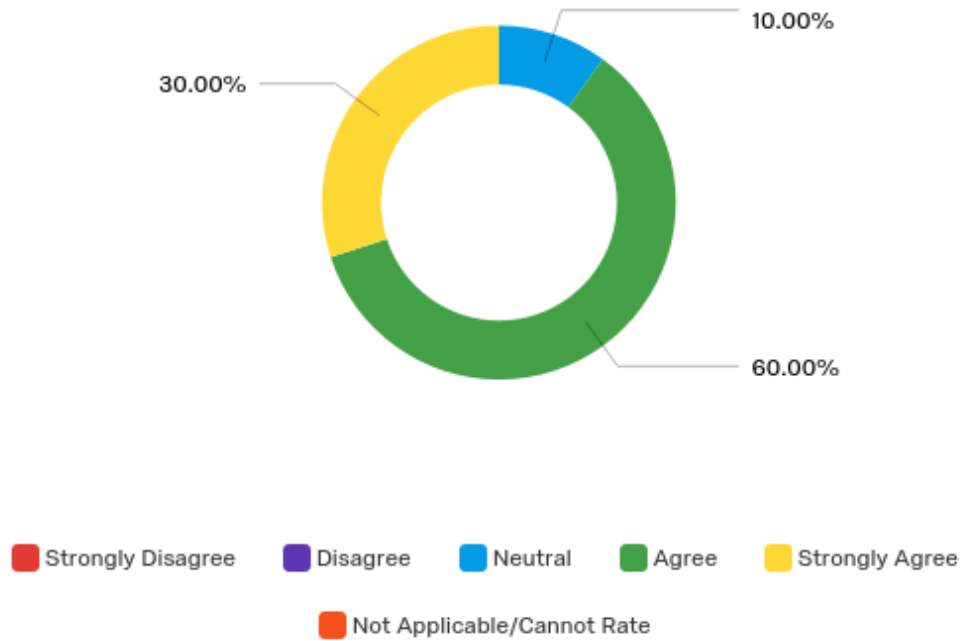
1 (Most Interested) 2 3 (Not Applicable/Cannot Rate) 4 5 (Least Interested)

NHERI Social Media Group



1 (Most Interested) 2 3 (Not Applicable/Cannot Rate) 4 5 (Least Interested)

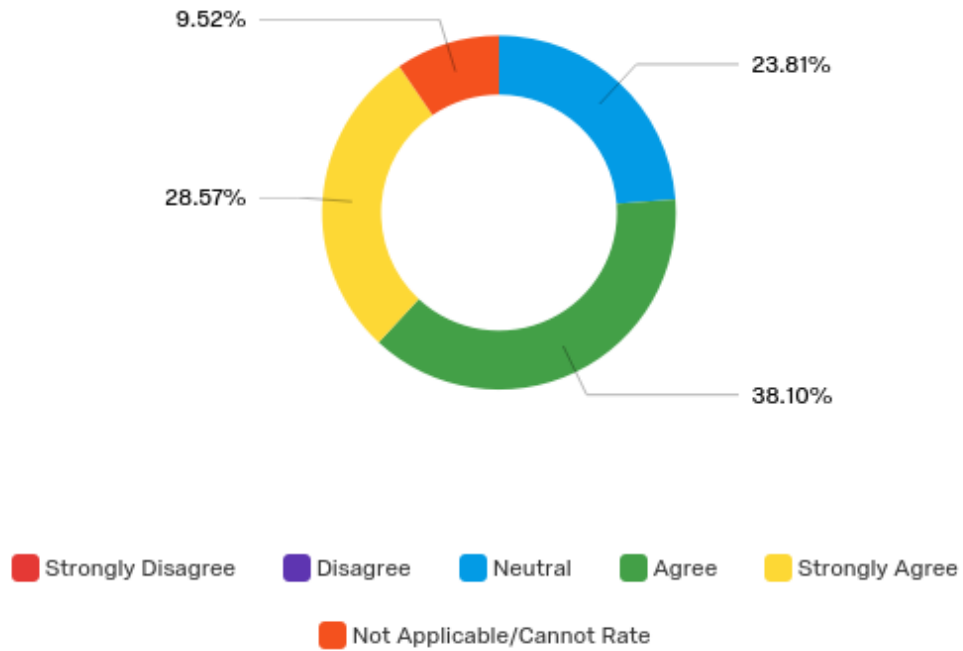
Q31-Information regarding NHERI is distributed at a useful rate and quantity. (N=20)



A Majority of respondents Strongly Agreed (60.00%) or Agreed (30.00%) that the information regarding NHERI is distributed at a useful rate and quantity. The remaining participant responses were Neutral (10.00%) to this statement. No respondents Disagreed, Strongly Disagreed, or found this statement Not Applicable, down from 2018.

[THIS SPACE INTENTIONALLY LEFT BLANK]

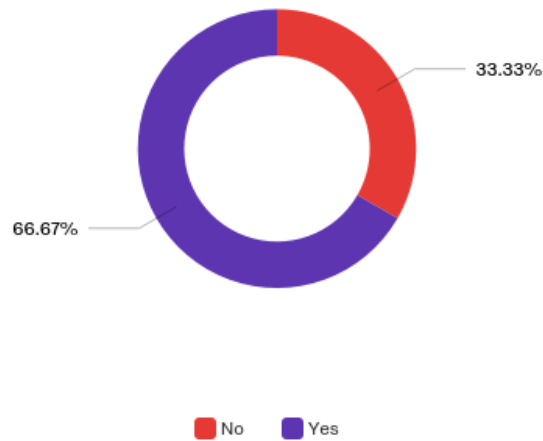
Q32-The information regarding NHERI in DesignSafe is useful. (N=21)



A majority of respondents Strongly Agreed (28.57%) or Agreed (38.10 %) that information regarding NHERI in DesignSafe is useful, while a smaller percentage were Neutral to (23.81%) with this statement. The remaining respondents indicated this statement was Not Applicable/Cannot Rate. No respondents Strongly Disagreed or Disagreed with this statement.

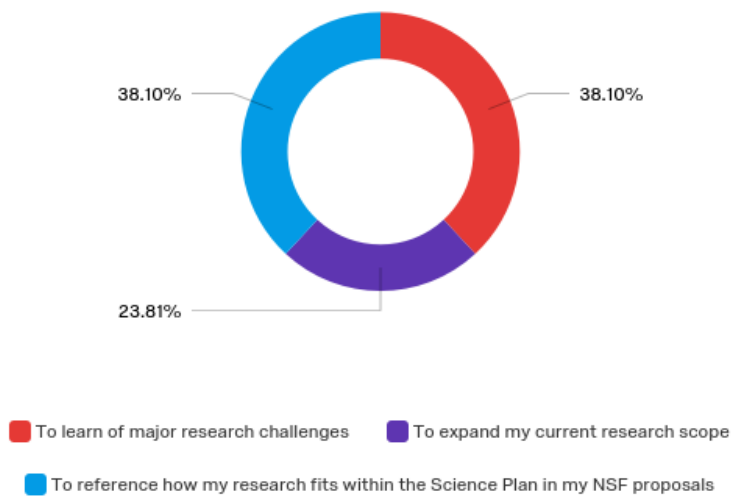
[THIS SPACE INTENTIONALLY LEFT BLANK]

Q33 - Have you been made aware of the NHERI Science Plan? (N=21)



A majority of respondents indicated they have been made aware of the NHERI Science Plan (66.67%).

Q34-Please indicate all of the ways in which you have used the NHERI Science Plan (select all that apply). (N=21)



Respondents indicated they use the NHERI science plan to reference how their research fits within the Science plan in their NSF proposals (38.10%), to learn of major research challenges (38.10%), and then to expand their current research scope (23.81%).

Q35-Do you have any additional comments regarding NHERI services and information? (N=2)

Respondents who opted to answer this open-ended question had positive comments, indicating that NHERI is a “great initiative and there is a lot work to do to disseminate the full potential an create awareness among potential researchers and private industry users.”

Q36-Do you have any final comments regarding NHERI Facilities and Resources? (N=3)

Respondents who opted to answer this open-ended question had positive comments, specifically referencing the UF and FIU wind labs as “producing much needed research” while another respondent asked that NHERI initiate an annual meeting/workshop.

[THIS SPACE INTENTIONALLY LEFT BLANK]

APPENDIX A-Survey Instrument

Q1. Greetings! You have been invited to participate in a user satisfaction survey for the Natural Hazards Engineering Research Infrastructure (NHERI). We greatly appreciate any feedback or comments you may have so that services and user experiences with NHERI may be improved. You will be asked about your experiences using NHERI and related programs, and asked to provide additional feedback should you deem it necessary. Completion of the survey should take approximately 10-15 minutes.

No personal information will be associated with your responses. Your participation is voluntary, and you may withdraw consent and/or discontinue participation at any time. You may skip questions you prefer not to answer.

Would you like to participate?

- a. Yes, I would like to participate in the survey.
- b. No, I would not like to participate in the survey.

Q2. Thank you for your participation. First, we would like to ask you questions regarding how you intend to utilize NHERI Facilities and Resources (i.e., experimental facilities, DesignSafe, and SimCenter; referred to as "Facilities and Resources" for the remainder of the survey).

Q3. Which of the following best describes your current position in the proposal process for NHERI Facilities and Resources?

- a. I'm writing my first proposal.
- b. My proposal has been accepted, but I have not begun utilizing the facilities.
- c. I am currently performing experiments/using the SimCenter.
- d. I have completed experiments.
- e. I have completed an experiment(s) and am working on the next proposal.

Q4. How many proposals have you prepared that used NHERI Facilities and Resources?
- Numeric response

Q5. (IF Q2 = b, c, d, e) How many facilities are you using/have you used?
- Numeric response

Q6. (IF Q2 = a) How many facilities are you writing proposals for?
- Numeric response

Q7. Which of the following best describes how you intend to utilize NHERI Experimental Facilities and/or the SimCenter?

- a. I want to access and use data that has already been uploaded.
- b. I intend to produce and upload original data.
- c. I want to access and use data and produce and upload original data (a and b).

Please respond to the following statements about NHERI experimental facilities.

Q8a. Information about NHERI experimental facilities is readily accessible:

- 1. Strongly Disagree
- 2. Disagree
- 3. Neutral
- 4. Agree

5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q8b. Information about NHERI experimental facilities is comprehensive:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q9. Do you have any additional comments regarding information about NHERI Facilities and Resources?

- Open ended

We would like to ask you questions about NHERI Facilities' and Resources' staff, scheduling, and equipment.

Q11. NHERI experimental facility staff has provided useful feedback on proposed/ongoing/completed tests:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q12. The process for scheduling facilities matches my expectations (hide if 1):

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q13. The available training for the facility's equipment meets my needs:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q14. Technical support for the facility's equipment meets my needs:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q15. Do you have any additional comments about NHERI Facilities' and Resources' staff, scheduling, and equipment?

- Open ended

We have some questions regarding NHERI Facilities' and Resources' support resources.

Q17. Have you participated in any of the proposal writing workshops and/or seminars, or utilized NHERI support resources?

1. No
2. Yes

Q18. Have you requested assistance from NHERI as you write your proposal?

1. No
2. Yes

- (IF Q18 = 2) Has the assistance you received been helpful?

1. No
2. Yes
3. Did not receive assistance

Q20. How many times a month, on average, do you use DesignSafe and other NHERI online resources and tools?

- Numeric response

Next, we would like to ask a few questions about data and data management with NHERI Facilities and Resources.

Q22a. The process of uploading my data is easy to complete:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q22b. The process of adding metadata matches my expectations:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Please respond to the following statements related to data.

Q23a. It's easy to locate the data that I want from my previous tests:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q23b. It's easy to locate the data that I want from others' tests:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q23c. The required format of the archived data is reasonable/logical:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q23d. The metadata quality for the archived experimental data is sufficient/logical:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q23e. The metadata comprehensiveness of the experimental data is sufficient:

1. Strongly agree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree
6. Not Applicable/ Cannot Rate

Q23f. Data is available for download in useful formats:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q24. Do you have any additional comments regarding NHERI data?

- Open ended

Now we have a few questions regarding NHERI online resources and tools.

Q26a. The training available for NHERI's online resources and tools meets my needs:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q26b. The technical support for NHERI's online resources and tools meets my needs:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q27. What is the most important change to NHERI's services, tools, and resources that would improve your experience with them?

- Open ended

Q28. What service, tool, or resource not currently in NHERI should be added? What need is this going to meet?

- Open ended

Q30. Of the following which would you be most interested in participating in or using (please rank from most interested [1] to least interested [5]):

- a. A calendar of events and/or training.
- b. An annual workshop meeting for NHERI researchers.
- c. Video footage of experiments.
- d. A newsletter summarizing NHERI related information (e.g., calls for proposals, tests, seminars, training, etc.).
- e. A social media group featuring NHERI related information and news.
- f. Comments/Other suggestions:

Please respond to the following statements:

Q31. Information regarding NHERI is distributed at a useful rate and quantity:

1. Strongly disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly agree
6. Not Applicable/ Cannot Rate

Q32. The information regarding NHERI in DesignSafe is useful:

1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q33. Have you been made aware of the NHERI Science Plan?

1. No
2. Yes

- (If Q33 = 2) Please indicate all of the ways in which you have used the NHERI Science Plan (select all that apply).

- a. To learn of major research challenges

b. To expand my current research scope

c. To reference how my research fits within the Science Plan in my NSF proposals

Q35. Do you have any final comments regarding NHERI services and information?

- Open ended

Q36. Do you have any final comments regarding NHERI Facilities and Resources?

- Open ended

[THIS SPACE INTENTIONALLY LEFT BLANK]

APPENDIX B – Comprehensive Qualitative Response Data by Question

Q9-Do you have any additional comments regarding information about NHERI Facilities and Resources?

- The staff are great and helpful answering questions
- Some facility cost information is difficult to find.
- SimCenter's applications could be more well-documented
- No questions at this time
- I think it would be nice to include some plotting capability of the existing data.
- Information through TACC on HPCs is solid, but Data Depot needs to keep working on this.

Q15-Do you have any additional comments about NHERI Facilities' and Resources' staff, scheduling, and equipment?

- There should more uniformly collect input on the satisfaction of the users. Only a some do conduct exit surveys of researchers.
- Not at this time

Q24-Do you have any additional comments regarding NHERI data?

- no
- I have NEES data hosted there, but generally don't go looking for data and have not re-currated the NEES data to know if the metadata is comprehensive, etc.
- Sometimes the download operation is slow.
- My comments on this section are only related to data on the Recon Portal
- should allow uploading of non ASCII format data, even if additional software is needed.
- No at this time
- I'd like to see greater flexibility in, or possibly more than one form of hierarchical data model in the Data Depot to facilitate projects whose structures do not readily conform to the existing setup.

Q35-Do you have any additional comments regarding NHERI services and information?

- no
- I think it is a great initiative and there is a lot work to do to disseminate the full potential an create awareness among potential researchers and private industry users.
- Q36-Do you have any final comments regarding NHERI Facilities and Resources?
- no
- The UF and FIU wind labs and users of those facilities are producing much needed research for the wind engineering community
- Please initiate an annual NHERI meeting/workshop