



Experiment
Forum:
Survey Questions

Existing Questions

MULTIPLE CHOICE:

- Overall, how satisfied or dissatisfied are you with SNOLAB?
- Overall, how satisfied or dissatisfied are you with SNOLAB user support?
- How well did SNOLAB meet your expectations?

FREE RESPONSE:

- What does SNOLAB do well in regards to user support?
- What does SNOLAB need to improve in regards to user support?
- What can be done to better support experiments? Please submit both positive & negative experiences on how SNOLAB could improve support
- Do you have any other comments, questions, or concerns?

Existing Issues and Discussion

SEF meetings have identified this question on its own as problematic:

- How well did SNOLAB meet your expectations?

EXAMPLE:

- If you have low expectations and SNOLAB performs poorly, this met your expectation.
- At best, this means the answers have ambiguous interpretation.

SOLUTION:

The sentiment from SNOLAB leadership is to keep the questions as is to avoid messing up time-based interpretation of surveys. But we can add 1 (maybe more?) questions to help clarify this and potentially probe other issues. INPUT WELCOME.

