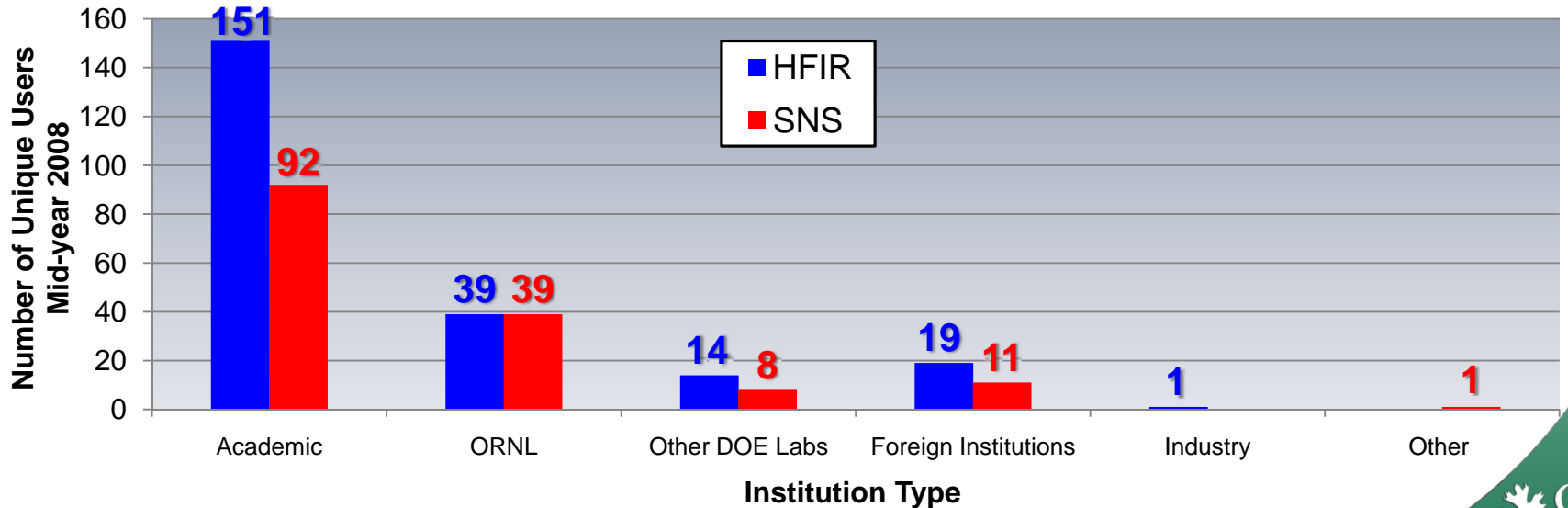
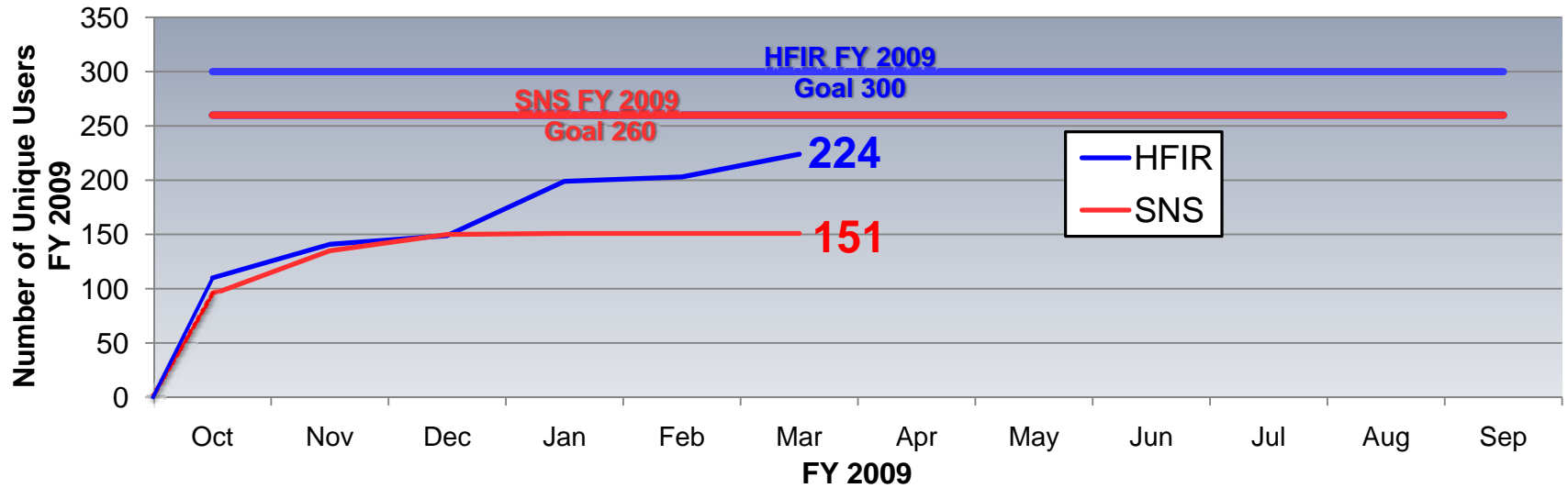
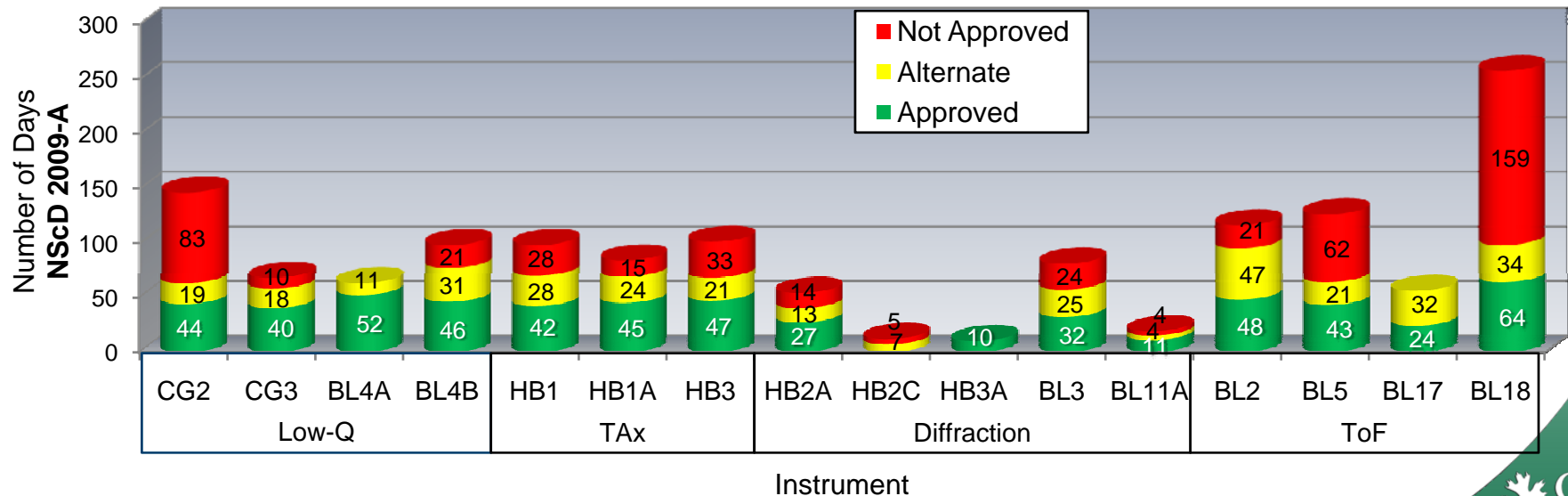
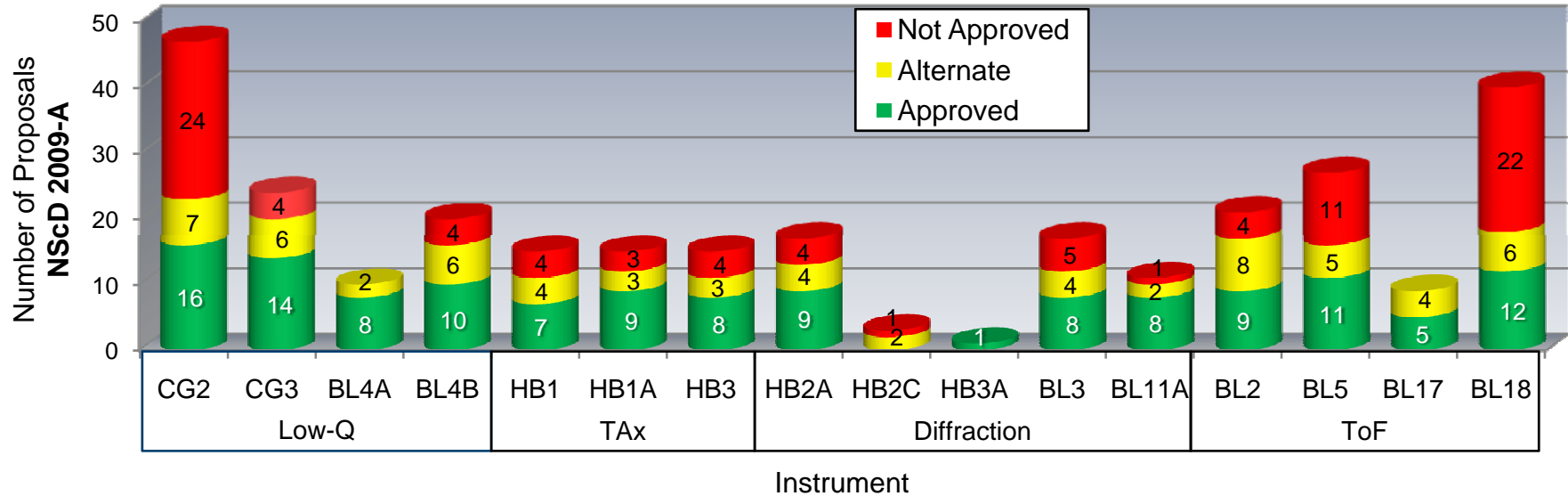


FY 2009 Mid-Year User Performance Metrics

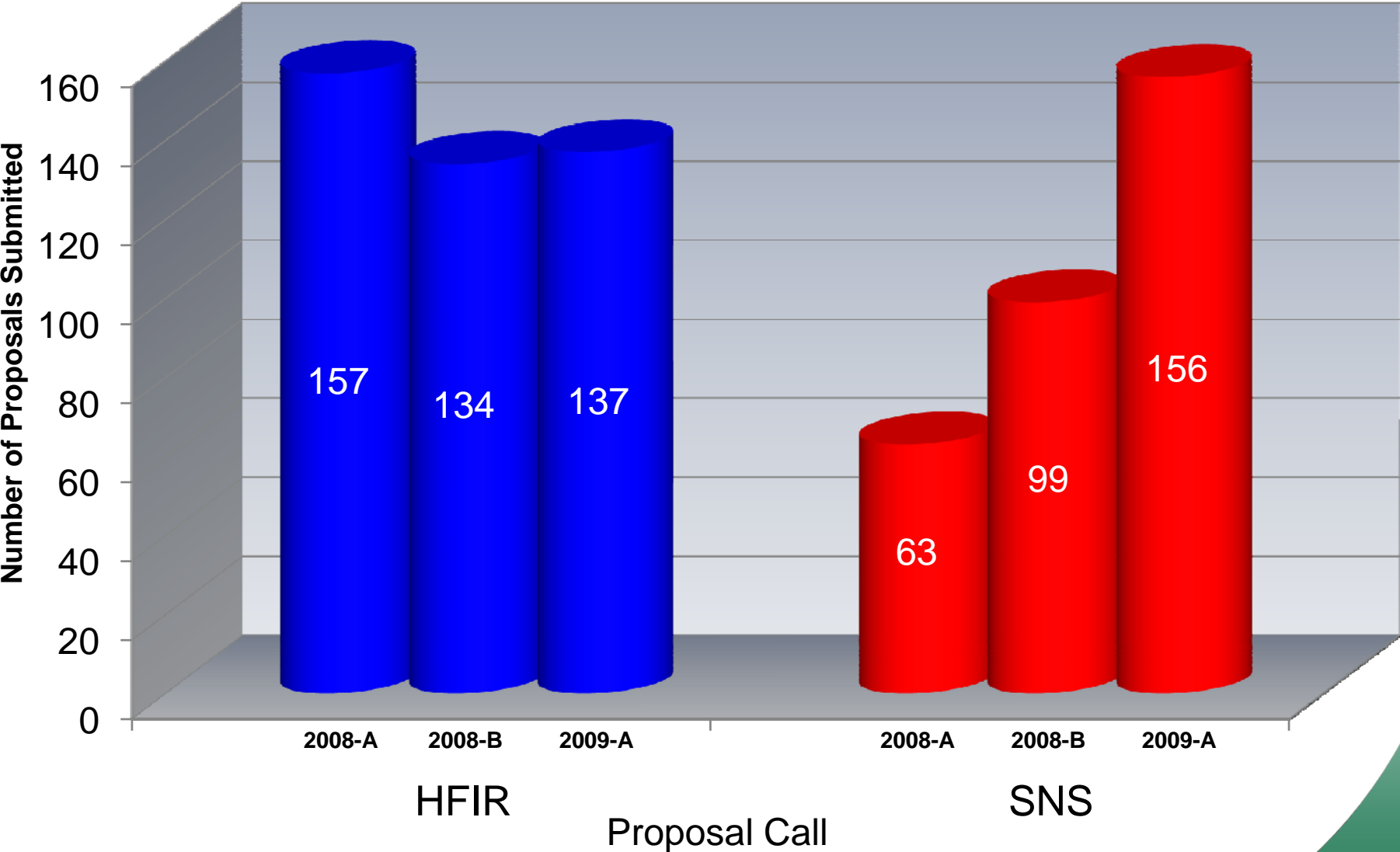
User Program and Community – User Statistics



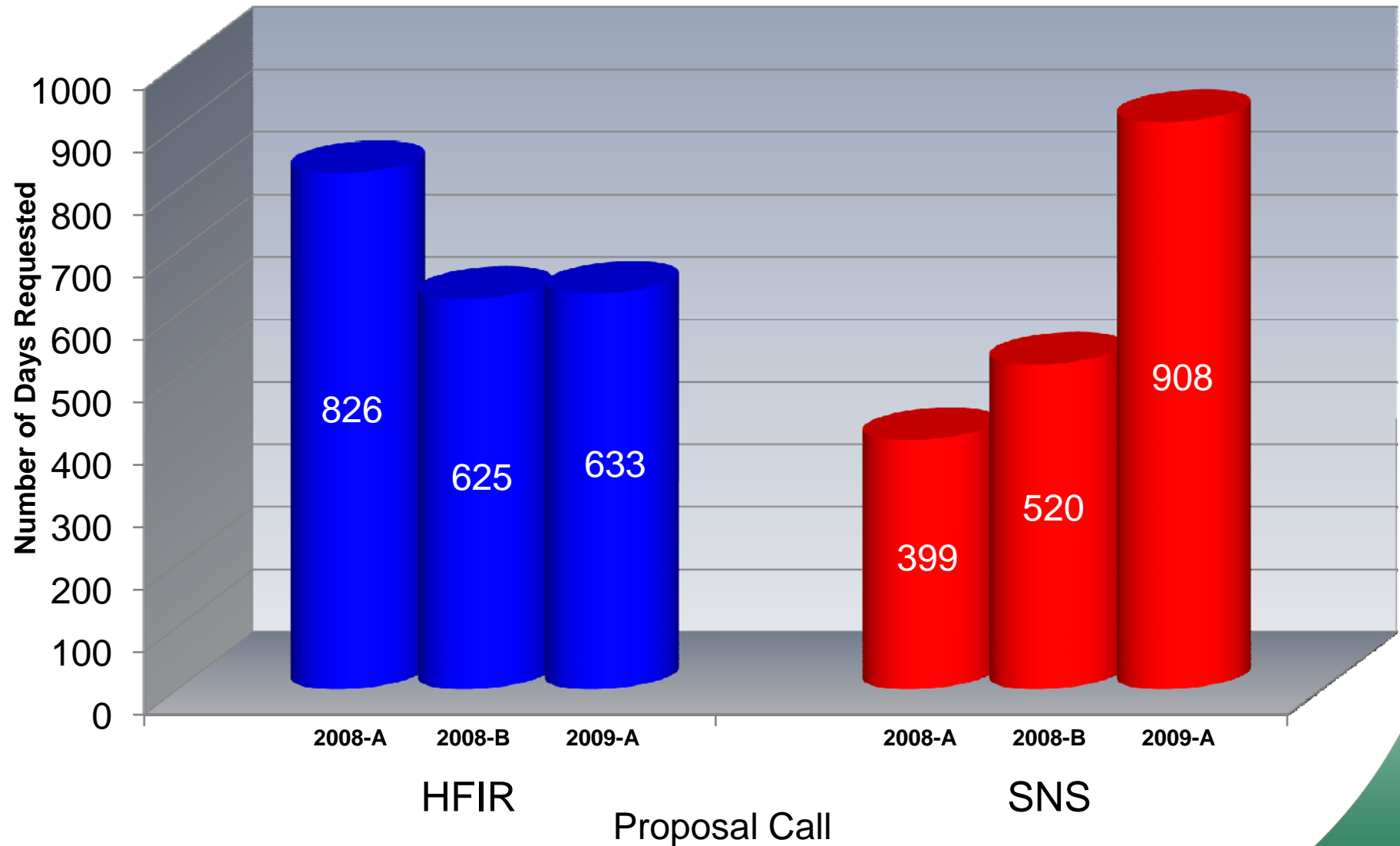
NScD 2009-A Proposal Call Results



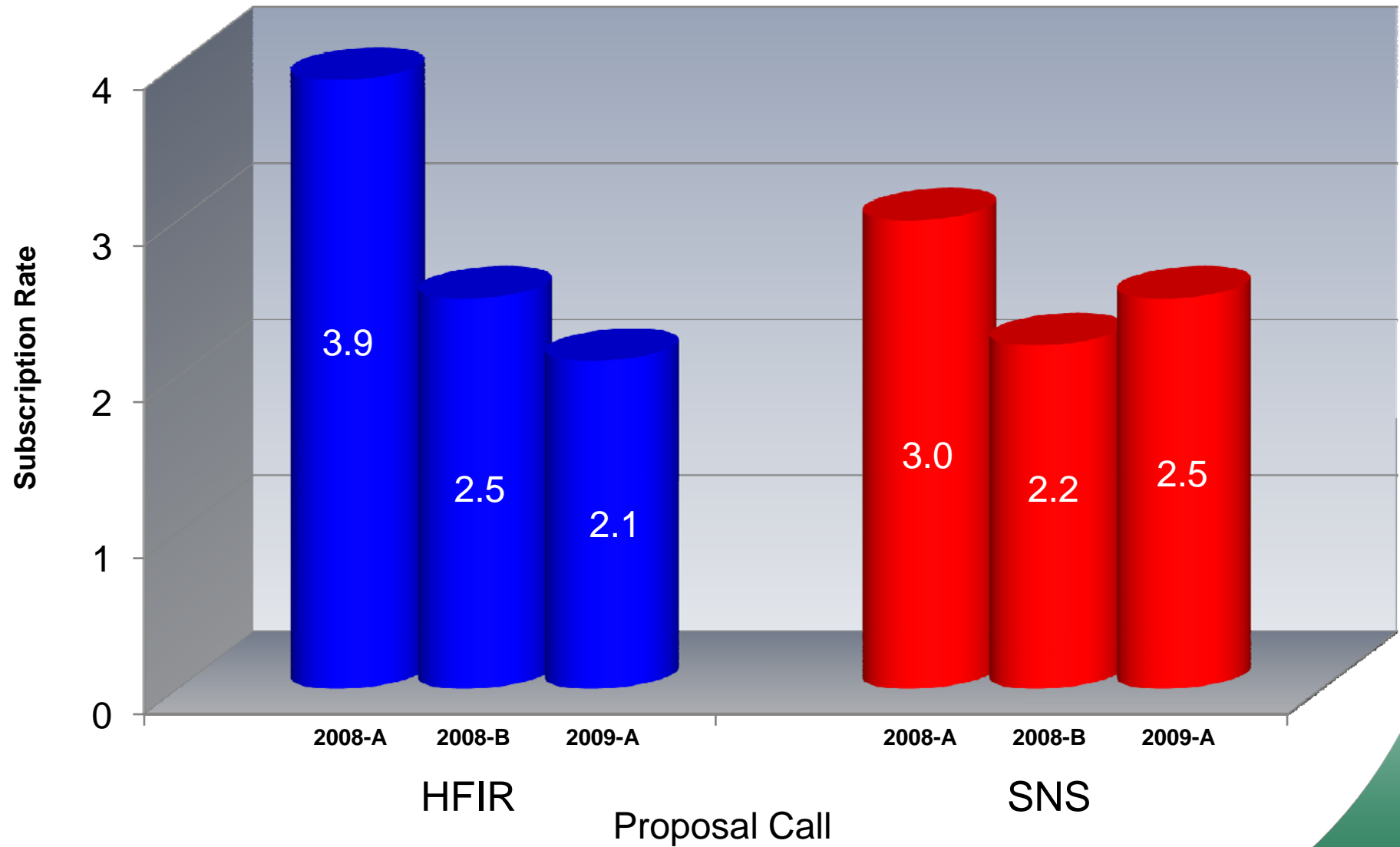
General User Proposals Submitted - Trends



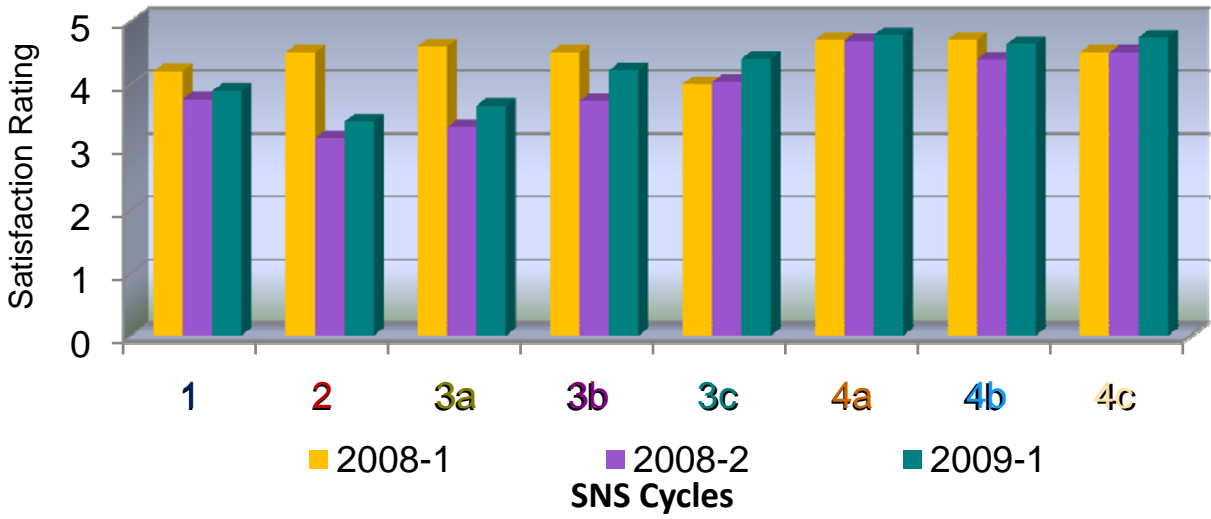
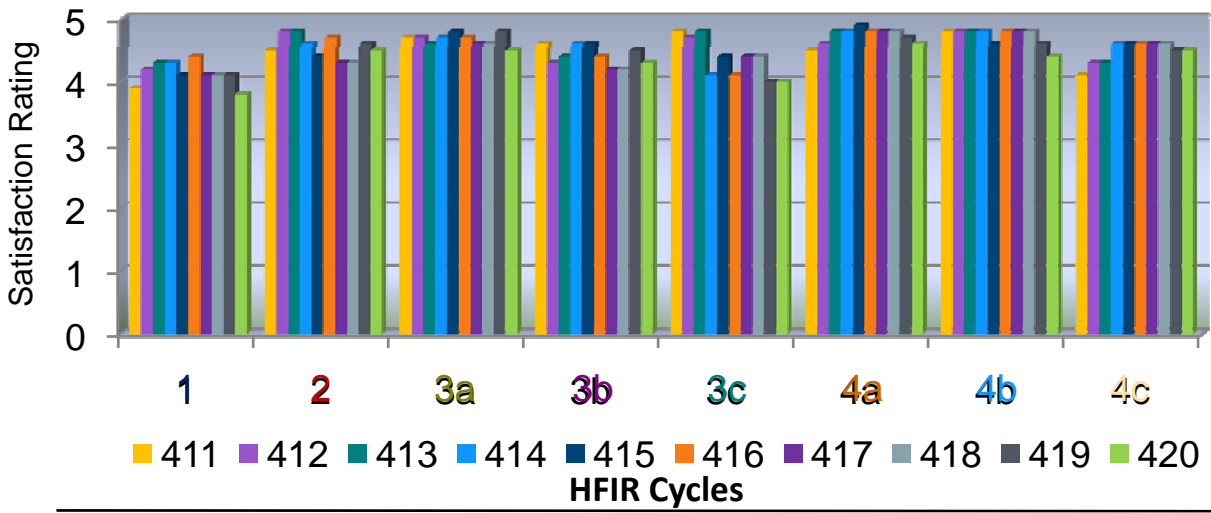
General User Proposal Days Requested - Trends



Subscription Rate Trends



User Satisfaction Surveys: Summary and Trending Data



Survey Question:

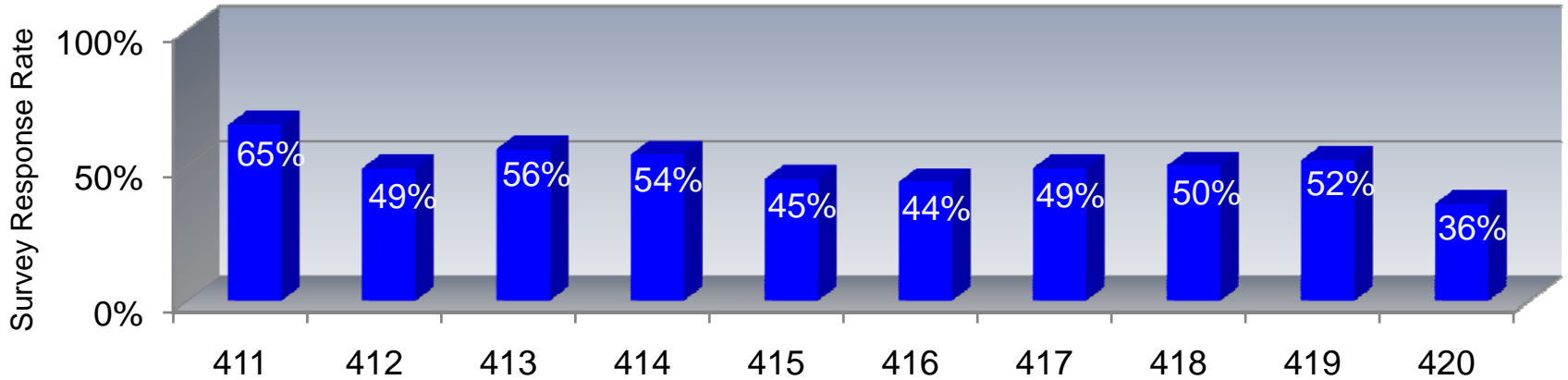
How satisfied were you with...

- 1 ...the fraction of the year that the facility operates?
- 2 ...the schedule?
- 3a ...the performance of the reactor/accelerator?
- 3b ...the performance of the instrument?
- 3c ...the performance of the sample environment?
- 4a ...the support for users provided by the scientific staff?
- 4b ...the support for users provided by the user services staff?
- 4c ...the support for users provided by the technical support staff?



User Satisfaction Survey Response Rates: Trending Data

User Response Rate by Run Cycle - HFIR



User Response Rate by Run Cycle - SNS

