NHERI User Satisfaction Survey of NHERI Site Users Results

2022

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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 sixth year of the program.

Year Five User Satisfaction Survey

The 2022 survey instrument was nearly identical to the 2021 version, with the inclusion of 'Big 4' questions designed to yield a broad-level overview on user satisfaction that will serve as part of the basis of assessing user satisfaction with a modified and condensed version of previous instruments. Questions featured mixed-response options that captured both qualitative and quantitative data. As in 2021, the user satisfaction subcommittee opted to send the 2022 survey to a targeted population of known NHERI facility users. Known NHERI facility users were identified with assistance from NHERI facility PIs at NHERI experimental facilities.

Using the online survey software, Qualtrics, the committee collected data from June 9th, 2022 to September 30th, 2022. An initial invitation was sent by NHERI leadership to 755 known NHERI site users whose information was shared with the committee by NHERI facility PIs. The initial invitation to participate included a request that those who received the invitation share it with Co-PIs, post-doctoral researchers, graduate students, and other researchers who they knew to have utilized NHERI services, tools, and resources. Additionally, the user satisfaction subcommittee received extensive support in survey distribution from NHERI staff who circulated invitations via Slack, social media (Twitter), and to an email list of NHERI affiliated users. In-person solicitations for survey responses were made by NHERI User Forum members via QR-code distribution at the Summer Institute on June 16th, 2022. Reminder messages were sent following the initial invitation to encourage known site users to complete the survey if they had not already done so. Fifty-seven users began the survey, and fifty-six agreed to participate. Due to the request that known site users share the survey invitation with others known to have utilized NHERI services, tools, and resources, and the diverse array of survey response solicitation methods used in 2022, it was not possible to compute a response rate.

Overall Findings Summary

The 2022 NHERI user satisfaction survey included 28 questions that yielded quantitative and qualitative data on dimensions of user satisfaction. In addition, the 2022 instrument also included modified demographic questions and a short-form assessment of user satisfaction via the 'Big 4' questions to supplement a bi-annual, site-level assessment of user satisfaction led by the NHERI User Forum.

Responses to demographic questions indicate that most NHERI facility users who completed the survey consider themselves early-career researchers, hold PI or graduate student researcher

positions, and are male. Feedback derived from quantitative data suggests that respondents had positive experiences with NHERI facilities and resources. Regarding interaction with and utilization of NHERI facilities and resources in the proposal process, all respondents were at some point in the proposal and research process. Of the 48 responses received for Question 8, 43.90% were working on their first proposal, 14.63% were currently performing experiments or using the SimCenter, and 39.03% had completed experiments or were working on their next proposal. The remaining 2.44% had yet to begin utilizing facilities.

Regarding the intended utilization of NHERI data, 90.48% of respondents reported intending to produce and upload original or both produce and upload original data and access and use existing data. Only 9.52% intended to exclusively utilize pre-existing data.

Concerning satisfaction with information about NHERI facilities and resources, NHERI staff, support resources, data utilization/interface, and online resources and tools, substantive respondent feedback was largely positive and similar to feedback from 2021. In cases where feedback was critical of NHERI components, respondents took the opportunity to provide constructive feedback in open-ended questions. Several questions from previous iterations of user satisfaction surveys were repeated in 2022; on balance, substantive respondent feedback in 2022 on those questions was slightly more positive than it was in 2021, in line with years prior (2017 to 2019).

Qualitative data on NHERI facilities, staff, and resources yielded critical feedback that was detailed and constructive. However, given the limited number of respondents compared to the number of presumed active users in the NHERI community, the qualitative and quantitative findings presented here must be considered cautiously. Rather, these results should be used to consider ways to refine and improve NHERI's offerings.

As in 2021, a short battery of 'Big 4' questions was included in the annual survey instrument to supplement the bi-annual site-level assessment of user satisfaction. In these questions (Q4-Q7), most respondents agreed that NHERI had helped advance research collaborations within the natural hazards research community (95.65%) and that their research had been enhanced through NHERI resources and/or their connection to the NHERI components (82.61%). Similarly, a majority of respondents indicated they would write a future grant proposal that would involve the use of NHERI resources (82.61%). These responses, combined with the remaining feedback provided by respondents, illustrate the value of NHERI resources and services or the natural hazards research community.

In the following sections, item-level data is presented and discussed in detail. A copy of the survey instrument and comprehensive qualitative data is attached to this report as Appendices A and B.

Item-Level Data

This section provides detailed, question-level data. The question in the survey that deals with informed consent and agreement to participate is excluded from this section.

Q1-Do you consider yourself an early career researcher? (N=47)
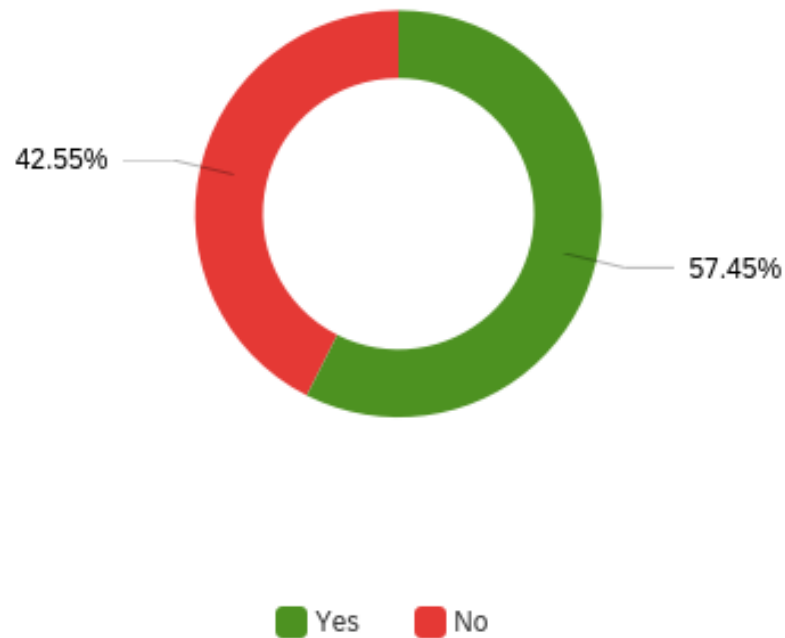
42.55%

57.45%

■ Yes   ■ No

This question was included in the 2022 NHERI user satisfaction survey instrument as part of a trio of questions designed to capture demographic data on user satisfaction survey participants, 57.45% of respondents do consider themselves an early career researcher, and the remaining 42.55% of respondents do not consider themselves an early career researcher.

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Q2-Which of the following best describes your position? (N=52)
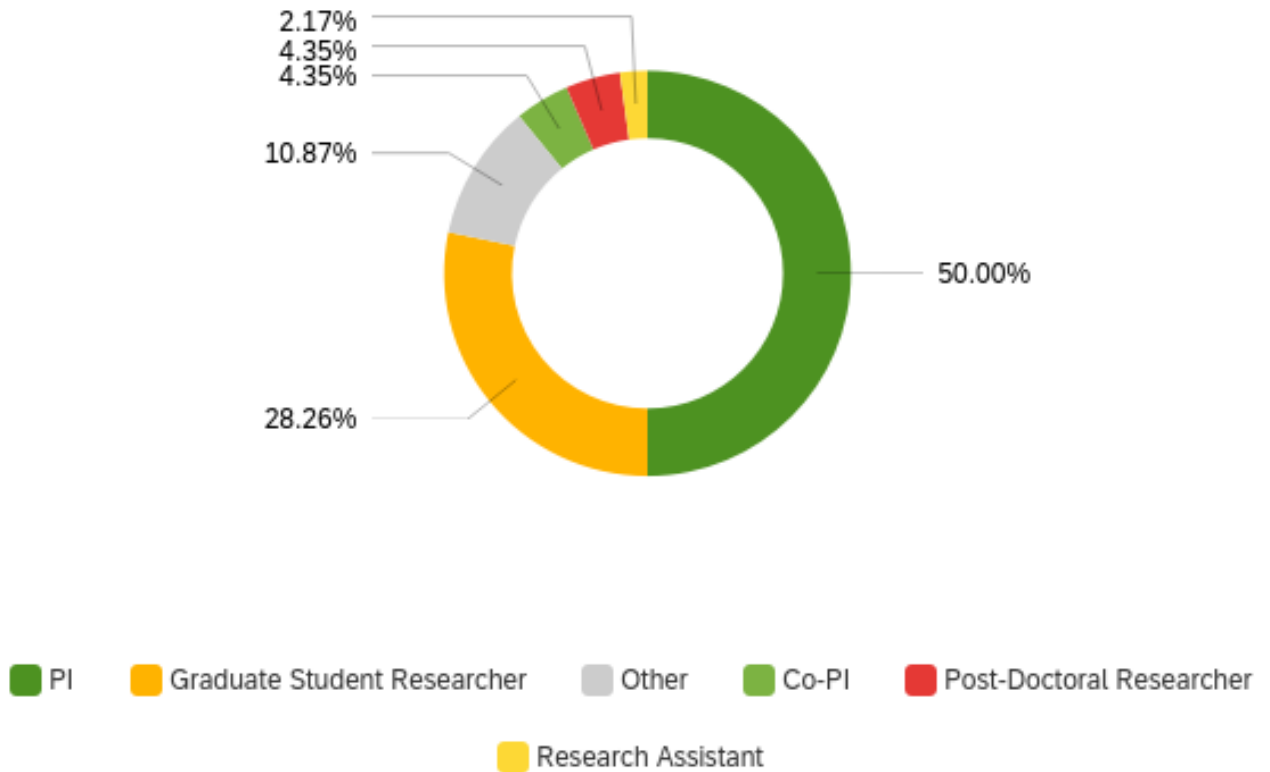
This question was included in the 2022 NHERI user satisfaction survey instrument as part of a trio of questions designed to capture demographic data on user satisfaction survey participants. Half of participants who took the survey hold PI (50.00%) positions, and just over a quarter of respondents are Graduate Student Researchers (28.26%). A smaller proportion of participants indicated they hold 'Other' (10.87%) positions, or are Co-PI (4.35 %), Post-Doctoral Researcher (4.35 %), or Research Assistants (2.17%), at the time they took the survey. Respondents who indicated they held an 'Other' position were prompted to report their role via text. Verbatim responses include 'tenured-track faculty,' 'undergraduate student researcher,' and 'NCO member.'
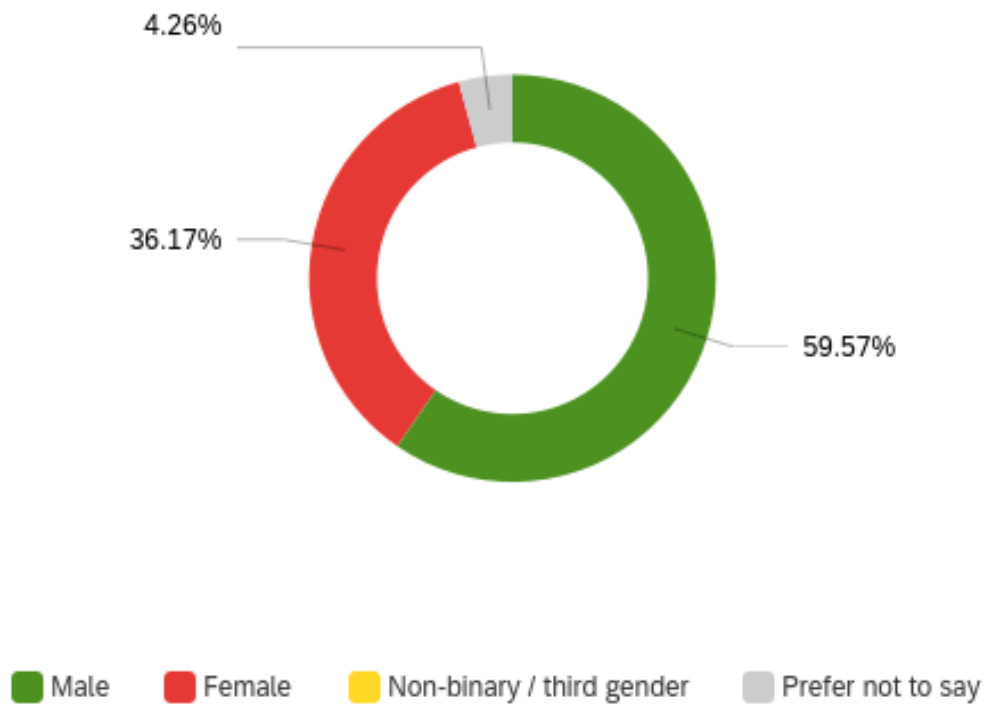
Q3-Please select your gender. (N=53)

This question was included in the 2022 NHERI user satisfaction survey instrument as part of a trio of questions designed to capture demographic data on user satisfaction survey participants. Based on feedback from the 2021 NHERI user satisfaction survey instrument, responses were presented with the option to select gender identity from three categories: Male, Female, and Non-binary/third gender. Respondents were also given the option to withhold gender identity with the 'Prefer not to say' response category. A majority of respondents indicated they identify as Male (59.57%), with a smaller proportion of participants identifying as Female (36.17 %) or indicating that they 'Prefer not to say' (4.26 %).

Q4-My own research has been enhanced through my use of NHERI resources and/or my connection to the NHERI components. (N=53)

8.70%
2.17%
6.52%
23.91%
58.70%

Strongly agree Agree Neutral Disagree Strongly disagree Not Applicable
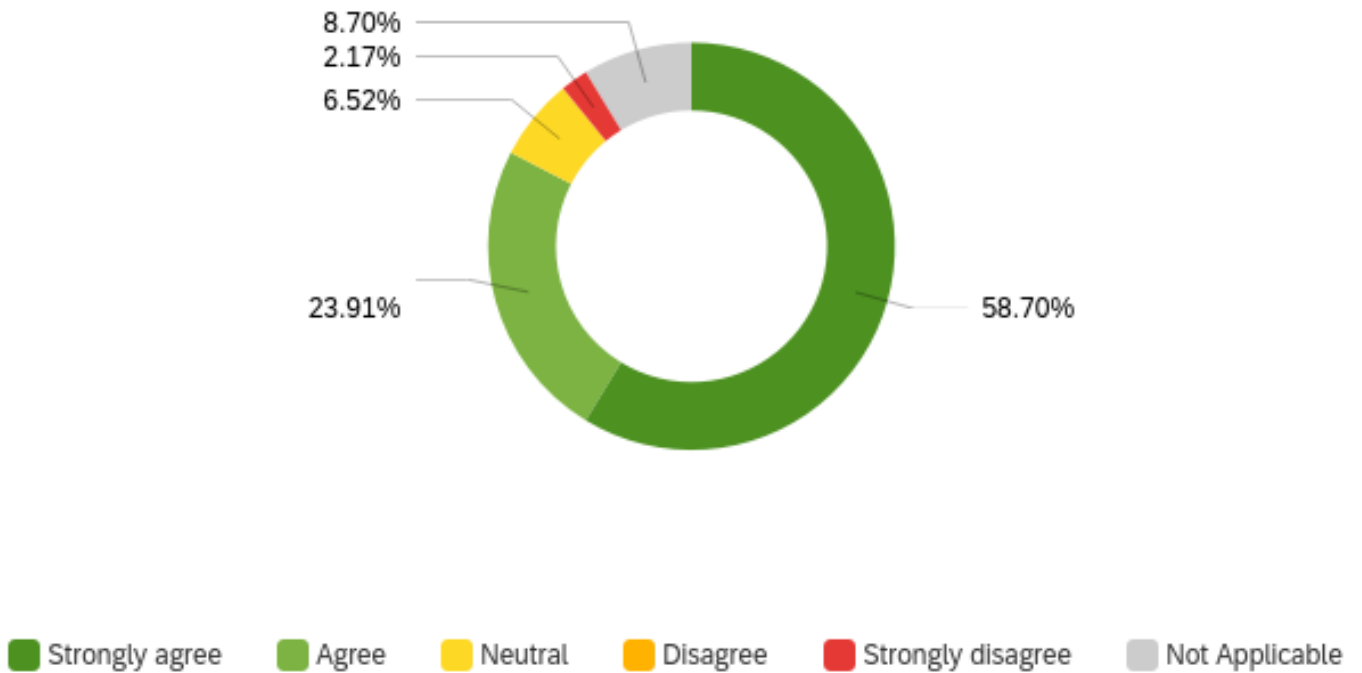
This question was included in the 2022 instrument as part of a transition toward a short-form survey of user satisfaction known as 'the big 4' used in facility and component level assessment of user satisfaction. Most respondents Strongly Agreed (58.70%) or Agreed (23.91%) that their "own research has been enhanced" through their "use of NHERI resources/and or…connections to the NHERI components." Remaining respondents were Neutral (6.52%), found this statement Not Applicable (8.70%). The smallest proportion of respondents Disagreed (2.17%) with this statement.

Q5-The creation of NHERI has helped to advance research collaborations in the natural hazards research community. (N=52)
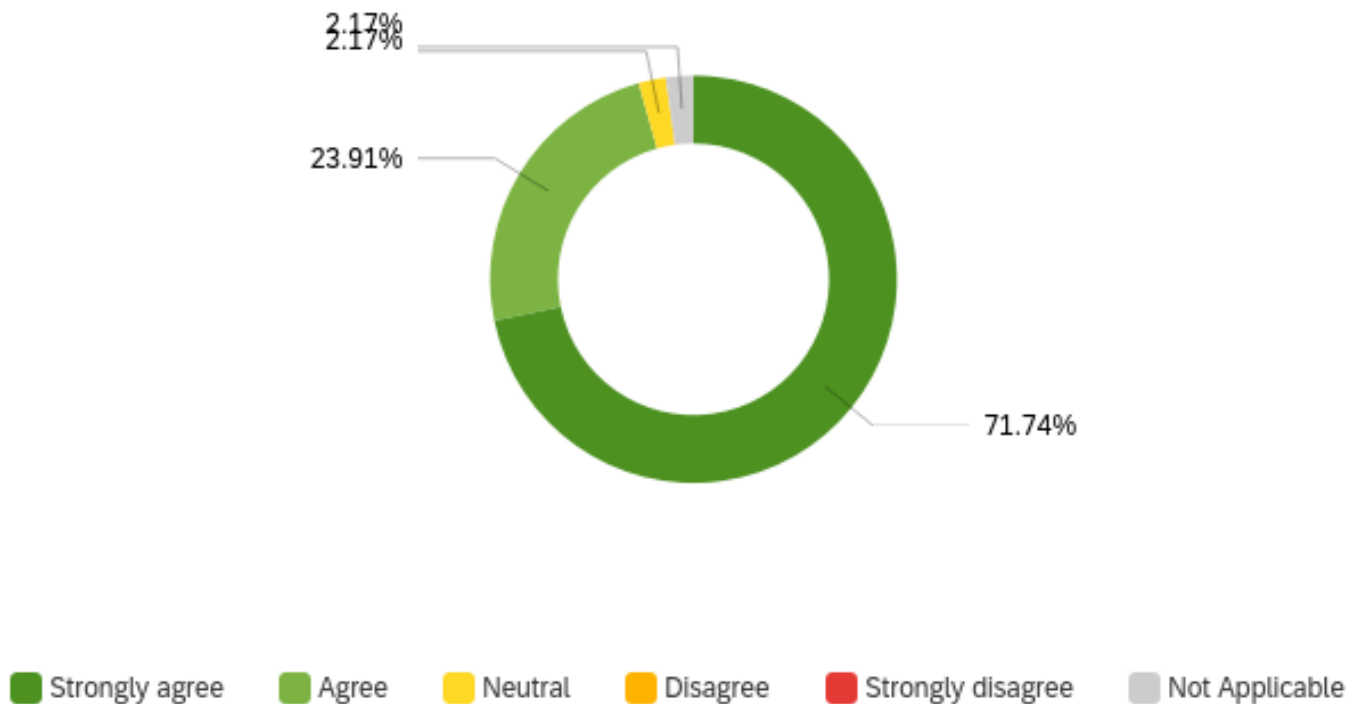
This question was included in the 2022 instrument as part of a transition toward a short-form survey of user satisfaction known as 'the big 4' used in facility and component level assessment of user satisfaction. An overwhelming majority of respondents Strongly Agreed (71.74%) that NHERI "has helped to advance research collaborations in the natural hazards research community." Remaining respondents Agreed (23.91%) with this statement, were Neutral (2.17%), or found this statement Not Applicable (2.17%). No respondents Disagreed or Strongly Disagreed with this statement.

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Q6-I have reviewed the NHERI Science Plan-Version 1.0 and/or Version 2.0 (N=52)
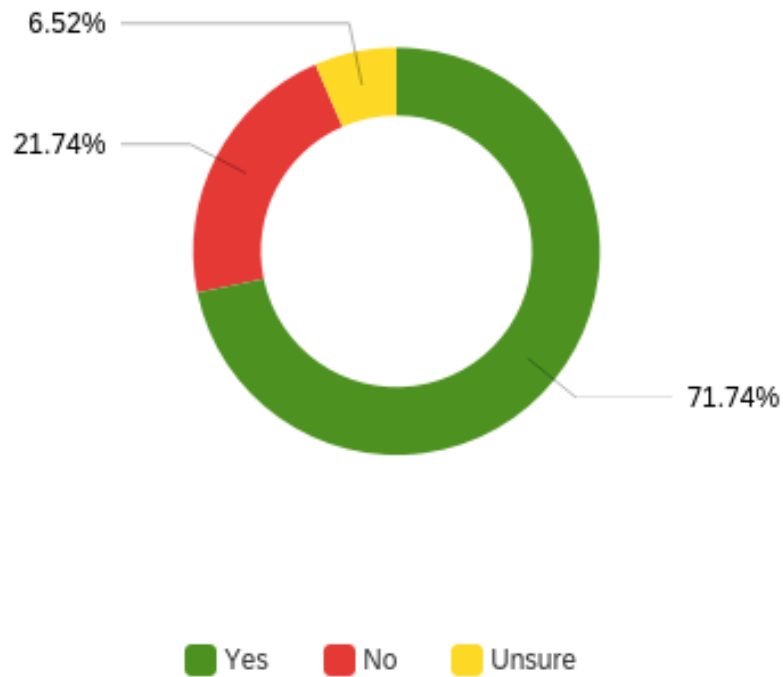
6.52%
21.74%
71.74%

■ Yes   ■ No   ■ Unsure

This question was included in the 2022 instrument as part of a transition toward a short-form survey of user satisfaction known as 'the big 4' used in facility and component level assessment of user satisfaction. A majority of respondents indicated they had reviewed the NHERI Science Plan (71.74%). Remaining respondents indicated they had not reviewed the NHERI Science Plan (21.74%) or were Unsure (6.52%).

Q7- On a scale of 1 to 5, how likely are you to write future grant proposals that will involve the use of NHERI resources? (N=52)
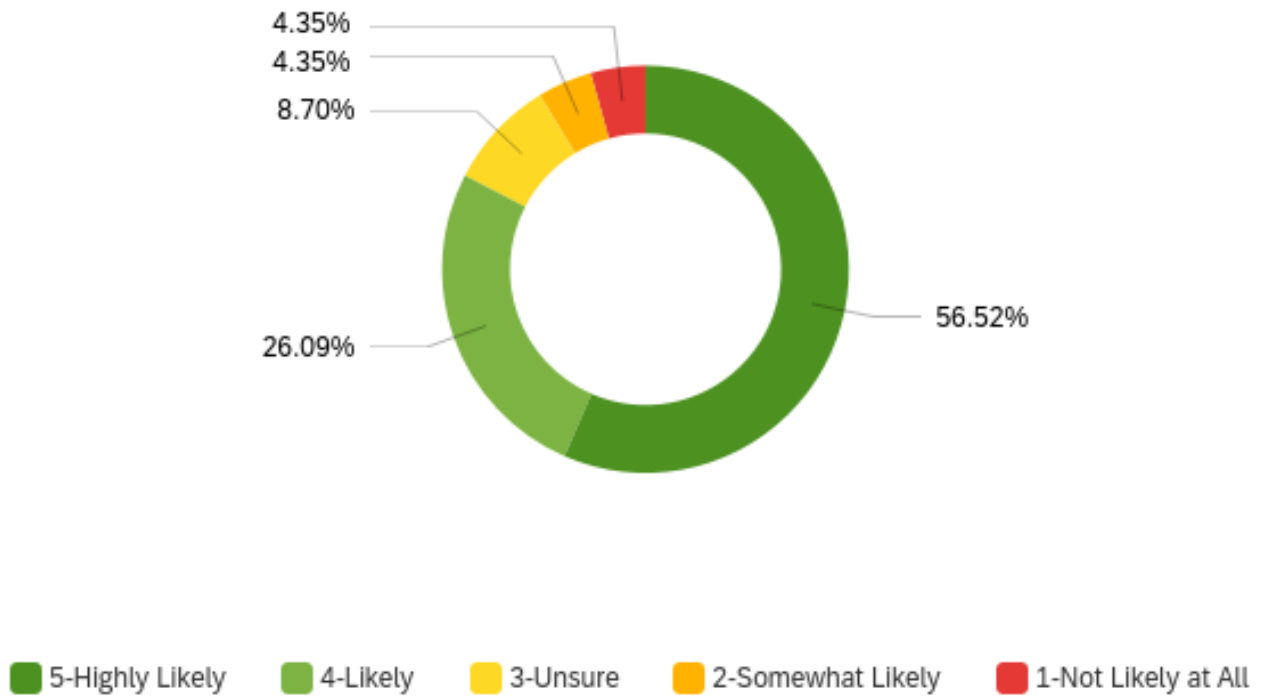

This question was included in the 2022 instrument as part of a transition toward a short-form survey of user satisfaction known as 'the big 4' used in facility and component level assessment of user satisfaction. A majority of respondents indicated they were Highly Likely (56.52%) or Likely (26.09%) to write future grant proposals that will involve the use of NHERI resources. Remaining respondents were Unsure (8.70%), or indicated they were Somewhat Likely (4.35%) or Not Likely at All (4.35%) to write future grant proposals that will involve the use of NHERI resources.

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Q8-Which of the following best describes your current position in the proposal process for NHERI Facilities and Resources? (N=47)
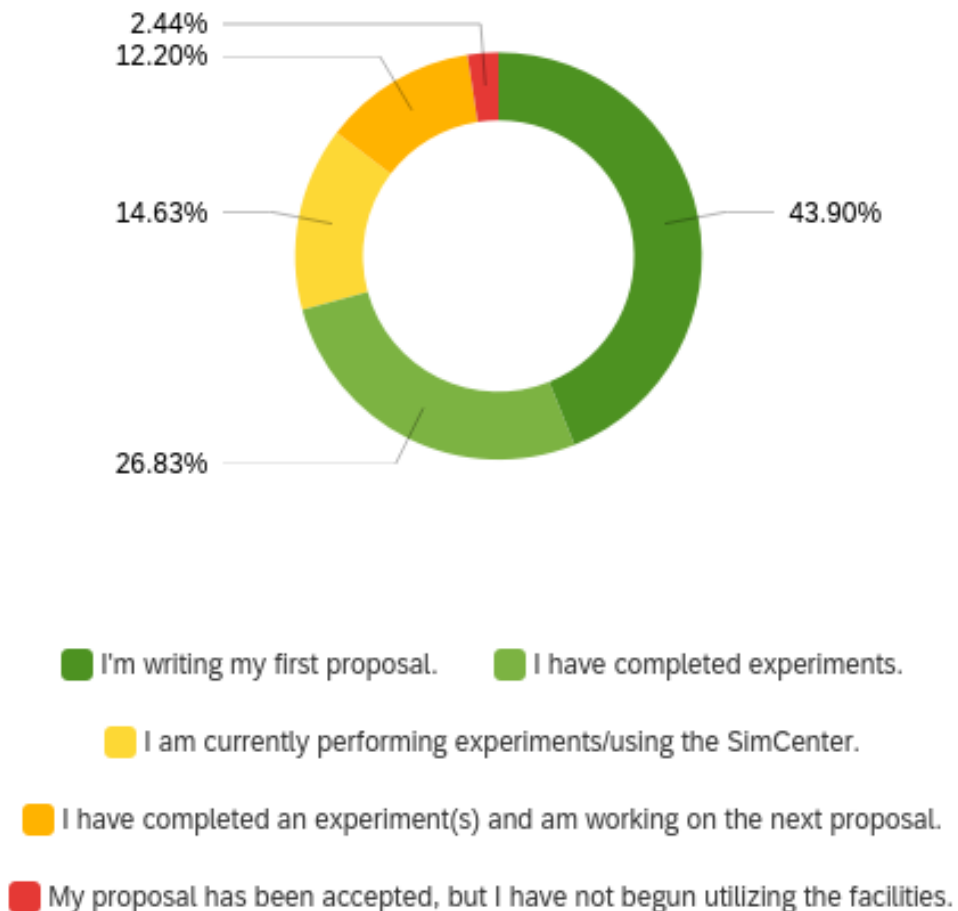
This question was added to the user satisfaction survey in 2018 to provide more details about the NHERI user group's interaction with NHERI through the proposal process. In 2022, most respondents indicated they were writing their first proposal (43.90%) or had completed experiments (26.83%). Remaining respondents indicated they were currently performing experiments or using the SimCenter (14.63%), had completed an experiment(s) and were

working on the next proposal (12.20%), or that their proposal had been accepted, but they had not begun utilizing facilities (2.44%).

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Q9- How many proposals have you prepared that used either the NHERI Facilities and Resources? (N=38)
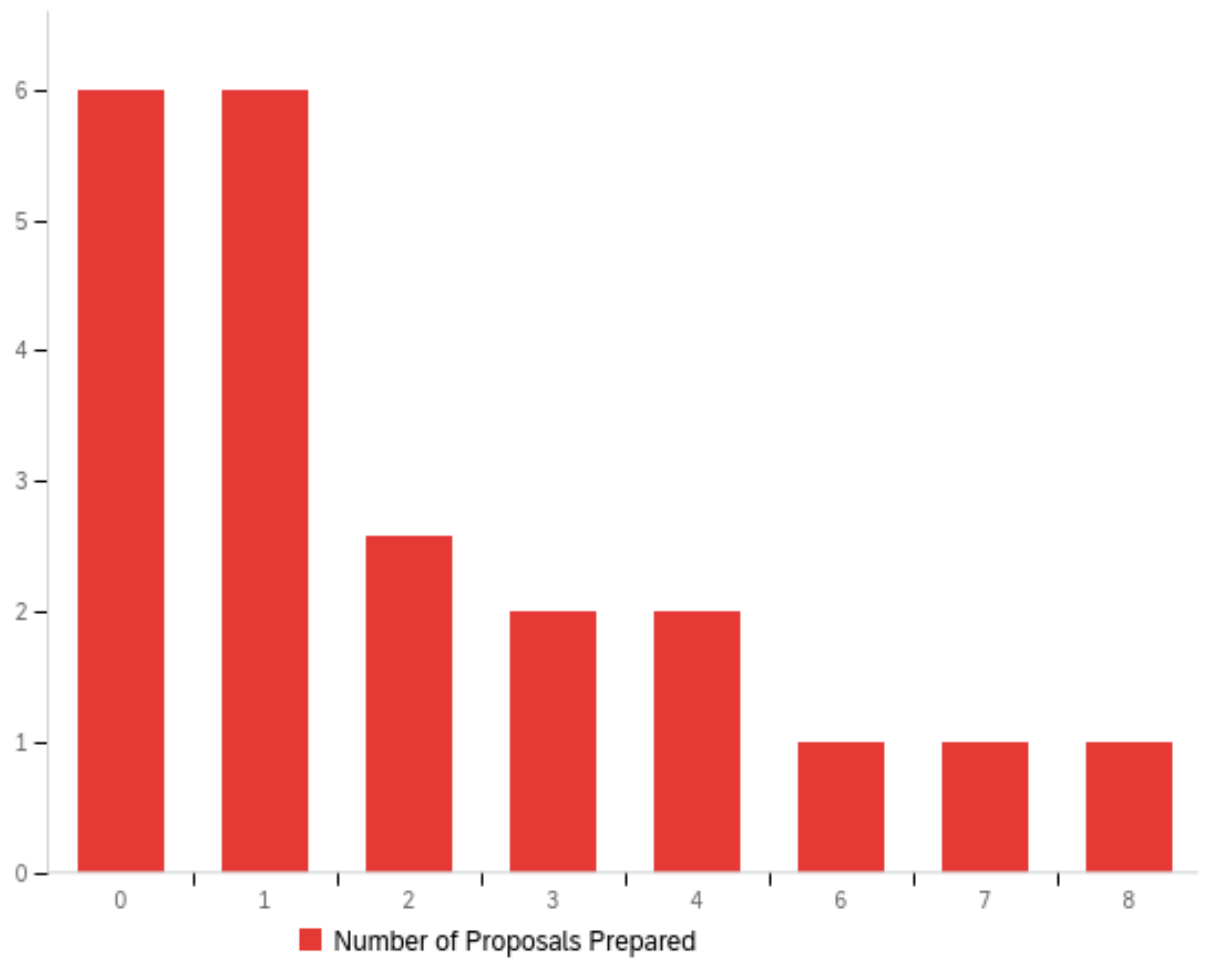
Most respondents indicated they had prepared one proposal that used NHERI facilities and resources, with some reporting they had prepared up to eight proposals. Most respondents indicated they had never prepared or prepared one proposal that used NHERI facilities and resources. The notable number of respondents indicating they have never prepared a proposal in collaboration with NHERI reflects the number of respondents that had previously indicated they were writing their first proposal.

Q10- How many facilities are you writing proposals for? (N=42)
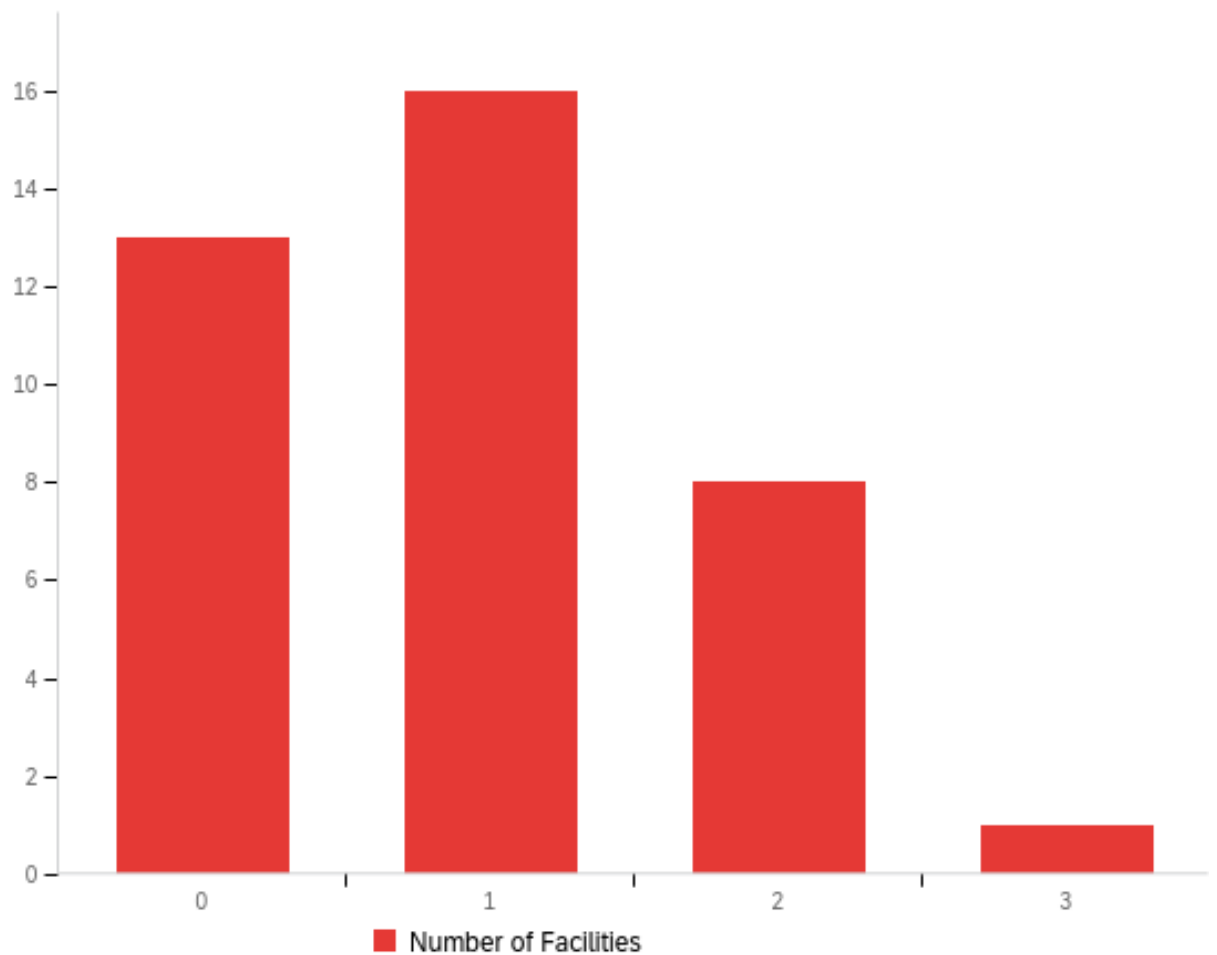
If participants indicated they were currently performing experiments, had completed experiments, or had completed experiments and were working on the next proposal they were asked to report how many facilities they are writing proposals for. Responses to this question

ranged from 0 to 3, with most respondents reporting they are planning to use a single NHERI facility or no NHERI facilities.

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Q11-Which of the following best describes how you intend to utilize NHERI Facilities and Resources? (N=48)

9.52%

21.43%
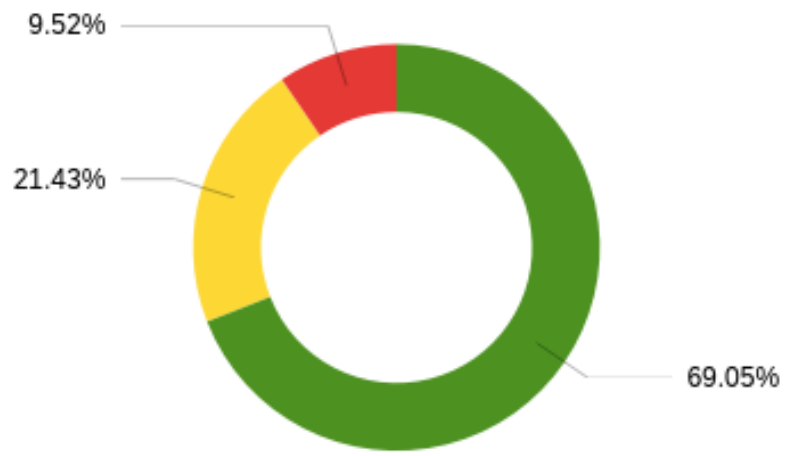
69.05%

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

■ I intend to produce and upload original data.

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

Most respondents (69.05%) reported wanting to both access and use data and produce and upload original data. A smaller proportion of respondents (21.43%) intend to produce and upload original data, and the smallest proportion of respondents (9.52%) reported only wanting to access and use data that has already been uploaded.

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Q12-Regarding NHERI Data: (N=48)

Respondents were asked to respond to six dimensions of satisfaction with NHERI data. Findings here are generally positive and consistent with responses to corresponding questions from previous surveys. However, a sizable proportion of responses to all six dimensions of satisfaction were reported as 'Not Applicable/Cannot Rate,' or 'Neutral.'

21.43%
30.95%
2.38%
9.52%
11.90%
23.81%
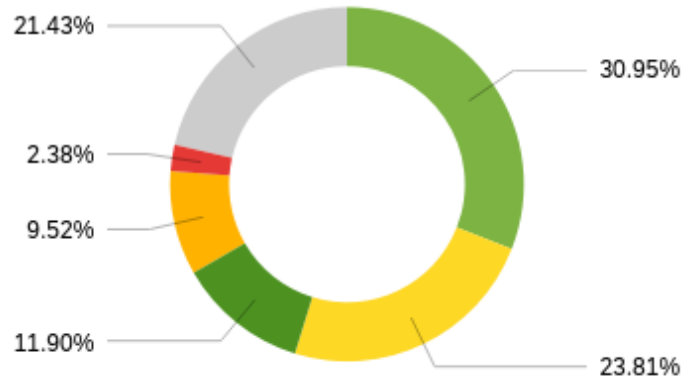
Agree Neutral Strongly Agree Disagree Strongly disagree

Not Applicable/Cannot Rate

The required format of the archived data is reasonable/logical.
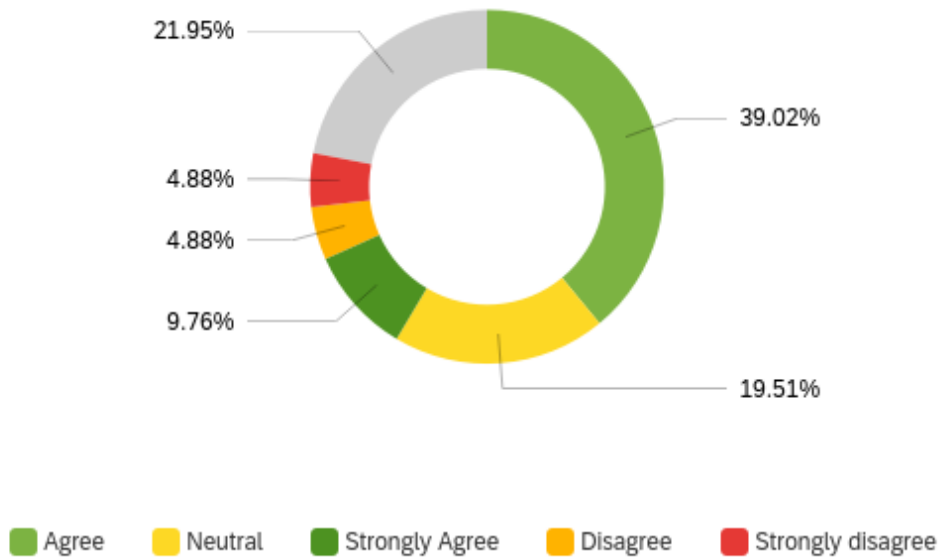
21.95%

39.02%

4.88%

4.88%

9.76%

19.51%

Agree   Neutral   Strongly Agree   Disagree   Strongly disagree

The metadata quality for the archived experimental data is sufficient.

23.81%

40.48%

2.38%

4.76%

9.52%

19.05%

Agree   Neutral   Strongly Agree   Disagree   Strongly disagree

Not Applicable/Cannot Rate

The metadata comprehensiveness of the experimental data is sufficient.

24.39%
39.02%
2.44%
4.88%
9.76%
19.51%

Agree   Neutral   Strongly Agree   Disagree   Strongly disagree
Not Applicable/Cannot Rate

Data is available for download in useful formats.

17.07%
2.44%
39.02%
19.51%
21.95%

Agree   Strongly Agree   Neutral   Strongly disagree   Not Applicable/Cannot Rate
Disagree
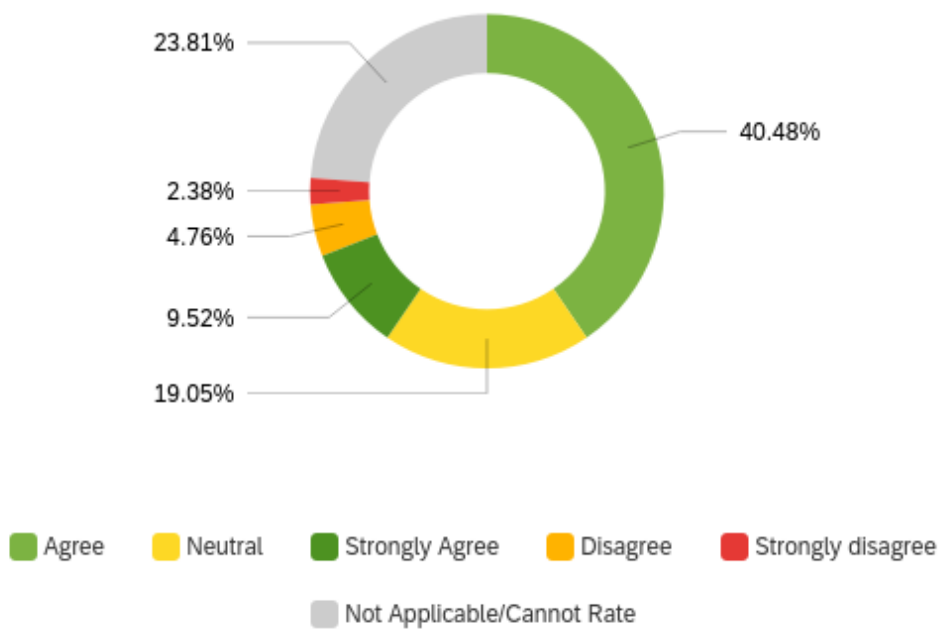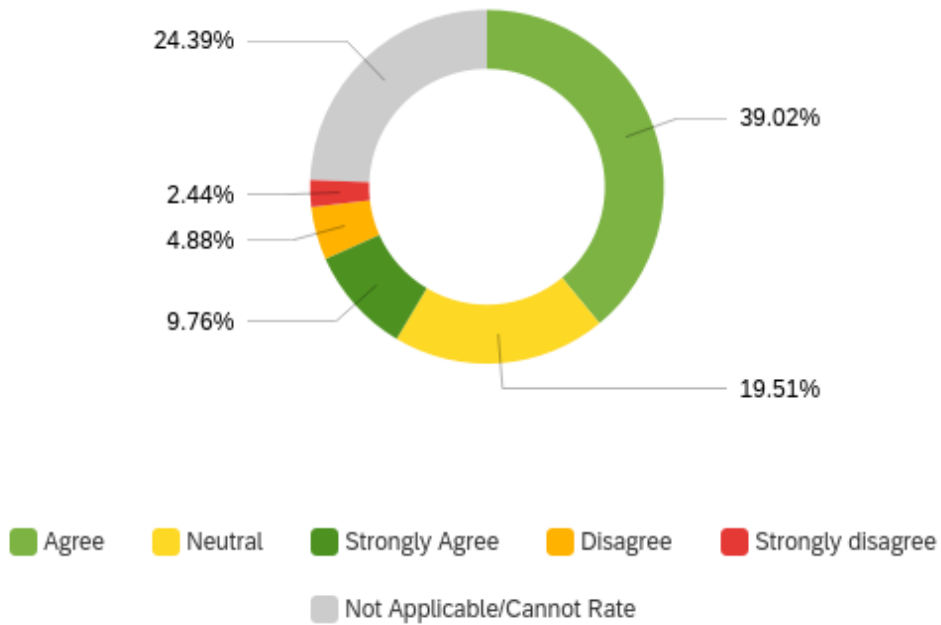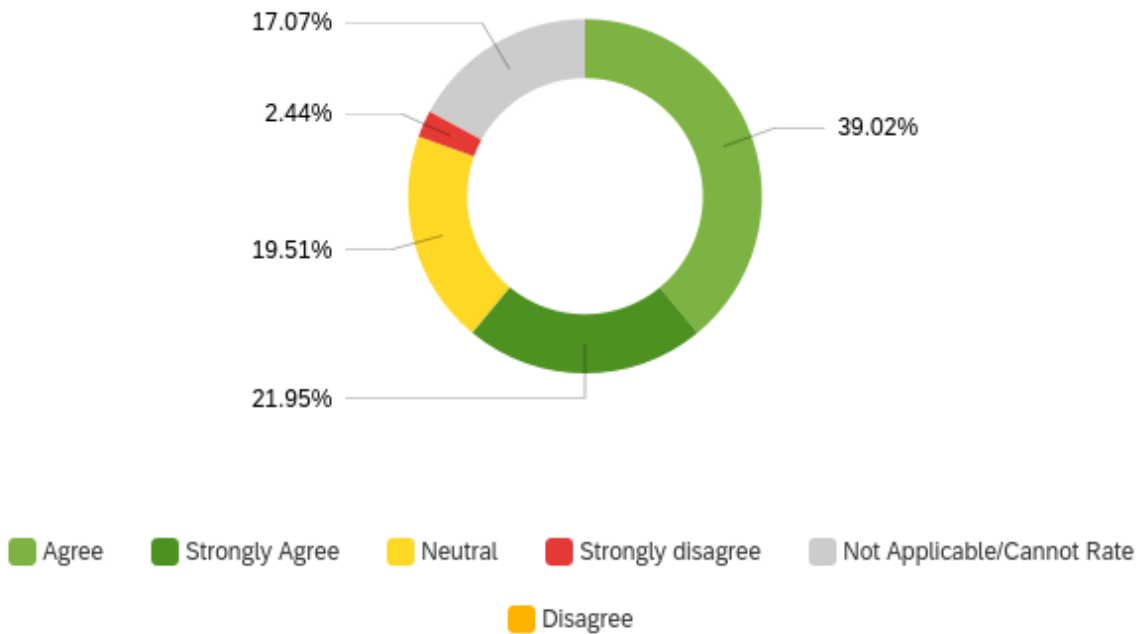
Q13-Do you have any additional comments regarding NHERI data? (N=9)

Participants were also asked to provide comments regarding data. Substantive comments provided by respondents suggest "alterative download methods" may be helpful, and that efforts to "preserve" NHERI should be made. Other respondents commented on the navigability of NHERI data, indicating it is "hard to dig through and use."

Q14A-Information about NHERI Facilities and Resources is <u>Readily Accessible</u> (N=48)
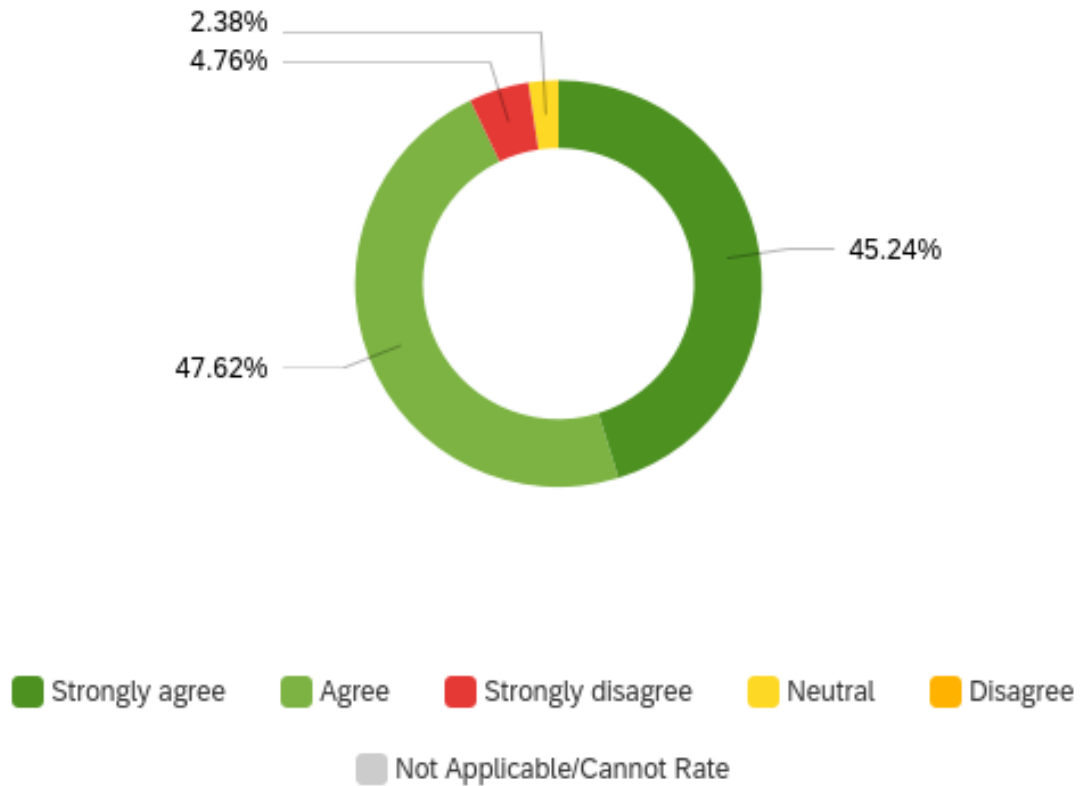
A significant majority of respondents indicated they Strongly Agreed (45.24%) or Agreed (47.62%) with the statement that Information about NHERI Facilities and Resources is Readily Accessible. A small proportion of respondents indicate they Strongly Disagreed (4.76%) or were Neutral (2.38%) to the statement.

Q14B- Information about NHERI Facilities and Resources is <u>Comprehensive</u> (N=48)
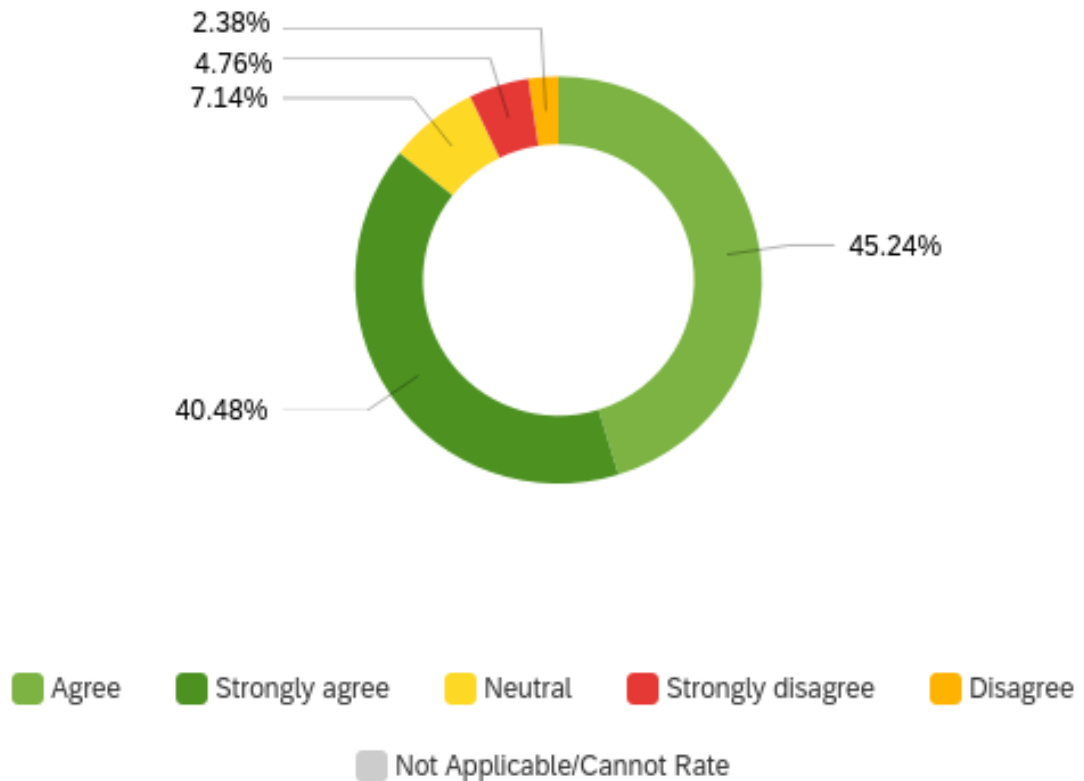
A majority of respondents indicated they Agreed (45.24%) or Strongly Agreed (40.48%) with the statement that Information about NHERI Facilities and Resources is Comprehensive, and a very small proportion of respondents indicated they Strongly Disagreed (4.76%) or Disagreed (2.38%) with the statement. Remaining respondents indicated that they were Neutral (7.14%) to the statement.

Q15-Do you have any additional comments regarding information about NHERI Facilities and Resources? (N=8)

Participants were given the option to provide comments regarding information about NHERI Facilities and Resources. Respondents who opted to answer this question delivered constructive commentary on how NHERI could improve existing offerings by making "the schedule for what is queued up for each site" easier to find. Additionally, one respondent noted that it was "challenging" to "imagine using [NHERI] facilities/resources" because there is "a steep learning curve."

Q16-NHERI experimental facility staff has provided useful feedback on proposed/ongoing/completed tests. (N=48)
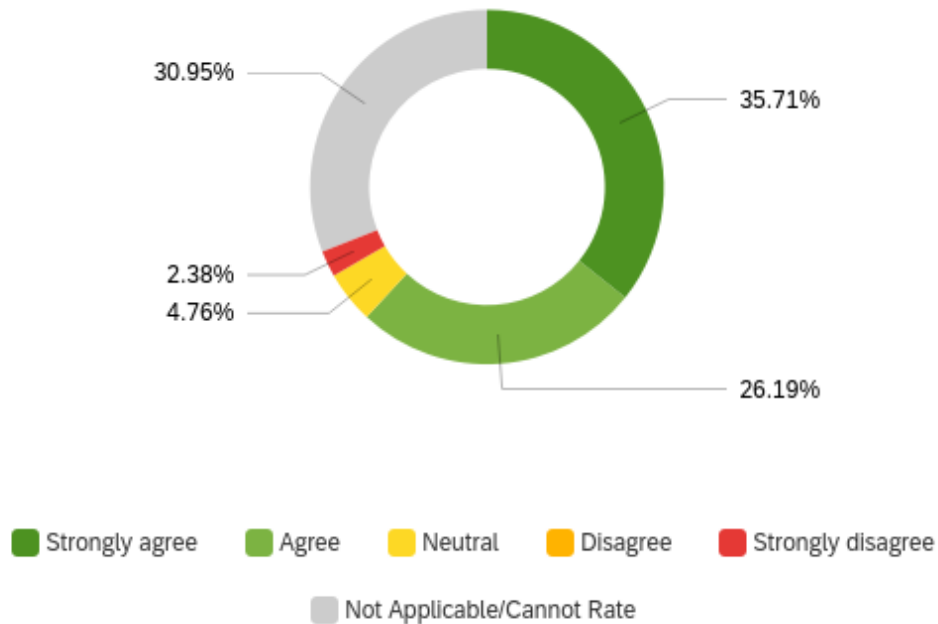
Most respondents Strongly Agreed (35.71%) or Agreed (26.19%) that NHERI experimental staff provided useful feedback, with a smaller proportion of respondents indicating they Strongly Disagreed (2.38%). Remaining respondents indicated they found the statement Not Applicable/Cannot Rate (30.95%) or were Neutral to statement (4.76%).

Q17-Do you have any additional comments about NHERI Facilities' and Resources' staff? (N=8)

Respondents were again asked to provide additional feedback – this time regarding staff – in an open-ended manner. Those who provided substantive feedback had positive comments regarding NHERI staff, noting they are "great," "amazing," and "very professional." Moreover, respondents noted that staff "can advise you on how to accomplish" research goals with NHERI "facilities and resources" and that "SimCenter staff are great."

Q18-Have you participated in any of the proposal writing workshops and/or seminars, or utilized NHERI support resources? (N=46)
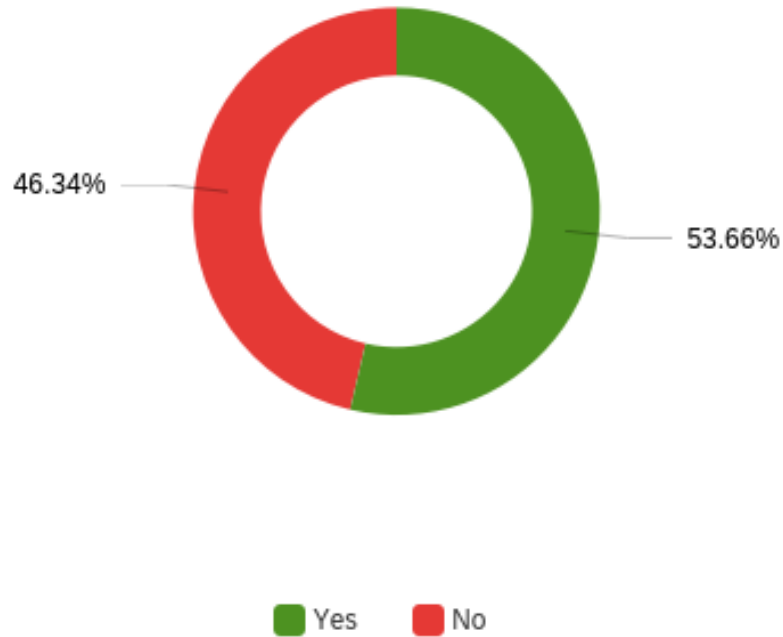
A majority of respondents (53.66%) reported they had participated in proposal writing workshops, and/or seminars, or utilizing NHERI support resources. Remaining respondents (46.43%) reported they had not participated in proposal writing workshops, and/or seminars, or utilizing NHERI support resources.

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Q19-Have you requested assistance from NHERI as you write your proposal? (N=42)

26.19%

73.81%

■ No   ■ Yes
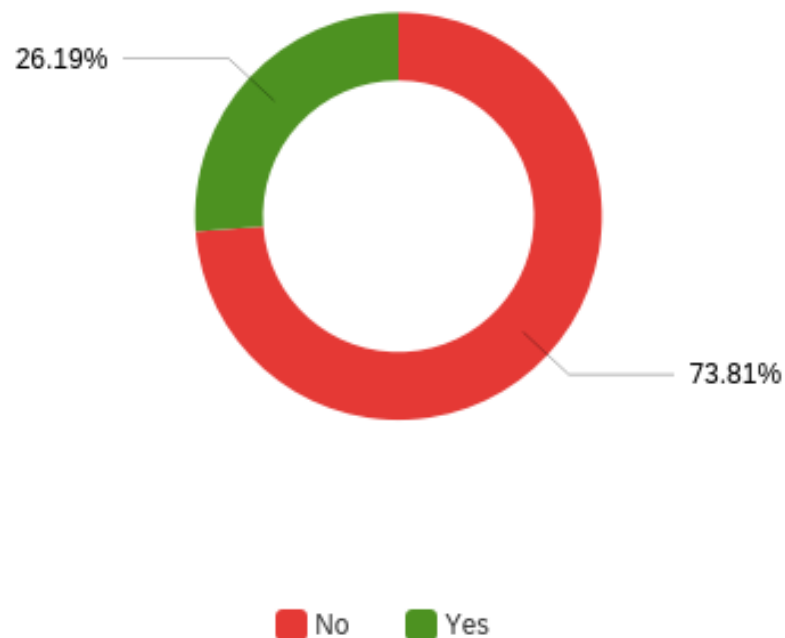
A majority of respondents (73.81%) indicated they had not requested assistance from NHERI during the proposal writing process. Respondents who indicated they requested assistance from NHERI during the proposal writing process (26.19%) were asked a follow up question, discussed below.

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Q20-Has the assistance you received been helpful? (N=25)

4.00%

96.00%

■ Yes   ■ No
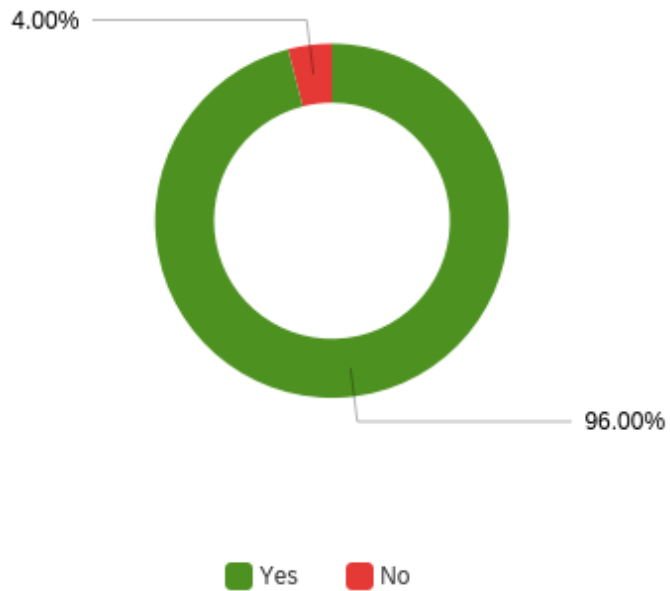
This question was available only to respondents who indicated they had requested assistance from NHERI during the proposal writing process. A majority of respondents who requested assistance reported they received assistance and found the assistance useful (96.00%). Remaining respondents indicated the assistance received was not helpful (4.00%).

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Q21A-The training available for online resources and tools meets my needs. (N=47)
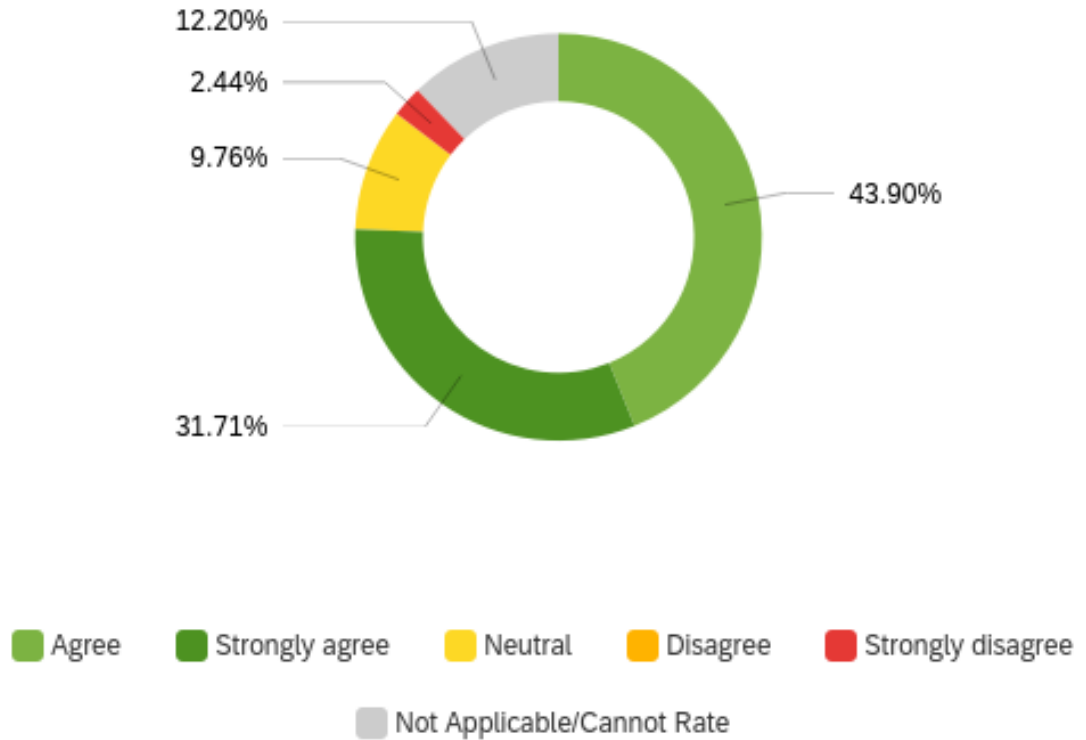
A majority of respondents either Agreed (43.90%) or Strongly Agreed (31.71%) to the statement that the training available for online resources and tools met [their] needs. Remaining respondents found this statement not applicable/cannot rate (12.20%) or were Neutral to this statement (9.76%). Very few respondents Strongly Disagreed (2.44%) and no respondents Disagreed with this statement.

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Q21B-<u>The technical support</u> for online resources and tools meets my needs. (N=47)
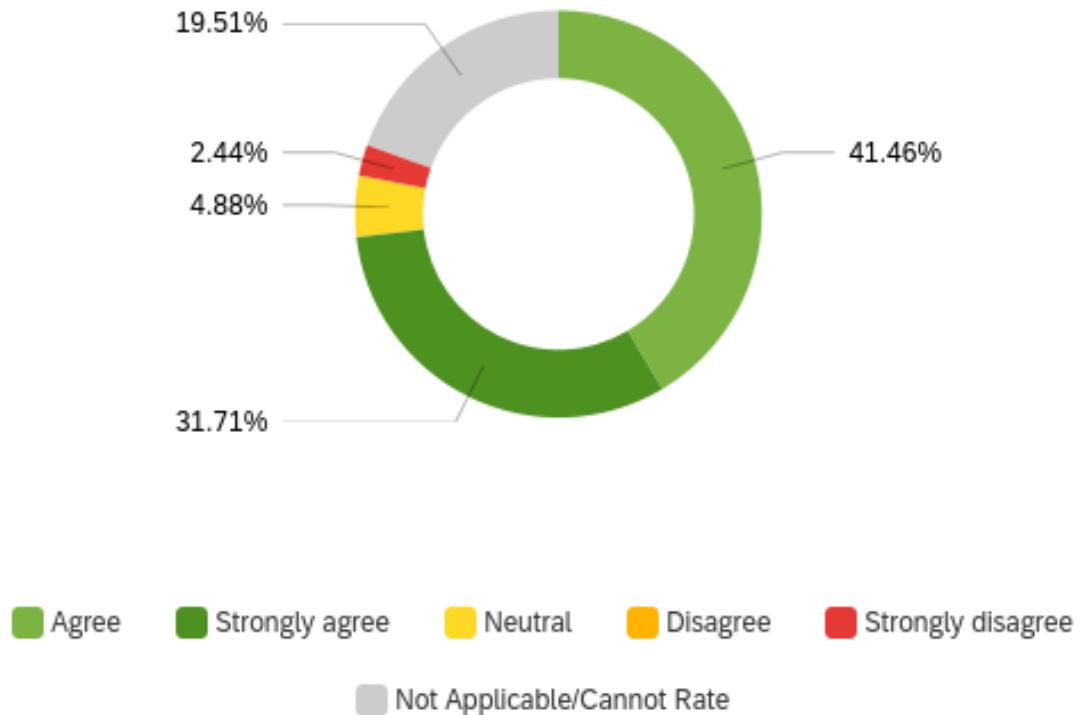
A majority of respondents either Agreed (41.46%) or were Strongly Agreed (31.71%) to the statement that the technical support for online resources and tools met [their] needs. Remaining respondents found this question not applicable/cannot rate (19.51%), were Neutral (4.88%), or Strongly Disagreed (2.44%) with this statement. No respondents Disagreed with this statement.

Q22-How many times a month, on average, do you use DesignSafe and other NHERI online resources and tools? (N=41)

Respondents reported using DesignSafe and other NHERI online resources and tools on average *<u>three</u>* times a month, with responses ranging from 0 to 30.

Q23-What is the most important change to NHERI's services, tools, and resources that would improve your experience with them? (N=11)

This open-ended question was designed to elicit qualitative responses that allow respondents to provide open-ended feedback regarding NHERI services, tools, and resources. Respondents noted key challenges with NHERI's services, tools, and resources, including "administration barriers," "access of data," and "relevance." Respondents also made suggestions on ways to improve NHERI services, tools, and resources, indicating that NHERI could "provide opportunity to use online analysis [tools] without [a] local computer," making improvements to response time from support teams, increase the "DesignSafe web interface" speed, and provide additional "information on payload tests and projects."

Q24-What service, tool, or resource not currently in NHERI should be added? Please specify what need your suggestion is going to meet. (N=6)

As with Question 23, this open-ended question was designed to elicit qualitative responses that allowed respondents to comment on what services, tools, or resources NHERI should add. Suggestions complimented qualitative feedback provided in Question 23, with some respondents suggesting additional "databases, research and code development" and facilitation of "access to international test sites."

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Q25-Information regarding NHERI is distributed at a useful rate and quantity. (N=47)
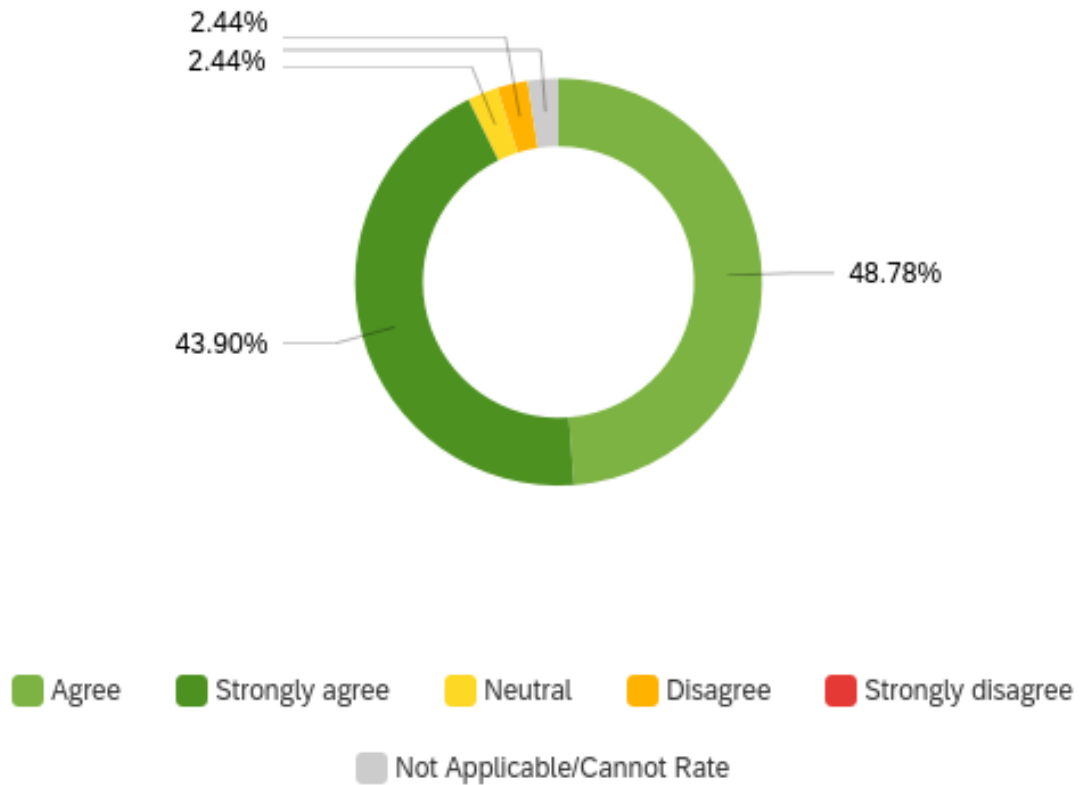
A majority of respondents Agreed (48.78%) or Strongly Agreed (43.90%) that information regarding NHERI is distributed at a useful rate and quantity. A small proportion of remaining respondents Disagreed (2.44%), were Neutral (2.44%) or found the statement not applicable/cannot rate (2.44%).

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Q26-The information regarding NHERI in DesignSafe is useful. (N=47)
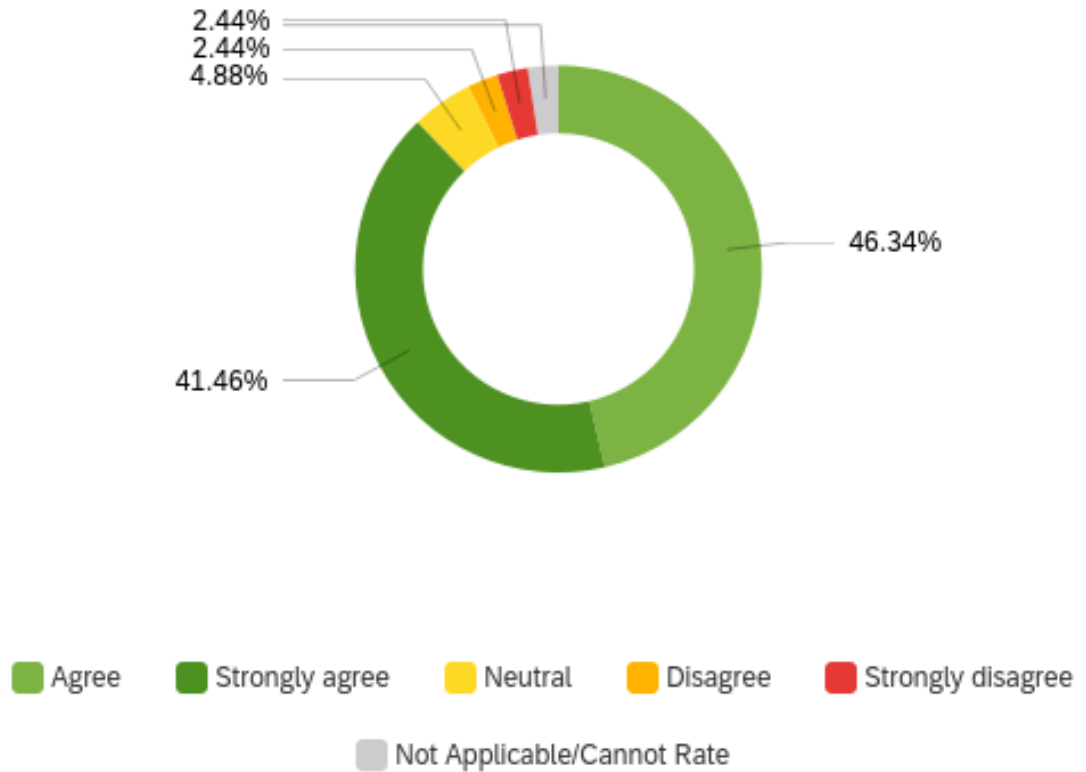
A majority of respondents Agreed (46.34%) or Strongly Agreed (41.46%) that information regarding NHERI in DesignSafe is useful. Remaining respondents were Neutral (4.88%) to this statement, Disagreed (2.44%), Strongly Disagreed (2.44%) or found it not applicable/cannot rate (2.44%).

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Q27-Do you have any additional comments regarding NHERI services and information? (N=6)

Respondents who opted to submit substantive responses to this open-ended question indicated they had "used DesignSafe and couldn't recommend it to another person" and suggested "more [focus] on NHERI."

Q28 - Do you have any final comments regarding NHERI Facilities and Resources? (N=5)

Substantive responses to this open-ended question regarding NHERI facilities and resources noted that NHERI "is a great resource from NSF" and that NHERI "should continue and be expanded in the future" but also reflected that NHERI "seems like a good idea, but the utility is limited."

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APPENDIX A-Survey Instrument

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 8-10 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?

1. Yes, I would like to participate in the survey.
2. No, I would not like to participate in the survey.

Q1. Do you consider yourself an early career researcher?

1. Yes
2. No

Q2. Which of the following best describes your position?

1. PI
2. Co-PI
3. Post Doctoral Researcher
4. Graduate Student Researcher
5. Research Assistant
6. Other

Q3. Please select your gender.

1. Male
2. Female
3. Non-binary/third gender
4. Prefer not to say

Q4. My own research has been enhanced through my use of NHERI resources and/or my connection to the NHERI components. (N=56)
1. Strongly Disagree
2. Disagree
3. Neutral
4. Agree
5. Strongly Agree
6. Not Applicable/Cannot Rate

Q5. The creation of NHERI has helped to advance research collaborations in the natural hazards research community (N=54)

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

Q6. I have reviewed the NHERI Science Plan-Version 1.0 and/or Version 2.0
1. yes
2. no
3. unsure

Q7. On a scale of 1 to 5, how likely are you to write future grant proposals that will involve the use of NHERI resources?
1. 1-Not Likely at All
2. 2-Somewhat Likely
3. 3-Unsure
4. 4-Likely
5. 5-Highly Likely

Q8. Which of the following best describes your current position in the proposal process for NHERI Facilities and Resources?

1. I'm writing my first proposal.
2. My proposal has been accepted, but I have not begun utilizing the facilities.
3. I am currently performing experiments/using the SimCenter.
4. I have completed experiments.
5. I have completed an experiment(s) and am working on the next proposal.

Q9. How many facilities are you writing proposals for?

- numeric response

Q10. How many proposals have you prepared that used either the NHERI Facilities and Resources?

- numeric response

Q11. Which of the following best describes how you intend to utilize NHERI Experimental Facilities and/or the SimCenter?

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

Q12a. 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

Q12b. Information about NHERI experimental facilities is comprehensive:

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

Q13. Do you have any additional comments regarding information about NHERI Facilities and Resources?

- Open ended

Q14. 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

Q15. Which of the following best describes how you intend to utilize NHERI Facilities and Resources?

1. I only want to access and use data that has already been uploaded
2. I intend to produce and upload original data
3. I want to both access and use data, and produce and upload original data

Q16a. 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

Q16b. 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

Q16c. 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

Q16d. 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

Q16e. 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

Q16f. 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

Q17. Do you have any additional comments regarding NHERI data?
• Open ended

Q18a: Information about NHERI Facilities and Resources is readily accessible.

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

5. Strongly Agree
6. Not Applicable/ Cannot Rate

Q18b: Information about NHERI Facilities and Resources is comprehensive

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

Q19. Do you have any additional comments regarding information about NHERI Facilities and Resources?
- Open ended

Q20. 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

Q21. Do you have any additional comments about NHERI Facilities' and Resources' staff?
- Open ended

Q22. Have you participated in any of the proposal writing workshops and/or seminars, or utilized NHERI support resources?

1. No
2. Yes

Q23. Have you requested assistance from NHERI as you write your proposal?

1. No
2. Yes

- Q24 (IF Q13 = 2) Has the assistance you received been helpful?

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

Q25a. Regarding NHERI online resources and tools: 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

Q25b. Regarding NHERI online resources and tools: 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

Q22. How many times a month, on average, do you use DesignSafe and other NHERI online resources and tools?

- Numeric response

Q23. What is the most important change to NHERI's services, tools, and resources that would improve your experience with them?

- Open ended

Q24. What service, tool, or resource not currently in NHERI should be added? What need is this going to meet?

- Open ended

Q25. 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

Q26. 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

Q27. Do you have any additional comments regarding NHERI services and information?

- Open ended

Q28. Do you have any final comments regarding NHERI Facilities and Resources?

- Open ended

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APPENDIX B-Comprehensive Qualitative Response Data by Question

Q13. Do you have any additional comments regarding NHERI data?
- no
- Preserve it!!!
- No
- No
- No
- N/A
- Hard to dig through and use
- Alternative download methods could be helpful

Q15. Do you have any additional comments regarding information about NHERI Facilities and Resources?
- No
- It is very challenging for me to imagine using your facilities/resources because they mostly don't seem relevant or user-friendly. It's a steep learning curve and I'm not sure there's a payoff.
- N/A
- No
- Fantastic
- No
- No
- The schedule for what is queued up for each site should be more easy to find. I had to write to a site PI to get this.

Q17. Do you have any additional comments about NHERI Facilities' and Resources' staff?
- The staff are great. If you have an idea, they can advice on how to accomplish with facilities and resources
- No
- Amazing
- No
- Very professional
- No
- No
- The SimCenter staff are great, are these included in this question on facilities?

Q23. What is the most important change to NHERI's services, tools, and resources that would improve your experience with them?
- I am trying to connect with them. I can not answer th is question now.
- faster response from help
- relevance
- access of data

- N/A
- provide opportunity to use online analysis tolls without having in the local computer
- NA
- Mitigate administration barriers
- N/A
- information on payload tests and projects
- DesignSafe web interface should be faster

Q24. What service, tool, or resource not currently in NHERI should be added? What need is this going to meet?
- I am trying to connect with them. I can not answer this question now.
- N/A
- NA
- Databases, research and code development
- N/A
- facilitate access to international test sites

Q27. Do you have any additional comments regarding NHERI services and information?
- No
- I have used DesignSafe and couldn't recommend it to another person
- N/A
- More focused on NHERI
- No

Q28. Do you have any final comments regarding NHERI Facilities and Resources?
- No
- It seems like a good idea, but the utility is limited.
- N/A
- No
- This is a great resource from NSF and should continue and be expanded in the future