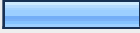
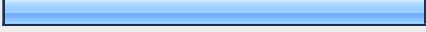




PST October 2009 Satisfaction Survey

| 1. Please rate the following aspects of NRAO's online proposal submission software. | | | | | | | | |
|-------------------------------------------------------------------------------------|-------------------|-------------------|-------------------|------------|--------------|-------------------|----------------|----------------|
| | Excellent | Good | Adequate | Poor | Unacceptable | N/A | Rating Average | Response Count |
| User Profile Maintenance | 27.3% (21) | 49.4% (38) | 16.9% (13) | 1.3% (1) | 0.0% (0) | 5.2% (4) | 1.92 | |
| General Information | 18.2% (14) | 55.8% (43) | 23.4% (18) | 1.3% (1) | 0.0% (0) | 1.3% (1) | 2.08 | |
| Finding and Selecting Co-Authors | 27.6% (21) | 44.7% (34) | 19.7% (15) | 2.6% (2) | 0.0% (0) | 5.3% (4) | 1.97 | |
| Science Justification | 29.9% (23) | 53.2% (41) | 10.4% (8) | 1.3% (1) | 0.0% (0) | 5.2% (4) | 1.82 | |
| Sources | 13.0% (10) | 41.6% (32) | 28.6% (22) | 9.1% (7) | 1.3% (1) | 6.5% (5) | 2.40 | |
| Resources | 9.2% (7) | 32.9% (25) | 35.5% (27) | 15.8% (12) | 1.3% (1) | 5.3% (4) | 2.65 | |
| Sessions | 7.9% (6) | 28.9% (22) | 36.8% (28) | 21.1% (16) | 1.3% (1) | 3.9% (3) | 2.78 | |
| Student Support | 6.5% (5) | 23.4% (18) | 11.7% (9) | 3.9% (3) | 0.0% (0) | 54.5% (42) | 2.29 | |
| Print Preview/Printing | 33.8% (26) | 53.2% (41) | 9.1% (7) | 0.0% (0) | 1.3% (1) | 2.6% (2) | 1.79 | |
| Validating & Submitting | 40.3% (31) | 50.6% (39) | 5.2% (4) | 0.0% (0) | 0.0% (0) | 3.9% (3) | 1.64 | |
| | answered question | | | | | | | |
| | skipped question | | | | | | | |

| 2. Overall, how do you rate the quality of the NRAO PST as compared to similar tools at other observatories? | | | |
|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------|----------------|
| | | Response Percent | Response Count |
| Excellent |  | 20.8% | 16 |
| Good |  | 64.9% | 50 |
| Adequate |  | 13.0% | 10 |
| Poor | | 0.0% | 0 |
| Unacceptable |  | 1.3% | 1 |
| | | answered question | 77 |
| | | skipped question | 0 |

| 3. What features of the NRAO PST did you find particularly useful? | | |
|--------------------------------------------------------------------|--------------------------|----------------|
| | | Response Count |
| | | 41 |
| | answered question | 41 |
| | skipped question | 36 |

| 4. What features of the NRAO PST did you find particularly annoying? | | |
|----------------------------------------------------------------------|--------------------------|----------------|
| | | Response Count |
| | | 49 |
| | answered question | 49 |
| | skipped question | 28 |

| 5. Overall, is the performance of the system (over the past 2-3 proposal deadlines)... | | | |
|----------------------------------------------------------------------------------------|--|------------------|----------------|
| | | Response Percent | Response Count |
| Getting much better? | | 3.3% | 2 |
| Getting better? | | 61.7% | 37 |
| Staying at about the same level? | | 35.0% | 21 |
| Getting worse? | | 0.0% | 0 |
| Getting much worse? | | 0.0% | 0 |
| Other (please specify) | | | 10 |
| answered question | | | 60 |
| skipped question | | | 17 |

| 6. If you have any suggestions regarding how we could improve the services we provide to you, including new features or changes that you would specifically like to suggest for future development, please enter them in the box below. (If you would like a response, be sure to leave your name and email as well.) | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------|
| | | Response Count |
| | | 20 |
| answered question | | 20 |
| skipped question | | 57 |