NHERI User Satisfaction Survey of Known NHERI Site Users Results

2021

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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 fifth year of the program.

Year Five User Satisfaction Survey

The 2021 survey instrument was nearly identical to the 2020 version, with added 'Big 4' questions to facilitate a smooth transition to data collection for Year 6. Added 'Big 4' questions were designed to yield a broad-level overview on user satisfaction that will serve as part of the basis of assessing Year 6 user satisfaction with a modified and condensed version of the 2020 instrument. Questions featured mixed-response options that captured both qualitative and quantitative data. As in 2020, the user satisfaction subcommittee opted to send the 2021 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 April 5, 2021 to May 3, 2021. 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. A single reminder message was sent following the initial invitation encouraging known site users to complete the survey if they had not already done so. Sixty-six users began the survey, and all 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, we are unable to calculate a response rate.

Overall Findings Summary

The 2021 survey was constructed to yield both quantitative and qualitative data on various dimensions of user satisfaction. Responses to demographic questions indicate most NHERI facility users are male, hold PI or graduate student researcher positions, and are early career researchers.

Feedback derived from quantitative data suggests 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 47 responses received for Question 4, 34.04% were actively performing experiments/using the SimCenter, and 40.43% had either completed experiments or had completed experiments and were working on the next proposal. The remaining 25.54% had not yet begun utilizing facilities or were writing their first proposal.

Regarding the intended utilization of NHERI data, 80.44% of respondents reported wanting to both access and use data and produce and upload original data, and 19.57% reported intending to exclusively utilize pre-existing data.

In the areas of satisfaction with information about NHERI facilities and resources, NHERI staff, scheduling, equipment, support resources, data utilization and interface, and online resources and tools, respondent feedback was largely positive and similar to feedback from 2020. In cases where feedback was less than positive, respondents took the opportunity to provide constructive feedback in open-ended questions. A number of questions from the 2017, 2018, 2019, and 2020 user satisfaction surveys were repeated in 2021; on balance, respondent feedback in 2021 on those questions was slightly less positive than it was in 2020 but more positive than it was in years prior.

Qualitative data on NHERI facilities, staff, and resources yielded critical feedback that was detailed and constructive. Given the limited number of respondents compared to the number of presumed active users in the NHERI community, care should be given to putting too much emphasis on both qualitative and quantitative findings presented here. Rather, these results should be used to consider ways to refine and improve NHERI's offerings. Even so, critical feedback remained generally positive.

Indeed, 'Big 4' questions added to the 2021 instrument as part of a transition toward a short-form assessment of user satisfaction to be used in future surveys reflect users' positive attitude toward NHERI. In these questions, a majority of respondents agreed that NHERI had helped to advance research collaborations within the natural hazards research community (84.80%), and that their research had been enhanced through NHERI resources and/or their connection to the NHERI components (83.93%). Similarly, a majority of respondents indicate they would write a future grant proposal that would involve the use of NHERI resources (72.22%). These responses, combined with the remaining feedback provided by respondents, demonstrate the value of NHERI resources and services.

Findings are discussed in more depth in the following sections, which provide detailed item-level data. A copy of the survey instrument and comprehensive qualitative data are attached to this report as Appendices A and B.

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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=56)
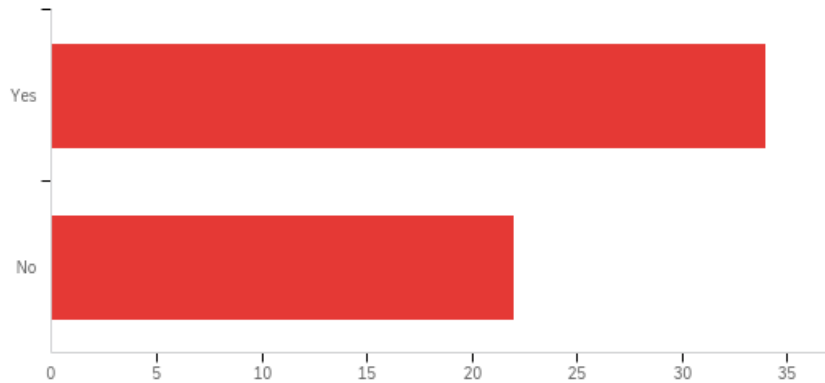
This question was included in the 2021 NHERI user satisfaction survey instrument as part of a trio of questions designed to capture demographic data on user satisfaction survey participants. 60.71% of respondents do consider themselves an early career researcher, and the remaining 39.29% of respondents do not consider themselves an early career researcher.

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Q2-Which of the following best describes your position? (N=56)
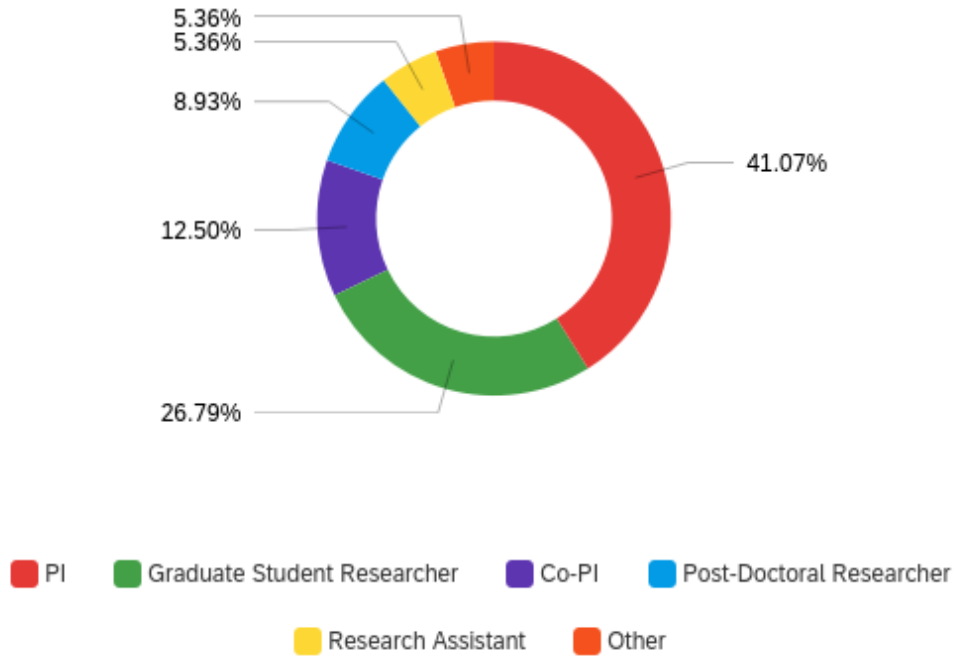
5.36%
5.36%
8.93%
12.50%
26.79%
41.07%

■ PI   ■ Graduate Student Researcher   ■ Co-PI   ■ Post-Doctoral Researcher

■ Research Assistant   ■ Other

This question was included in the 2021 NHERI user satisfaction survey instrument as part of a trio of questions designed to capture demographic data on user satisfaction survey participants. A majority of participants who took the survey hold PI (41.07%) or Graduate Student Researcher positions (26.79%). A smaller percentage of participants indicated they hold Co-PI (12.50%), Post-Doctoral Researcher (8.93%), Research Assistant (5.36%), or 'Other' (5.36%) positions at the time they took the survey.

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Q3-Please select your gender. (N=56)
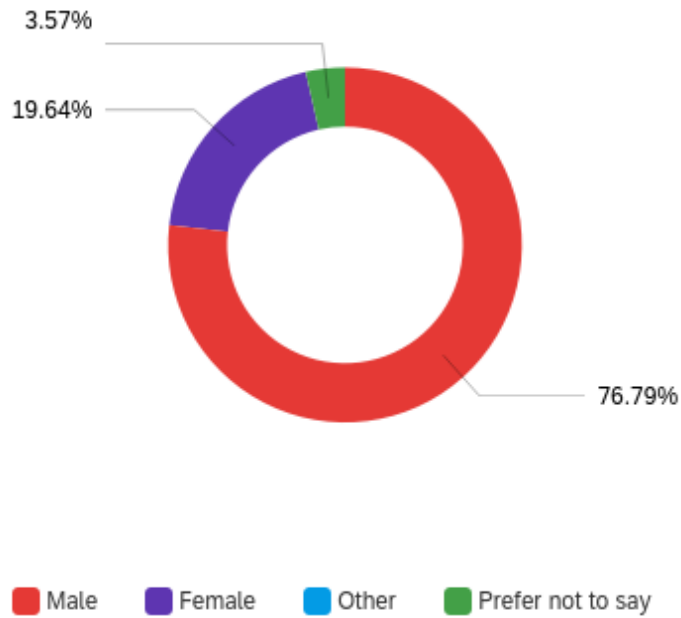
This question was included in the 2021 NHERI user satisfaction survey instrument as part of a trio of questions designed to capture demographic data on user satisfaction survey participants. A substantial majority of participants indicated they identify as Male (76.79%), with a smaller proportion of participants identifying as Female (19.64%) or indicating that they 'Prefer not to say' (3.57%).

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Q4-Which of the following best describes your current position in the proposal process for NHERI Facilities and Resources? (N=47)
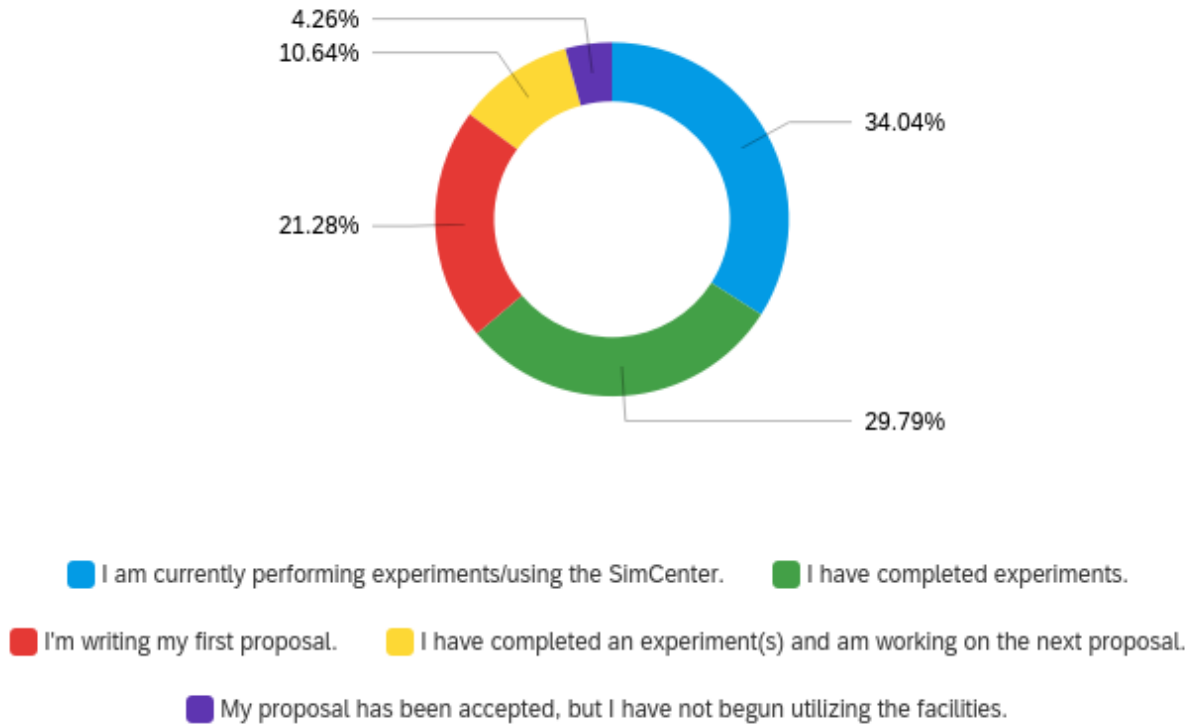
This question was added to the user satisfaction survey in 2018 to provide more details about the NHERI user group's interaction with NHERI through the proposal process. In 2021, a majority of respondents indicated they were currently performing experiments or using the SimCenter (34.04%) or had completed experiments (29.79%). Remaining respondents indicated they were writing their first proposal (21.28%), had completed an experiment(s) and were working on the next proposal (10.64%), or that their proposal had been accepted, but they had not begun utilizing facilities (4.26%).

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Q5-How many facilities are you writing proposals for? (N=41)
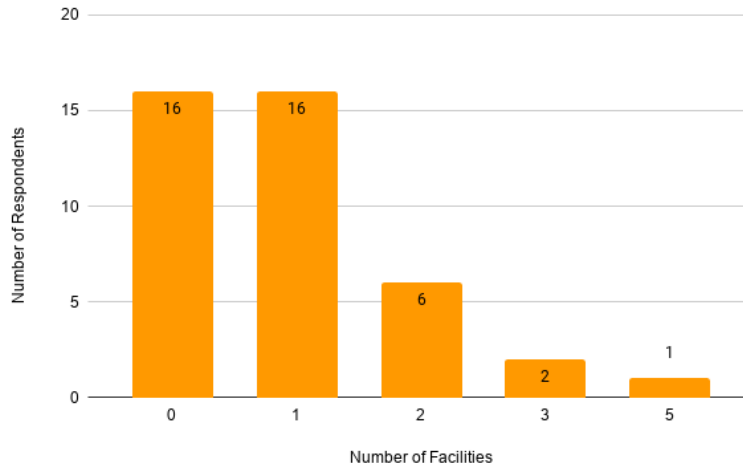
If participants indicated they were currently performing experiments, had completed experiments, or had completed experiments and were working on the next proposal they were asked to report how many facilities they are writing proposals for. Responses to this question ranged from 0 to 5, with most respondents reporting they are planning to use a single NHERI facility or no NHERI facilities.

Q6-How many proposals have you prepared that used either the NHERI Facilities and Resources? (N=36)
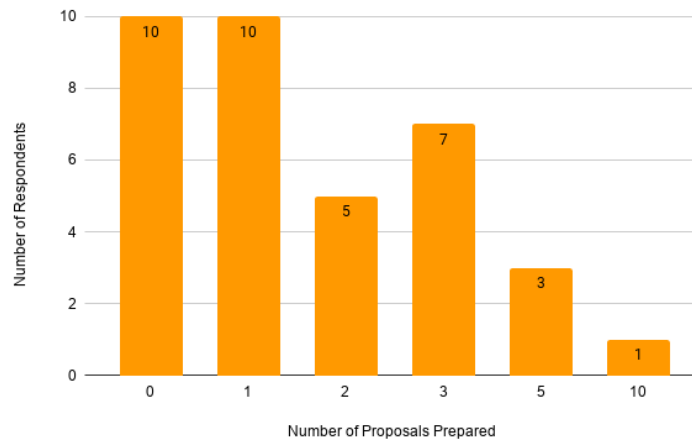
Most respondents indicated they had prepared one or three proposals that used NHERI facilities and resources, with some reporting they had prepared up to ten proposals. A notable number of respondents indicated they had prepared no proposals that used NHERI facilities and resources. This may reflect the number of respondents that had previously indicated they were writing their first proposal.

Q7-Which of the following best describes how you intend to utilize NHERI Facilities and Resources? (N=46)

10.87%

19.57%

69.57%

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

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

■ I intend to produce and upload original data.
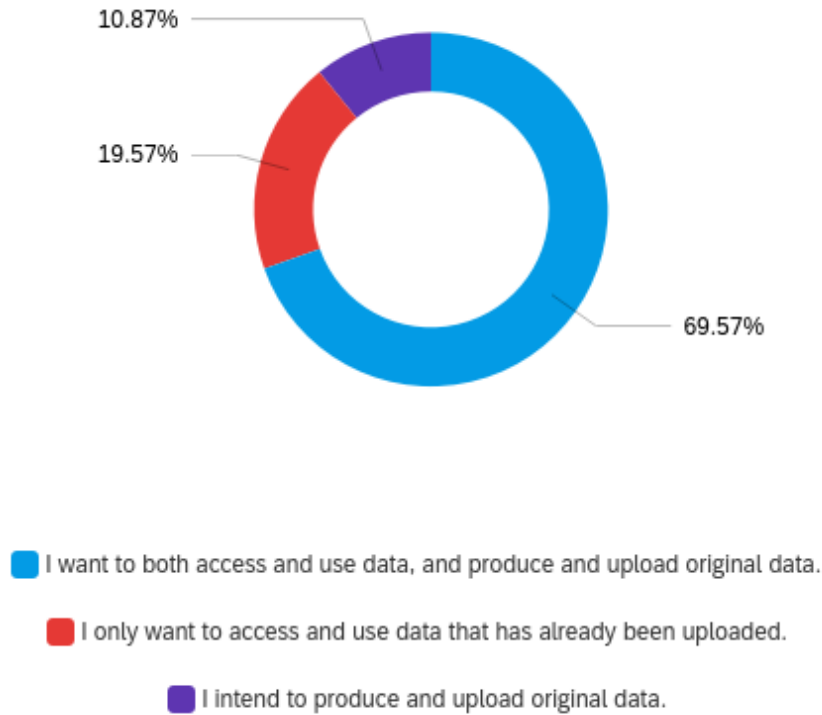
Most respondents (69.57%) reported wanting to both access and use data and produce and upload original data. A smaller proportion of respondents (19.57%) reported only wanting to access and use data that has already been uploaded, and the smallest proportion of respondents (10.87%) intend to produce and upload original data.

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Q8A-Information about NHERI Facilities and Resources is <u>Readily Accessible</u> (N=36)
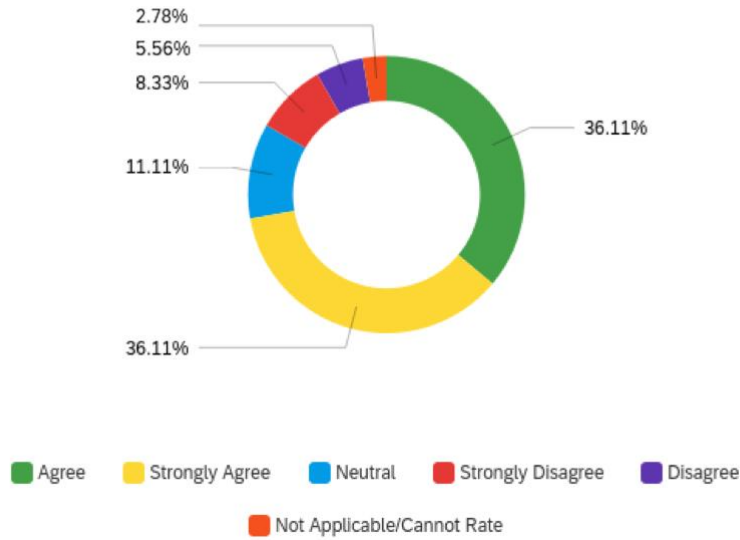
A significant majority of respondents indicated they Strongly Agreed (36.11%) or Agreed (36.11%) with the statement that Information about NHERI Facilities and Resources is Readily Accessible. A small proportion of respondents indicate they Strongly Disagreed (8.33%) or Disagreed (5.56%) with the statement. Remaining respondents indicated that they found the statement Not Applicable/Cannot Rate (2.78%) or were Neutral (11.11%) to the statement.

Q8B- Information about NHERI Facilities and Resources is <u>Comprehensive</u> (N=35)
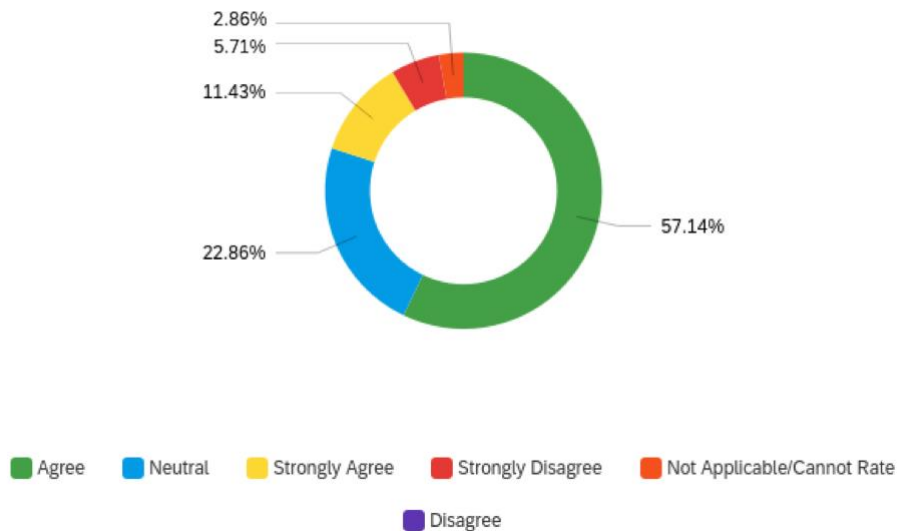
A majority of respondents indicated they Agreed (57.14%) or Strongly Agreed (11.43%) with the statement that Information about NHERI Facilities and Resources is Comprehensive, and a very small proportion of respondents indicated they Strongly Disagreed (5.71%) with the statement. Remaining respondents indicated that they found the question Not Applicable/Cannot Rate (2.86%) or were Neutral (22.86%) to the statement.

Q9-Do you have any additional comments regarding information about NHERI Facilities and Resources? (N=4)

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 provide more consistent information across facilities, noting "the availability of information about various facilities is uneven" going on to specify that some facilities have a lot of information available while others have "only minimal information." Participants also made positive comments regarding NHERI staff, noting that NHERI staff at OSU were "very professional" and that they "could not imagine how the staff there could be more supportive of [their] research."

Q10-NHERI experimental facility staff has provided useful feedback on proposed/ongoing/completed tests. (N=34)
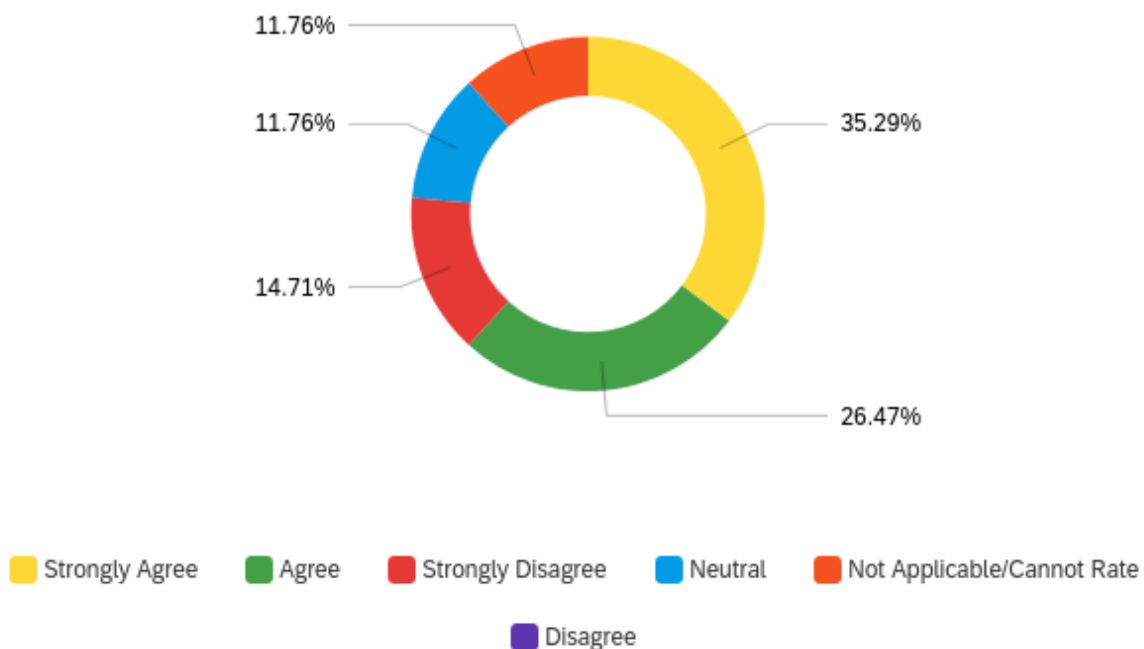
Most respondents Strongly Agreed (35.29%) or Agreed (26.47%) that NHERI experimental staff provided useful feedback, with a smaller proportion of respondents indicating they Strongly Disagreed (14.71%). Remaining respondents indicated they found the question Not Applicable/Cannot Rate (11.76%) or were Neutral (11.76%) to the statement.

Q11-Do you have any additional comments about NHERI Facilities' and Resources' staff? (N=3)

Respondents were again asked to provide additional feedback – this time regarding staff – in an open-ended manner. Those who provided substantive feedback had constructive comments regarding NHERI staff, expressing concerns that NHERI staff may "not [take] seriously the request of younger researchers" which may in turn "discourage them to use the NHERI facilities."

Q12-Have you participated in any of the proposal writing workshops and/or seminars, or utilized NHERI support resources? (N=34)

41.18%   58.82%

■ No   ■ Yes
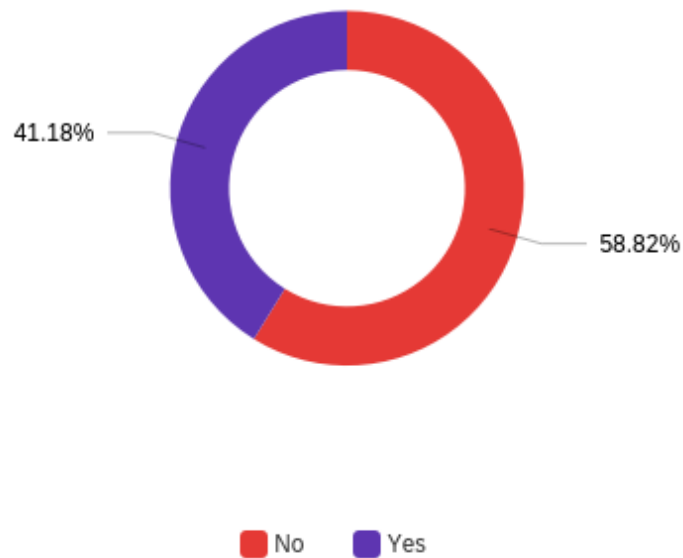
A majority of respondents (58.82%) reported they had not participated in proposal writing workshops, and/or seminars, or utilizing NHERI support resources. Remaining respondents (41.48%) reported participating in proposal writing workshops, and/or seminars, or utilizing NHERI support resources.

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Q13-Have you requested assistance from NHERI as you write your proposal? (N=34)

38.24%
61.76%

No   Yes
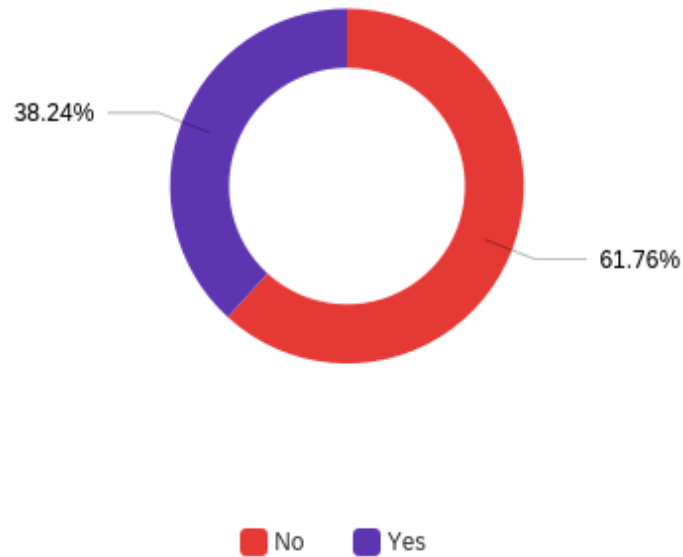
A majority of respondents (61.74%) indicated they had not requested assistance from NHERI during the proposal writing process. Respondents who indicated they requested assistance from NHERI during the proposal writing process (38.34%) were asked a follow up question, discussed below.

Q14-Has the assistance you received been helpful? (N=13)

100.00%

Yes   No   Did not receive assistance
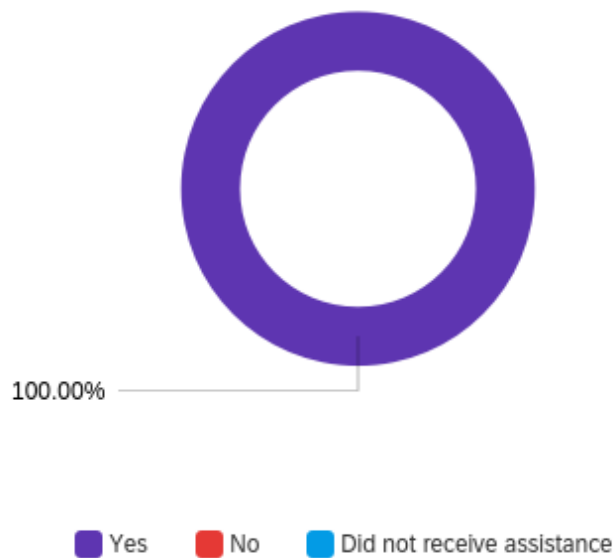
This question was available only to respondents who indicated they had requested assistance from NHERI during the proposal writing process. All respondents who requested assistance reported they received assistance and found the assistance useful.

Q15-How many times a month, on average, do you use DesignSafe and other NHERI online resources and tools? (N=27)

Respondents reported using DesignSafe and other NHERI online resources and tools on average _**four**_ times a month, with responses ranging from 0 to 30.

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Q16-Regarding NHERI Data: (N=42)
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.

It's easy to locate the data that I want from my previous tests
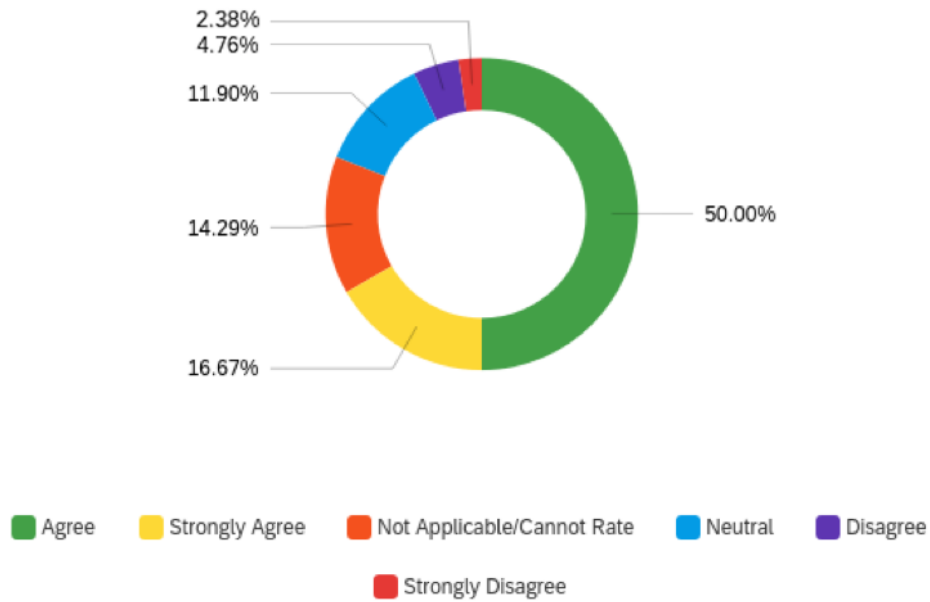
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It's easy to locate the data that I want from others' tests
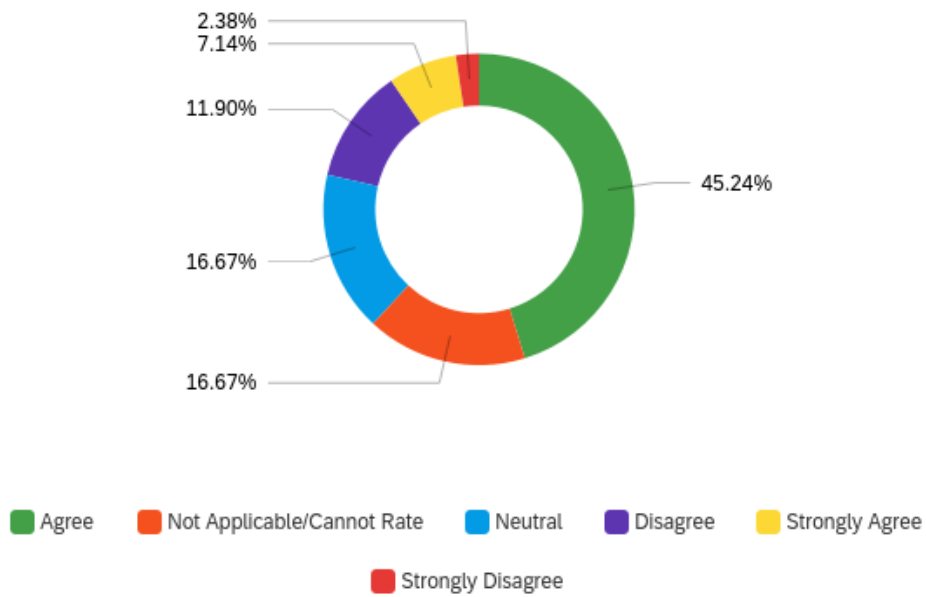
2.38%
7.14%
11.90%
16.67%
16.67%
45.24%

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

The required format of the archived data is reasonable/logical

2.38%
7.14%
11.90%
14.29%
19.05%
45.24%

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

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

7.14%
11.90%
16.67%
19.05%
45.24%

Agree   Not Applicable/Cannot Rate   Neutral   Strongly Agree   Disagree

Strongly Disagree

The metadata comprehensiveness of the experimental data is sufficient

4.76%
9.52%
21.43%
21.43%
42.86%

Agree   Not Applicable/Cannot Rate   Neutral   Strongly Disagree   Strongly Agree

Disagree
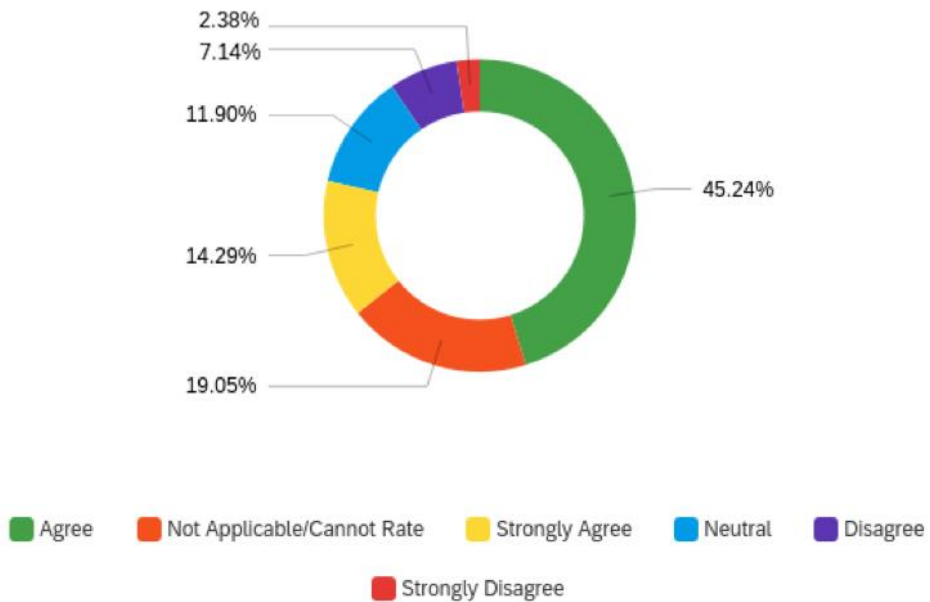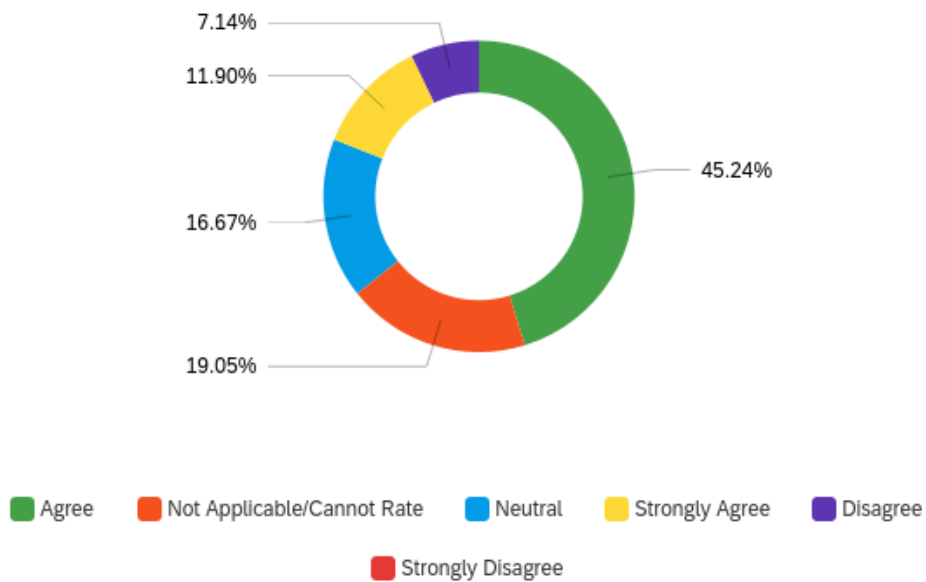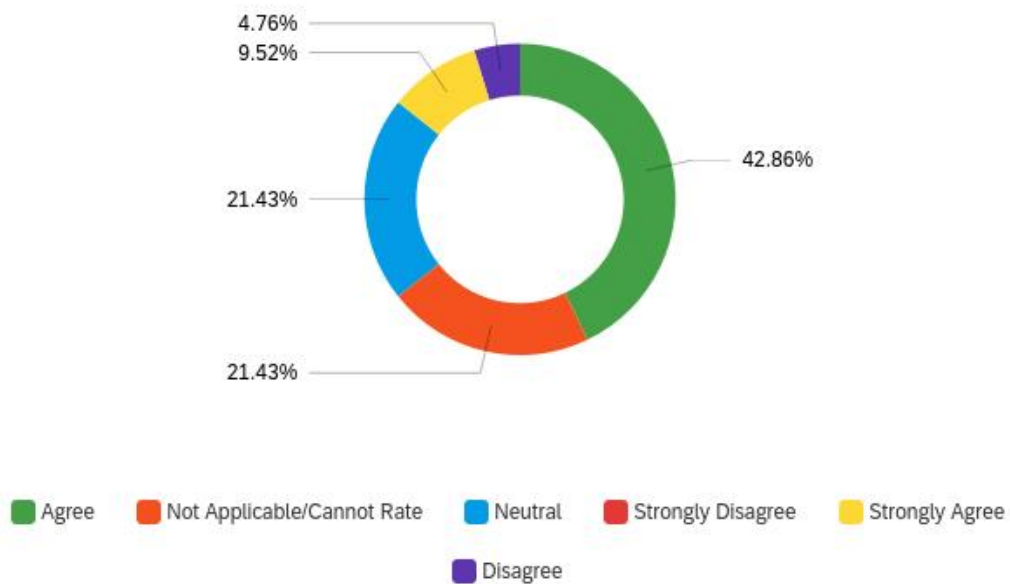
Data is available for download in useful formats
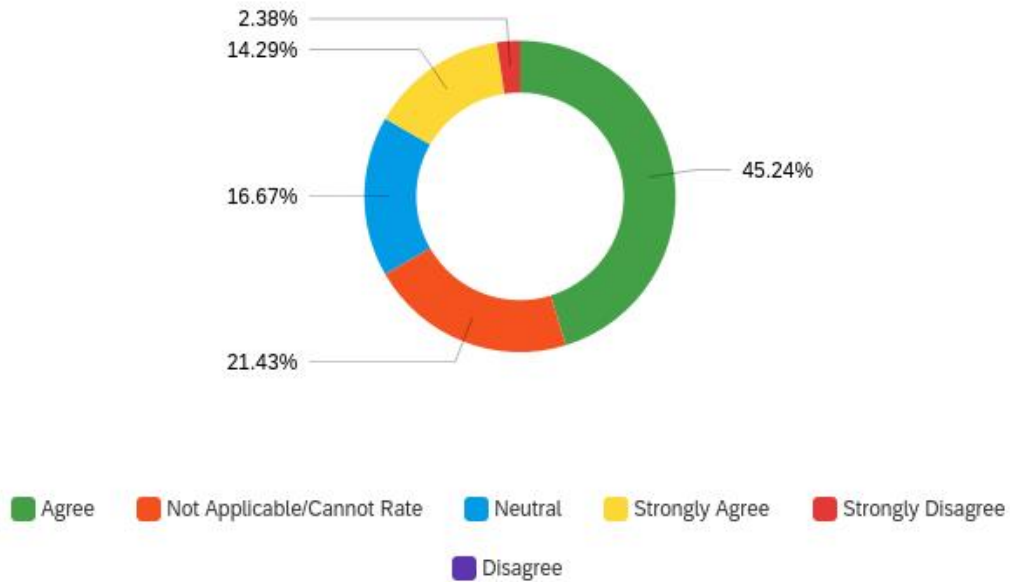
Q17-Do you have any additional comments regarding NHERI data? (N=5)

Participants were also asked to provide comments regarding data. Substantive comments provided by respondents suggest standardizing data across NHERI facilities, noting that there are currently "no best management practices for data documentation, archiving, or analysis procedures" going on to note that "without some standardization and documentation, I question the longevity of the usefulness of the data archived in" DesignSafe-CI. Other respondents commented on the procedure of uploading large datasets to DesignSafe, describing it as "hellacious" and "the worst procedure [they had] ever seen."

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Q18A-<u>The training available</u> for online resources and tools meets my needs. (N=42)

- 2.38%
- 2.38%
- 11.90%
- 19.05%
- 26.19%
- 38.10%

Agree | Neutral | Strongly Agree | Not Applicable/Cannot Rate | Strongly Disagree
Disagree
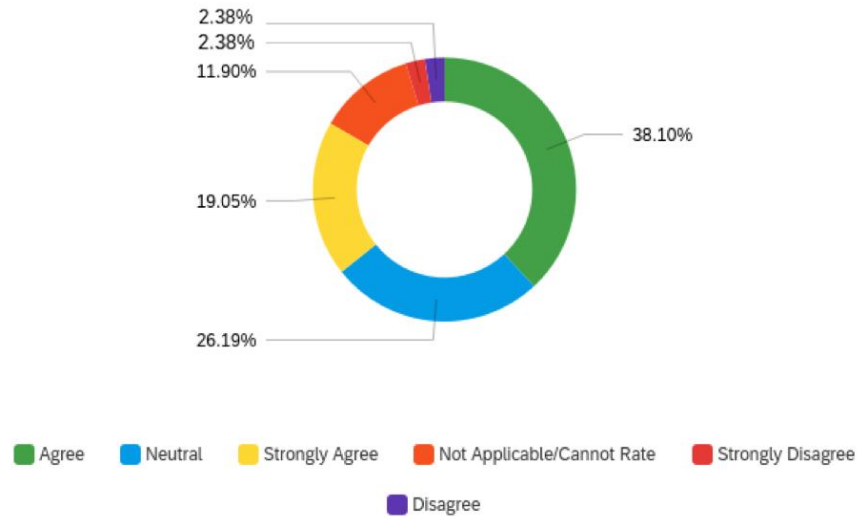
A majority of respondents either Agreed (38.10%) or were Neutral (26.19%) to the statement that the training available for online resources and tools meets [their] needs. Remaining respondents either Strongly Agreed to the statement (19.05%) or found it not applicable/cannot rate (11.90%). Very few respondents Disagreed (2.38%) or Strongly Disagreed (2.38%) with this statement.

Q18B-<u>The technical support</u> for online resources and tools meets my needs. (N=42)

- 7.14%
- 14.29%
- 16.67%
- 33.33%
- 28.57%

Agree | Neutral | Not Applicable/Cannot Rate | Strongly Agree | Disagree
Strongly Disagree
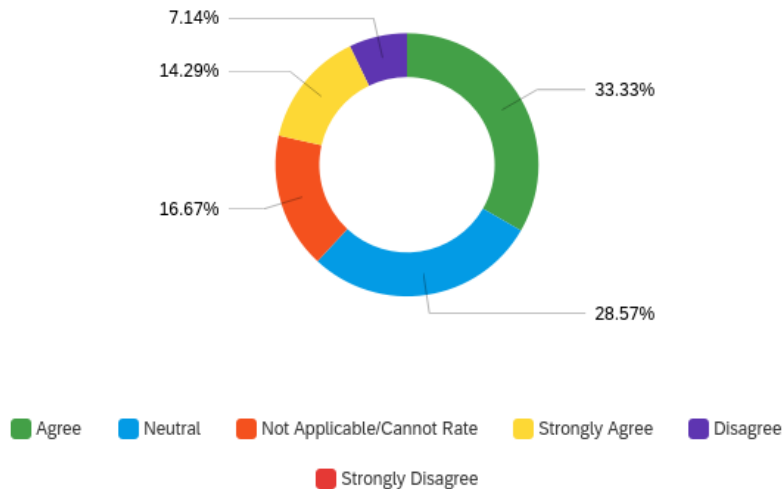
A majority of respondents either Agreed (33.33%) or were Neutral (28.57%) to the statement that the technical support for online resources and tools meets [their] needs. Remaining respondents found this question not applicable/cannot rate (16.67%), Strongly Agreed (14.29%) or Disagreed (7.14%) with this statement. No respondents Strongly Disagreed with this statement.

Q19-What is the most important change to NHERI's services, tools, and resources that would improve your experience with them? (N=6)

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 commented suggesting improvements to data procedures, including "uploading and downloading" processes, "more information and options for uploading files" outside the website, and a more "user friendly" Data Depot. Additional suggestions include "better advertisement and search of online data."

Q20-What service, tool, or resource not currently in NHERI should be added? Please specify what need your suggestion is going to meet. (N=4)

As with Question 20 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 20, with some respondents suggesting additional tools to "quickly visualize data stored in Data Depot," as well as "detailed tutorials" and "data post processing." With regard to User Satisfaction, one respondent suggested NHERI add "a mechanism to allow users to anonymously provide feedback," noting that "this might broaden accessibility and increase user feedback."

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Q21-Information regarding NHERI is distributed at a useful rate and quantity. (N=42)
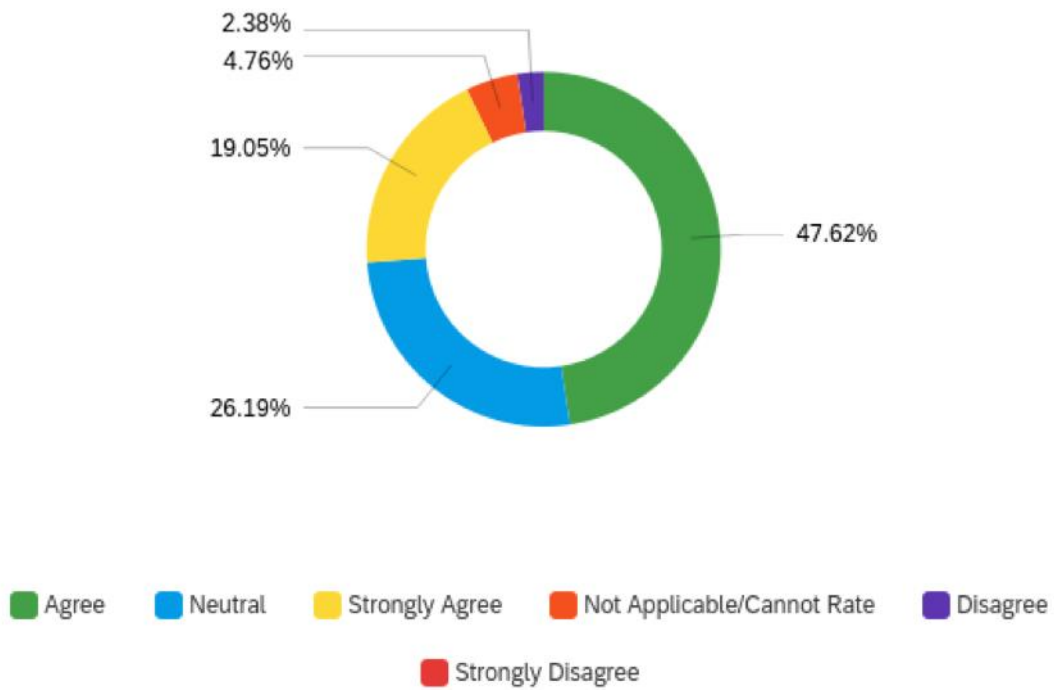
A majority of respondents Agreed (47.62%) or were Neutral (26.19%) to the statement that information regarding NHERI is distributed at a useful rate and quantity. Remaining respondents Strongly Agreed (19.05%) or found the statement not applicable/cannot rate (4.76%). The smallest percentage of respondents Disagreed (2.38%) and no respondents Strongly Disagreed.

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Q22-The information regarding NHERI in DesignSafe is useful. (N=37)
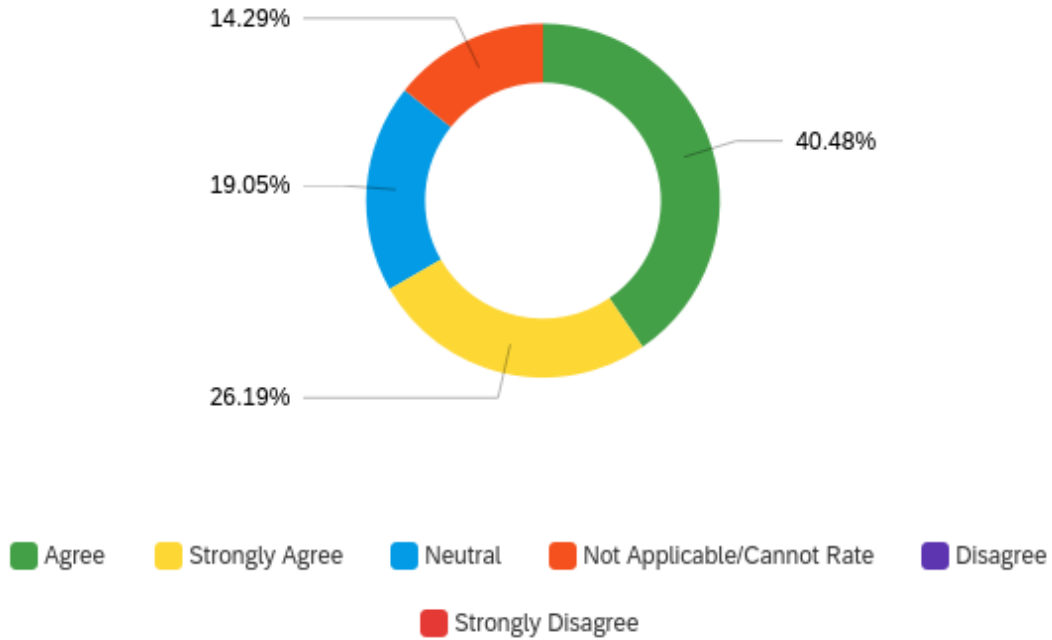
A majority of respondents Agreed (40.48%) or Strongly Agreed (26.19%) that information regarding NHERI in DesignSafe is useful. Remaining respondents were Neutral (19.05%) to this statement or found it not applicable/cannot rate (14.29%).

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Q23-Do you have any additional comments regarding NHERI services and information? (N=3)

Respondents who opted to answer this open-ended question left positive comments regarding NHERI services and information, expressing that they were "very appreciative and grateful for availability of SimCenter and Designsafe" going on to state that these were "amazing resources." Similarly, respondents noted that "NHERI has been an important community facility" and "should continue."

Q24 - Do you have any final comments regarding NHERI Facilities and Resources? (N=3)

Substantive responses to this open-ended question regarding NHERI facilities and resources noted that NHERI is doing a "very good job," that they "enjoyed the state of the art reports," and that NHERI should "keep it up."

Q25-My own research has been enhanced through my use of NHERI resources and/or my connection to the NHERI components. (N=56)
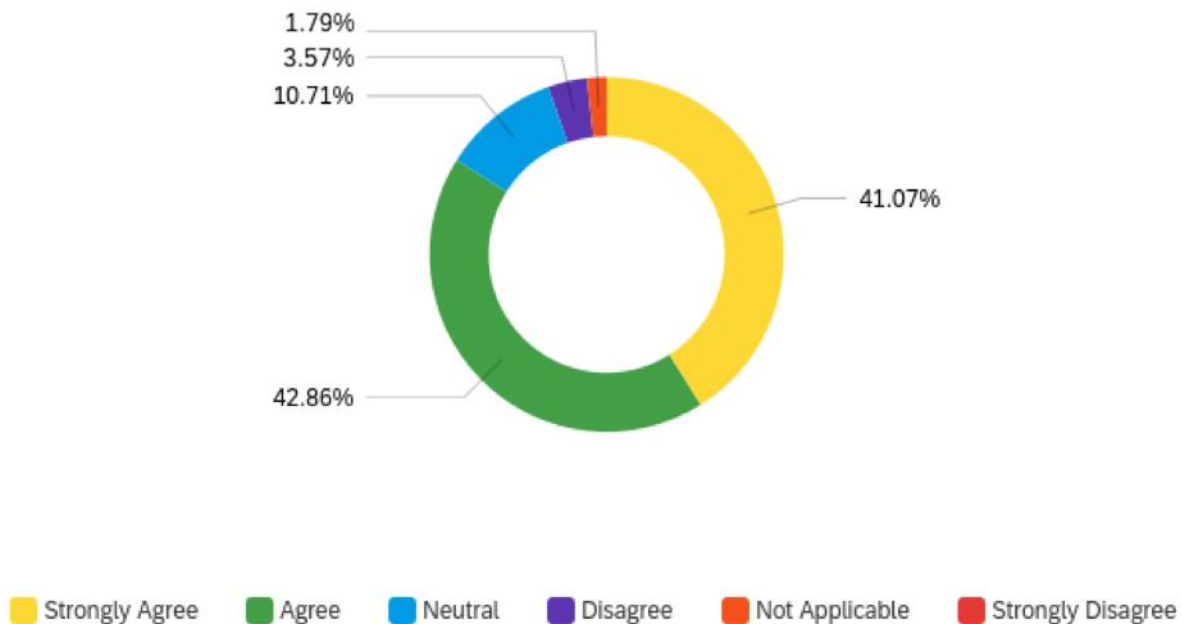
This question was added to the 2021 instrument as part of a transition toward a short-form survey of user satisfaction known as 'the big 4' to be used in future assessments. A majority of respondents Strongly Agreed (41.07%) or Agreed (42.86%) with this statement. Remaining respondents were Neutral (10.71%) or Disagreed (3.57%) or found this statement Not Applicable (1.79%). No respondents Strongly Disagreed with this statement.

Q26-The creation of NHERI has helped to advance research collaborations in the natural hazards research community (N=54)
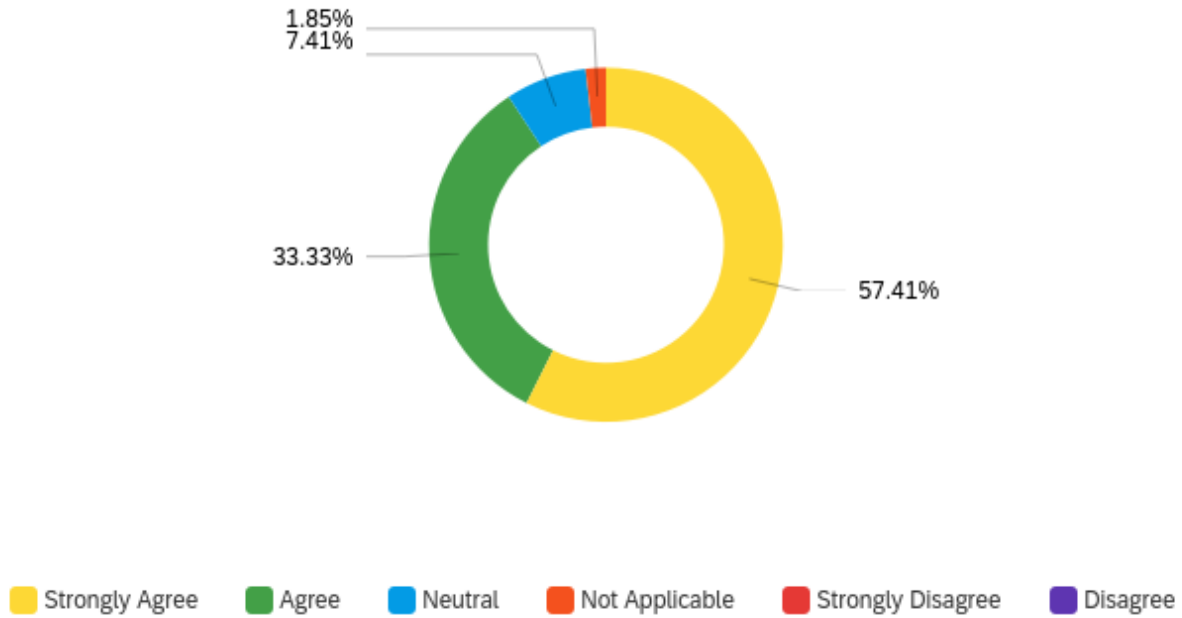
This question was added to the 2021 instrument as part of a transition toward a short-form survey of user satisfaction known as 'the big 4' to be used in future assessments. A majority of respondents Strongly Agreed (57.41%) or Agreed (33.33%) with this statement. Remaining respondents were Neutral (7.41%) or found this statement Not Applicable (1.85%). No respondents Disagreed or Strongly Disagreed with this statement.

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Q27-I have reviewed the NHERI Science Plan-Version 1.0 and/or Version 2.0 (N=56)
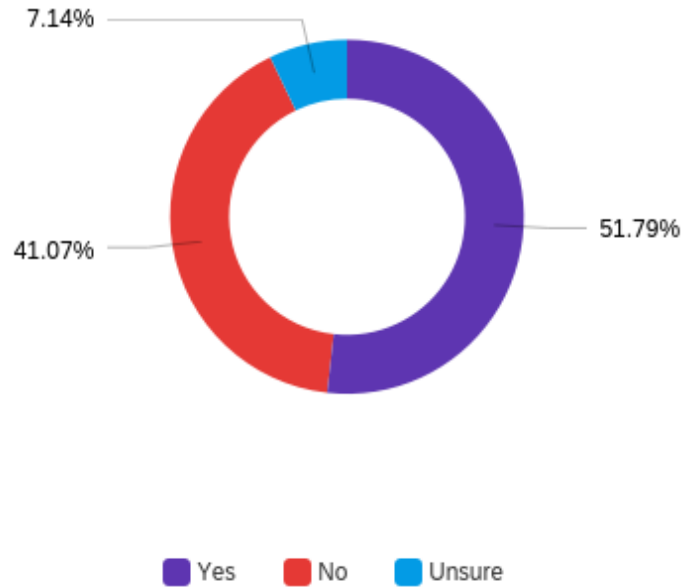
7.14%

41.07%

51.79%

■ Yes ■ No ■ Unsure

This question was added to the 2021 instrument as part of a transition toward a short-form survey of user satisfaction to be used in future assessments known as 'the big 4', and is similar to questions included in past surveys. A majority of respondents indicated they had reviewed the NHERI Science Plan (51.79%). Remaining respondents indicated they had not reviewed the NHERI Science Plan (41.07%) or were Unsure (7.14%).

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Q28- 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=54)
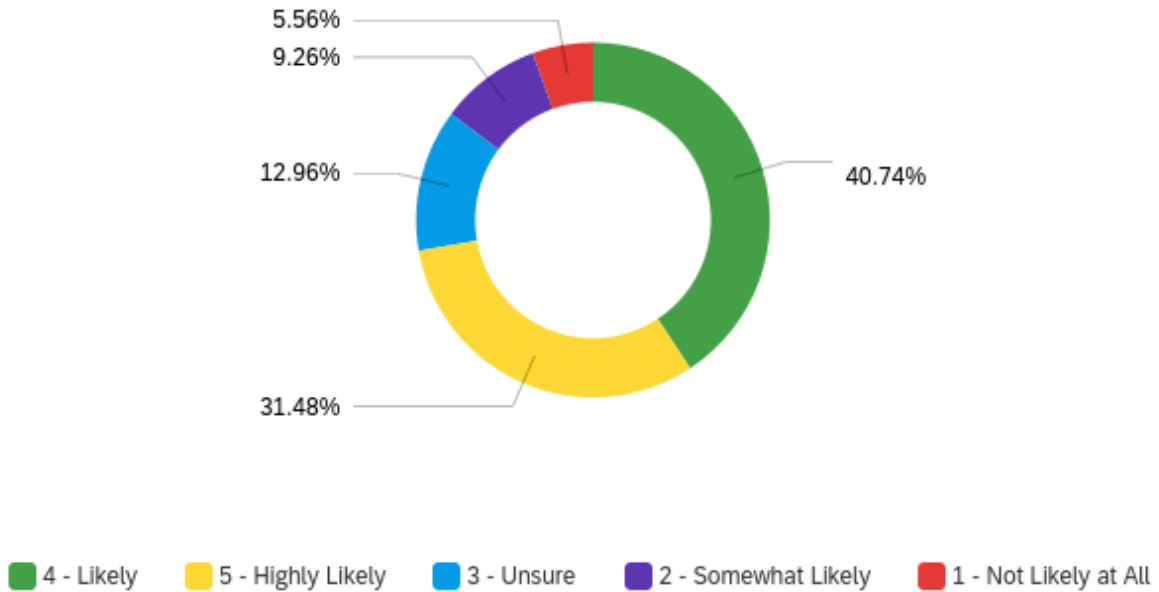

This question was added to the 2021 instrument as part of a transition toward a short-form survey of user satisfaction to be used in future assessments known as 'the big 4', and is similar to questions included in past surveys. A majority of respondents indicated they were Likely (40.74%) or Highly Likely (31.48%) to write future grant proposals that will involve the use of NHERI resources. Remaining respondents were Unsure (12.96%), or indicated they were Somewhat Likely (9.26%) or Not Likely at All (5.56%) to write future grant proposals that will involve the use of NHERI resources.

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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 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?

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. Female
2. Male
3. Other
4. Prefer not to say

Q4. 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.

Q5. How many facilities are you writing proposals for?

- numeric response

Q6. How many proposals have you prepared that used either the NHERI Facilities and Resources?

- numeric response

Q7. 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).

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.

Q10. 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

Q11. 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.

Q12. Have you participated in any of the proposal writing workshops and/or seminars, or utilized NHERI support resources?

    1. No
    2. Yes

Q13. Have you requested assistance from NHERI as you write your proposal?

    1. No
    2. Yes

- Q14 (IF Q13 = 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.

Q16. Please respond to the following statements related to 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

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

Q18a. 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

Q18b. 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

Q19. What is the most important change to NHERI's services, tools, and resources that would improve your experience with them?

- Open ended

Q20. What service, tool, or resource not currently in NHERI should be added? What need is this going to meet?

- Open ended

Please respond to the following statements:

Q21. 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

Q22. 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

Q23. Do you have any final comments regarding NHERI services and information?

- Open ended

Q24. Do you have any final comments regarding NHERI Facilities and Resources?

- Open ended

Q25. 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

Q26. 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

Q27. I have reviewed the NHERI Science Plan-Version 1.0 and/or Version 2.0
    1. yes
    2. no
    3. unsure

Q28. 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

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APPENDIX B-Comprehensive Qualitative Response Data by Question

Q10. Do you have any additional comments regarding information about NHERI Facilities and Resources?

- The availability of information about the various facilities is uneven. Some have lots of information available and other only minimal information.
- My most recent experience has been with the NHERI Wave Flume at OSU. I could not imagine how the staff there could be more supportive of our research. Very professional.
- It would be nice if each facility has a video describing the capabilities of the facility.
- Thanks, you offer good data for research

Q12. Do you have any additional comments about NHERI Facilities' and Resources' staff?

- Ok
- I reach out to the NHERI DesignSafe team several times requesting help to obtain computer allocations and they did not attend my request until my adviser followed up with the request. I believe that this not taking seriously the request of younger researchers discourage them to use the NHERI facilities and cripples the whole purpose of the investment in this.
- no

Q20. What is the most important change to NHERI's services, tools, and resources that would improve your experience with them?

- upload and downloading data process.
- more information and options for uploading files OUTSIDE of the WWW page
- more details and a sort of tutorials
- Improving pedagogical aspects to broaden accessibility
- Better advertisement and search of online data. Knowledge of what data is available in a quick format.
- Data Depot can be made more user friendly, especially when we are tagging and categorizing lots of data files.

Q21. What service, tool, or resource not currently in NHERI should be added? Please specify what need your suggestion is going to meet.

- data post processing
- Able to quickly visualize data stored in Data Depot.
- Detailed tutorials
- Maybe a mechanism to allow users to anonymously provide feedback? This might broaden accessibility and increase user feedback?

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

- Ok
- Uploading large datasets to DesignSafe is hellacious. It is the worst procedure I have ever seen.
- It would be great if the databases were standardized in some form. I understand the data collected at each NHERI facility is different, but right now there are no best management

practices for data documentation, archiving, or analysis procedures. Other fields, such as bioinformatics, have developed stringent data archiving procedures that could be implemented. Without some standardization and documentation, I question the longevity of the usefulness of the data archived in DesignSafe-Ci

- I'm not sure if these questions are asking about NHERI maintained infrastructure for data storage, if so, then my answers are all Not Applicable. But, we have used a NHERI facility and have our own data storage as a group and so that is how I am answering. In other words, are the questions about NHERI facilities and related research or just about NHERI infrastructure?
- I'm emeritus so most of my connections have been in the past.

Q25. Do you have any additional comments regarding NHERI services and information?
- I'm very appreciative and grateful for availability of SimCenter and DesignSafe; amazing resources!
- ok
- NHERI has been an important community facility and should continue. Sorry about my lack of specificity.

Q26. Do you have any final comments regarding NHERI Facilities and Resources?
- Enjoyed the state of the art reports
- Keep it up
- You are doing a very good job!!! Congrats