

SOLARNET Transnational Access and Service Programme USERS ASSESSMENT 2013

The SOLARNET Transnational Access and Service Programme (TAS) supports the access to some of the best European telescopes ([VTI](#), [GREGOR](#), [THEMIS](#), and [SST](#)). To enhance the efficiency of data usage, the observers will receive support for post-factum reduction of data with the aim of providing them science-ready data. In addition to the aforementioned telescopes, located at Tenerife and La Palma, the [IBIS/DST](#) and [ROSA/DST](#) instruments, installed at the US Dunn Solar Telescope, are also offered by this programme.

Observing teams awarded with telescope time under the SOLARNET TAS Programme receive free access to the infrastructure/instruments as well as scientific and technical support to carry out the observations. EC funds are also available to cover travel, accommodation and subsistence costs during the observing run.

SOLARNET is also supporting the access to the most demanded European Science Data Centre, providing data gathered by the solar satellite [Hinode](#) ([SDC Europe](#)) and the [Solar Dynamics Observatory](#) ([BE-WISSDOM](#) and [GSC-SDO](#)). The access to databases is internet-based and completely open.

User teams awarded with telescope time under the 2013 SOLARNET TAS Programme received a brief questionnaire to assess the quality of the access and service provided. A total of 8 observing teams were supported under the 2013 TAS campaign. The questionnaire was distributed among Principal investigators and astronomers supported with travel and subsistence grants. A total of 15 questionnaires were distributed.

12 questionnaires (80%) were completed and returned to the SOLARNET Project Office. The most relevant information from this feedback is as follows:

- The 12 astronomers completing the questionnaire knew about the possibilities of SOLARNET supporting access mainly through personal contacts. Other options were also indicated.

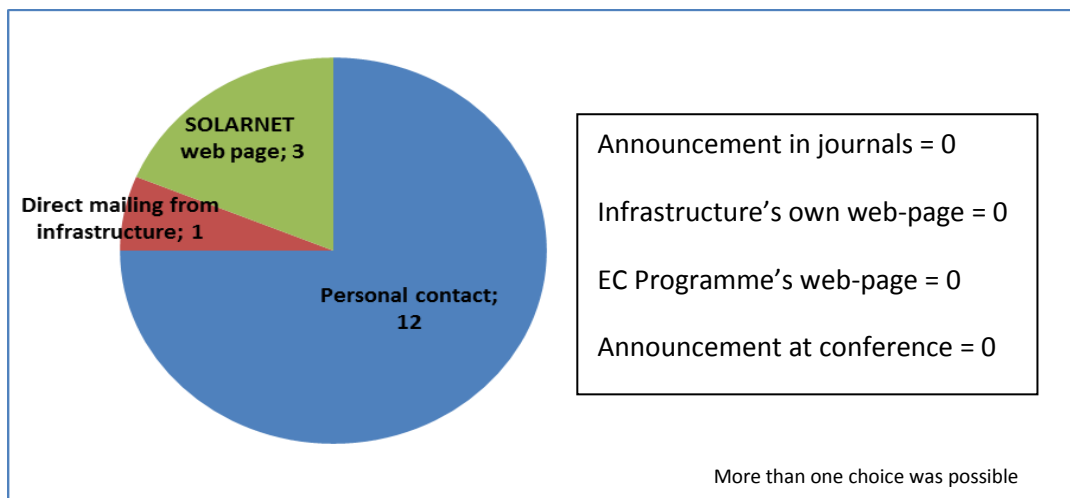


Chart 1: Where did you find out about the possibilities of SOLARNET supporting access?

These results state the need of improving the communicating mechanisms in order to increase the number of astronomers that are informed about the possibilities of the SOLARNET TAS Programme.

SOLARNET Project Office

Instituto de Astrofísica de Canarias
C/ Vía Láctea, s/n, La Laguna. Tenerife. E-38205 SPAIN
Tel: +34 922605192

Fax: +34 922605210

solarnet@iac.es

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- 66% of these astronomers would have not been able to carry out their project without SOLARNET support.

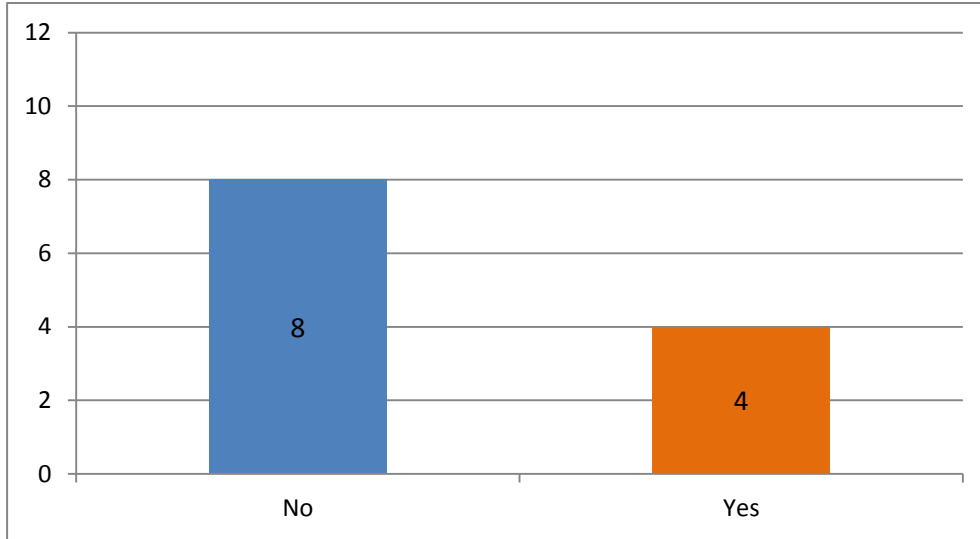


Chart 2: Could you carry out the project without SOLARNET support?

- Astronomers were asked about reasons they would not have been able to carry out the observations without SOLARNET support. Majority of them referred to the travel and subsistence expenses (more than one option was possible).

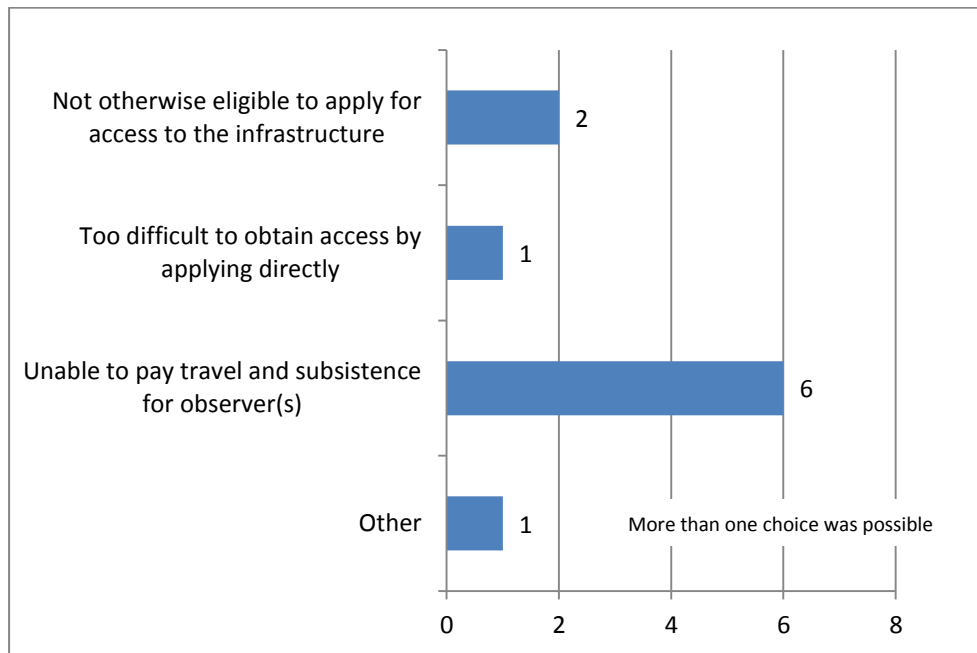


Chart 3: Causes because astronomers could not carry out the project without the support of SOLARNET

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- Majority of the specific aspects related to the services provided by the infrastructure were assessed with the highest rating. The overall appreciation of the services provided was considered as 'very good' by 8 astronomers, and 'good' by the other 4.

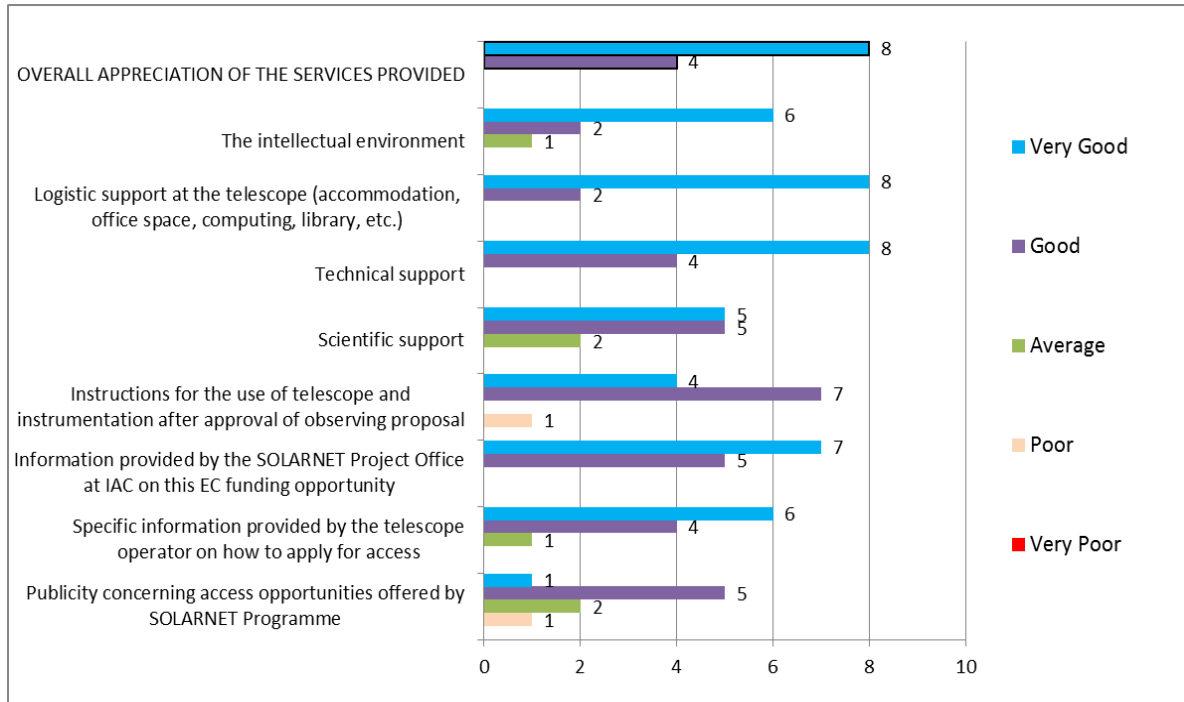


Chart 4: Assessment of the services provided by the infrastructure

- Other services, mainly provided by the SOLARNET Project Office, were assessed as "very good" or "good".

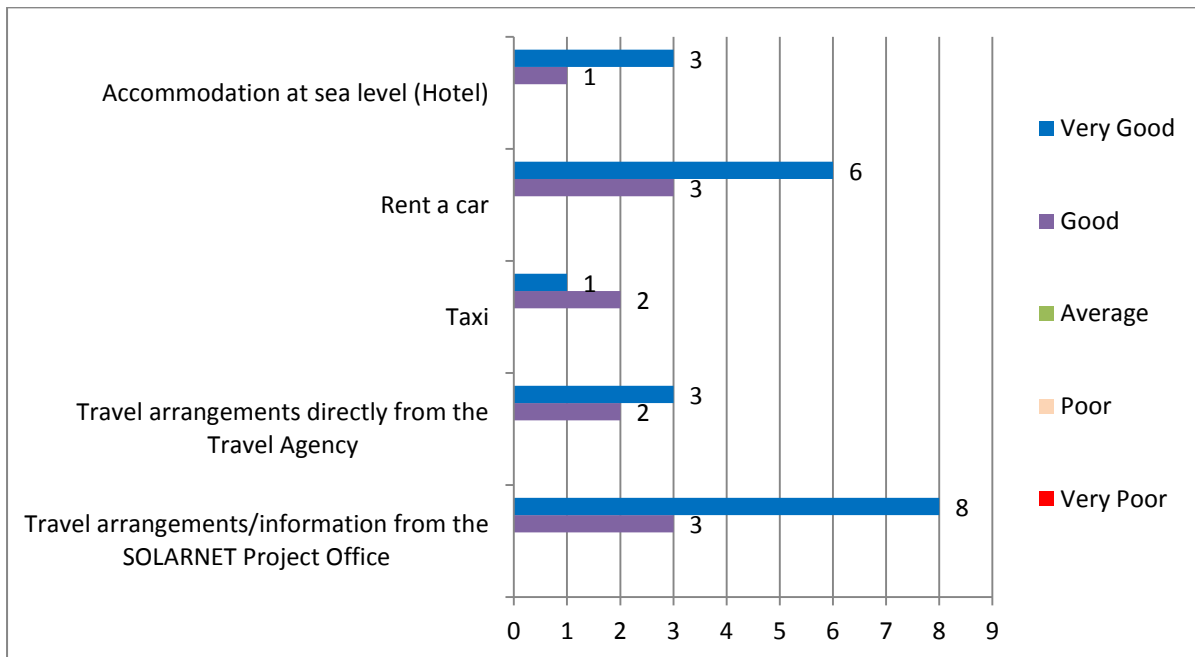


Chart 5: Other services assessment (provided by the Project Office)

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- Concerning accommodation at OT and ORM Residences, astronomers are very satisfied in general, but some aspects could be analyzed for improvement, specially “meals” and “reception”.

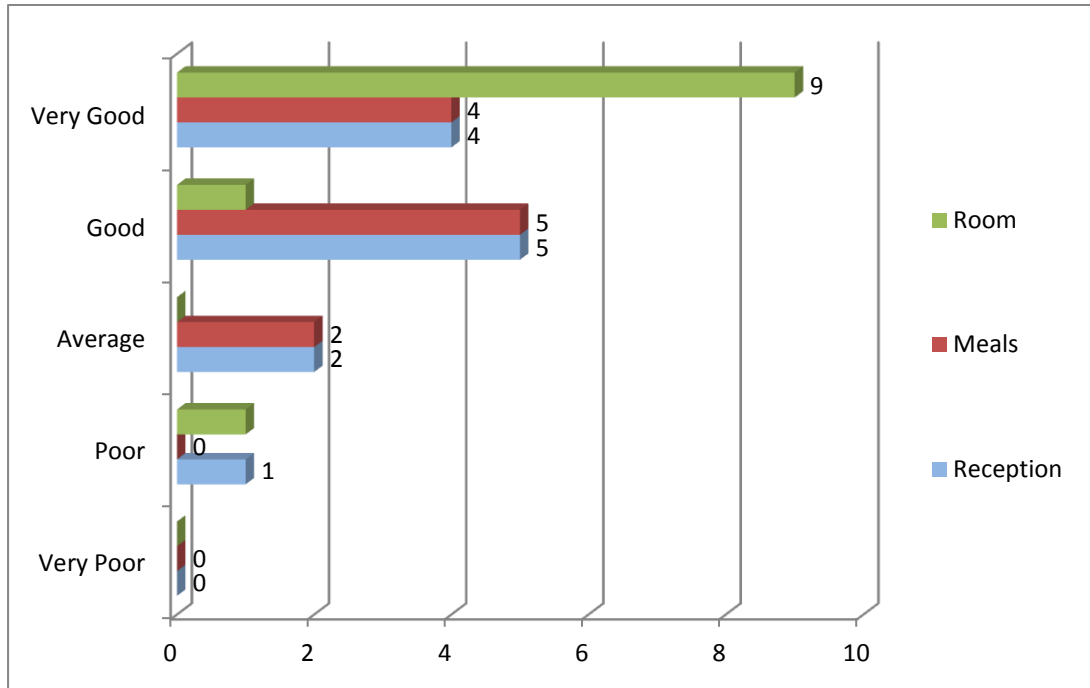


Chart 6: Other services assessment (accommodation at OT and ORM Residences)

- Comments added by these astronomers at the end of the questionnaire:
 - “The only thing that I can think of for improving would be the publicity that SOLARNET grants/observing time exists, possibly with more announcements in newsletters, etc.”
 - “Would be good to have instruction on using the <telescope> (step by step), written in English, printed and available on site.”
 - “The personnel in the ORM residence were not informed about our arrival. There was a problem to pay Taxi ORM – airport for my student (second observer). ”
 - “Nieves provided fantastic support throughout our campaign in scheduling, etc.”
 - “The technical assistance by Claude Lemen was outstandingly good! Other assistants were, unfortunately, not very familiar with the CCDs.”
 - “SOLARNET has been a great occasion for me to carry on my research by myself. Organization of SOLARNET from my point of view has been very good.”