

## Welcome to the USAP Logistical Support Feedback Survey.

The purpose of this survey is to collect feedback from the US Antarctic Program grantees on the logistical and support services provided by the Antarctic Support Contractor and other contractors and service providers. The information you provide will be analyzed by NSF and used to identify areas in need of improvement.

If you agree to participate by continuing with the survey, you will be asked a series of questions about your experiences and opinions via a web-based questionnaire. These questions will cover some basic background information, your level of satisfaction with the logistical and support services and equipment, and any significant issues you may have encountered. At the end of the survey, you will also be given the opportunity to provide positive feedback on your experiences, as well as any general comments you may have.

We ask that one person from your research team, preferably the PI, fill out a survey for each event number. Answers may reflect the experiences of the research team, not just the individual.

Your participation in this survey is completely voluntary. You may refuse to answer any particular question and you may stop answering questions at any time. Your responses will be kept confidential to the extent allowed by law. Analysis will be conducted primarily on de-identified data and survey results will be reported in the aggregate only. There will be no immediate benefit to you from participation, nor are there any known risks.

If you wish to withdraw your consent after completing the survey form, or if you have any questions or concerns about the survey, please contact the lead evaluation contractor Dr. Kristen Kulinowski at [kkulinow@ida.org](mailto:kkulinow@ida.org) or +1-202-419-3736. If you have questions you would prefer to direct to NSF, please contact Ms. Jessie Crain at [jlcrain@nsf.gov](mailto:jlcrain@nsf.gov) or +1-703-292-7457.

## Project Characteristics and Background Information

This sections contain questions regarding your project and your background. Please answer the following questions as they pertain to your **current or most recent field season only**.

**\*1. Please select your event number from the list below. If your team was associated with multiple event numbers, please treat each event number as a separate project and complete a separate survey response for each one.**

**2. Which of the following best describes your role on this project during the most recent field season?**

- Principal Investigator
- Field team lead
- Field team member
- Other (please specify)

**3. Which of the following base stations or vessels served as your primary base of operations?**

- McMurdo Station
- Palmer Station
- Amundsen-Scott South Pole Station
- ARSV Laurence M. Gould
- RVIB Nathaniel B. Palmer
- Field camp
- More than one of the above (please specify)

**4. Please select the NSF program(s) through which your project was funded.**

- Astrophysics and Geospace Sciences
- Organisms and Ecosystems
- Earth Sciences
- Glaciology
- Ocean and Atmospheric Sciences
- Integrated System Science
- Other (please specify)

**5. Does this project include a single or multiple field seasons?**

- Single season
- Multiple season

**6. If this is a multi-year project, in what year of the project is the current field season?**

**7. Please select the statement(s) that most closely describe the primary purpose of your team's deployment during the most recent field season:**

- Actively collect new data, samples, or specimens during deployment
- Install new research equipment or facilities
- Repair, re-configure, upgrade, service, re-locate, and/or recover data from equipment or facilities installed during previous deployment(s)
- Recover or remove equipment or facilities from the field
- Continued operation of an existing station or support facility
- Other (please specify)

**8. Which of the following best describes your previous experience conducting USAP-supported Antarctic research?**

- This was my first field season conducting USAP-supported research
- I've participated in 1-3 previous field seasons
- I've participated in 4-6 previous field seasons
- I've participated in more than 7 previous field seasons

## Time in the Field

**9. How many days (please include a number) during the most recent field season was your team able to spend in the field or otherwise productively conducting research?**

**10. Was this less than planned in the RSP?**

- Yes
- No

**11. If so, did any of the following factors significantly contribute to fewer than expected research days? (choose all that apply)**

- Weather
- Mechanical issues with aircraft, boats, or ground vehicles
- Missing, inoperative, or inadequate research equipment
- Scheduling conflicts involving transportation
- Scheduling conflicts involving training or other requirements
- Project was ahead of schedule so less time was required
- Not applicable
- Other (please specify)



**13. Did you have any significant problems with any of these services? If so, which ones?  
(select all that apply)**

- Logistics planning process
- Physical qualification
- Travel to and from Antarctica
- Orientation and outfitting upon deployment
- Environmental training
- Field safety - training and support
- Other safety (non-field) - training and support
- Weather forecasting
- Housing
- Food
- Recreation
- External communication (excluding data transmission)
- I experienced no significant problems in this field season

**14. If you did experience significant problems, do you feel that they were resolved to your satisfaction?**

- Yes
- No

If no, please provide details. Please include specifics on the category of the service. If more than one issue was unresolved, please include information on each.

**15. If you did experience significant problems, regardless of resolution, did these problems impact your ability to successfully complete your research objectives?**

- Yes
- No

If yes, please provide details. Please include specifics on the category of the support service. If there was more than one issue, please include information on each.

**16. Do you have any specific suggestions for how any of these services could be improved? If so, please provide details.**

**17. Do you have any positive feedback you would like to share regarding any of these services? If so, please provide details.**

## Field Camps

**18. During this deployment, did you overnight at a field camp or other remote work site?**

- Yes  
 No

**19. Did you experience any significant problems with any of the equipment or services at any of your field camps or remote work sites? If so, please provide details.**

**20. If you did experience significant problems, do you feel that they were resolved to your satisfaction?**

- Yes  
 No

If no, please provide details. Please include specifics on the category of the support service. If more than one issue was unresolved, please include information on each.

**21. If you did experience significant problems, regardless of resolution, did these problems impact your ability to successfully complete your research objectives?**

- Yes  
 No

If yes, please provide details. Please include specifics on the category of the support service. If there was more than one issue, please include information on each.

**22. Do you have any specific suggestions for how any of these services could be improved? If so, please provide details.**

**23. Do you have any positive feedback you would like to share regarding any of these services? If so, please provide details.**



## Research Vessels

**24. During your current/most recent deployment, were you stationed on one of the research vessels?**

- Yes
- No

**25. Did you experience any significant problems with any of the equipment or services on the research vessel? If so, please provide details.**

**26. If you did experience significant problems, do you feel that they were resolved to your satisfaction?**

- Yes
- No

If no, please provide details. Please include specifics on the category of the support service. If more than one issue was unresolved, please include information on each.

**27. If you did experience significant problems, regardless of resolution, did these problems impact your ability to successfully complete your research objectives?**

- Yes
- No

If yes, please provide details. Please include specifics on the category of the support service. If there was more than one issue, please include information on each.

**28. Do you have any specific suggestions for how any of these services could be improved? If so, please provide details.**

**29. Do you have any positive feedback you would like to share regarding any of these services? If so, please provide details.**

## Additional Support Functions

These questions relate to your level of satisfaction with some additional support functions. You will have the opportunity in the next section to expand on any significant issues you might have encountered or any additional logistical/support services that we do not cover in this section.

### 30. Please rate your level of satisfaction with logistical/support functions provided by the logistical support contractor or other service providers in each of the following categories.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Did Not Use
Shipment of equipment and/or supplies to Antarctica	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receipt of supplies in Antarctica	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Return shipment of equipment, samples and/or specimens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of on-site equipment and/or research supplies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data transmission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary storage and staging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over-winter storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air transport in Antarctica - fixed wing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air transport in Antarctica - helicopter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research vessel transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Small boat transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ground transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lab facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Field camps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research assistants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Field equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 31. Did you use any specialized research support or equipment on your current or most recent deployment (including but not limited to - heavy equipment, explosives, GIS, diving, seismological, ultraviolet, data, ice core drilling)? If so, please describe the item/services and provide your general level of satisfaction.

**32. Did you experience any significant issues with one or more of these services that negatively impacted your ability to meet your research and/or outreach objectives?**

- Yes
- No
- Not applicable

## Significant Issues

In this section, please think about any issues you had with logistical/support services that had an impact on your ability to complete your research and/or outreach objectives. If you did experience multiple issues, please choose up to 3 of the most significant issues and provide as much detail as possible on the issue, how you think it was handled, and its impact on your research or ability to conduct your research. **If you do not wish to report any significant issues, please scroll to the bottom of the page and click 'Next'.** You will have the opportunity to provide positive feedback in later sections.

**33. What was the most significant issue you had with the logistical and support services during your current/most recent field season that significantly impacted your research and/or outreach objectives?**

**34. Please provide details about this issue (how it was handled, impact on research, etc.)**

**35. This issue related to a resource or service that was**

- Specified in my RSP
- Originally requested in my SIP but not included in my RSP
- Unanticipated but important to my research objectives

**36. Did you have another significant issue with logistical or support services during your current/most recent field season? If so, in which area?**

**37. Please provide details about this issue.**

**38. This issue related to a resource or service that was**

- Specified in my RSP
- Originally requested in my SIP but not included in my RSP
- Unanticipated but important to my research objectives

**39. Did you have another significant issue with logistical or support services during your current/most recent field season? If so, in which area?**

**40. Please provide details about this issue.**

**41. This issue related to a resource or service that was**

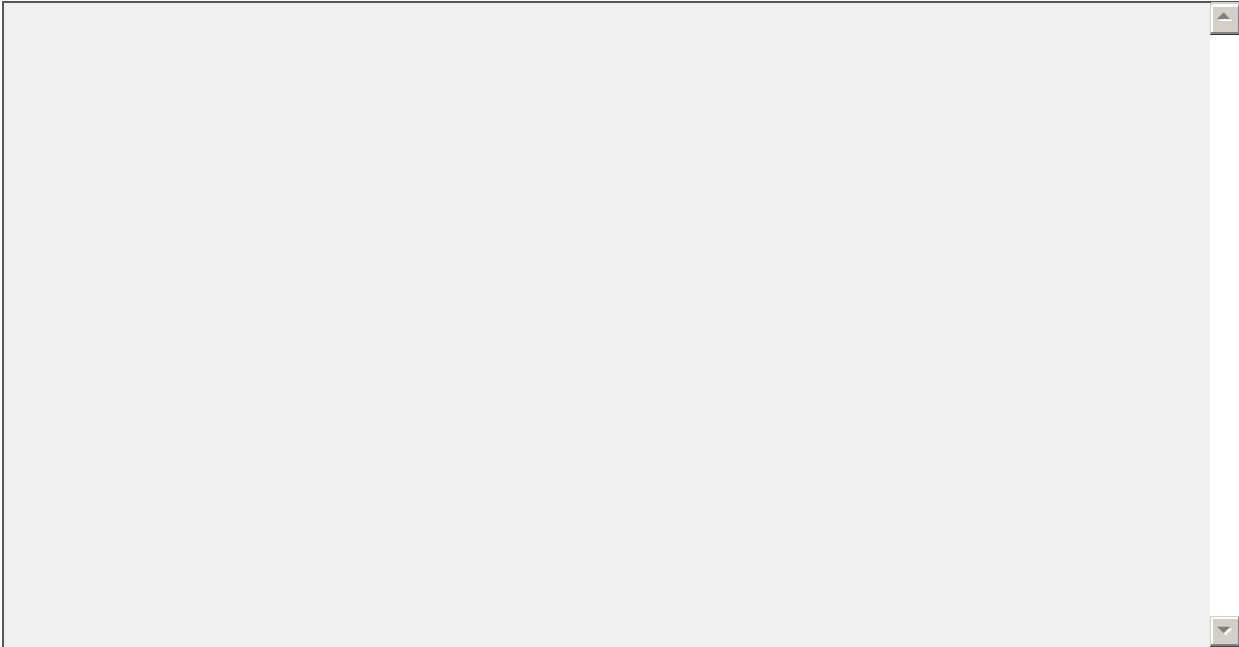
- Specified in my RSP
- Originally requested in my SIP but not included in my RSP
- Unanticipated but important to my research objectives

## Unanticipated Needs

**42. Did any logistical support needs arise while you were deployed with USAP that were not anticipated during the planning phase?**

- Yes
- No

If yes, please provide details including the nature of the need and how it arose, whether the contractors were able to accommodate those needs, and how well they accommodated those needs.



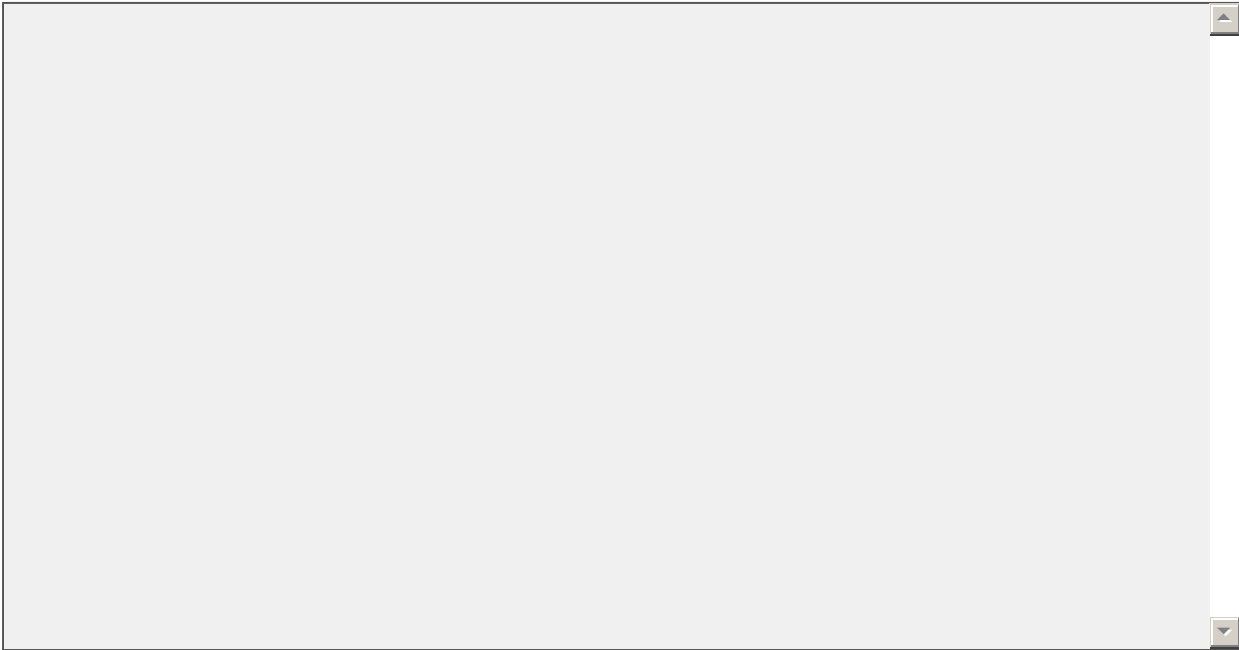
## Future Resource Development

**43. Are there any logistical support capabilities that the logistical support contractors and service providers don't offer currently that would have benefited your project?**

Yes

No

If yes, please provide details.





## Overall Satisfaction

**44. Please rate your overall satisfaction with the support provided to your project by the logistical support contractors and other service providers during the most recent field season.**

Very Satisfied

Satisfied

Neutral

Dissatisfied

Very Dissatisfied

**45. How would you rate the quality of the logistical support you received during the most recent season compared with past seasons?**

Much better

Somewhat better

About the same

Somewhat worse

Much worse

N/A (This was my first field season with USAP)

**46. If you would like to elaborate on how this season's logistical support compared with past seasons, please do so in the space below. Information about specific services or processes that have either improved or declined in quality would be especially useful.**

## Impact on Future Decisions

**47. How likely is it that the quality of available logistical support will influence your decision about whether to continue pursuing Antarctic research projects in the future?**

Very likely

Likely

Neutral

Unlikely

Very unlikely



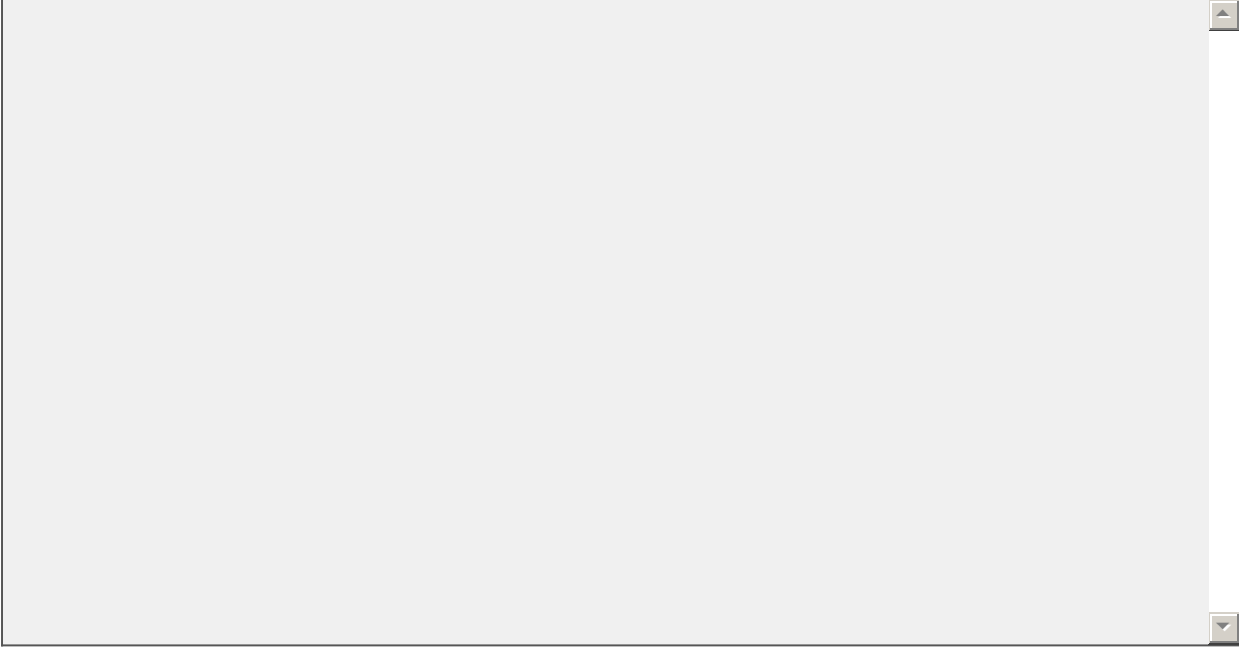
**48. If you would like to elaborate on the factors relating to logistical support that might influence your decision to conduct research in Antarctica, please do so in the space below.**

## Additional Comments and Suggestions

**49. Do you have any positive comments you would like to share about the logistical/support services you received during the most recent season? If so, please feel free to discuss specific contractors and/or individuals.**

**50. Are there any additional comments you would like to make about the logistical and support services you received during the most recent season or the performance of the logistical/support contractors and service providers? Any positive or negative comments would be greatly appreciated.**

**51. Do you have any suggestions for NSF or the logistical contractors and service providers that might improve logistical/ support services in the future?**

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**Thank you very much for your participation!**