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REFERENCES AND APPLICABLE DOCUMENTS

- [1] Procedure for welcoming experimentalists GANIL-4099
- [2] Safety, security and environment instructions for experimentalists, GANIL-2142
- [3] Users focus procedure GANIL-4085

LIST OF ACRONYMS AND ABBREVIATIONS

BNI	Basic Nuclear Installation
GANIL	Grand Accélérateur National d'Ions Lourds
GCP	Ganil Contact Person
ILL	Institut Laue-Langevin
PAC	Program Advisory Committee
RPS	Radiation Protection Service
SP	Spokesperson

EXECUTIVE SUMMARY

One of GANIL's strategic international development focuses is to improve the experimentalist welcome process. To that end, three key stages have been required to define a new organisation: the production of a status report on current practices followed by an analysis of the strengths and weaknesses of the process, benchmarking against other research centres and a proposal for a new user office. The new proposed organisation consists in creating a dedicated user office and automating welcome procedures by developing an interactive digital platform.

INTRODUCTION

GANIL's research laboratory receives numerous visitors for a variety of reasons: to perform an experiment, participate in a seminar, write a thesis. With the start-up of the new SPIRAL 2 accelerator, the number of scientific visitors should increase. In order to respond to the demand, current welcome practices must be reviewed to make them more fluid and attractive. From this perspective, the priority has focused on the welcome of scientists coming to GANIL to conduct an experiment.

The user office is defined in three stages:

- an overview of the current organisation to identify strengths and weaknesses.
- benchmarking against similar laboratories to find out about existing organisations,
- combining the two analyses to propose a new organisation.

SECTION 1 OVERVIEW

Due to the lack of centralised organisation and sometimes the formalisation of current practices, the overview of the organisation of the welcome of experimentalists at GANIL has been extensively investigated. Staff members intervening in the process come from different services - the GANIL welcome office, the health service, the physics division, management, IT, safety and radiation protection services. Thus, fifteen or so people have been interviewed.

1) Current organisation

The experimentalist welcome procedure is organised around three activities: preparing the experiment, preparing access, and preparing accommodation and catering. These activities focus on two important aspects of the welcome function: administrative welcome and technical support (safety, radiation protection and technical and scientific assistance).

In administrative welcome, the GANIL welcome office is central to the procedures. In particular, it is responsible for:

- Contacting the spokesperson of an experiment when it has been programmed;
- Receiving the information required for the experimentalists' arrival and for organising their experiment;
- Verifying that the online training on the safety and radiation protection rules has been done;
- Organising access to the site and the loan of active and passive dosimeters (when necessary);
- Organising accommodation at GANIL's guesthouse and catering;
- The physical welcome of persons on the day they arrive and distribution of the elements required for the stay;
- When the experimentalists leave, recovery of loaned equipment and payment for the accommodation as appropriate;
- Transmitting reimbursement requests for mission expenses.

At the time of the initial contact, the GANIL welcome office sends the various forms used to organise the experimentalists' stay to the spokespersons for the experiments scheduled for the year. Spokespersons are responsible for getting the information from their collaborators and returning the completed forms to GANIL welcome office. GANIL welcome office then sends the information to the different services involved: details of the experiment to the radiation protection service and personal medical data to the health service.

When the information has been processed and validated, the GANIL welcome office prepares access to the site, to the BNI (restricted access area) and to the experiment rooms by configuring personal badges and active dosimeters (and any passive ones) to be loaned to the experimentalists. At the same time, the GANIL welcome office deals with the booking of the guesthouse and the creation of a restaurant badge if necessary.

When all the elements are ready, they are put into an envelope together with the safety instructions (GANIL-2142) and an information sheet on the stay (information on the stay and origin of persons requested for statistical purposes). On the day of arrival, experimentalists have to enter the site through the guardhouse. Depending on the time of arrival, they can collect the elements required for their stay either directly from the guardhouse (arrival outside working hours) or at the GANIL welcome office (arrival during working hours).

Note: if needed, during physical welcome of experimentalists the GANIL welcome office can take fingerprints to authorise access to restricted access areas.

As regards the organisation of the experiment, the GANIL Contact Person (GCP), a local contact physicist, the safety service and the radiation protection service mainly provide technical support.

The GCP is at the interface between GANIL'S scientific and technical coordinators, and spokespersons and their collaborators. The GCP's main missions are:

- To help with welcome of experimentalists on site;
- To assist the spokesperson in organising the experiment from proposal to publication of the results.

Experimentalists may come to GANIL for a long period. As needed GANIL's scientific secretariat and personnel service intervene to assist the experimentalists with their administrative formalities such as requesting a residence permit or health insurance or signing a hosting agreement.

The general organisation of welcome is detailed in the flowchart in Annex 1.

2) Diagnostic

The investigative work done to describe the current organisation has enabled the identification of weaknesses in the experimentalist welcome process, especially the risks of error, loss or omission when processing information. Here is the list:

- With some exceptions, the main information and organisation documents are exclusively in French (welcome booklet, procedures, instructions, noticeboards...);
- Files are often requested and processed urgently and sometimes need to case-by-case treatment;
- Forms are sometimes only partially completed by experimentalists, and are not systematically returned (especially the ones concerning the experiment);
- Frequent, diverse problems in the management of access. They concern:
 - Access to the site due to the language barrier at security,
 - Access to premises and/or BNI delayed due to late arrival of the information required to configure the badge,
 - Access to the IT network;

- Reimbursement of expenses is often delayed, due to the many intermediaries and stages in processing the requests.

The main strength of this organisation lies in the GANIL welcome office's capacity to respond by providing customised welcome for experimentalists to access the premises and conduct their experiment with total peace of mind.

To overcome the above-mentioned difficulties, measures for improvement have been formulated which should be taken into account in the new user office. They consist in:

- ⇒ Improving communication of the types of access and information to be provided to users when coming to GANIL:
 - Systematically provide important documents in French and in English and providing them at security desk and/or online, perhaps in the form of a welcome booklet;
 - Clarifying and simplifying the welcome process by dematerialising the procedures;
 - Improving the e-learning (update necessary);
 - Defining a single welcome system (administrative procedures, accommodation, catering, reimbursement of mission expenses) with a dedicated email address;
- ⇒ Maintaining and developing a local contact on site through contact persons:
 - Technical and scientific assistance for experiments;
 - Concierge duty at the guest house;
 - List of contact persons to be attributed to the experiment rooms (technical and scientific area coordinators, safety, and radiation protection).
- ⇒ Conduct an experimentalist satisfaction survey after each experiment to define areas for improvement (cf. Users focus procedure in Annex 2).

These proposals for improvement must be evaluated against what is done in laboratories similar to GANIL to compare practices and determine the benefit of organising experimentalist welcome by introducing a user office.

SECTION 2 BENCHMARK: ORGANISATION OF USER OFFICES IN OTHER SIMILAR CENTRES

In order to define a user office suited to the way GANIL operates, it has been benchmarked against other research laboratories like CERN, Institut Laue-Langevin (ILL), Synchrotron SOLEIL and GSI.

At most of these laboratories, management of experimentalist welcome has been dematerialised. Three of them have a user office of their own whose missions encompass management of experiment requests to administrative management of experimentalist arrivals and a dedicated digital platform to manage the whole like the "user club" for ILL or "sunset" for SOLEIL. One of them also offers the possibility of downloading forms to be filled in via a dedicated web interface.

In all cases the terms and conditions for access to the site and experimental areas are detailed by categories in dedicated pages on the laboratories' websites: types of access, rules on safety, radiation protection and associated training, accommodation, health insurance, etc.

Note: originally in-person benchmarking was planned for the GSI site in 2019 but due to the health crisis, it couldn't take place. Consequently, as the ILL laboratory came the closest to what could be implemented at GANIL, it will be used as an example: below is a description of how it is organised.

ILL offers experimentalists a “user office” service dedicated to the administrative organisation of experiments, publication of experiment reports and management of welcome procedures. These tasks are completely dematerialised through a dedicated digital platform called “user club”.

The “user club” allows experimentalist to:

- See calls for proposals and register their experiment proposals;
- Provide the personal (including medical information) and professional data required for their arrival,
- Do the training in safety and radiation protection (e-learning with a quiz);
- Consult reports on experiments that have been conducted.

The “user office” team also manages accommodation for experimentalists, reimbursement applications, administrative procedures for long stays. However, it does not manage access authorisations or the configuration of badges and dosimeters. Those tasks are the responsibility of the ILL reception.

Like at GANIL, physical welcome and help with organising the technical and scientific aspects of experiments are also provided by a local contact person.

In conclusion, what is interesting about the organisation of experimentalist welcome at the ILL laboratory are the strong similarities with the way things are organised at GANIL. It will therefore be easier to find inspiration for defining a “user office” responsible for the welcome of scientific visitors.

SECTION 3 DEFINITION OF THE NEW USER OFFICE

The introduction of a user office at GANIL requires two approaches: the dematerialisation of welcome procedures and the creation of a dedicated office. However, the proposed organisation must be suited to GANIL practices and the available resources.

1) Automating procedures

The information required when experimentalists arrive is collected on paper forms. To limit risks and optimise the procedure, these forms should be dematerialised. Beyond the simple fact of going paperless by completing the forms directly online, this action will also enable:

- Automation of key stages in preparing for experimentalists’ arrival and robust operating procedures;
- Validation stages to be followed through workflows;
- Experimentalists to be more independent in their access procedures and spokespersons to see how these procedures are progressing;
- A user database to avoid having to process the same information year after year, multiplying accounts and to monitor their activities at GANIL;
- Rapid identification of any blocking points in the welcome process;
- Substitutes to be provided if a GANIL contact person is absent;
- Finally, time spent on procedures to be optimised and a reduction in the number of intermediaries.

In recent years, GANIL has developed a dedicated digital platform for experiments named XPGAN (accessible to all registered GANIL users and the concerned GANIL services). It is used to manage experiment proposals from calls for proposals to their technical and scientific evaluation and final selection. The persons intervening in this process and in the administration of this platform are: the beam coordinator (management of calls for proposals and published proposals), the management secretariat for organising the PAC and the IT service as developer.

Thus, the procedures for the application, evaluation and selection of experiments have already been dematerialised. Consequently, in view of the current development of the platform, XPGAN can be used as the basis for dematerialising administrative welcome. It would become an interactive platform between experimentalists and GANIL contact persons. Like ILL, its aim would be to manage experimentalist data electronically, from the call for experiment proposals to publication of the results, including the gathering of information required for their arrival at GANIL (personal data for access authorisations, professional data, health insurance, e-learning training on safety and radiation protection instructions).

Note: the GANIL welcome office already noted need to automate the process several years ago. In fact, a digital platform called PARTEXP was developed to simplify administrative formalities and optimise the GANIL welcome office's intervention in organising experimentalist arrivals. Currently abandoned, its structure could perhaps be used to develop XPGAN.

2) Organising the user office

The GANIL's user office would be a welcome office with the main objective of assisting experimentalists with all the procedures required for their arrival at GANIL. It would take into account the administrative management of experiments and administrative welcome. Its main functions would therefore be:

- To guide management of experiment proposal procedures;
- Verify their programming after acceptance;
- Manage the administrative welcome of experimentalists (access, accommodation, catering);
- Manage collection of experiment reports and their publication on the digital platform;
- Propose improvements to the digital platform;
- Manage the user satisfaction procedure, process the information collected and participate in improvement proposals and in implementing actions;
- Be the contact and intermediary for different interlocutors (spokesperson, collaborators, GANIL support services, beam coordinator, ...);
- Participate in the production of statistical information on the programming of experiments and welcome processes.

Staff attached to these missions will manage the user office.

3) Implementation difficulties

The main difficulties found for implementing the user office as described above are: the availability of human resources, the time required to develop the digital platform and data protection.

GANIL's current resources and operation are not suited to the creation of a single office with dedicated personnel. In addition, the use of a digital platform requires the availability of an additional person to maintain it. For that reason, in the close future, the different missions and responsibilities of the user office will be attributed to services already intervening in the welcome processes. However, their missions in relation to the user office will be clearly identified. The GANIL welcome office will remain at the center of the administrative welcome procedures and the contact person will act as the link between experimentalists and the different services involved.

The digital platform can be developed in stages by prioritising administrative welcome procedures to save time in the transfer and recovery of information required before experimentalists arrive. For example:

- Initially, spokespersons may be able to select their collaborators from a database and indicate their arrival dates. In the same vein, collaborators will be able to agree to participate in the experiment and confirm

their arrival dates. The GANIL welcome office will then have access to this information to start preparing the experimentalists' arrival.

- In a second phase, experimentalists should be able to download forms and import them when completed and a link to the e-learning should be created. Again, the GANIL welcome office would be informed by automatic email that the forms have been put on the platform and that the training has been done.
- Then, to further simplify the process, experimentalists should be allowed to complete forms directly on the platform by developing the fields to be filled in.
- Finally, technical support should be integrated by developing the platform up to the integration of radiation protection data for the experiment and enabling the radiation protection service to access this information.

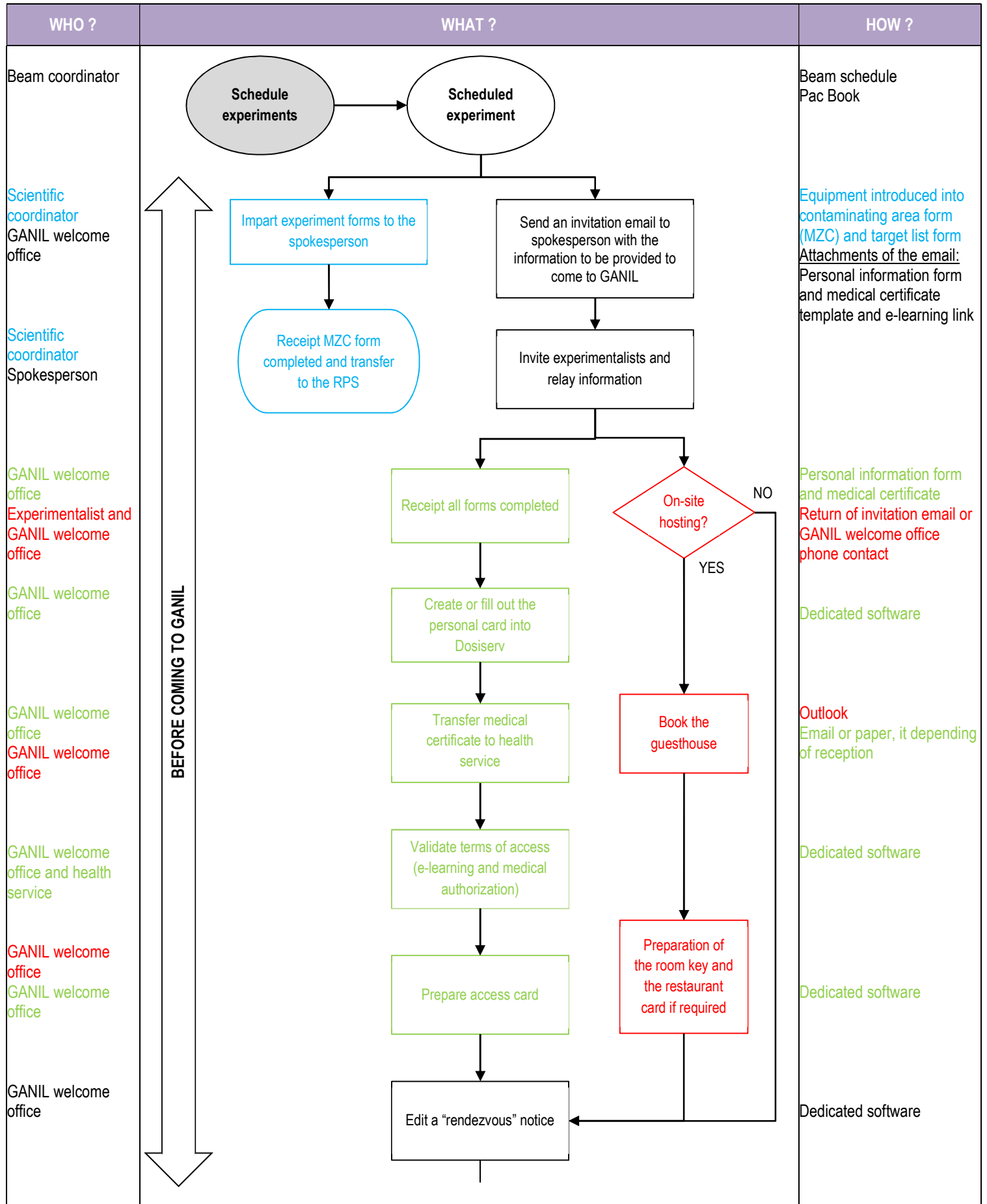
In addition, the development of XPGAN as described above involves considering data protection rules and writing the associated legal notices on the use of the data collected. This obligation may require more time, especially to construct the file and validate it.

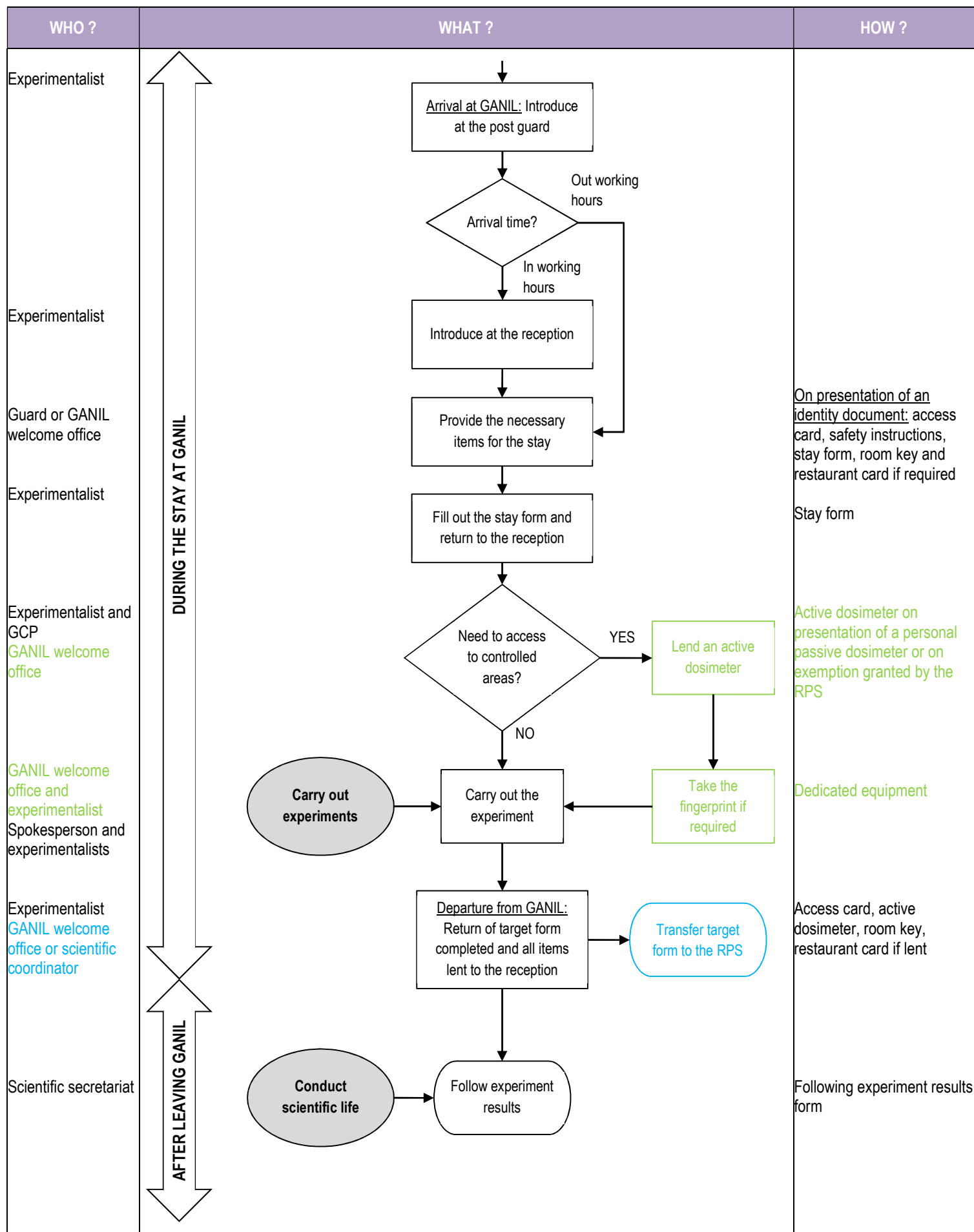
CONCLUSION

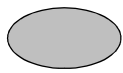
In the forthcoming years, the simultaneous operation of cyclotrons and of SPIRAL2 LINAC and the introduction of partnerships with outside laboratories will mean a significant increase in number of users. To successfully assimilate this new volume of files to be processed, GANIL must be able to adapt and provide robust, efficient organisation of welcome. Like laboratories with greater capacities for welcome than GANIL, the way to respond to this challenge is by creating a dedicated user office and dematerializing administrative welcome. This organisation will make it possible to counteract weaknesses in the current system by automating procedures, saving time in data processing and optimizing the number of people intervening in the welcome process.

ANNEX

Annex 1: organisational flowchart of experimentalists' welcome in GANIL





Flowchart legend:**Shape:**

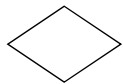
GANIL process



Start step



Step



Decision step



End step



Stage

Colour:

Common steps



Preparation of the experiment steps



Preparation of the access steps



Preparation of the hosting steps

Annex 2: users focus procedure and form
**PROCÉDURE
USERS FOCUS**

GANIL-04085-V1


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USERS FOCUS PROCEDURE

Index	Date	Record of changes
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1 PURPOSE

This document describes the system set up to feed back comments from GANIL users and implement solutions to improve the services provided.

2 SCOPE

This procedure applies to all users at GANIL except interdisciplinary physics where CIMAP is responsible for organising the experimenter focus.

About experiments: the aim is for each spokesperson for the experiments to say how they felt about their time at GANIL as regards experiment scheduling, reception, environment and achievement.

Scientific monitoring of the experiments is not included in this procedure.

3 PERSONS IN CHARGE OF APPLICATION

GANIL's correspondent from GUEC ensures the procedure is applied. DOD and scientific secretariats support him.

4 DESCRIPTION

4.1 Acronyms and definitions

HG: Head of the Group

HD: Head of the Division

SSRE: Security Safety Radioprotection and Environment

DOD: division in charge of operation and development

GGOI: group in charge of facility management and scheduling

BAU: group in charge of buildings, reception and utilities

CSQ: unit in charge of safety and quality management

DSTA: division in charge of technical support and administration

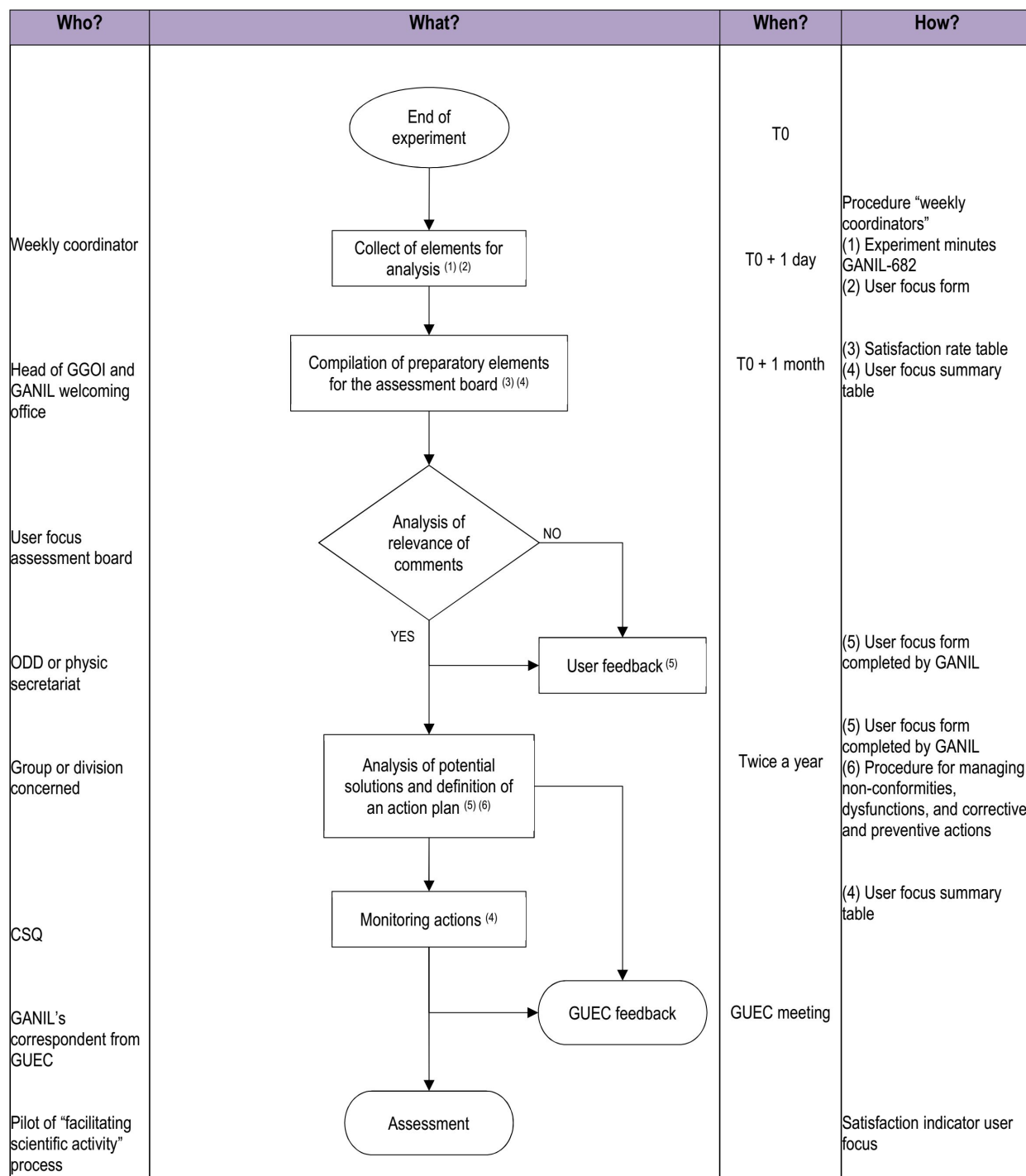


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4.2 Flowchart of the experimenter focus procedure



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4.3 Composition of the “user focus” assessment board

The board comprises HG, HD, or a representative chosen at each one's discretion.

- At ODD: head of the operation group and head of the GGOI
- At DSTA: GANIL Welcoming Office and head of BAU
- Head of physic division
- GANIL'S reporter from GUEC
- At DIR: quality manager from CSQ
- A representative of SSRE group

GANIL'S reporter from GUEC leads this board.

4.4 Indicators

Measuring the effectiveness of the procedure:

- Questionnaire response rate - number of completed questionnaires / total questionnaires issued
- Action rate: number of improvement actions implemented / total negative opinions
- User response rate: number of responses / total negative opinions

Measuring GANIL experimenters' satisfaction:

- Satisfaction rate: number of negative opinions / total opinions
- Dissatisfaction rate by category: distribution negative opinions / category / criterion / total opinions

5 DOCUMENTS REQUIRED FOR APPLICATION

GANIL-681 Procedure “weekly coordinators”

GANIL-682 Experiment minutes

GANIL-146 Procedure for managing non-conformities, dysfunctions, and corrective and preventive actions

GANIL-155 Non-conformities form

GANIL-156 Dysfunction form

User focus summary table


Satisfaction rate table

6 FORM FOR APPLICATION

GANIL-4087 Users focus questionnaire


7 REGISTRATION MANAGEMENT RULES

Registration		Classification		Filing	
Title	Form	Place	Duration	Place	Min. duration
Users focus questionnaire	GANIL-4087	DOD secretariat	3 years	Files	10 years

	Form Users focus questionnaire	GANIL-04087-V1
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Linked document : GANIL-4085 Users focus procedure		

EXPERIMENT NUMBER		SPOKESPERSON NAME					COMMENTS
			--	-	+	++	
SCHEDULING	EXPERIMENT PROPOSAL						
	Clarity of the submission procedure						
	Support in the event of difficulties						
	Time frame agreed for submitting a proposal						
	PLANNING						
WELCOMING	Notice period						
	Flexibility						
	WELCOMING						
LIVING CONDITIONS	Clarity of welcoming formalities						
	Completing welcoming formalities : e-learning, medical certificate						
	Completing welcoming formalities by the spokesperson						
	GUESTHOUSE						
	Price						
	Facilities						
	Cleanliness						
	ACQUISITION ROOMS						
	Facilities and cleanliness of rest rooms						
	Working conditions						

Form GANIL-4087-V1

	Form Users focus questionnaire	GANIL-04087-V1
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Linked document : GANIL-4085 Users focus procedure		

CARRYING OUT THE EXPERIMENT	RESTAURATION						
	Services						
	TECHNICAL AND SCIENTIFIC SUPPORT						
	Preparation phase						
	Physical target irradiation phase						
	Post-irradiation phase						
	Disassembly phase						
	PERFORMANCES						
	Quality of the delivered beam						
	Quality of the instrumentation provided						
	Quality of the detection provided						
	GENERAL OBSERVATIONS						

Form GANIL-4087-V1

RESPONSE AND FOLLOW-UP FROM GANIL	

Annex 3: Organisational flowchart of the new welcoming experimentalists