

UKCP09 User Feedback Survey – September 2009

Introduction and summary of results

UKCP09 users were asked for their initial feedback on their experience of using UKCP09. This happened in September 2009, 3 months after the launch of UKCP09. A copy of the survey is provided as Annex A.

In particular, users were asked to suggest improvements to online presentation and functionality.

The survey also provided an opportunity for people who had chosen not to use UKCP09 to say why they had made this choice.

The **first of these parts** sought information on the nature of their experiences with UKCP09 and any other climate scenarios or projections. In addition, it sought information on whether or not they were involved in the development of UKCP09 and in the pre-launch awareness-raising workshops or the post-launch Projections in Practice events. Indicating that they had not accessed or used UKCP09 resulted in respondents skipping the section on their experiences and being diverted to questions related to understanding why they have not accessed the information and identifying any concerns regarding UKCP09.

The **second part** sought information on what aspects of UKCP09 they have used; the products, guidance, reports, User Interface, website, helpdesk, as well as their intended purposes when using them. The **third part** was directed at acquiring information on respondents' perceptions of the strengths, weaknesses and challenges they experienced when using UKCP09. This included asking respondents to identify their relative success and overall experience using UKCP09 relative to expectation. Perceptions were also sought on their experiences accessing the website, products, and helpdesk services and the adequacy of the information provided.

The **fourth part** sought respondents' suggestions for additional information or tools or for improvements to the products, helpdesk services and the website (navigation and organisation). Respondents were also provided with an opportunity to identify specific concerns related to the science behind UKCP09 and where the science needed further clarification.

Respondents were asked if they were interested in being further involved as part of the UKCP09 user community and offered an opportunity to provide any further comments.

Results summary

- The return sample size (sixty-eight respondents, of which fifty seven completed the entire survey) offers a chance to obtain some useful comments and detect trends on how the information is perceived. The number of responses, however, is too low to do any rigorous statistical analysis.
- There wasn't a great difference in numbers of people accessing the higher level material as opposed to the Projections data, which is surprising. Although this is a small sample size to draw too many firm conclusions, the original assumption had been that many

more users would access the key findings and pre-prepared material than the user interface and science reports.

- Users generally accessed the correct information to suit their needs (e.g., the user guidance to understand how to use UKCP09 and the user interface to obtain outputs). There were, however, a few surprises. For example the science reports were a popular resource for finding out what UKCP09 had to offer, which they had not been designed for (their primary purpose being to explain the science behind the Projections).
- There is evidence that users have not been able to access everything they wanted from the Projections, though only a few respondents (four) said they weren't successful at all in obtaining what they needed.
- Fifty-three people stated that UKCP09 had fully or partly met their expectations; five people said that the Projections hadn't met their expectations at all. This is a positive result but needs to be looked at in terms of whether those that stated they didn't obtain everything had unrealistic expectations or not, and if they did, how UKCP09 can better be explained to them.
- The user interface and weather generator were deemed to be less accessible than the other products on the whole. This is not surprising given that they are more technical, but these comments may help in making these products more accessible given their popularity.
- Most respondents stated that the products accessed had adequate detail. Of those that stated otherwise, more suggested that the products lacked detail than had too much. This is quite a surprise given that there is a very large amount of material available. However there are two ways to interpret this question- the detail in the results themselves (e.g. spatial resolution) versus the detail in terms of the amount of supporting information and guidance available. It may be that respondents were referring more to the former.
- Eighteen people expressed concerns about the science that required clarification; mainly on the probabilistic projections.

Responding to the questionnaire results

- Thirty-three people said they found the website organisation helpful, but 24 said they did not. We agree that the current structure of the website needs further work and UKCIP are re-organising the website based on comments received and experience with the material.
- The helpdesk has been used to submit feedback as well as to ask for clarification or more information. With the re-organisation of the website, the helpdesk will be made more prominent, including indicating that it can be used to provide feedback and requests for extras and enhancements.
- Most of the respondents put forward suggestions for enhancements and extras. Suggestions received from this survey and through other interactions with users have lead to the following initial set extras and enhancements being supported:
 - Publication of UK maps of climate change for a change in global temperature **and** maps of probabilities of a given change across the UK;
 - Average monthly baseline figures for the UKCP09 admin and river basin regions;
 - Improving hourly precipitation extremes in the weather generator;

- Improving heatwave simulations in the weather generator; and
- Publication of the atlas entitled a climatology of extremes for the UK, as a baseline for UKCP09.

Other potential extras that remain under exploration are making available wind projections within UKCP09 and the construction of story lines. Updates on these will be available through the UKCP09 website.

- Twenty-eight respondents stated they would like to be involved in a formal user community. A UKCP09 Advisory Panel has been established for the purpose of continuing the engagement of the providers (of data) and users within the further development of climate information for impacts, risk and adaptation assessments. In addition, three communities of users, one focusing on each of: the probabilistic projections, weather generator and marine projections, have been established and are expected to evolve as the users' needs and experiences evolve.
- Consideration is being given to how best to continue the exploration of the science behind the Projections and how best to enhance the robustness of the information, especially around informing impacts, risk and adaptation assessments and the associated decision and policy making. Further information on this will be available through the UKCP09 website.

Although the number of respondents to this initial survey was lower than expected, merit is seen in re-running such a survey. The intention is to survey users at a later date (e.g., early summer 2010) when more users have had an opportunity to explore and use UKCP09. This will allow us to understand the implications of some of the initiatives introduced (e.g. case studies, improvements to the website, extras and enhancements, and improvements to the guidance) and how experience has affected their use and understanding of UKCP09.

Questionnaire analysis

Sixty-eight responses were received; of these, fifty-seven (83.8%) completed the survey. All 68 respondents indicated that they had accessed or used UKCP09. It should be noted that some individual questions were not answered by all respondents. The percentages indicated are the percentage of those respondents who answered the question.

Part 1: The respondents and their experience of using UKCP09

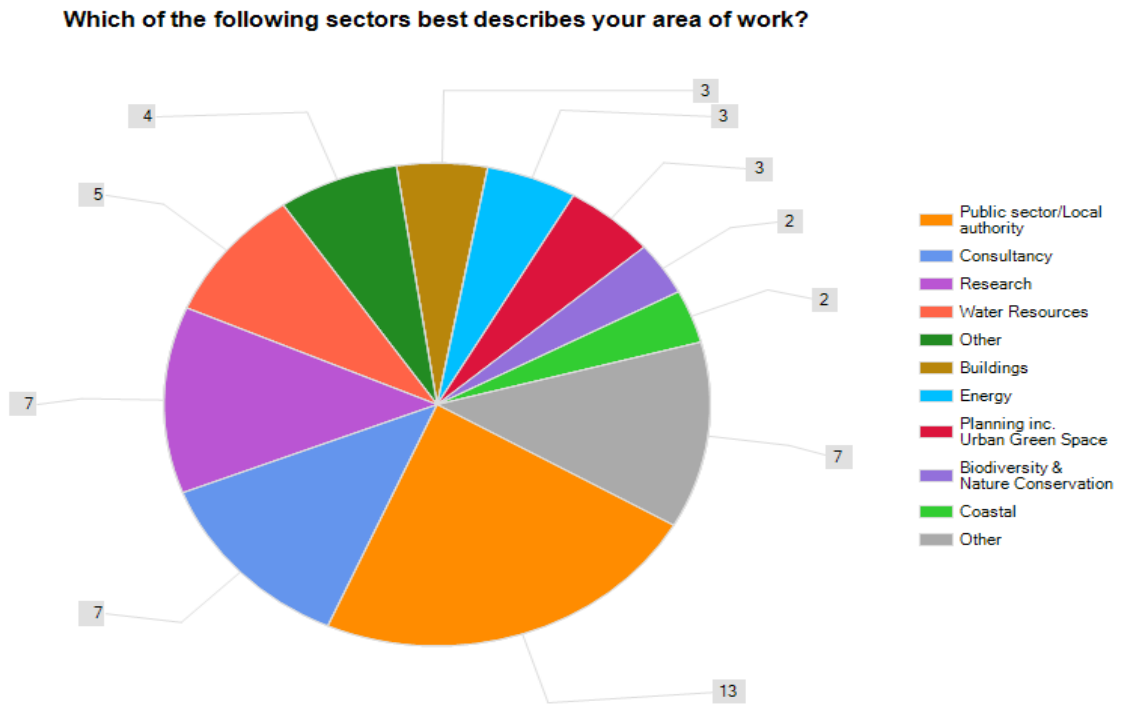
Q2. Forty-three (64.2%) respondents indicated that they have **recently (in the past two years) used UKCIP02 or other climate change scenarios/projections**. Ones that were specifically mentioned (12 respondents) as having been used are: UKWIR06 (six GCMs downscaled to UK catchments); IPCC AR4 for UK and non-UK projects; data from the MOHC; ENSEMBLES; PRUDENCE; IIASA; and Worldclim. All, except UKWIR06, allow for analysis beyond the UK.

Q3. Five (7.6%) of respondents indicated that they were **involved in the development of UKCP09** (92.4% were not). Those involved included respondents that were: a member of the Users' Panel, a developer, a contributor to the modelling or science reports, a member of the Threshold Detector Task Group and the UKCP09 User Interface testing team; and a respondent to a survey indicating what was wanted from UKCP09.

Q5. Additionally, fifty-five (82.1%) respondents indicated that they **did not participate in the pre-launch awareness-raising workshops or the post-launch Projections in Practice (PiP) events**. Of those that responded positively (12), in addition to these workshops and events, respondents also identified Environment Agency workshops, Oxford UKCP09 Launch event, the ARCC webinar, LCLIP event and the NI188 event.

Fifty-six (82.4%) responded to the question on their interest in involvement in a more formal UKCP09 user community, with 28 (50%) responding positively. Forty (71.4%) of these fifty-six respondents did indicate that they would be **willing to be contacted in the future** to provide further feedback.

Figure 1 WHAT Q NUMBER DOES THIS REFER TO?



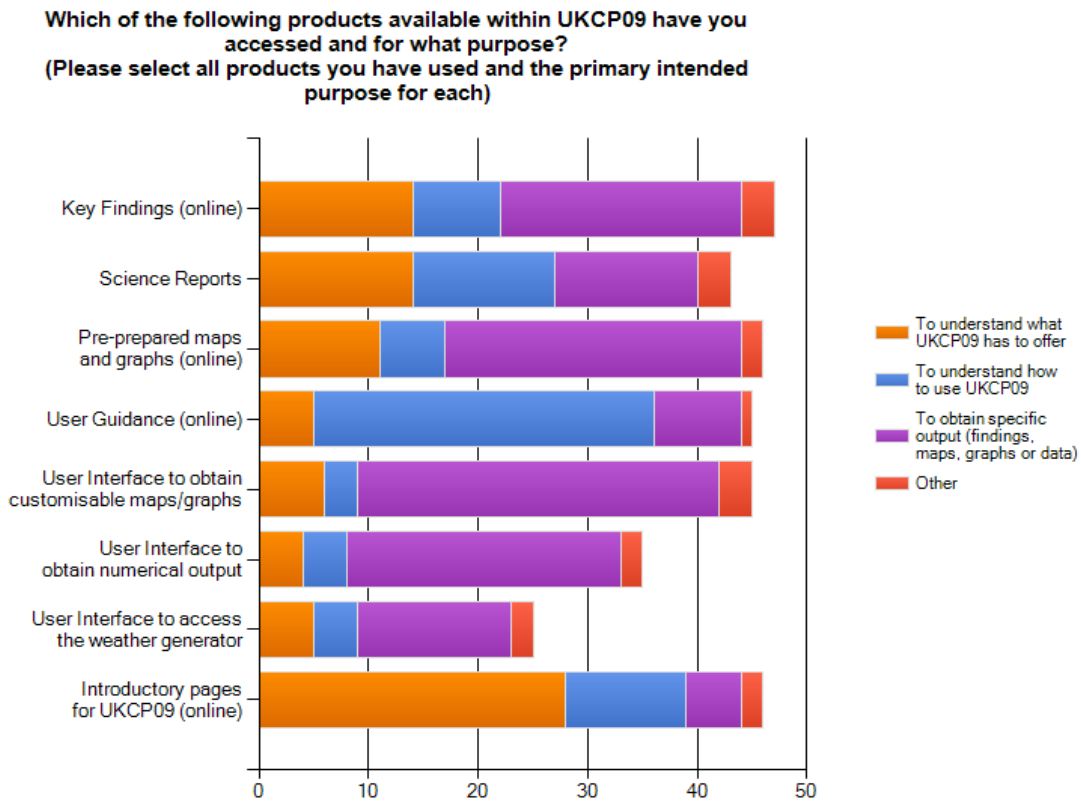
Part 2: What had they used and why?

Q 6. Fifty-nine (86.8%) respondents completed this question, identifying only those **products which they have accessed/used**. The most-used products (see Figure 2 below) included the key findings (47 / 79.7%), online introductory pages for UKCP09 (46), the pre-prepared maps and graphs (45), the User Interface to obtain customisable maps/graphs (45) and the science reports (43 / 72.9%). Thirty-five (59.3%) indicated that they had used the User Interface to obtain numerical output and twenty-five (42.4%) indicated they had used the User Interface to access the weather generator.

In terms of **intended purposes**, respondents were asked to identify the primary purpose for using the products – to understand what UKCP09 has to offer, to understand how to use UKCP09, to obtain specific output, or other. A summary of the responses is provided in Figure 2 below, indicating where the respondents looked for specific information (i.e. how the users saw and used UKCP09 products). Those wanting to understand what UKCP09 had to offer primarily used the online introductory pages for UKCP09 (28) but a large number also referred to the Science reports (14) and/or the online key findings (14). The primary source to understand how to use UKCP09 was the online User Guidance (31) with the Science reports (13) and online Introductory pages (11) also identified as a source.

The primary purpose identified for accessing UKCP09 products was to obtain specific output (findings, maps, graphs and data). In doing so, respondents indicated that they used the User Interface to obtain customisable maps/graphs (33), the pre-prepared maps/graphs (27), the User Interface to obtain numerical output (25) and the online key findings (22). This suggests that there was considerable interest in accessing maps and graphical information.

Figure 2

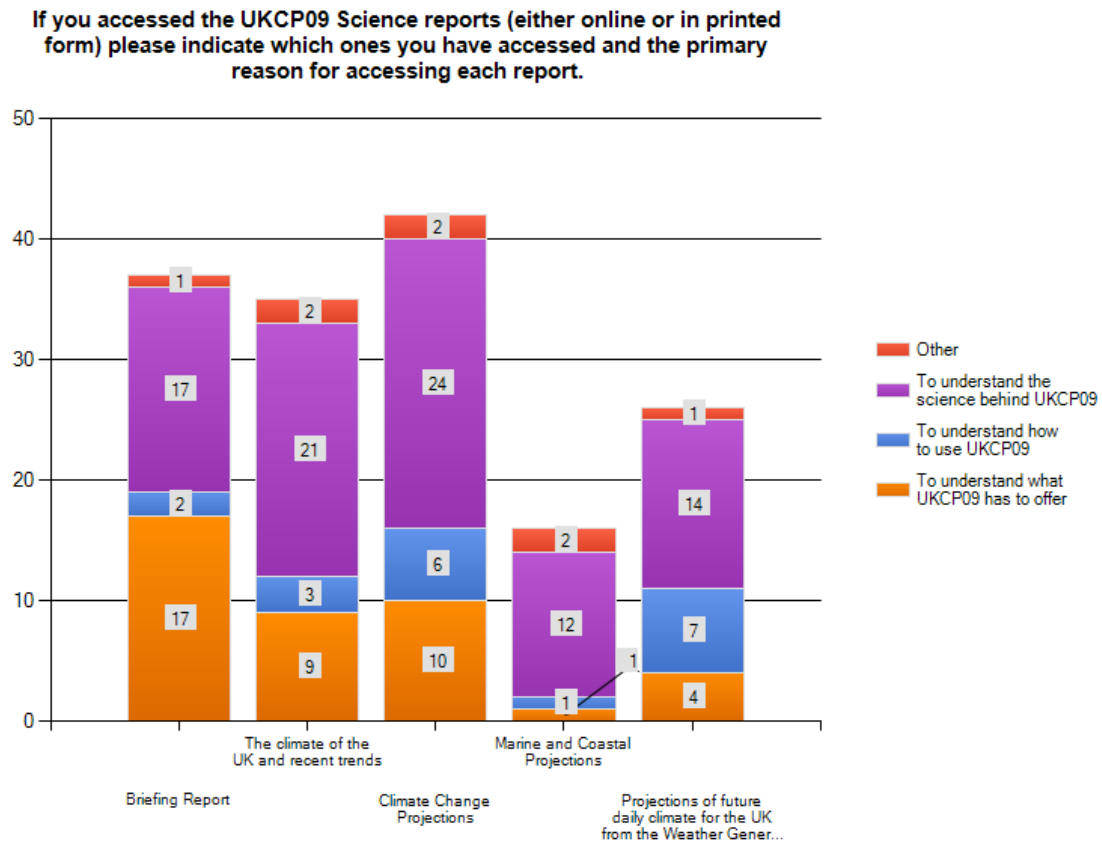


It is interesting to note that even at this early time in the exposure of UKCP09 to the user community, the primary purpose is to obtain specific output. Across the products, of the intended purposes, understanding what UKCP09 had to offer and how to use UKCP09 was identified by fewer respondents as their primary purpose for accessing the information (26% and 24%, respectively) compared to those indicating their primary purpose was to obtain specific outputs (44%).

Other purposes that were specifically identified for accessing the UKCP09 products were testing of the User Interface, trying to access the User Interface and to find the answer to a specific question (e.g., related to flood defences and storm surge).

Q 7. Forty-seven respondents (69.1%) answered the question on the purpose for accessing the **science reports (see Figure 3 below)**. Most (42 / 89.4%) accessed the 'Climate change projections' report. The 'Briefing report' (37 / 78.7%) and the 'Climate of the UK and recent trends' (35 / 74.5%) were also accessed by a large number of respondents. Fewer (16 / 34%) accessed the 'Marine and coastal projections' report, which is consistent with the relative size of this community. The majority of respondents indicated that their primary purpose in accessing these reports was to understand the science behind UKCP09. In the case of the 'Briefing report', an equal number (17 / 45.9%) wanted to understand what UKCP09 had to offer.

Figure 3



Q8. Fifty-four respondents (79.4%) indicated that they had accessed the User Interface to obtain maps, graphs or data. The most popular purposes were: to obtain the climate information for research (14 / 25.9%), to provide the climate information needed for an impacts assessment (13 / 24.1%); and to communicate information on the projected changes (11 / 20.4%). To evaluate adaptation options and to inform a decision or policy were among the least popular purposes (1 and 3 respondents, respectively). Of the four respondents who indicated an 'other' purpose, supporting testing, training (leading to public awareness-raising) and trying to understand how to apply UKCP09 were identified.

Q9 & Q10. Eighteen (31% of the 58) respondents had used the UKCP09 Helpdesk: the reasons were diverse. Five (27.7%) respondents used the Helpdesk to ask for an enhancement of UKCP09 or to submit feedback. Other reasons were: obtaining technical support (e.g., downloading and processing data), testing, to clarify errors on the website, to report problems with the User Interface, to request collaboration; and to query online training and courses available.

Part 3: Perceptions of strengths, weaknesses and challenges

Q11. Fifty-eight people (85.3%) answered the question as to **whether they were successful** in obtaining what they needed from UKCP09. Twenty-eight (48.3%) indicated yes, 26 (44.8%) that they were partly successful and four (6.9%) that they were not successful. Twenty that answered partly or not successful provided some further feedback. The reasons identified for lack of success can be broadly categorised as: data availability, limitations of the products, limitations of the website and User Interface; and complexities associated with understanding and using the information. More specifically the reasons cited were:

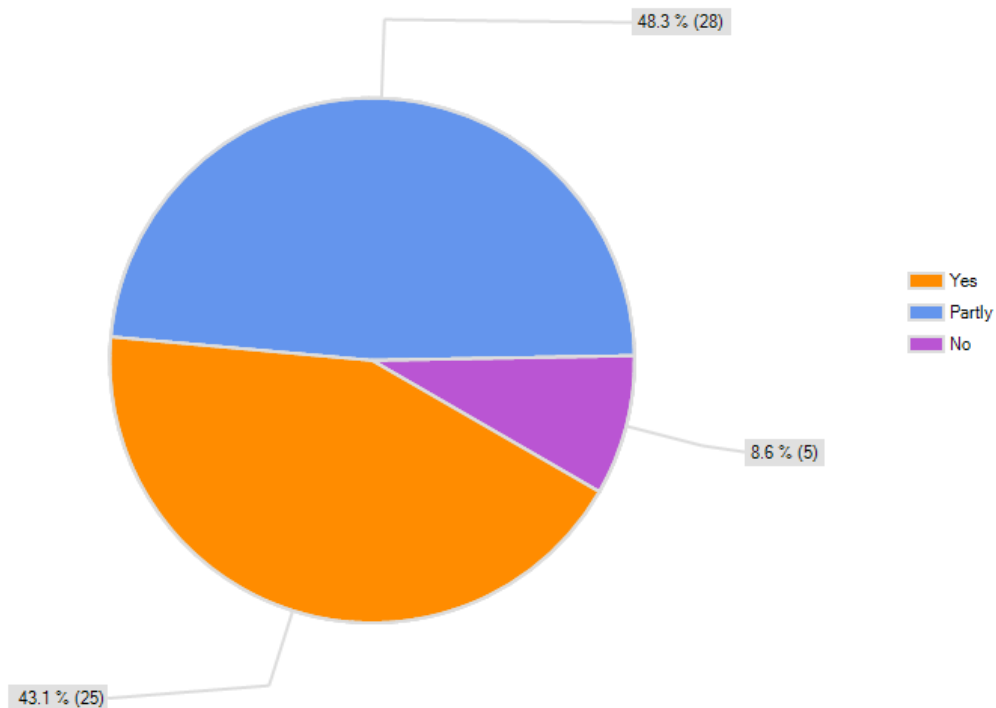
- Early glitches in the data availability (e.g., Northern Ireland catchment data);
- Missing or unavailable data (wind, rain-day frequency, variance and skewness of monthly rainfall, potential evapotranspiration, no baseline dataset);
- Difficulty when searching the website (i.e. navigation is not always obvious, plus some dead links);
- Limitations and complexity of the User Interface (e.g., number of mouse clicks required to navigate to the data, especially when requesting data for multiple sites, scenarios, etc.);
- Difficulties acquiring multiple variables for each individual run as input to impact studies;
- Limit of one job at a time when submitting weather generator requests; format of output not as expected;
- Difficulty in locating the weather generator (question as to whether it was available);
- Resolution of the maps too low (locating trends for specific locations for use in publications and reports, and to meet the needs of local authorities);
- Too much information and the need to be simpler;
- Uncertainty as to how to use the outputs in a meaningful way;
- Outputs are difficult to understand (variables selected for output); and
- Lack of clarity of some instructions.

One respondent indicated that what was available was not what was expected.

Q12. Fifty-eight (85.3%) respondents replied to the question asking **whether their overall experience using UKCP09 met their expectations** – see Figure 4 below.

Figure 4

From your overall experience using UKCP09, has UKCP09 met your expectations?



Thirty-eight (65.5%) of those responding provided their rationale. Those who indicated that it did or partially met their expectation commented on: the potential of UKCP09 and recognised that it was a major step forward from UKCIP02 (e.g., potential in terms of risk assessment, framing and discussing climate change, and helping to identify adaptation options); the quality of the scientific approach, documentation and support information; the range and accuracy of the data and information available; the range and quality of support tools available; and the willingness of the support team to share and help.

Reasons for not meeting expectations were given as shown below.

- Inadequate information (storm surge, extreme water levels, wind).
- Complexity and difficulty interpreting and communicating the information available, particularly the probabilistic projections, greater than expected (information about the data is too vague with many options for which the differences are not clear).
- Functionality of the website; efficiency of getting information from the User Interface (difficult to locate data, difficulty with bulk downloads, slow and lack of flexibility, need for shape files, and acquiring multiple variables for impacts models).
- Complexity of the weather generator and in interpretation of the outputs (i.e. 100+runs, apparent lack of consistency in output, and inadequacy of guidance).
- Resolution of the maps (sub-regional information).

- Clearer presentation of caveats and links to these when presented with an output; lack of spatial coherence; access to online documentation is difficult (easier if downloadable).
- Was looking for an online tutorial (unsure if using correctly or asking for something that is not available/possible).
- Restriction to pre-defined aggregated areas.
- Lack of specific sectoral guidance on how to use (e.g., guidance for the water sector, flooding, etc.).

Q12. On whether or not they found the UKCP09 **website structure and organisation** helpful, 33 (57.9%) of the 57 respondents replied positively. Those responding negatively (24 / 42.1%) dealt with both the website and its User Interface and as such, the allocation of comments to either one or the other, although difficult, is attempted in this analysis. It should also be noted that some of the comments may also be referring to the launch version of the website, in which some functionality was compromised in order to accommodate the initial high volume of users. The fully-functional version of the website was enabled shortly after launch.

On the website, comments predominately related to concerns related to the navigation and search function (dense and layered structure limiting accessibility, opening of new windows, inappropriate links, parts not operational, not intuitive, bit overwhelming); language of information not necessarily written at an appropriate level (jargon); moving between the UKCP09 site and the UKCIP site can be difficult (also between the UKCP09 site and the User Guidance and to the LINK site); and the availability of documentation as pdf rather than html (note: downloadable pdf versions and a search function were added two weeks after launch).

On the User Interface, comments predominately related to the complexity of the formats of outputs, limited access functionality (one variable, single location, single emission scenario, suggestion of a scriptable client side solution); difficulty in downloading data; and confusion associated with accessing data using the weather generator.

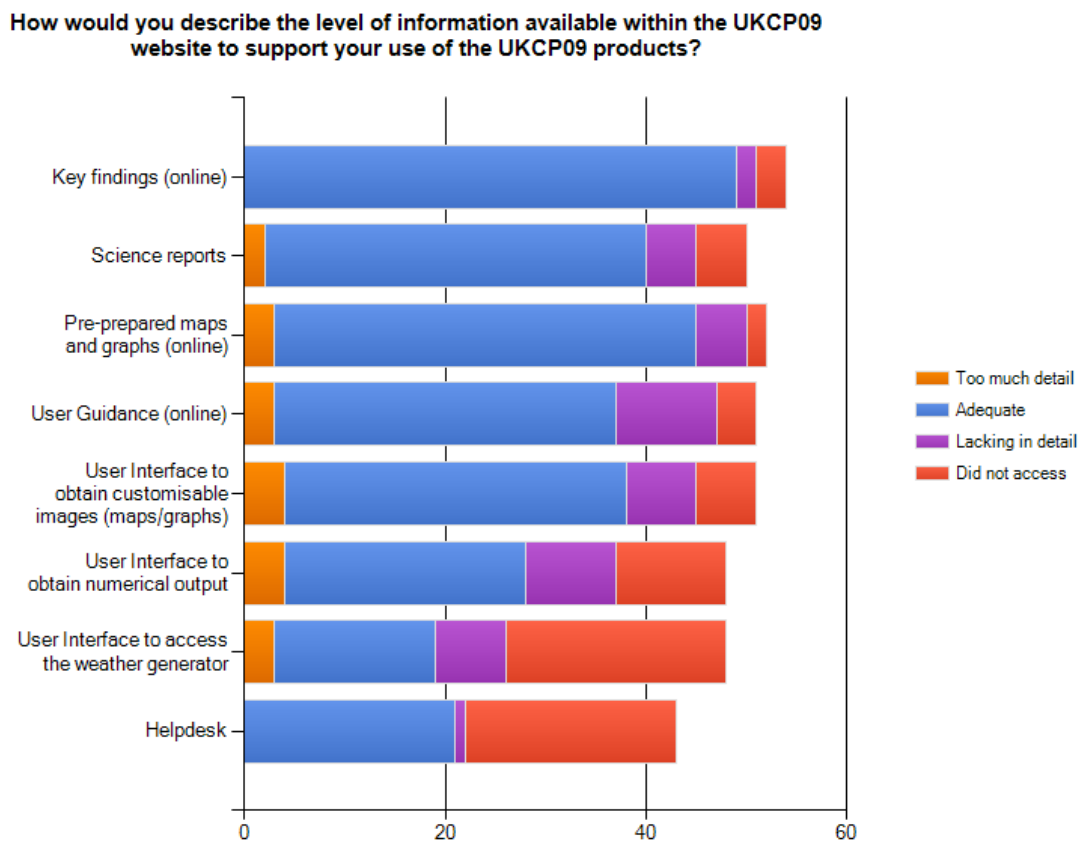
Q14. Fifty-seven (83.8%) respondents classified their experience in terms **accessibility of UKCP09 products and the Helpdesk service**. These responses reflect the answers to the earlier question on what UKCP09 products they did access. For the majority of the products, respondents reported that they found them either easily or moderately accessible (see Figure 5 below). Some users reported that aspects of the User Interface were not easily accessible. Notably, this included: 27.1% who had access it to obtain customisable images, 32.6% to obtain numerical data and 31% of those wanting access to the weather generator.

Of those who had used the Helpdesk to submit a enquiry or feedback, all found it easily or moderately accessible with one user indicating that because of the nature of the Projections, the Helpdesk is invaluable.

Comments included areas of frustration and options for consideration. User Interface comments included: concerns about the number of downloads required (suggestion of an

FTP or other service as a solution); concern regarding obtaining customisable maps, both in terms of the process required and the desire for customisable regional maps (having to zoom in on the UK-wide maps); web browser difficulties causing problems with accessing the User Interface; and the desire for a pdf version (downloadable) version of the User Interface manual. There was an additional comment about a respondent having to revert to the 11-member RCM as the data needed was not available from UKCP09.

Figure 5



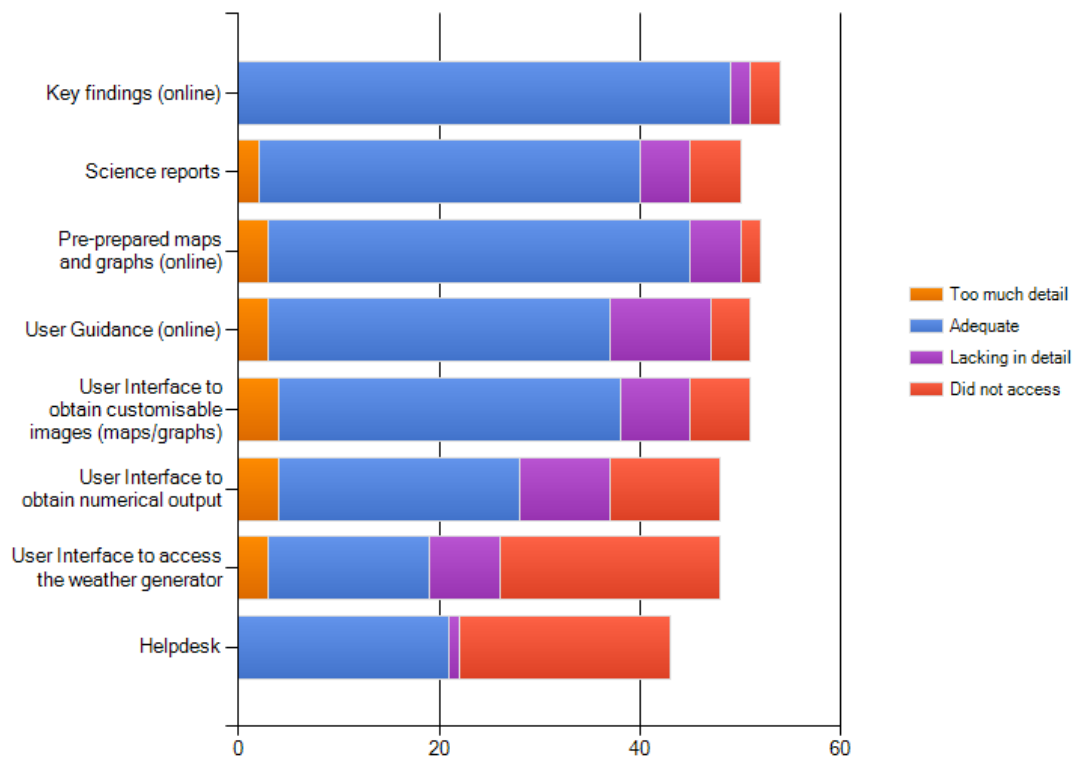
Q15. On the question of **adequacy of the information available**, 57 (83.8%) responded. For each of the UKCP09 products, the majority of those that did access the information described it as adequate, with more indicating that it lacked in detail rather than having too much detail (see Figure 6). Specific comments and suggestions are given here.

- Language used (clearer and basic information on the production of the Projections, explanation of probability complicated, less scientific language).
- The detail provided (detail does not necessarily equal usefulness, a bit confusing rather than lacking in detail, too detailed for users other than researchers, and everything is likely included, but one can quickly get lost and not know where next).
- Stepping through the process (difficult to choose while using the User Interface – a flow chart would aid selection of options).
- More detail on the maps (more explanation with the maps and graphs, geographic information on prepared and customisable maps such as county and national park boundaries, and finer resolution maps – local rather than regional).

- Requests for more information (storm surge, ready-sampled data sets for predefined probability levels).
- Limitations (aggregated areas are limited, want maps for Scotland and England and ability for user to define their own area), too much detail (not sure that all probability levels 0.1 to 99.9 are needed, perhaps intervals of 5 or 10 would be all that is necessary for interpretation).
- Clarity on how to use the outputs (unclear as what to do and how to use the multiple runs from the weather generator – expected only one and to fit it into an engineering model – and output files from the weather generator were hard to decipher).

Figure 6

How would you describe the level of information available within the UKCP09 website to support your use of the UKCP09 products?



Q16. Of the 54 (79.4%) responding to the question asking them to indicate any other difficulties accessing UKCP09, 12 (22.2%) responded positively. Specific areas identified were: lacking overall technical discussion, access to the UI was sometime a bit slow, broken connection on a number of occasions, time to request WG runs longer than hoped, problem registering (help desk sorted out rapidly and courteously), problems with Internet Explorer 6.

Part 4: Suggested enhancements to presentation and functionality

Q17. Forty-one (60.3%) respondents made **suggestions for additional information or tools** to help overcome the challenges they experienced. The suggestions have been categorised below.

a. Support

- A network to help research using the UKCP09 data to interact
- A page on the website where researchers could describe their activities using UKCP09

b. Improved functionality of the User Interface

- More routes/pathway in User Interface by which the required information can be accessed
- Option to download climatic data per variable for all scenarios in one file and not per scenario, month, probability level (FTP or other service)
- Being able to download maps as GIS shape files
- Being able to look at the data as raster map layer
- More options for sampling the data, better than random sampling
- Ability to select multiple cells for projection data rather than single cell requests
- Simple underlying map with places/geography
- Access to the raw text/netCDF files through simple file structure (not User Interface) like UKCIP02
- Ability to scroll through a previous request to change just one setting rather than having to go back to the start
- Flow chart as a guide for the User Interface
- Shortcut selection process with the User Interface
- Naming of the output file carrying through the download process
- More user-friendly interface for the 11-member RCM data
- User interface to work with Internet Explorer 6

c. Improvements in the guidance and science

- Clear guidance to enable something to be done which is credible but not computationally prohibitive (additional tools)
- Use of decision pathway for what output to use for what purpose
- More information regarding coordinate system and how easily it can be transferred to British National Grid (BNG)
- Simpler language to explain the probability levels / confidence limits (10% and 90%) and the 50% 'hedging our bets'
- User guidance for different industries, clearer and simpler guidance
- Simpler language to explain the terms (non-scientific definitions under help, include a "I didn't understand this" function).
- Step-by-step guide on producing specific outputs (e.g., maps, weather generator outputs)
- More information on limitations (e.g., sub-grid scale phenomena (convective rainfall) and what that means for interpreting flooding)

- Example walk-throughs, tutorials, and case studies
 - Better explanation of sea-level rise / coastal projections
- d. More information available**
- Storm surge tidal extreme information, potential evapotranspiration, wind speed (or at least how to bring wind speed into the analysis)
 - Better baseline data
 - Useful to also have regional averages plus standard deviation to easily compare with UKCIP02
 - Extend data sets to consider climate beyond 2100
 - Information at the local authority level, not just regional
- e. Improved interpretation of the outputs**
- The netCDF files storing the time period as a time not a z field
 - Higher resolution maps
 - Summary information more easily available
 - Interpretation of the weather generator outputs, including information such as table of change factors, parameters used in stochastic models, graphs of changes
- f. Improvements to the website**
- Search function – better more logical navigation
 - Being able to download a single map from the pre-prepared maps
 - The link to the 11-member RCM ensemble at the LINK web page could be improved and its association with UKCP09 clearly stated
 - Greater flexibility with pre-prepared maps and graphs – different combinations
 - Clearer structure for the website

Q18. Fifty-two (76.5%) responded to the question related to **improvements to products or Helpdesk services** needed to improved their accessibility, understandability or usefulness with only five (9.6%) indicating that they wanted to provide some suggestions. The suggestions made related to improved data accessibility and the availability to shape files and the Threshold Detector.

Q19. Fifty-four (79.4%) responded to the question on **improvements to the UKCP09 website**, with 25 (46.3%) describing areas that felt could be improved and how this improvement might be achieved. It appears that in some cases, the respondents were referring to the UKCP09 website and in others to the User Interface, or both. The items raised related to navigation (site map, clarity of hierarchy, tracking of pathway taken, and concern regarding multiple websites); improved explanation of terms; improved navigations within and between related sites (UKCP09 to UKCIP, access to the User Interface, navigation within the UKCP09 site itself (shortcuts)); less use of opening of new windows with each request; need for greater clarity rather than simplification; and use of online tutorials.

Q20. Eighteen (26.5%) responded to the question on **specific concerns related to the science which in their view still required further clarification**. Of these, 11 (61.1%) indicated concern with the climate change projections, four (22.2%) with the Marine and Coastal projections, and three (16.7%) with the weather generator. Specific comments (16/88.9% of respondents provided) referred to needed more clarity on specific subjects.

- The nature of the links between changes in depressions and storm surge.

- Sea-level rise.
- Storminess.
- The scientific principles and processes involved, rather than just the science (e.g., reason for confidence in the Projections and other outputs).
- Relating climate change projections to recent weather (why three wet summers if we are going to drier summers).

There were also **concerns about understanding the data selection process and implications.**

- Understanding the process and implications of selecting sampled data.
- Possibility of selecting most likely or certain probability levels from outputs.
- Link between weather generator outputs and the RCM.
- Emission scenario selection and implications.

Respondents also expressed some general concerns regarding the information on the science as presented. Specifically noted were that as presented, the science was not convincing, it appeared to be more geared to dissemination of Projections rather than the science and that there is a danger of false precision being interpreted due to the scale and probabilities provided.

Q 21. Forty-seven (69.1%) responded to the question seeking further information on **specific issues or concerns related to the science requiring further clarification.** The majority of these chose not to comment at this time, however fourteen comments were provided, categorised below.

- Projections are seen as too vague (and broad-brushed) and a decline in the quality of the information available.
- Lack of overall explanation of the climate system (qualitative information related to what is causing a warmer world and what are the implications).
- More quantifiable information on what the different emission scenarios mean for projected changes.
- Concerns and limitations associated with using and interpreting the weather generator outputs – concerns that they may be interpreted as a forecast. As such, there is more information related to how to and not to interpret and apply these outputs.
- More information on the limitations and implications related representation of sub-grid processes (convective storms).

Annex: User Survey

The following pages are a sample of the online survey.

UKCP09 Feedback Survey

Welcome and Introduction

We are pleased that you have decided to respond to the first UKCP09 feedback survey and look forward to seeing your responses.

The purpose of this questionnaire is to present you with an opportunity to provide feedback based on your experiences with, and understanding of, UKCP09. We are particularly interested in your suggestions on areas where enhancements of presentation and functionality would benefit those using UKCP09.

The survey is comprised of a series of questions (both multiple choice and opened ended) and should take from 15-20 minutes to complete.

This survey will remain open until Wednesday, 30th September 2009. The UKCP09 Project Management Group will be considering all responses to this survey with the aim of better understanding the nature of enhancements needed. We will also be publishing the results of this survey on the UKCP09 website.

All respondents will be entered into a draw from which three winners will be selected.

Thank you in advance, enjoy completing the survey and good luck in the draw.

UKCP09 Feedback Survey

Understanding the nature of your experience with UKCP09

* 1. Have you accessed or used UKCP09?

Yes

No

2. Have you recently (e.g. in the past 2 years) used UKCIP02 or any other climate change scenarios or projections?

Yes

No

If other than UKCIP02 please specify

3. Were you involved in the development of UKCP09?

Yes

No

4. If you answered 'Yes' to the previous question please choose from the drop down menu to indicate the nature of your involvement.

If other please specify

5. Have you participated in any of the pre-launch awareness-raising workshops or PiP events?

No

Yes (please specify which ones)

UKCP09 Feedback Survey

What have you used?

6. Which of the following products available within UKCP09 have you accessed and for what purpose?

(Please select all products you have used and the primary intended purpose for each)

	To understand what UKCP09 has to offer	To understand how to use UKCP09	To obtain specific output (findings, maps, graphs or data)	Other
Key Findings (online)	jn	jn	jn	jn
Science Reports	jn	jn	jn	jn
Pre-prepared maps and graphs (online)	jn	jn	jn	jn
User Guidance (online)	jn	jn	jn	jn
User Interface to obtain customisable maps/graphs	jn	jn	jn	jn
User Interface to obtain numerical output	jn	jn	jn	jn
User Interface to access the weather generator	jn	jn	jn	jn
Introductory pages for UKCP09 (online)	jn	jn	jn	jn

If you have selected 'Other' please describe your use of the product.

7. If you accessed the UKCP09 Science reports (either online or in printed form) please indicate which ones you have accessed and the primary reason for accessing each report.

	To understand what UKCP09 has to offer	To understand how to use UKCP09	To understand the science behind UKCP09	Other
Briefing Report	jn	jn	jn	jn
The climate of the UK and recent trends	jn	jn	jn	jn
Climate Change Projections	jn	jn	jn	jn
Marine and Coastal Projections	jn	jn	jn	jn
Projections of future daily climate for the UK from the Weather Generator	jn	jn	jn	jn

If you have selected 'Other' please describe your use of the product.

UKCP09 Feedback Survey

8. If you have accessed the User Interface to obtain maps, graphs or data, please tell us the primary intended purpose for accessing these.

- To raise my awareness
- To communicate information on the projected changes
- To inform a decision or policy
- To provide the climate information needed for an impacts assessment
- To evaluate adaptation options
- To provide the climate information needed for research
- Other - please specify

9. Have you used the UKCP09 Helpdesk?

- Yes
- No

10. If you have used the UKCP09 Helpdesk, please specify why?

- To enquire about the science behind UKCP09
- To enquire about where to find specific UKCP09 information
- To enquire about how to use UKCP09
- To ask for an enhancement of what UKCP09 offers
- To submit feedback
- Other - please specify

UKCP09 Feedback Survey

Perceptions of strengths, weaknesses and challenges based on your experienc...

11. Were you successful in obtaining what you needed from UKCP09?

Yes

Partly

No

If you answered "Partly" or "No" please indicate what you believe prevented you from obtaining what you needed from UKCP09.

12. From your overall experience using UKCP09, has UKCP09 met your expectations?

Yes

Partly

No

Why is this?

13. Did you find the UKCP09 website structure and organisation helpful in terms of being able to access what you were seeking?

Yes

No - please specify which elements caused you difficulties

UKCP09 Feedback Survey

14. How would you classify your experience in terms of accessing the following UKCP09 products and Helpdesk services?

	Easily accessible	Moderately accessible	Not easily accessible	Did not access
Key findings (online)	jn	jn	jn	jn
Science reports	jn	jn	jn	jn
Pre-prepared maps and graphs (online)	jn	jn	jn	jn
User Guidance (online)	jn	jn	jn	jn
User Interface to obtain customisable images (maps and graphs)	jn	jn	jn	jn
User Interface to obtain numerical output	jn	jn	jn	jn
User Interface to access the weather generator	jn	jn	jn	jn
User Interface manual	jn	jn	jn	jn
Helpdesk to submit an enquiry	jn	jn	jn	jn
Helpdesk to submit feedback	jn	jn	jn	jn

If you experienced any level of difficulty, what problems did you encounter.

UKCP09 Feedback Survey

15. How would you describe the level of information available within the UKCP09 website to support your use of the UKCP09 products?

	Too much detail	Adequate	Lacking in detail	Did not access
Key findings (online)	jn	jn	jn	jn
Science reports	jn	jn	jn	jn
Pre-prepared maps and graphs (online)	jn	jn	jn	jn
User Guidance (online)	jn	jn	jn	jn
User Interface to obtain customisable images (maps/graphs)	jn	jn	jn	jn
User Interface to obtain numerical output	jn	jn	jn	jn
User Interface to access the weather generator	jn	jn	jn	jn
Helpdesk	jn	jn	jn	jn

If you found that there were occasions when the information was too detailed or was lacking in detail could you specify with examples

16. Did you encounter any other difficulties (not already mentioned) whilst accessing UKCP09?

No

Yes - please describe

Suggested Enhancements to presentation and functionality

17. What suggestions would you like to put forward for additional information or tools that you believe would help overcome the challenges you have experienced?

18. Are there improvements to the products or Help Desk services that you believe would make them more accessible, understandable or useful.

Not at this time

Yes - Which ones and how could they be improved?

19. With respect to the UKCP09 website, are there improvements to the navigation or organisation that you would like to see (e.g., navigation short cuts)

Not at this time

Yes - Please describe which areas you feel could be improved, and how this might be achieved?

20. Do you have any specific concerns relating to the science behind the UKCP09 projections which in your view still require clarification?

Climate change projections

Marine and Coastal projections

Weather Generator

Observed Climate data

If "Yes", please explain your concerns.

UKCP09 Feedback Survey

21. Are there any specific issues or concerns related to the science which in your view still require further clarifications:

	Not at this time	Yes
The climate projections available in UKCP09?	jn	jn
The Marine and Coastal projections in UKCP09?	jn	jn
The analytical tools (weather generator) available in UKCP09	jn	jn
The observed climate data	jn	jn

If you answered 'Yes' please could you explain

UKCP09 Feedback Survey

Your interest in being further involved

22. Are you interested in being involved as part of a more formal UKCP09 user community (e.g., participating as part of the UKCP09 Users' Panel)?

No

Yes - please provide your email address

23. Are you willing for UKCIP to contact you in future for further feedback

No

Yes - please provide your email address

UKCP09 Feedback Survey

Your feedback

You answered 'No' to the first question regarding whether you had accessed UKCP09 or not. You have skipped several pages of questions that related directly to your experiences of using UKCP09.

Please complete this next section of the survey.

24. Which of the following statements describe why you have not accessed UKCP09 maps, images or data?

(Please select all that apply)

- Not sure how they could be used
- Using them is too complex
- Do not have the capacity/resources to use them
- Not yet had time to consider them
- Waiting for further guidance
- Not relevant to me
- Arrived too late for me to consider under my current activity
- Happy using current data sources & see no reason for change
- Other - please specify

25. What information sources have you been able to access to help explain the relative strengths and weaknesses of UKCP09?

(Please select all that apply)

- The UKCP09 website
- Daily newspapers
- Trade journals and professional publications
- Read of one or more of the UKCP09 science reports
- Read journal papers by the UKCP09 science reports' authors
- Attended a presentation on UKCP09
- Discussions with colleagues
- Other - please specify

UKCP09 Feedback Survey

26. Do you have any specific concerns relating to the science behind the UKCP09 projections which in your view still require clarification?

	Not at this time	Yes
Climate change projections	<input type="radio"/>	<input type="radio"/>
Marine and Coastal projections	<input type="radio"/>	<input type="radio"/>
Weather Generator	<input type="radio"/>	<input type="radio"/>
Observed Climate data	<input type="radio"/>	<input type="radio"/>

If "Yes", please explain your concerns.

27. Have you used UKCI P02 or any other climate change scenarios or projections?

No

Yes - please specify which scenarios or projections you have used.

UKCP09 Feedback Survey

Thank you

28. If you have any other comments that haven't been covered so far please enter them in the box below.

29. Which of the following sectors best describes your area of work?

If other please specify

30. In order to be entered into the prize draw, please enter your details in this section (these will not be associated with your survey answers)

Name:

Email Address:

Many thanks for giving us your feedback. Your responses will help shape the future directions of UKCP09.