

# Customer Satisfaction Survey 2020

## General perceptions of the COST framework and its impact

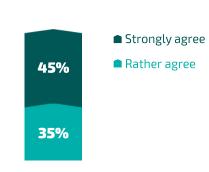


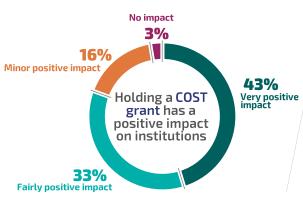


COST plays an important role in enhancing the careers of young researchers

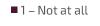


COST enables breakthrough scientific developments by fostering interdisciplinary networks



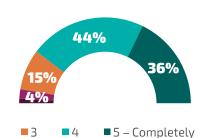


Participating in COST Actions has to a great extent created new professional opportunities



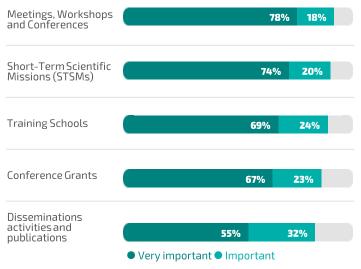
deliberate effort

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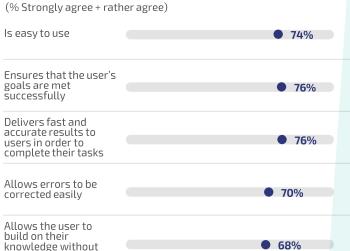


### Networking and digital tools

## All COST networking tools continue to be regarded as important



## And the e-COST platform is generally well regarded



#### Interpersonal support



lpsos

The 2020 COST Customer Satisfaction Survey was conducted in January and February 2020, targeting COST participants, grant holders and proposers over 2018 and 2019. 38,362 customers were invited to participate in the survey and 14,260 did so, giving a response rate of 37 percent. The respondents included 6,045 researchers from Inclusiveness Target Countries and 5,673 younger researchers.

