

University Research Facility in Life Sciences

User Feedback Report (2017)

Date of survey: 29th December, 2017 to 15th January, 2018

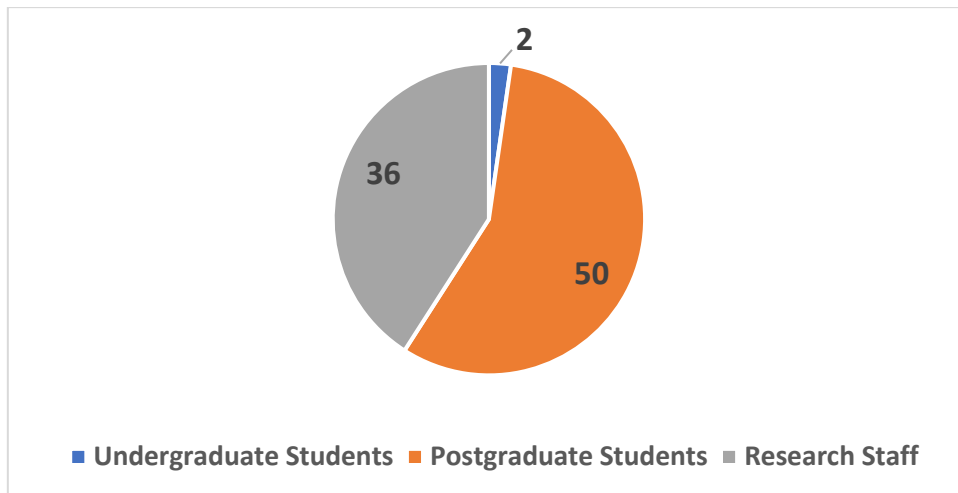
Total invitations sent: 188

Number of completed questionnaires: 88

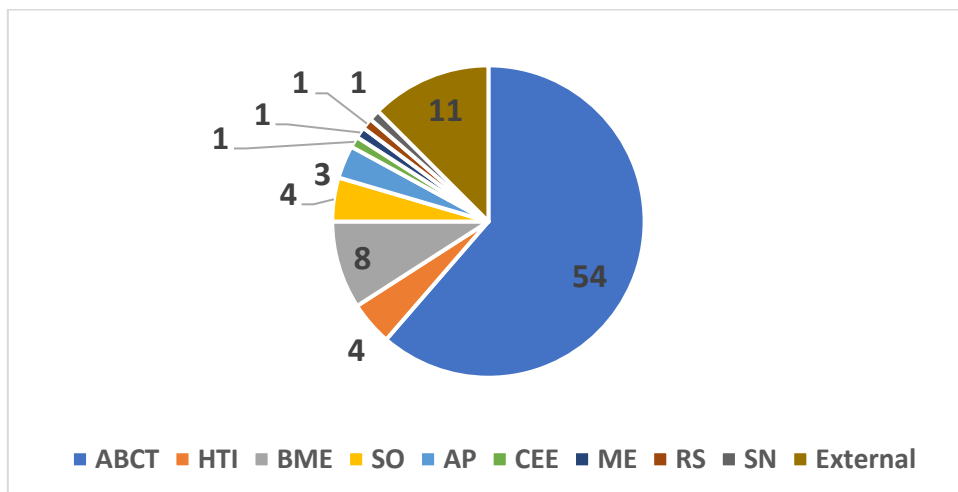
Response rate: 46.8%

Section A: About you

1. What is your current position?



2. Which department are you from?



Section B: Please rate the following regarding the maintenance of ULS equipment

(strongly agree = 10; strongly disagree = 1)

Question	Score (out of 10)
Equipment available at the ULS is usually running smoothly	8.64
The choice of equipment can meet your research needs	9.00
The equipment is usually available for booking within the 2-week booking window	8.77
The cleanliness and safety of the ULS equipment rooms have been well maintained	9.18
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	8.43
The ULS online booking system is easy to use	8.75
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	7.98

Section C: Please rate the following regarding the research support you receive from ULS staff

(strongly agree = 10; strongly disagree = 1)

Question	Score (out of 10)
The equipment-in-charge is knowledgeable about the equipment s/he is responsible for	9.06
Support from the equipment-in-charge during office hours is readily available	9.28
The equipment-in-charge is willing to provide technical support	9.52
The equipment-in-charge is able to provide you with suggestions with regards to your experiment	9.29
Equipment trainings provided by ULS staff are comprehensive and well-organised	9.24
The promotion on existing ULS equipment by the ULS is adequate	8.75
The workshops and seminars organised by the ULS are useful	8.62

Section D: ULS's response to respondents' comments

1. It was suggested that users should be allowed to cancel bookings anytime, and that the usage charges should be counted until the user signs out. Currently the ULS allows cancellations *via* the ULS online booking system up to 24 hours prior to the beginning of a booked session, and any booked but unused segments of a booking will be charged at 75% of the original price. We understand that users may come across uncertainties while carrying out experiments. These rules were set up to strike a balance between taking care of those uncertainties and maintaining fairness to other users. We suggest users to contact the staff in charge of the

equipment if they face similar issues in the future and our staff will look into the problem and see how we can offer help (*e.g.*, waiving the cancellation or early sign out charges).

2. It was suggested that users should be able to view their own bookings and charges to check if there are problems with those, and that users should be able to see the invoices. Indeed, after logging in to the ULS online booking system, users can access “Online Booking”, and then “Booking List” to view the details of all the bookings they have made. Users will be able to check if there are problems with the charges. Users are welcome to contact our staff if they have any queries about the charges. For the invoices, due to operational reasons, we only issue those to their supervisors, and each invoice will include details of all charges incurred from all users under the supervisors. Users should contact their supervisors for viewing the invoices.
3. Some respondents said they would like to get access to transmission electron microscope (TEM) and DNA sequencer. The ULS currently has no plan to purchase those but would like to advise the users to contact colleagues at the UMF and UCEA for access to their TEM system (<https://www.umf.polyu.edu.hk/Equipment/Cem>) and DNA sequencer (<https://ucea.polyu.edu.hk/Equipment/Uceadetail/id/11>), respectively.
4. A respondent suggested the ULS to introduce a more powerful Q-TOF mass spectrometer with high resolution for protein analysis. Currently the Q-TOF MS available at the ULS (Agilent 6540 Q-TOF) is still considered as a medium-high level MS in the market, and it can deliver a mass resolution of 40,000 FWHM and ppb-level sensitivity. We admit that the Agilent 6540 Q-TOF is comparatively better for analysis of small molecules than proteins, and are constantly looking for opportunities to upgrade it.
5. A respondent suggested that the cost for accessing the Q-TOF MS (currently at \$50 per hour for internal users) was high for research groups with limited funding and suggested the ULS to offer discounts for long-duration bookings. The ULS has been considering offering discounts for long-duration bookings or to research groups with usage charges exceeding certain amounts. Users are advised to stay tuned for news from the ULS.
6. A respondent expressed the concern that the QQQ-MS is always busy. The staff in charge of the equipment pointed out that the equipment was once heavily used by some research groups for performing animal studies. Currently the QQQ-MS is not as busy, and the usage rate is about 30 hours per week. Users may also contact our staff for assistance.
7. A respondent suggested the ULS to make a summary table to compare the features of the various microscopes available at the ULS. The staff in charge of the microscopes thanks the respondent for the suggestion and will prepare such table by the end of February.
8. A respondent suggested to place documentations or handbooks near the equipment to remind users of complicated procedures or rules of using the equipment or accessing the room. Indeed, our staff should have provided users with detailed instructions on how to operate the equipment during the training sessions. For very complicated procedures (*e.g.*, turning on or off the flow cytometer or cell sorter), our staff have already put instructions next to the equipment for users to follow. For each high-power laser equipment, a printed standard

operating procedure (SOP) has been placed near the equipment. In addition, the ULS General User Policy has also been placed near some of our equipment.

9. A respondent suggested the ULS to organise more hands-on trainings and workshops. The ULS has always been trying to organise more of those to promote our equipment and to introduce new technologies to our users. We advise our users to stay tuned for emails from us, as well as for updates on the ULS webpage and Facebook page. On the other hand, users are welcome to talk to our staff if there are particular topics that they want us to cover in the future.
10. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.