

University Research Facility in Life Sciences

User Feedback Report (2019)

Date of survey: 3rd to 17th April, 2020

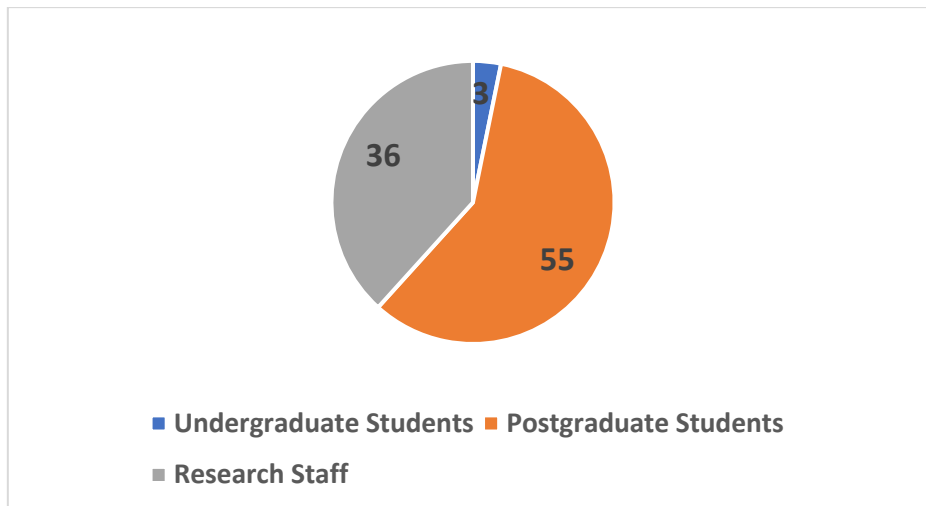
Total invitations sent: 375

Number of completed questionnaires: 94

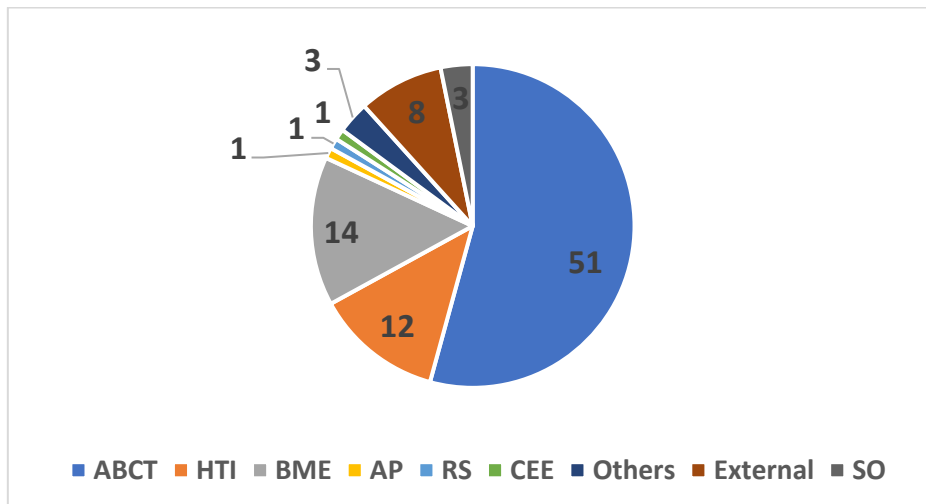
Response rate: 25.1%

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	8.90
The choice of equipment can meet your research needs	8.95
The equipment is usually available for booking within the 2-week booking window	8.95
The cleanness and safety of the ULS equipment rooms have been well maintained	9.36
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	9.02
The ULS online booking system is easy to use	9.27
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	8.52

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 staff-in-charge is knowledgeable about the equipment s/he is responsible for	9.45
Support from the staff-in-charge during office hours is readily available	9.41
The staff-in-charge is willing to provide technical support	9.57
The staff-in-charge is able to provide you with suggestions with regards to your experiment	9.34
Equipment trainings provided by ULS staff are comprehensive and well-organised	9.29
The promotion on existing ULS equipment by the ULS is adequate	8.73
The workshops and seminars organised by the ULS are useful	8.79

Section D: ULS's response to respondents' comments

1. A respondent suggested that the ULS should provide sequencing service. The ULS currently does not have any sequencing equipment and thus no such service may be provided. Users may contact the University Research Facility in Chemical and Environmental Analysis (UCEA) for accessing their DNA sequencer.
2. A respondent pointed out that some users put concentrated samples to our instruments, which may cause contamination. Our staff-in-charge will monitor the situation and remind

users about this.

3. A respondent suggested the ULS to purchase 100× objective lens for our microscopes. Indeed, very often ~60× objectives with high numerical aperture (N.A.) values deliver images with better resolution than with 100× objectives. 100× objectives are currently only available on our Nikon N-SIM/N-STORM/A1 super-resolution/confocal microscope and are specialised objectives for super-resolution microscopy. Users are welcome to talk to our staff-in-charge, who will be willing to help with selection of objectives and imaging techniques.
4. A respondent suggested the ULS to collect users' opinions (for example, by surveys) before purchasing new equipment. Users are always welcome to discuss with our staff if they have any purchase recommendations. We make purchase decisions based on such factors as funding availability, equipment and maintenance cost, availability of similar equipment on campus and number of potential users and departments that may benefit from the equipment. Equipment purchase will also be reviewed and endorsed by our User Group and Management Committee.
5. Some respondents expressed their concern on the cost of accessing ULS equipment and asked if that can be lowered. The ULS has been constantly reviewing our charging scheme by taking into account such factors as the acquisition cost of the equipment, maintenance cost, utilisation statistics, as well as usage charges of similar equipment at other local institutes. The current equipment access costs have already been heavily subsidised by the University. However, to relieve the financial burden of research groups, the ULS has been offering discounts to groups with high monthly usage (10% and 20% discounts with monthly usage exceeding \$5000 and \$10000, respectively).
6. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.