

University Research Facility in Life Sciences

PI Feedback Report (2017)

Date of survey: 29th December, 2017 to 31st January, 2018

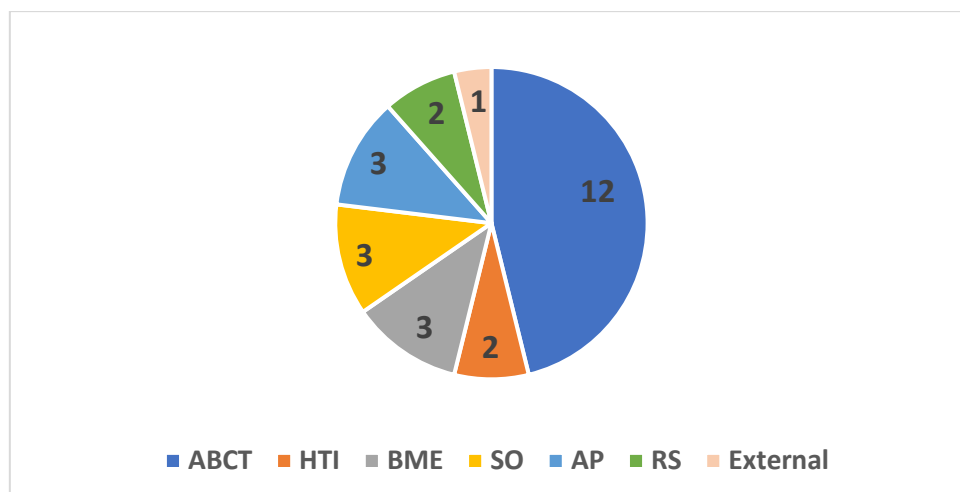
Total invitations sent: 56

Number of completed questionnaires: 26

Response rate: 46.4%

Section A: About you

1. 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	8.77
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	8.23
The ULS online booking system for checking equipment usage of your laboratory is easy to use	8.60
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	7.65

Section C: Please rate the following regarding the research support provided by the ULS

(strongly agree = 10; strongly disagree = 1)

Question	Score (out of 10)
The choice of ULS equipment can meet your research needs	8.27
The equipment-in-charge is knowledgeable about the equipment s/he is responsible for	8.72
The equipment-in-charge is able to provide you and/or members of your laboratory with suggestions with regards to your study	8.38
The promotion on existing ULS equipment by the ULS is adequate	8.04
The workshops and seminars organised by the ULS are useful	8.16

Section D: ULS's response to respondents' comments

1. A respondent suggested allowing users to make slight modifications to our equipment for specific use. The ULS would like to stress that all our equipment is intended for shared use, but we will consider such requests based on the impact of such modification on the health of the equipment, potential safety risks to users, as well as opinions from the equipment manufacturers. Users or their supervisors should contact the staff in charge of the equipment for making such request.
2. A respondent suggested the ULS to add a software module to our UPLC system to allow users to calculate theoretical plates, peak purity and tailing factor. The staff in charge of the system will discuss with all existing users to understand the demand and look into the possibility to add such module in the near future.
3. A respondent suggested the ULS to organise seminars to introduce the applications of our equipment on a regular basis, and present high-impact publications that involved the use of similar equipment. The ULS has been organising seminars and workshops with equipment manufacturers. In the future, we may focus on introducing the lesser known features as well as possible applications of our equipment. On the other hand, we have now included on our equipment page links to high-impact research papers where similar equipment had been utilised. Users and supervisors are also welcome to discuss with our staff if they would like to know more about our equipment.
4. A respondent expressed his/her concern that the budget allocation procedure is complicated and difficult to follow, and that there should be a past record of equipment booking and the amount having been spent. Indeed, the ULS does not require PIs to perform any budget allocation procedure. Soon after the end of each month, we post invoices *via* internal mail and ask PIs to return the signed invoices and provide charging accounts for further processing by the FO. On the other hand, on the invoice we issue monthly, there is a record of each booking with such details as the names of the user, dates of booking and amounts. In addition, the PIs can also register for a supervisor account on the ULS webpage to check the usage by

members of the lab anytime.

5. A respondent pointed out that some equipment may be fully booked and suggested the ULS to purchase more similar equipment. The ULS has constantly been monitoring the usage data of each piece of equipment. Our online booking system allows users to book our equipment 2 weeks in advance. We suggest users to plan and book ahead, and contact the staff in charge of the equipment if they encounter any problem reserving our equipment.
6. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.