

University Research Facility in Life Sciences

PI Feedback Report (2018)

Date of survey: 18th to 27th December, 2018

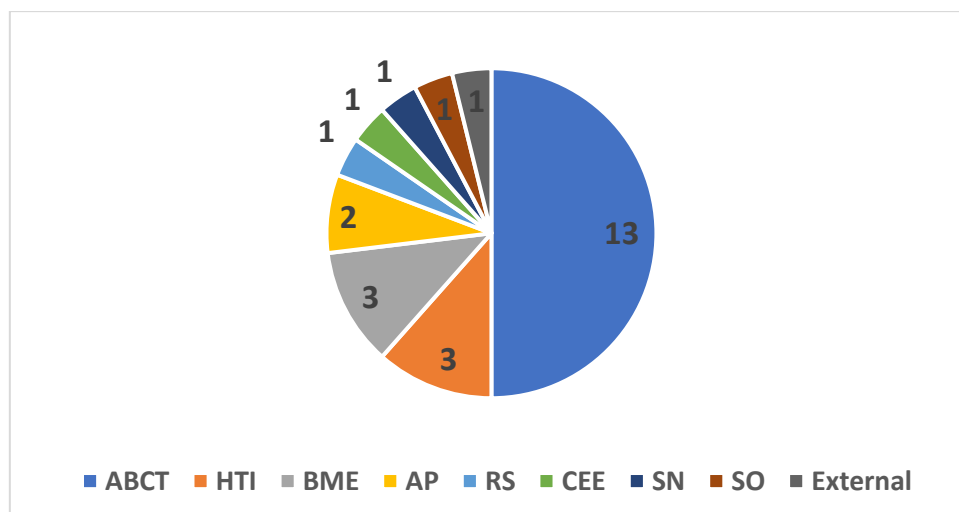
Total invitations sent: 76

Number of completed questionnaires: 26

Response rate: 34.2%

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	9.23
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	9.16
The ULS online booking system for checking equipment usage of your laboratory is easy to use	9.38
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	8.58

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	8.65
The staff-in-charge is knowledgeable about the equipment s/he is responsible for	9.19
The staff-in-charge is able to provide you and/or members of your laboratory with suggestions with regards to your study	9.15
The promotion on existing ULS equipment by the ULS is adequate	8.77
The workshops and seminars organised by the ULS are useful	8.92

Section D: ULS's response to respondents' comments

1. A respondent suggested that the performance of the Leica SP8 multiphoton microscope had degraded from a standard one. The respondent further suggested to allow users to make modifications for specialised experiments. Regarding its performance, our staff has been constantly monitoring the performance of all our equipment and will arrange for a corrective maintenance service if problems have been identified. For the Leica SP8 multiphoton system, the ULS has been purchasing comprehensive service contracts from Leica and the service engineer has been performing preventive maintenance yearly ever since the system was made available to users. Thus far, the system has been up to the official standard of Leica and we have not observed any issue with using the system for general biological research. On the other hand, we understand that some users would like to make modifications to our systems for specialised use. We would like to stress that every piece of our equipment is intended for shared use. The Leica system, for example, is designed as a biological microscope, and thus is apparently not optimised for specialised experiments in other research fields. However, we will still consider such request based on the impact of the proposed modification on the health of the equipment, potential safety risks to users, as well as opinions from the equipment manufacturer and the HSEO. The respondent is welcome to contact our staff-in-charge to further discuss the issue.
2. Some respondents expressed their concern on the cost of accessing ULS equipment and asked if discounts can be offered. 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 recently announced that discounts would be offered to groups with high monthly usage (10% and 20% discounts with monthly usage exceeding \$5000 and \$10000, respectively) from January 2019, until further notice.
3. Some respondents suggested the ULS to purchase more high-end mass spectrometers (MSs), as the QQQ-MS and orbitrap-MS currently owned by the ULS and UCEA are being very heavily

used. Indeed, the ULS and UCEA will be proposing a new QQQ-MS and a new orbitrap-MS, respectively, in the next round of Large Equipment Fund. If the proposals get approved, the new systems will be able to divert some of the current heavy usage.

4. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.