

# University Research Facility in Life Sciences

## PI Feedback Report (2019)

Date of survey: 6<sup>th</sup> to 24<sup>th</sup> April, 2020

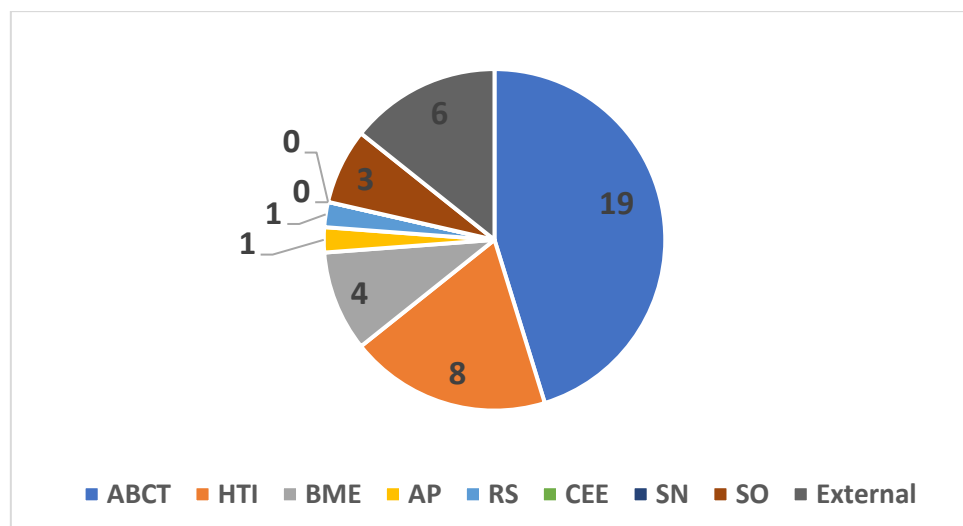
Total invitations sent: 110

Number of completed questionnaires: 42

Response rate: 38.2%

### 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   | 8.79              |
| The ULS webpage is informative with regards to the functions and specifications of ULS equipment                         | 8.43              |
| The ULS online booking system for checking equipment usage of your laboratory is easy to use                             | 8.86              |
| The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions | 8.22              |

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

*(strongly agree = 10; strongly disagree = 1)*

| <b>Question</b>  | <b>Score (out of 10)</b> |
|--|--------------------------|
| The choice of ULS equipment can meet your research needs   | 8.32                     |
| The staff-in-charge is knowledgeable about the equipment s/he is responsible for   | 9.15                     |
| The staff-in-charge is able to provide you and/or members of your laboratory with suggestions with regards to your study | 9.12                     |
| The promotion on existing ULS equipment by the ULS is adequate   | 8.10                     |
| The workshops and seminars organised by the ULS are useful   | 8.27                     |

**Section D: ULS's response to respondents' comments**

1. Some respondents suggested the ULS to acquire various kinds of new equipment. We make purchase decisions based on such factors as funding availability, equipment and maintenance cost, availability of similar equipment on campus and the number of potential users and departments that may benefit from the equipment. We encourage users and PIs to discuss with our staff if they have any purchase recommendations.
2. A respondent expressed his 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. 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) since January 2019.
3. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.