

University Research Facility in Life Sciences

PI Feedback Report (2020)

Date of survey: 27th January to 10th February, 2021

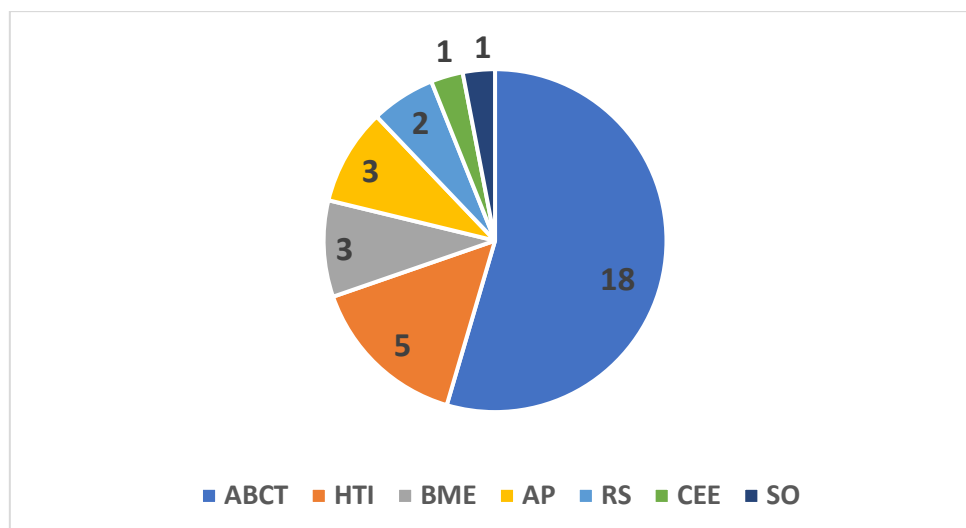
Total invitations sent: 91

Number of completed questionnaires: 33

Response rate: 36.3%

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	9.03
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	8.67
The ULS online booking system for checking equipment usage of your laboratory is easy to use	9.12
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	8.13

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	8.73
The staff-in-charge is knowledgeable about the equipment s/he is responsible for	9.12
The staff-in-charge is able to provide you and/or members of your laboratory with suggestions with regards to your study	9.13
The promotion on existing ULS equipment by the ULS is adequate	8.15
The workshops and seminars organised by the ULS are useful	8.29

Section D: ULS's response to respondents' comments

1. A respondent suggested the ULS to organise more seminars. Since the outbreak of the coronavirus pandemic in early 2020 most of our plans were disrupted and we were only able to organise a few online seminars. The ULS will continue to seek opportunities to organise more seminars and workshops (both online and face-to-face) in the coming year. PIs and users are also welcome to contact our staff if there are topics they want us to cover.
2. A respondent expressed his concern on the cost of accessing microscopes at the ULS. 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 available 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. A respondent is concerned about the quality of data produced by our Applied Biosystems QS7 real-time PCR system and suggested the ULS to purchase a new real-time PCR system. The QS7 system is a popular real-time PCR system at the ULS and our staff-in-charge has regularly been performing checking and maintenance to ensure proper running of the equipment. In addition, biannual calibration and annual preventive maintenance have been arranged with factory-certified engineers. We suggest the respondent to contact the staff-in-charge directly to discuss the problems encountered. The ULS currently provides access to 2 real-time PCR systems and will consider purchasing new unit(s) based on such factors as current and expected usage, as well as the experimental needs of our users.
4. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.