

## University Research Facility in Life Sciences

### PI Feedback Report (2021)

Date of survey: 20<sup>th</sup> January to 11<sup>th</sup> February, 2022

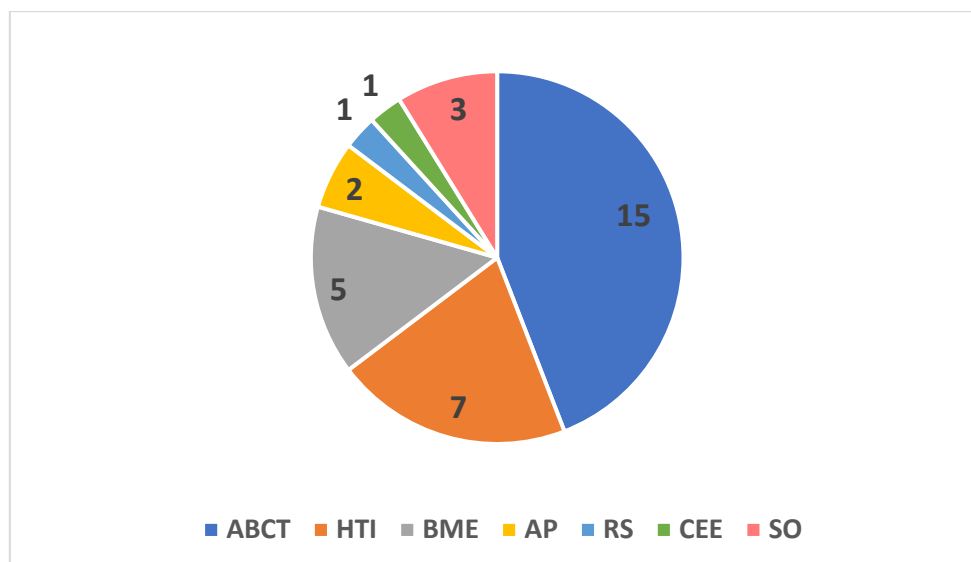
Total invitations sent: 106

Number of completed questionnaires: 34

Response rate: 32.1%

#### **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	8.85
The ULS online booking system for checking equipment usage of your laboratory is easy to use	9.09
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	8.47

**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	8.42
The staff-in-charge is knowledgeable about the equipment s/he is responsible for	8.97
The staff-in-charge is able to provide you and/or members of your laboratory with suggestions with regards to your study	9.03
The promotion on existing ULS equipment by the ULS is adequate	8.30
The workshops and seminars organised by the ULS are useful	8.56

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

1. A respondent suggested to acquire a flow analyser that supports at least 15 fluorescence channels and that our existing BD FACSAria III system could not fulfil his/her research needs. Our staff discussed with various users and PIs about this, and we agree there are pressing research needs for this equipment. In the recent round of Large Equipment Fund for Central Units, the ULS has submitted a funding proposal to acquire a multi-parameter flow analyser that supports at least 20 channels. We will keep users and PIs posted on the funding result and progress of the procurement.
2. A respondent suggested to purchase such accessory equipment as a cryostat. Indeed, the ULS had assessed such need in the past but found that cryostats and related equipment for cryo- or paraffin-sectioning are available in various departments. To our knowledge, the equipment is open to users from the same or another department. We suggest the respondent to get in touch with our staff so that we can provide further information and assistance.
3. A respondent suggested us to hire more scientific officers. With our recent expansion, including the upcoming cryo-TEM and animal MRI facilities (which will be open in Q4 2022 or Q1 2023), the ULS has already obtained approval from the University to add 2 headcounts. We are currently seeking to hire 2 additional scientific officers and will update our users and PIs when they report duty.
4. A respondent was concerned that our staff were always busy and could not spare adequate time to serve the whole university, and that our equipment was intensively booked. Our staff discussed this issue but unfortunately could not agree to such observations. Despite the intermitted service disruption due to the pandemic, our staff still performed duties and answered to requests by users as usual. Although some of the equipment was heavily booked, users shall be able to make reservations within the 2-week booking window. We strongly urge the respondent to get in touch with our staff such that we can directly address the issue with him/her.

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