

University Research Facility in Life Sciences

PI Feedback Report (2022)

Date of survey: 13th to 28th February, 2023

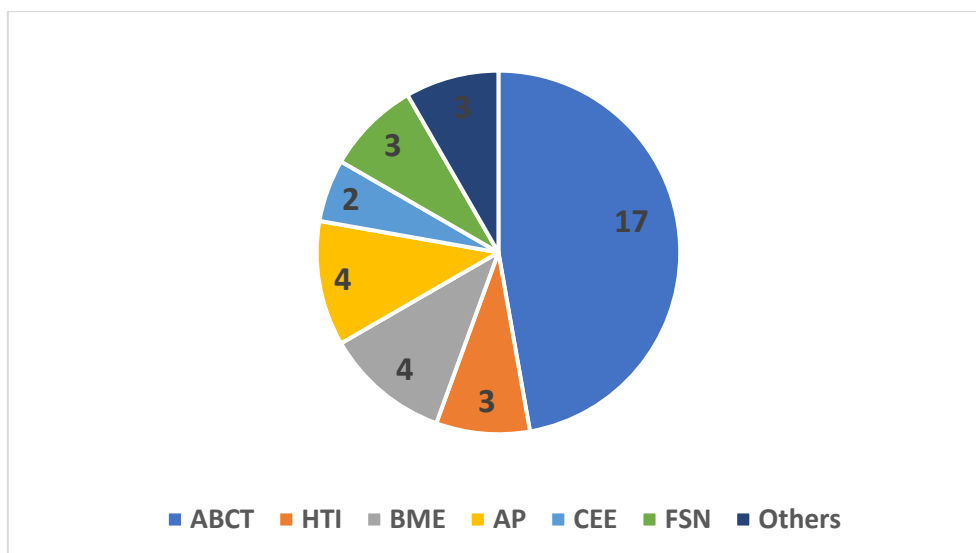
Total invitations sent: 126

Number of completed questionnaires: 36

Response rate: 28.6%

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	8.69
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	8.37
The ULS online booking system for checking equipment usage of your laboratory is easy to use	8.83
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	8.34

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	8.34
The staff-in-charge is knowledgeable about the equipment s/he is responsible for	8.76
The staff-in-charge is able to provide you and/or members of your laboratory with suggestions with regards to your study	8.71
The promotion on existing ULS equipment by the ULS is adequate	8.03
The workshops and seminars organised by the ULS are useful	8.00

Section D: ULS's response to respondents' comments

1. A respondent suggested it was not effective to settle charges by email. The ULS has been working with the ITS on migrating our booking system to URFMS, which has functions that allow PIs to settle charges directly with their funding accounts. Although such function is convenient to some extent, users would be unable to make bookings and use our equipment if the allocated amount was used up unknowingly. As we would like to avoid such interruption to users' experiments, we are still working with the ITS for a solution. Currently, PIs would only need to reply to an email after each month with the funding account code(s) they intend to use to settle the charges. This workflow should be much simpler for PIs, as they do not need to manage funding allocation in URFMS and keep monitoring the use of the allocation amount for each user.
2. A respondent suggested to award groups with publications in top-tier journals that acknowledge the ULS. Currently, we award 3 hours of equipment usage to groups with journal publications that acknowledge the ULS without considering the ranking or impact factors of the journals. While we thank the respondent's suggestion, we would keep the current practice in the near future.
3. A respondent suggested us to offer undergraduate project support. At the ULS, we do not differentiate between undergraduate and postgraduate students while providing trainings and research support. Any undergraduate project students are welcome to approach us for accessing our equipment.
4. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.