

# University Research Facility in Life Sciences

## PI Feedback Report (2023)

Date of survey: 15<sup>th</sup> to 29<sup>th</sup> February, 2024

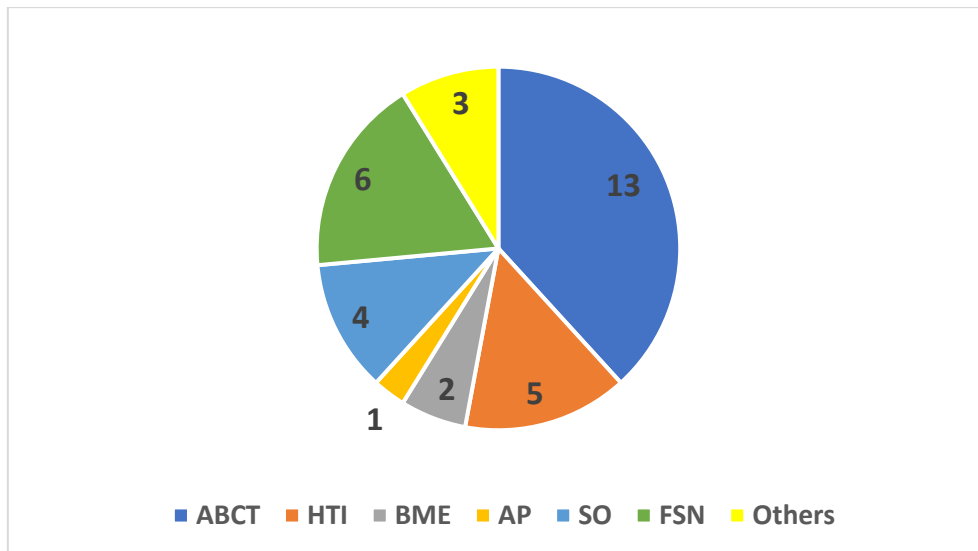
Total invitations sent: 130

Number of completed questionnaires: 34

Response rate: 26.2%

### 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	8.75
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	8.76
The ULS online booking system for checking equipment usage of your laboratory is easy to use	8.94
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	8.67

### **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	8.76
The staff-in-charge is knowledgeable about the equipment s/he is responsible for	9.00
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	8.39
The workshops and seminars organised by the ULS are useful	8.52

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

1. A respondent suggested that we should buy more qPCR machines. The ULS currently manages 3 pieces of qPCR equipment. Our staff will continue to monitor the usage and make purchase recommendations in the future accordingly.
2. A respondent suggested to set a upper ceiling for monthly equipment charges. Indeed, sizes of research groups as well as monthly usage by each group vary substantially. Setting such a ceiling might seem to contradict to a user-pay principle. The ULS has been offering 20% and 10% discounts for groups with monthly usage exceeding \$10000 and \$5000, respectively.
3. A respondent pointed out that our Leica SP8 Multiphoton/Confocal was heavily booked recently and suggested to purchase an addition one. For multiphoton microscopy, the ULS has acquired a [Nikon AX R MP Upright Multiphoton Microscope](#) in 2023 with the support from CRF equipment funding. For high-quality and/or live fluorescence microscopy, users may also consider the [Zeiss Lattice Lightsheet 7 Microscope](#), [Nikon SIM/STORM/A1 Super-resolution/Confocal Microscope](#), or [Abberior STED Super-resolution/Confocal Microscope](#).
4. A respondent suggested that the University should allocate more lab space and resources to the ULS for centralised equipment support. The ULS has constantly been in touch with the Campus Development Office and the Space Allocation Committee about our space requests and issues. We will continue to optimise our use of space *via* various means to enhance our support to users.
5. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.