

University Research Facility in Life Sciences
PI Feedback Report (2024)

Date of survey: 14th to 28th February, 2025

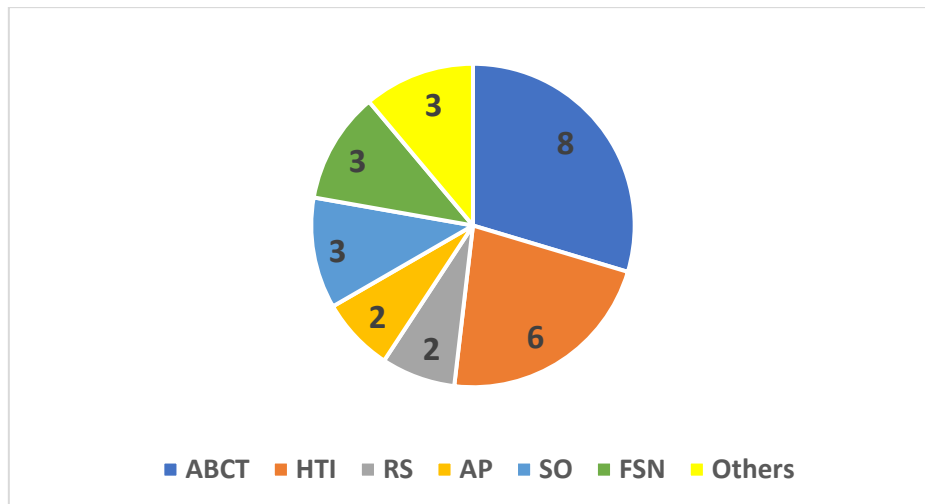
Total invitations sent: 150

Number of completed questionnaires: 27

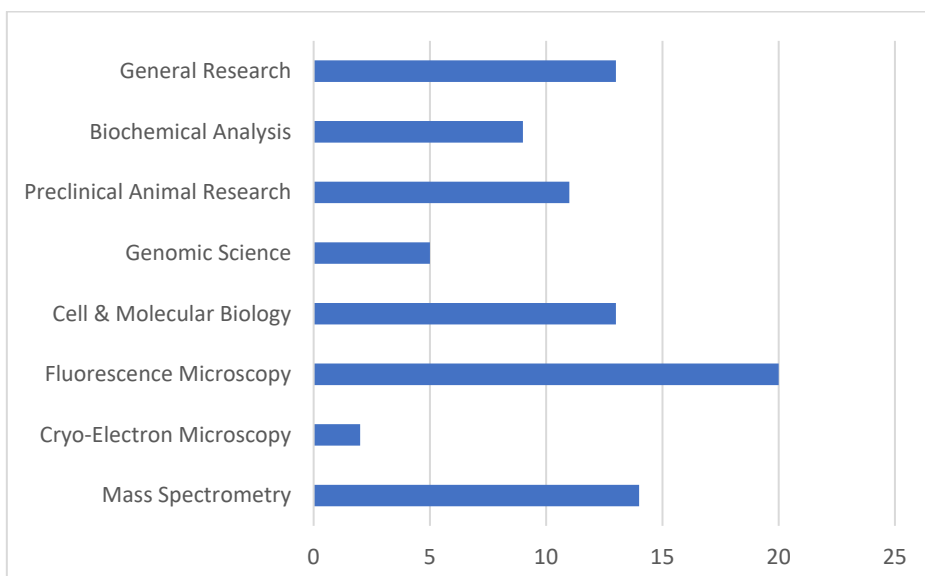
Response rate: 18.0%

Section A: About you

1. Which department are you from?



2. Which equipment categories has your group accessed in 2024?



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	9.11
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	9.04
The ULS online booking system for checking equipment usage of your laboratory is easy to use	9.11
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	8.59

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	9.00
The staff-in-charge is knowledgeable about the equipment s/he is responsible for	9.35
The staff-in-charge is able to provide you and/or members of your laboratory with suggestions with regards to your study	9.31
The promotion on existing ULS equipment by the ULS is adequate	8.62
The workshops and seminars organised by the ULS are useful	8.95

Section D: ULS's response to respondents' comments

1. A respondent suggested that we offer more discounts to junior PIs with limited research funding. Indeed, the University has introduced a first-year fee waiver scheme for using URF equipment for newly recruited Assistant Professors (APs) and Research Assistant Professors (RAPs) since late 2023. PIs are welcome to contact our staff for details.
2. A respondent suggested us to offer discounts to groups with high monthly usage. Indeed, 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 promotion of our equipment to newly appointed staff is inadequate. Currently, the ULS has been utilising the PolyU mass email system, the [ULS website](#) and [Facebook page](#) to promote new equipment, as well as workshops and seminars organised by us. We will further improve on our promotion and reach more users by strengthening the above, and to introduce new and regular activities, such as orientation lab tour for new and potential 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.