

University Research Facility in Life Sciences

User Feedback Report (2018)

Date of survey: 18th to 27th December, 2018

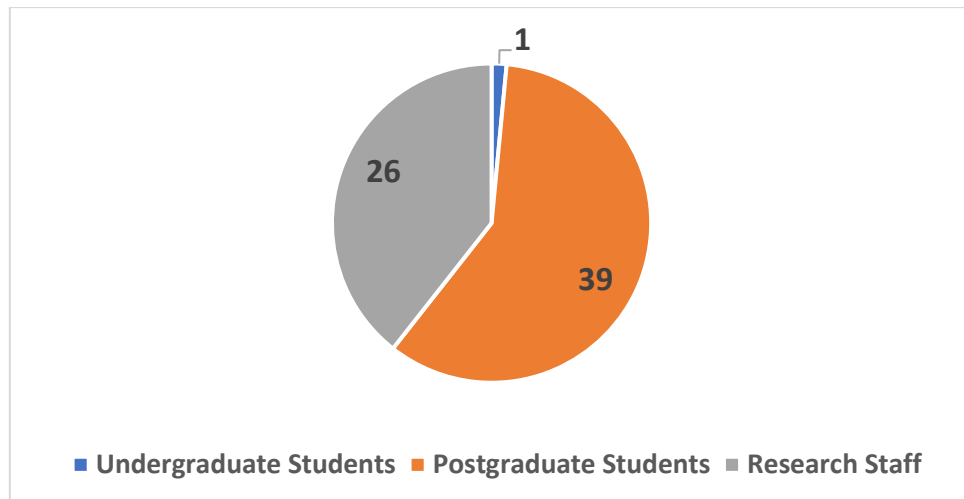
Total invitations sent: 281

Number of completed questionnaires: 66

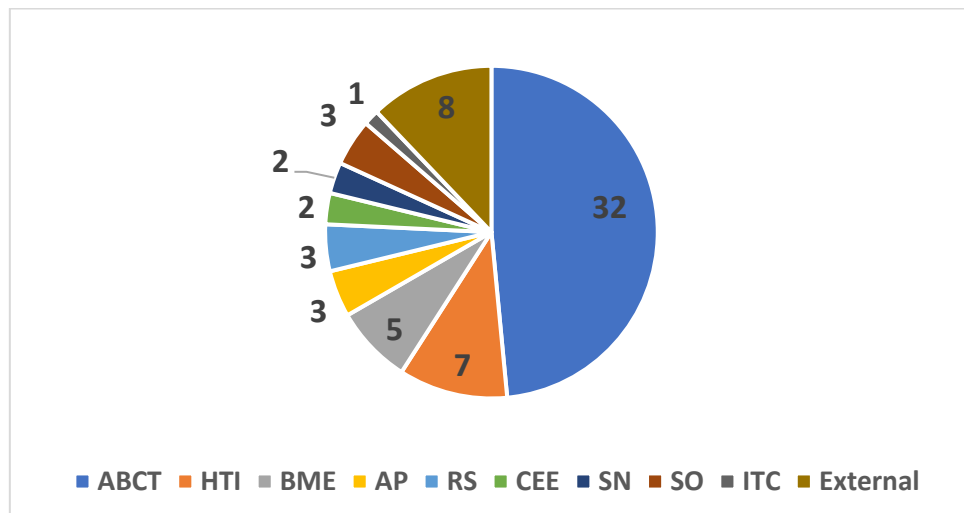
Response rate: 23.5%

Section A: About you

1. What is your current position?



2. 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	8.83
The choice of equipment can meet your research needs	8.71
The equipment is usually available for booking within the 2-week booking window	8.64
The cleanness and safety of the ULS equipment rooms have been well maintained	9.23
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	8.95
The ULS online booking system is easy to use	9.16
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	8.75

Section C: Please rate the following regarding the research support you receive from ULS staff

(strongly agree = 10; strongly disagree = 1)

Question	Score (out of 10)
The staff-in-charge is knowledgeable about the equipment s/he is responsible for	9.22
Support from the staff-in-charge during office hours is readily available	9.30
The staff-in-charge is willing to provide technical support	9.55
The staff-in-charge is able to provide you with suggestions with regards to your experiment	9.28
Equipment trainings provided by ULS staff are comprehensive and well-organised	9.18
The promotion on existing ULS equipment by the ULS is adequate	8.48
The workshops and seminars organised by the ULS are useful	8.60

Section D: ULS's response to respondents' comments

1. A respondent suggested that users cannot cancel equipment bookings online. Indeed, after a booking is made, the user can cancel it up to 24 hours prior to the beginning of a booked session through the online booking system, completely free of charge (users should click on an active booking from the calendar view, then select "CANCEL YOUR BOOKING"). Requests for changes and cancellations within the 24-hour time window shall be made to the staff-in-charge directly and might be subject to a penalty equivalent to 50% of the rate of the whole session.

2. A respondent suggested the ULS to provide a list of research groups which have high-quality research output such that s/he can get in touch with for collaboration. The ULS does have some information about the research focus of different research groups. Users are welcome to contact our staff for information, and hopefully by doing so, we will be able to play a part in fostering collaborations.
3. A respondent suggested the ULS to arrange more teaching sessions. The ULS has been organising seminars, workshops, equipment demonstrations as well as hands-on trainings for various kinds of equipment. Users are welcome to make suggestions to our staff if there are topics that they want us to cover in the future. On the other hand, as hands-on training are to be arranged upon request, users should contact our staff for arrangement.
4. A respondent wished to access our equipment outside office hours. As most ULS equipment is located in laboratories not managed by the ULS, access to these laboratories is subject to the respective departmental policies. Users can contact the staff-in-charge to apply for temporary 24-hour access to ULS laboratories if they occasionally need to get access to our equipment outside office hours.
5. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.