

University Research Facility in Life Sciences

User Feedback Report (2020)

Date of survey: 27th January to 10th February, 2021

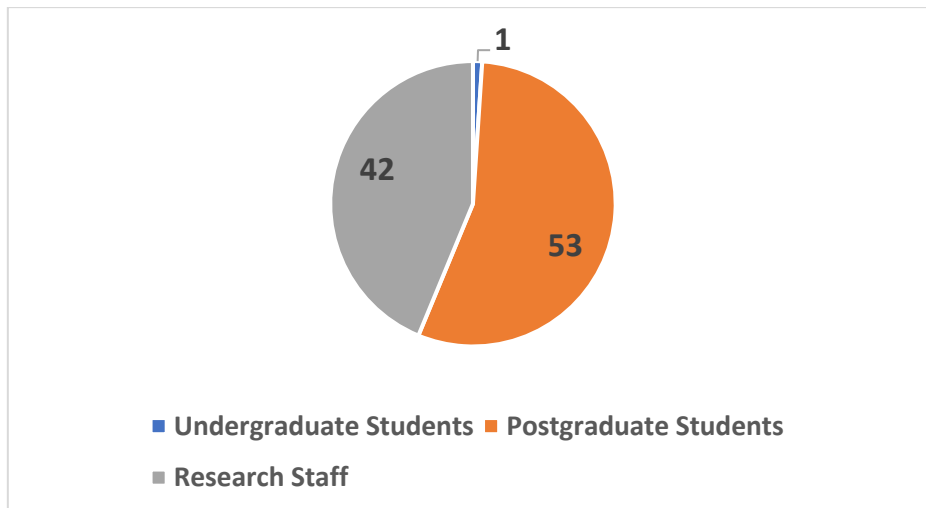
Total invitations sent: 526

Number of completed questionnaires: 96

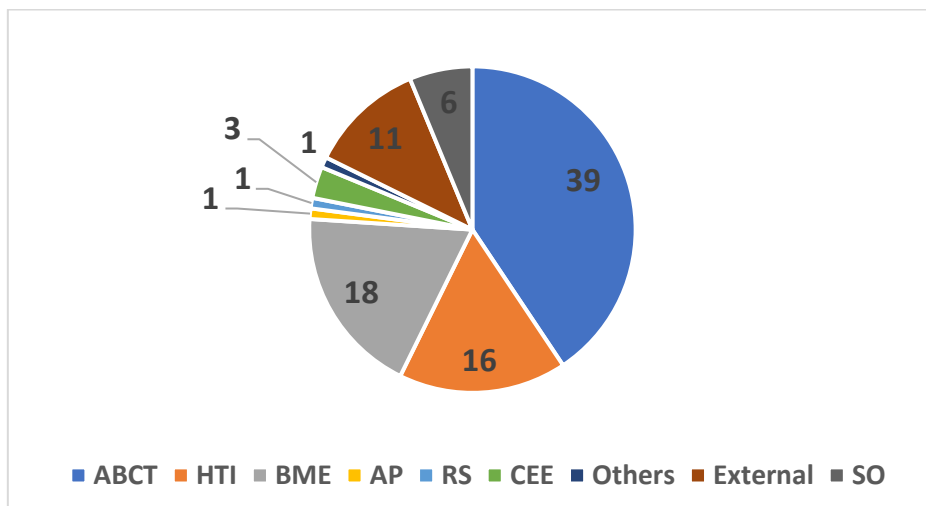
Response rate: 18.3%

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	9.00
The choice of equipment can meet your research needs	8.74
The equipment is usually available for booking within the 2-week booking window	8.51
The cleanness and safety of the ULS equipment rooms have been well maintained	9.01
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	8.68
The ULS online booking system is easy to use	9.11
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	8.49

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	9.29
Support from the staff-in-charge during office hours is readily available	9.23
The staff-in-charge is willing to provide technical support	9.32
The staff-in-charge is able to provide you with suggestions with regards to your experiment	9.18
Equipment trainings provided by ULS staff are comprehensive and well-organised	9.22
The promotion on existing ULS equipment by the ULS is adequate	8.76
The workshops and seminars organised by the ULS are useful	8.74

Section D: ULS's response to respondents' comments

1. A respondent suggested the ULS to purchase more equipment to prevent “congestion” of bookings. Users can indeed book our equipment as early as 15 days in advance and modify the booking up to 24 hours before the session. We suggest users to plan their experiments well ahead. The ULS constantly reviews the booking situation of our equipment and will consider purchasing new equipment based on such factors as current and expected usage, as well as the experimental needs of our users.

2. A respondent suggested that auto pipettes and sample boards for our MALDI-TOF MS system should be placed in proper places. Currently auto pipettes are available on a nearby lab bench and are shared by users of various mass spectrometers, and the sample boards are being stored in a drawer near the equipment. Our staff-in-charge will keep an eye and remind users to return the accessories to the proper places after use.
3. A respondent inquired about using our card readers to sign in and out of a booked session. The design of our booking system only allows signing out once. For a booking that has been extended, we advise our users to only sign out at the end of the whole experiment. Users may contact our staff for detailed instructions.
4. A respondent is concerned about the support to external users. Currently our University is imposing strict access control, and campus access might be more restricted for external users. The ULS does not impose any restrictions to access to our equipment by external users, and will try to offer assistance to users to obtain campus access. Users are advised to discuss with our staff directly regarding the issue.
5. A respondent suggested that 24-hour access shall be given to postgraduate students. The ULS does not impose any restrictions on booking our equipment. But since most of our equipment are located in labs borrowed from ABCT and HTI, the respective departments may impose access restrictions to non-departmental users outside office hours. If users require 24-hour access to our labs, please contact our staff for arrangement.
6. A respondent expressed that the cost of accessing ULS equipment is high. The ULS has been constantly reviewing our charging scheme by taking into account such factors as the acquisition cost of the equipment, maintenance cost, utilisation statistics, as well as usage charges of similar equipment available at other local institutes. The current equipment access costs have already been heavily subsidised by the University. However, to relieve the financial burden of research groups, the ULS has been offering discounts to groups with high monthly usage (10% and 20% discounts with monthly usage exceeding \$5000 and \$10000, respectively).
7. A respondent asked when the EIMS system would be fixed. The ULS does not manage any EIMS systems and advises the user to contact the department or facility who manages that particular EIMS system.
8. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.