University Research Facility in Life Sciences

User Feedback Report (2021)

Date of survey: 20th January to 11th February, 2022

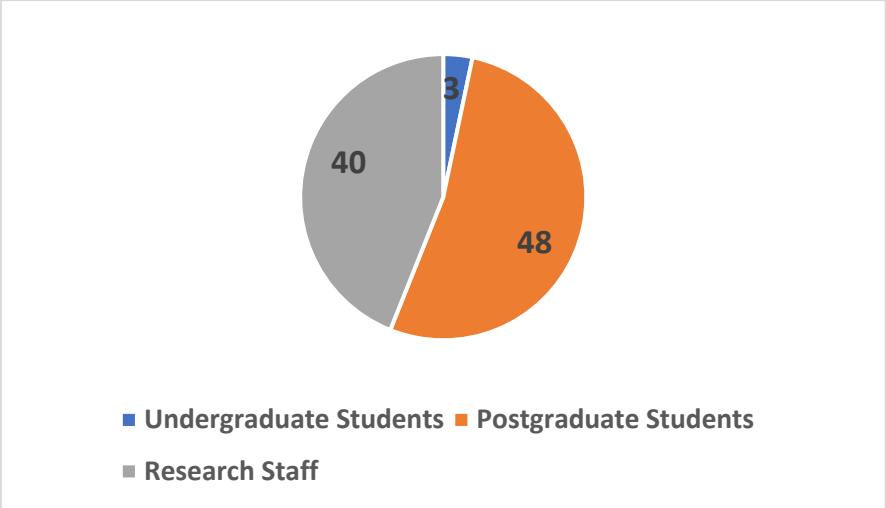
Total invitations sent: 608

Number of completed questionnaires: 91

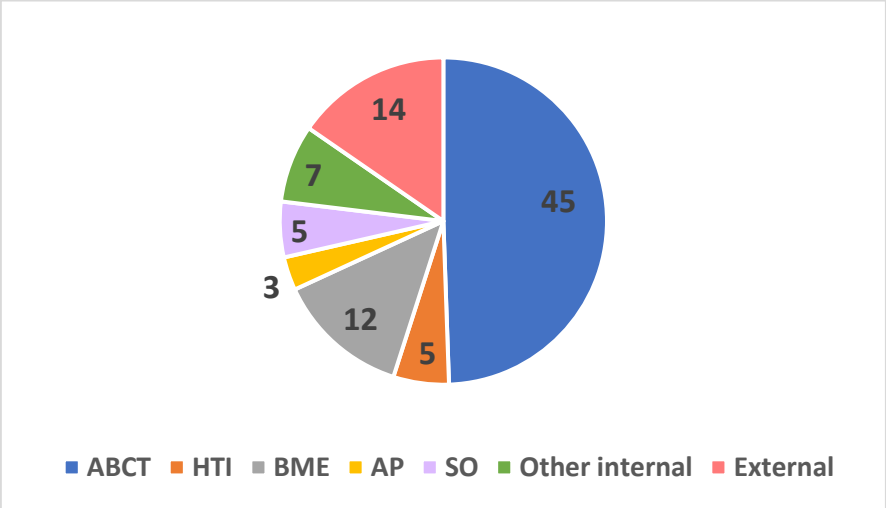
Response rate: 15.0%

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	9.13
The choice of equipment can meet your research needs	9.04
The equipment is usually available for booking within the 2-week booking window	8.91
The cleanness and safety of the ULS equipment rooms have been well maintained	9.38
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	9.20
The ULS online booking system is easy to use	9.29
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	9.55
Support from the staff-in-charge during office hours is readily available	9.51
The staff-in-charge is willing to provide technical support	9.62
The staff-in-charge is able to provide you with suggestions with regards to your experiment	9.45
Equipment trainings provided by ULS staff are comprehensive and well-organised	9.52
The promotion on existing ULS equipment by the ULS is adequate	9.13
The workshops and seminars organised by the ULS are useful	8.95

Section D: ULS's response to respondents' comments

1. A respondent suggested the ULS to acquire a pulsed laser system with tuneable wavelengths up to 1560 nm. Currently the ULS offers a pulsed laser with tuneable wavelengths from 680 to 1040 nm on our Leica SP8 multiphoton microscope. We discussed with Leica about upgrading the laser for an extended excitation range but was advised against this due to the limitation of the SP8 design. On the other hand, the ULS has secured a CRF equipment grant (2021/22 round) from the RGC to purchase an upright multiphoton microscope with a tuneable pulsed laser up to 1300 nm and a fixed second output at 1045 nm. The new

microscope is expected to be installed in late 2022. We hope the new system could answer at least part of the research needs of the respondent and the ULS will continue to seek funding opportunities to acquire such laser equipment.

2. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.