

University Research Facility in Life Sciences
User Feedback Report (2022)

Date of survey: 13th to 28th February, 2023

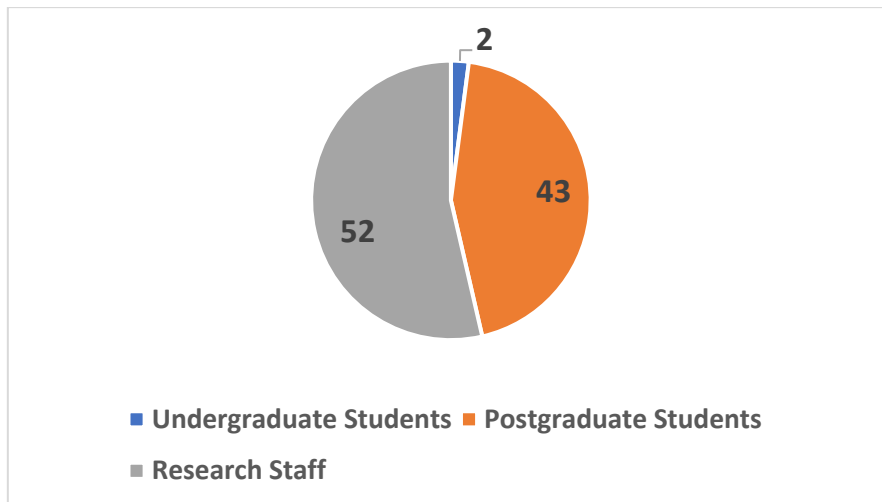
Total invitations sent: 698

Number of completed questionnaires: 97

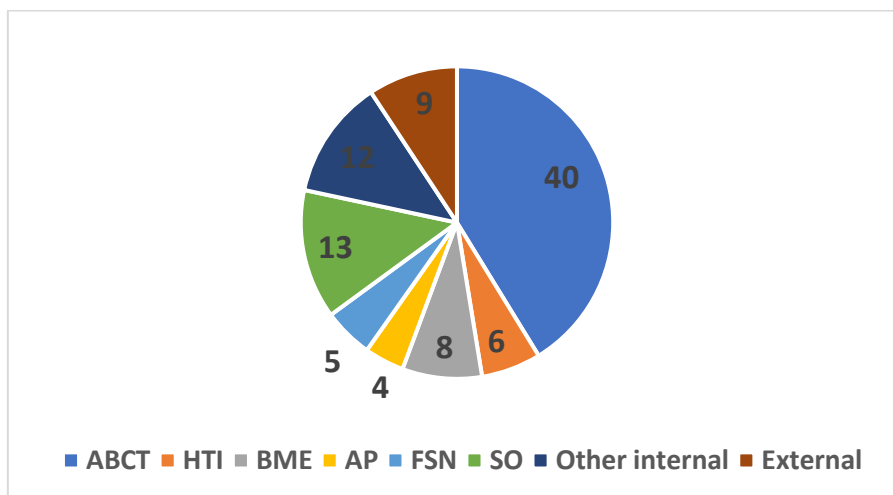
Response rate: 13.9%

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	9.07
The choice of equipment can meet your research needs	9.15
The equipment is usually available for booking within the 2-week booking window	8.88
The cleanness and safety of the ULS equipment rooms have been well maintained	9.28
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	9.10
The ULS online booking system is easy to use	9.27
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	8.72

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	9.46
Support from the staff-in-charge during office hours is readily available	9.42
The staff-in-charge is willing to provide technical support	9.48
The staff-in-charge is able to provide you with suggestions with regards to your experiment	9.35
Equipment trainings provided by ULS staff are comprehensive and well-organised	9.42
The promotion on existing ULS equipment by the ULS is adequate	8.96
The workshops and seminars organised by the ULS are useful	9.04

Section D: ULS's response to respondents' comments

1. A respondent suggested us to acquire more flow cytometry equipment. Indeed, we are in the process of acquiring a new BD FACSymphony A3 Cell Analyser. Details will be announced very soon.
2. A respondent suggested that the rules of using qPCR equipment were too strict. Our staff have been trying to maintain a fine balance between upholding user discipline and convenience, and we would urge our staff-in-charge to review the rules according to the real situation from

time to time.

3. A respondent pointed out that s/he always encountered problems with our cell sorter. Our staff-in-charge have been closely monitoring the working order of this equipment, since it had been in heavy use for a couple of years already. We would continue to do so and may seek funding opportunities to acquire a replacement or an additional one in the near future.
4. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.