

University Research Facility in Life Sciences

User Feedback Report (2023)

Date of survey: 14th to 29th February, 2024

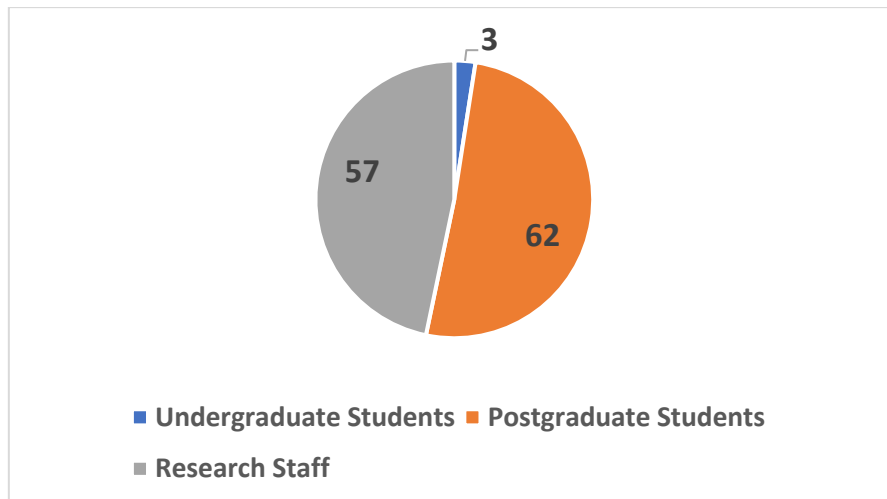
Total invitations sent: 815

Number of completed questionnaires: 122

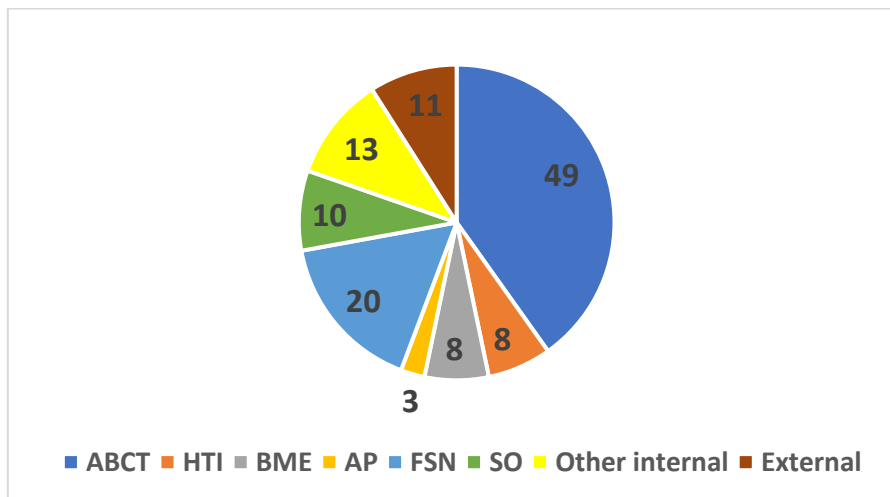
Response rate: 15.0%

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	9.07
The equipment is usually available for booking within the 2-week booking window	8.59
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	9.08
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	8.90

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	9.40
Support from the staff-in-charge during office hours is readily available	9.32
The staff-in-charge is willing to provide technical support	9.47
The staff-in-charge is able to provide you with suggestions with regards to your experiment	9.34
Equipment trainings provided by ULS staff are comprehensive and well-organised	9.34
The promotion on existing ULS equipment by the ULS is adequate	9.02
The workshops and seminars organised by the ULS are useful	8.96

Section D: ULS's response to respondents' comments

1. A respondent suggested us to provide adequate accessories for our equipment. The ULS should offer related accessories for our equipment, and in some cases, consumables for users to purchase. We suggest the respondent to get in touch with our staff directly so that we can understand which equipment s/he was referring to and offer assistance.
2. A respondent suggested that the current charging method using invoices was not as convenient. Indeed, the ULS has been working closely with the ITS to explore ways to prevent

users from failing to make bookings on URFMS in case the allocated charging account runs out of balance. We shall update users as soon as we identify a solution with the ITS team.

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