

University Research Facility in Life Sciences

User Feedback Report (2024)

Date of survey: 14th to 28th February, 2025

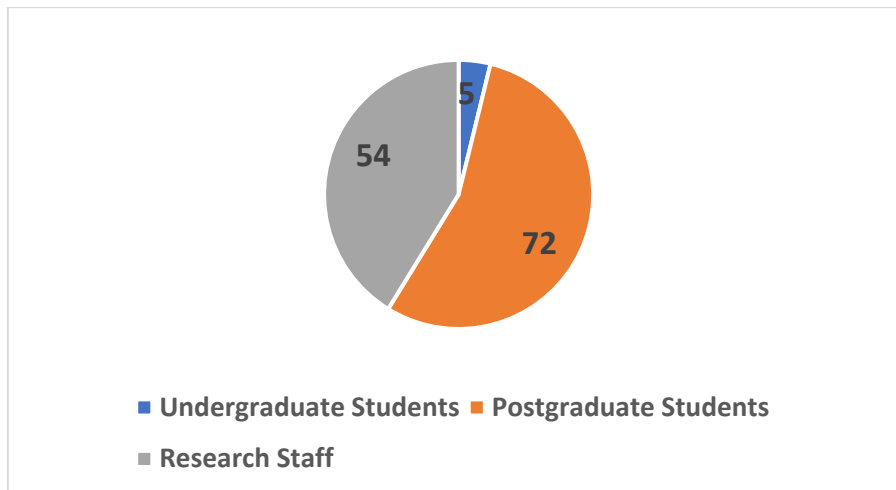
Total invitations sent: 952

Number of completed questionnaires: 131

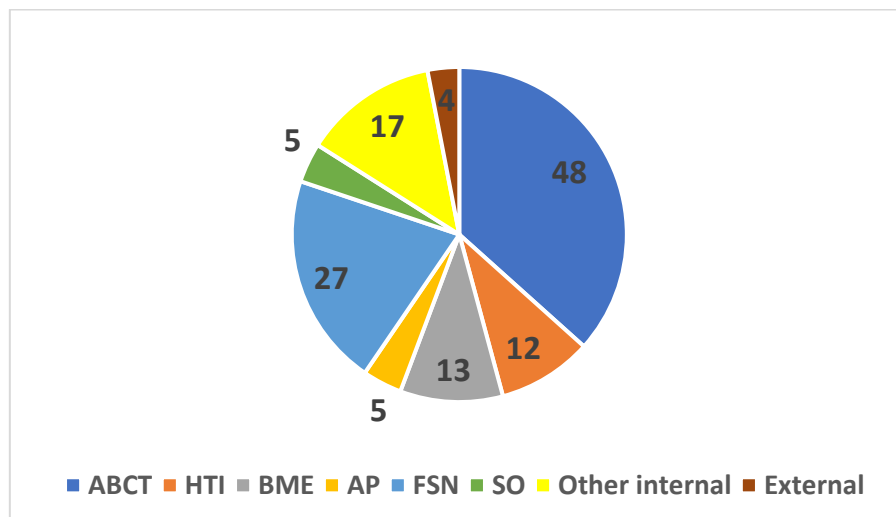
Response rate: 13.8%

Section A: About you

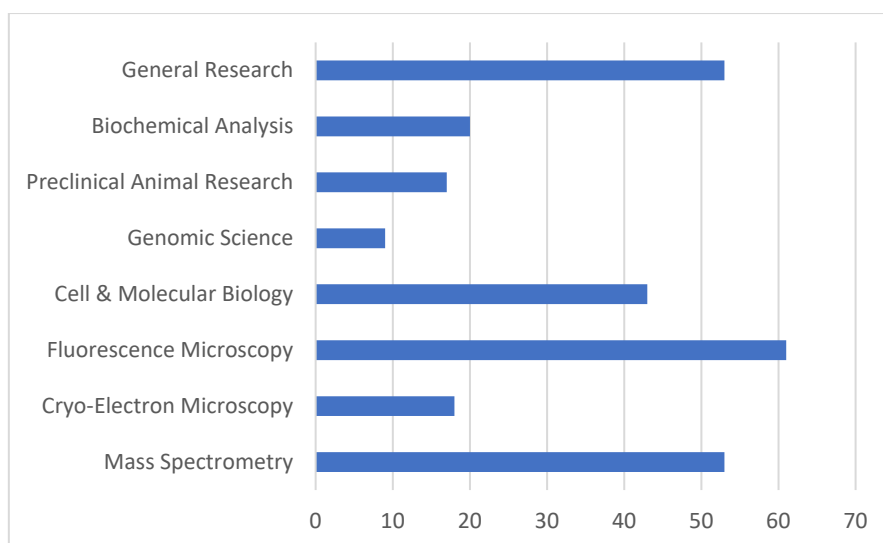
1. What is your current position?



2. Which department are you from?



3. Which equipment categories have you accessed in 2024?



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	8.97
The equipment is usually available for booking within the 2-week booking window	8.98
The cleanliness and safety of the ULS equipment rooms have been well maintained	9.37
The ULS webpage is informative with regards to the functions and specifications of ULS equipment	9.09
The ULS online booking system is easy to use	9.31
The cost of accessing ULS equipment is reasonable as compared to similar equipment available in other local institutions	8.76

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	9.37
Support from the staff-in-charge during office hours is readily available	9.35
The staff-in-charge is willing to provide technical support	9.45
The staff-in-charge is able to provide you with suggestions with regards to your experiment	9.36

Equipment trainings provided by ULS staff are comprehensive and well-organised	9.33
The promotion on existing ULS equipment by the ULS is adequate	8.93
The workshops and seminars organised by the ULS are useful	8.93

Section D: ULS's response to respondents' comments

1. A respondent suggested us to enforce the use of card readers for timing the actual usage of equipment. The ULS has been using card readers for almost all of our equipment connected to a monitor. We will perform a thorough review and look into the possibility to install card readers for equipment which does not currently have one.
2. A respondent pointed out that the time to repair certain equipment has been lengthy. We do understand the users' frustration in such circumstances. The time it takes to repair depends on such things as the availability of parts and engineers, etc. We suggest the respondent to get in touch with us directly such that we may follow up on the particular equipment.
3. A respondent suggested us to place disposable gloves, tissue papers and pipette tips next to some of our equipment. We will do a review on this and arrange accordingly. The respondent is also welcome to talk to our staff directly about this.
4. A respondent commented on the number of passwords s/he needs to input for one of our equipment. The equipment is shared by numerous research groups and such measure is required for managing user settings and data. We feel sorry for the inconvenience.
5. A respondent commented on issues with playing a tutorial on our website. We thank the respondent for pointing out this, and the issue has been fixed.
6. A respondent expressed opinions on the attitude of a cleanroom staff. However, the ULS does not manage any cleanrooms. We suggest the respondent to get in touch with the staff at the other URF on this issue.
7. Last but not least, the ULS would like to thank all the respondents who gave us suggestions, compliments and criticisms in the survey.