



Institut Pasteur

# 2019 UTechS PBI – user Survey

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**Feedback and analysis**

• Audrey Salles • 13/01/2020



# Summary

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Part 1

Changes compare to 2018

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Part 2

How to analyse this survey.

03

—  
Part 3

Results of the survey.

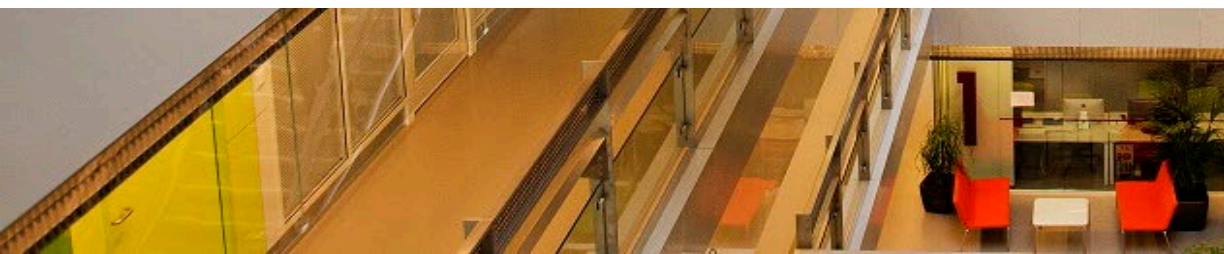




# Part 1

## Changes compare to 2018

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# Survey

- Homogenize the satisfaction survey with other UtechS / Facility that are under the ISO9001 certificate (PBI/UBI/IAH/Biomics/MSBio)

- 8 common questions
- Same tool



USER SURVEY 2018 OF UTECHS PBI

Language: English

**User survey 2018 of UTechS PBI**

Welcome!

Users and collaborators from the Iso9001 v2015 certified entities (PBI, UBI, MSBio and Biomics) of C2RT (Centre de Ressources et de Recherche Technologique) are given the opportunity to express themselves about the quality of service.

The 2018 campaign will take place from October, 1st to November, 18th. If you have been trained or if you collaborated with C2RT certified entities, please take a few minutes to answer this survey. Thank you in advance for your feedback.

A note on privacy  
This survey is anonymous.  
The record of your survey responses does not contain any identifying information about you, unless a specific survey question explicitly asked for it. If you used an identifying token to access this survey, please rest assured that this token will not be stored together with your responses. It is managed in a separate database and will only be updated to indicate whether you did (or did not) complete this survey. There is no way of matching identification tokens with survey responses.

- Communication on the survey using : BIP/Mail and PPMS

**QUALITÉ**

## Recueil de satisfaction pour les utilisateurs et collaborateurs du C2RT

Le centre de ressources et de recherche technologique (C2RT) et ses quatre entités certifiées Iso 9001 v2015 - PBI, UBI, MSBio et Biomics - donnent la possibilité à leurs collaborateurs et utilisateurs, de s'exprimer, au quotidien, sur la qualité des services proposés.

Il est ainsi possible de communiquer vos remarques/suggestions par mail via les alias suivants :

- [pbi.feedback@pasteur.fr](mailto:pbi.feedback@pasteur.fr)
- [ubi.feedback@pasteur.fr](mailto:ubi.feedback@pasteur.fr)
- [msbio.feedback@pasteur.fr](mailto:msbio.feedback@pasteur.fr)
- [biomics.feedback@pasteur.fr](mailto:biomics.feedback@pasteur.fr)

Vous pouvez également communiquer avec les différentes entités à travers : les open-desks, les comités utilisateurs, etc.

Par ailleurs, comme chaque année, toujours dans le cadre de l'écoute des collaborateurs et utilisateurs ainsi que dans l'optique d'une amélioration continue, ces quatre entités organisent aussi une campagne de recueil de satisfaction à travers un questionnaire de satisfaction.

Vos retours sont importants et seront analysés avec intérêt. Ils permettront d'anticiper vos besoins et d'améliorer les services proposés. Un bilan sera présenté lors des comités des utilisateurs et la revue de direction du C2RT.

La prochaine campagne de recueil de satisfaction aura ainsi lieu du 1<sup>er</sup> octobre au 30 novembre 2018. Si vous



# Changes compare to 2018

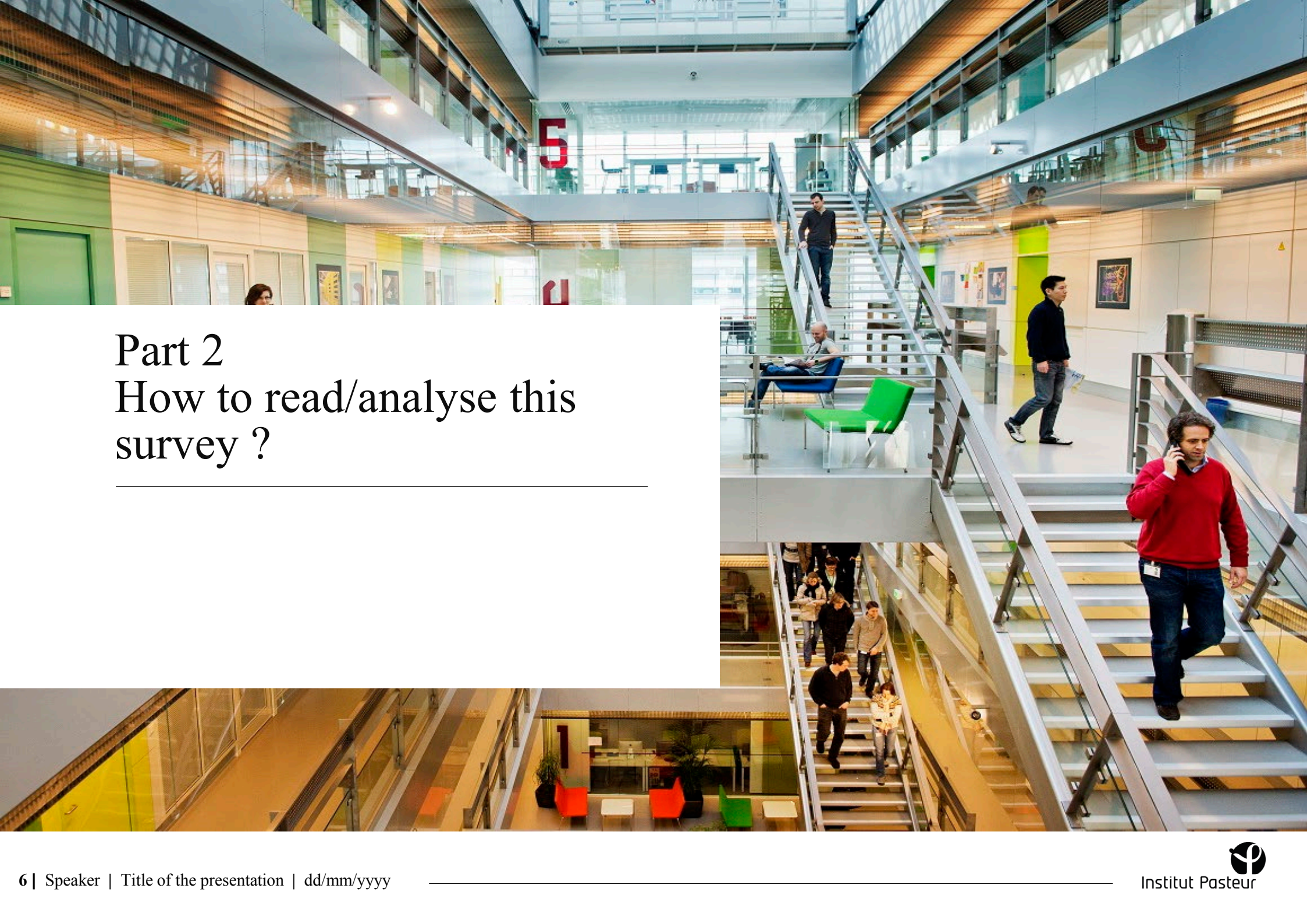
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- Always Collection duration 2 months : 1st of october to November 30th.
- Send to 321 users or collaborators + CoPil + CDU (236 autonomous user + 85 assisted /collaborators)
- 2019 : 79 responses : 56 completes + 23 non completes (2018 : 77 completes) : 25 %

## → This year analysis of complete and non complete responses

- Always 4 possibles responses per questions : Very Satisfied/ Satisfied/Dissatisfied/ Very Dissatisfied
- If check the dissatisfied or very dissatisfied, user CAN but not HAVE to fill a text response « why are you dissatisfied ? »





## Part 2

# How to read/analyse this survey ?

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# How to read / analyse this survey ?

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Number of responses

*Most of the questions were mandatory*



115 responses

# How to read / analyse this survey ?

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Number of responses  
in each category

115 responses



Very Satisfied	30
Satisfied	33
Dissatisfied	3
Very Dissatisfied	1



# How to read / analyse this survey ?

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## Percentage of Very Satisfied + Satisfied

115 responses

= (Very satisfied + Satisfied ) \* 100 / (Nb responses – Non applicable)

Very Satisfied	30	94,03 %
Satisfied	33	
Dissatisfied	3	5,97 %
Very Dissatisfied	1	

# How to read / analyse this survey ?

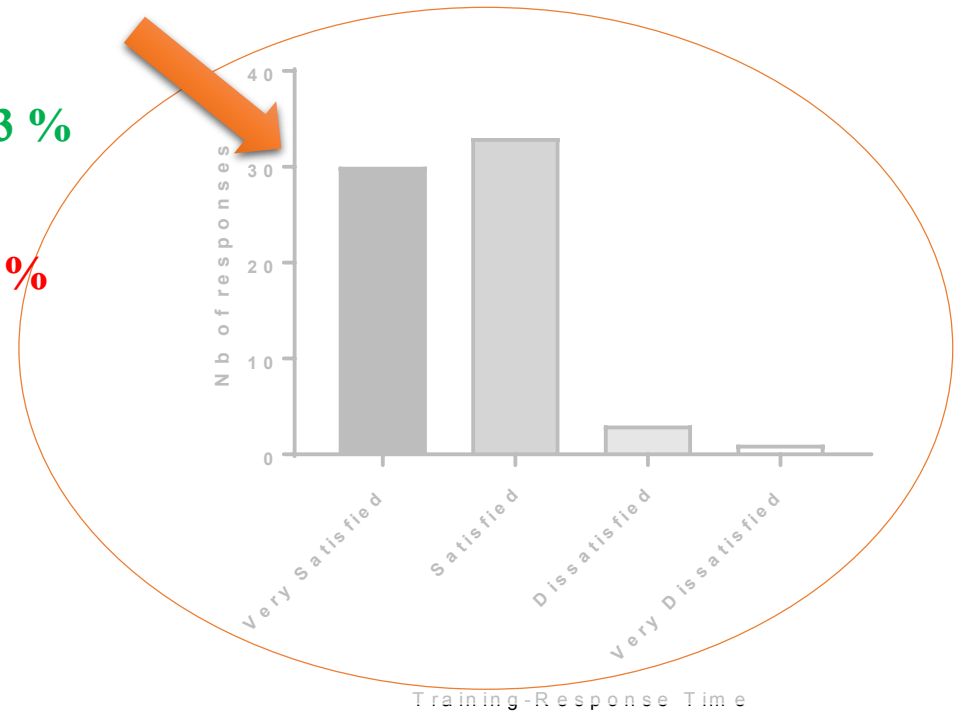
115 responses

Corresponding histogram  
With nb of responses

Very Satisfied	30
Satisfied	33
Dissatisfied	3
Very Dissatisfied	1

94,03 %

5,97 %



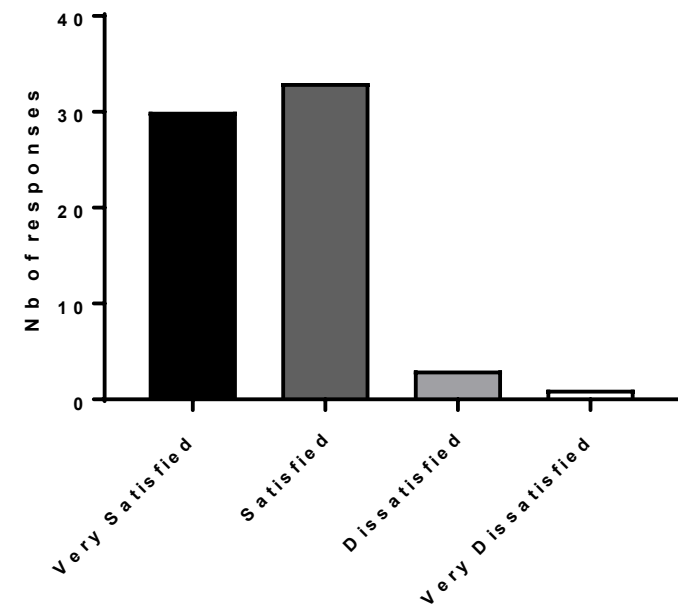
# How to read / analyse this survey ?

115 responses

Very Satisfied	30
Satisfied	33
Dissatisfied	3
Very Dissatisfied	1

94,03 %

5,97 %



Training-Response Time

Comments of dissatisfied or Very dissatisfied users

« Why are you dissatisfied ? »



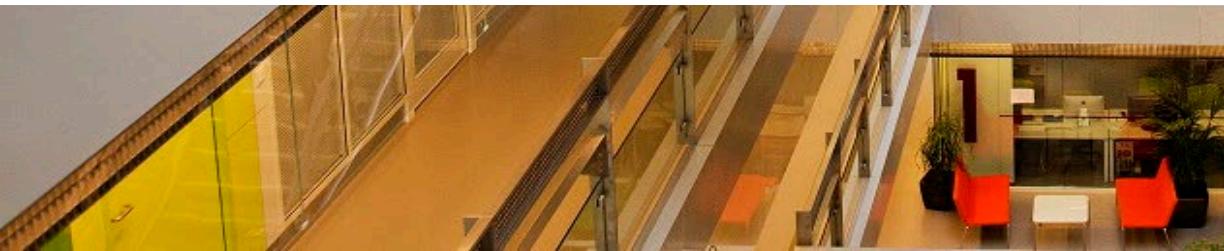




## Part 3

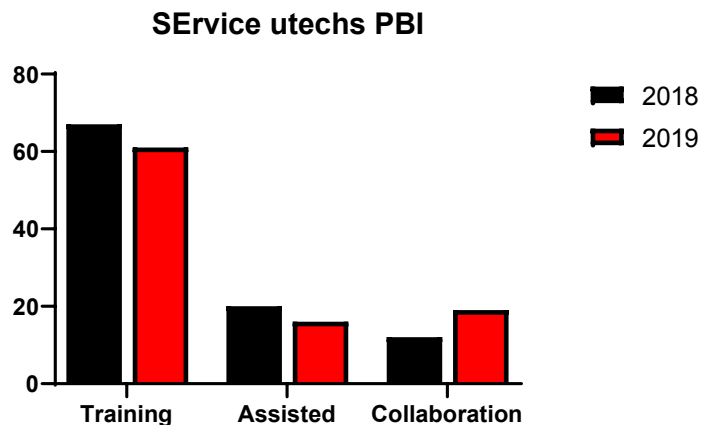
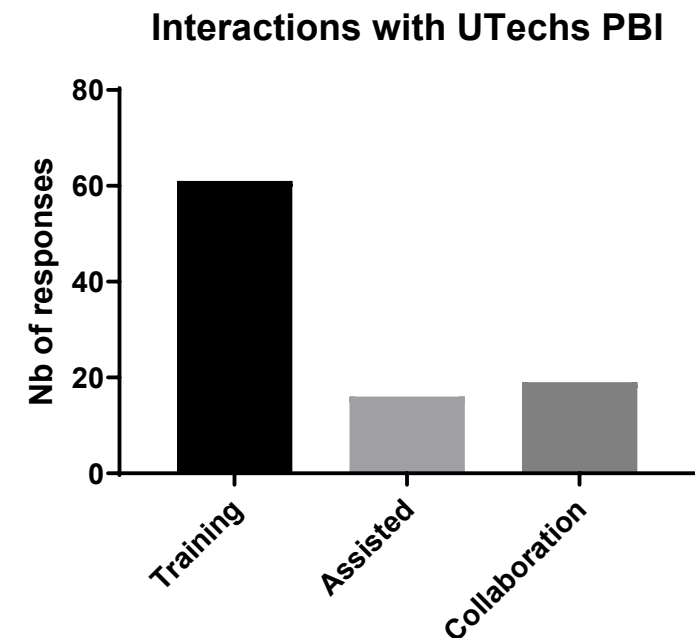
### Results of the survey

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# What are your interactions with UTechS PBI ?

Training (autonomous user)	61	80,26%
Assisted session (assisted user)	16	21,05 %
Collaboration (collaborator)	19	25%

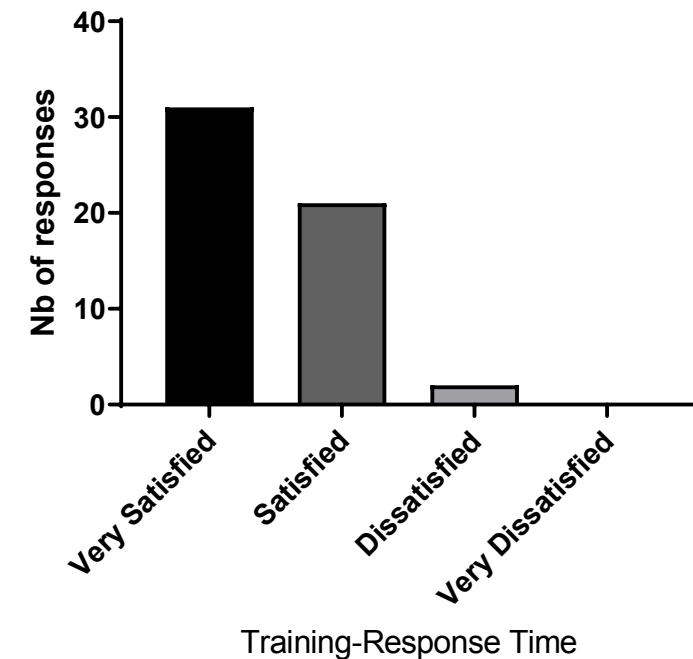


# Training (autonomous user) – Response time

How would you rate the response time to your training request ?

54 responses

Very Satisfied	31	96,2 %
Satisfied	21	
Dissatisfied	2	3,8 %
Very Dissatisfied	0	



*Why are you dissatisfied ?*

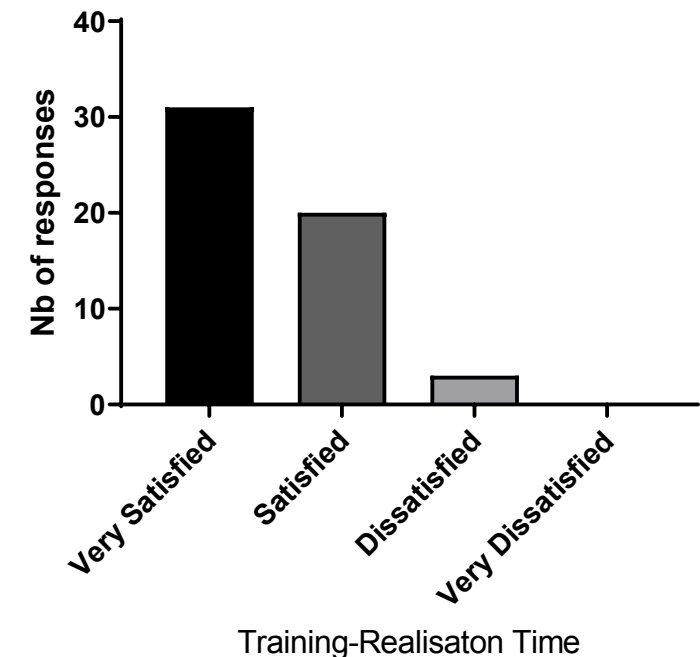
- Délai long pour déclencher la formation
- takes long time to response email requests



# Training (autonomous user) – Realisation time

How would you assess the time of execution of the training after the first contact ? *54 responses*

Very Satisfied	31	94,4%
Satisfied	20	
Dissatisfied	3	5,6 %
Very Dissatisfied	0	



*Why are you dissatisfied ?*

- Quasiment un mois d'attente avant de pouvoir être formé.
- It took several weeks. I think even 1 month.
- takes long time compared to expected

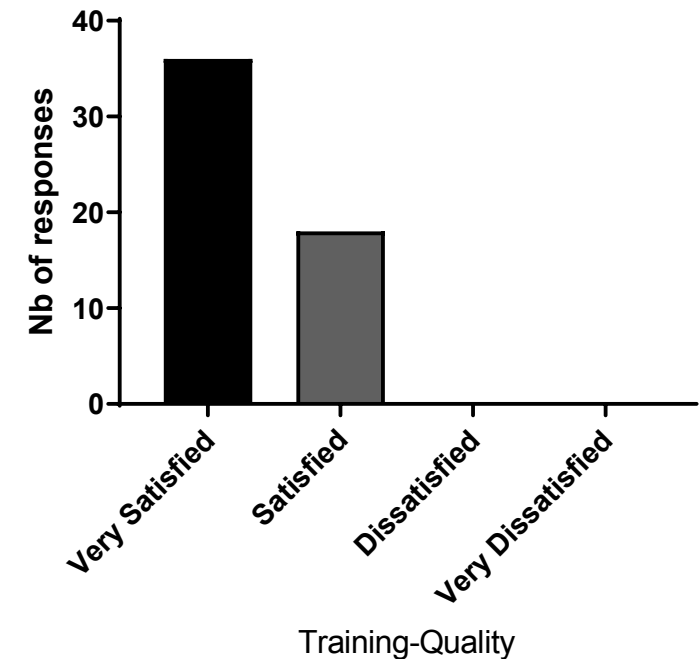
# Training (autonomous user) – Quality

How would you assess the quality of your training ?

54 responses

Very Satisfied	36
Satisfied	18
Dissatisfied	0
Very Dissatisfied	0

100 %



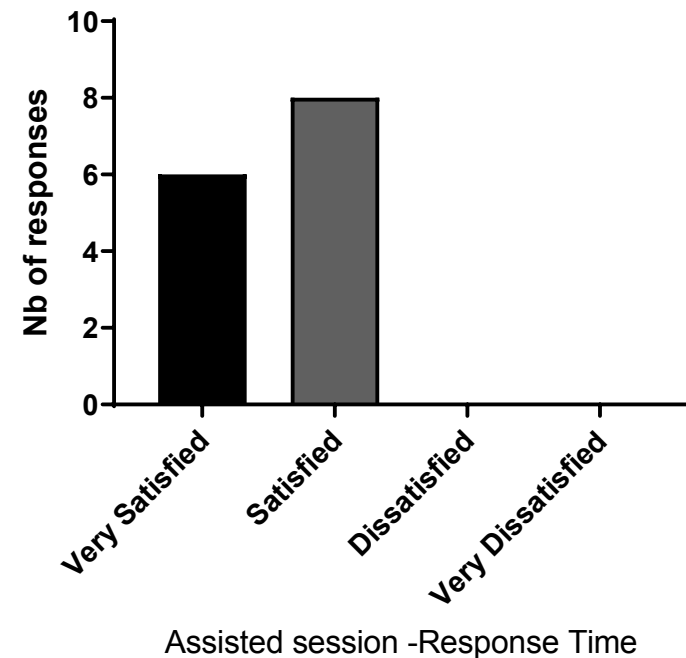
# Assisted session (assisted user) – Response time

How would you rate **the response time** to your assisted session request ?

14 responses

Very Satisfied	6
Satisfied	8
Dissatisfied	0
Very Dissatisfied	0

100,00 %





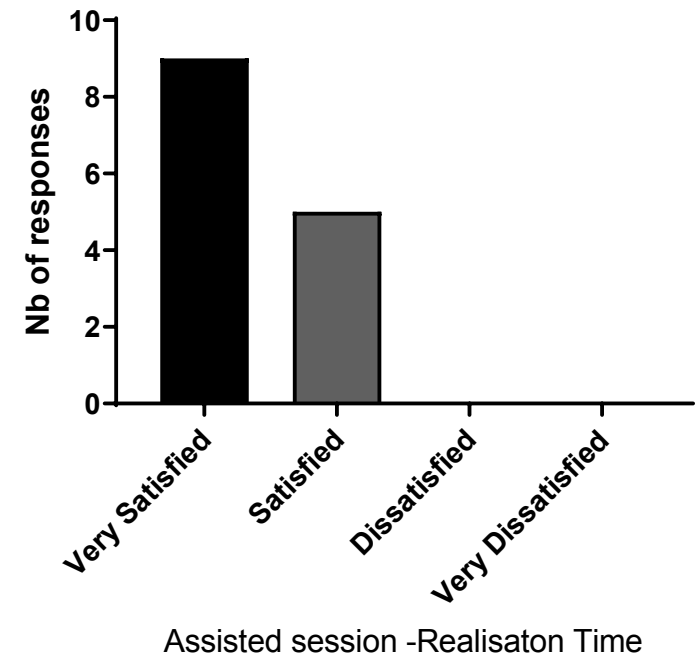
# Assisted session (assisted user) – Time execution

How would you rate **the time of execution** of the service following the acceptance of the assisted session ?

14 responses

Very Satisfied	9
Satisfied	5
Dissatisfied	0
Very Dissatisfied	0

100,00 %



# Assisted session (assisted user)– quality

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Did the service delivery meets your needs ?

*14 responses*

Yes	14
No	0

# Collaboration (Collaborator) – Response time

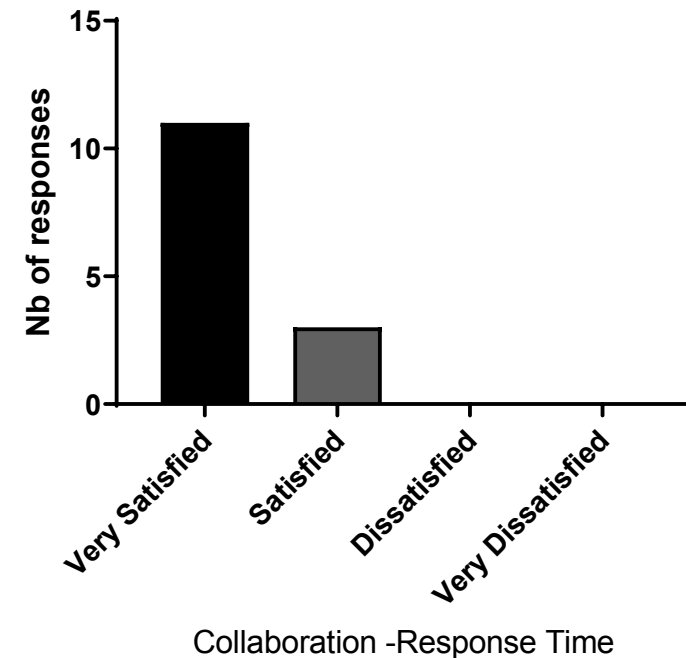
How would you rate the response time to your collaboration project request ?

14 responses

Very Satisfied	11
Satisfied	3
Dissatisfied	0
Very Dissatisfied	0

100,00 %

0,00 %

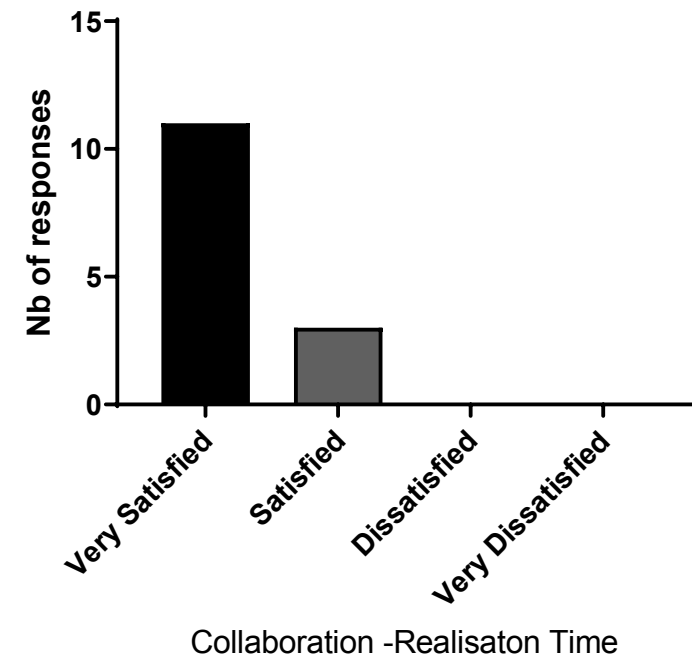


# Collaboration (Collaborator) – Realisation time

How would you assess the time of execution of the project following the acceptance of the collaboration ?

14 responses

Very Satisfied	11	100,00 %
Satisfied	3	
Dissatisfied	0	0,00 %
Very Dissatisfied	0	





# Collaboration (Collaborator) — Results

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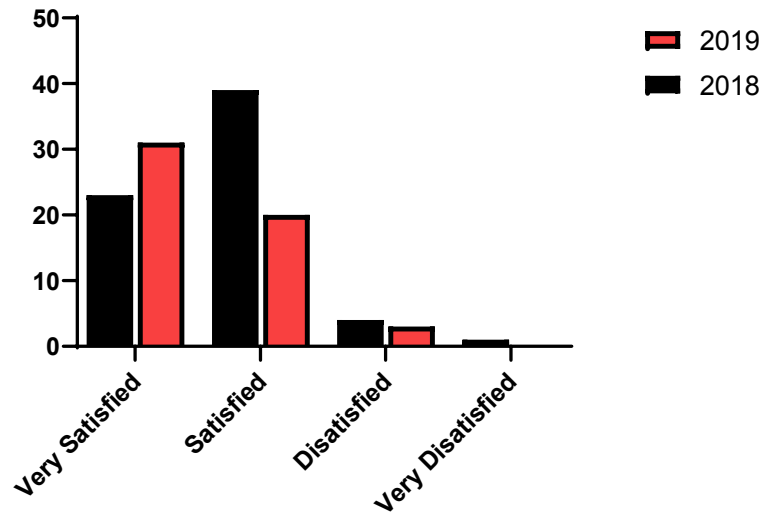
Did the collaboration meet your expectations ?

*14 responses*

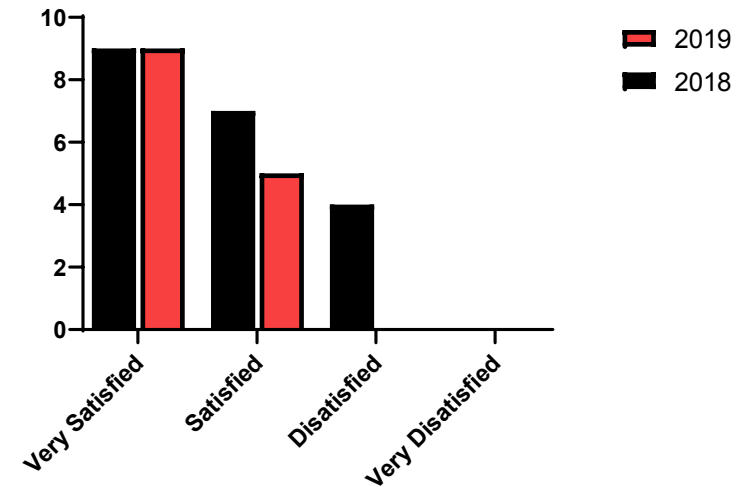
Yes	14
No	0

# Evolution of the evaluation of services ?

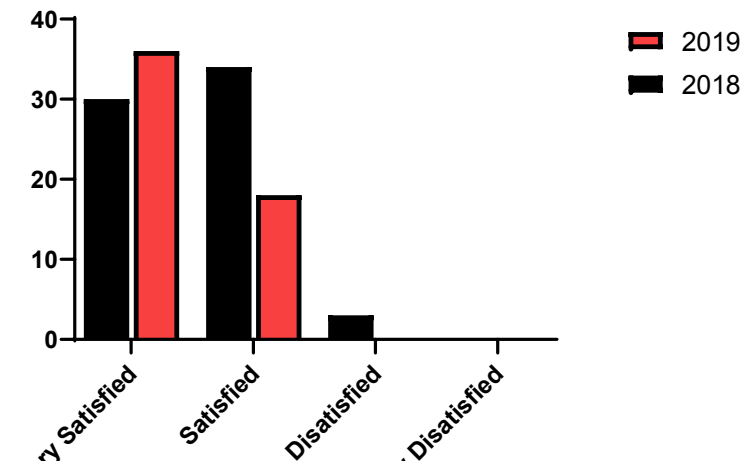
train : time execution



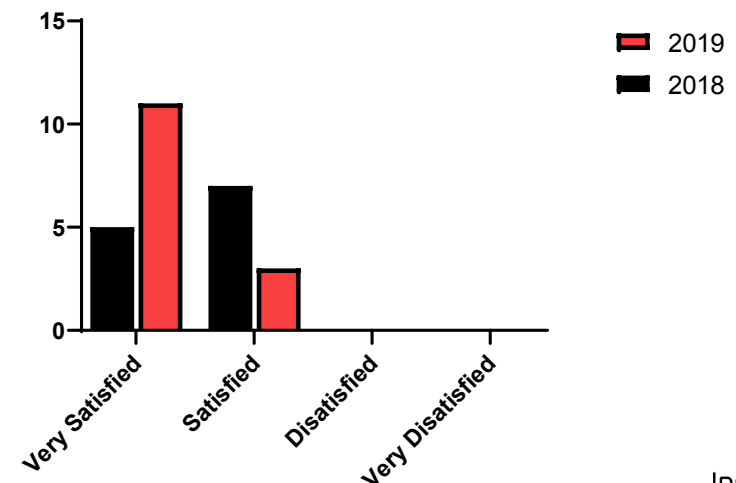
assisted : Time execution



train : quality



Collaboration : Time execution



# General comments – current technology

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Does the current technology offer meet your needs ?

60 responses

Yes	54	90 %
No	6	

## *Why are you dissatisfied ?*

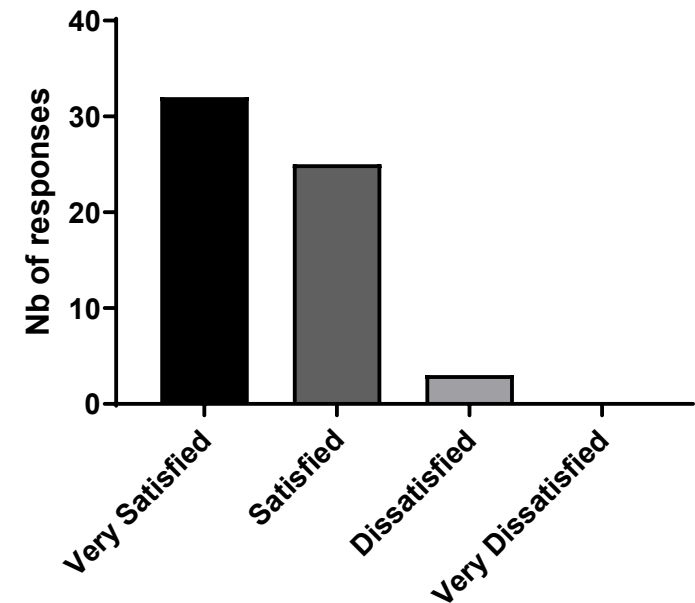
- I wanted to use the X ray machine to scan the mouse cochlea but unfortunately the resolution of the scanner was not sufficient
- The FRAP is not very compliant
- the FRAP is not compliant
- Utilisation longue est compliquée à mettre en place
- For my experience I will need of a more powerful spinning disk

# General comments — quality equipments

How would you assess the quality of equipments offered ?

60 responses

Very Satisfied	32	95 %
Satisfied	25	
Dissatisfied	3	5 %
Very Dissatisfied	0	



General comments- quality equipments

## *Why are you dissatisfied ?*

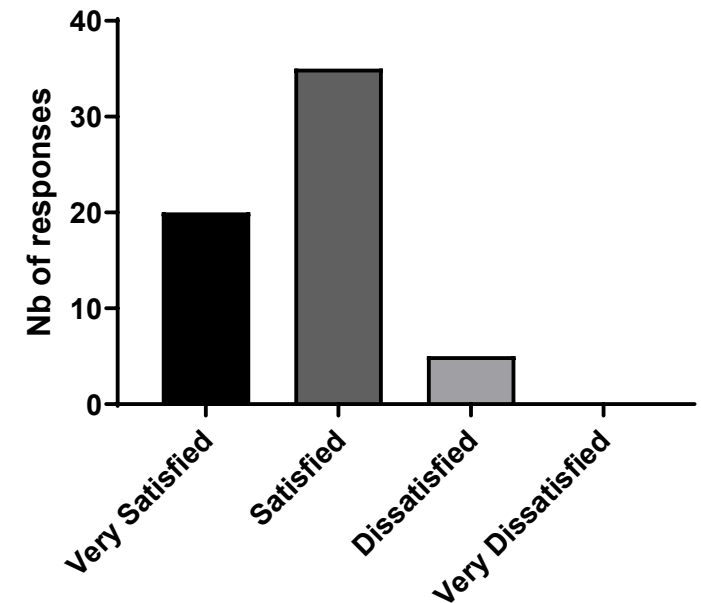
- The BioImaging platform is well equipped and the colleagues who work there are really competent and collaborative. Unfortunately the X ray scanner did not reach the resolution that I need to scan my sample of mouse cochlea
- Pas de LSM airyscan, pas de muviSPIM, pas de Quvi Spim, pas de A1H25 résonnant avec AI, pas de spinning disk SIM pour la SR rapide, pas de module d'ablation laser, pas d'AFM, etc...
- I'm not really dissatisfied, but some remarks: the FRAP device could be more accurate, the intensity of bleaching is not constant, and the working distance of the objectives could be larger to work with 3D samples (i.e. embryos?)

# General comments — system availability

How would you assess the system's availability ?

60 responses

Very Satisfied	20	91,7 %
Satisfied	35	
Dissatisfied	5	8,3 %
Very Dissatisfied	0	



General comments- disponibility equipments

*Why are you dissatisfied ?*

- trop d'utilisateurs pour un même appareil
- L'ivis spectrum peut être sur booké tandis que l'ivis ct n'est quasiment jamais utilisé... Ce type d'imagerie permet de réaliser des cinétique, donc quand on le reserve c'est bien souvent pour de nombreux créneaux. Pour peu que 2 personnes fassent une cinétique la même semaine, ou qu'un utilisateur book 4-6 h consecutives et personne d'autre ne peut utiliser la machine. C'est d'autant plus frustrant que l'autre ivis (ct) n'est quasiment jamais utilisé...
- when I used the FRAP (around march) it was broken for quite a long time
- the ultra view vox was broken a lot at the time I needed to use it (around april)

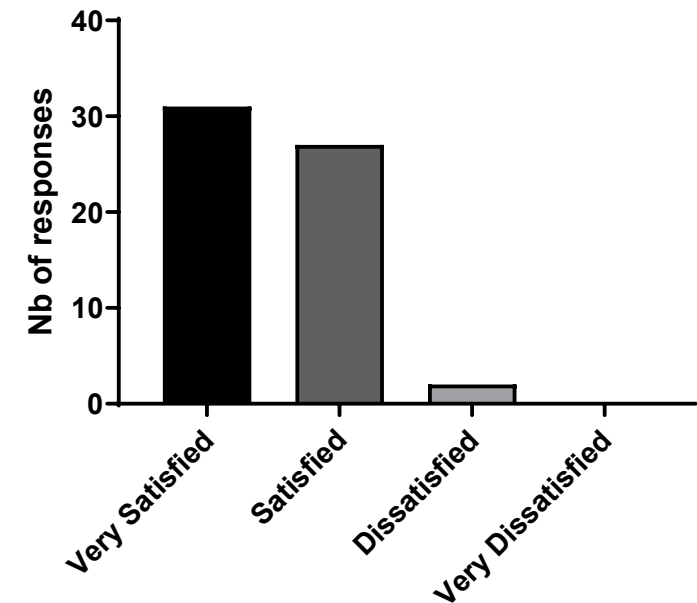


# General comments — advice and solutions

How would you assess the **advice and solutions** provided to you ?

60 responses

Very Satisfied	31	96,7 %
Satisfied	27	
Dissatisfied	2	3,3%
Very Dissatisfied	0	



General comments- advices and solutions

*Why are you dissatisfied ?*

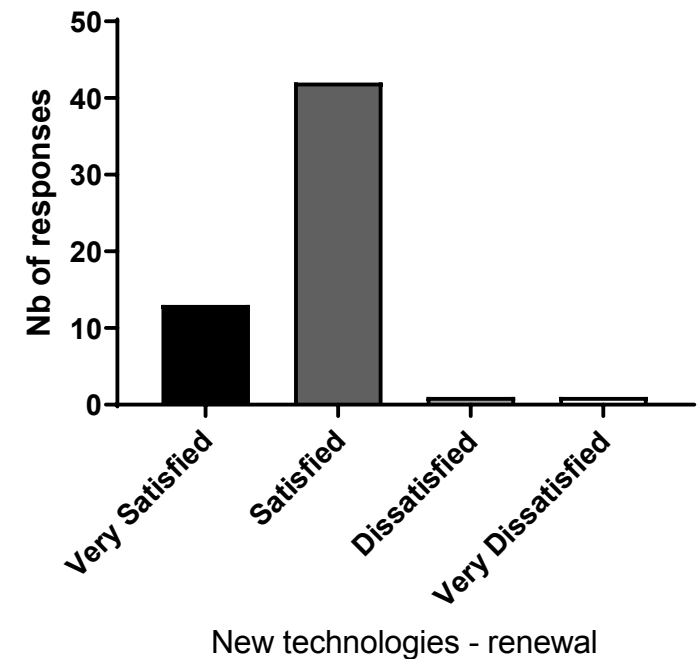
- nombreux bugs sur le Spinning Nikon
- Difficile parfois de trouver des personnes pour un renseignement

# New technologies — renewal

How would you assess the renewal of existing equipment ?

57 responses

Very Satisfied	13	94,83 %
Satisfied	42	
Dissatisfied	1	5,17%
Very Dissatisfied	1	



*Why are you dissatisfied ?*

- I would like to have a micro-CT scanning more powerfull
- Pas de Airyscan, pas de A1HD25 resonnant avec AI, pas de MuVI SPIM ni QuVI SPIM, pas de spinning équipé de SIM pour la SR rapide, pas d'ablation laser, pas d'AFM

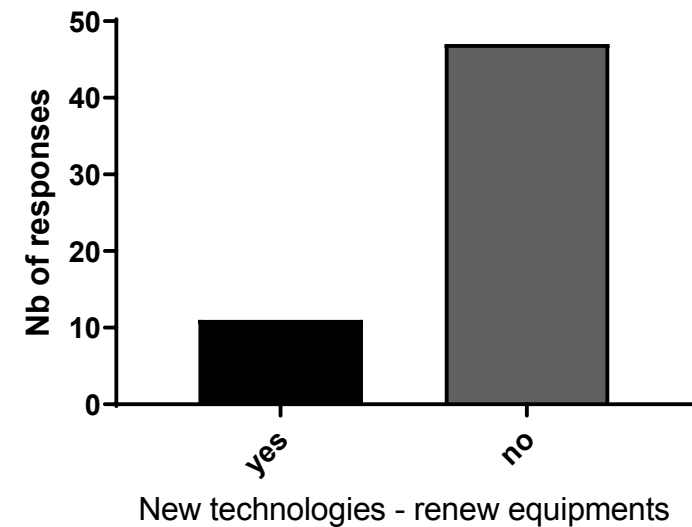
# New technologies — need to renew

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Do you think that there is a need to renew some equipments ?

*58 responses*

Yes	11	18,97 %
No	47	81,03 %



# New technologies — need to renew

Do you think that there is a need to renew some equipments ?

## *Which systems ?*

- micro-CT scanning - X ray
- IncuCyte S3 Cell-by-Cell Analysis
- A better Spinning disk in P2
- le FRAP, upgrade des lasers de l'elyra avec une lentille cylindrique
- SIM
- spinning disk, FRAP device
- Les équipements de plus 5 ans pour rester en phase avec les équipements présents chez les G5 et les départements...
- pink panther
- Need of an additional widefield microscope like the LEICA THUNDER wide field Imager

### **Microtomography (1)**

Micro CT scanning x  
ray

### **Live cell (1)**

incucyte

### **Spinning disk (4)**

Spinning / FRAP

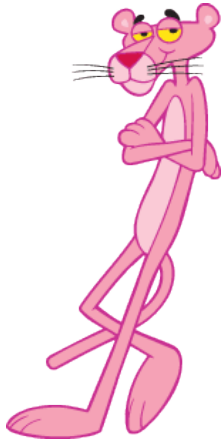
### **Widefield (1)**

Thunder

### **Super resolution (2)**

SIM, laser more  
powerful, cylindrical  
lens

### **Renew system of 5 years old**



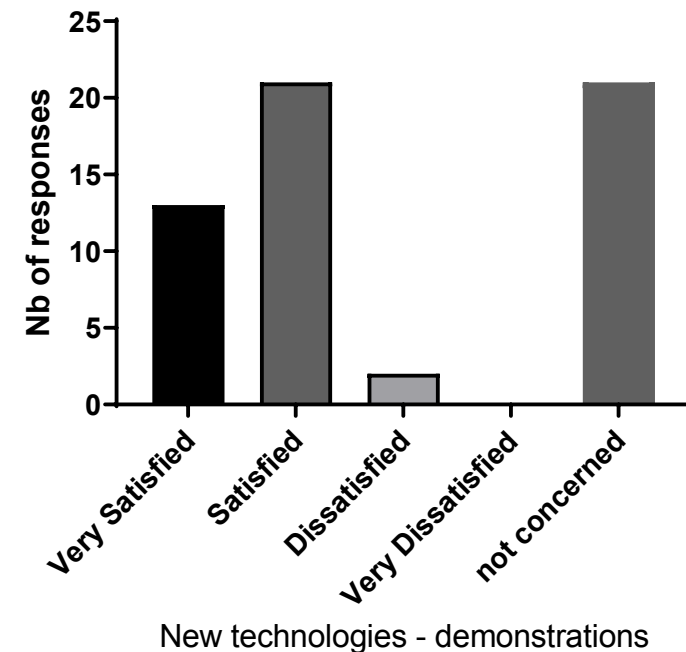
# New technologies — demonstrations

How would you assess the quality and organisation for demonstrations of new equipment ?

57 responses

Very Satisfied	13
Satisfied	21
Dissatisfied	2
Very Dissatisfied	0
Not applicable	21

94,4 %



*Why are you dissatisfied ?*

- Peu de communication.



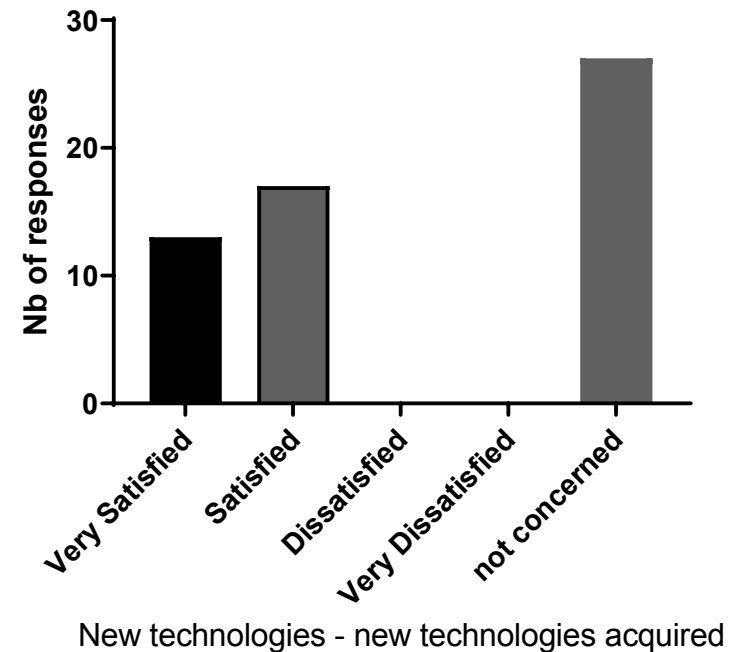
# New technologies — new technology acquired

How would you assess the recently acquired technologies ?  
(*ultramicroscope*)

57 responses

Very Satisfied	13
Satisfied	17
Dissatisfied	0
Very Dissatisfied	0
<i>Not applicable</i>	27

100 %



# New technologies — skills or equipment

What skills or equipment, (not present), would be important for your future activities?

## **Live imaging (2)**

- Avoir plus d'équipements dans des BSL2+ pour faire de l'infectieux en live. Il serait très intéressant d'avoir un microscope TIRF dans un BSL2+ par exemple.
- the FRAP device could be more accurate, the intensity of bleaching is not constant, and the working distance of the objectives are could be larger to work with 3D samples (i.e. embryos?)

## **Spinning Disk(3)**

- Better Spinning Disk in P2
- the ultra view vox was broken a lot at the time I needed to use it (around april)
- For my experience I will need of a more powerful spinning disk

## **Animal imaging (5)**

- Un IVIS en dehors de l'animalerie A3 pour les expérimentateurs travaillant avec des agents de classe I ou des modèles non-infectieux
- L'ivis spectrum peut être sur booké tandis que l'ivis ct n'est quasiment jamais utilisé... Ce type d'imagerie permet de réaliser des cinétique, donc quand on le réserve c'est bien souvent pour de nombreux créneaux. Pour peu que 2 personnes fassent une cinétique la même semaine, ou qu'un utilisateur book 4-6 h consecutives et personne d'autre ne peut utiliser la machine. C'est d'autant plus frustrant que l'autre ivis (ct) n'est quasiment jamais utilisé...
- I would like to have a micro-CT scanning more powerfull
- I wanted to use the X ray machine to scan the mouse cochlea but unfortunately the resolution of the scanner was not sufficient
- I would like that the facility buys a new micro-CT scanner as this <https://www.bruker.com/products/microtomography/in-vivo-micro/skyscan-1276/overview.html>

## **HCS/HTS (1)**

- Une aide plus soutenue pour le HTS notamment le couplage entre acquisition- analyse

## **Super resolution (6)**

- un STED simple genre STEDYCON complèterait avec brio le pannel déjà d'excellente qualité des microscopes présents
- STED and new advanced SIM systems
- Airy scan incontournable, et un A1HD25 +AI parfaitement complémentaire.
- airy scan from zeiss
- There is only one super resolution microscopy system that I can use for my cells, the SIM. It would be great if the confocal could be upgraded with a STED
- Pas de Airyscan, pas de A1HD25 résonnant avec AI, pas de MuVI SPIM ni QuVI SPIM, pas de spinning équipé de SIM pour la SR rapide, pas d'ablation laser, pas d'AFM

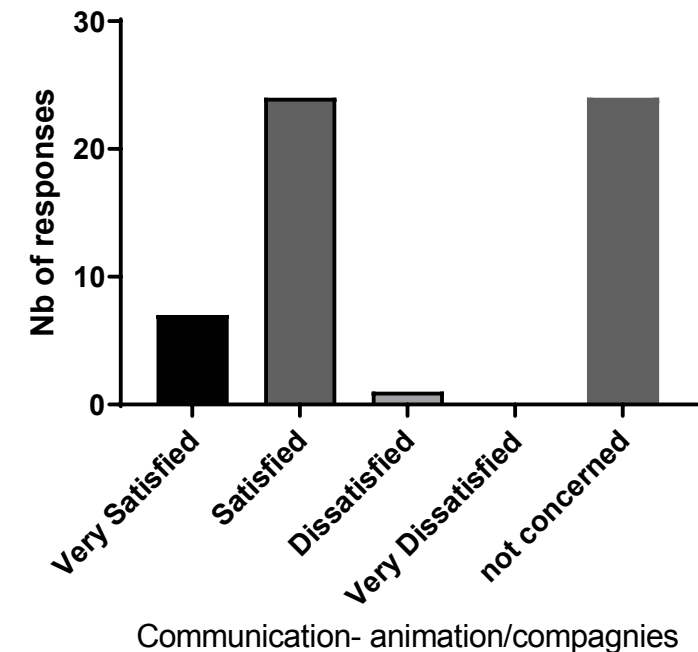
# Communication— animations, compagnies

How would you assess the animation, presentation from compagnies which have been offered to you ?

56 responses

Very Satisfied	7
Satisfied	24
Dissatisfied	1
Very Dissatisfied	0
<i>Not applicable</i>	24

96,87 %



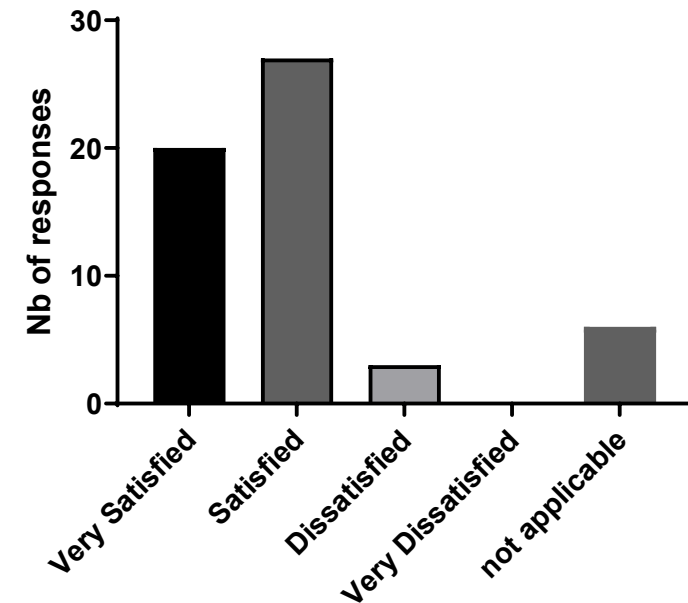
# Communication— tools of communications

How would you assess the offered communication tools ?

56 responses

Very Satisfied	20
Satisfied	27
Dissatisfied	3
Very Dissatisfied	0
<i>Not applicable</i>	6

94 %



*Why are you dissatisfied ?*

- délai de réaction et souplesse des interactions améliorables
- Tout est en anglais

Communication- tools of communications

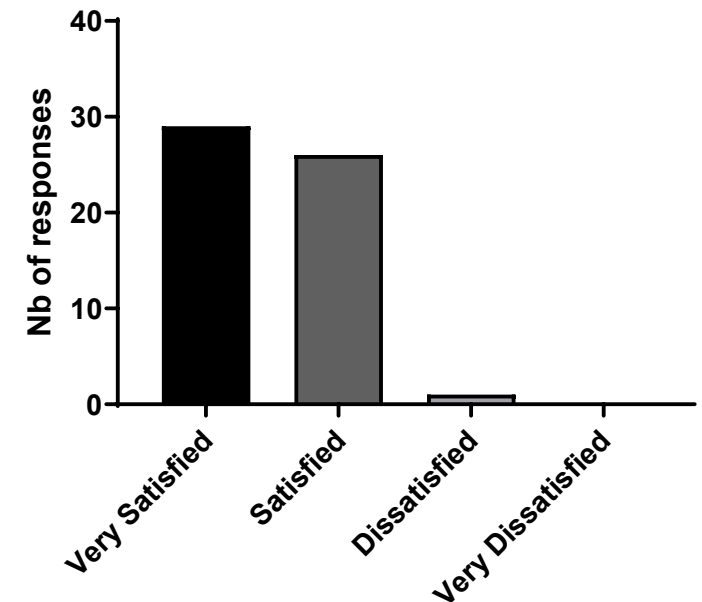
# UtechS PBI— overall satisfaction

What is your overall satisfaction?

58 responses

Very Satisfied	29
Satisfied	26
Dissatisfied	1
Very Dissatisfied	0

98,2 %



UtechS PBI - overall satisfaction

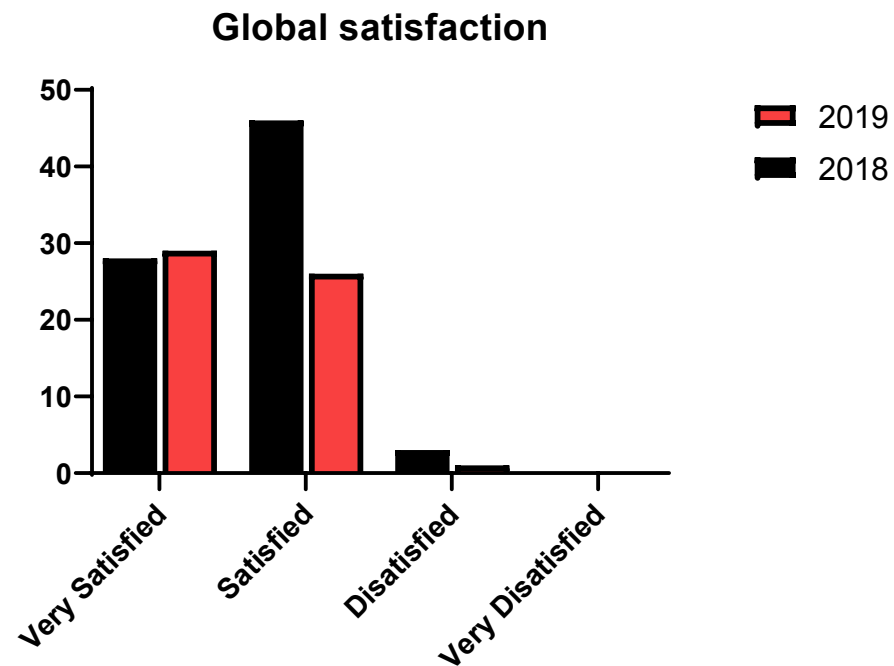
*Why are you dissatisfied ?*

- Because I cannot find what I need

# UtechS PBI— overall satisfaction

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What is your overall satisfaction?

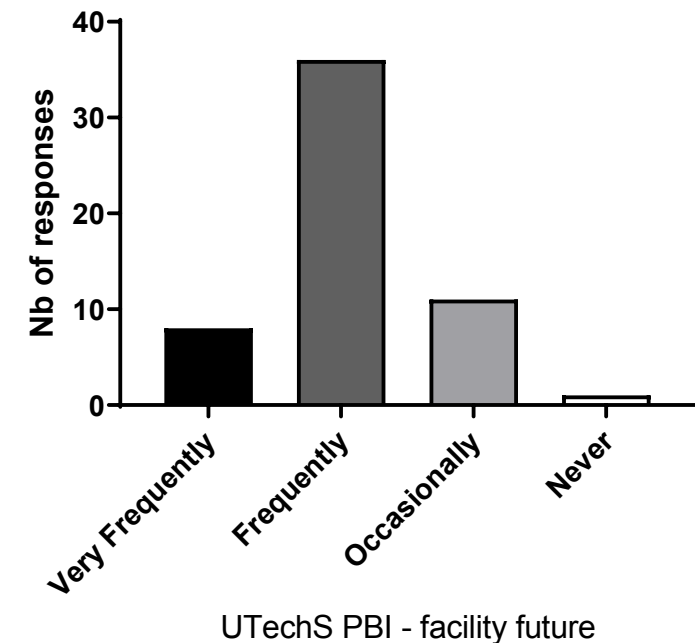


# UtechS PBI— use the facility in future

Do you plan to use the platform in the near future ?

56 responses

Very frequently (more than once a week)	8
Frequently (more than once a month)	36
Occasionally (less than once a month)	11
Never	1



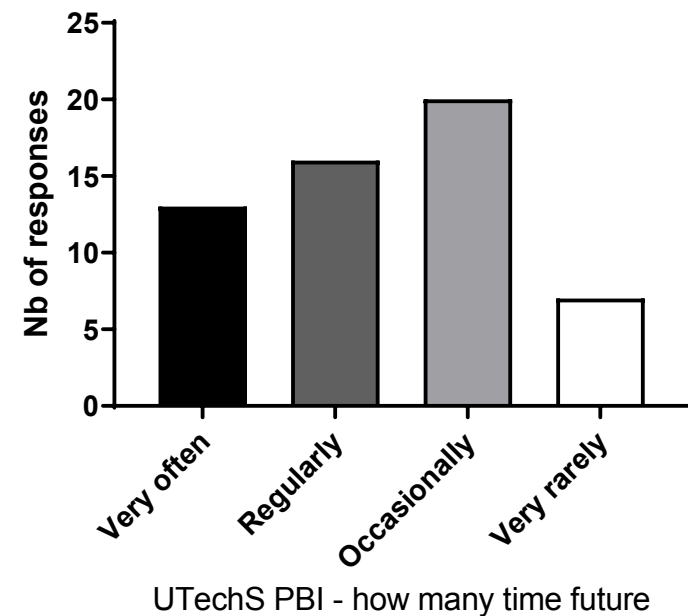


# UtechS PBI— how many time

How many time in the recent past have you used the platform ?

*56 responses*

Very often (once a week)	13
Regularly (once every 2 weeks)	16
Occasionally (once a month)	20
Very rarely ( once or twice a year)	7



# UtechS PBI— advise to colleagues

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Would you advise your colleagues to work with us?

*56 responses*

Yes	56	100,0 %
No	0	0,00%

# UtechS PBI— comments and suggestions

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## Your comments and suggestions for UTechS PBI facility

### *Suggestions/Améliorations*

1. I'm very happy in general but therein a point that can be improved. I would appreciate if someone of the platform can be responsible for the maintenance of the P2+ lab. The hood is terribly dirty inside, which makes frequent problems of flow. The incubators normally lack water. A water-bath in the room would be extremely appreciated, but only if the water is changed periodically.
2. The one thing that could be improved is the analysis station. Last year I was never able to use the analysis station because of error signs and everything seemed very complicated. I ended up going to the animalerie IVIS not at heavy traffic hours to do such thing. Maybe having the software available in Atlas or similar so that we can do it directly from our computers?
3. I would like to be trained to be an autonomous user from the SI, like this I would use it more often. Recently my usage was limited due to the availability of the assisted sessions.
4. **Possibilité de déploiement des compétences de la PBI sur tout le campus pour des équipements locaux**
5. Avoir plus de personnes pouvant aider/former pour aller plus vite.
6. Difficile parfois de trouver des personnes pour un renseignement

### *Positive comments*

1. Personnel très compétant, Très satisfait, continuez
2. Thanks for taking in consideration these suggestions and for your excellent work in the platform (my favourite one at Pasteur)
3. Pleinement satisfait des services proposés par la plateforme et c'est toujours un plaisir d'interagir avec vous.
4. Mes commentaires ne concernent que l'utilisation des IVIS car je n'ai pas utilisé les microscopes de la plateforme cette année. En revanche, je suis (comme toujours) très satisfaite et très reconnaissante de l'aide et des moyens de dépannage qui m'ont été proposés lorsque nous avons rencontré des problèmes sur nos propres systèmes. Merci la plateforme ! :)
5. The BioImaging platform is well equipped and the colleagues who work there are really competent and collaborative.