

2017 Imagopole Survey

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Citech

Change in the survey in 2017 :

- First survey using a free online tool : google drive
 - Change format to simplify it
 - Suppress: Provided documentation /quality of welcoming /laboratories layout/website/PPMS tool /platform interaction
 - Add : quality and organisation for the demonstration of new system
 - Change
- 2015 : Very Satisfied/ **Somewhat** Satisfied /**Somewhat Dissatisfied** / **Very** Dissatisfied / N A
2017 : Very Satisfied / Satisfied / **Improvement needed**/ Dissatisfied / N A
- Do it every year !
 - Last time 2015
 - Send autonomous and assisted users 2 years : 302 autonomous users
 - 115 responses !
 - Collection duration 3 months : Start 9 of july and end 29 of september

Imagopole 2017 Client Survey /Imagopole Enquête de Satisfaction 2017

*Obligatoire

What roles have you in the facility? / Quels roles avez vous dans la plateforme ? *

- Assisted user / Utilisateur assisté (Page 3)
- Autonomous user / Utilisateur autonome (Page 4)
- Autre :

SUIVANT

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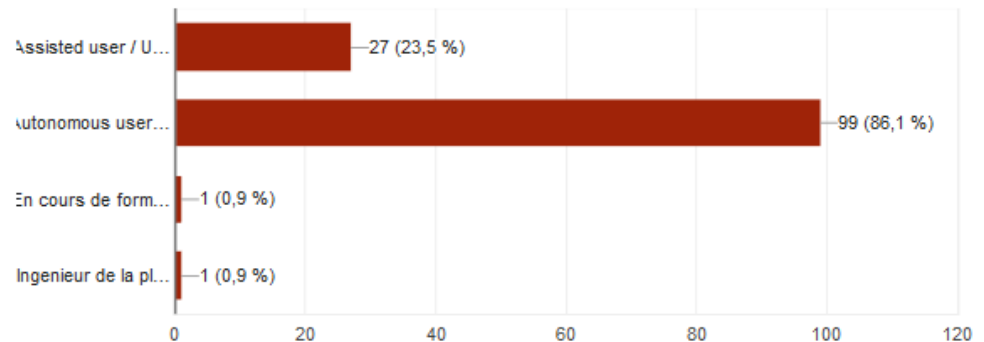
N'envoyez jamais de mots de passe via Google Forms.

What roles have you in the facility ?

	Nb of responses	
Assisted user / Utilisateur assisté	23,5%	27
Autonomous user / Utilisateur autonomome	86,1%	99
en cours de formation	0,9%	1
ingénieur de la plateforme	0,9%	1

What roles have you in the facility? / Quels roles avez vous dans la plateforme ?

115 réponses



Analysis of the survey

Number of responses

Most of the questions were mandatory

115 responses

Analysis of the survey

115 responses

Number of responses
in each category



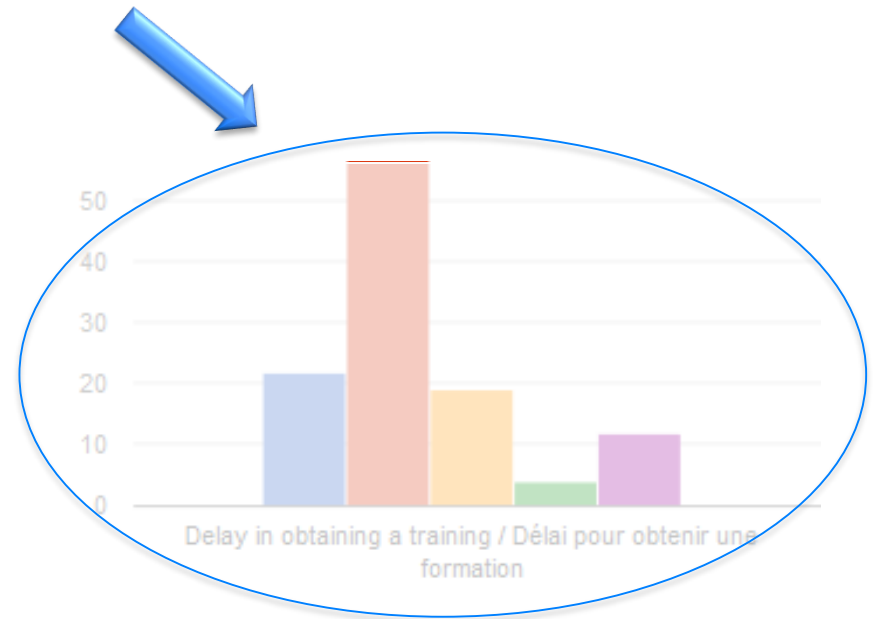
Very Satisfied / Très satisfait	22
Satisfied / satisfait	58
Improvement needed/ Améliorations nécessaires	19
Dissatisfied / Mécontent	4
Not applicable / non applicable	12

Analysis of the survey

115 responses

Corresponding histogram
With nb of responses

Very Satisfied / Très satisfait	22
Satisfied / satisfait	58
Improvement needed/ Améliorations nécessaires	19
Dissatisfied / Mécontent	4
Not applicable / non applicable	12

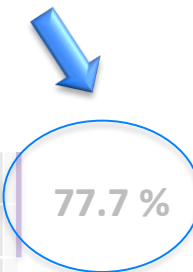


Analysis of the survey

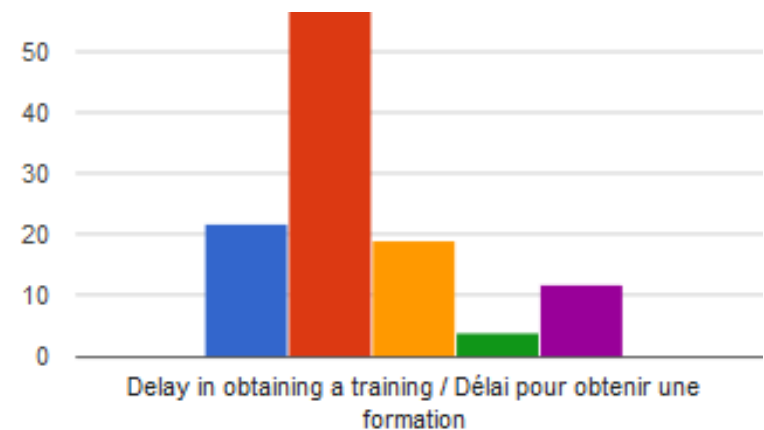
115 responses

Percentage of Very Satisfied + Satisfied

$$= (\text{Very satisfied} + \text{Satisfied}) * 100 / (\text{Nb responses} - \text{Non applicable})$$



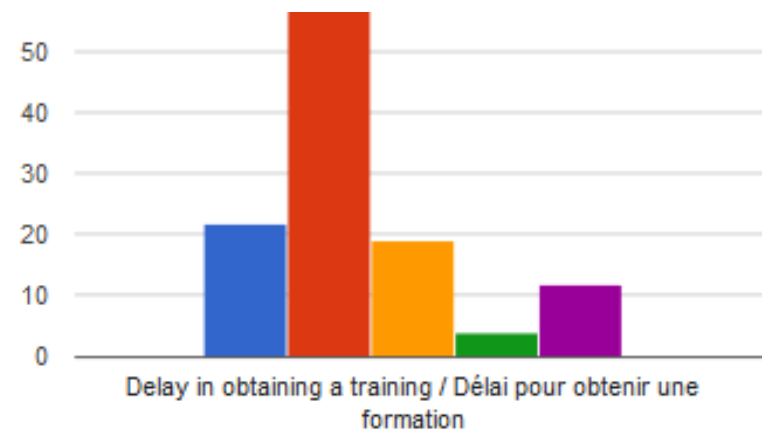
Very Satisfied / Très satisfait	22	77.7 %
Satisfied / satisfait	58	
Improvement needed/ Améliorations nécessaires	19	22.3%
Dissatisfied / Mécontent	4	
Not applicable / non applicable	12	



Analysis of the survey

115 responses

Very Satisfied / Très satisfait	22	77.7 %
Satisfied / satisfait	58	
Improvement needed/ Améliorations nécessaires	19	22.3%
Dissatisfied / Mécontent	4	
Not applicable / non applicable	12	
Rating average	2.95	



Rating average

1 is the worst and 4 is the best

Not applicable are not score

$$= \frac{VS*4+S*3+IN*2+D*1}{(Res-NA)}$$

Imagopole 2017 Client Survey /Imagopole Enquête de Satisfaction 2017

*Obligatoire

Training / Formation

*

	Very Satisfied / Très satisfait	Satisfied / /Satisfait	Improvement Needed /Améliorations nécessaires	Dissatisfied / Mécontent	Not applicable / Non applicable
Delay in obtaining a training / Délai pour obtenir une formation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of trainings / Qualité des formations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RETOUR

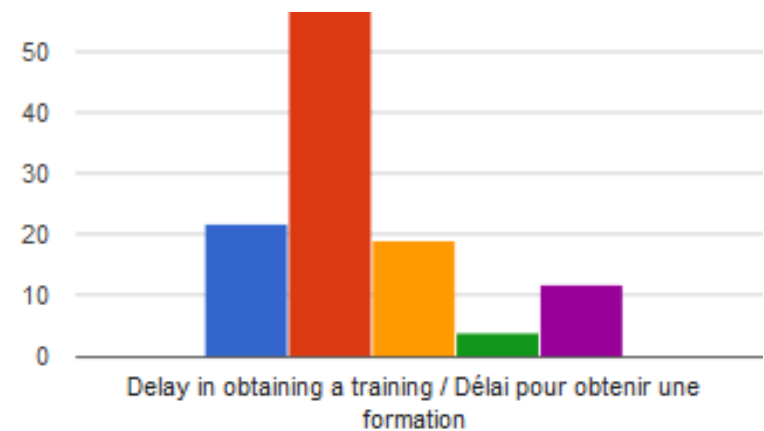
SUIVANT

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Delay in obtaining a training

115 responses

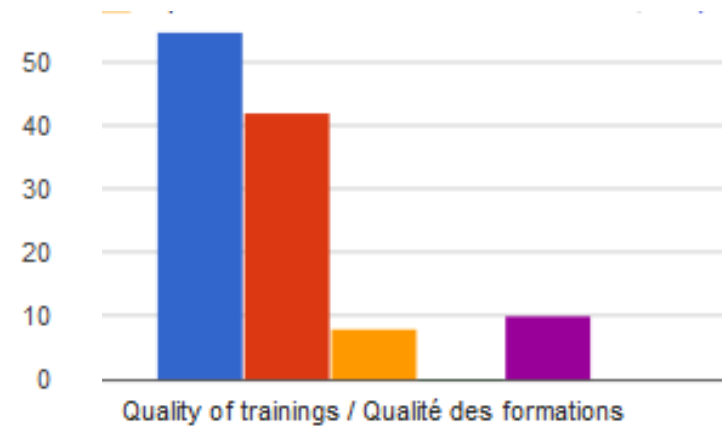
Very Satisfied / Très satisfait	22	77.7 %
Satisfied / satisfait	58	
Improvement needed/ Améliorations nécessaires	19	22.3%
Dissatisfied / Mécontent	4	
Not applicable / non applicable	12	
Rating average	2.95	



Quality of trainings

115 responses

Very Satisfied / Très satisfait	55	92.4%
Satisfied / satisfait	42	
Improvement needed/ Améliorations nécessaires	8	7.6%
Dissatisfied / Mécontent	0	
Not applicable / non applicable	10	
Rating average	3.45	



ASSISTED SESSION

Imagopole 2017 Client Survey /Imagopole Enquête de Satisfaction 2017

*Obligatoire

Assisted session /Séance assistée

*

	Very Satisfied / Très satisfait	Satisfied / Satisfait	Improvement Needed /Améliorations nécessaires	Dissatisfied / Mécontent	Not applicable / Non applicable
Delay in obtaining a session / Délai pour obtenir une séance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of sessions / Qualité des séances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RETOUR

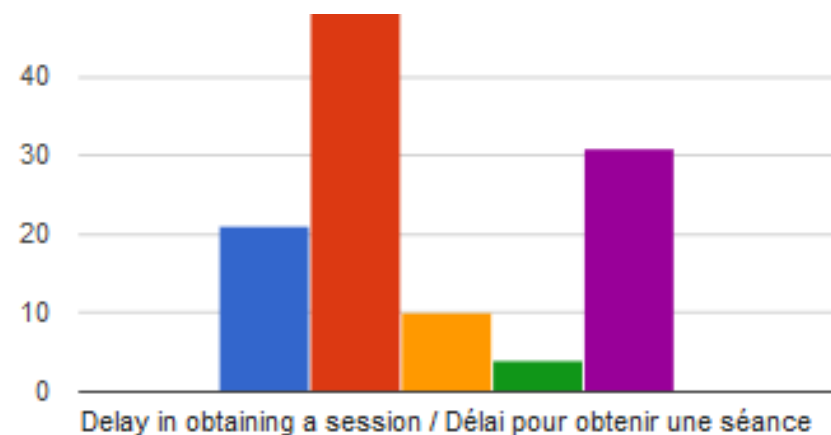
SUIVANT

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Delay in obtaining a session

115 responses

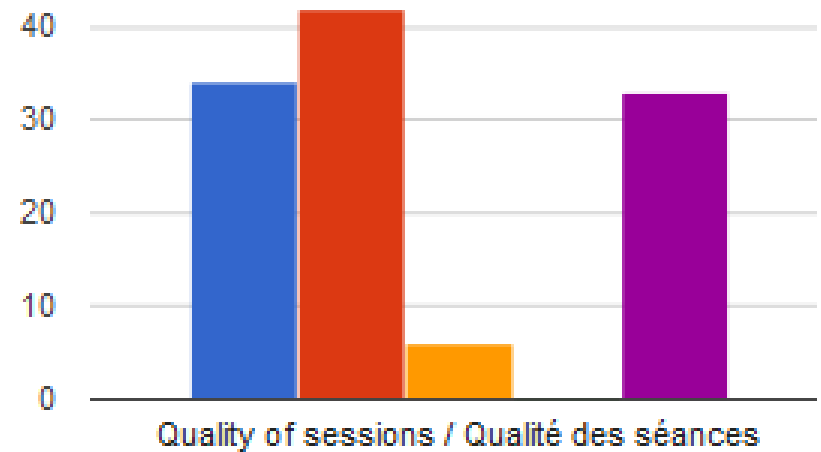
Very Satisfied / Très satisfait	21	83.3 %
Satisfied / satisfait	49	
Improvement needed/ Améliorations nécessaires	10	16.7%
Dissatisfied / Mécontent	4	
Not applicable / non applicable	31	
Rating average	3.04	



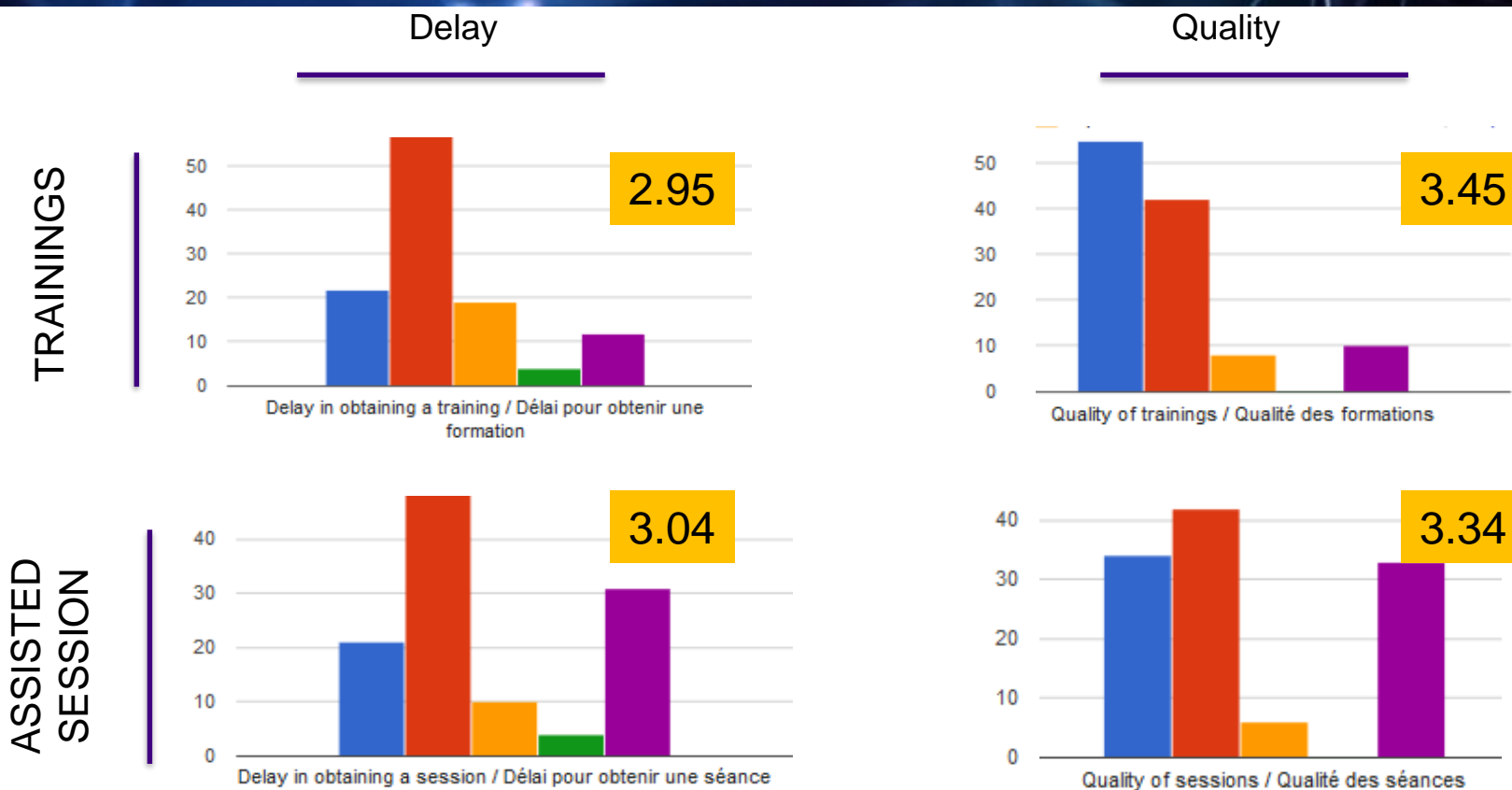
Quality of assisted session

115 responses

Very Satisfied / Très satisfait	34	92.7 %
Satisfied / satisfait	42	
Improvement needed/ Améliorations nécessaires	6	7.3%
Dissatisfied / Mécontent	0	
Not applicable / non applicable	33	
Rating average	3.34	



Summary for the evaluation of trainings and assisted session



- * The major source of discontent is the delay to have training or an assisted session
- * Users are generally satisfied with the quality of trainings and assisted sessions
- * 4 users dissatisfied for the delay of trainings and assisted sessions

GENERAL COMMENTS

Imagopole 2017 Client Survey /Imagopole Enquête de Satisfaction 2017

*Obligatoire

General comments about Imagopole / Commentaires sur l'Imagopole

*

	Very Satisfied / Très satisfait	Satisfied / Satisfait	Improvement Needed /Améliorations nécessaires	Dissatisfied / Mécontent	Not applicable / Non applicable
Quality of equipments offered / Qualité des équipements offerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System availability / disponibilité des équipements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of advice / qualité des conseils	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data storage and transfer / Stockage et transfert des données	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RETOUR

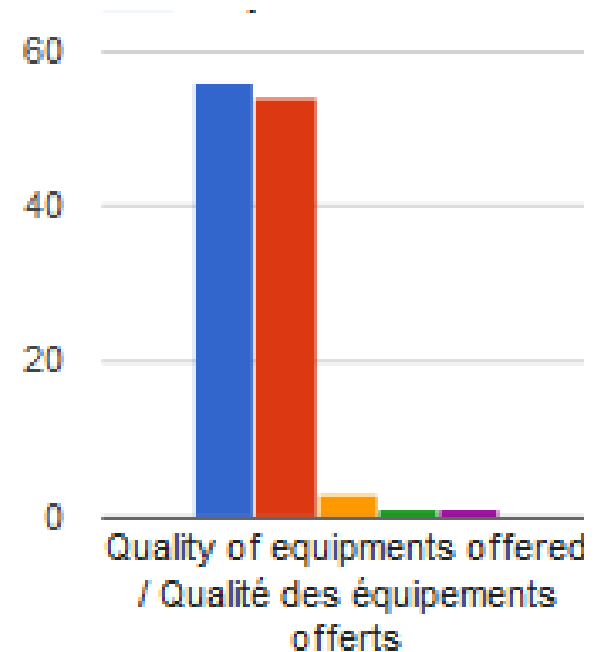
SUIVANT

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Quality of equipments offerd

115 responses

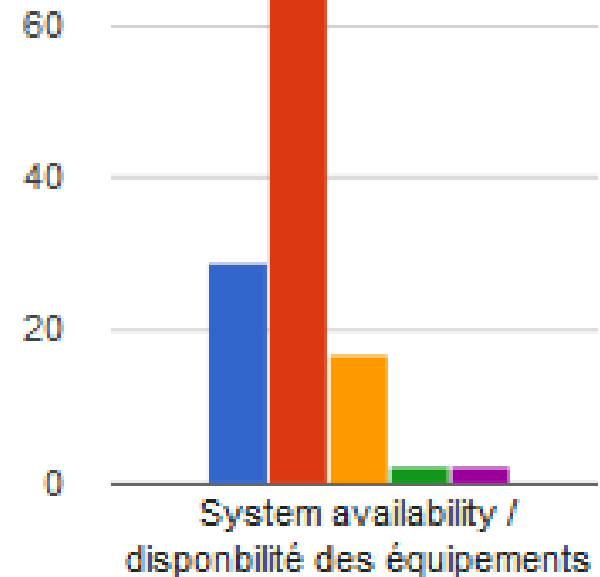
Very Satisfied / Très satisfait	56	96.5 %
Satisfied / satisfait	54	
Improvement needed/ Ameliorations necessaires	3	3.5%
Dissatisfied / Mécontent	1	
Not applicable / non applicable	1	
Rating average	3.45	



System availability

115 responses

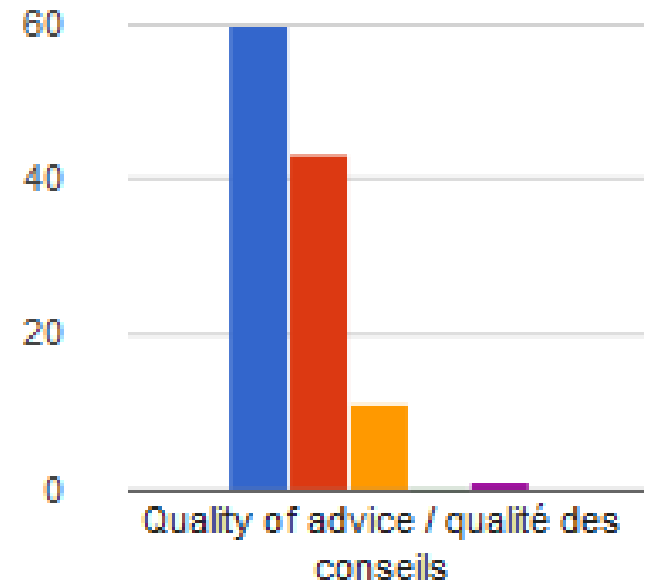
Very Satisfied / Très satisfait	29	83.1 %
Satisfied / satisfait	65	
Improvement needed/ Améliorations nécessaires	17	16.9%
Dissatisfied / Mécontent	2	
Not applicable / non applicable	2	
Rating average	3.07	



Quality of advice

115 responses

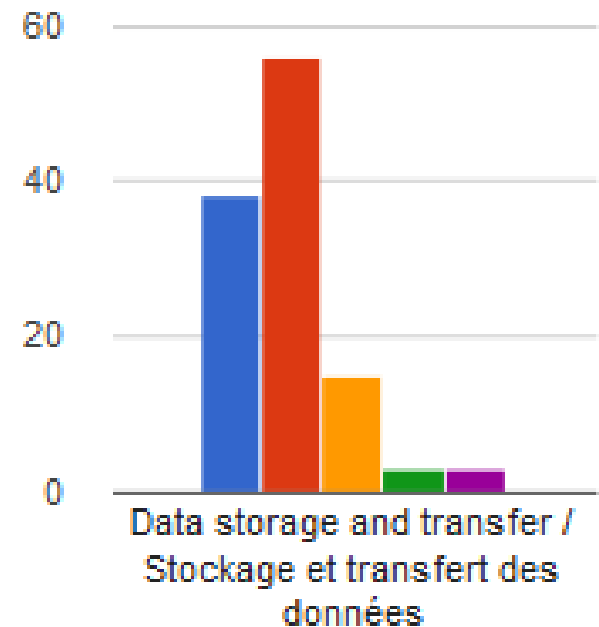
Very Satisfied / Très satisfait	60	91. %
Satisfied / satisfait	43	
Improvement needed/ Améliorations nécessaires	11	8.8%
Dissatisfied / Mécontent	0	
Not applicable / non applicable	1	
Rating average	3.43	



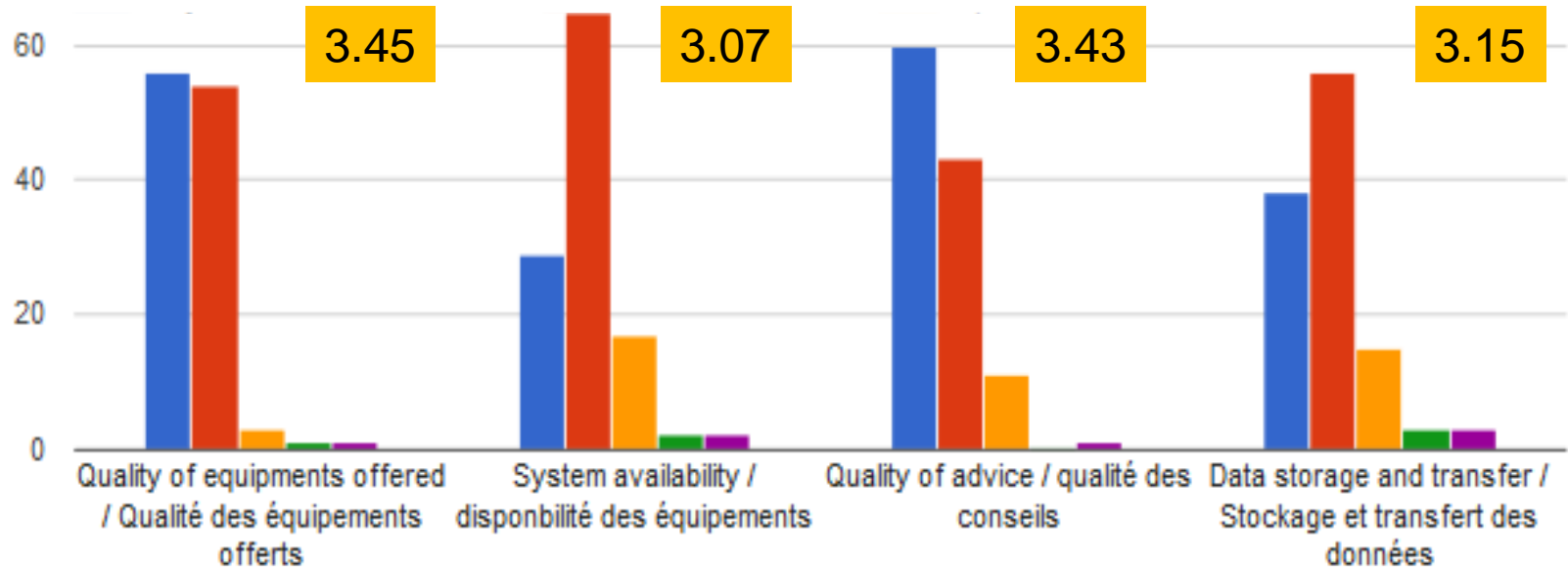
Data storage and transfer

115 responses

Very Satisfied / Très satisfait	38	83.9 %
Satisfied / satisfait	56	
Improvement needed/ Améliorations nécessaires	15	16.1%
Dissatisfied / Mécontent	3	
Not applicable / non applicable	3	
Rating average	3.15	



General comments about Imagopole



- Quality of equipments offered is at least satisfied
- The availability of systems need to be improved
- Quality of advice is satisfied with some improvement to do
- Some users are dissatisfied for quality and availability of systems and data storage and transfer

New technologies and systems

Imagopole 2017 Client Survey /Imagopole Enquête de Satisfaction 2017

*Obligatoire

New technologies, systems / Nouvelles technologies, appareils

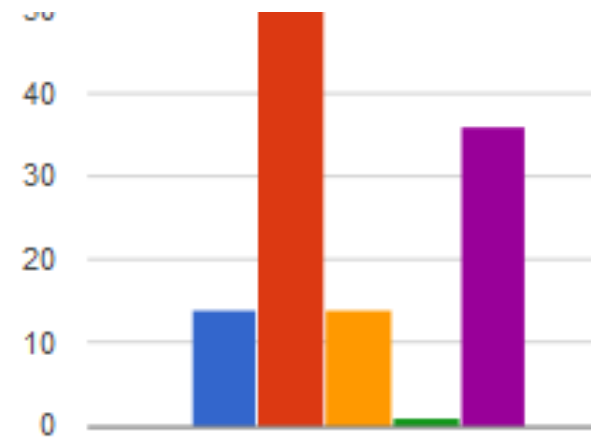
*

	Very Satisfied / Très satisfait	Satisfied / Satisfait	Improvement Needed /Améliorations nécessaires	Dissatisfied / Mécontent	Not applicable / Non applicable
Renewal of existing equipment / renouvellement d'équipements existants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality and organisation for demonstrations of new materials / qualité et organisations de démonstrations de nouveaux appareils	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New technology recently acquired / nouvelles technologies récemment acquises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Renewal of existing equipment

115 responses

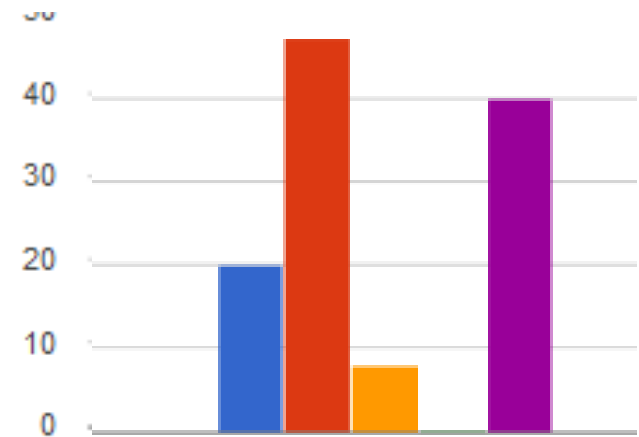
Very Satisfied / Très satisfait	14	81 %
Satisfied / satisfait	50	
Improvement needed/ Améliorations nécessaires	14	19%
Dissatisfied / Mécontent	1	
Not applicable / non applicable	36	
Rating average	2.97	



Quality and organisation for demonstration of new materials

115 responses

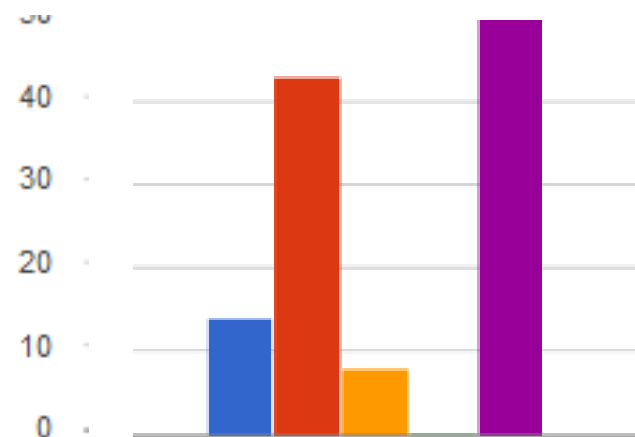
Very Satisfied / Très satisfait	20	89.3 %
Satisfied / satisfait	47	
Improvement needed/ Améliorations nécessaires	8	10.7%
Dissatisfied / Mécontent	0	
Not applicable / non applicable	40	
Rating average	3.16	



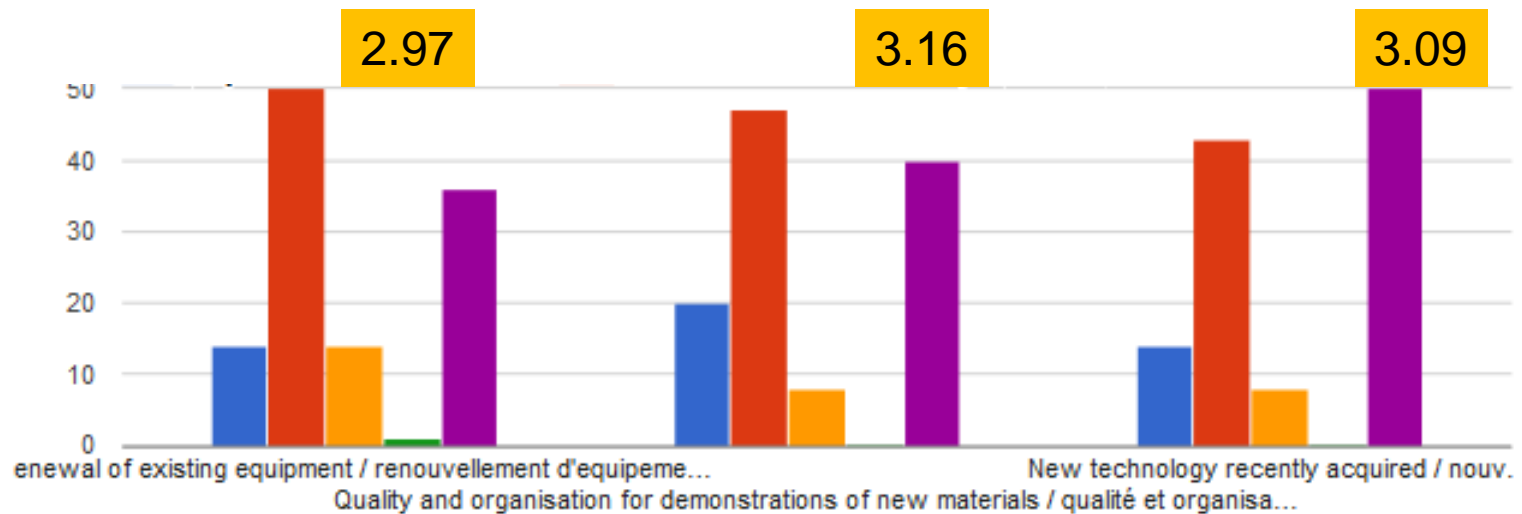
New technology recently acquired

115 responses

Very Satisfied / Très satisfait	14	87.7 %
Satisfied / satisfait	43	
Improvement needed/ Améliorations nécessaires	8	12.3%
Dissatisfied / Mécontent	0	
Not applicable / non applicable	50	
Rating average	3.09	



New technology, systems



For the section New technologies and systems, the rating average is less good

- Less very satisfied users
- A need to renew existing equipment

Skills or equipment important for your research

What skills or equipment - not currently present - would be important for your future research? Quels compétences ou équipements, non présents actuellement, seraient importants pour vos activités de recherche futures ?

Votre réponse

RETOUR

SUIVANT

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What **skills or equipment** - not currently present - would be important for your future research? Quels compétences ou équipements, non présents actuellement, seraient importants pour vos activités de recherche futures ?

- 16 responses to this question (with some multiple request)

In vivo imaging (MRI)
(1)

Red lamp present for IV injection and a heating blanket
(1)

Light sheet microscopy (3D live)
(3)

More operational multi photon
(2)

Cutting edge / dragonfly spinning disk
(3)

P3 Live imaging
(1)

P3 confocal imaging
(1)

STED
(1)

Live imaging SIM
(2)

High resolution live microscopy airy scan
(1)

Open Columbus to the campus
(1)

Far red CV1000 + batch export
(1)

What **skills or equipment** - not currently present - would be important for your future research? Quels compétences ou équipements, non présents actuellement, seraient importants pour vos activités de recherche futures ?

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In vivo imaging (MRI)
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Light sheet microscopy (3D live)
(3)

More operational multi photon
(2)

Cutting edge / dragonfly spinning disk
(3)

P3 Live imaging
(1)

P3 confocal imaging
(1)

STED
(1)

Live imaging SIM
(2)

High resolution live microscopy airy scan
(1)

Open Columbus to the campus
(1)

Far red CV1000 + batch export
(1)

-Tissue imaging : light sheet and multi photon : 5 request
-Live imaging P3 env. : 5 request
-Super resolution fixed or live : 4 request

Global satisfaction

Imagopole 2017 Client Survey /Imagopole Enquête de Satisfaction 2017

*Obligatoire

Global satisfaction / Satisfaction Globale

Very Often /
très souvent Regularly /
régulièrement Occasionally /
occasionnellement Very seldom
/ très
rarement

How often - in a recent past - did you use any of the service offered by the facility?
Combien de fois dans un passé récent avez vous utilisé un service offert par la plateforme ?



Do you plan to use any of the services offered by the platform in the future? Prévoyez-vous d'utiliser l'un des services offert par la plateforme dans le futur ?

- Yes / Oui
- No / Non

Your global satisfaction level with our service /Votre niveau de satisfaction globale portant sur nos services *

Very Satisfied / Très satisfait Satisfied / Satisfait Improvement Needed / Améliorations nécessaires Dissatisfied / Mécontent Not applicable / Non applicable

Imagopole

What is the most important item you would want the platform to improve on? Selon vous, quelle est la chose la plus importante que vous voudriez que la plateforme améliore ?

Votre réponse

Comments and suggestions / commentaires et suggestions

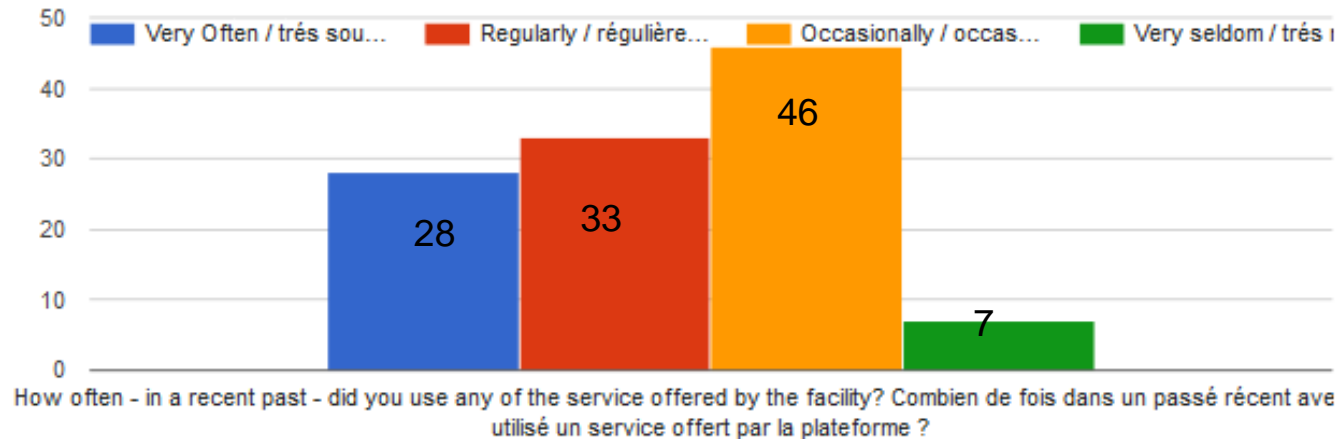
Votre réponse

RETOUR

ENVOYER

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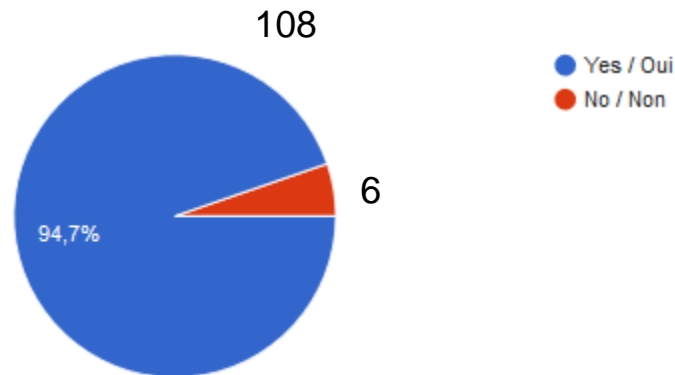
How often -in a recent past – did you use any of the service offered by the facility ?
Combien de fois dans un passé récent avez-vous utilisé un service offert par la
plateforme ?



Do you plan to use any of the services offered by the platform in the future ? Prévoyez vous d'utiliser l'un des services offert par la plateforme dans le futur ?

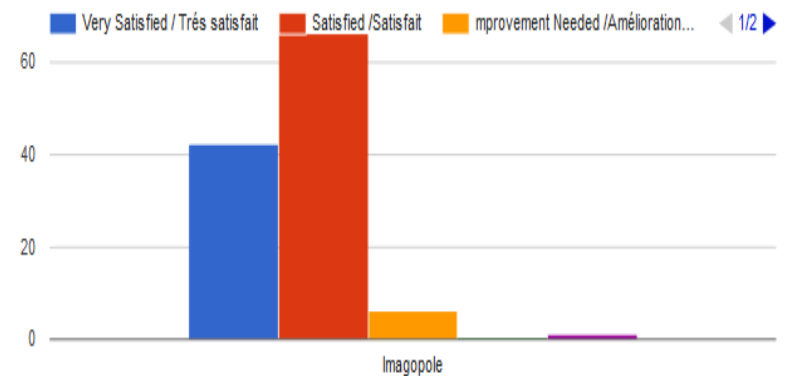
Do you plan to use any of the services offered by the platform in the future? Prévoyez-vous d'utiliser l'un des services offert par la plateforme dans le futur ?

114 réponses



Global satisfaction

Very Satisfied / Très satisfait	42
Satisfied / satisfait	66
Improvement needed/ Améliorations nécessaires	6
Dissatisfied / Mécontent	0
Not applicable / non applicable	1
Rating average	3.32



What is the most important item you would want the platform to improve on? Selon vous, quelle est la chose la plus importante que vous voudriez que la plateforme améliore ?

37 responses

More staff (17)

Disponibilité du personnel – projets et collaborations
Plus de personnel en cas de pb sur les microscopes
helpful advice for the improvement to the experiment

l'accès aux formations; peut être que des sessions planifiées à l'avance (du type 1 formation par semaine) faciliterait l'accès, car pour le moment certaines demandes tombent aux oubliettes.

A couple more people with expertise in light-sheet, spinning disk and multiphoton microscopy on live imaging.

More staff? They're very helpful, but seem to be very busy!

More imaging systems (7)

un second microscope upright (1) ?

Live imaging (Light sheet / spinning) (2)

Confocal (1)

Development of new technologies (1)

user-friendly superresolution approaches (1)

Créneaux sur l'IVIS très remplis (1)

Improvement for training and services (5)

Divergence des informations ou des conseils apportées par les formateurs

Journée présentation tous les équipements

Training, quality, assisted sessions need general improvement

Improve the quality and the time of the training (training too fast)

I think that the set up of the open desk was a great idea

there's a huge need to provide journals with quantitative data.

Improvement for systems (6)

Booking also by half hours

Stockage/Omero

La disponibilité des équipements

Access to Columbus

OPEN COLUMBUS TO THE CAMPUS FOR ADVANCED USERS

cell voyager registration: more time per lab

Le rappel aux utilisateurs d'une propreté irréprochable après utilisation des équipements.



*Satisfaisant voire très satisfaisant concernant la qualité de l'équipement, la disponibilité et le panel de logiciels utilisables pour les différents travaux scientifiques (pour un utilisateur autonome).

*Restez une plate-forme humaine en résistant à l'avalanche bureaucratique

Your comments and suggestions:?

- 14 responses to this question (with some multiple request)

**More staff
(2)**

keep up the good work!
Thank you for the very nice atmosphere in the facility. It's pleasant to work there.
Gardez le même cap pour demeurer la meilleure plate-forme de Pasteur
continuez comme ça!
Merci à l'équipe Imagopole pour son implication et sa disponibilité.
merci pour votre disponibilité !/Thank you for your availability

**More time on
microscope
(1)**

Ne serait-il pas possible de faire un système de réservation par personne (ex: 4h / utilisateur)?

**Improvement for
trainings
(4)**

Nevertheless, maybe a written basic operation guide/FAQ/Troubleshooting for the equipment would be nice.
Veiller à communiquer en anglais et en français –
organisation de rencontre en français des utilisateurs des différents équipements –
proposition de formation sur les "astuces" d'utilisation des différents systèmes (

**Improvement on system
(2)**

OPEN COLUMBUS TO THE CAMPUS FOR ADVANCED USERS
Un spinning disk avec une 4eme couleur ? (

Comparison to 2015: Rating average

	2015	2017
• Delay training	2,86	2,95
• Quality of trainings	3,46	3,45
• Delay assisted session	3,11	3,04
• Quality assisted sessions	3,66	3,34
• Quality of equipment offered	3,43	3,45
• Systems availability	3,23	3,07
• Quality of advice	3,56	3,43
• Data storage and transfer	3,30	3,15
• Renewal of existing equipment	3,06	2,97
• New technologies recently acquired	3,32	3,09
• Global satisfaction	3,47	3,32

Comparison to 2015: Very Satisfied + Satisfied

	2015	2017
• Delay training	69 %	78 %
• Quality of trainings	90 %	92 %
• Delay assisted session	80 %	83 %
• Quality assisted sessions	94 %	93 %
• Quality of equipment offered	94 %	97 %
• Systems availability	96 %	83 %
• Quality of advice	94 %	91 %
• Data storage and transfer	92 %	84 %
• Renewal of existing equipment	77 %	81 %
• New technologies recently acquired	89 %	88 %
• Global satisfaction	3,47	3,32

