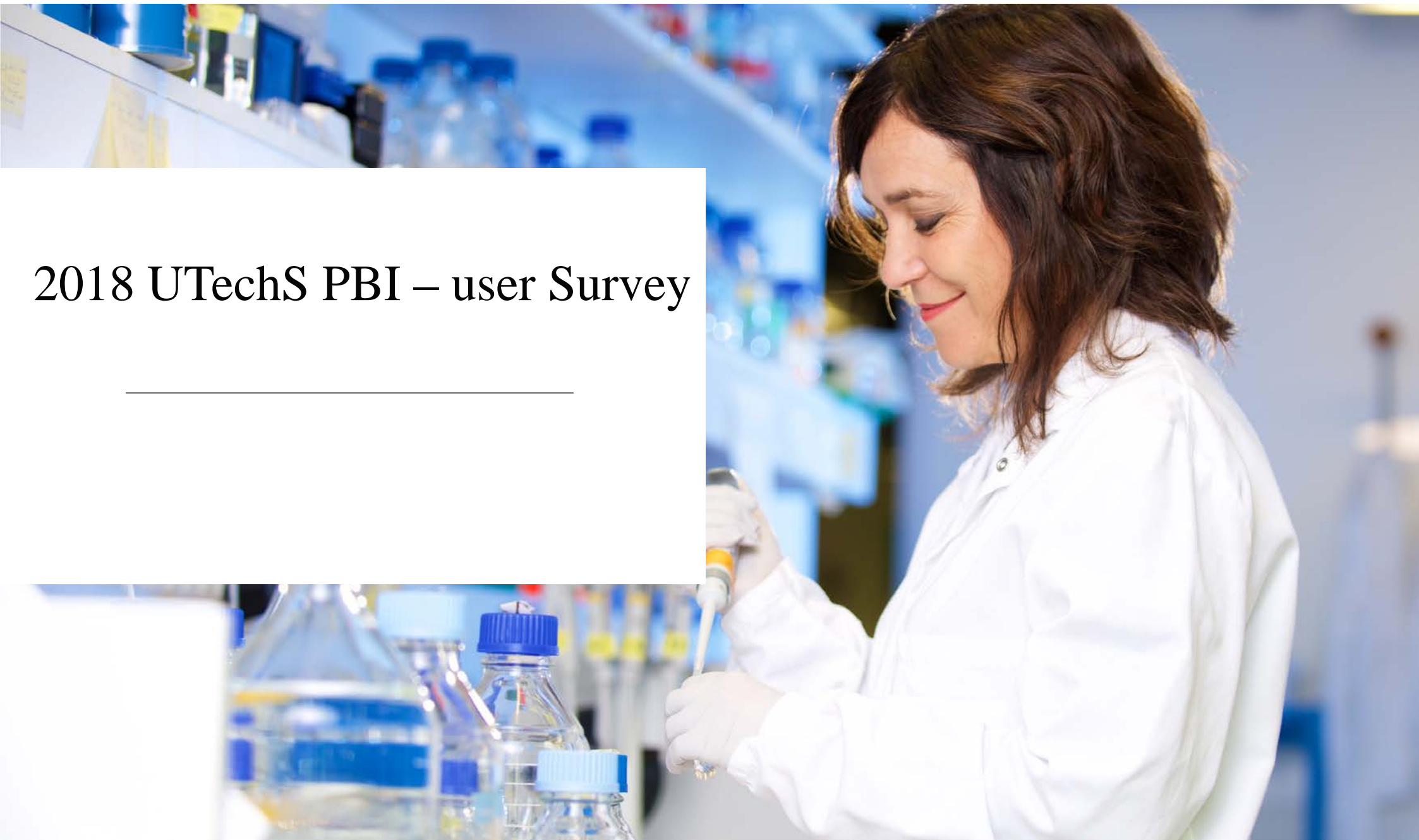




Institut Pasteur

2018 UTechS PBI – user Survey



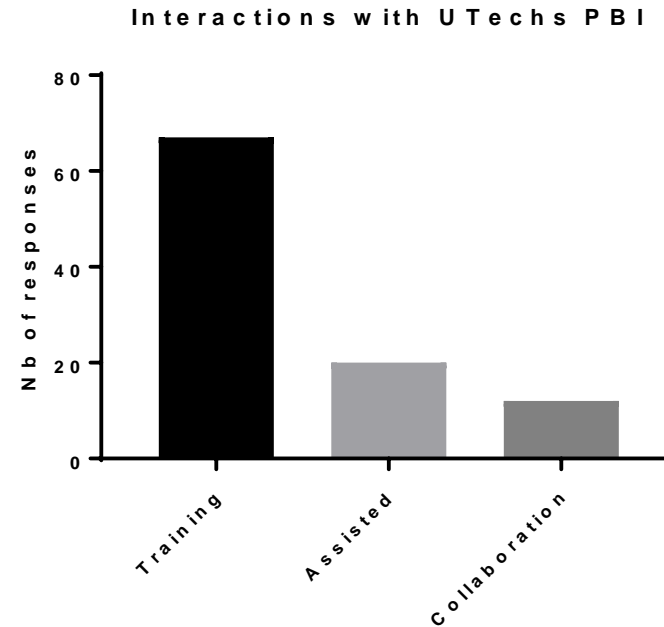
Changes compare to 2017

- Survey on the collaboration process
- Send to 391 users or collaborators (based on one year activity)
 - 299 autonomous user (282 IP + 17 ext)
 - 92 assisted users or collaborators (87 IP +5 ext)
- 4 possibles responses per questions : Very Satisfied/ Satisfied/Dissatisfied/ Very Dissatisfied
- If check the dissatisfied or very dissatisfied, user have to fill a text response « why are you dissatisfied ? »
- 119 responses with 77 completes and 42 non completes
- I will analyse only the 77 completes responses (vs 115 in 2017) it represents 20 % of the user (above 15% the survey is valid)
- Collection duration 2 months : 1st of october to November 30th. (vs 3 months last year)

What are your interactions with UTechS PBI ?

77 responses (391 users)

Training (autonomous user)	67
Assisted session (assisted user)	20
Collaboration (collaborator)	12



Training (autonomous user) – Response time

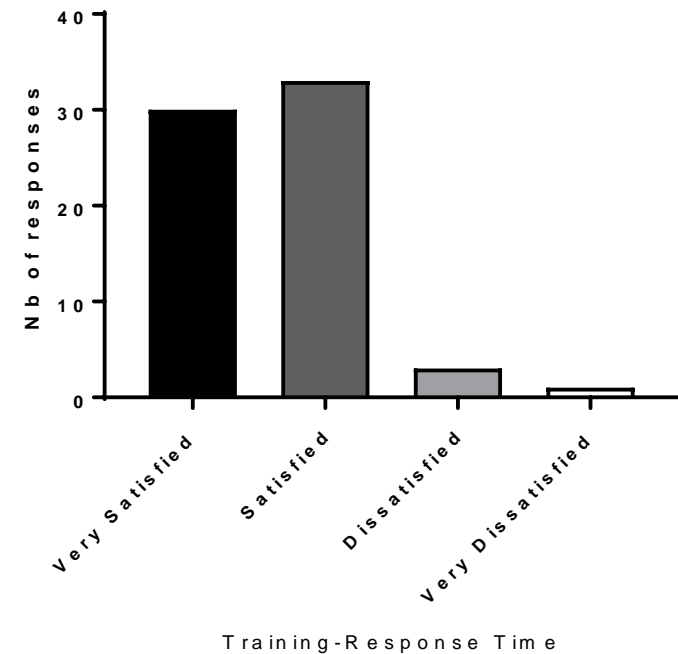
How would you rate the response time to your training request ?

67 responses

Very Satisfied	30
Satisfied	33
Dissatisfied	3
Very Dissatisfied	1
<i>Rating Average*</i>	3,37

94,03 %

5,97 %



Why are you dissatisfied ?

I could not be trained to be an autonomous user
Temps d'attente trop long.
too long to have one
I have waited longtime to be trained for using the microscope

*Rating average
 1 is the worst and 4 is the best
 Not applicable are not score
 $= \frac{VS*4+S*3+IN*2+D*1}{(Res - NA)}$



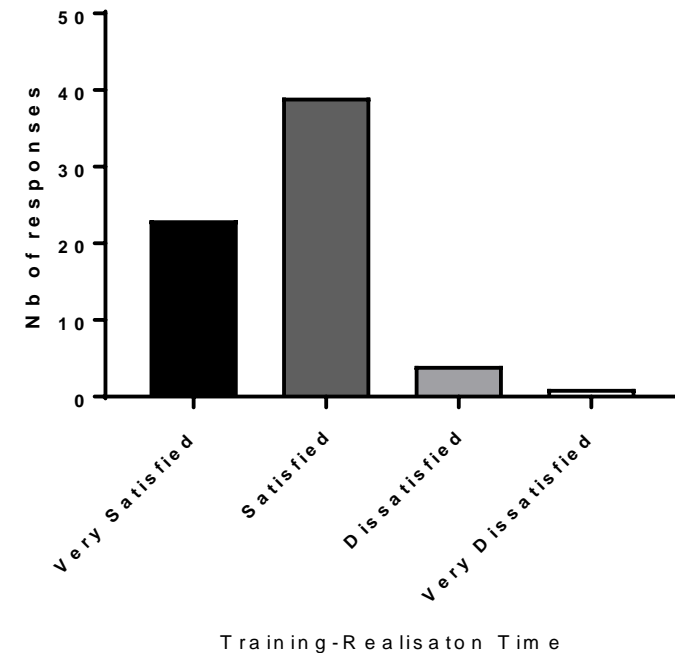
Training (autonomous user) – Realisation time

How would you assess the time of realisation of the training after the first contact ? *67 responses*

Very Satisfied	23
Satisfied	39
Dissatisfied	4
Very Dissatisfied	1
<i>Rating Average</i>	3,25

92,54 %

7,46 %



Why are you dissatisfied ?

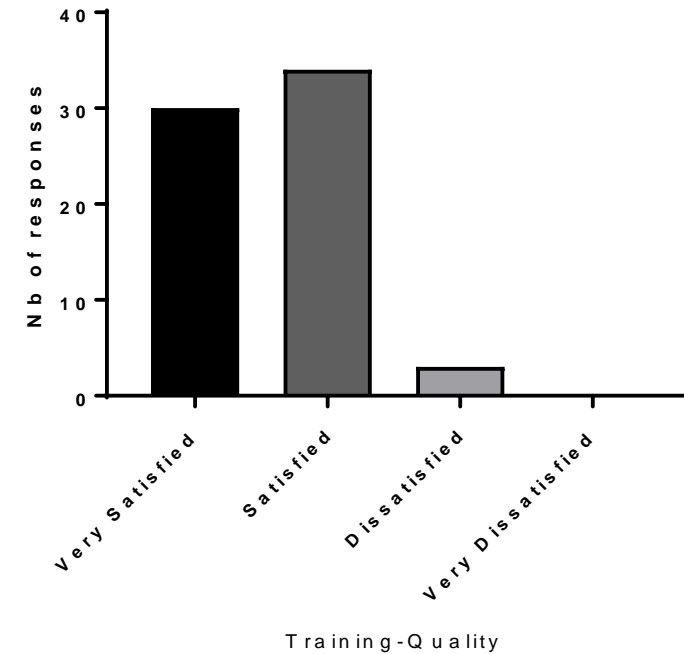
*One request of training was resolved very quickly but the other from 01/10 is still pending
I could not be trained to be an autonomous user
Temps d'attente trop long.
Trop long
The same*

Training (autonomous user) – Quality

How would you assess the quality of training ?

67 responses

Very Satisfied	30	95,52 %
Satisfied	34	
Dissatisfied	3	4,48 %
Very Dissatisfied	0	
<i>Rating Average</i>	3,40	



Why are you dissatisfied ?

*I could not be trained to be an autonomous user
formation pratique trop courte
Training session was too fast. No survey performed to secure training was efficient.*

Trainings (autonomous user)

the **response time** to your training request **Satisfied** **Rating average**
94,03 % **3,37**

I could not be trained to be an autonomous user
Temps d'attente trop long.
too long to have one
I have waited longtime to be trained for using the microscope

the **time of realisation** of the training after the first contact **92,54 %** **3,25**

One request of training was resolved very quickly but the other from 01/10 is still pending
I could not be trained to be an autonomous user
Temps d'attente trop long.
Trop long
The same

the **quality** of training **95,52 %** **3,40**

I could not be trained to be an autonomous user
formation pratique trop courte
Training session was too fast. No survey performed to secure training was efficient.

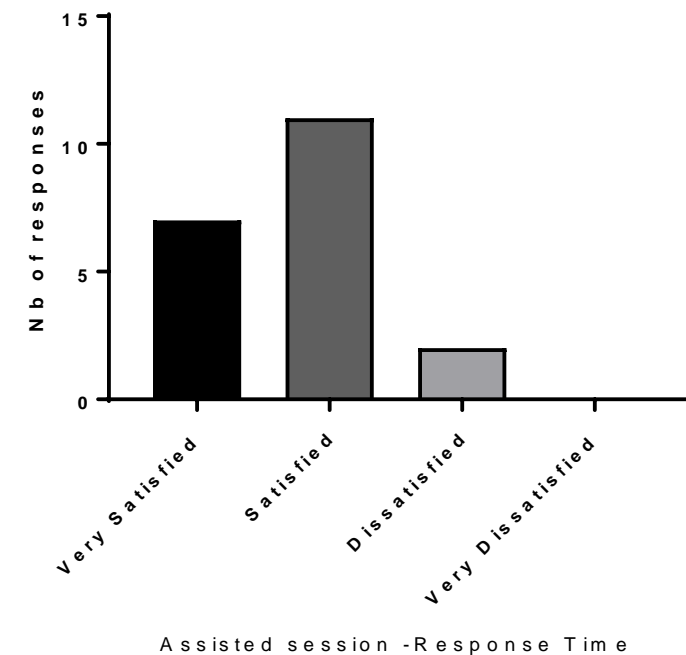


Assisted session (assisted user) – Response time

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

20 responses

Very Satisfied	7	90,00 %
Satisfied	11	
Dissatisfied	2	10,00 %
Very Dissatisfied	0	
<i>Rating Average</i>	3,37	



Why are you dissatisfied ?

*Plus d'un mois avant d'avoir une réponse
Long time taken to arrange session*

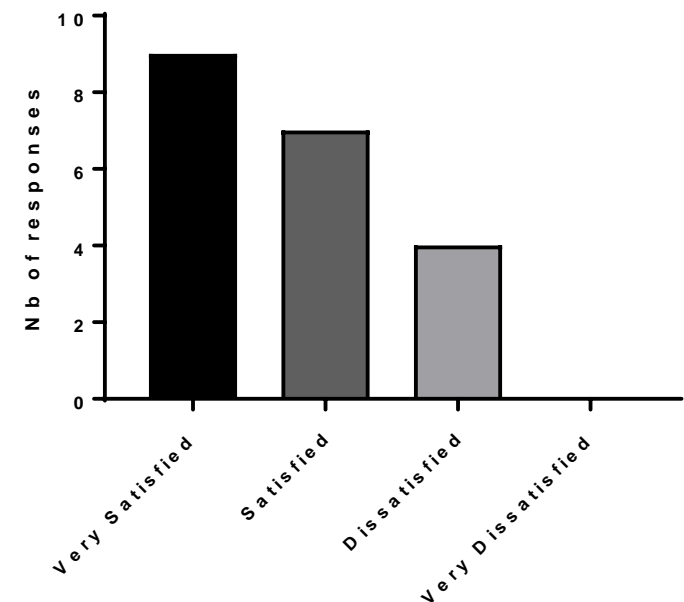


Assisted session (assisted user)– Realisation time

How would you assess the time of realisation of the service following the acceptance of the assisted session?

20 responses

Very Satisfied	9	80,00 %
Satisfied	7	
Dissatisfied	4	20,00 %
Very Dissatisfied	0	
<i>Rating Average</i>	3,25	



Assisted session - Realisation Time

Why are you dissatisfied ?

*It took a long time to get a session for the start and long durations for additional sessions
length of time between sessions makes it hard to move forwards with project
délai long pour obtenir une séance assistée*

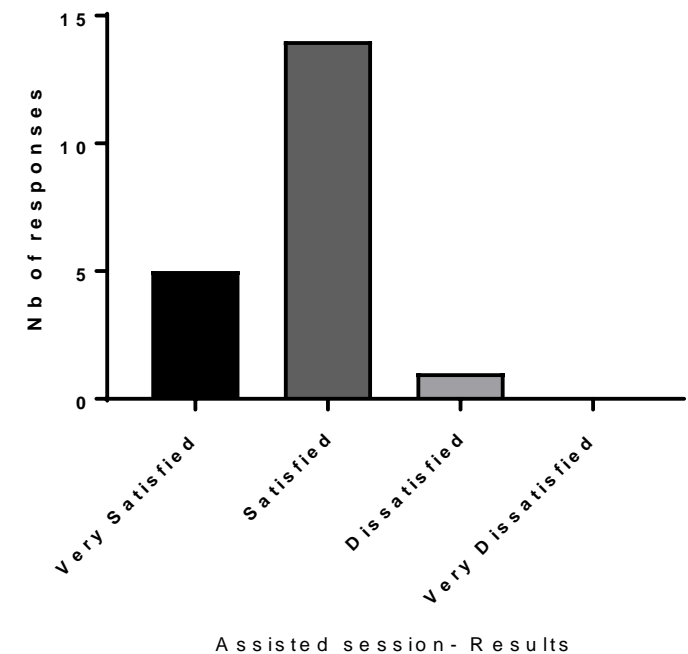


Assisted session (assisted user)– Results

How would you assess the results that were provided to you?

20 responses

Very Satisfied	5	95,00 %
Satisfied	14	
Dissatisfied	1	05,00 %
Very Dissatisfied	0	
<i>Rating Average</i>	3,2	



Why are you dissatisfied ?

Focus was lost during the acquisition



Assisted session (assisted user)– Quality

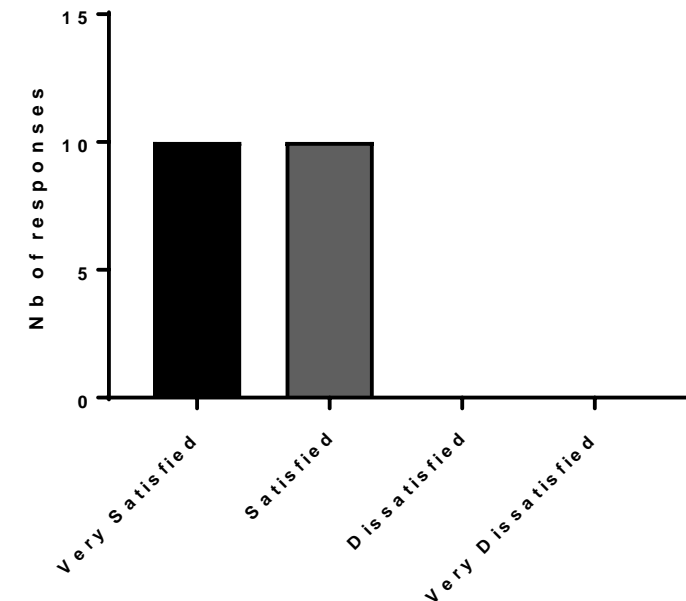
How would you assess the quality of the sessions ?

20 responses

Very Satisfied	10
Satisfied	10
Dissatisfied	0
Very Dissatisfied	0
<i>Rating Average</i>	3,5

100,00 %

0,00 %



Assisted session -Quality

Why are you dissatisfied ?

..

Assisted session (assisted user)

the **response time** to your training request

Satisfied	Rating average
94,03 %	3,37

I could not be trained to be an autonomous user
Temps d'attente trop long.
too long to have one
I have waited longtime to be trained for using the microscope

the **time of realisation** of the training after the first contact

92,54 %	3,25
---------	------

One request of training was resolved very quickly but the other from 01/10 is still pending
I could not be trained to be an autonomous user
Temps d'attente trop long.
Trop long
The same

the **quality** of training

95,52 %	3,40
---------	------

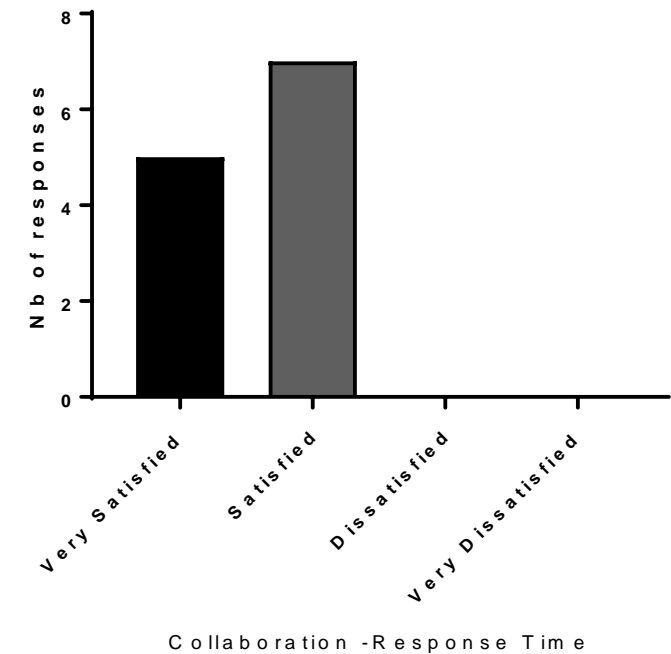
I could not be trained to be an autonomous user
formation pratique trop courte
Training session was too fast. No survey performed to secure training was efficient.

Collaboration (Collaborator) – Response time

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

12 responses

Very Satisfied	5	100,00 %
Satisfied	7	
Dissatisfied	0	0,00 %
Very Dissatisfied	0	
<i>Rating Average</i>	3,42	



Why are you dissatisfied ?

..

Collaboration (Collaborator) – Realisation time

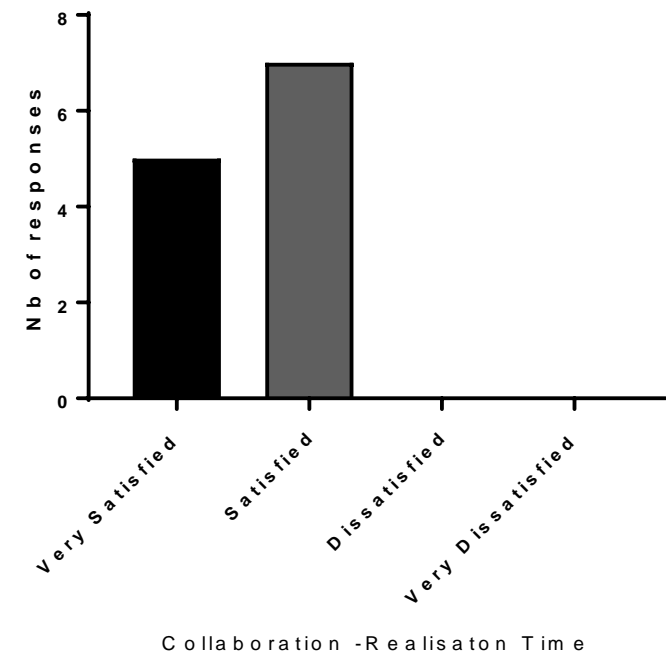
How would you assess the time of realisation of the project following the acceptance of the collaboration ?

12 responses

Very Satisfied	5
Satisfied	7
Dissatisfied	0
Very Dissatisfied	0
<i>Rating Average</i>	3,42

100,00 %

0,00 %



Why are you dissatisfied ?

..

Collaboration (Collaborator) – Results

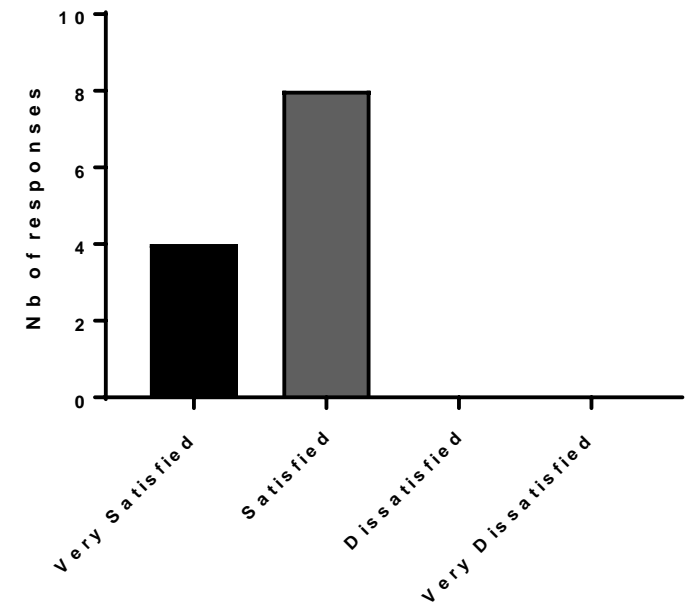
How would you assess the results that were provided to you?

12 responses

Very Satisfied	4
Satisfied	8
Dissatisfied	0
Very Dissatisfied	0
<i>Rating Average</i>	3,33

100,00 %

0,00 %



Collaboration - Results

Why are you dissatisfied ?

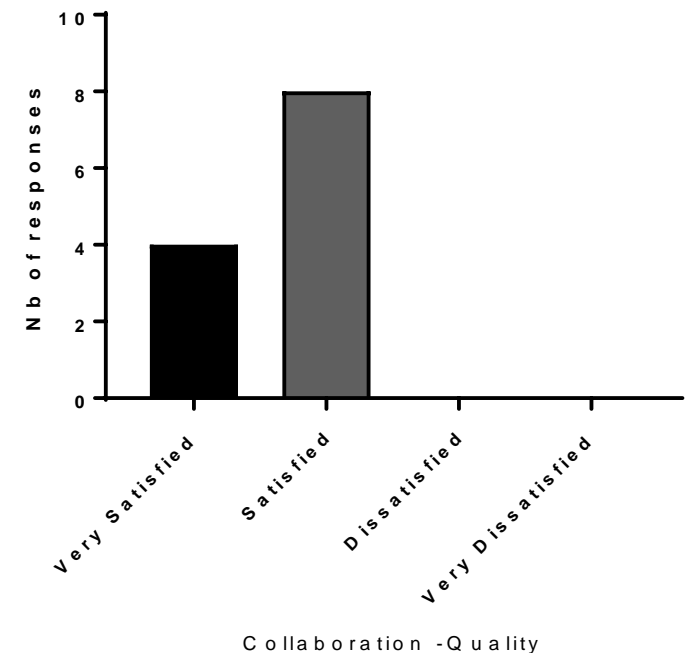
..

Collaboration (Collaborator)– Quality

How would you assess the quality of the collaboration ?

12 responses

Very Satisfied	4	100,00 %
Satisfied	8	
Dissatisfied	0	0,00 %
Very Dissatisfied	0	
<i>Rating Average</i>	3,33	



Why are you dissatisfied ?

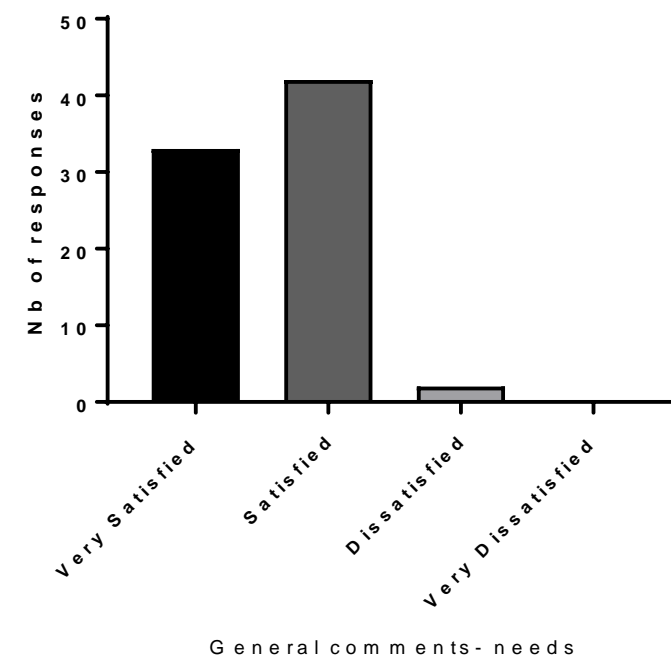
..

General comments – Needs

Do the proposed facilities meet your needs ?

77 responses

Very Satisfied	33	97,40 %
Satisfied	42	
Dissatisfied	2	2,60 %
Very Dissatisfied	0	
<i>Rating Average</i>	3,40	



Why are you dissatisfied ?

*Not all the equipment is available to be used as an autonomous user. Long waiting times.
Requirement for 3D STORM for super resolution imaging*

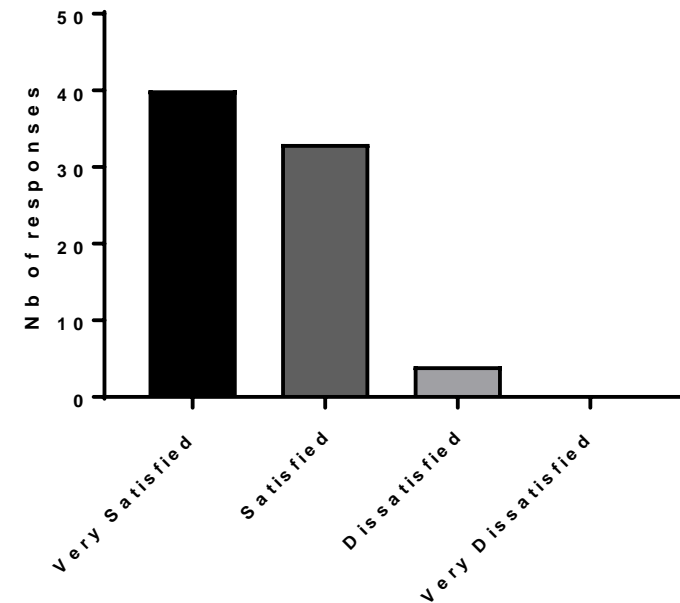


General comments – quality equipments

How would you assess the quality of equipments offered ?

77 responses

Very Satisfied	40	94,81 %
Satisfied	33	
Dissatisfied	4	5,19%
Very Dissatisfied	0	
<i>Rating Average</i>	3,47	



General comments - quality equipments

Why are you dissatisfied ?

*known problems with parts of the system that caused problems during the session
besoin de LSM plus récents et notamment Zen black
Some setups are not up to date anymore and would net an upgrade
Reccurent problems with FRAP using spinning disk microscope ultraview vox (laser not funtionning)*



General comments – system availability

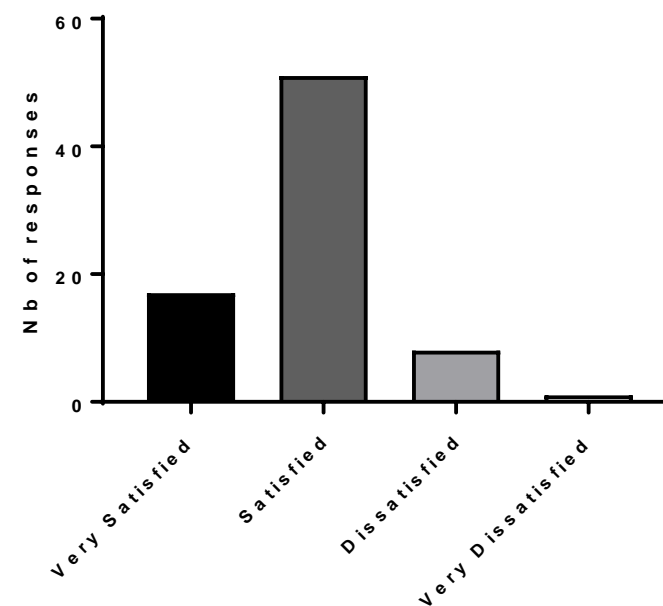
How would you assess the system availability ?

77 responses

Very Satisfied	17
Satisfied	51
Dissatisfied	8
Very Dissatisfied	1
<i>Rating Average</i>	3,09

88,31 %

11,69 %



General comments - disponibility equipments

General comments — system availability

How would you assess the system availability ?

77 responses

Why are you dissatisfied ?

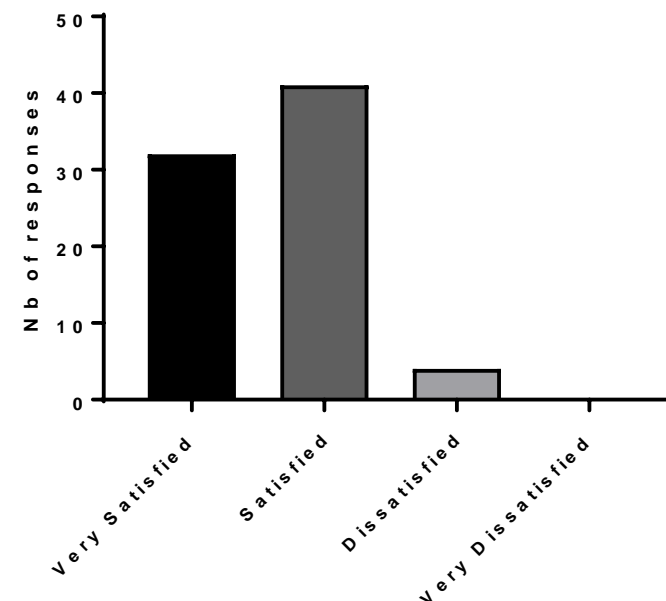
- * Spinning disk souvent saturé aux heures « classiques »*
- * Trop de monde sur l'IVIS*
- * la limitation du temps par équipe (et non par personne) est très contraignante quand beaucoup de personnes utilisent le même microscope*
- * limitation du nombre d'heures d'accès au confocal par unité et par semaine*
- * Certains équipements sont très voire trop demandés (les confocaux ont par exemple beaucoup d'utilisateurs qui nécessitent de très longue séance). Le quota 8h/individu hebdomadaire en "heures pleines" est trop élevé à mon avis. S'il est pris par 5 à 6 personnes, le confocal ne sera pratiquement plus disponible. De plus, les créneaux "heures creuses" n'ont pas de restriction et peuvent également être pris par des personnes ayant déjà 8h d'heures pleines, laissant peu de créneau restant pour les autres utilisateurs. Je serai pour une diminution du quota hebdomadaire par personne étant donné que de plus en plus d'étudiants/chercheurs utilisent les microscopes confocaux.*
- * It would be very helpful to be able to access Columbus for image analysis from our own computers, in a service that could still be paid but didn't required the users to be at the computers in the imaging facility.*
- * seulement 8 heure de réservation à l'avance par entité, cela représente peu quand un équipement est utilisé en routine par plusieurs membres d'une même entité*
- * Often it is booked in advance for weeks and difficult to get time at the systems*
- * Lots of users, hard to get sessions*

General comments – advice and solutions

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

77 responses

Very Satisfied	32	94,81 %
Satisfied	41	
Dissatisfied	4	5,19%
Very Dissatisfied	0	
<i>Rating Average</i>	3,36	



Why are you dissatisfied ?

takes too long sometimes to have a feedback on the request

Difficile de trouver des personnes disponibles au sein de la plateforme pour poser une question pratique (sur le fonctionnement des équipements)s quand c'est nécessaire

insuffisant

disponibilité des personnes au moment du problème insuffisante

General comments - advices and solutions

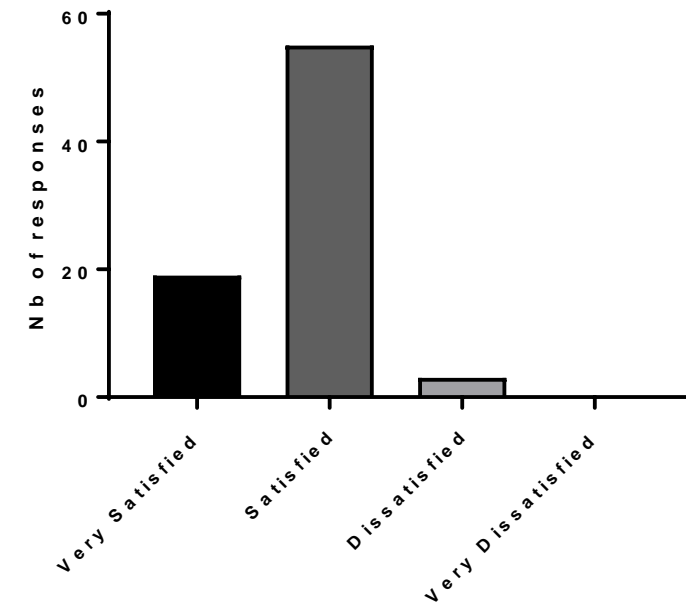


New technologies – renewal

How would you assess the renewal of existing equipment ?

77 responses

Very Satisfied	19	96,10 %
Satisfied	55	
Dissatisfied	3	3,90%
Very Dissatisfied	0	
<i>Rating Average</i>	3,21	



Why are you dissatisfied ?

I am for implementing more ambitious renewal program

As mentioned before some equipment is out of date. Time for replacing equipment when not functional is long.

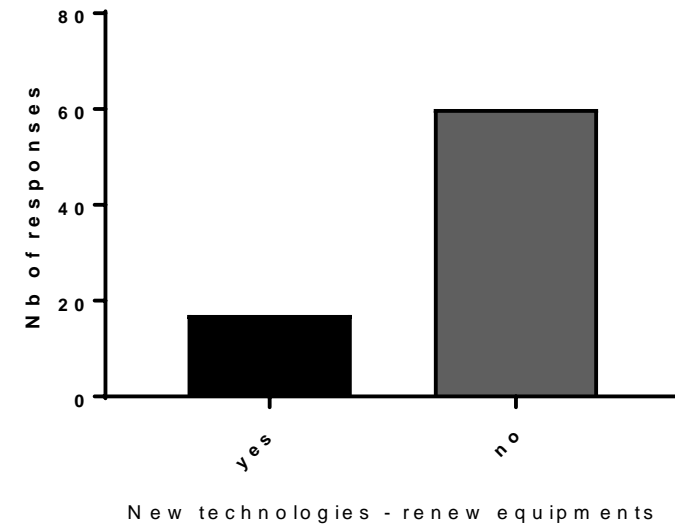
OPERA system too old, resolution not satisfactory

New technologies – need to renew

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

77 responses

Yes	17	22,08 %
No	60	77,92%

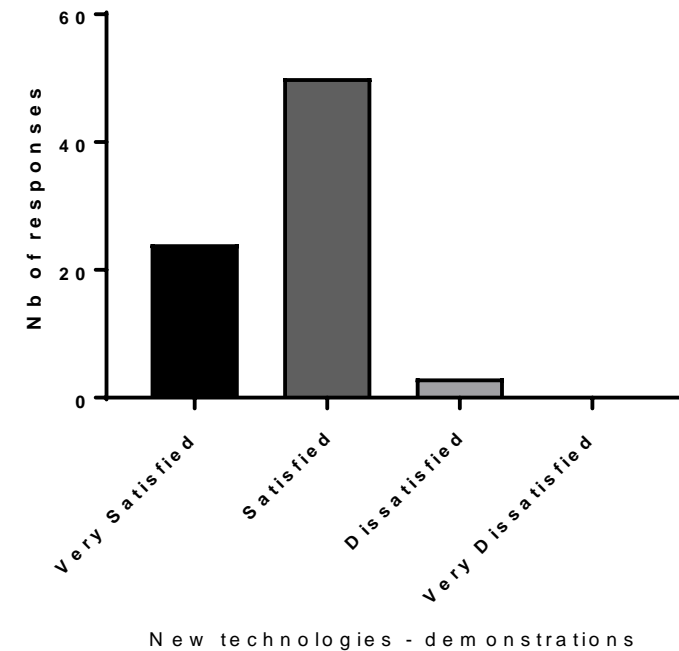


New technologies – demonstrations

How would you assess the quality and organisation for demonstrations of new materials ? (Phaseview / Spinning disk Andor/Spinning disk Nikon / workshop)

77 responses

Very Satisfied	24	96,10 %
Satisfied	50	
Dissatisfied	3	3,90%
Very Dissatisfied	0	
<i>Rating Average</i>	3,27	



Why are you dissatisfied ?

*last demonstration was communicated in a very short term
I am not aware of that
démonstration en français pour que tous les personnels soient concernés*

New technologies – new technology acquired

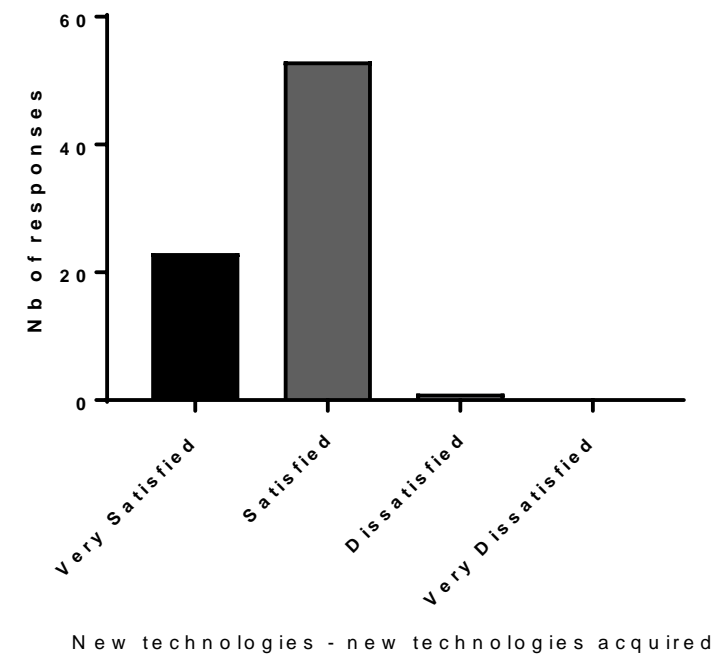
How would you assess the new technology recently acquired ?
(ultramicroscope)

77 responses

Very Satisfied	23
Satisfied	53
Dissatisfied	1
Very Dissatisfied	0
<i>Rating Average</i>	3,29

98,70 %

1,30%



Why are you dissatisfied ?

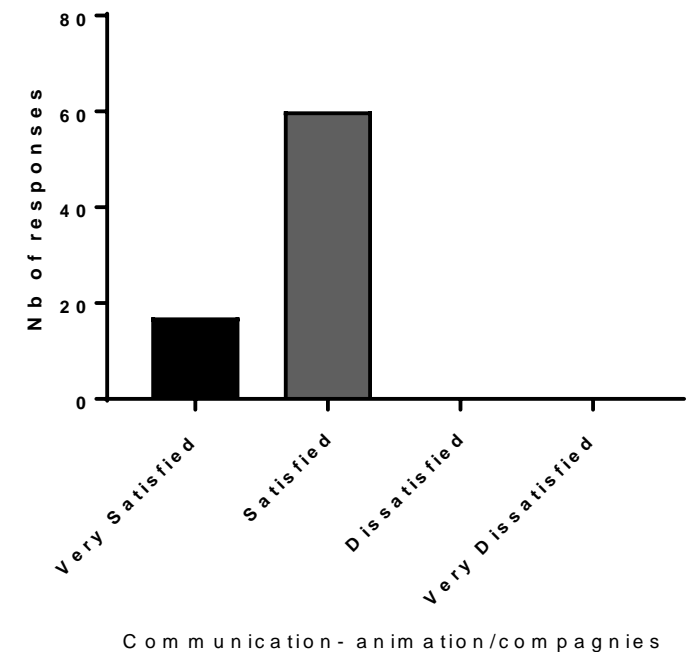
never used this technology.

Communication— animations, compagnies

How would you assess the animation, presentation from compagnies which have proposed to you ? (*Workshop/olympus*)

77 responses

Very Satisfied	17	22,08 %
Satisfied	60	
Dissatisfied	0	77,92 %
Very Dissatisfied	0	
<i>Rating Average</i>	3,22	

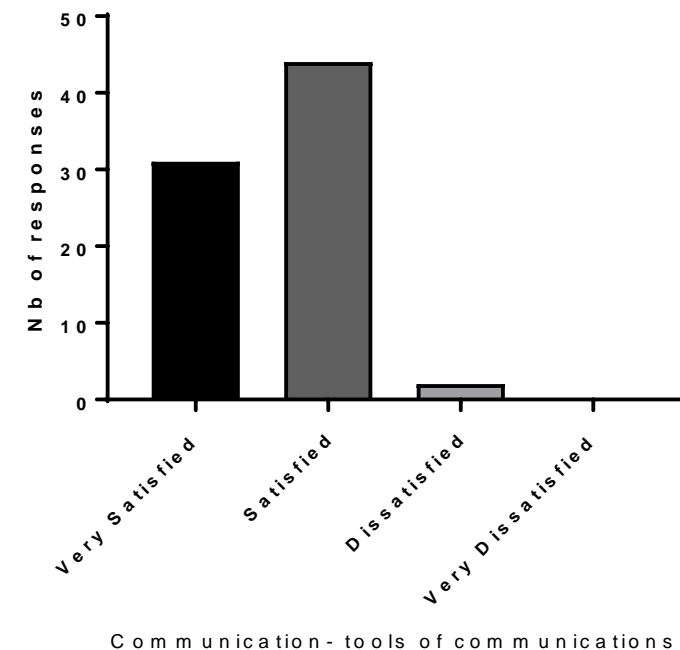


Communication— tools of communications

How would you assess the different tools of communications that have been proposed to you ? (*open desk, survey, mail (PBI.contact@pasteur.fr et PBI.feedback@pasteur.fr)*)

77 responses

Very Satisfied	31	97,40 %
Satisfied	44	
Dissatisfied	2	2,60 %
Very Dissatisfied	0	
<i>Rating Average</i>	3,38	



Why are you dissatisfied ?

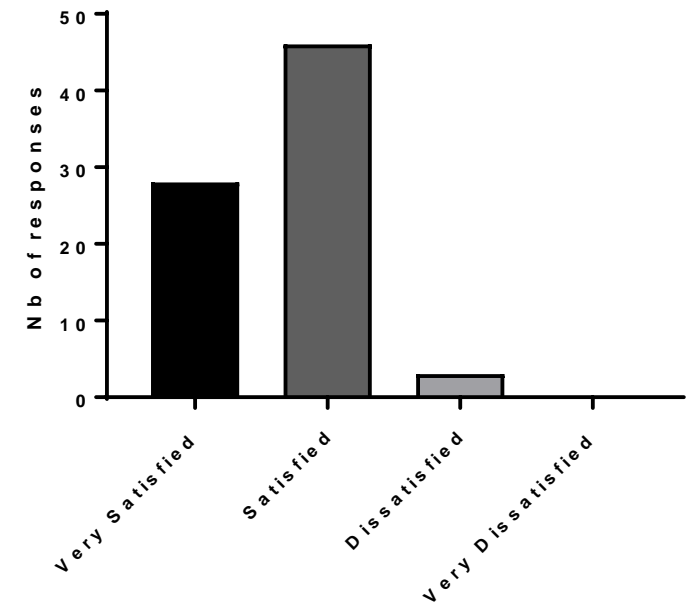
*More direct interaction, no need always to pass for the open desk
possibilité de communiquer aussi en français*

UtechS PBI— overall satisfaction

What is your overall satisfaction?

77 responses

Very Satisfied	28	96,10 %
Satisfied	46	
Dissatisfied	3	3,90 %
Very Dissatisfied	0	
<i>Rating Average</i>	3,32	



Why are you dissatisfied ?

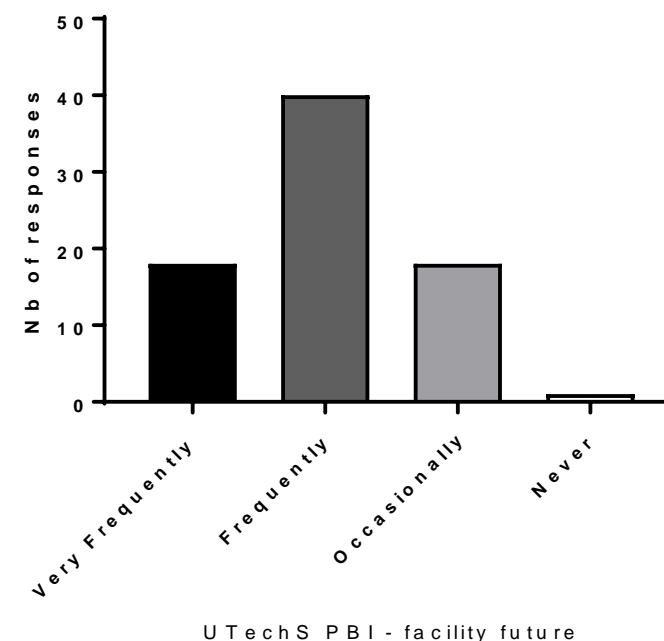
delay from request to access at times too long
I could not work independent as I wanted
N'a pas répondu au besoin

UtechS PBI– use the facility in future

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

77 responses

Very frequently (more than once a week)	18
Frequently (more than once a month)	40
Occasionally (less than once a month)	18
Never	1

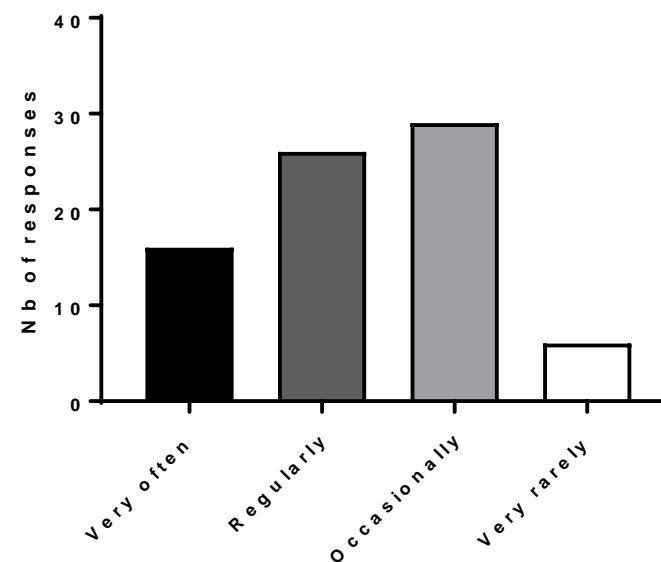


UtechS PBI– how many time

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

77 responses

Very often (once a week)	16
Regularly (once every 2 weeks)	26
Occasionally (once a month)	29
Very rarely (once or twice a year)	6



U TechS PBI - how many time future

UtechS PBI— advise to colleagues

Would you advise your colleagues to work with us?

77 responses

Yes	77	100,0 %
No	0	0,00%

