



Institut Pasteur

# IAH 2020 user survey results.

January 2021

# Satisfaction survey 2020.

- As last year: used the Pasteur tool:  
forms.pasteur.fr
- 34 answers (35 last year).

\*Êtes-vous satisfait de l'aide que vous obtenez lors des open-desks?

! Veuillez sélectionner une réponse ci-dessous

☐ 😄 Très satisfaisant

☐ 😊 Satisfaisant

☐ 😞 Insatisfaisant

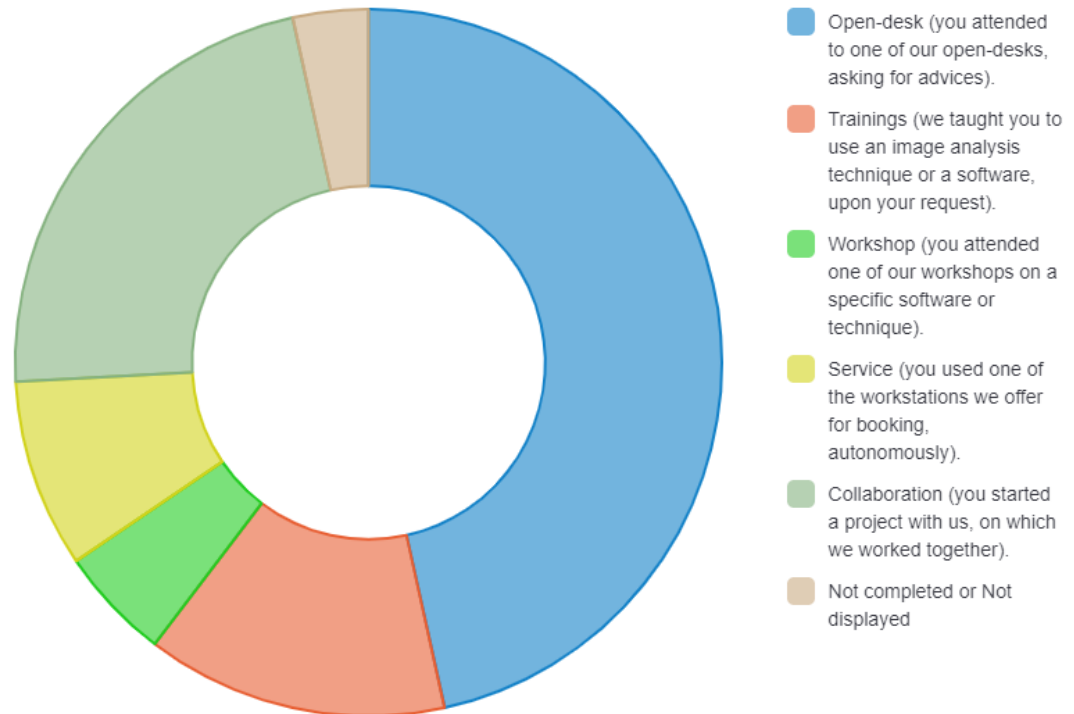
☐ 😡 Très insatisfaisant

# Satisfaction survey 2020.

What are your interactions with the Image Analysis Hub?

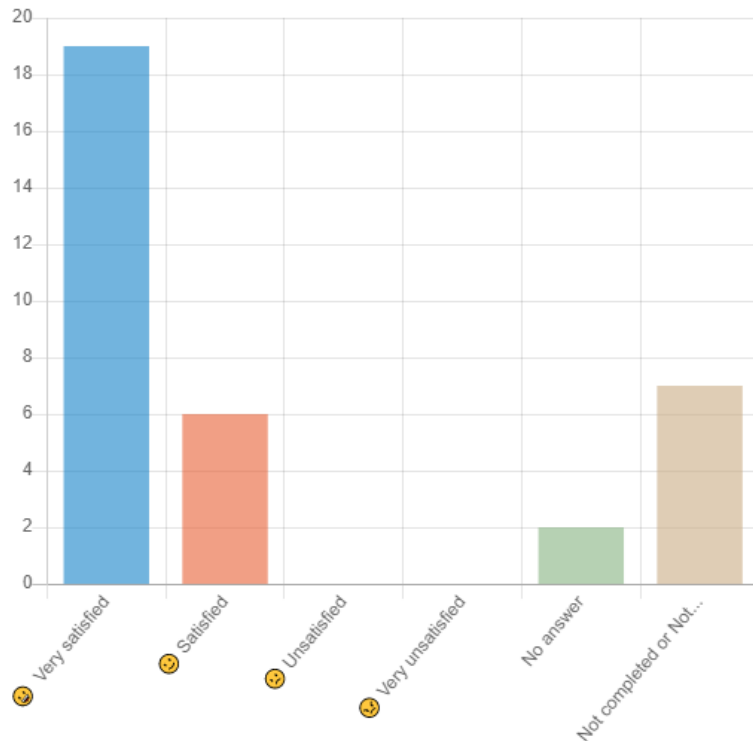
Answer	Count	Gross percentage
Open-desk (you attended to one of our open-desks, asking for advices). (SQ004)	27	79.41%
Trainings (we taught you to use an image analysis technique or a software, upon your request). (SQ001)	8	23.53%
Workshop (you attended one of our workshops on a specific software or technique). (SQ005)	3	8.82%
Service (you used one of the workstations we offer for booking, autonomously). (SQ002)	5	14.71%
Collaboration (you started a project with us, on which we worked together). (SQ003)	13	38.24%
Not completed or Not displayed	2	5.88%
<b>Total(gross)</b>	<b>58</b>	<b>100.00%</b>

How do people use the facility?

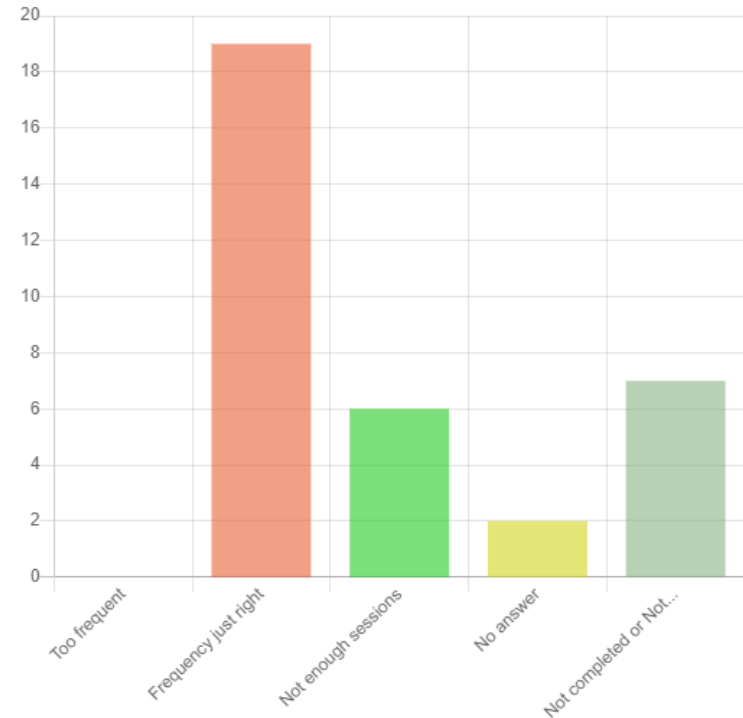


# Open-desk questions.

Are you satisfied with the help you get during the open-desk sessions?



What do you think of the frequency of the open-desk sessions?

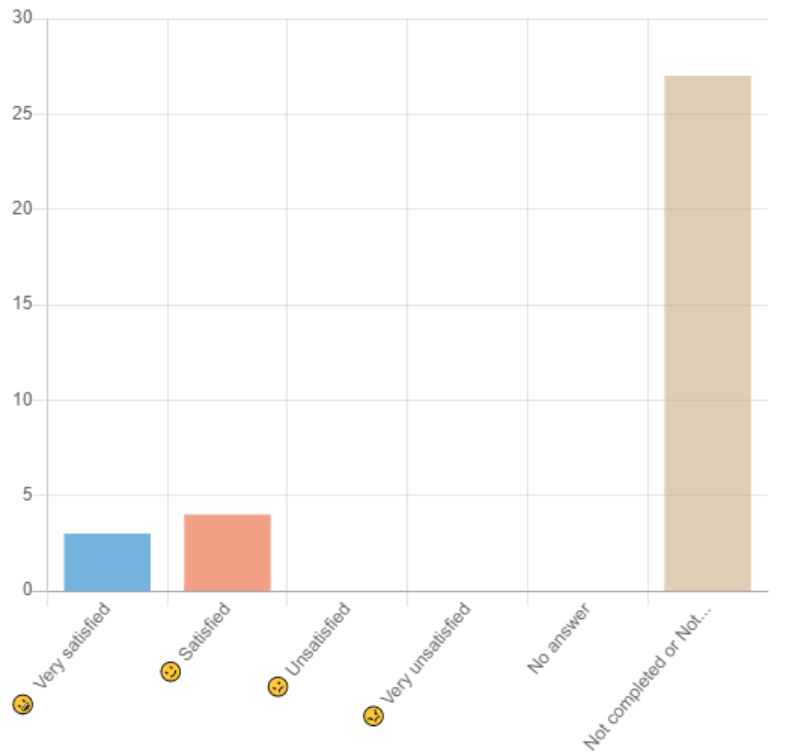


Open-desks is a strong and useful activity of our facility: Users love it and for us it simplifies greatly the throughput of request.

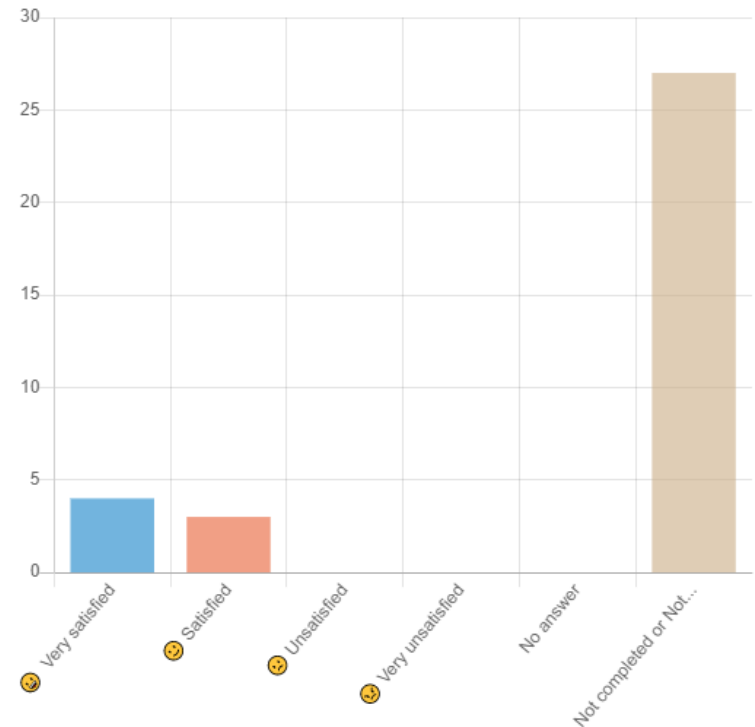
This year most of the open-desks happened remotely. There were clearly fewer people coming, but apparently they were still happy with the quality. *Roughly the same statistics than last year.*

# Training requests questions.

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



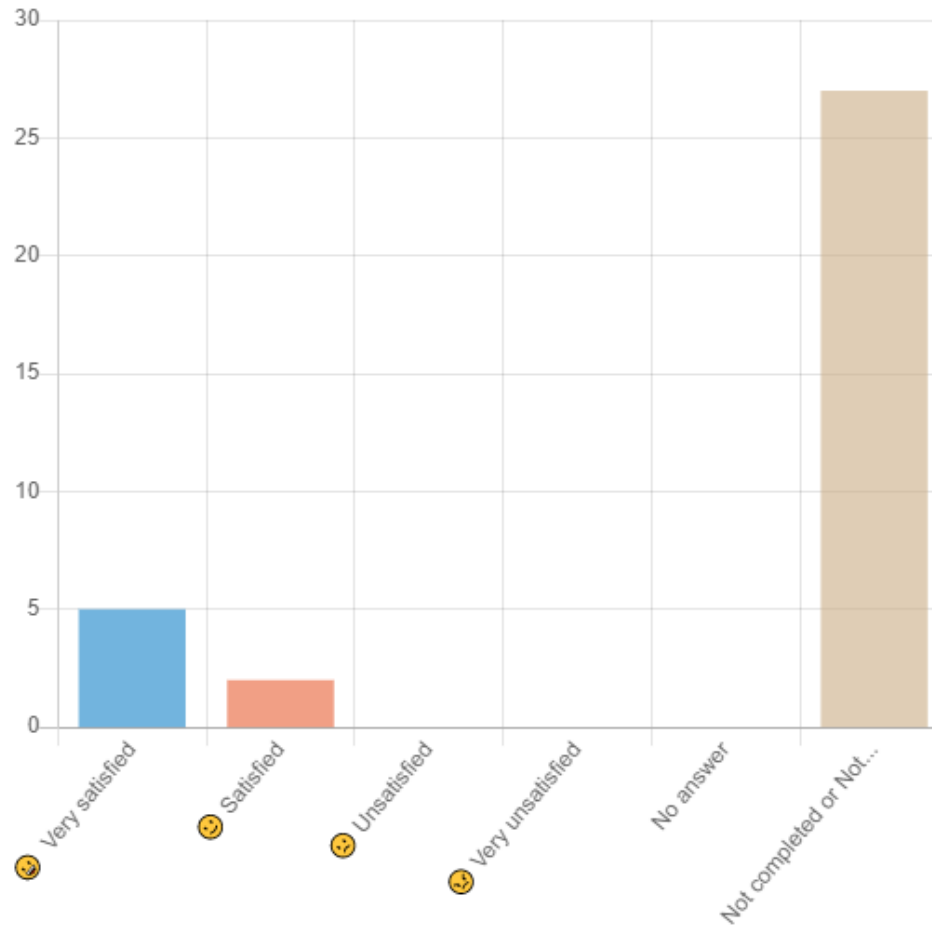
How would you assess the time of realization of the training after the first contact?



Users are happy with the content of our trainings, and the time it takes us to deliver it.  
*Roughly the same statistics than last year.*

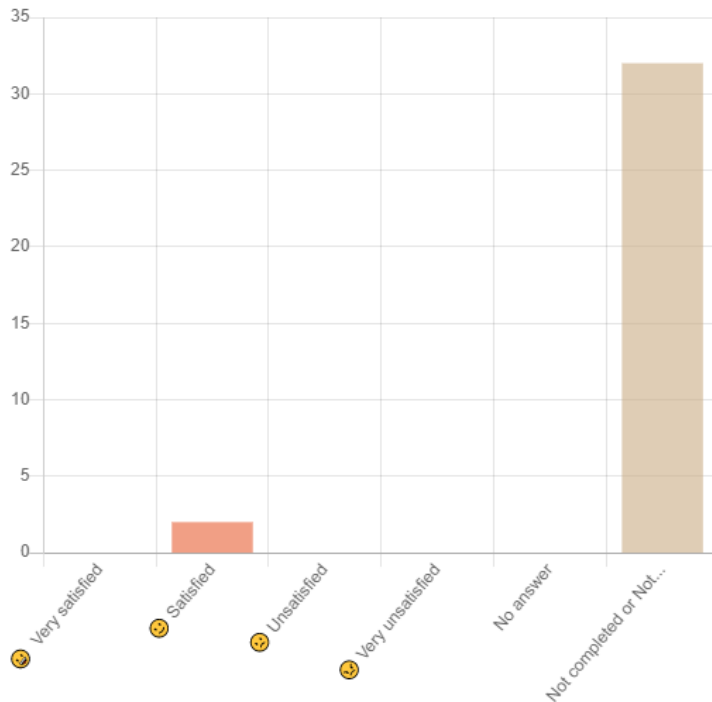
# Training requests questions.

How do you rank **the quality of the trainings**?

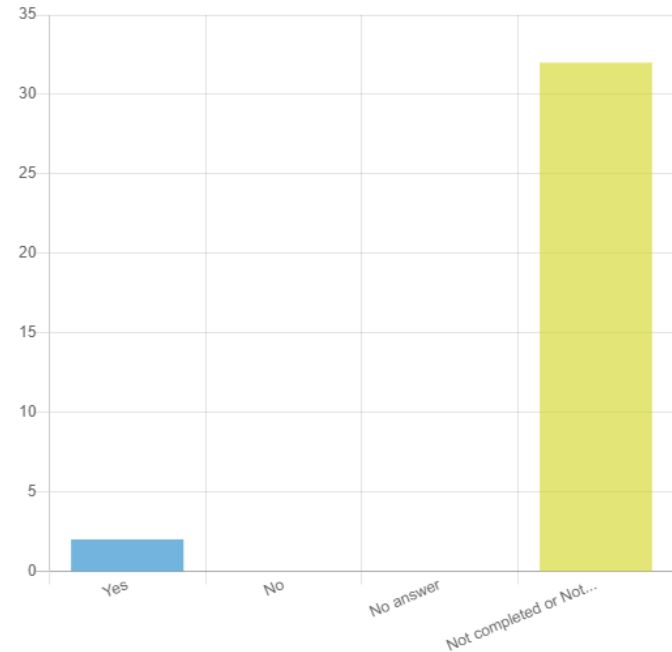


# Workshop questions.

Are you satisfied with the **quality** (content, shape) of the workshops we deliver?



Do you think there **are enough workshops** organised by the IAH each year?



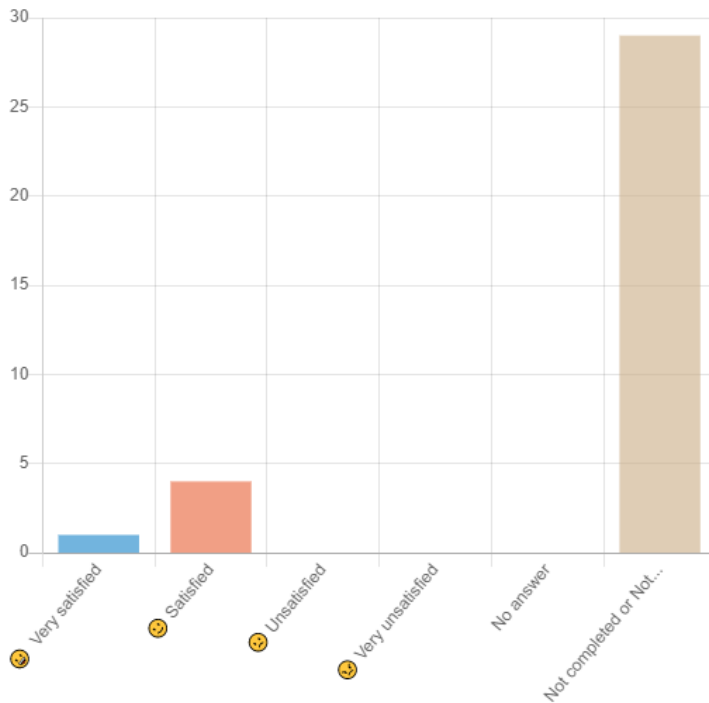
In 2020, the only workshops or lecture that have not been canceled were:

- The PAFM Pasteur school.
- The PhD program.

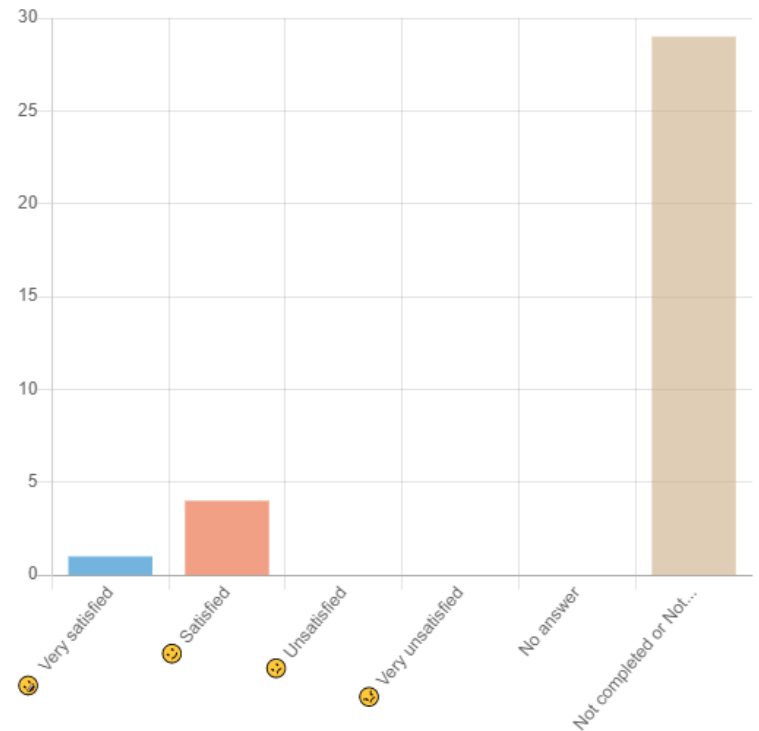
It's likely that their evaluation by the users is to be found on the survey specific to these events, not in this general survey.

# Workstations questions.

How would you rate the availability of the workstations?



Are you satisfied with the workstations?



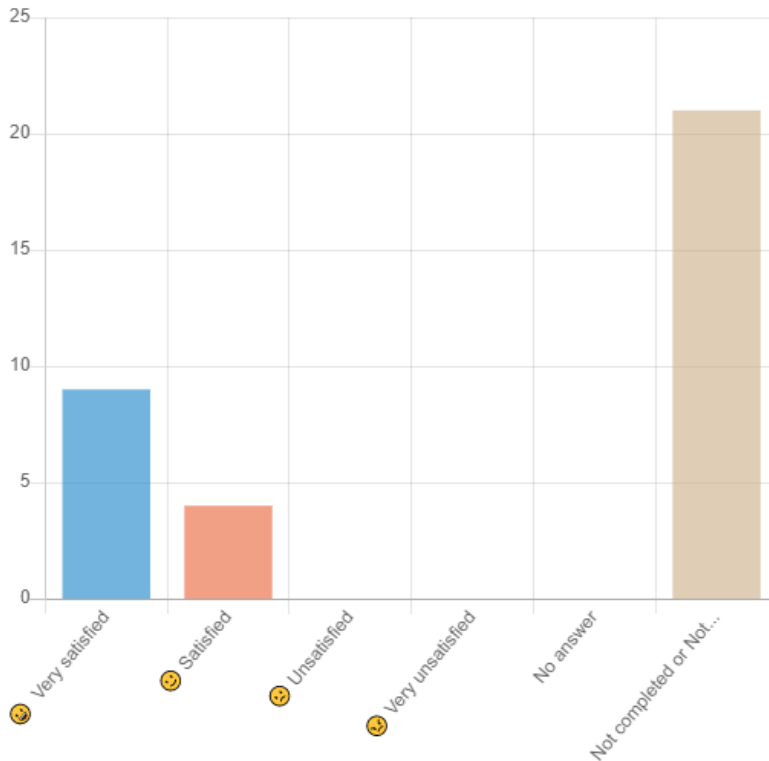
Lockdown: less people on campus, so less access to workstation and less answers in this group.

Also this year was special because we tried to offer workstation access remotely, using the VDI technology starting with the first lockdown (Imaris on Megadeth, Huygens on Deftones). Imaris did not work so well there (unknown technical problems), so this may explain why we get less enthusiastic answers this year.



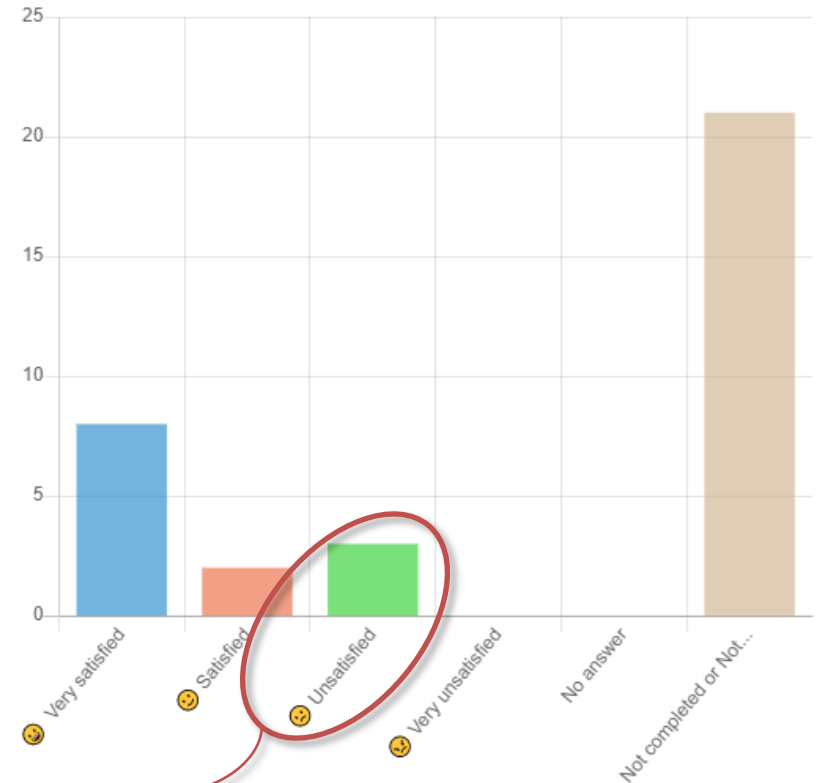
# User projects questions.

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



No dissatisfaction here!

How would you rank the **time needed to deliver** the project?



But some here (3 people, last year was 1).

# User projects questions.

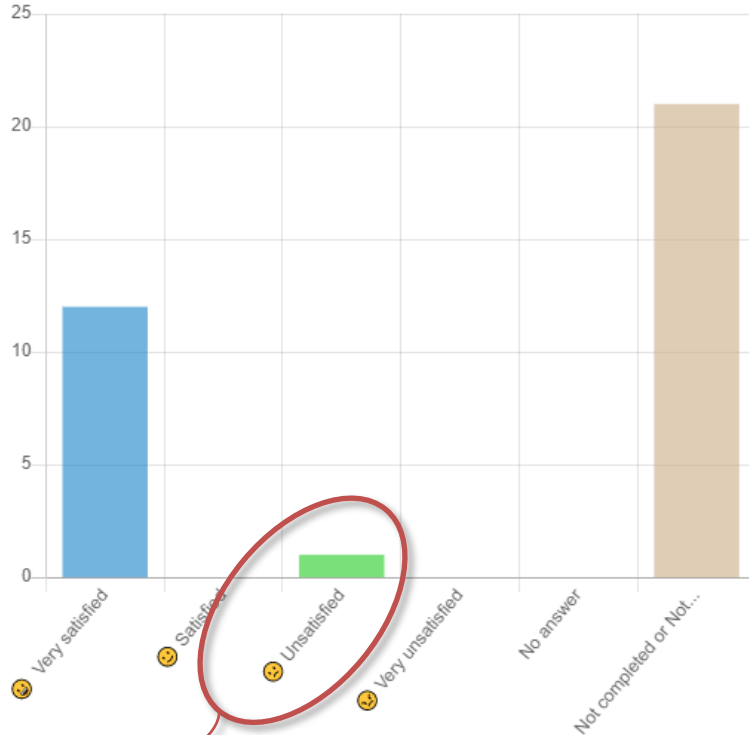
**Why you are dissatisfied with the time needed to deliver the project?**

- *Il semble que les effectifs soient trop justes pour la demande...*
- *Not Relevant. Project not finished.*
- *The handling, quality and interactions are very good, but I think you are all demanded and overloaded with several projects + courses/trainings so the time dedicated for each project is morceled.*

Remember that 2020 was the year were we moved from 4.2 staff to 3.2 staff. And it was incredibly hard. We expect the satisfaction on delays to be really down.

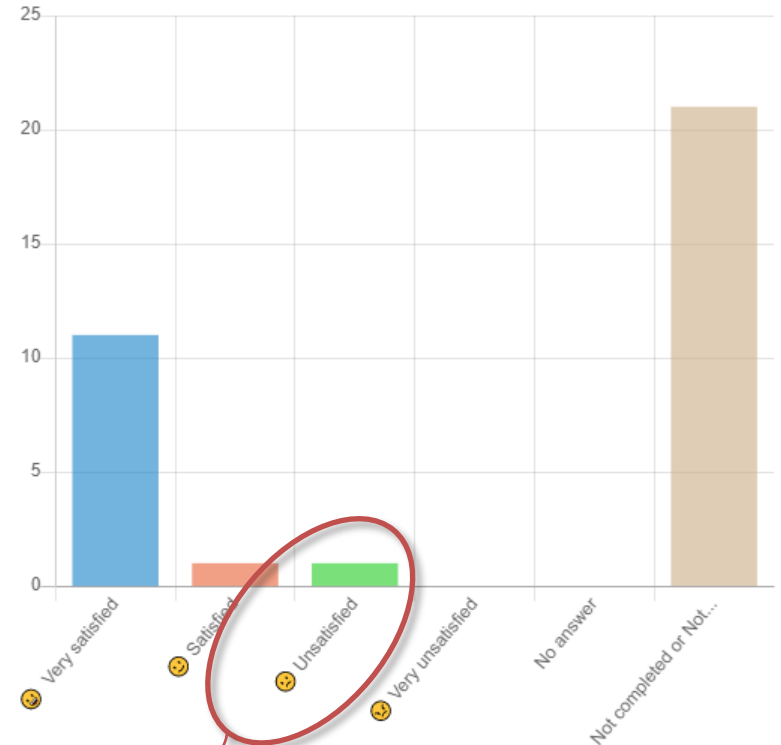
# User projects questions.

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



*"Not Relevant. Project not finished."*

How would you assess the **quality** of the collaboration ?

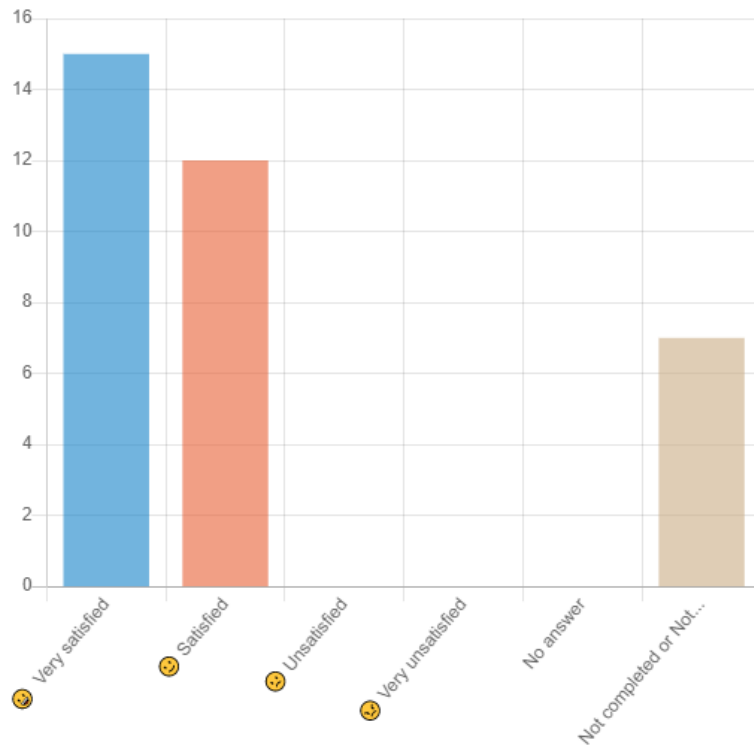


*"Not Relevant. Project not finished."*

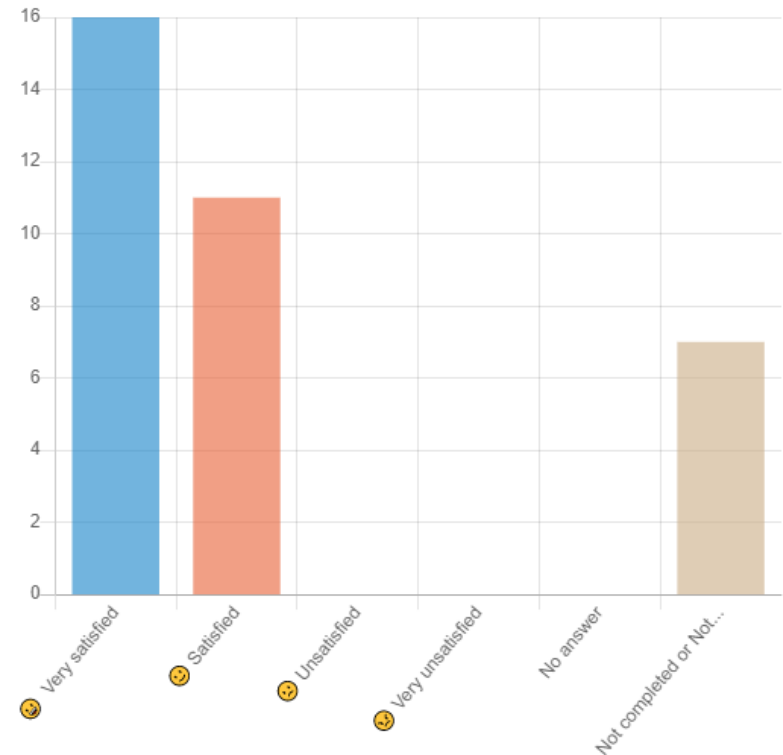
***The satisfaction on quality is a bit better than last year.***

# Overall service quality questions.

Do the services offered (workstations, software, trainings, collaborations, ...) **meet your needs**?



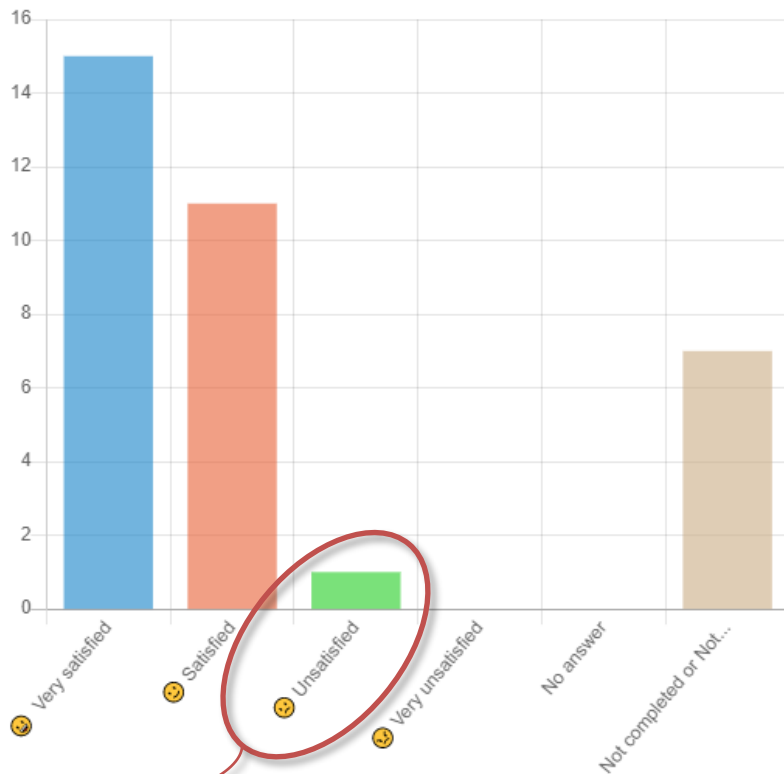
How would you assess the **quality of services** offered ?



Good facility design, that provide quality services.  
Like last year.

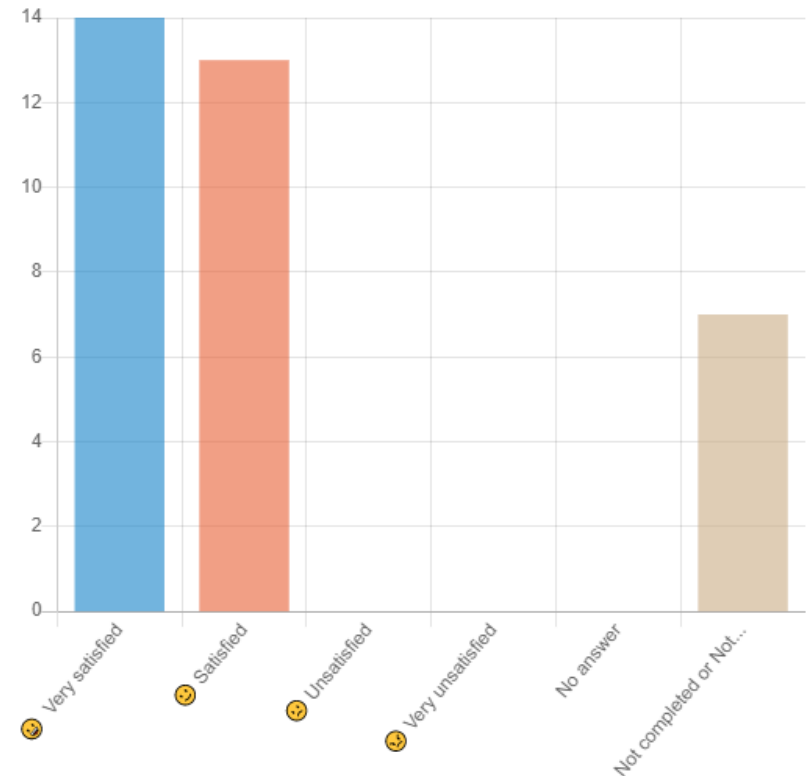
# Overall service quality questions.

How would you assess the **availability of engineers?**



« Le personnel semble saturé par les tâches qui lui incombent »

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

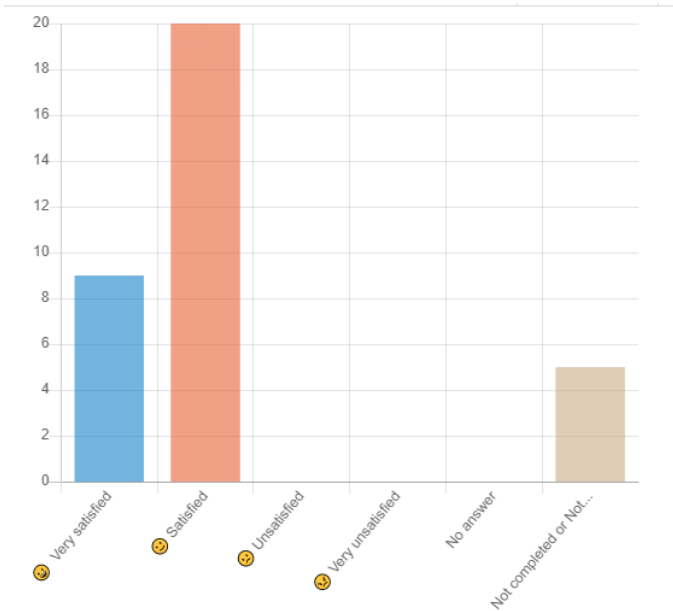


← Notice the phrasing: it *looks like* we are saturated.

*Same statistics (slightly better) than last year.*

# Communication and animation questions.

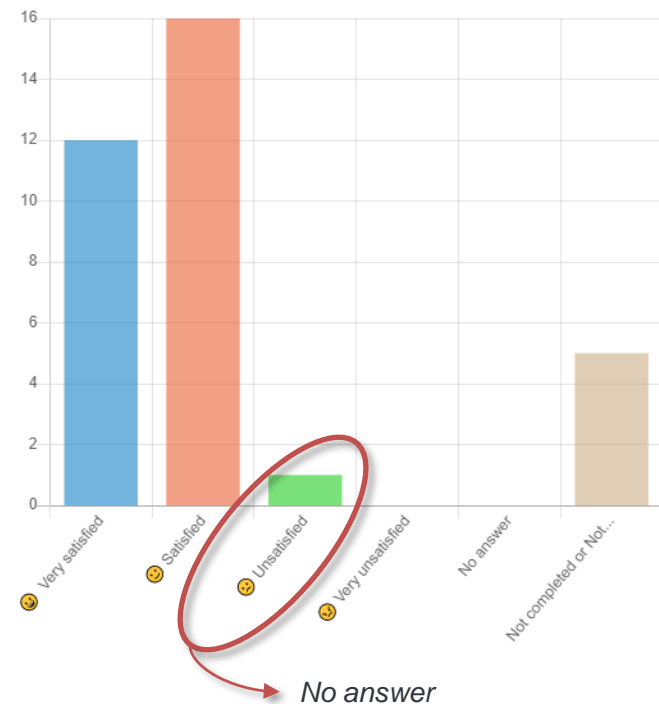
How would you assess **the animation, presentation from companies** which have proposed to you ?



No companies were invited this year, except for the PAFM school.

The high number of answers we get indicates that we might want to put this question in a dedicated group.

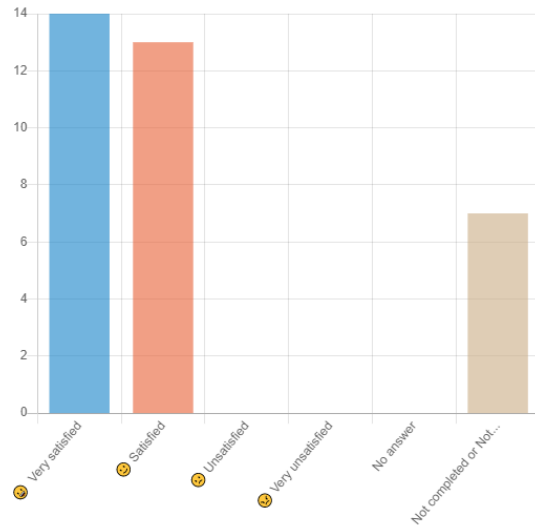
How would you assess the different tools of communications that have been proposed to you ?



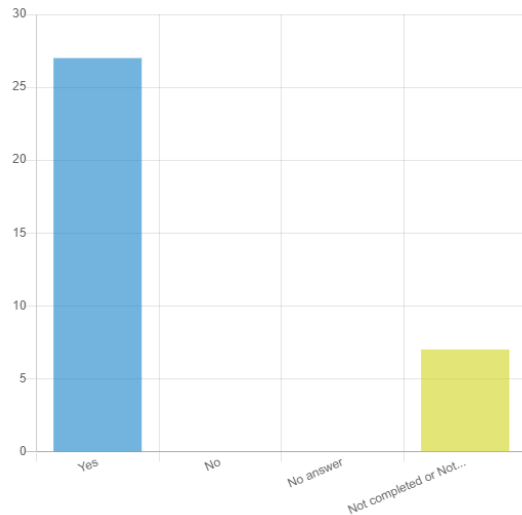
- PPMS
- Website
- Email
- Chatlab and now Teams

# Overall satisfaction.

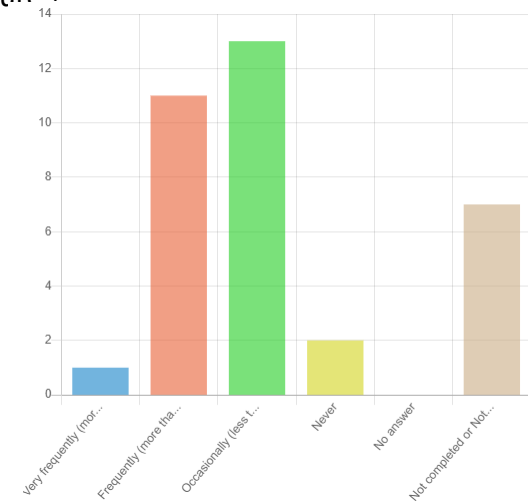
What is your overall satisfaction?



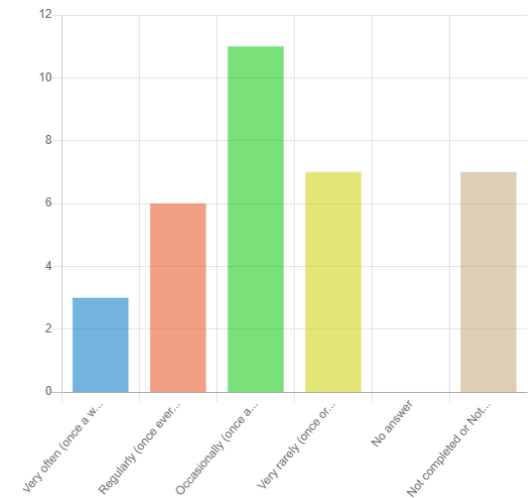
Would you advise your colleagues to work with us?



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



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



Almost identical to last year.

# User comments and suggestions.

- « *Excellent contact avec les ingénieurs et grande disponibilité. Ne changez rien!* »
- « *You are doing a great job!* »
- « *keep on* »
- « *Merci à Jean-Yves et Stéphane pour leurs disponibilités !* »
- « *Jean-Yves Tinevez a sauvé mon projet grâce à la pertinence de l'outil d'analyse qu'il a mis au point. Ce n'est pas n'importe quelle plateforme qui pourrait offrir un tel niveau de compétence, et je me rejouis beaucoup que l'IAH soit à Pasteur.* »
- « ***Le recrutement d'une personne supplémentaire, au moins, permettrait sans doute de réduire les délais de réponse.*** »
- « *I thank both Dmitry and Jean-Yves for the joyful collaboration :)* »
- « *Thanks for your help!* »
- « *continuez comme ça :-)* »
- « *Great work! We are so lucky to have you, thank you!* »
- « ***Get more people...*** »

Let's find out....



## Survey main conclusions.

- 2020 was especially challenging:
  - We lost one staff (1/3<sup>rd</sup> of non-manager staff less!)
  - We had to adapt to the working remotely.
- And it was painful to us. Our appreciation of the situation and of being overloaded has been negative.
- However we did better than survive. The impact of the facility understaffing and not being on campus *did not affect the user satisfaction compared to 2019.*
- So my main conclusion is: Bravo!
- And things will improve in 2021 with the arrival of M.S. Phan: we move from 3.2 to 3.7 staff. It does not seem a lot, but will hopefully improve our appreciation a lot.

