

Satisfaction survey 2019.

- As last year: used the Pasteur tool: forms.pasteur.fr
- Remade the survey to fix mistakes and achieve better clarity to users.
- Advertised end of September. Most answers happened in October.
- Advertisement send on our mailing list (about 300 emails).
- 27 full answers (16 last year) + 8 partial, exploitable.

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

! Veuillez sélectionner une réponse ci-dessous

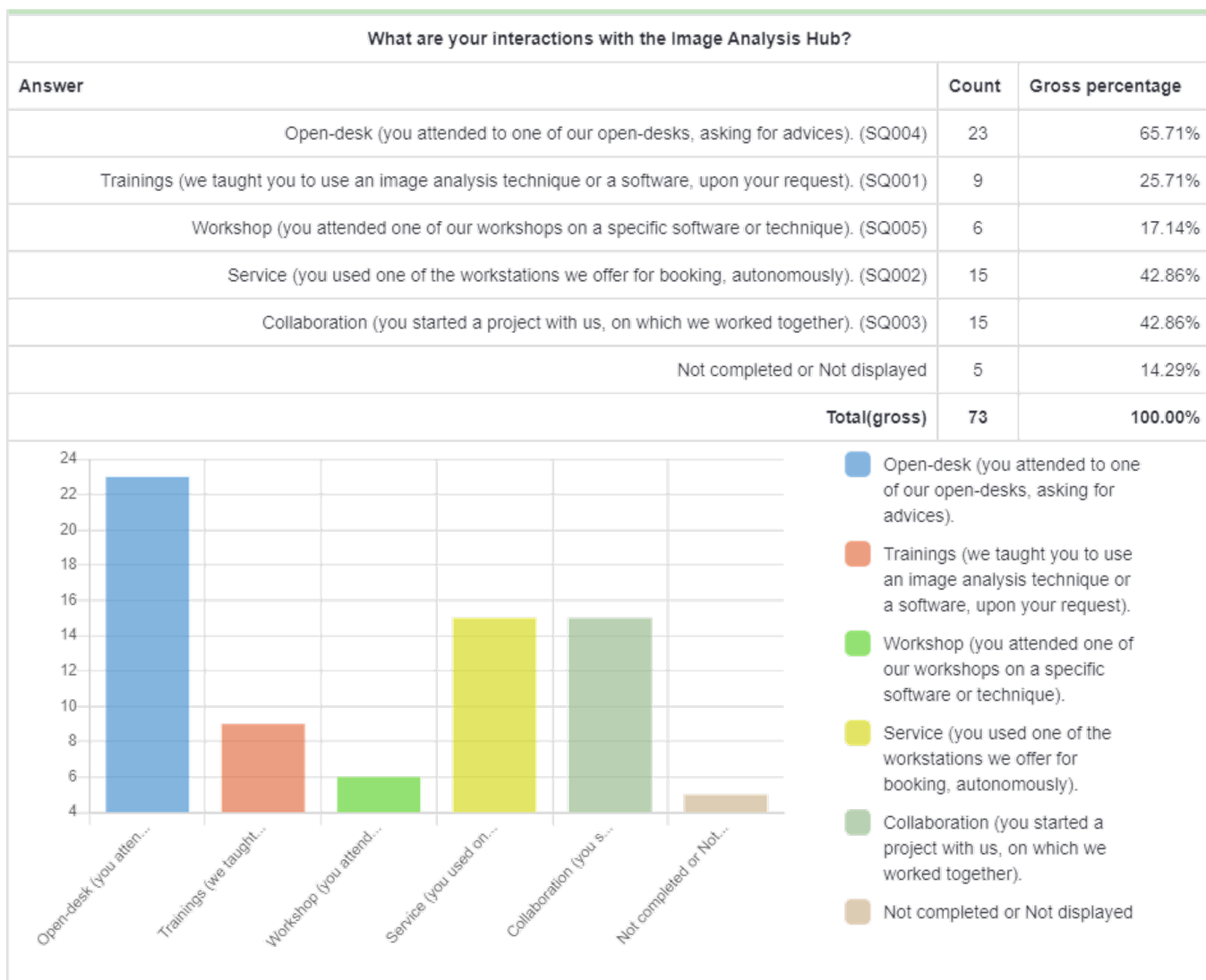
☐ 😊 Très satisfaisant

☐ 😊 Satisfaisant

☐ 😞 Insatisfaisant

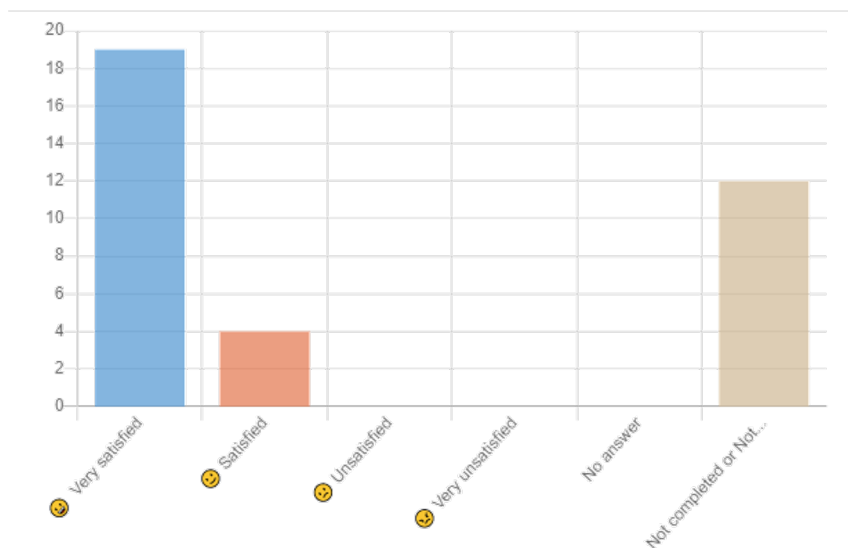
☐ 😞 Très insatisfaisant

Satisfaction survey 2019.

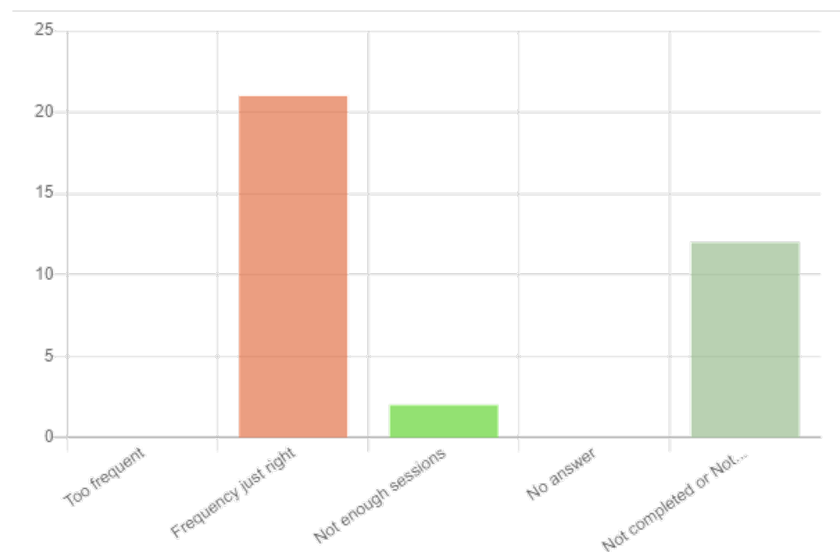


Open-desk questions.

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



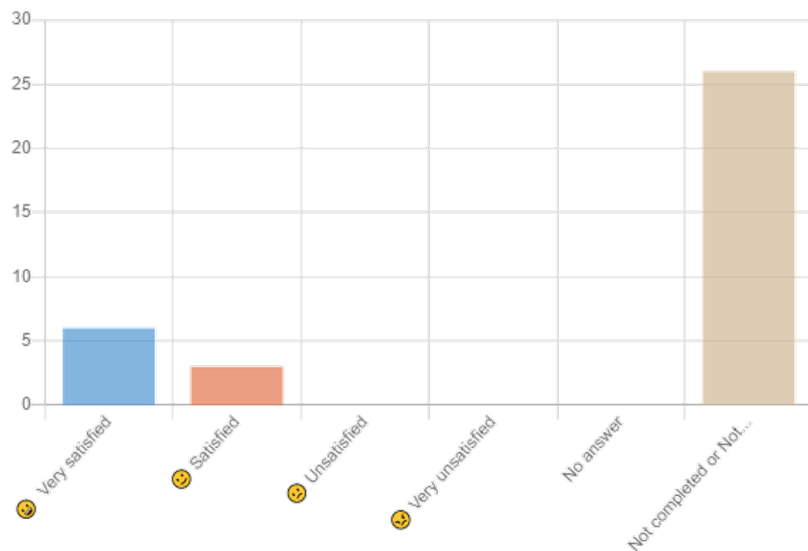
What do you think of the frequency of the open-desk sessions?



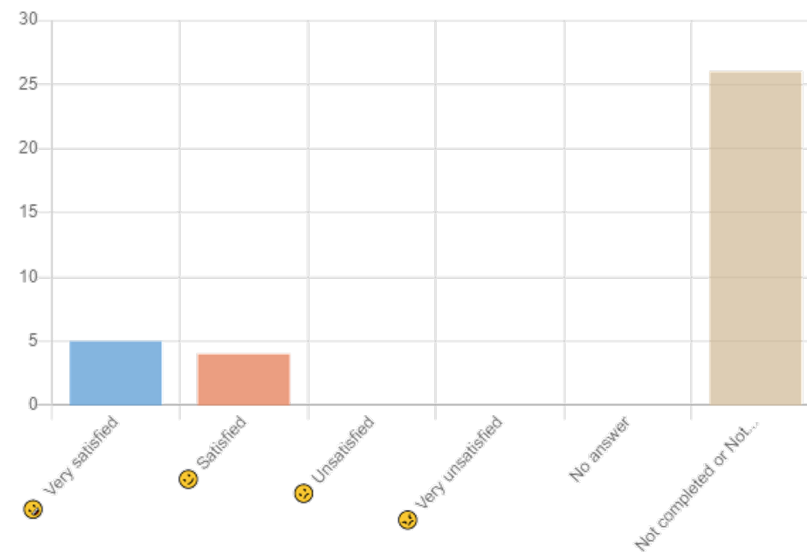
Open-desks is a strong and useful activity of our facility:
Users love it and for us it simplifies greatly the
throughput of request.

Training requests questions.

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



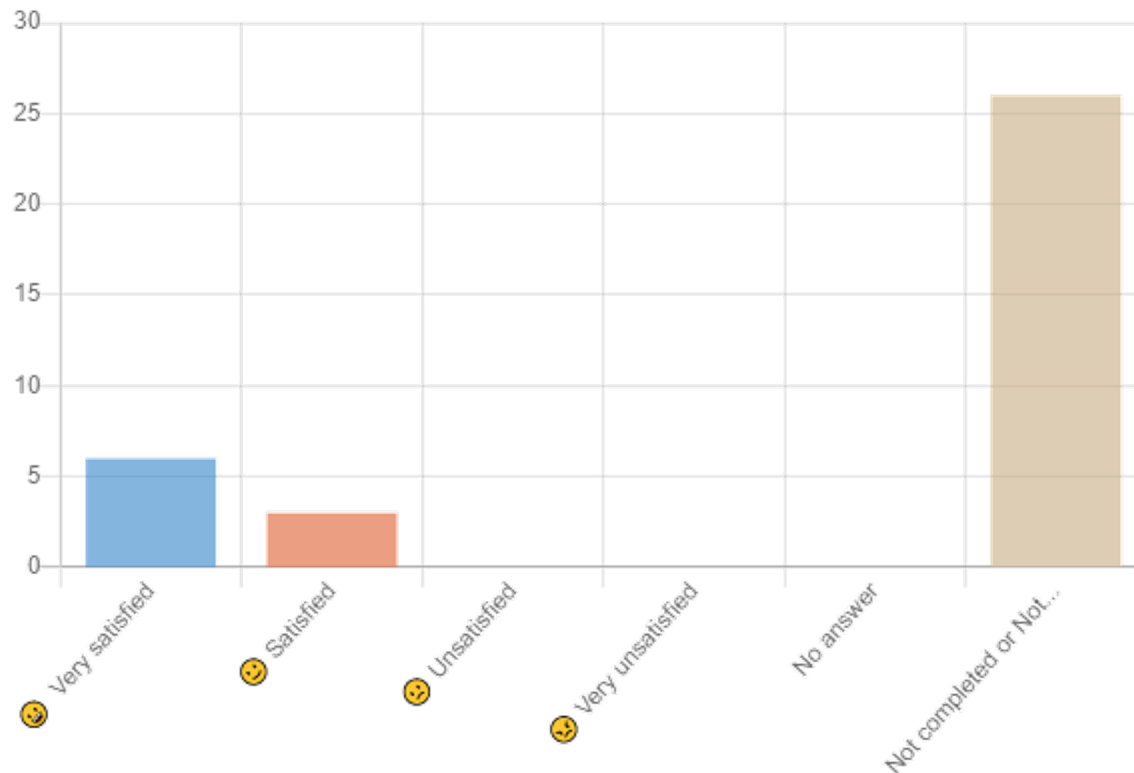
How would you assess the time of realization of the training after the first contact?



Compared to last year, slightly less perfect about delays (users were all very satisfied).
Still, no complaints.

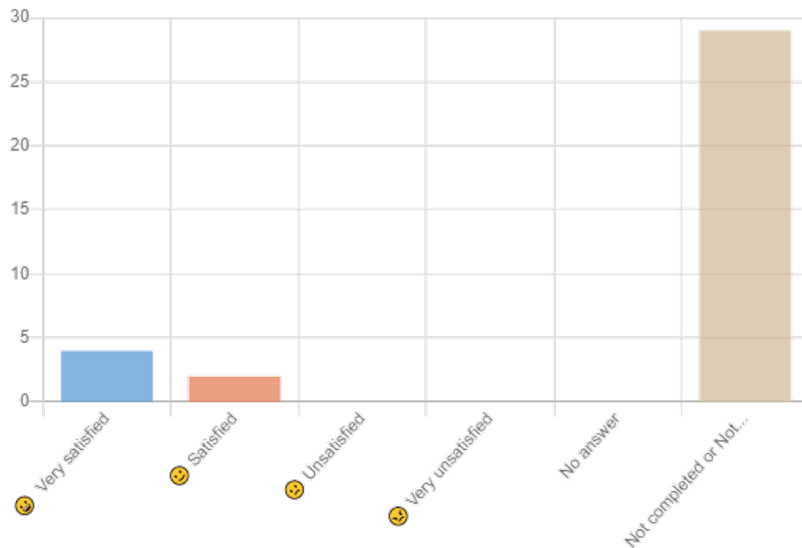
Training requests questions.

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



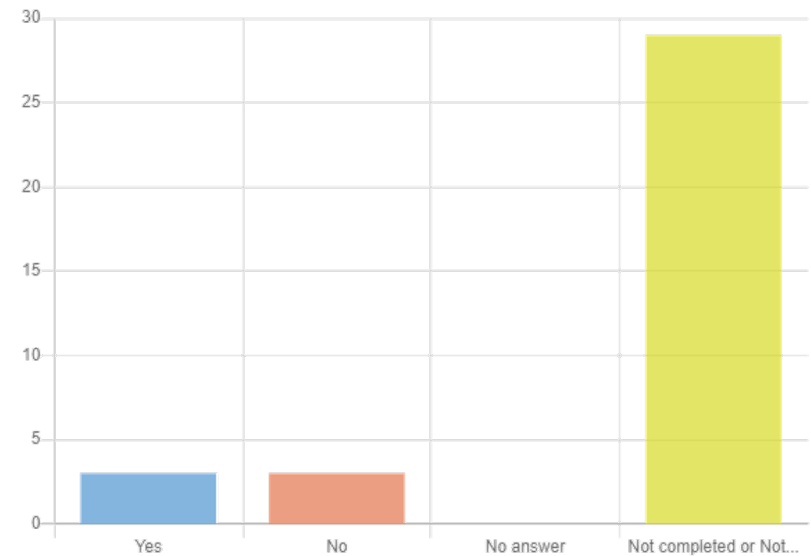
Workshop questions.

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



As J.S. says: You cannot do without Fiji and Imaris.

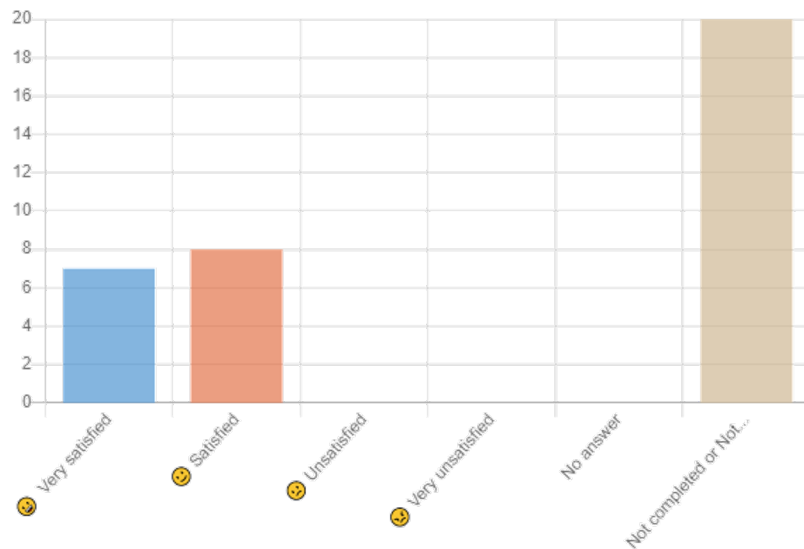
Do you think there **are enough workshops** organised by the IAH each year?



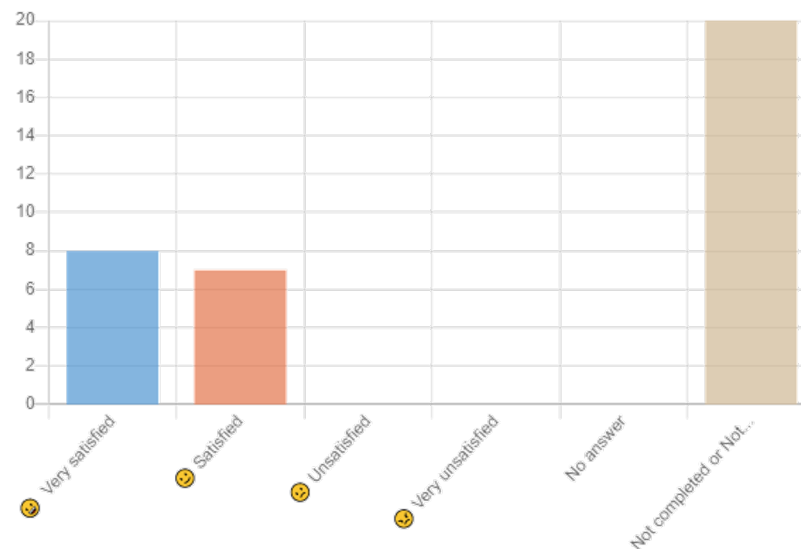
- “Icy, Fiji, Imaris”
- “Plus de workshop Imaris, et un workshop Icy”
- “ImageJ basics”
- “Integrative workflows, ImageJ macros”

Workstations questions.

How would you rate the availability of the workstations?



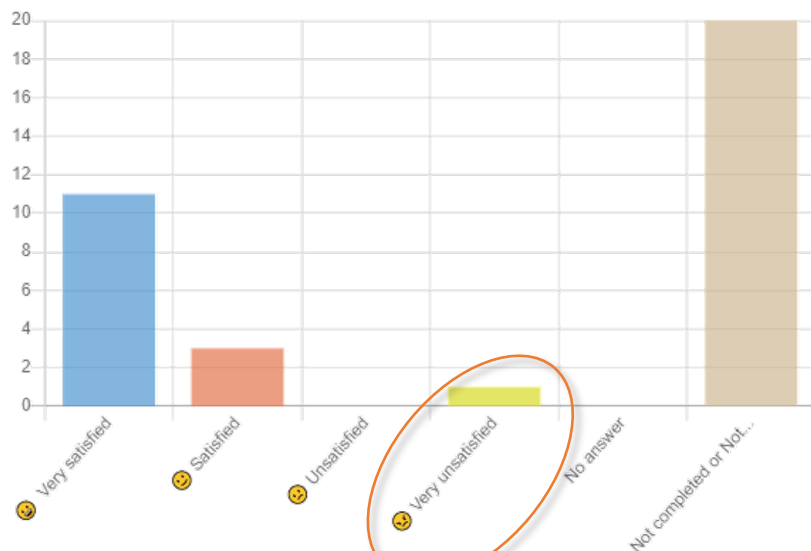
Are you satisfied with the workstations?



All good with the workstations.
Slightly less satisfied with the availability.
But more satisfied with their content.

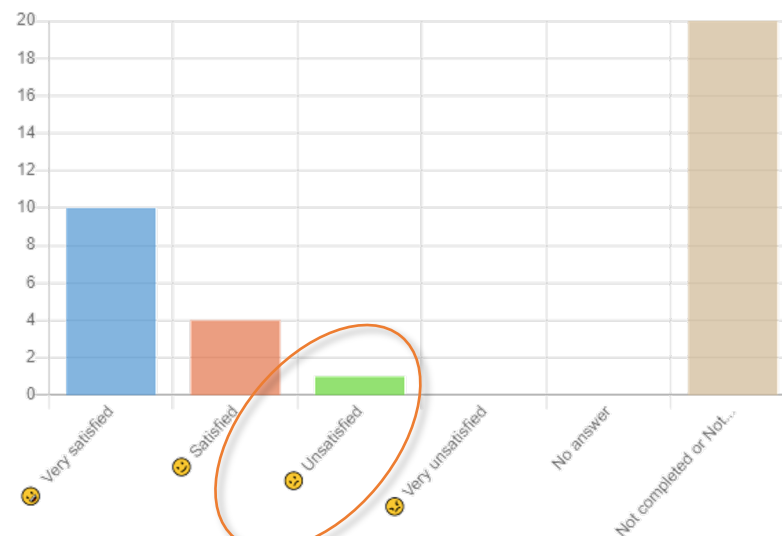
User projects questions.

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



« J'attends trop longtemps, la recherche n'attend pas! »

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

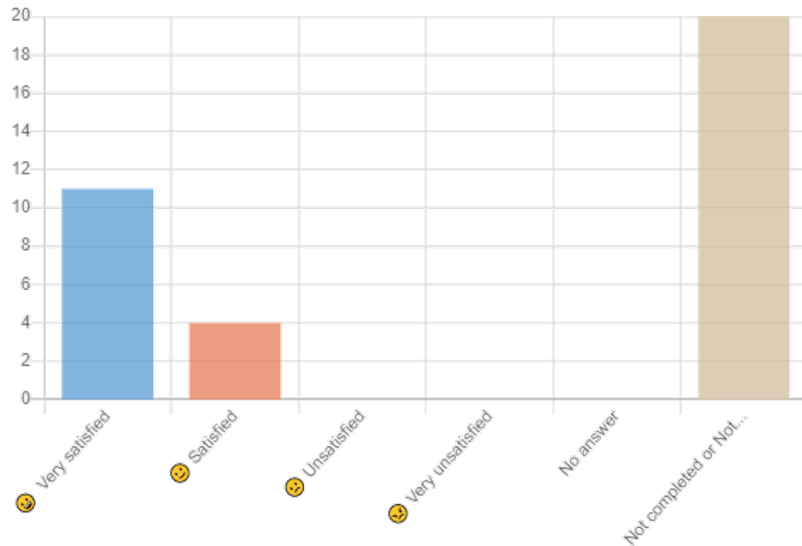


« J'ai l'impression que le hub est victime de son succès: trop de projets, pas assez de personnels pour les réaliser... du coup, il y a un délai dans la réalisation. »

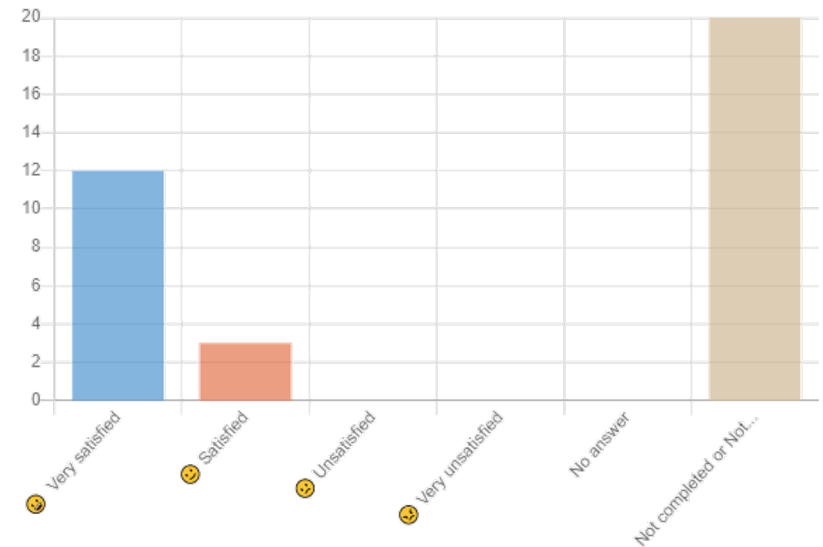
This is it: DELAYS.

User projects questions.

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



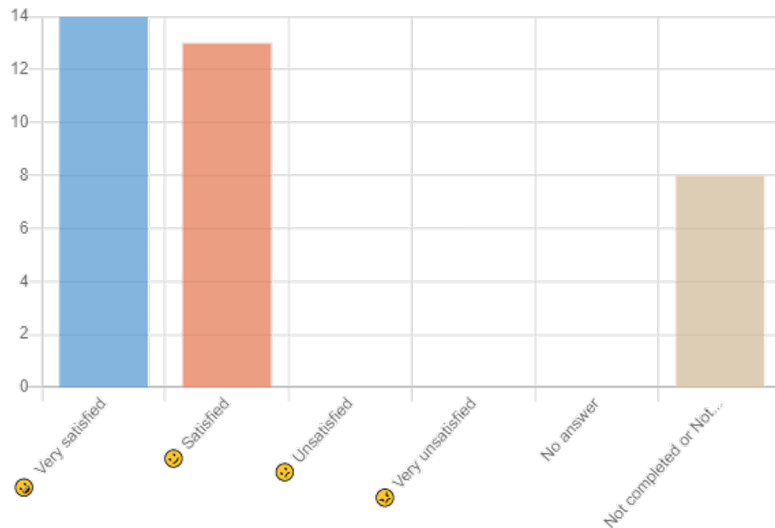
How would you assess the **quality** of the collaboration ?



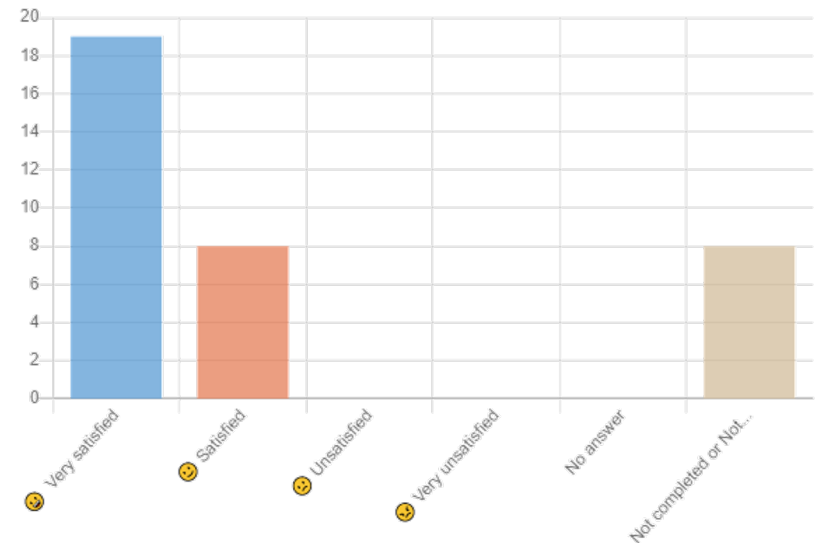
Great job, done with care and professionalism.

Overall service quality questions.

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



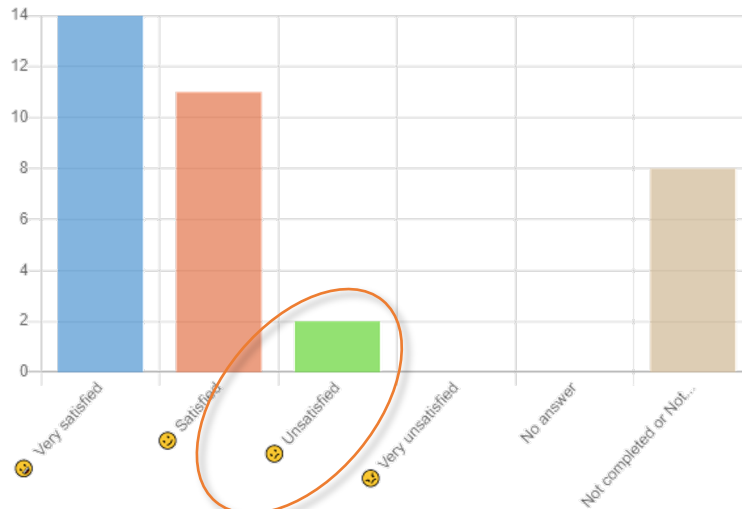
How would you assess the **quality of services** offered ?



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

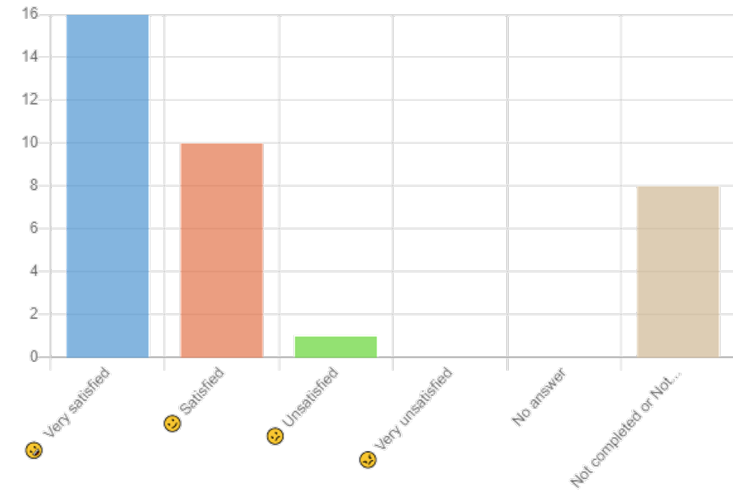
Overall service quality questions.

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



- “just putting unsatisfied to hac=ve the possibility of adding a comment; as a user of a workstation I do not need necessarily to interact with the engineer ;)”
- “Ils semblent très occupés et j'ai du attendre longtemps avant que mon projet ne puisse commencer. Une fois qu'il a commencé par contre ça a été une collaboration efficace”

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

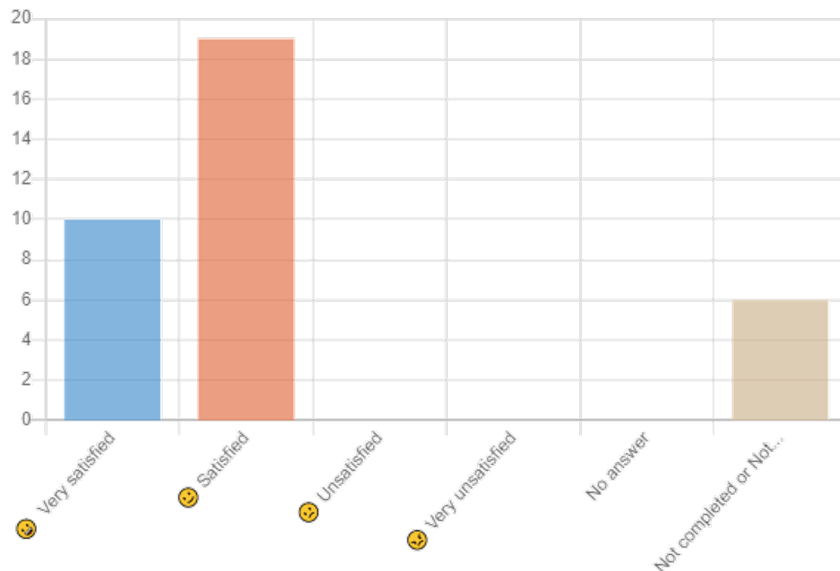


“same here”

Availability challenged. Correlated with increased usage. Even worst after going from 4 to 3?

Communication and animation questions.

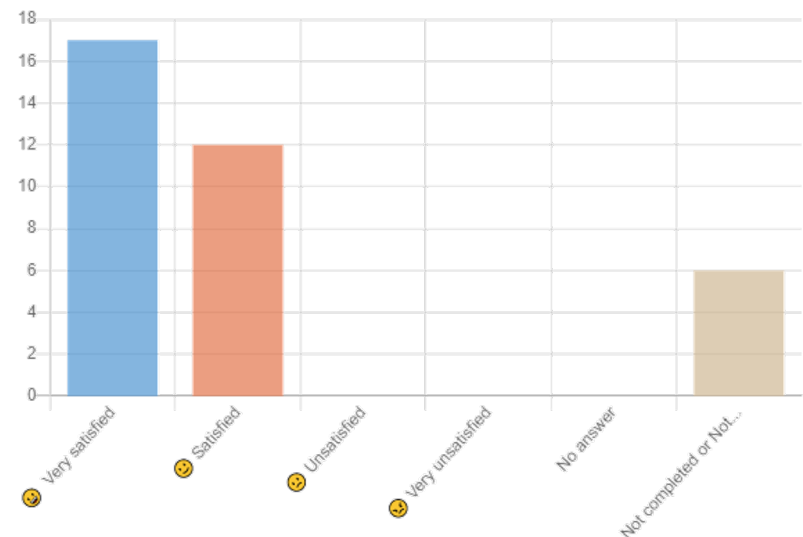
How would you assess **the animation, presentation from companies** which have proposed to you ?



- Arivis Vision4D
- Imaris workshop
- Amira

Users are happy but sometimes it has been very hard to recruit audience for some of the presentations.

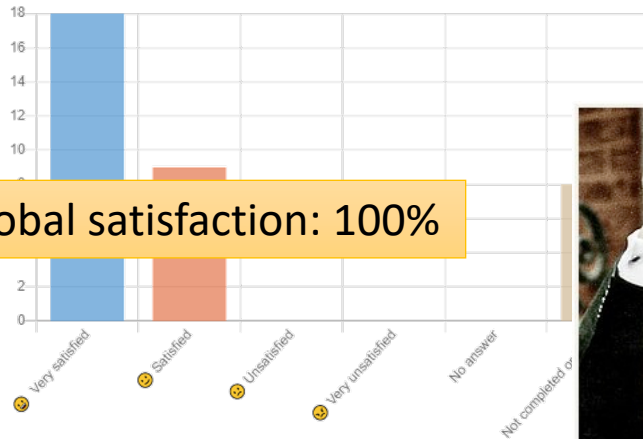
How would you assess the different tools of communications that have been proposed to you ?



- PPMS
- Website
- Email
- Chatlab

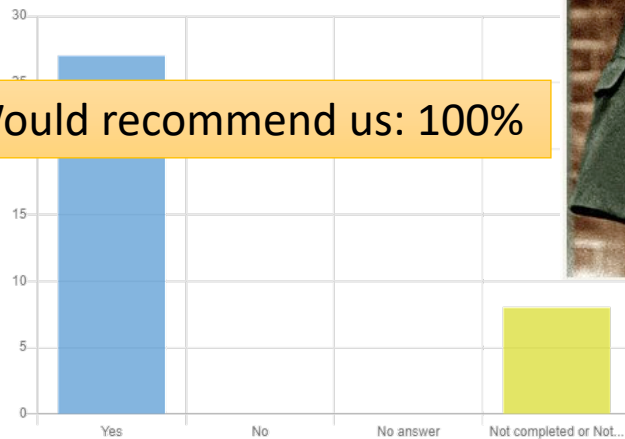
Overall satisfaction.

What is your overall satisfaction?



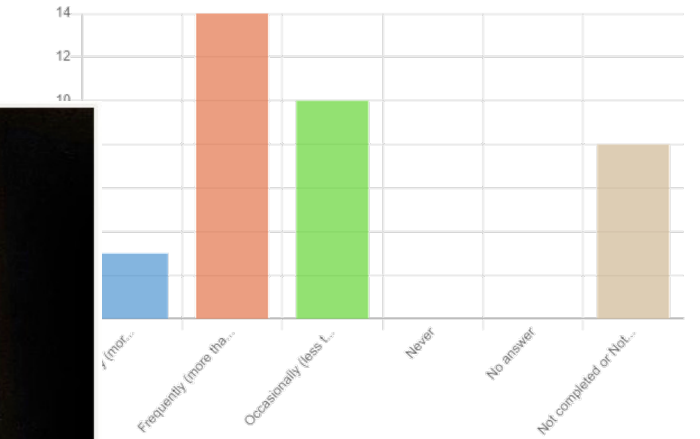
Global satisfaction: 100%

Would you advise your colleagues to work...

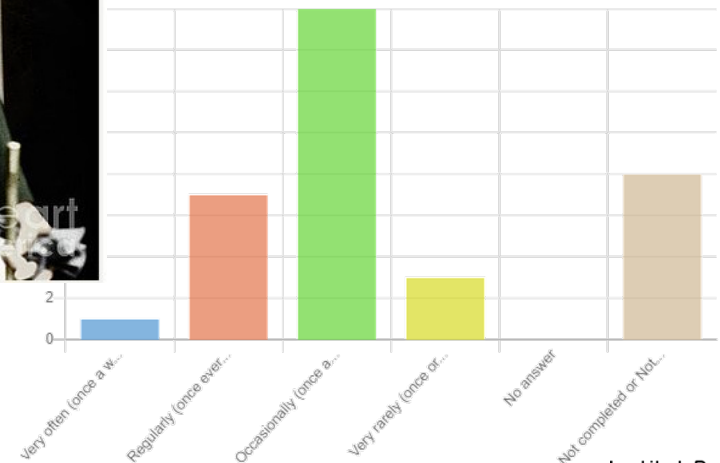


Would recommend us: 100%

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



Many time in the recent past have you used a ...m service ?



User comments and suggestions.

- *« It is unfortunate that some of the questions are irrelevant to my use of the facility, which puts some biases in my answers.*

I would also appreciate more synergism with for example in the imaging facility, as what is currently present »

- *« Engagez du monde, votre activité est essentielle pour soutenir les enjeux de la biologie du future! Merci pour votre travail et votre investissement. »*
- *« Service très utile et efficace, peut être qu'un effectif plus grand permettra de démarrer les projets plus rapidement. »*
- *« Greza »*
- *« pour le questionnaire: mieux de séparer les réponses concernant les intervenants externes (une intervention peut être meilleure que l'autre). pour le reste: bravo! »*