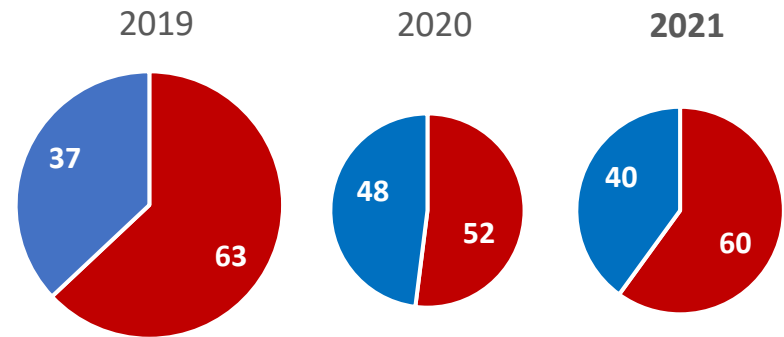
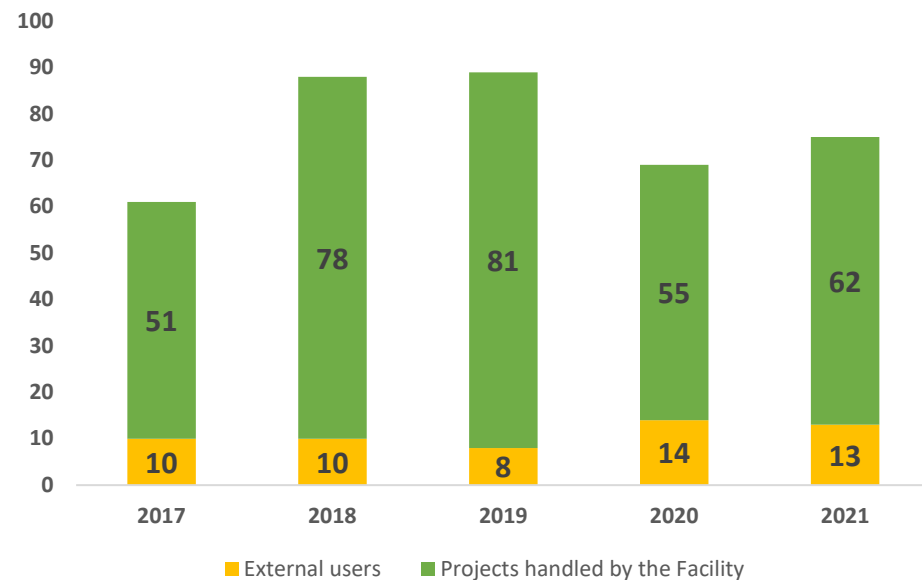


Service and Scientific collaboration

- **62 incoming projects** handled by the facility in 2021
- **90 % internal projects** (11 IP departments)
- **6 external projects**

Number of projects



Main collaborations for 2021

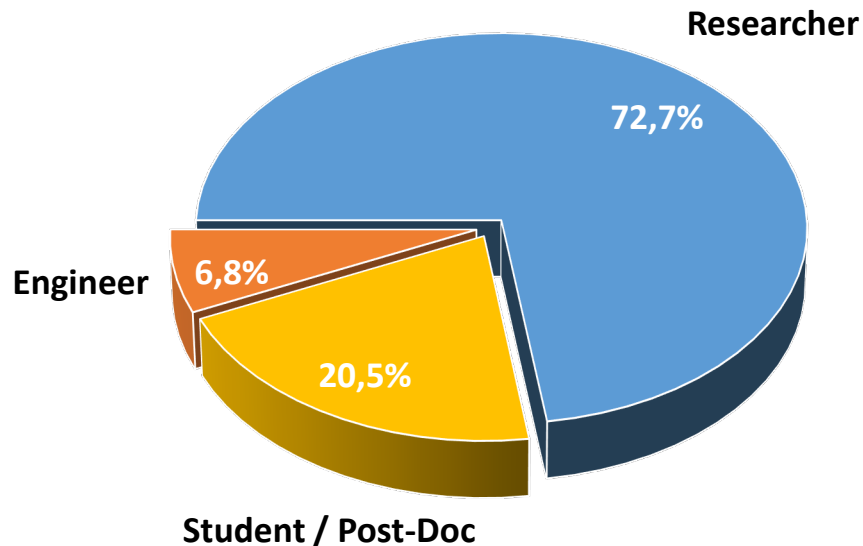
Biomarkers
Proteomes
PTMs
Interactomics

Satisfaction survey 2021

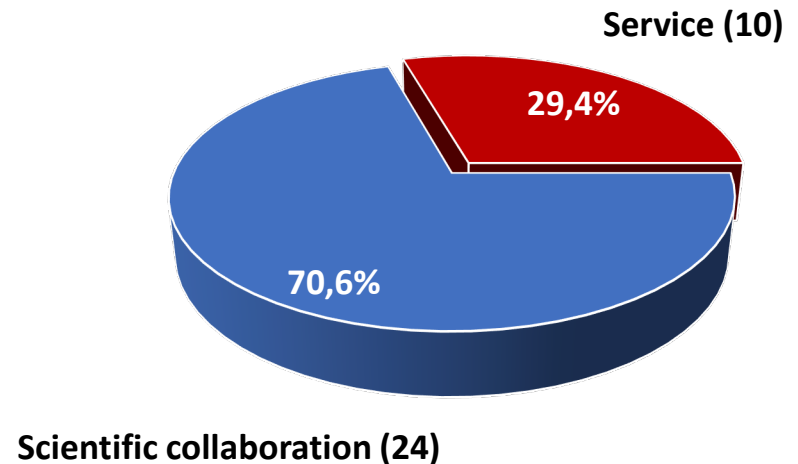
Details of the survey:

- Used support: **LimeSurvey** (license C3BI)
- **13 questions** including 6 to distinguish service and scientific collaboration
- **Targets:** direct collaborators + unit/group leaders (**76 projects for 93 targets representing 40 units**)
- **Number of answers** : 46 (31 complete and 15 partial) (**49.4%**)

Q1: What is your position? (R=44)



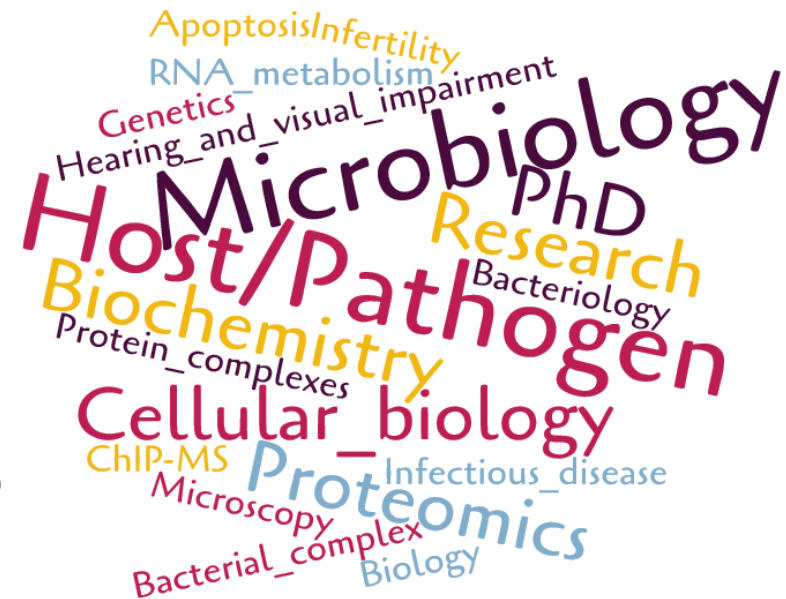
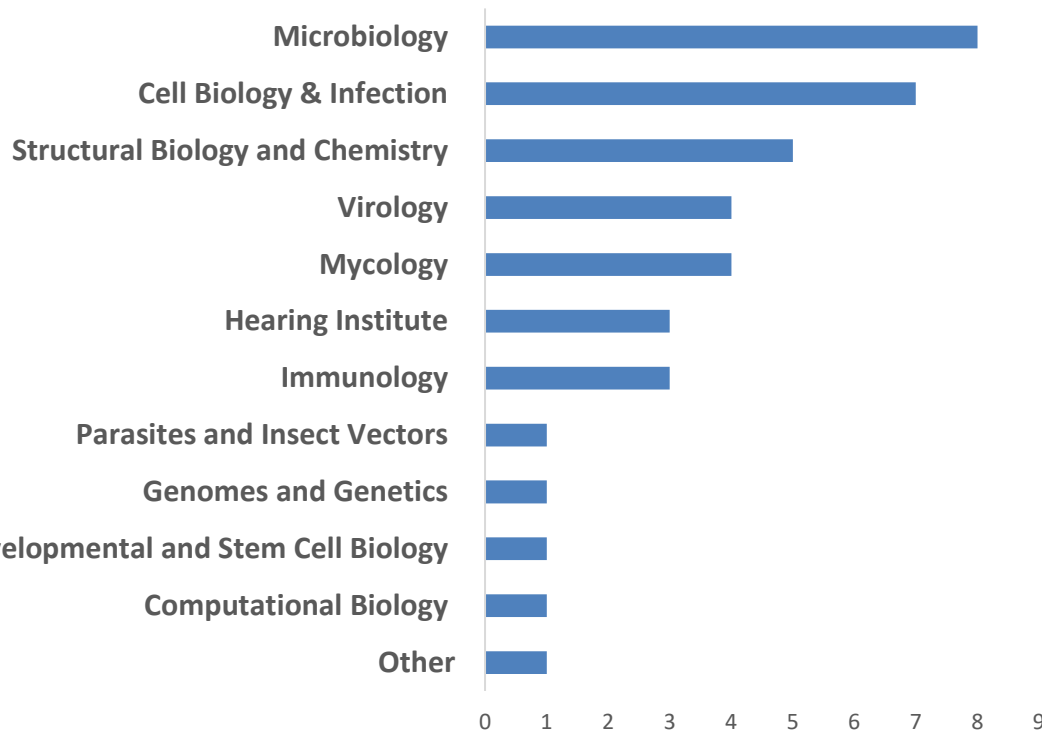
Q4: Service or Scientific collaboration? (R=34)



Process

Service and Scientific collaboration

Q3: What is your scientific department? (R=«39)

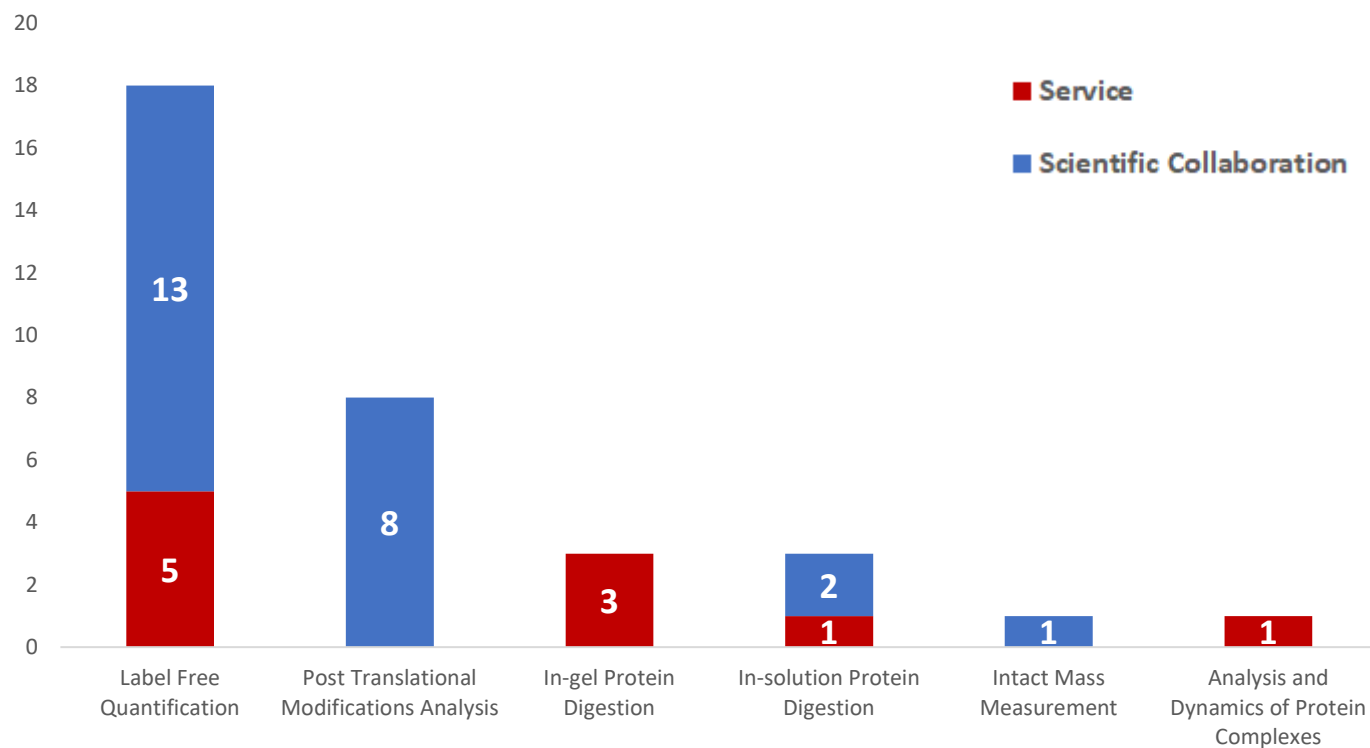


Q2: What is your activity? (R=24)

Process

Service and Scientific collaboration

Q5: What type(s) of experiments did you request to the platform? (R=34)

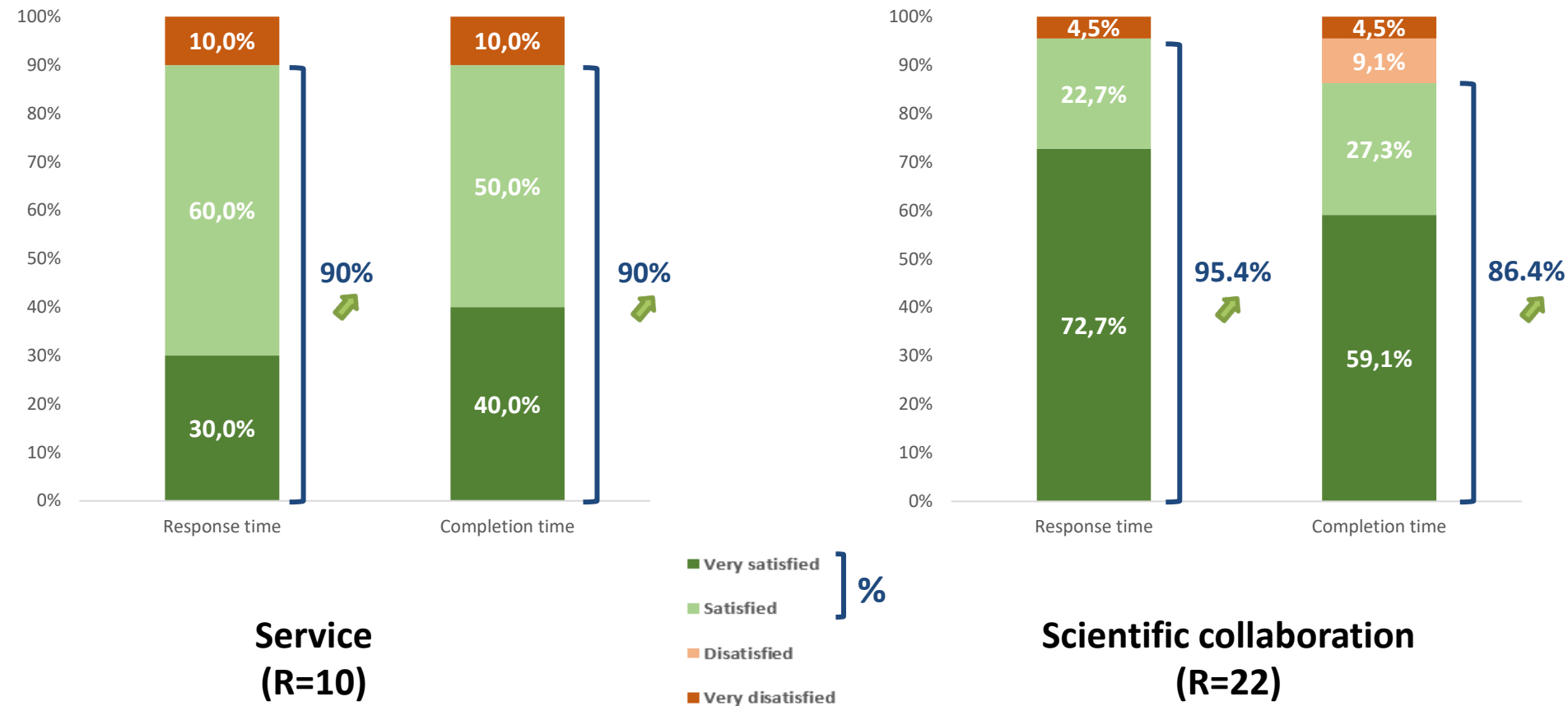


Process

Service and Scientific collaboration

Q-PS/CS1 - How do you rate the response time to your request?

Q-PS/CS2 - How do you assess the completion time of your project after acceptance of the scientific collaboration?



Process

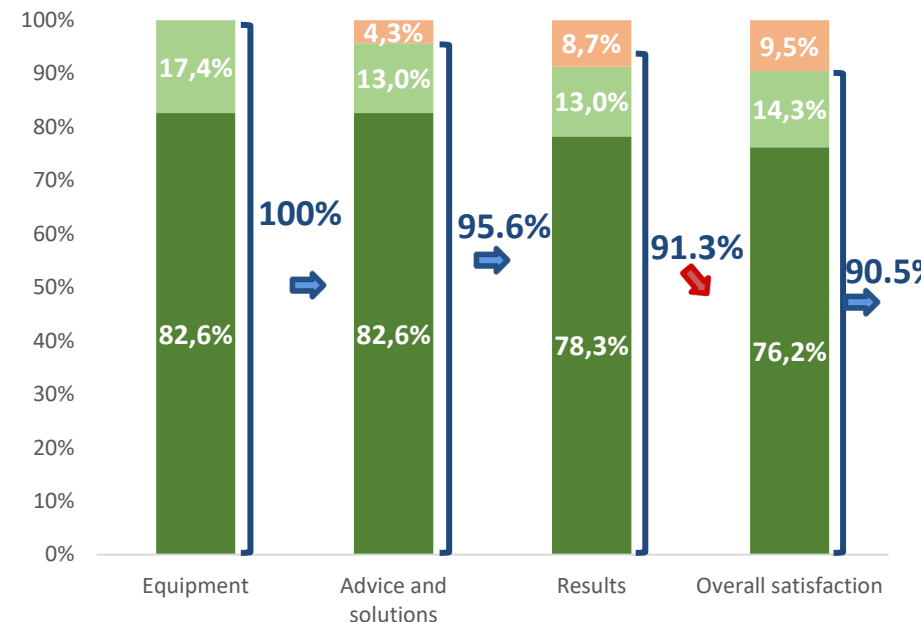
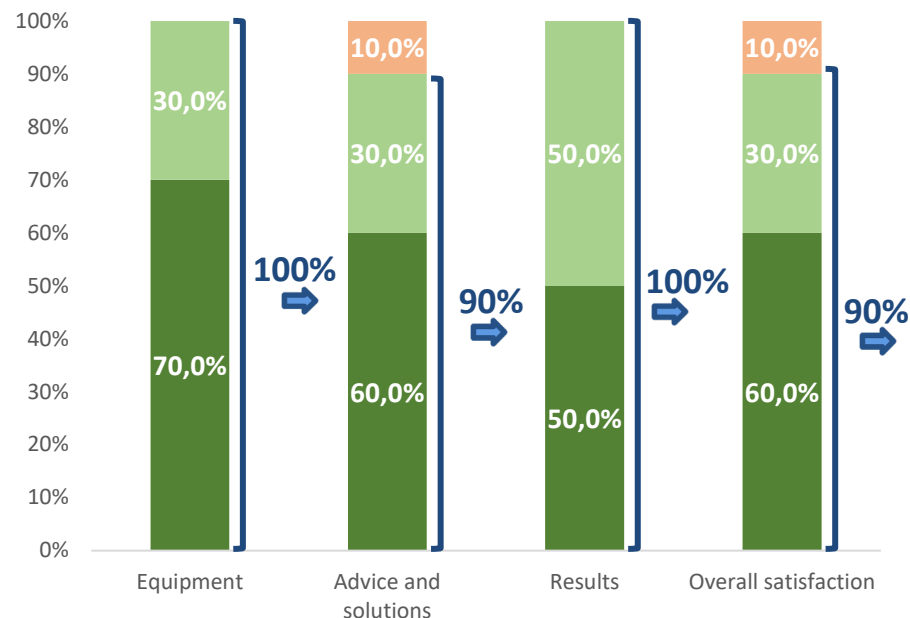
Service and Scientific collaboration

Q8: Do the equipment proposed to you meet your needs?

Q9: How do you assess the advice and solutions given to you?

Q10: How do you assess the results that were provided to you?

Q11: What is your overall satisfaction?



Prestation de service
(R=10)



Overall satisfaction
90.3% →

Collaboration scientifique
(R=23)



Process

Service and Scientific collaboration

Q12: What do you think of the achievement cost of the project? (R=32)

| | Global | Service | Scientific collaboration |
|-------------------|--------|---|---|
| Affordable | 90.6% | 90.0%  | 90.9%  |
| Expensive | 9.4% | 10.0% | 9.1% |

Q13: Would you advise your colleagues to work with us? ? (R=31)

| | Global | Service | Collaboration |
|------------|--------|---|---|
| Yes | 90.3% | 90.0%  | 90.5%  |
| No | 9.7% | 10.0% | 9.5% |

Process

Service and Scientific collaboration

Evolution: 2017 - 2021

| | 2017 | 2018 | 2019 | 2020 | 2021 |
|---|-----------|-----------|-----------|-----------|-----------|
| Nb of participants | 41 | 40 | 46 | 32 | 46 |
| Representative department | BSC | BCI | M | M | M |
| Service / Collaboration (%) | ND | 27 / 73 | 35 / 65 | 35 / 65 | 30 / 70 |
| Would you advise your colleagues to work with us? (%) | ND | 70/100 | 100/100 | 75 / 100 | 90 / 91 |
| Overall satisfaction | 79 | 86 | 97 | 92 | 90 |