

SRL Customer Satisfaction

Dear URM Researcher:

The purpose of this survey is to evaluate trends and customer satisfaction of the URM Shared Resource Laboratories (SRLs).

The Shared Resource Laboratories (SRLs) include:

Electron Microscopy
Flow Cytometry
Genomics Research Center
Light Microscopy (Confocal and Multiphoton)
Mass Spectrometry/Proteomics

*1. What is your title?

- ☐ Graduate Student
- ☐ Post-Doctoral Fellow
- ☐ Research Associate Professor
- ☐ Assistant Professor
- ☐ Associate Professor
- ☐ Professor
- ☐ Research Assistant Professor
- ☐ Senior Instructor
- ☐ Post-Doctoral Research Associate
- ☐ Senior Technical Associate
- ☐ Research Administrator
- ☐ Chair
- ☐ Other (please specify)

*2. What department is your primary appointment?

*3. Have you used any UR Shared Resource Laboratories in the last three years?

- ☐ Yes
- ☐ No

SRL Customer Satisfaction

Electron Microscopy SRL

***4. Have you requested service from the UR Electron Microscopy SRL in the last three years?**

☐ Yes

☐ No

Electron Microscopy Service

Your response indicates that you have used the Electron Microscopy SRL.

5. How would you rate the ease of access to the Electron Microscopy facility and its personnel?

Not accessible

Accessible

Very accessible



6. How would you rate the instrument training opportunities within the Electron Microscopy SRL?

Poor

Average

Excellent

N/A



7. How would you rate the responsiveness and professionalism of the technical staff within the Electron Microscopy SRL?

Not acceptable

Responsive

Very responsive and professional

N/A



8. How would you rate the responsiveness and professionalism of Karen Bentley, M.S., Electron Microscopy SRL Director?

Not acceptable

Acceptable

Very responsive and professional

N/A



9. How would you rate the quality of the data obtained from the Electron Microscopy SRL?

Poor quality

Average quality

High quality



10. Were you provided with an estimated time that you could expect your data?

☐ Yes

☐ No

SRL Customer Satisfaction

11. How would you rate the turnaround time for your results?

Not acceptable

Acceptable

Exceeded expectation



12. What is your overall satisfaction level with the Electron Microscopy SRL?

Not satisfied

Satisfied

Very satisfied



Flow Cytometry SRL

*13. Have you requested service from the UR Flow Cytometry SRL in the last three years?

☐ Yes

☐ No

Flow Cytometry Service

Your response indicates that you have used the Flow Cytometry SRL.

14. How would you rate the ease of access to the Flow Cytometry facility and its personnel?

Not accessible

Accessible

Very accessible



15. How would you rate the instrument training opportunities within the Flow Cytometry SRL?

Poor

Average

Excellent

N/A



16. How would you rate the responsiveness and professionalism of the technical staff within the Flow Cytometry SRL?

Not acceptable

Responsive

Very responsive and
professional

N/A



17. How would you rate the responsiveness and professionalism of Matthew Cochran, M.S., Flow Cytometry SRL director?

Not acceptable

Acceptable

Very responsive and
professional

N/A



SRL Customer Satisfaction

18. How would you rate the quality of the data obtained from the Flow Cytometry SRL?

Poor quality Average quality High quality

☐ ☐ ☐ ☐ ☐

19. Were you provided with an estimated time that you could expect your data?

☐ Yes

☐ No

20. How would you rate the turnaround time for your results?

Not acceptable Acceptable Exceeded expectation

☐ ☐ ☐ ☐ ☐

21. What is your overall satisfaction level with the Flow Cytometry SRL?

Not satisfied Satisfied Very satisfied

☐ ☐ ☐ ☐ ☐

Genomics Research Center

*22. Have you requested service from the UR Genomics Research Center SRL in the last three years?

☐ Yes

☐ No

Genomics Research Center Service

Your response indicates that you have used the UR Genomics Research Center SRL.

23. How would you rate the ease of access to the Genomics Research Center and its personnel?

Not accessible Accessible Very accessible

☐ ☐ ☐ ☐ ☐

24. How would you rate the instrument training opportunities within the Genomics Research Center SRL?

Poor Average Excellent N/A

☐ ☐ ☐ ☐ ☐

SRL Customer Satisfaction

25. How would you rate the responsiveness and professionalism of the technical staff within the Genomics Research Center SRL?

Not acceptable			Responsive			Very responsive and professional	N/A
☐	☐	☐	☐	☐	☐	☐	☐

26. How would you rate the responsiveness and professionalism of Steve Gill, Ph.D., Director of the Genomics Research Center SRL?

Not acceptable			Acceptable			Very responsive and professional	N/A
☐	☐	☐	☐	☐	☐	☐	☐

27. How would you rate the responsiveness and professionalism of John Ashton, Ph.D., Associate Director, Genomics Research Center SRL?

Not acceptable			Acceptable			Very responsive and professional	N/A
☐	☐	☐	☐	☐	☐	☐	☐

28. How would you rate the quality of the data obtained from the Genomics Research Center SRL?

Poor quality			Average quality			High quality
☐	☐	☐	☐	☐	☐	☐

29. Were you provided with an estimated time that you could expect your data?

- ☐ Yes
- ☐ No

30. How would you rate the turnaround time for your results?

Not acceptable			Acceptable			Exceeded expectation
☐	☐	☐	☐	☐	☐	☐

31. What is your overall satisfaction level with the Genomics Research Center SRL?

Not satisfied			Satisfied			Very satisfied
☐	☐	☐	☐	☐	☐	☐

Confocal and Conventional Microscopy

***32. Have you requested service from the UR Confocal and Conventional Microscopy SRL in the last three years?**

- ☐ Yes
- ☐ No

Confocal and Conventional Microscopy Service

33. How would you rate the ease of access to the Confocal and Conventional Microscopy facility and its personnel?

34. How would you rate the instrument training opportunities within the Confocal and Conventional Microscopy SRL?

35. How would you rate the responsiveness and professionalism of the technical staff within the Confocal and Conventional Microscopy SRL?

36. How would you rate the responsiveness and professionalism of Linda Callahan, Ph.D., Director of the Confocal and Conventional Microscopy SRL?

37. How would you rate the quality of the data obtained from the Confocal and Conventional Microscopy SRL?

38. Were you provided with an estimated time that you could expect your data?

- 39. How would you rate the turnaround time for your results?**

40. What is your overall satisfaction level with the Confocal and Conventional Microscopy SRL?

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SRL Customer Satisfaction

Multiphoton

***41. Have you requested service from the UR Multiphoton SRL in the last three years?**

☐ Yes

☐ No

Multiphoton Service

Your response indicates that you have used the Multiphoton SRL in the last three years.

42. How would you rate the ease of access to the Multiphoton facility and its personnel?

Not accessible

Accessible

Very accessible



43. How would you rate the instrument training opportunities within the Multiphoton SRL?

Poor

Average

Excellent

N/A



44. How would you rate the responsiveness and professionalism of the technical staff within the UR Multiphoton SRL?

Not acceptable

Responsive

Very responsive and
professional

N/A



45. How would you rate the responsiveness and professionalism of Linda Callahan, Ph.D., Director of the Multiphoton SRL?

Not acceptable

Acceptable

Very responsive and
professional

N/A



46. How would you rate the quality of the data obtained from the Multiphoton SRL?

Poor quality

Average quality

High quality



47. Were you provided with an estimated time that you could expect your data?

☐ Yes

☐ No

48. How would you rate the turnaround time for your results?

Not acceptable

Acceptable

Exceeded expectation



SRL Customer Satisfaction

49. What is your overall satisfaction level with the Multiphoton SRL?

Not satisfied Satisfied Very satisfied

☐ ☐ ☐ ☐ ☐

Proteomics

*50. Have you requested service from the UR Mass Spectrometry/Proteomics SRL in the last three years?

- ☐ Yes
- ☐ No

Proteomics Service

Your response indicates that you have used the Proteomics SRL in the last three years.

51. How would you rate the ease of access to the Proteomics facility and its personnel?

Not accessible Accessible Very accessible

☐ ☐ ☐ ☐ ☐

52. How would you rate the instrument training opportunities within the Proteomics SRL?

Poor Average Excellent N/A

☐ ☐ ☐ ☐ ☐

53. How would you rate the responsiveness and professionalism of the technical staff within the Proteomics SRL?

Not acceptable Responsive Very responsive and professional N/A

☐ ☐ ☐ ☐ ☐

54. How would you rate the responsiveness and professionalism of Mark Platt, Ph.D., Director of the Proteomics SRL?

Not acceptable Acceptable Very responsive and professional N/A

☐ ☐ ☐ ☐ ☐

55. How would you rate the quality of the data obtained from the Proteomics SRL?

Poor quality Average quality High quality

☐ ☐ ☐ ☐ ☐

56. Were you provided with an estimated time that you could expect your data?

- ☐ Yes
- ☐ No

SRL Customer Satisfaction

57. How would you rate the turnaround time for your results?

Not acceptable

Acceptable

Exceeded expectation



58. What is your overall satisfaction level with the Proteomics SRL?

Not satisfied

Satisfied

Very satisfied



Non-UR SRL user?

59. Have you requested SRL/Core services from outside vendors in the last three years?

☐ Yes

☐ No

Outside service information.

*60. Why did you use an external vendor?

61. What services were requested?

More information?

62. Please provide any other feedback about the UR Shared Resource Laboratories that you would like to share with to Tim Bushnell, Ph.D., SRL Director and J. Edward Puzas, Ph.D., Sr. Associate Dean for Basic Research in the comment box below:

63. Are you willing to participate in a face-to-face group meeting about your comments and impressions about the SRLs?

☐ Yes

☐ No

Contact Information

SRL Customer Satisfaction

64. Thank you for your interest in a face-to-face meeting to discuss the SRLs. Please email Anne Reed (anne_reed@urmc.rochester.edu) or fill out the contact information below.

Please note, if you fill out the information below, your survey will not be anonymous.

Last Name	
First Name	
Department	
Email	
Telephone	

**Thank you for your participation. If you are using a paper copy, please drop in the campus mail to:
Anne Reed, Box 777**