



Parc Científic de Barcelona
UNIVERSITAT DE BARCELONA

Results Report for the 2023 Satisfaction Barometer

PCB SCIENTIFIC SERVICES DEPT.

March 2023

Note from the PCB's Management Team

From the Barcelona Science Park's Management Team, we wish to convey our gratitude to all the people who answered the 2023 Barometer survey. Thanks to this feedback we can improve the services and infrastructures which are important to us.

In order to answer some of the comments received, by means of this document, we aim to convey the improvement actions that we have recently made which will be of use to you.

The Management Team

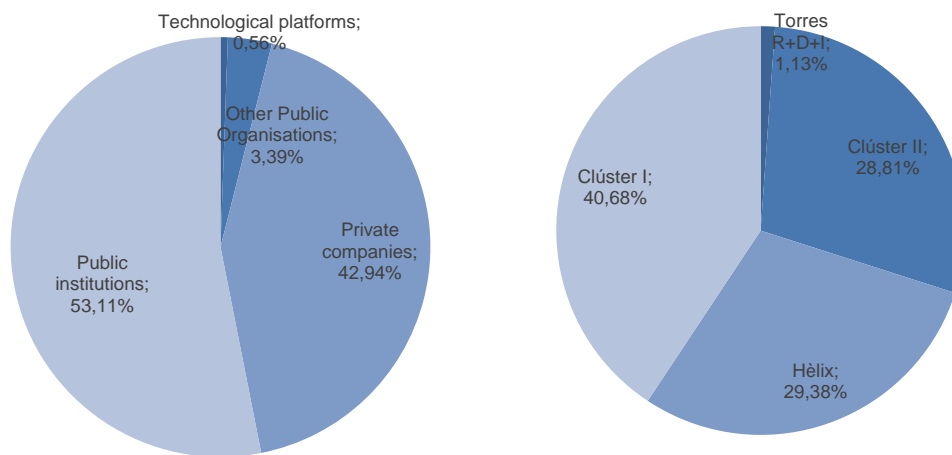
SCIENTIFIC SERVICES

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2023 SATISFACTION BAROMETER: COMMON SCIENTIFIC SERVICES (SCC-PCB)

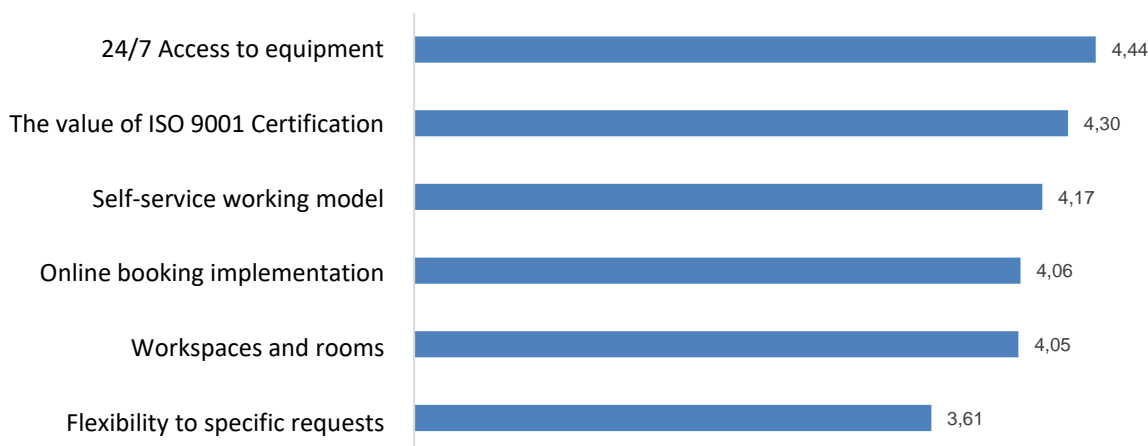
The types of users who have answered the barometer survey and the buildings in which they work

The satisfaction survey was sent out to 1180 Park users, of whom 15% have responded to all the questions. Therefore, the report has been made based on the 177 responses obtained, which correspond proportionally to the percentages of laboratory occupation according to type and are also proportional depending on the buildings in which they work.



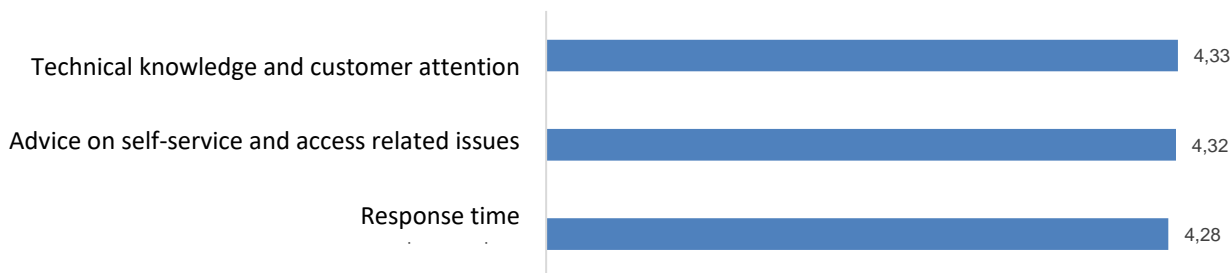
Client services / Service and operating model

With an average of 4.11 out of 5, the highest rated aspects of the service is the access times to equipment with no time restrictions and the workspaces and the continued maintenance of the ISO 9001 certification in service provision.



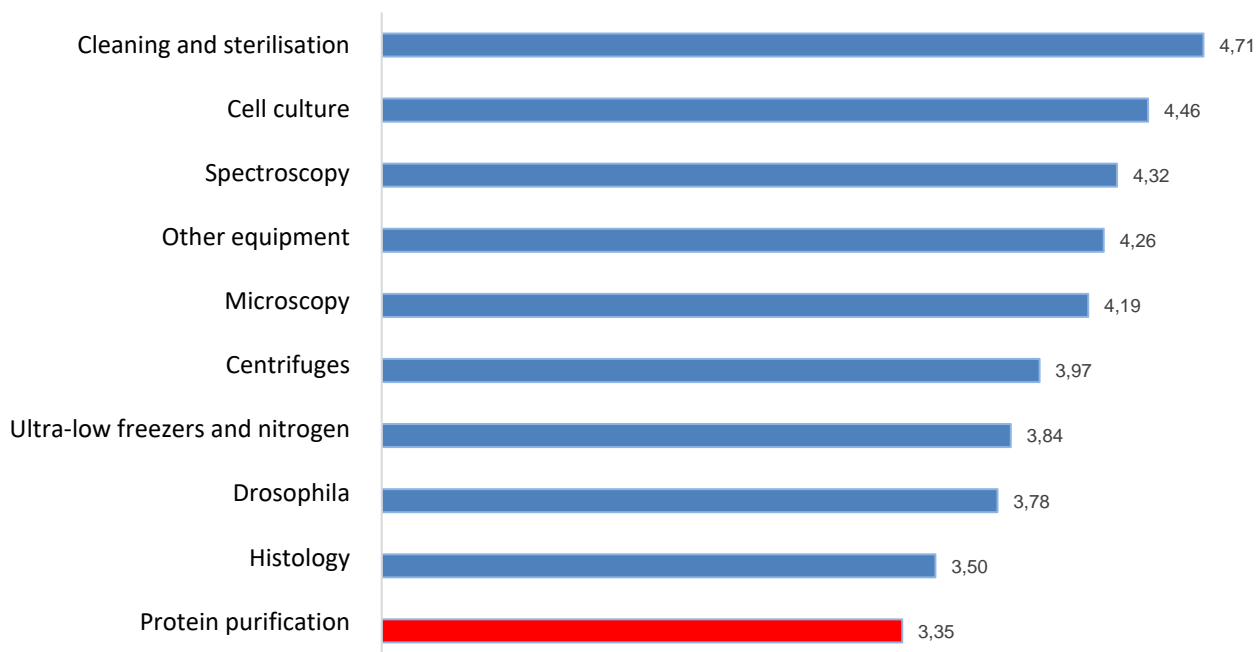
SCC-PCB Staff

Users (> 90%) consider the capabilities, knowledge and response from SCC-PCB staff to be good or very good. With an average score of 4.31 out of 5, it exceeds that of previous years.



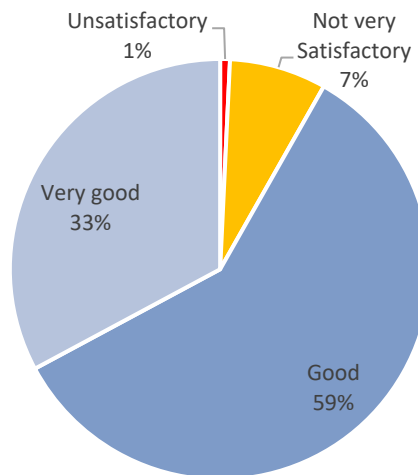
Equipment and facilities SCC-PCB

All the services included in the Common Scientific Services have been highly rated (over 3.5 out of 5). They have maintained a good rating with the exception of cold storage services (ultra-low freezers and nitrogen), the histology room and the Drosophila department, compared with the 2022 barometer. The exception and the lowest-rated activity is the protein purification room, whose score has been going down for the last 3 years, with a score of 3.35 out of 5 in 2023.



Overall rating for the SCC-PCB

More than 96% of users give an overall assessment as good or very good (score of 4.15 out of 5) for the SCC-PCB.



Comments

In the overall rating of the service, very good results have been obtained in the access times to equipment, the self-service model, workspace and rooms, online bookings and the ISO 9001 certification.

The flexibility to adapt to specific demands has maintained the rating compared with previous surveys. Very good results have also been obtained, improving the rating from surveys of previous years, in issues related to the SCC-PCB technical staff, technical knowledge and attention provided to users, advice for the self-service provision and accessibility for queries and response times.

With regards to the activities, the Cleaning and Sterilisation of Laboratory Materials Department as well as Culture Department stand out above the rest with a very good score; whereas the three departments of *Drosophila*, Protein Purification and Histology have received worse results compared with the previous year.

The lowest result has been for the Protein Purification Service. During this year we have reviewed procedures and performances in the room in order to register the service in the ISO 9001 quality system to improve the quality service provided to the client within the self-service operational model of the SCC-PCB. Access to the room has been restricted through a control card and an SCC-PCB technician has been designated who is being trained to carry out the revision and management of this space, ensuring free access to the equipment through the prior reservation self-service provision.

The rating for the Drosophila Department has also received a lower rating than it did in last year's survey. The online request for culture medium has been put into operation and it is planned to apply some improvements to the culture medium order form which researchers have asked us for and we aim to improve communication between the service and the laboratory staff who work with the *Drosophila* model, given that what they report to us on the degree of satisfaction with the service does not coincide with result of the survey.

With reference to Histology, according to the comments left by users in the survey (regarding the people who run the service) we interpret that there has been confusion with another service offered and based at the PCB.

Regarding the comments and observations collected through the survey we make the following remarks:

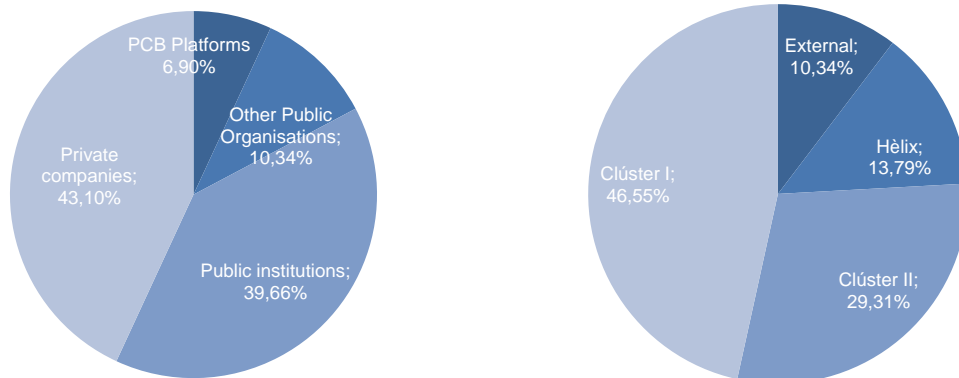
- As in previous surveys, we find that many service users do not know about alternative equipment and/or facilities which they may find useful in the event of equipment breakdowns. They thus have a bad perception of the time a piece of equipment is not working for, or the maintenance that is carried out on the equipment by the service's staff or external services and that they didn't realise that they can consult the use log books in the rooms. Users can also contact the SCC-PCB by e-mail or by phone at its addresses and any queries will be resolved and alternatives will be given by the service.
- The case commented on by some users regarding the Milli-Q machines has occurred due to the saturation of the filters due to misuse by certain laboratories that do not use the ultrapure water correctly. Notices have been put on the equipment to inform users how to use this type of water correctly and the acquisition of new equipment is foreseen in 2023.
- With regards to the subject of more space allocated to freezers, the allocation is according to m² of laboratory is sized at the ordinary rate contracted. For clients who, due to the nature of their research need a larger allocation of space for freezers and nitrogen the PCB has a space rental service for -80° C freezers and a recently expanded cryogenics room for nitrogen containers owned by clients.
- We remind users that the Common Scientific Services operate 24/7 and of the self-service facilities. Equipment installed in service spaces does not require a specialist technician; consulting the user manual is sufficient and there is no need for prior training. If initial training is required due to the characteristics of a particular piece of equipment, the laboratory itself is responsible for such training. These are pieces of equipment of general interest for the entire user community and equipment of a special interest to a laboratory or techniques that do not suit into the SCC-PCB self-service model are not planned to be incorporated. Similarly, specifically in the case of centrifuge equipment, as there have been accidents due to misuse and we have detected a lack of training by some users, instruction videos which will be able to be uploaded from the PCB website are being prepared by SCC-PCB in order to reduce potential accidents.
- We continue with the programme of gradually renewing scientific equipment. To continue improving the quality of the service, year after year, we prioritise additions of new equipment. During 2022, the renovation of ultra-low freezers, a micro-volume spectrophotometer, incubator shakers for bacteria, a high capacity centrifuge, nitrogen containers, photo documentation equipment for SYBR Safe, an upright fluorescence microscope with image capture have been carried out and 6 rotors have been acquired for high-speed and ultracentrifuges. In 2023 we will continue with the renewal of the most demanded equipment, the Milli-Q equipment and the low-speed centrifuge, among others. Spaces for cell cultures, freezers, a cold chamber and microbiology with all the provision of equipment to serve new clients based in Clúster II.
- Finally, we would like to emphasise the fact that it is very important that users to know how to operate the self-service equipment to avoid experiments being affected and/or equipment breakdowns. Moreover, the service technicians are reporting on a daily basis that users are not always well trained and the monitoring required by their supervisors / tutors is not always done. Monitoring the use regulations of the facilities, the mandatory reading of equipment manuals and prior training, which is the responsibility of the IPs, are essential to be able to guarantee the proper functioning of the equipment and the security of the staff and users who work there, among others.

Finally, we would like to thank you for all the comments that you have transmitted to us through the survey which provide us with additional keys to use to continue improving our service. At the same time, we encourage you to contact us at: scc-pcb@pcb.ub.cat if you have any queries, requests, questions, complaints, etc. We include all the individual or specific needs and although sometimes a request or demand cannot be accessed, in a service designed for the greater majority in which the resources available be must be organised for the benefit of all, there has always been a response and in most cases the need has been resolved with different alternatives contributed by SCC-PCB and which have been well received by users.

2023 SATISFACTION BAROMETER: ANIMAL FACILITY-PCB

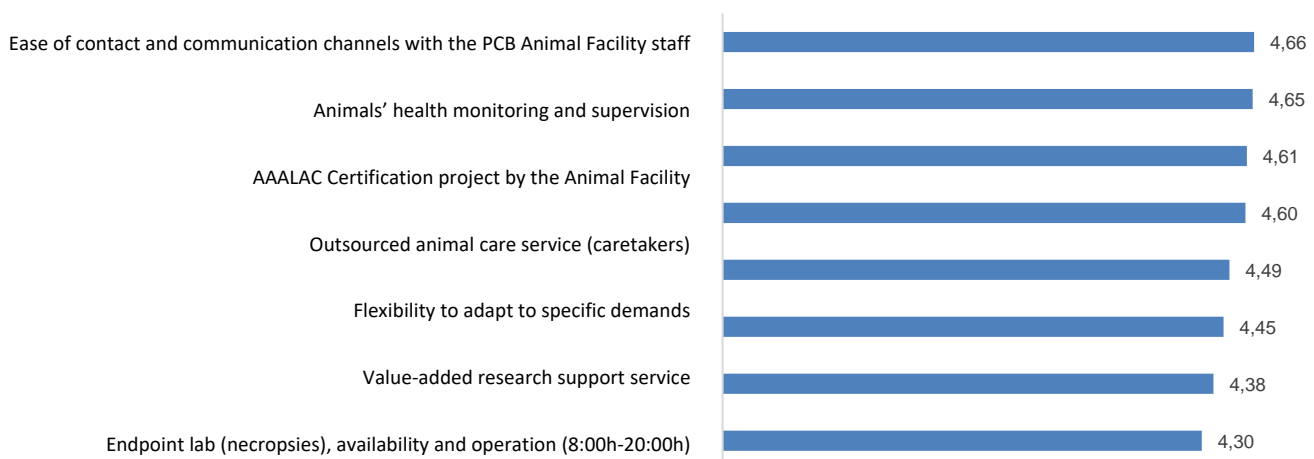
The types of users who have answered the barometer survey and the buildings in which they work

We received 58 responses from the 341 surveys sent out. 17% of these responses to the survey represent 50% of public clients and 43% of private companies, in 90% of the cases located in the PCB spaces.



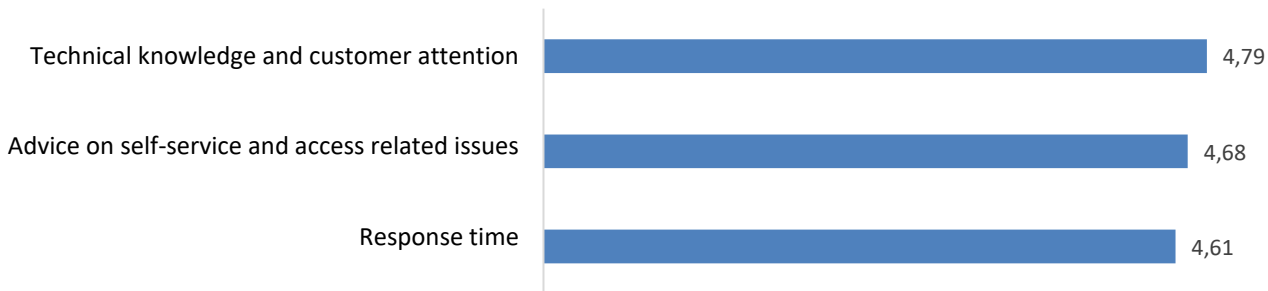
Client services / Service and operating model

With an average of 4.5, all the aspects rated obtain a score greater than 4.3 out of the maximum 5 points. The best rated aspects of the service are the same those rated in the previous year: the ease of contact with the animal facility staff and the monitoring of the animals' welfare.



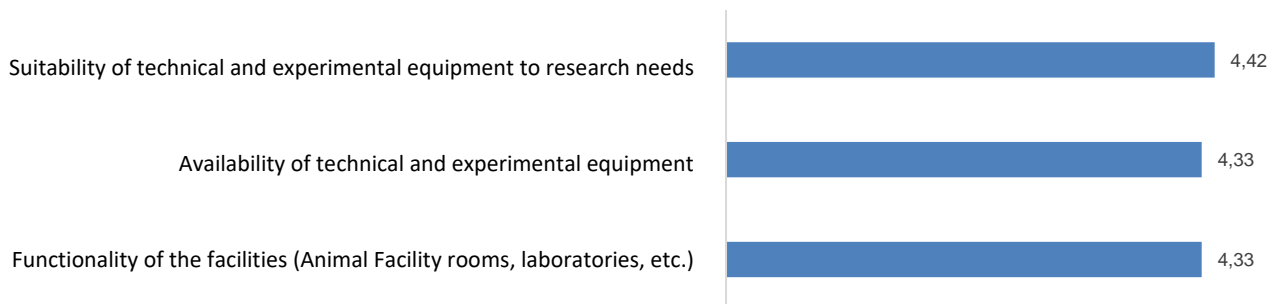
Animal Facility Staff

Users who have responded consider the capabilities and support services offered as very good, over 4.6 in all cases, surpassing the good rating obtained in the previous year.



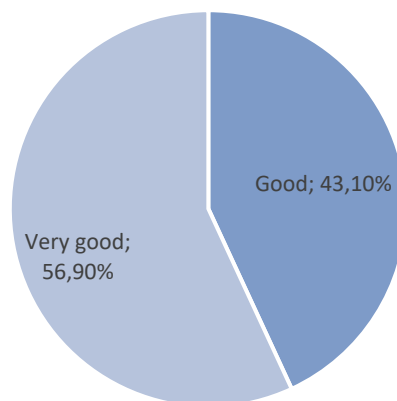
Equipment and Facilities - Animal Facility

With an average score of 4.36 out of 5, this year users have scored the equipment and facilities of the animal facility higher than in 2022 (which had a rating of 3.84 out of 5).



Overall rating for the Animal Facility

The total number of users surveyed provide an overall rating of the animal facility as good or very good.



Comments

The value-added services offered, user care, and the animal facility's staff capabilities are highly rated. The same can be said of the rating of the outsourced cleaning service personnel.

In 2022, the contract for this service was expanded again due to increasing its size both in service hours and in the coverage of their actions. The animal facility makes ongoing efforts in order to ensure the quality and stability of this service, key to the operation of many of our processes.

One of the concerns identified relates to the availability and operation of some commonly used spaces in the barrier zone.

The common laboratories cannot be used by different groups at the same time in order to minimise the risks related to the guarantee of the health status of the different animal models as well as those related to guaranteeing the experimental quality, thus minimising interference between trials as much as possible.

In this regard, it must be taken into account that these spaces can be reserved from 8:00 a.m. in the morning until approximately 7:00 p.m. in the evening. With reference to the management of the booking of these spaces, we have received some comments related to the adaptation of the booked time to the real use that is made of each space. We remind you of each user's responsibility, so please make good use of the system. In case of special requirements, if you contact our staff, we will help you find an option that is compatible with your needs. It is for this reason that, although we are aware of the need to be able to respond to unforeseen occurrences through the extraordinary requests included in our operating protocol, the deadlines established for requests as a whole must be respected. We are a community of more than 300 users who have to work in a coordinated way to achieve optimal use of the available resources. We thank you for your effort and collaboration to achieve this challenge satisfactorily.

With reference to the supply of scientific equipment made available to users, the animal facility staff can, on demand, manage requests for information and training regarding the operation and capabilities of the said facility.

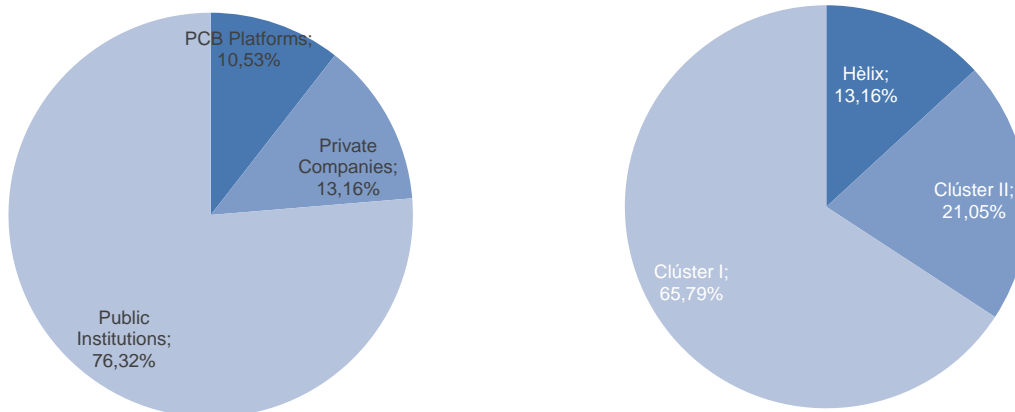
Moreover, within the renewal of equipment in the animal facility, in 2022, over €100,000 has been invested in the acquisition of new anaesthesia equipment, the renewal of vital equipment used for the washing of cages and the bottles of animals housed in the facility, of equipment for the holding and handling of animals in the barrier zone and in the maintenance and improvement of the animal facility's management software (ANIBIO).

Finally, we would like to thank you for the comments received through the survey, which are keys to the continued improvement of the service. We remind you that for any doubt, query, request, suggestion or complaint, you can contact us at address estabulari-pcb@pcb.ub.cat

2023 SATISFACTION BAROMETER: RADIOACTIVE FACILITY (IR- Barcelona Science Park)

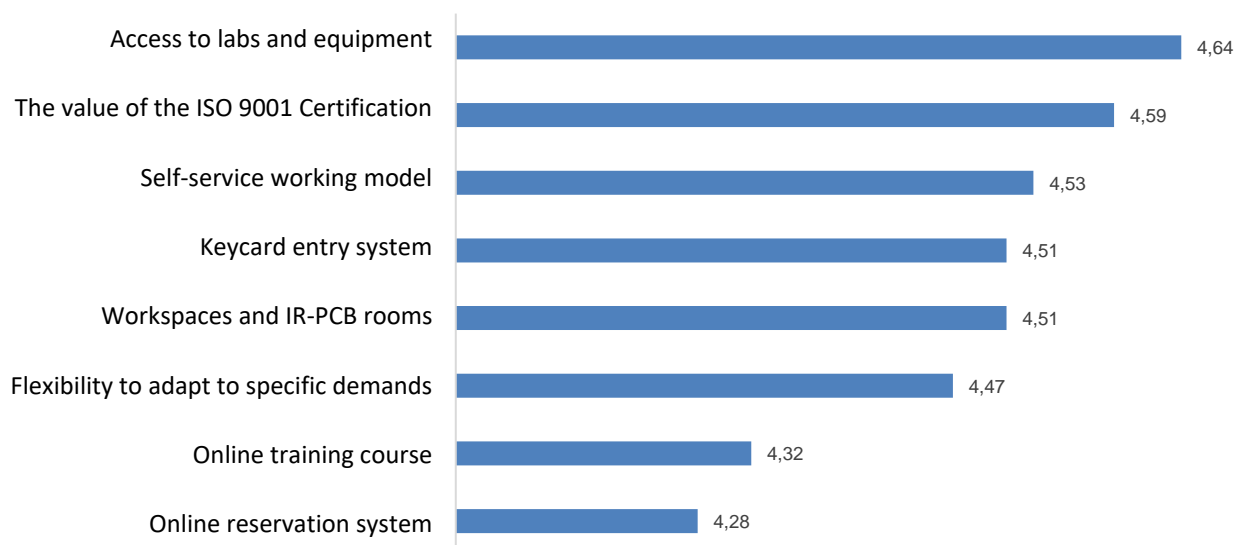
The types of users who have answered the barometer survey and the buildings in which they work

We have received 38 responses from the 131 surveys sent out, 29%, which represent public clients of 76% and 13% of the private companies based at the PCB.



Client services / Service and operating model

With an average of 4.48 out of 5, more than 90% of the users who have responded, consider client services and the operating model as good or very good. The highest rated aspects of the service is the access times for equipment with no time restrictions and the workspaces and the continued maintenance of the ISO 9001 certification in service provision.



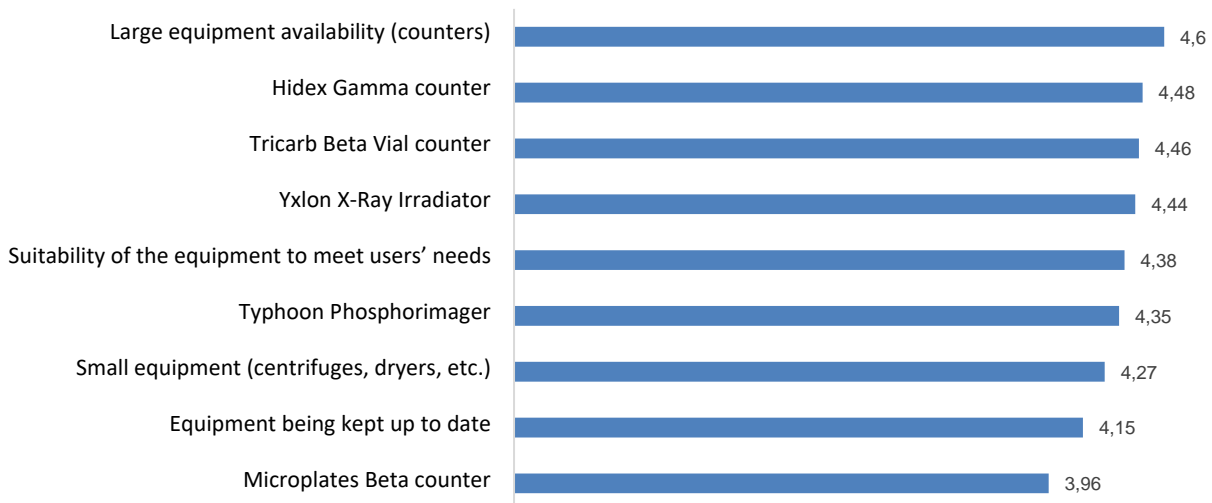
IR-PCB Staff

Users consider that the capabilities and response of IR-PCB staff to be very good (4.69 out of 5), surpassing the previous year's score (4.56 out of 5).



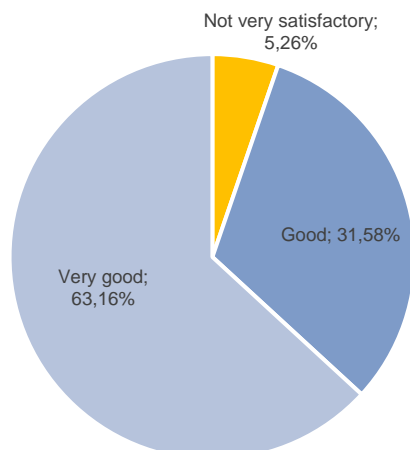
Equipment and facilities IR-PCB

The users' perception of the equipment is good, in the same line as was demonstrated in previous years.



Overall rating for the IR-PCB

In 94% of cases users give an overall rating of the IR-PCB as good or very good.



Comments

The IR-PCB obtains a very good rating from the people who have participated in the survey and who habitually use their services, equipment and facilities, maintaining the high rating levels obtained in previous years.

During 2022, part of the laboratory equipment was renewed with the acquisition of new refrigerators and freezers, refrigerated centrifuges, precision pipettes and orbital shakers. The IR-PCB will continue its process to gradually renew equipment and we would like to know the needs and demands of its user groups in order to be able to study the acquisition of new equipment which is used by everyone.

During 2023, the online booking system will be reviewed with the aim of making it more flexible and adapting it to the needs of the users.

If you have any queries, questions or suggestions, please don't hesitate to visit us at our office, call us by telephone or contact us by e-mail (ir-pcb@pcb.ub.cat).

2023 SATISFACTION BAROMETER: TOXICOLOGY (UTOX-PCB)

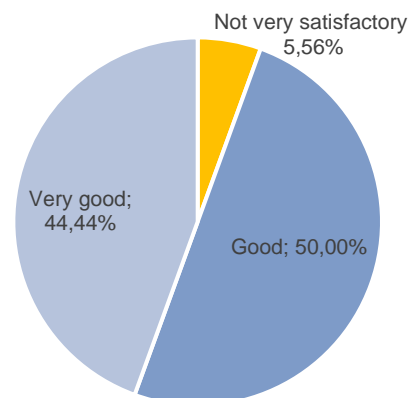
The types of users who have answered the barometer survey and the buildings in which they work

We have received 18 responses from the 64 surveys sent out. With 28% of the responses obtained, 89% of respondents are direct users of the services, and the remaining 11% are managers of the organisation to which they belong.



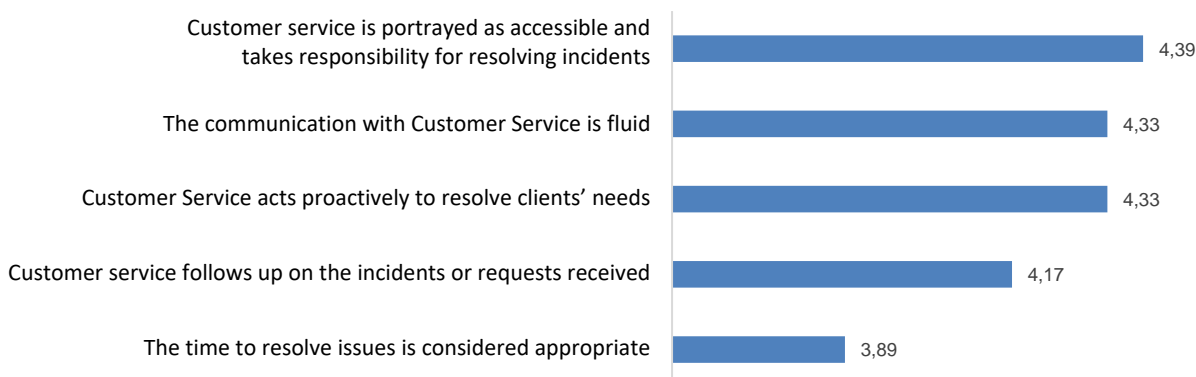
The UTOX / CERETOX service offer

94% of respondents rate the UTOX / CERETOX service offer as good or very good.



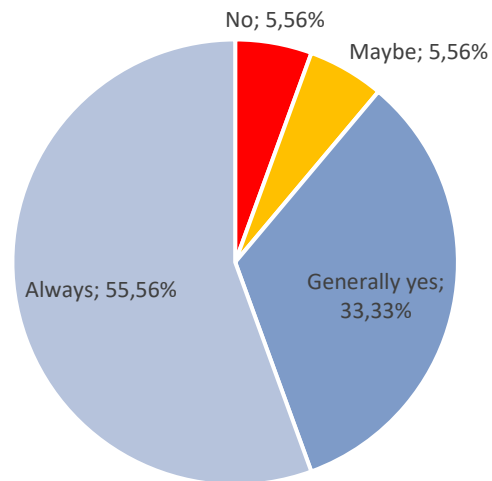
In relation to customer service

They have obtained an average score of 4.28 out of 5, of the aspects rated, with the attitude of the team of availability and resolution of incidents being the best rated aspects.



Would you recommend UTOX CERETOX to an organisation like yours?

The survey respondents would recommend UTOX services in more than 88% of cases. 5.56% wouldn't.



Comments

With the BPLS certification that validates the quality of the services offered, and the ISO 9001 certification we have improved both our customer service capacity as well as our response to the incidents, in addition, we want to work to maintain the degree of satisfaction and the excellent rating given by our customers.

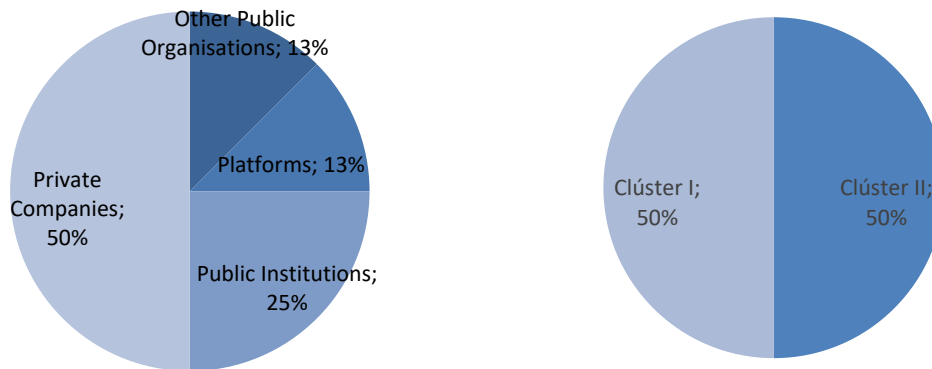
We are aware that there have been incidents in 2022 that have meant a decrease in the speed of our response to demands and this has therefore been reflected in the rating given by one of our clients. In order to correct this situation, we plan to balance the execution of accepted studies to our capacity in order to not generate delays in the deadlines agreed with clients.

We would like to thank everyone for their participation and remind you that we are always available if you wish to raise any queries or make any comments or suggestions (utox-pcb@pcb.ub.es).

2023 SATISFACTION BAROMETER: SPECIAL REACTIONS SERVICE (SRE-PCB)

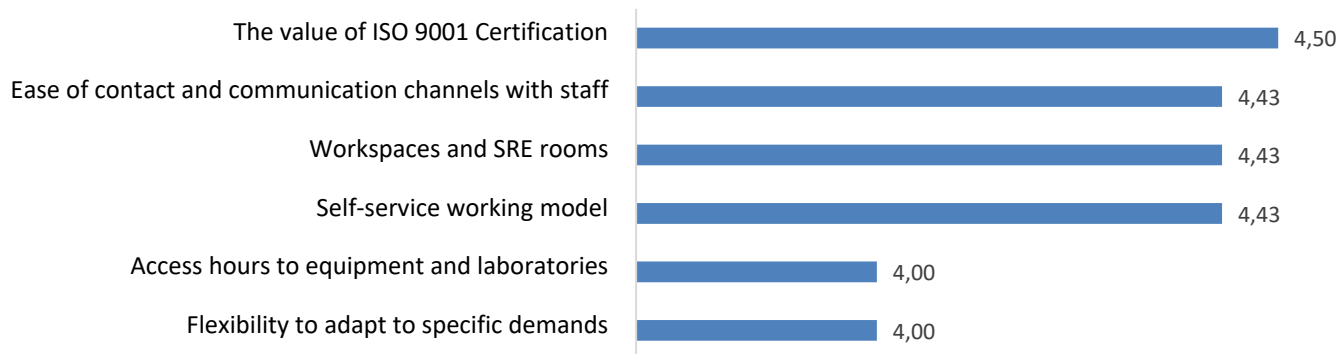
The types of users who have answered the barometer survey and the buildings in which they work

We have received 8 responses from the 48 surveys sent out (17%). SRE users are represented by both public organisations as well as companies based at the PCB.



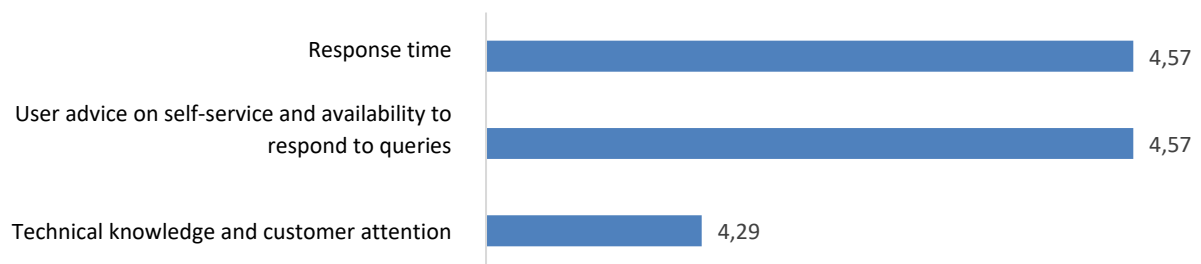
Client services / Service and operating model

With an average of 4.31 out of 5, all aspects are very well rated.



SRE-PCB Staff

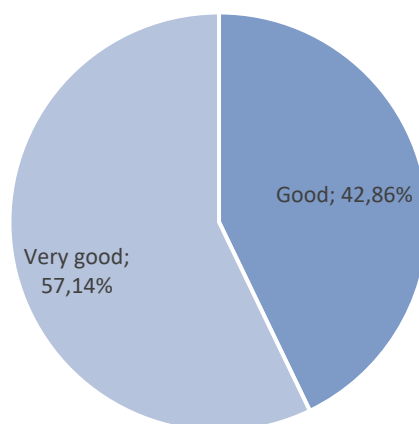
Similarly, the staff who provide the service received a very good score (4.48 out of 5).



Equipment and facilities

Overall rating

100% of the responses rate the SRE activity as good or very good.



Comments

The Special Reactions Service, now integrated as part of the Common Scientific Services continues to offer a service to a reduced number of users who rate it very satisfactorily. It is a service which is also certified with ISO 9001, and that plans to maintain the level of attention provided by adapting to the evolution of demand.

We would like to thank everyone for their participation and remind you that we are always available if you wish to raise any queries or make any comments or suggestions (sre-pcb@pcb.ub.es).