

Satisfaction Barometer Results Report 2024

PCB Scientific Services area



May 2024



Parc Científic de Barcelona
UNIVERSITAT DE BARCELONA

Note from PCB Management

Parc Científic de Barcelona (PCB) Management would like to thank all those who answered the 2024 satisfaction survey. Thanks to your feedback, we can improve the services and infrastructures that are important to us.

In response to some of your comments, in this document we would like to share with you the improvement actions we have recently undertaken and which will be useful to you.

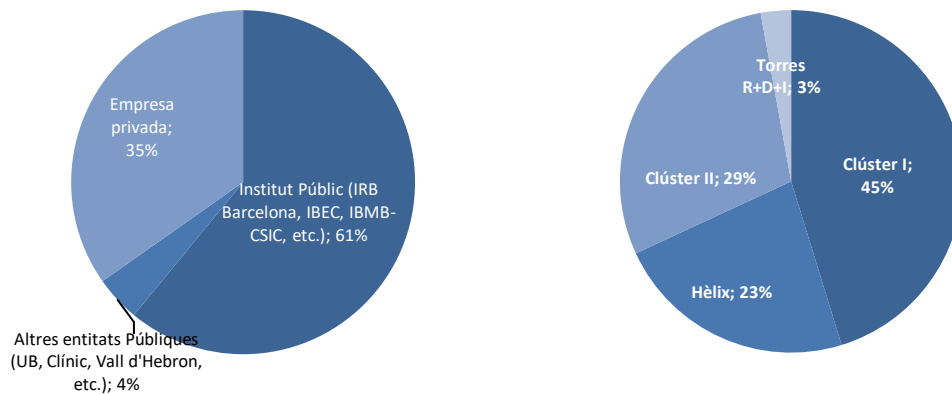
SCIENTIFIC SERVICES

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SATISFACTION BAROMETER 2024: COMMUNAL SCIENTIFIC SERVICES (SCC-PCB)

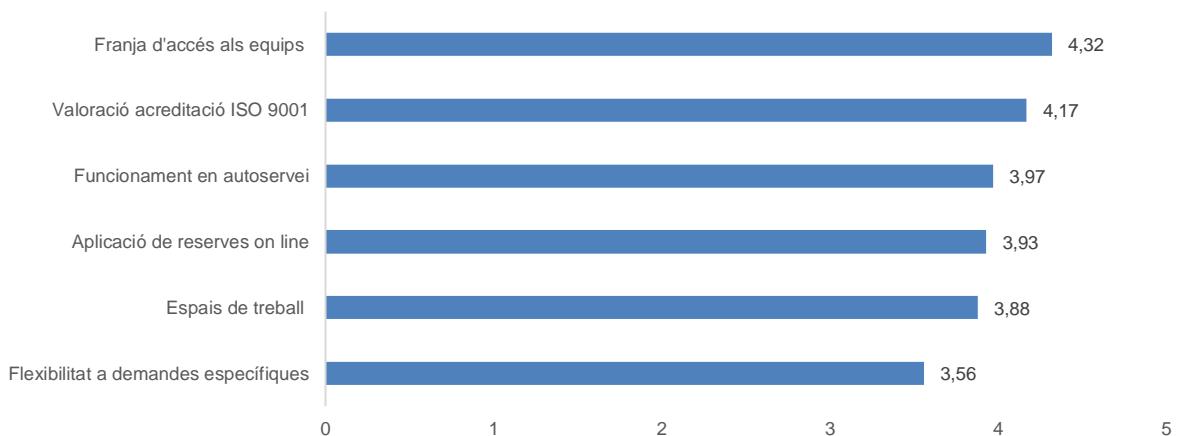
Type of user who answered the survey and their building

The satisfaction survey was sent to 1,309 users, 16% of whom responded. Thus the report was produced from the 210 responses, corresponding proportionally to the percentage of laboratory occupancy by type and also proportionally by building.



Customer service/service and operating model

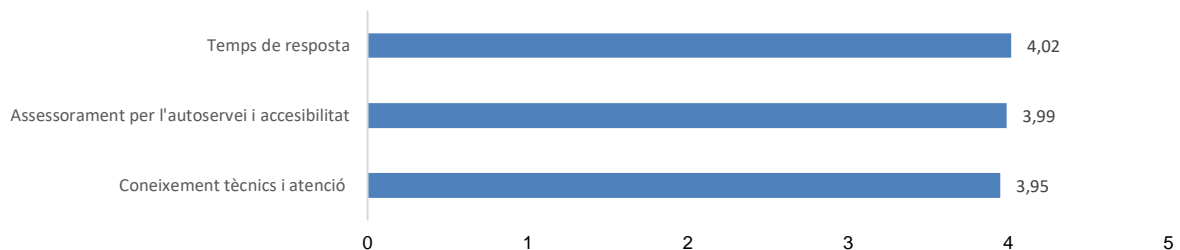
With an average score of 3.97 out of 5, the most highly rated aspects of the service are unrestricted access to equipment and workspaces and maintaining ISO 9001 accreditation in service provision.



In the overall service assessment, very good results were obtained in terms of access to equipment without time restrictions and ISO 9001 accreditation.

SCC-PCB personnel

Users (>80%) considered the skills, knowledge and responsiveness of SCC-PCB personnel to be good or very good. The average score was 3.99 out of 5.



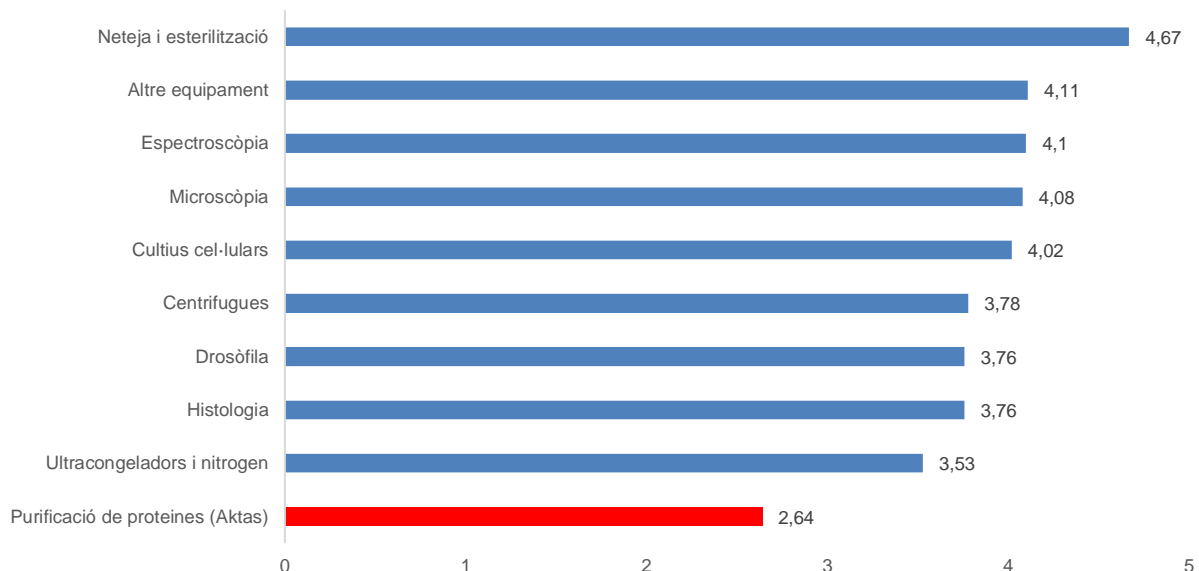
Very good results were also obtained for the questions on the SCC-PCB technical personnel, technical knowledge and attention to users and response time.

SCC-PCB equipment and installations

All services included in the SCC were highly rated and have generally maintained their 2023 rating (above 3.5 out of 5).

The centrifuge services, cold storage (ultrafreezers and nitrogen), the histology room and the *Drosophila* area were rated below 4 out of 5, as in 2023.

The worst-rated activity was the protein purification room, whose score has steadily dropped over the last 4 years, to 2.64 out of 5 in 2024.



In reference to activities, the services included in the SCC were rated positively, although in general terms, we obtained a lower score than in 2023.

The laboratory material cleaning and sterilisation, general equipment and spectroscopy were the most highly rated, while three areas, *Drosophila*, cold storage and histology, were less well rated, but above 3.5 out of 5.

Particular mention should be made of the protein purification service, which was the worst-rated activity and which has lost points over the last 4 years. The repeat complaint is the lack of attention in the service due to the lack of a support technician for the maintenance of the space and equipment. Operations in this area are self-service, as with the rest of the SCC services, but this has not been fully understood by researchers using the service.

Over the year, we reviewed the procedures and actions in this room to include it in the ISO 9001 quality system and improve the quality of customer services in the SCC-PCB self-service operating model. We will be convening users to answer questions or clarify service content so we can find possible solutions to improve this situation.

The rating for the Drosophila area remained low (3.76 out of 5) but within the limits we consider acceptable (3.5 out of 5). We will also address this situation directly with users by convening representatives of the laboratories to work on possible improvements to service performance.

In relation to the number of equipment breakdowns, some users asked for more equipment and/or alternative installations in the event of scheduled preventive maintenance or breakdowns. The perception of equipment down times or the time taken for maintenance by service personnel or external services does not coincided with the actual availability of the reserve equipment available as an alternative. Breakdowns and maintenance are always reported through the booking app and in the logbook of the affected equipment on site, indicating the available alternatives. We stress to users that they can contact us by email or telephone (working days, 9 a.m. – 5 p.m.) and the service will answer their queries and provide alternatives. During 2024 we will promote and inform users of the existence of the SCC bookings mobile app to encourage usage and facilitate access to bookings from wherever users are.

In relation to requirements in some laboratories that need more space in freezers and nitrogen due to the nature of the research, the PCB has a rental service for space for -80°C freezers and a cryogenic room for nitrogen containers. There are plans to expand the capacity of the nitrogen container room for rental nitrogen containers by 2025, in anticipation of a possible growth in demand.

Some users ask the survey for more training sessions on the use of the SCC equipment. The equipment installed in the service areas does not require specialised training; laboratory technical staff's training and experience, together with consulting the user manual for each piece of equipment, is sufficient, in accordance with the 24/7 self-service model.

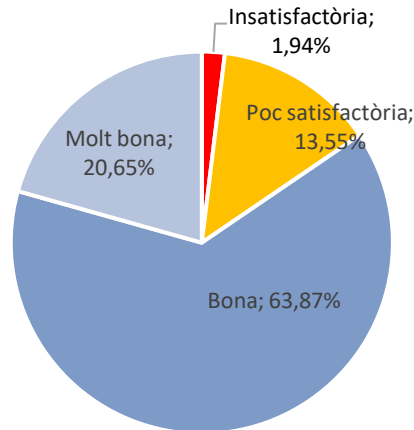
However, in order to prevent accidents due to misuse in the case of centrifuges, SCC-PCB is preparing training videos which will be posted on the PCB website. These videos, which are always available, are to reinforce users' training and knowledge and in no way replace the necessary monitoring and supervision for new recruits from more senior lab members. Links to training videos distributed by the equipment manufacturers have also been posted in the spectroscopy booking app.

In relation to the demand for the option to book equipment by the minute, not in the obligatory 30-minute slots, and to cancel a booking once started by the users themselves (cancellation currently has to be in writing to the SCC, as administrator permissions are required), we plan, together with the IT service, to study booking options in the current app and apply them whenever the booking and cancellation, when it occurs, are traceable.

To renew the equipment, we are continuing a gradual renewal programme, which we report on every year in the *T'interessa* publication. Each year, we prioritise the incorporation of new equipment to improve the quality of service. Planned for 2024 are the replacement of the fluorescence and chemiluminescence equipment (Odyssey M), a major investment for the service, a high-speed centrifuge and rotors, a nitrogen container and a routine inverted microscope, and the acquisition of tabletop centrifuges and cell counters for cultures, agitators for bacteria, and Eppendorf centrifuges for cold rooms.

SCC-PCB overall assessment

More than 84% of users rated the SCC-PCB as good or very good overall (3.88 out of 5), clearly lower than in the previous survey (4.04).



Finally, we would like to stress once again that with self-service equipment it is very important users understand how the equipment is operated to avoid disruption to experiments and/or equipment breakdowns. Every day, service technicians report that users are not always well trained and not always monitored by their supervisors/tutors. Monitoring of the regulations for the use of the installations, obligatory reading of the equipment manuals and prior training from the user laboratories themselves are essential to guarantee proper operation of the equipment and the safety of personnel and users, among other things.

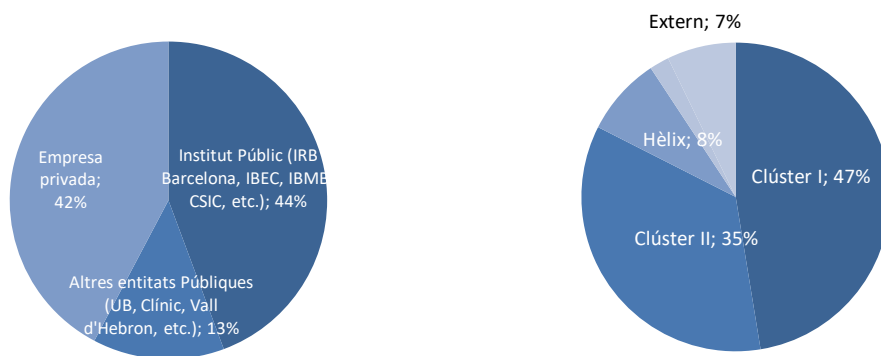
Finally, we would like to thank you for all the comments you have sent us through the survey, which provide us with additional ideas to continue improving our service. We also encourage you to contact us for any enquiries, requests, questions, complaints, etc. at the address scc-pcb@pcb.ub.cat. We gather all individual or specific needs and answer them all, resolving most cases with alternatives provided by SCC-PCB. These are well received by users, although sometimes a request or demand cannot be met as the service is designed for a large majority, in which available resources must be organised for the common good.

Rosa Debón
Head of Communal Scientific Services

SATISFACTION BAROMETER 2024: ANIMAL FACILITY-PCB

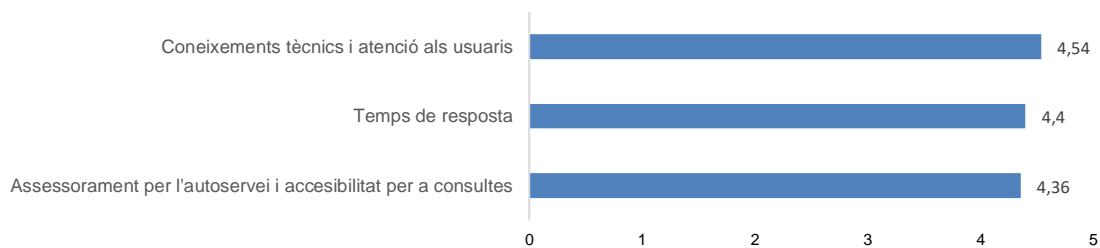
Type of user who answered the survey and their building

We received 97 responses from the 429 surveys sent out for a response rate of 22%. Out of these answers, 58% were from public clients and 42% from private companies, 93% of which are located in PCB spaces.



Animal facility personnel

The respondents considered the support capacities and services offered to be very good, above 4.3 in all cases.



Customer service/service and operating model

With an average of 4.4, all aspects were rated over 4.3 out of a maximum of 5. As in previous years, the most highly rated aspects of the service were ease of contact with the animal facility personnel and monitoring of animal welfare.

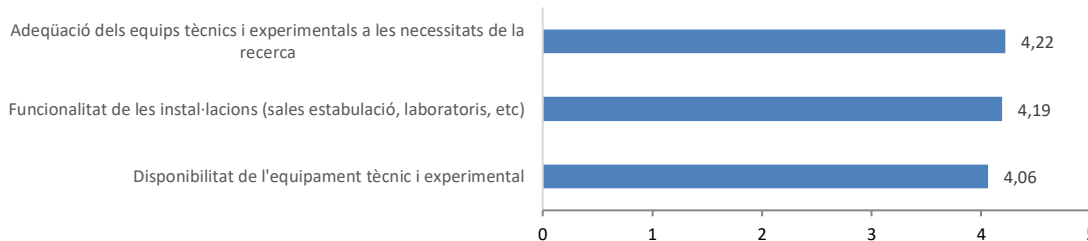


Also highly rated were value-added services, user care and facility personnel skills, as were those of outsourced care personnel. In all cases, the animal facility continuously strives to guarantee the quality and stability of this service, which is essential to the functioning of many of our processes.

Concerning certain comments on the ANIBIO. The monitoring and control of all information relating to housed animals must, by regulation, be managed using specific software. Every year, the animal facility makes every effort to improve the application, based on contributions from users, outsourced care personnel and our own personnel. Information inputs into the system are an important part of our activity and we therefore ask you to make an effort to provide it clearly and in real time. Aware that this can be time-consuming, the PCB is exploring options to improve the digitisation of the process, such as replacing manual completion of certain logs. We are confident that moving in this direction will optimise the effort required for this type of task.

Animal facility equipment and installations

With an average score of 4.16 out of 5, users rated the animal facility equipment and installations very similarly to 2023 (4.36 out of 5).



One concern was the availability and functioning of some of the shared areas in the barrier zone. The shared laboratories cannot be used by different groups at the same time. This is to minimise risks related to assuring the health of the different animal models and quality assurance for experiments, minimising interferences between tests as far as possible.

In this sense, it should be borne in mind that these spaces can be booked from 8 a.m. until approximately 7 p.m. Working hours cannot be extended, to ensure the necessary photoperiod for the animals.

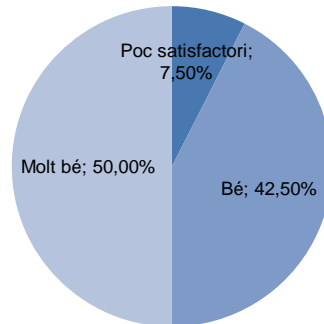
With reference to managing space bookings, we received comments regarding the match between booking times and actual use made of each space. We remind you that it is the responsibility of each user to make good use of the system. In case of special requirements, if you contact our staff, we can help you find an option that is compatible with your needs. It is precisely for this reason that, although we are aware that we need to be able to meet specific unforeseen events through extraordinary requests, as provided for in our operating protocol, the established advance deadlines for all requests must be respected. We are a community of more than 350 users who must work in coordination to make the best use of the available resources. We thank you for your efforts and collaboration in successfully meeting this challenge.

As you know, the animal house also provides users with the basic materials necessary for working in these shared spaces (animal facility rooms and laboratories). A list of these materials can be found in each space. Each week, our staff check supplies in rooms and laboratories and replaces stocks of the necessary materials. We remind you that you can contact the care staff inside the facilities or animal facility staff by phone, so we can immediately provide you with any materials from the list that may be lacking.

With regard to the supply of scientific equipment available to users, the staff of the animal facility can provide information and training on the operation and capabilities of the equipment on request. In addition, as part of the animal facility equipment renovation programme, in 2023 more than 200,000 euros were invested in acquiring a new liquid nitrogen tank, a binocular magnifying glass for surgery, equipment for stabling and handling animals in the barrier zone, and maintenance and improvements to the animal facility management software (ANIBIO).

Animal facility overall assessment

The overall rating for the animal facility users surveyed was 4.35 out of 5.



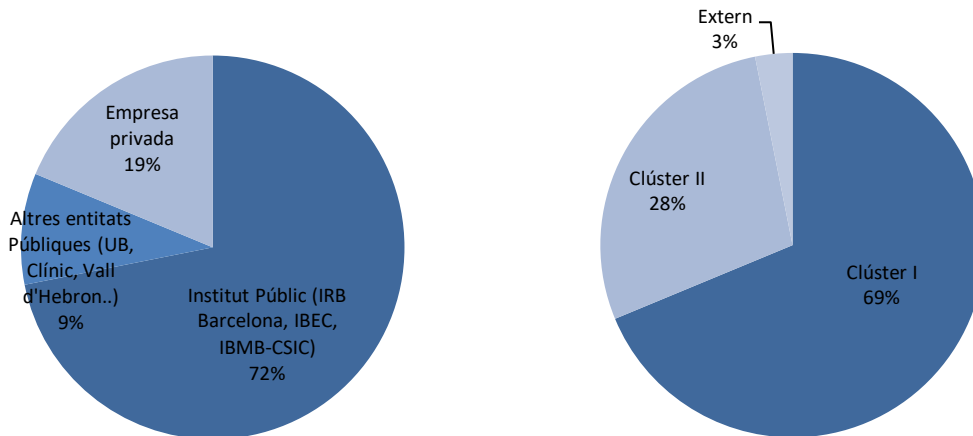
Research activity with laboratory animals in an environment such as ours is complex and involves very diverse areas of action. If at any time you have doubts about a process or request, please remember you can contact our staff in advance by email or telephone to help meet your needs. These are the established channels of communication. Outsourced care personnel can give you an initial orientation and refer you to our staff. By using these channels, the person responsible for each area of activity in the facility will be able to assist you in the best possible way.

Finally, we would like to thank you for the comments received through the survey, which are essential to the continuous improvement of the service. We remind you that for any doubts, queries, requests, suggestions or complaints, you can contact us at the following address estabulario-pcb@pcb.ub.cat

SATISFACTION BAROMETER 2024: RADIOACTIVE FACILITY (IR-PCB)

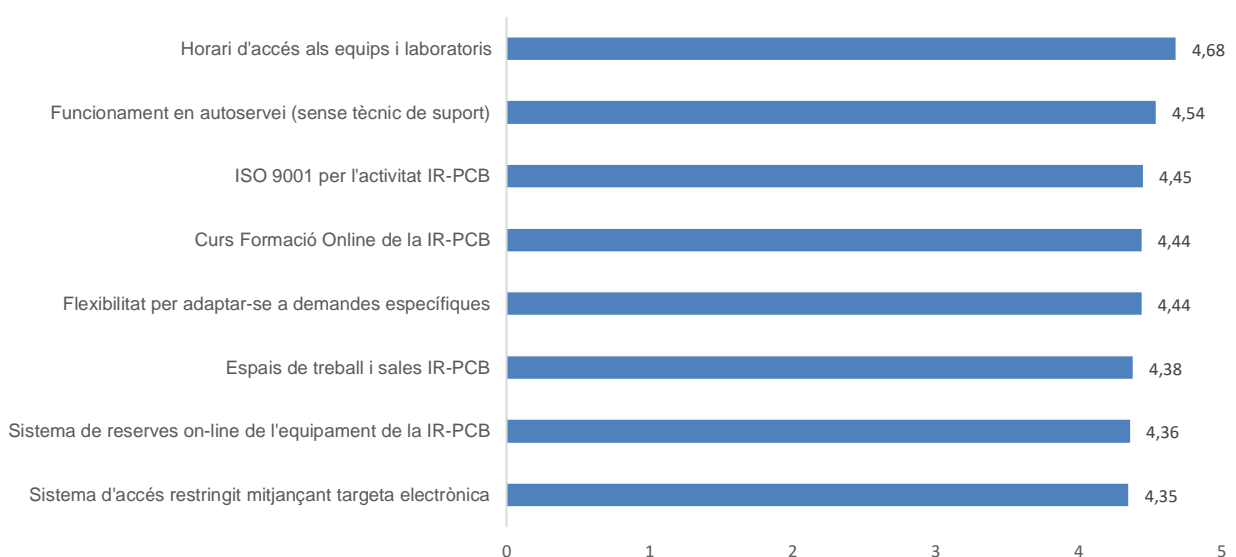
Type of user who answered the survey and their building

We received 32 responses out of the 121 surveys sent out, 26% of the total, representing 72% public clients and 19% private companies, most of which are in the PCB Cluster building.



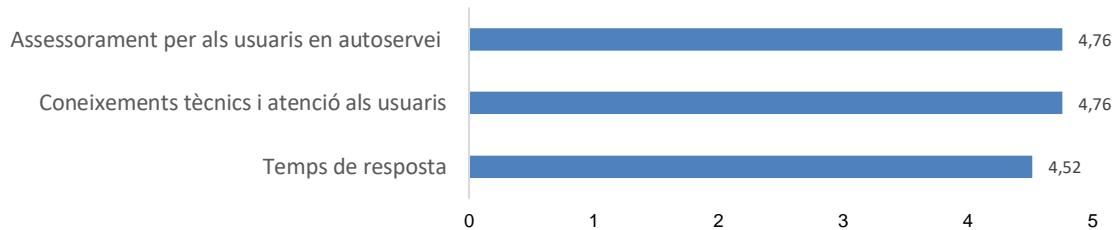
Customer service/service and operating model

With an average score of 4.46 out of 5, more than 90% of respondents consider the customer service and operating model to be good or very good. The most highly rated aspects of the service were the unrestricted access to the equipment and maintaining the ISO 9001 accreditation for providing the service.



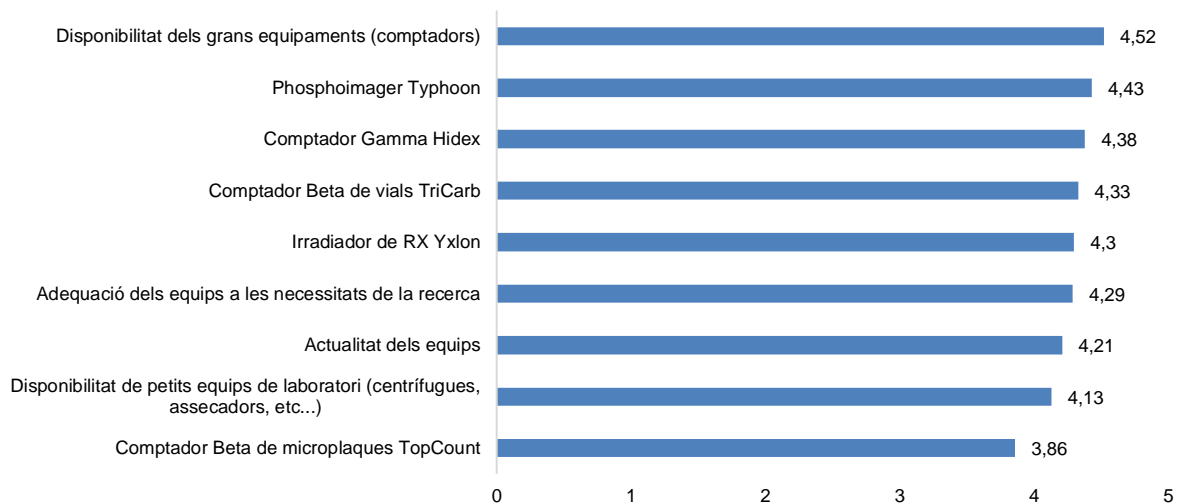
IR-PCB personnel

Users considered the skills and responsiveness of IR-PCB personnel to be very good (4.68 out of 5), in line with last year's score.



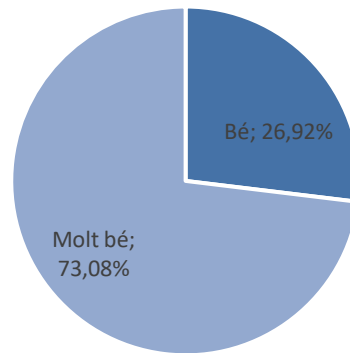
IR-PCB equipment and facilities

Users' perception of the equipment was good, in line with previous years.



IR-PCB overall assessment

In 94% of cases, users' overall assessment of the IR-PCB was good or very good.



The IR-PCB was highly rated by the people who participated in the survey and regularly use its services, equipment and facilities, maintaining the high ratings obtained in previous years.

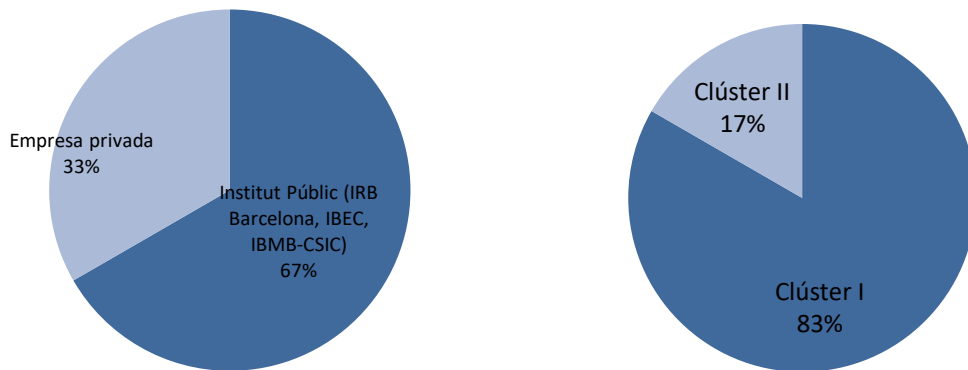
With regard to the need for fluorescence equipment, in January this year the SCC incorporated an Odyssey M, with the required fluorescence performance.

If you have any questions, doubts or suggestions, please do not hesitate to visit us at our office, phone us or contact us by email (ir-pcb@pcb.ub.cat).

SATISFACTION BAROMETER 2024: SPECIAL REACTIONS SERVICE (SRE-PCB)

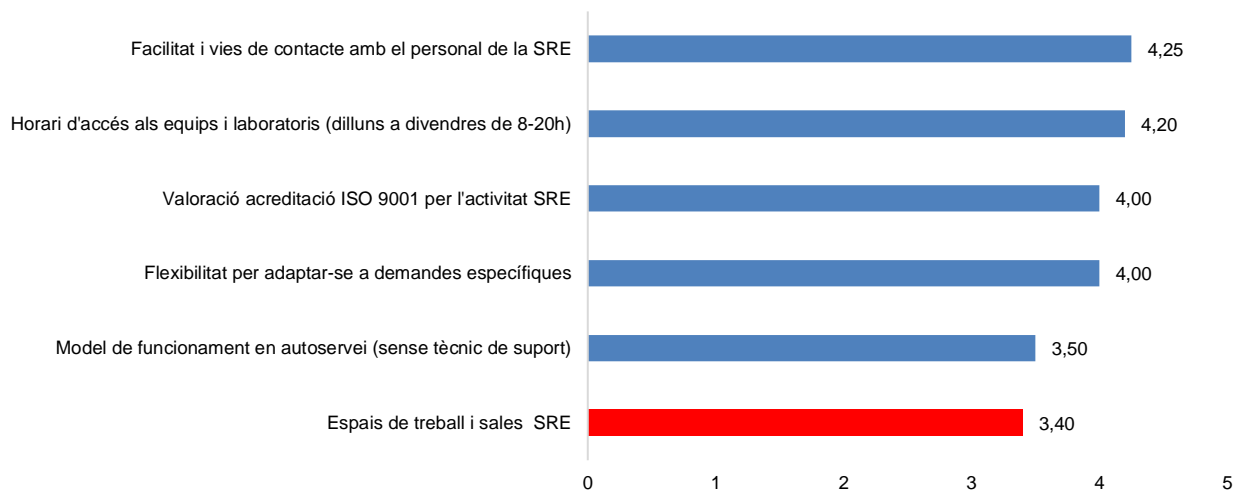
Type of user who answered the survey and their building

We received 4 responses to the 44 surveys sent out (9%). SRE users include both public bodies and private companies located on the PCB.



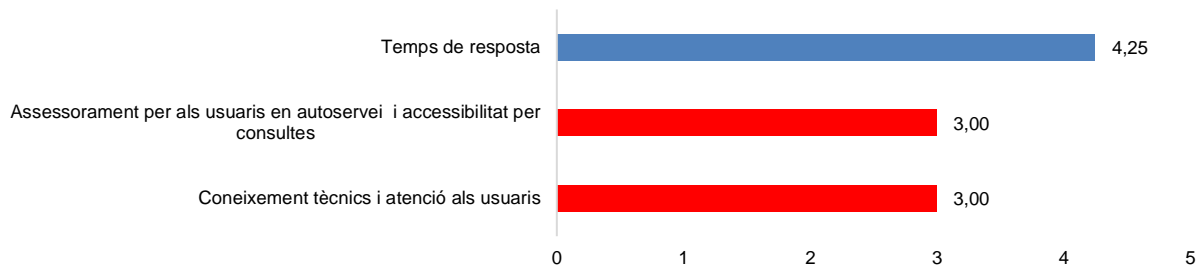
Customer service/service and operating model

With an average of 3.89 out of 5, the service received a worse rating than in the previous year, in particular for the workspaces and rooms and the self-service model.



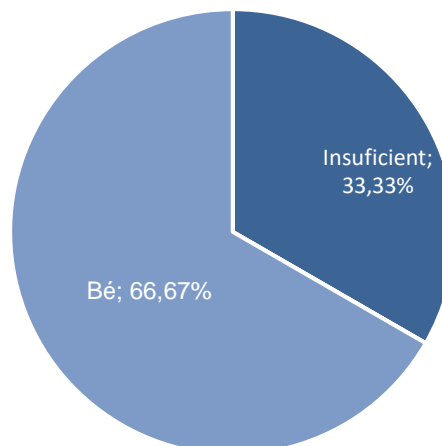
SRE-PCB personnel

Similarly, the service staff received a good rating for response times, although this was lower than for 2023 (3.42 out of 5), as technical knowledge and advice to users were rated as unsatisfactory in 50% of the answers.



Overall assessment

Three users responded to the overall assessment, one considering the service poor and two as good.



The SRE is constantly reducing the number of groups and users. Part of the SCC since 2021, it continues to offer a service to a small number of users.

The service also has ISO 9001 certification and it is expected to maintain the level of attention while the service is active; therefore the review of spaces, waste collection and tidiness will be intensified.

We would like to thank everyone for their participation and remind you that we are always at your disposal if you have any questions, comments or suggestions (sre-pcb@pcb.ub.es).