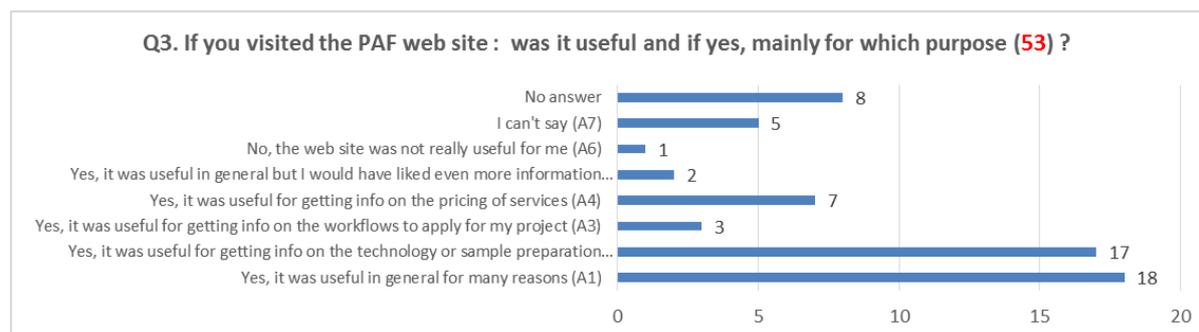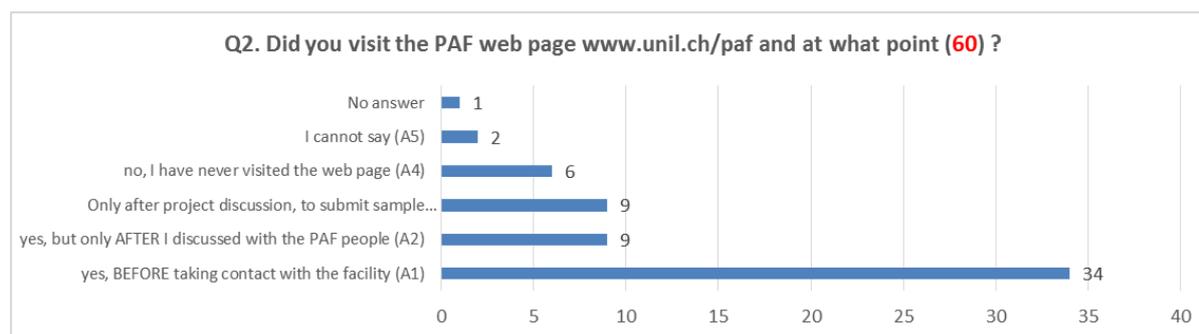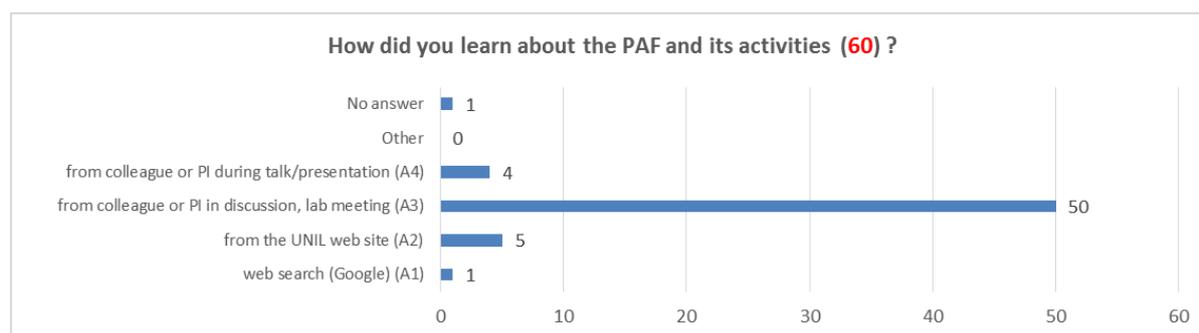# Results of the satisfaction survey 2015-2017
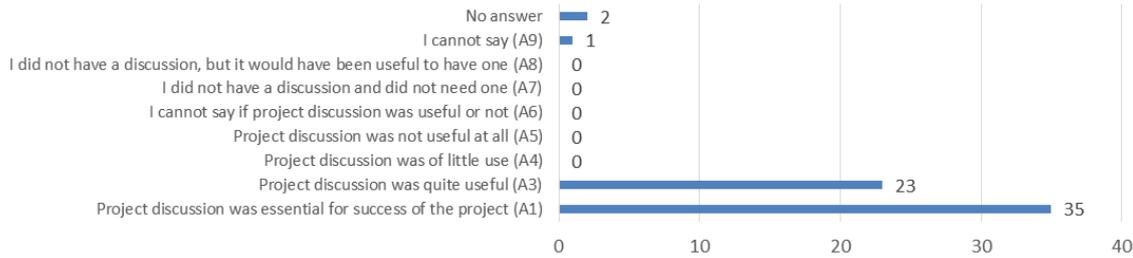
**103** users of the platform between 2015 and June 2017 were contacted by e-mail; of these, **88** still had valid e-mail addresses (most of the 15 with invalid addresses had moved to a new position). Out of the 88 users that received the messages, **54 filled in the form completely (61.4%).** The number of non-null answers is indicated in red in each graph.

Note : to ensure objectivity in handling , the survey was conducted and the results collected and analysed by a person external to our group.
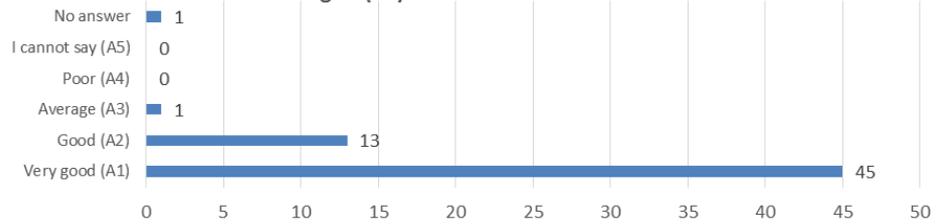
Note 2 : the voucher for free analyses was won by Laia Martinez Carreres, group Fajas.



**How did you learn about the PAF and its activities (60) ?**

| Category | Value |
|---|---|
| No answer | 1 |
| Other | 0 |
| from colleague or PI during talk/presentation (A4) | 4 |
| from colleague or PI in discussion, lab meeting (A3) | 50 |
| from the UNIL web site (A2) | 5 |
| web search (Google) (A1) | 1 |



**Q2. Did you visit the PAF web page www.unil.ch/paf and at what point (60) ?**

| Category | Value |
|---|---|
| No answer | 1 |
| I cannot say (A5) | 2 |
| no, I have never visited the web page (A4) | 6 |
| Only after project discussion, to submit sample… | 9 |
| yes, but only AFTER I discussed with the PAF people (A2) | 9 |
| yes, BEFORE taking contact with the facility (A1) | 34 |



**Q3. If you visited the PAF web site : was it useful and if yes, mainly for which purpose (53) ?**

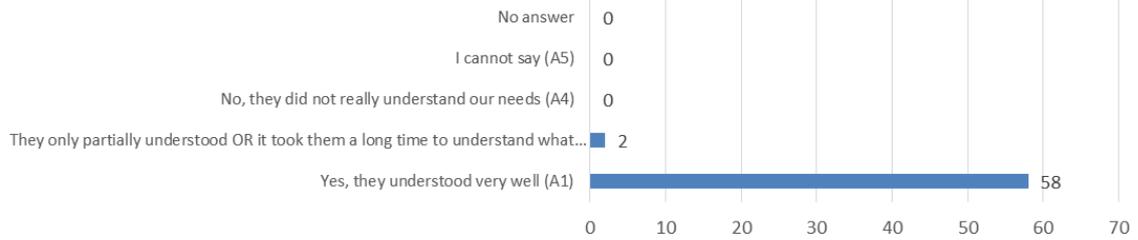| Category | Value |
|---|---|
| No answer | 8 |
| I can't say (A7) | 5 |
| No, the web site was not really useful for me (A6) | 1 |
| Yes, it was useful in general but I would have liked even more information… | 2 |
| Yes, it was useful for getting info on the pricing of services (A4) | 7 |
| Yes, it was useful for getting info on the workflows to apply for my project (A3) | 3 |
| Yes, it was useful for getting info on the technology or sample preparation… | 17 |
| Yes, it was useful in general for many reasons (A1) | 18 |

## Q4. If you had an in-depth discussion of your project with PAF personnel, please rate this discussion (59).

| Answer | Count |
|---|---|
| No answer | 2 |
| I cannot say (A9) | 1 |
| I did not have a discussion, but it would have been useful to have one (A8) | 0 |
| I did not have a discussion and did not need one (A7) | 0 |
| I cannot say if project discussion was useful or not (A6) | 0 |
| Project discussion was not useful at all (A5) | 0 |
| Project discussion was of little use (A4) | 0 |
| Project discussion was quite useful (A3) | 23 |
| Project discussion was essential for success of the project (A1) | 35 |

## Q5. How do you rate the competence of the PAF personnel, concerning proteomics technologies (59) ?

| Answer | Count |
|---|---|
| No answer | 1 |
| I cannot say (A5) | 0 |
| Poor (A4) | 0 |
| Average (A3) | 1 |
| Good (A2) | 13 |
| Very good (A1) | 45 |

## Q6. Do you think that the PAF personnel was able to understand the specific needs of your project and suggest a suitable strategy (60) ?

| Answer | Count |
|---|---|
| No answer | 0 |
| I cannot say (A5) | 0 |
| No, they did not really understand our needs (A4) | 0 |
| They only partially understood OR it took them a long time to understand what… | 2 |
| Yes, they understood very well (A1) | 58 |

## Q7. Do you think that the palette of services offered by the PAF is broad enough (57) ?

| Answer | Count |
|---|---|
| No answer | 3 |
| Other | 0 |
| I cannot say (A4) | 5 |
| The choice of techniques is quite broad but I could not find what was good for… | 3 |
| No, it seems too narrow (A2) | 1 |
| Yes, it seems broad enough (A1) | 48 |
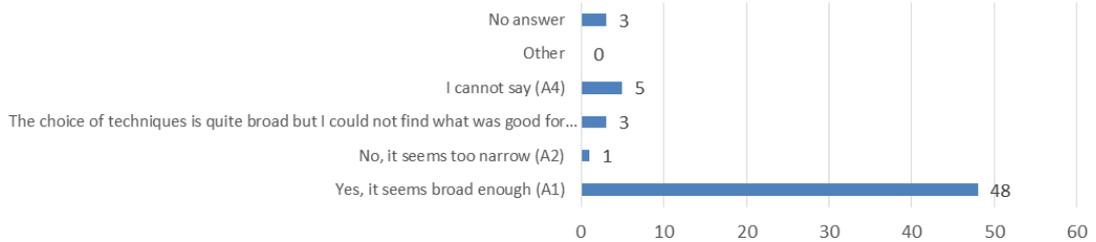
## Q8. Targeting of services. Did you find the right service for you (59)?

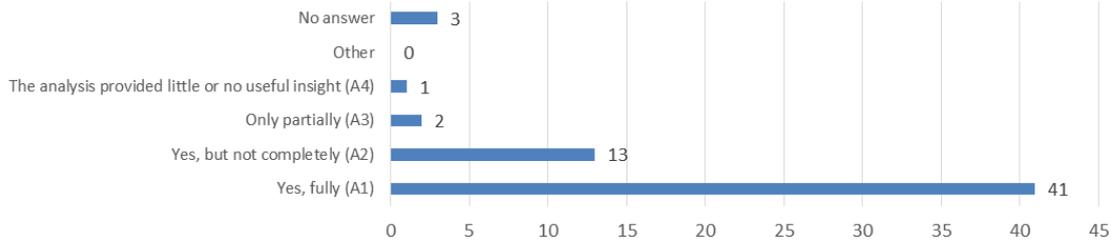| Answer | Count |
|---|---|
| No answer | 1 |
| I cannot say (A4) | 0 |
| I think I found the right service for me, but I cannot judge if something else… | 6 |
| No, I did not find the right service for me (A2) | 0 |
| Yes, I think I found the right service for me (A1) | 53 |

**Q9. Quality of sample handling. Do you think that your samples were processed in an appropriate way as to get the maximum possible results (59) ?**

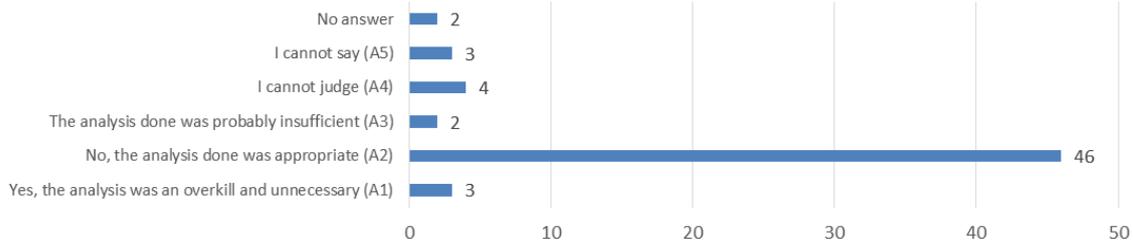| Answer | Value |
|---|---|
| No answer | 1 |
| I cannot say (A5) | 4 |
| Samples were not processed as they should have been (A4) | 0 |
| Samples were processed in a reasonable way but they could have done it... | 6 |
| Yes, I think samples were well processed (A1) | 49 |

(x-axis: 0, 10, 20, 30, 40, 50, 60)

**Q10. Analytical performance. If applicable how do you find the technical performance of the PAF MS analyses : were sensitivity and proteome coverage as you expected (59)**

| Answer | Value |
|---|---|
| No answer | 1 |
| Other | 1 |
| I cannot say (A5) | 4 |
| I cannot judge the performance (A4) | 4 |
| Performance was below average or poor (A3) | 1 |
| Performance was OK, I would have liked more/better (A2) | 13 |
| Performance was very good (A1) | 36 |

(x-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40)
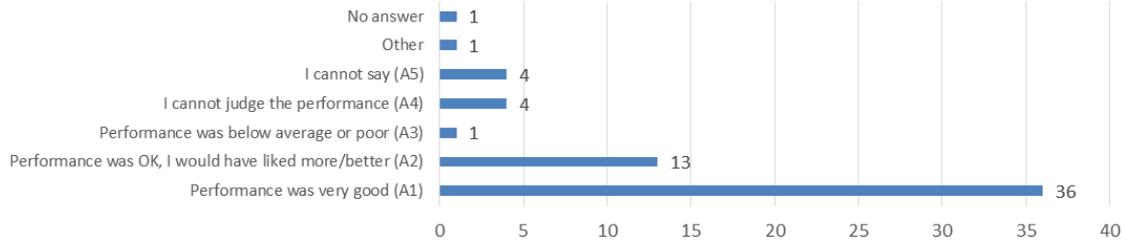
**Q11. Analytical performance. Overall, did the PAF analysis answer the question(s) asked in the context of your project (57) ?**

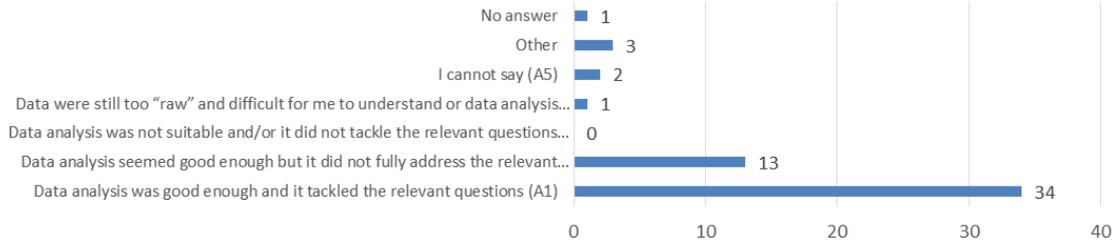| Answer | Value |
|---|---|
| No answer | 3 |
| Other | 0 |
| The analysis provided little or no useful insight (A4) | 1 |
| Only partially (A3) | 2 |
| Yes, but not completely (A2) | 13 |
| Yes, fully (A1) | 41 |

(x-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40, 45)

**Q12. Was the analysis an overkill ? Do you have the feeling that the question relevant for your project could have been answered with a simpler, cheaper analysis (58) ?**

| Answer | Value |
|---|---|
| No answer | 2 |
| I cannot say (A5) | 3 |
| I cannot judge (A4) | 4 |
| The analysis done was probably insufficient (A3) | 2 |
| No, the analysis done was appropriate (A2) | 46 |
| Yes, the analysis was an overkill and unnecessary (A1) | 3 |

(x-axis: 0, 10, 20, 30, 40, 50)

**Q13. Added value of analyses. Do you think that the proteomics data you obtained can be exploited/mined for other projects/questions or to generate (new) hypotheses (59) ?**
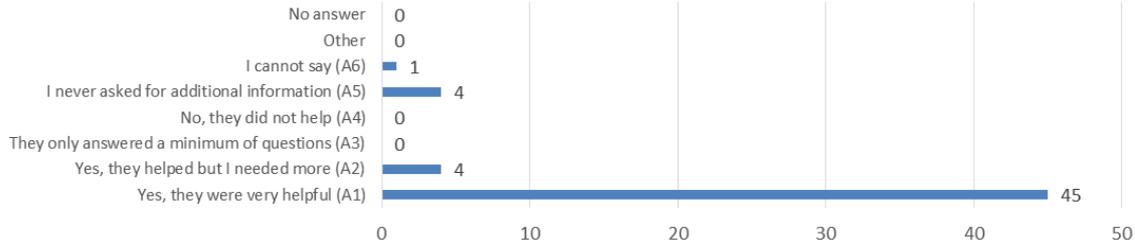
| Answer | Value |
|---|---|
| No answer | 1 |
| Not applicable to my project (A5) | 3 |
| I cannot say (A4) | 7 |
| Probably not (A3) | 5 |
| It is possible that the data will produce new insights / hypotheses in the future... | 13 |
| Yes, the data produced new insights/hypotheses (A1) | 31 |

(x-axis: 0, 10, 20, 30, 40)

## Q14. On the data analysis performed by the PAF. Was it sufficiently complete, and did it answer the questions relevant for the project (53).
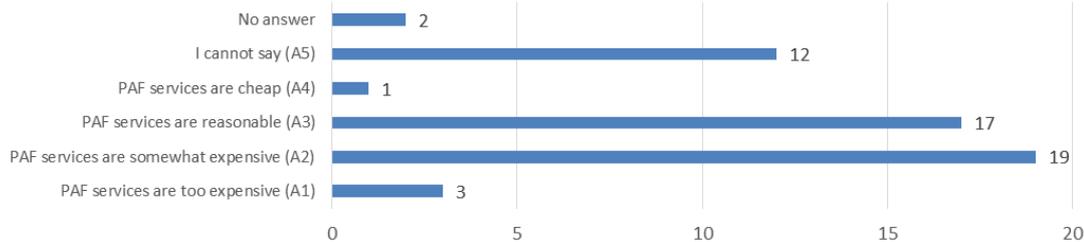
| Answer | Value |
|---|---|
| No answer | 1 |
| Other | 3 |
| I cannot say (A5) | 2 |
| Data were still too "raw" and difficult for me to understand or data analysis... | 1 |
| Data analysis was not suitable and/or it did not tackle the relevant questions... | 0 |
| Data analysis seemed good enough but it did not fully address the relevant... | 13 |
| Data analysis was good enough and it tackled the relevant questions (A1) | 34 |

## Q15. Results clarity For your specific project, were the results and the report received clear enough (54)?

| Answer | Value |
|---|---|
| No answer | 0 |
| Other | 1 |
| I cannot say (A5) | 0 |
| Results and the report were messy and/or difficult to understand (A4) | 0 |
| Results and the report seemed clear but I am lacking background knowledge to... | 5 |
| Results and the report were only partially clear and could be made clearer (A2) | 8 |
| Results and the report were very clear (A1) | 40 |

## Q16. After the analysis, did you get sufficient support from the PAF personnel to discuss the results of the experiment, ask questions and solve data analysis issues (54)?

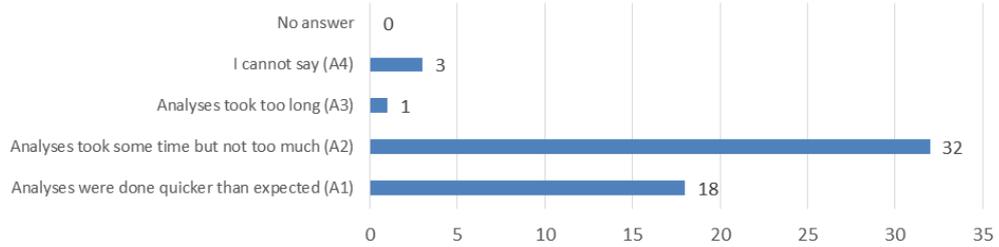| Answer | Value |
|---|---|
| No answer | 0 |
| Other | 0 |
| I cannot say (A6) | 1 |
| I never asked for additional information (A5) | 4 |
| No, they did not help (A4) | 0 |
| They only answered a minimum of questions (A3) | 0 |
| Yes, they helped but I needed more (A2) | 4 |
| Yes, they were very helpful (A1) | 45 |

## Q17. Please evaluate our service fees in absolute terms. (Please have a fair evaluation and if possible consider pricing of other tech platforms) (52)
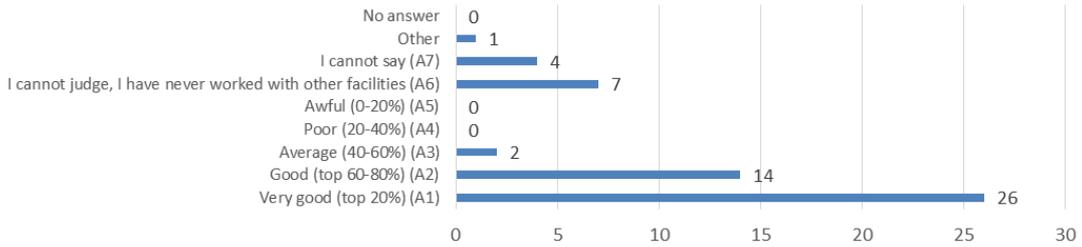
| Answer | Value |
|---|---|
| No answer | 2 |
| I cannot say (A5) | 12 |
| PAF services are cheap (A4) | 1 |
| PAF services are reasonable (A3) | 17 |
| PAF services are somewhat expensive (A2) | 19 |
| PAF services are too expensive (A1) | 3 |

## Q18. Price/performance ratio. Do you think that what you spent was too much or too little for the results obtained and the effort involved (50)?

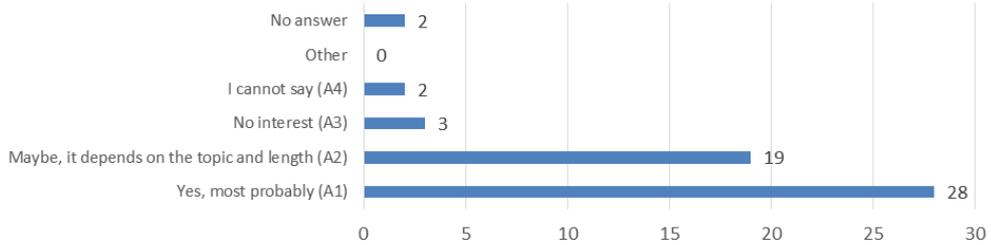| Answer | Value |
|---|---|
| No answer | 4 |
| I cannot say (A5) | 10 |
| PAF services are cheap for the results obtained (A4) | 2 |
| PAF services are reasonable (A3) | 22 |
| PAF services are somewhat expensive (A2) | 15 |
| PAF services are much too expensive for the results we get (A1) | 1 |

## Q19. Processing times. Please evaluate the time from sample deposition to result generation. Please if possible try to consider the complexity of the experiments performed (54).

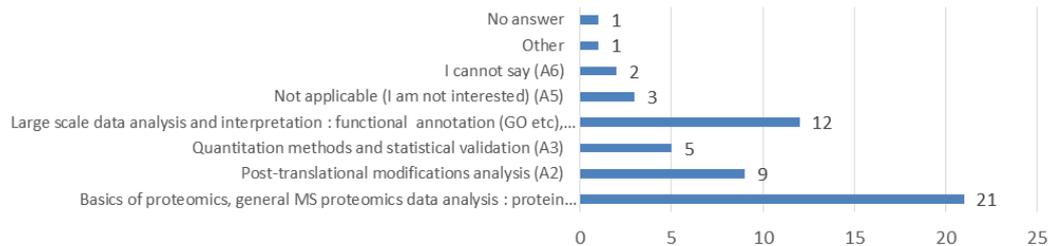| Response | Value |
|---|---|
| No answer | 0 |
| I cannot say (A4) | 3 |
| Analyses took too long (A3) | 1 |
| Analyses took some time but not too much (A2) | 32 |
| Analyses were done quicker than expected (A1) | 18 |

## Q20. Global evaluation. Based on your experience, and comparing it with other proteomics facilities or research labs, how do you rate the PAF on a global scale of proteomics labs (54)
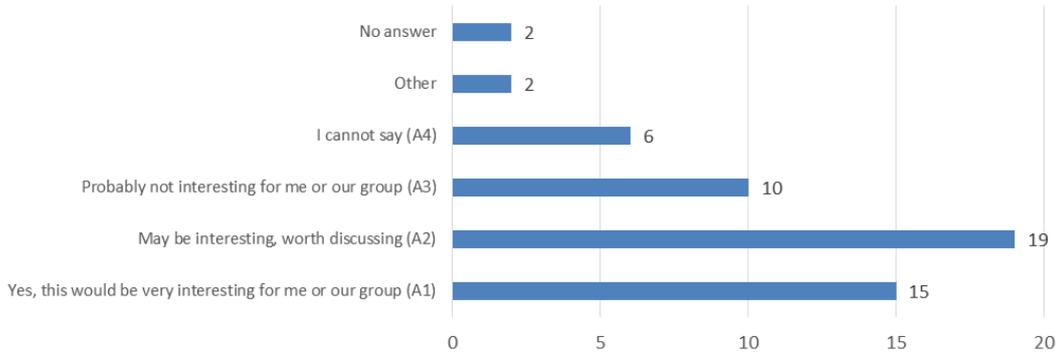
| Response | Value |
|---|---|
| No answer | 0 |
| Other | 1 |
| I cannot say (A7) | 4 |
| I cannot judge, I have never worked with other facilities (A6) | 7 |
| Awful (0-20%) (A5) | 0 |
| Poor (20-40%) (A4) | 0 |
| Average (40-60%) (A3) | 2 |
| Good (top 60-80%) (A2) | 14 |
| Very good (top 20%) (A1) | 26 |

## Q21. Offers of training. If the PAF would offer courses/workshops on proteomics technologies and data analysis , would you be interested to attend (52)?
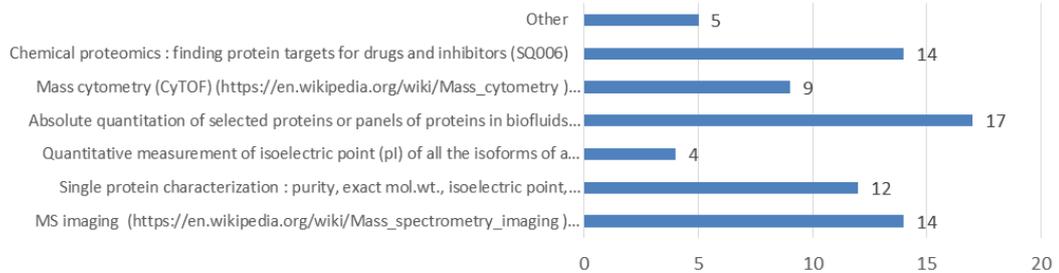
| Response | Value |
|---|---|
| No answer | 2 |
| Other | 0 |
| I cannot say (A4) | 2 |
| No interest (A3) | 3 |
| Maybe, it depends on the topic and length (A2) | 19 |
| Yes, most probably (A1) | 28 |

## Q22. Training topics. Which topics of training courses would be more interesting for you (53) ?

| Response | Value |
|---|---|
| No answer | 1 |
| Other | 1 |
| I cannot say (A6) | 2 |
| Not applicable (I am not interested) (A5) | 3 |
| Large scale data analysis and interpretation : functional annotation (GO etc),... | 12 |
| Quantitation methods and statistical validation (A3) | 5 |
| Post-translational modifications analysis (A2) | 9 |
| Basics of proteomics, general MS proteomics data analysis : protein... | 21 |

**Q23. "Advanced users" mode. We could consider to establish a mode of closer collaboration with strong users of proteomics technology. In this scenario, groups that have a major interest in proteomics experiments would send staff to the facility to be tr**

| Category | Value |
|---|---|
| No answer | 2 |
| Other | 2 |
| I cannot say (A4) | 6 |
| Probably not interesting for me or our group (A3) | 10 |
| May be interesting, worth discussing (A2) | 19 |
| Yes, this would be very interesting for me or our group (A1) | 15 |



**Q24. Would you like to see other or new technologies implemented at the PAF as a service ? Please see some possibilities below (70)**

| Category | Value |
|---|---|
| Other | 5 |
| Chemical proteomics : finding protein targets for drugs and inhibitors (SQ006) | 14 |
| Mass cytometry (CyTOF) (https://en.wikipedia.org/wiki/Mass_cytometry )... | 9 |
| Absolute quantitation of selected proteins or panels of proteins in biofluids... | 17 |
| Quantitative measurement of isoelectric point (pI) of all the isoforms of a... | 4 |
| Single protein characterization : purity, exact mol.wt., isoelectric point,... | 12 |
| MS imaging (https://en.wikipedia.org/wiki/Mass_spectrometry_imaging )... | 14 |

From Q24, the suggestions for other techniques to implement were :

i)      I don't work with research anymore.
ii)      ii) native MS
iii)      iii) Protein design
iv)      iii) Single cell western
v)      iv) XL-MS

The last Question in the form (Q25) was a free feedback space (all responses given below)

| Question 25 | | |
|---|---|---|
| Any other comments/criticisms We appreciate any type of constructive input and/or criticism. Do not be afraid to write, this form is anonymous. | | |
| Answer | 12 | 22.22% |
| No answer | 42 | 77.78% |
| | | |
| Excellent service. Very professional. Productive. | | |
| Following a seminar given by Prof. Matthias MANN from the Max-Planck Institute, it seems that the analysis we got from the PAF is not deep enough. It could be interested to get some fine tuned techniques his group developped. | | |
| I only want to say thanks for all your help. | | |
| I really appreciate the support of the PAF team from the beginning (writing) until the end (data analysis) of the project. | | |
| I wish you all the best in your research. | | |
| If you manage to shorten analysis time that would be really great | | |

| |
|---|
| In general PAF does a good job. |
| My experiences with PAF have been joyful and very fruitful by large. Only seldom, at times, the time-gap between sample submission and result exceeds more than usual time. Other than that, I find the quality of service at PAF and the friendliness of staff very useful. My best regards. |
| No reason to complain. |
| Please note that I have requested the PAF assistance for a very unusual application. This did not require data analysis. However, the PAF has been instrumental in this project. |
| We had very successfull colaboration with the PAF, one of the best proteomic facilty I know |
| You guys are really excellent. I've never worked with a facility who were so competent, easy to work with and forward thinking as yours. I hope we can continue working together. |
| |