

CEITEC core facility user survey – CEITEC Nano



Základní údaje

	Název výzkumu	CEITEC core facility user survey
	Autor	Ondřej Hradil
	Jazyk dotazníku	 Angličtina
	Veřejná adresa dotazníku	https://www.surveio.com/survey/d/ceiteccfsurvey
	První odpověď	05. 04. 2017
	Poslední odpověď	22. 04. 2017
	Doba trvání	18 dnů

Statistika respondentů

401

Počet návštěv

165

Počet dokončených

3

Počet nedokončených

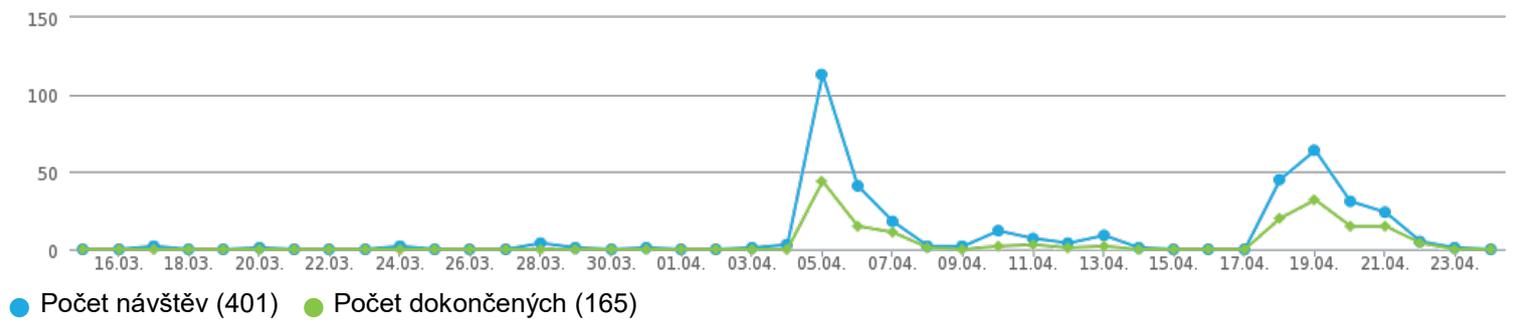
226

Pouze zobrazení

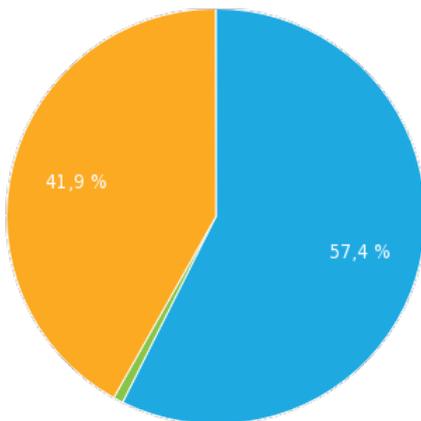
41,1 %

Celková úspěšnost vyplnění dotazníku

Historie návštěv (05. 04. 2017 - 22. 04. 2017)

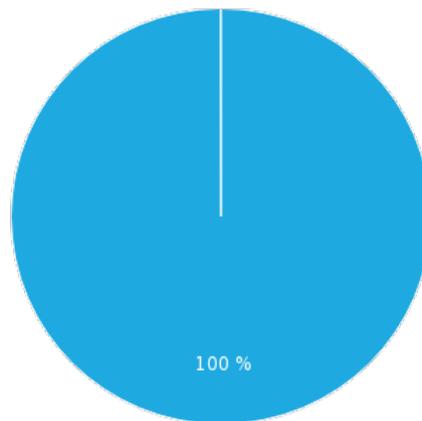


Celkem návštěv



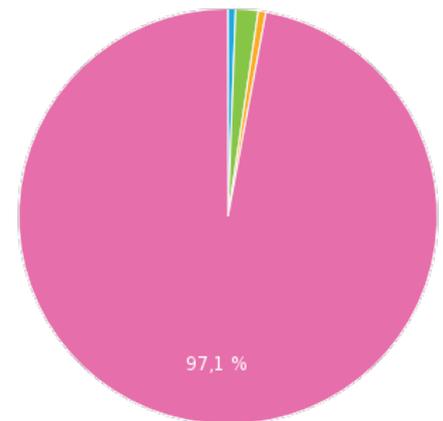
- Pouze zobrazeno (56,4 %)
- Nedokončeno (0,7 %)
- Dokončeno (42,9 %)

Zdroje návštěv



- Přímý odkaz (100 %)

Čas vyplňování dotazníku



- 1-2 min. (0,6 %)
- 2-5 min. (1,7 %)
- 5-10 min. (0,6 %)
- >60 min. (97,1 %)

Filtry podle



Responzí

Otázka č. 4 „Have you used CEITEC Nano core facility?“

Pouze odpovědi:

Yes



Vyřazených odpovědí

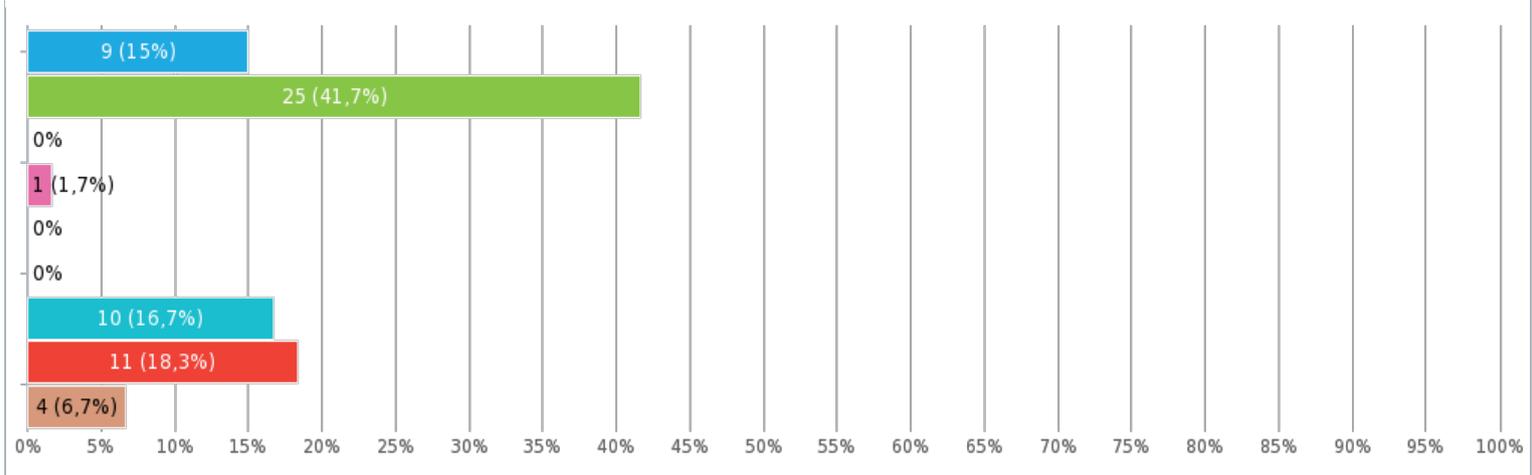
7

Výsledky

1. What is your institution?

Výběr z možností, zodpovězeno **60x**, nezodpovězeno **0x**

Možnosti odpovědí	Responzí	Podíl
● CEITEC MU	9	15 %
● CEITEC BUT	25	41,7 %
● CEITEC Mendelu	0	0 %
● CEITEC IPM	1	1,7 %
● CEITEC VFU	0	0 %
● CEITEC VRI	0	0 %
● Masaryk University	10	16,7 %
● Brno University of Technology	11	18,3 %
● Other, specify:	4	6,7 %



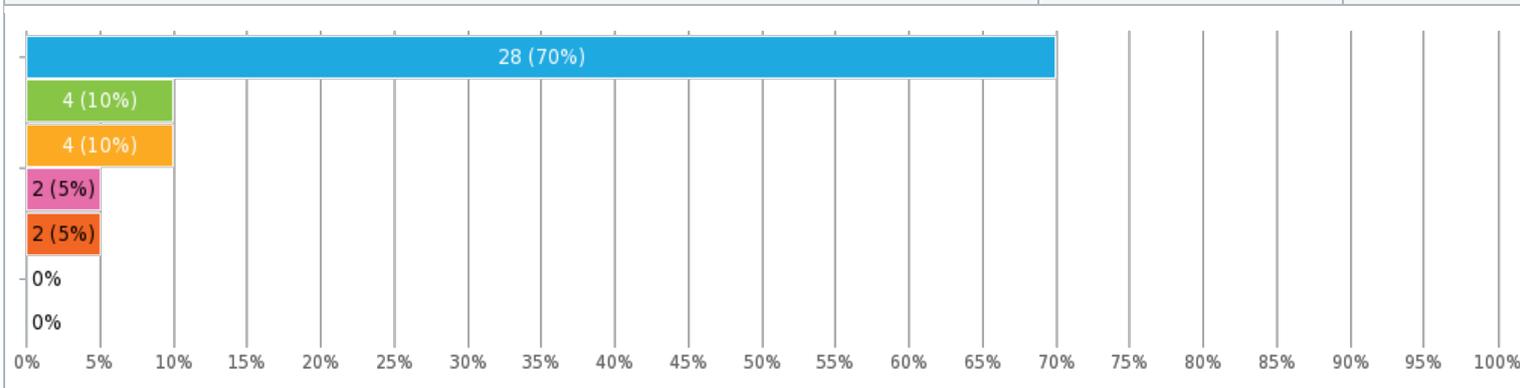
- FNUSA-ICRC
- ETH Zurich
- Institute of Biophysics CAS, v.v.i.
- LF UP Olomouc

2. Which research programme do you come from?

Výběr z možností, zodpovězeno **40x**, nezodpovězeno **20x**

Možnosti odpovědí	Responzí	Podíl
● Advanced Nanotechnologies and Microtechnologies	28	70 %
● Advanced Materials	4	10 %
● Structural Biology	4	10 %

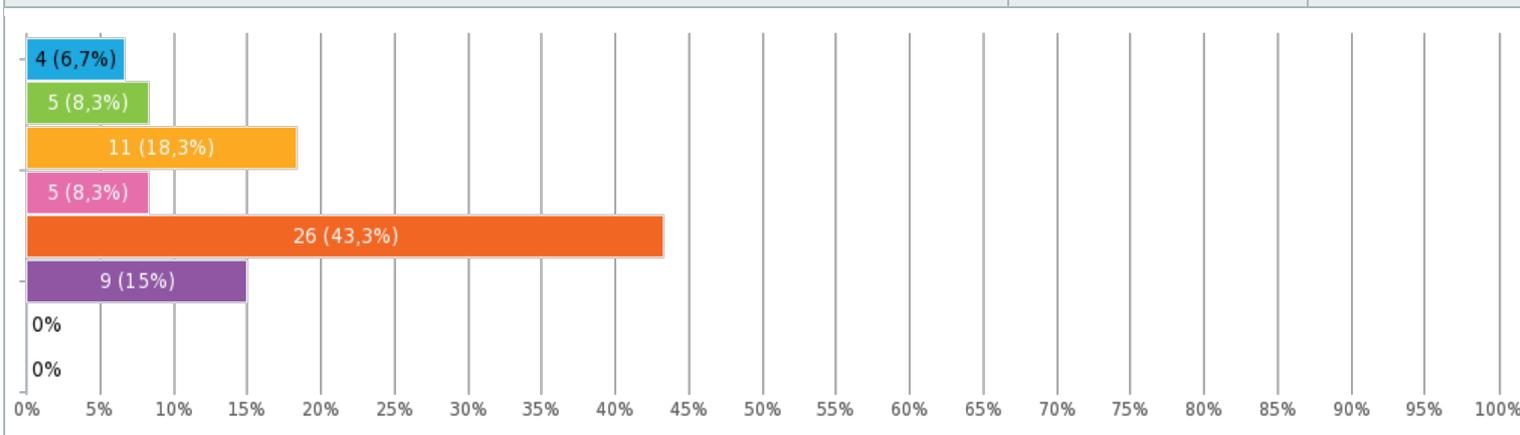
● Genomics and Proteomics of Plant Systems	2	5 %
● Molecular Medicine	2	5 %
● Brain and Mind Research	0	0 %
● Molecular Veterinary Medicine	0	0 %



3. What is your position?

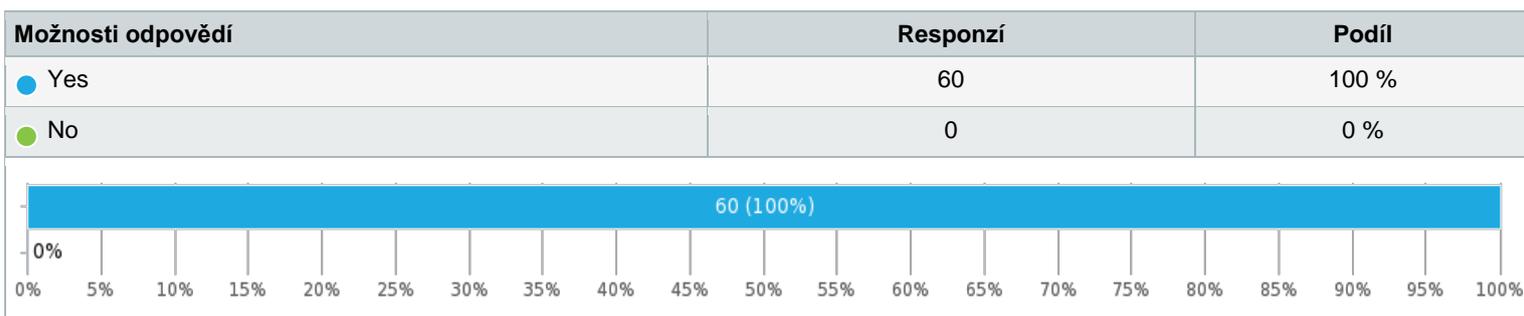
Výběr z možností, zodpovězeno **60x**, nezodpovězeno **0x**

Možnosti odpovědí	Responzí	Podíl
● Research Group Leader / Principal investigator	4	6,7 %
● Senior Scientist (more than 8 years after gaining PhD)	5	8,3 %
● Junior Scientist (up to 8 years after gaining PhD)	11	18,3 %
● PostDoc	5	8,3 %
● PhD student	26	43,3 %
● Undergraduate student	9	15 %
● Technician	0	0 %
● Other, please specify:	0	0 %



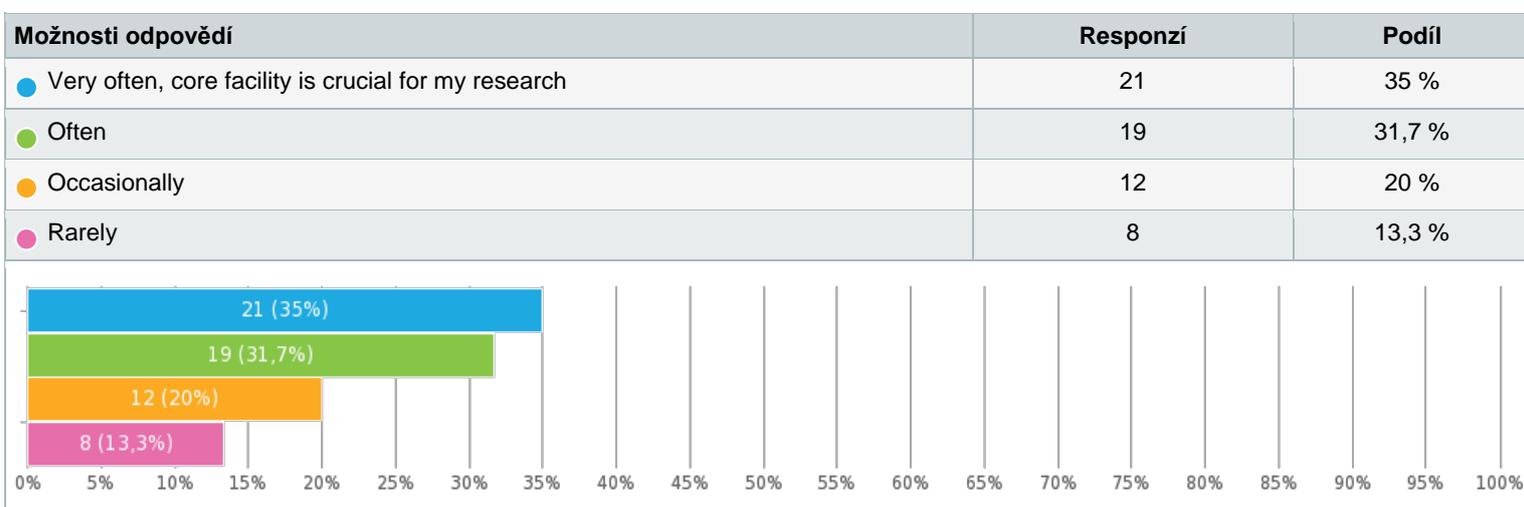
4. Have you used CEITEC Nano core facility?

Výběr z možností, zodpovězeno **60x**, nezodpovězeno **0x**



5. How often do you use CEITEC Nano on average?

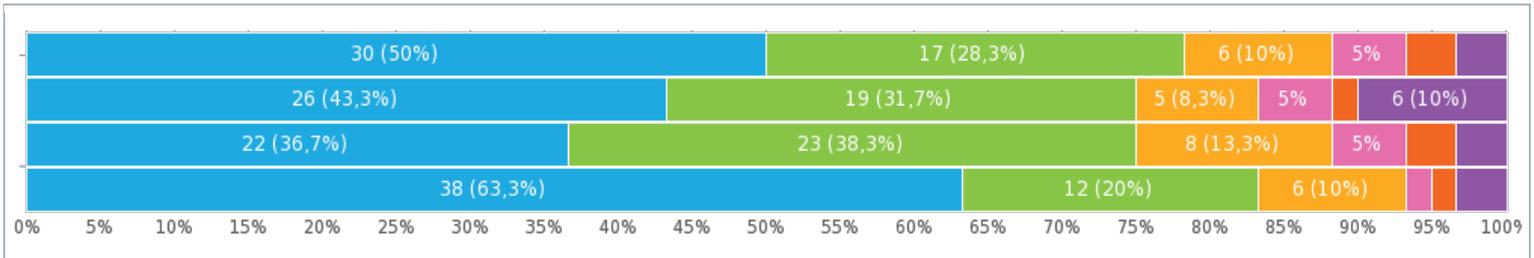
Výběr z možností, zodpovězeno **60x**, nezodpovězeno **0x**



6. Service quality: How satisfied are you with service quality of CEITEC Nano?

Matice výběru z možností, zodpovězeno **60x**, nezodpovězeno **0x**

	● 1	● 2	● 3	● 4	● 5	● Not applicable/can not answer
Ease of access (clear presentation of services, prices and access modalities)	30 (50 %)	17 (28,3 %)	6 (10 %)	3 (5 %)	2 (3,3 %)	2 (3,3 %)
Project specific support (core facility is willing and able to provide detailed guidance and additional support on top of the standard services)	26 (43,3 %)	19 (31,7 %)	5 (8,3 %)	3 (5 %)	1 (1,7 %)	6 (10 %)
Expertise of the core facility staff	22 (36,7 %)	23 (38,3 %)	8 (13,3 %)	3 (5 %)	2 (3,3 %)	2 (3,3 %)
Professional and friendly service (I feel welcome when contacting core facility staff, I get quick and competent answers to my questions and requests)	38 (63,3 %)	12 (20 %)	6 (10 %)	1 (1,7 %)	1 (1,7 %)	2 (3,3 %)



7. Do you have any comments on service quality?

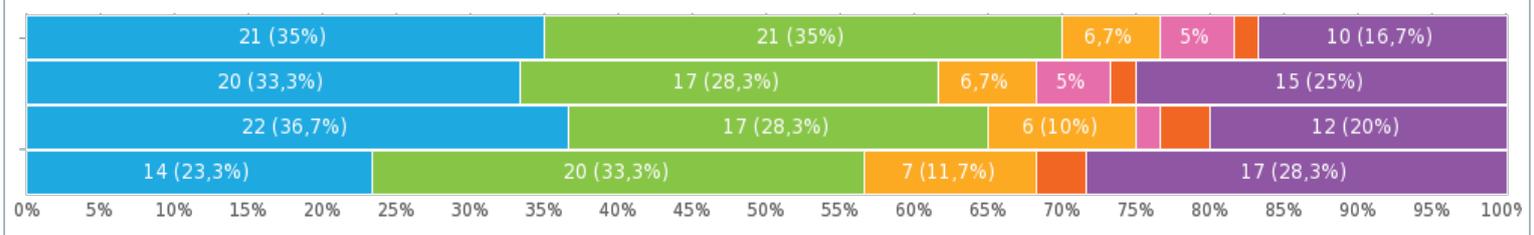
Textová odpověď, zodpovězeno **9x**, nezodpovězeno **51x**

- Learn proper machine handling
- no
- Congratulations to the staff of CEITEC Nano, the service is excellent
- There should be some info in reservation system about currently installed targets in Magnetron, crucibles in evaporator, currently prepared&available materials and methods for ALD - for example ALD now - oxides deposition. Fom july - for nitrides. PECVD/RIE > Users should be informed that it would be nice to run oxigen plasma cleaning procedure to clean the reactor chamber right after their work. It will decrease the chance of unwanted contamination. Lack of info about the UHV cluster.
- Reservation system does not work properly very often!
- It is amazing, how user friendly it is.
- I have sometimes problem with booking system.
- In my eyes, the service quality in structure analysis lab is great.
- Operators are yet not experts on what they do. But this is expected in a new facility and is expected to improve over time.

8. Output quality: How satisfied are you with output quality of CEITEC Nano?

Matice výběru z možností, zodpovězeno **60x**, nezodpovězeno **0x**

	● 1	● 2	● 3	● 4	● 5	● Not applicable/can not answer
Promptness of service and results (low waiting time)	21 (35 %)	21 (35 %)	4 (6,7 %)	3 (5 %)	1 (1,7 %)	10 (16,7 %)
Presentation and accessibility of results (data is provided in a clear and usable format, parameters used during data collection are well described, all necessary information for understanding how the results were generated is provided)	20 (33,3 %)	17 (28,3 %)	4 (6,7 %)	3 (5 %)	1 (1,7 %)	15 (25 %)
Quality and reliability of results (experiments are performed in a technically sound manner and with appropriate quality control, facility can provide further guidance and explanations of results if needed)	22 (36,7 %)	17 (28,3 %)	6 (10 %)	1 (1,7 %)	2 (3,3 %)	12 (20 %)
Data analysis (facility provides sufficient data analysis services)	14 (23,3 %)	20 (33,3 %)	7 (11,7 %)	0	2 (3,3 %)	17 (28,3 %)



9. Do you have any comments about output quality?

Textová odpověď, zodpovězeno 7x, nezodpovězeno 53x

- Cannot comment, I am self-service user
- I do use self-service only
- I do all my measurements myself, therefore I am not able to evaluate the measurement service. Technical support for my measurements is very good.
- no
- Difficult to answer. I work with a specific material an noone knows it instead of me. I am the one who can verify validity of the results. Sometime I miss software for post-proceesing (EDAX TEAM, CASA-XPS etc) installed outside specific instrument (e.g. installed at computer room at C building). Why is the uRaman+TERS system still at Kotlarska?
- I have never been disappointed with the output quality.
- I do not understand the second question above.

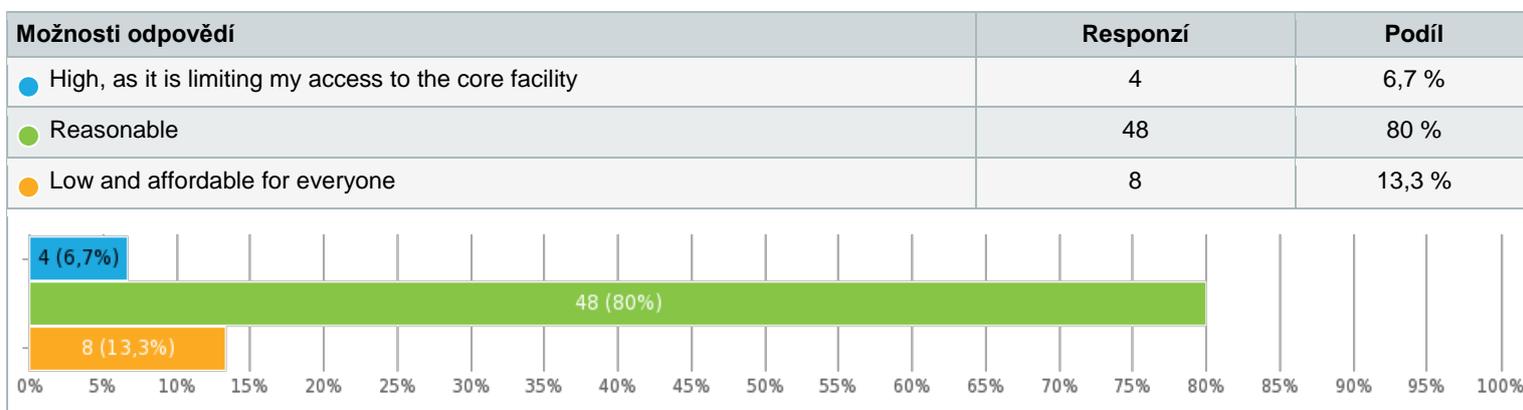
10. Additional technologies and services: Which additional technologies or services do you think should be provided by core facility? In which extend would you use them – provide some quantification (e.g. how many times per year, how many hours or samples)?

Textová odpověď, zodpovězeno 9x, nezodpovězeno 51x

- stepper for lithography
- UV stepper
- Provide access to a low temperature STM measurements - daily access
- The place for preparation of sample. I mean preparation from for example silicon wafer.
- have no experience with anything else than SAXS
- Some "dirty" warehouse with table drillers, small CNC, 3D printer etc. For custom sample holders preparation etc.
- on site Raman spectroscopy, 2h-4h weekly
- Nitrides and oxides dep system finally
- Ramman Spectroscopy at low temperature

11. Pricing: How do you consider the level of user fees charged by CEITEC Nano?

Výběr z možností, zodpovězeno 60x, nezodpovězeno 0x



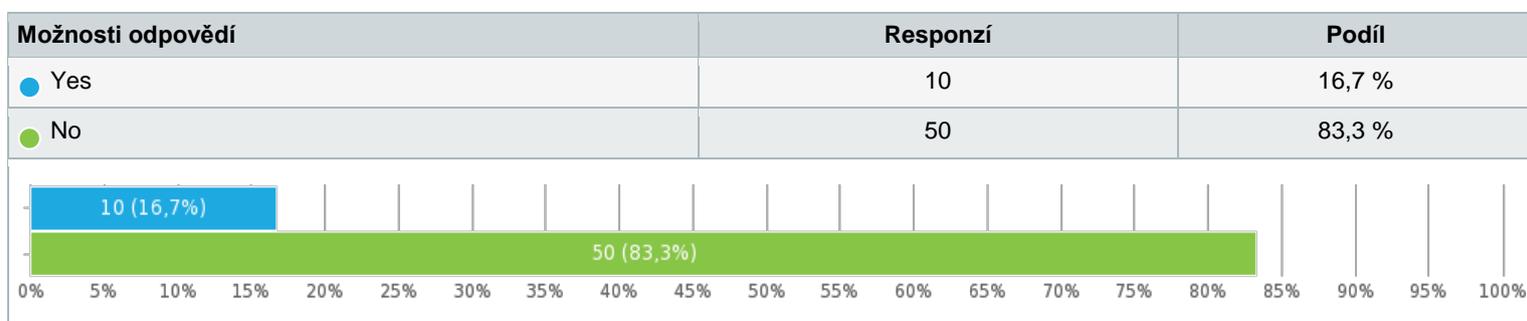
12. Do you have any comments about pricing?

Textová odpověď, zodpovězeno **6x**, nezodpovězeno **54x**

- For researchers very low, but for students for their bachelor/master thesis might be high and limiting (depending on their supervisor and faculty).
- no
- Non-ceitec PhDs should be also waived from fee. It will make easier to catch a good student in his early stage of studies (BA students). Some discount should be provided for universities that succeed in joint GACR grants registered as CEITEC result. It will make CEITEC 2020 sustainability programme more attractive than other competitive programmes that are supported by National Sustainability programme (InWITE, NETME).
- It is complicated, inconsistent and changing all the time.
- I do not know, why ceitec students are free of charge and regular employee are obliged to pay a fee. It does not make sense to me. If I am an employee I am supposed to do my best for the great name of Ceitec and in some cases I am limiting in access to certain facility.
- VUT pay to VUT this 30 000Kc charge. It is not legal.

13. Do you use similar facility outside of CEITEC?

Výběr z možností, zodpovězeno **60x**, nezodpovězeno **0x**



14. Please indicate why you use similar facility outside CEITEC and estimate the quantity of use (e.g. financially, number of samples, etc.) .

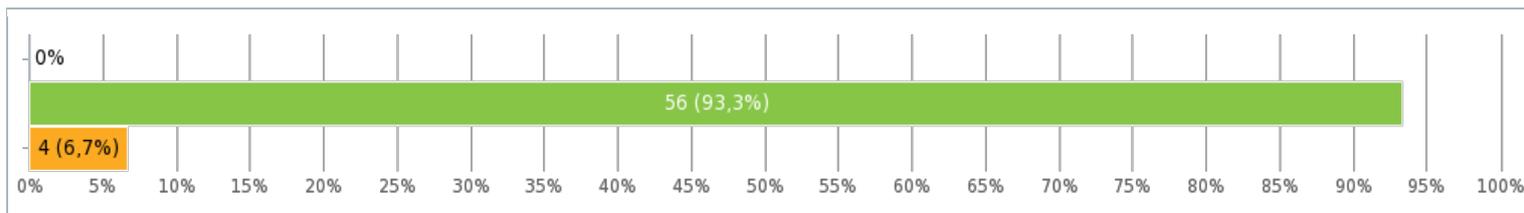
Textová odpověď, zodpovězeno **5x**, nezodpovězeno **55x**

- The processes are not tuned up in CF Nano and the operators are not enough skilled
- Better knowledge of their own machine, and actually working critical machines
- I consider synchrotrons somewhat similar facilities and use them, of course, because of the unique instruments and techniques that are unavailable elsewhere. Financially, the use was always supported by an European grant.
- It is cheaper
- Faster training and better access

15. Training: How are you satisfied with the trainings offered by the core facility (individual training, workshops, ...) - quantity?

Výběr z možností, zodpovězeno **60x**, nezodpovězeno **0x**

Možnosti odpovědí	Responzí	Podíl
● A lot of training is offered. Facility shall focus more on its services than training	0	0 %
● The offer of trainings is adequate	56	93,3 %
● There are too few trainings available	4	6,7 %



16. Training: Please provide comments about the quality of training offered by core facility.

Textová odpověď, zodpovězeno **10x**, nezodpovězeno **50x**

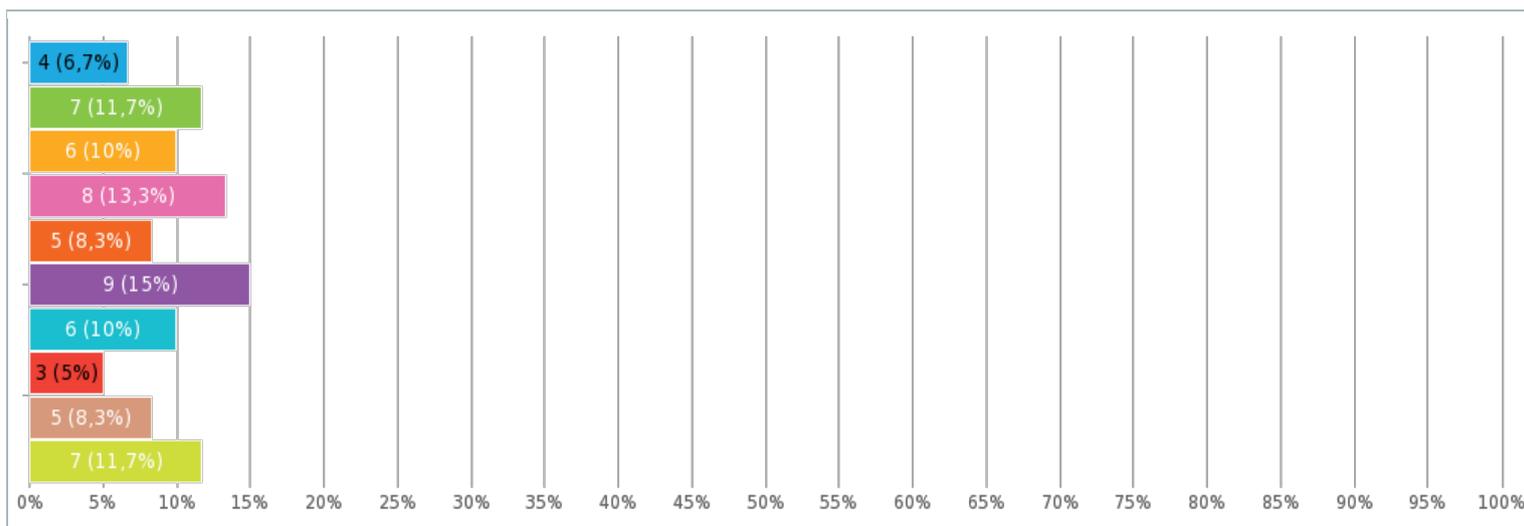
- LESS BUREAUCRACY PLEASE BECAUSE I HAVE TO DO EXPERIMENTS NOT TO FILL FULL PAPERS ABOUT NOTHING
- Very good
- Its better to have max 2 pepole in one training course.
- I graduated three (SEM, TEM and SAXS) and it was great. My trainers are very nice guys and experts
- Usually, expertized users are providing better trainings, then equipment responsible operators
- The facility lacks enough skilled users, who are able to provide more advanced training and technology-related training.
- training should be focused more on the operation and it is better to list some warnings and dangerous steps. And the user instruction should be observed or downloaded online by every member in the facility.
- my answer above is irrelevant - most of the trainings are based on request and I embrace it. On the other side the quality of it is often limited by the operators knowledge of the instrument - but this will improve over time.
- Operators should be more experienced
- Long waiting time for training

136. Booking system: How are you satisfied with the CEITEC booking system in terms of user friendliness and ease of booking instruments or services?

Hvězdičkové hodnocení, zodpovězeno **60x**, nezodpovězeno **0x**

Počet hvězdiček 5,5/10

Možnosti odpovědí	Responzí	Podíl
10/10 ★★★★★★★★★★	4	6,7 %
9/10 ★★★★★★★★☆☆	7	11,7 %
8/10 ★★★★★★★★☆☆	6	10 %
7/10 ★★★★★★★★☆☆	8	13,3 %
6/10 ★★★★★★★★☆☆	5	8,3 %
5/10 ★★★★★★★★☆☆	9	15 %
4/10 ★★★★★★★★☆☆	6	10 %
3/10 ★★★★★★★★☆☆	3	5 %
2/10 ★★★★★★★★☆☆	5	8,3 %
1/10 ★★★★★★★★☆☆	7	11,7 %



137. Do you have any comments about CEITEC booking system?

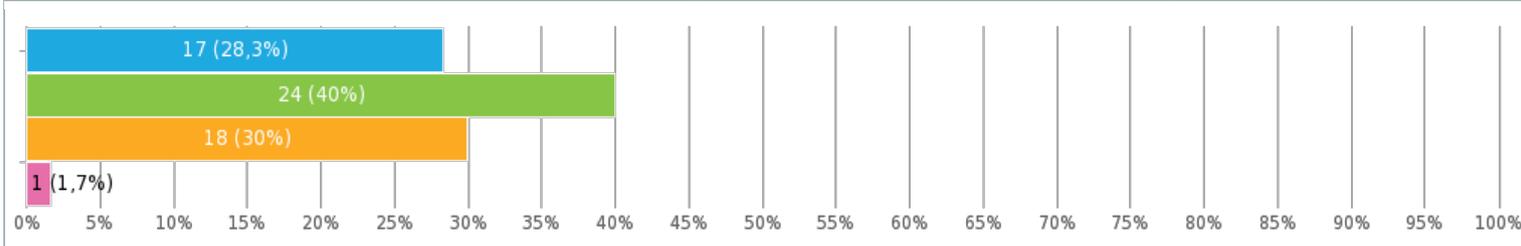
Textová odpověď, zodpovězeno **19x**, nezodpovězeno **41x**

- Get a new working one
- I do not see menu items on my computer. It does not pre-select the only viewed instrument. The repeated booking does not work.
- no
- The booking system sometimes crashes, but I must admit that it improved considerably in the last 1-2 months
- The previous one (Based on Immanuel from FME BUT) was more convenient and faster.
- Very often does not work properly
- Unusable on mobile devices, buggy and messy
- Central CEITEC booking system is a complete disaster. The original CF nano developed system was easy to use, simple and almost perfect. After the transition to central CEITEC system we are no longer able to do even basic stuff we were used to. System is crazily buggy, people often can't see other users bookings which is causing chaos in labs. Even it was promised, it is still unusable on mobile devices. Best solution would be switching back to original system or redesign from scratch.
- It is awkward, confusing, buggy and barely fit for the purpose.
- Sometimes one is able to rebook booking of another user
- I do not want to be rude... so no comments... Just a question. Did this "system" really cost almost 20M CZK?
- It is not acceptable. The level of the booking system is non adequate to the service provided. It is laggy, full of bugs, not transparent and definitely not easy to use. The booking system is only one terrible non functioning thing in the whole CEITEC. I believe that institution of the CEITEC size should use appropriate reservation system.
- Sometimes, there are glitches and maybe it would be good to enable the users to view a summary of monthly bookings (number of hours), etc.
- sometimes there are some errors that I could not log in and book.
- Awful - most of the students would do it better and 10 times cheaper
- no comment ...i prefer not to get angry at this moment
- the non-compatibility with mobile devices is terribly limiting. If you say that it is compatible than you have not tried to use it in real life. Otherwise there are many reported problems for which there is no reason to repeat it...
- the old was better
- User interface is terrible - it's not intuitive at all, too complicated, it should be tailored to specific needs of individual CFs. The fact that there were even trainings devoted to booking system is self-explanatory.

138. Acknowledgement: How many times have you acknowledged use of core facilities (or projects of research infrastructures) in your publications during last year?

Výběr z možností, zodpovězeno **60x**, nezodpovězeno **0x**

Možnosti odpovědí	Responzí	Podíl
● 0	17	28,3 %
● 1	24	40 %
● 2-5	18	30 %
● 6-10	1	1,7 %



139. The survey is anonymous, but if you want to share your contact details (name, email), you are welcome.

Textová odpověď, zodpovězeno **3x**, nezodpovězeno **57x**

- no
- sensispecial@centrum.cz
- guess who :)

140. Do you have any other comments you would like to share?

Textová odpověď, zodpovězeno **4x**, nezodpovězeno **56x**

- no
- thanks for your work, the CF is nice and what I am using is always working :P
- good job so far ! keep going !
- gym, Table football and table tennis are greatly improving the overall experience :)