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Survey Results (2023)

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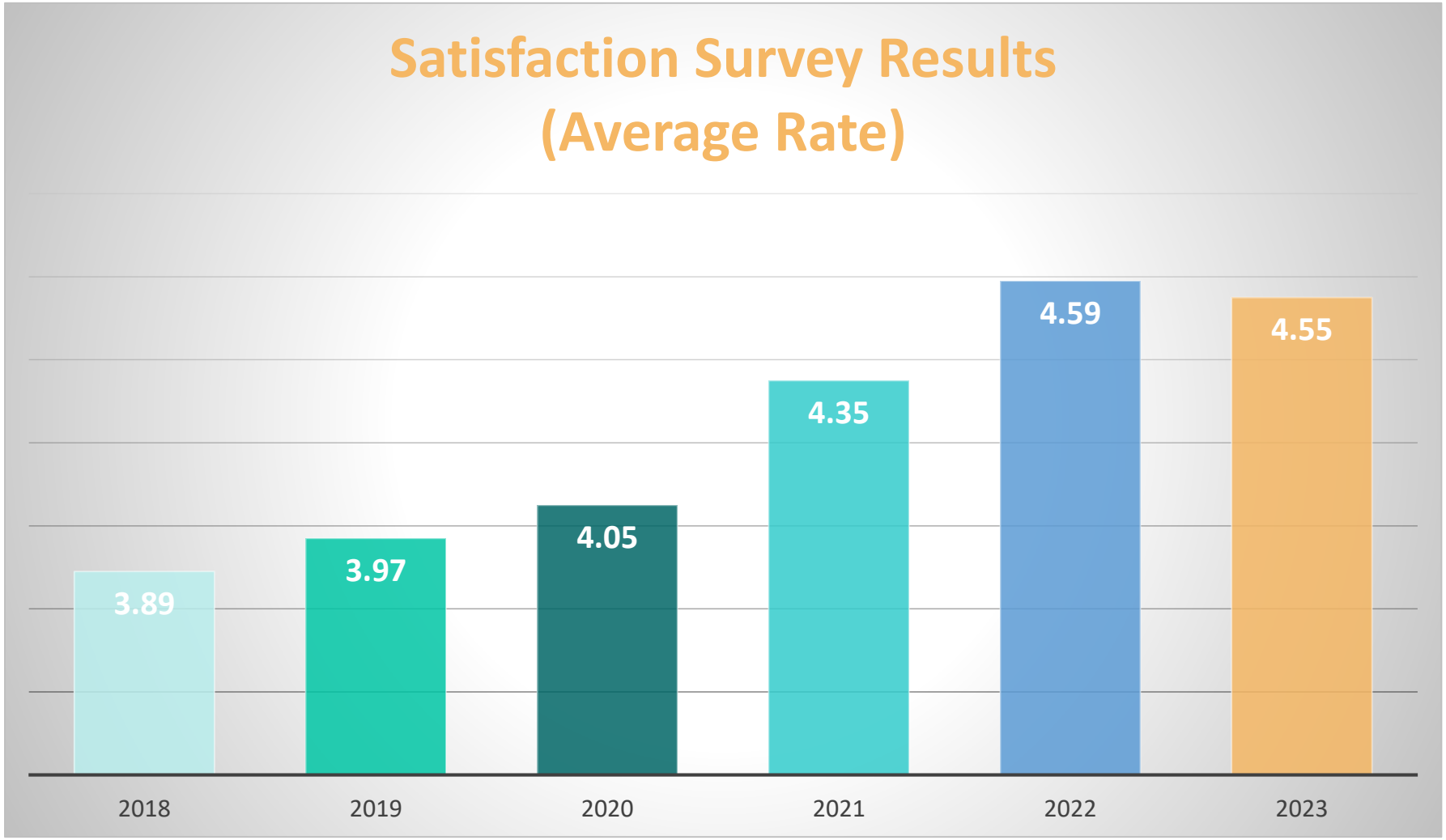
COMPARATIVE PATHOLOGY UNIT

Satisfaction Survey Results (Average Rate)

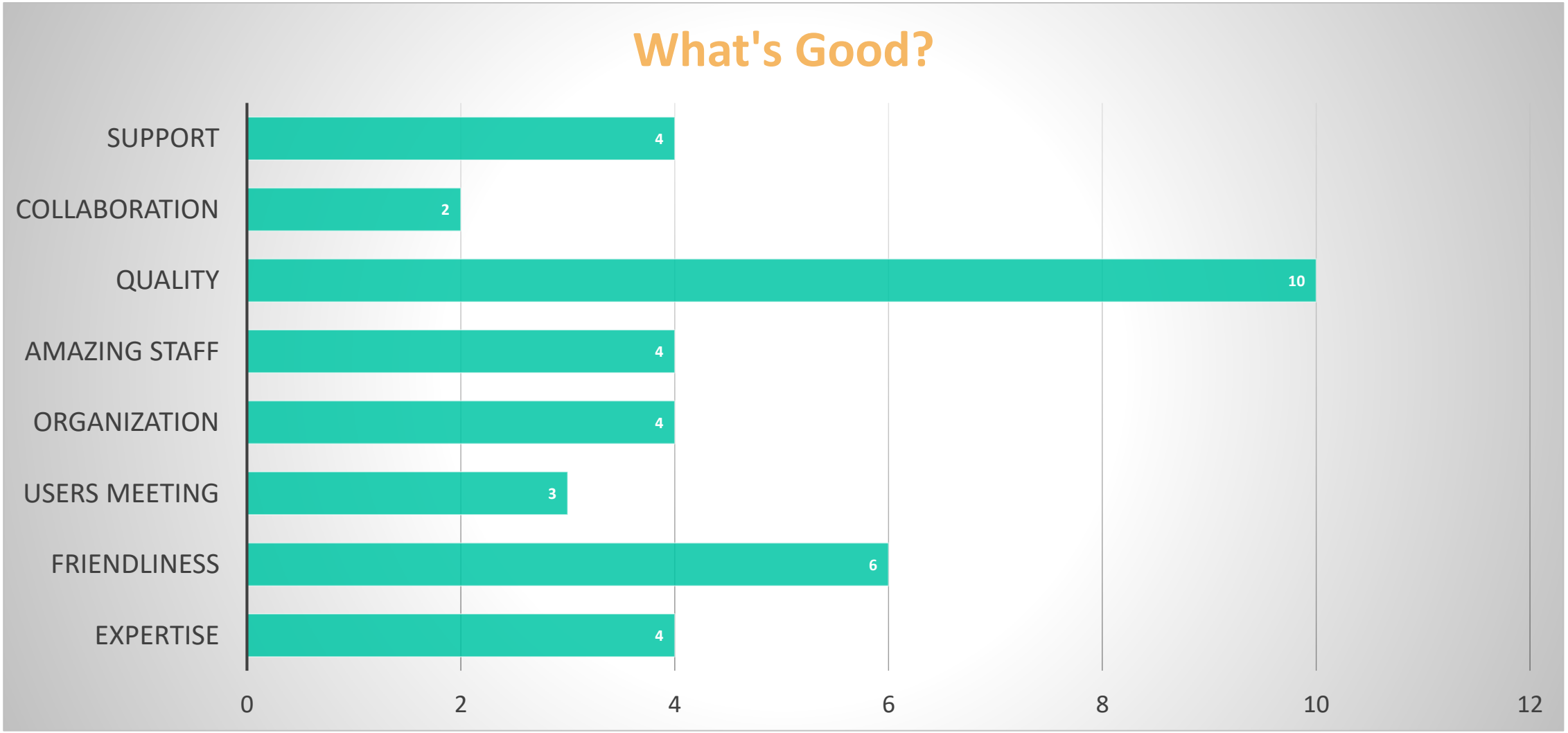


Scale

0 – Bad
5 - Excelent

What's Good?

What is one thing that the service is doing well and must continue doing it?


What's Good?
SUPPORT
COLLABORATION
QUALITY
AMAZING STAFF
ORGANIZATION
USERS MEETING
FRIENDLINESS
EXPERTISE
4
2
10
4
4
3
6
4
0
2
4
6
8
10
12

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What's GOOD?

Word of the Year

2021 – Helpful
2022 – Friendly
2023 - Quality

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The service is **well organised** and the team is very **helpful.**

The Comparative Pathology is **extremely professional** and **knowledgeable** in all the procedures and protocols they use. They are also very accessible for teaching and discussing projects and specific questions.

The staff is **amazing, proactive, skilled and helpful**

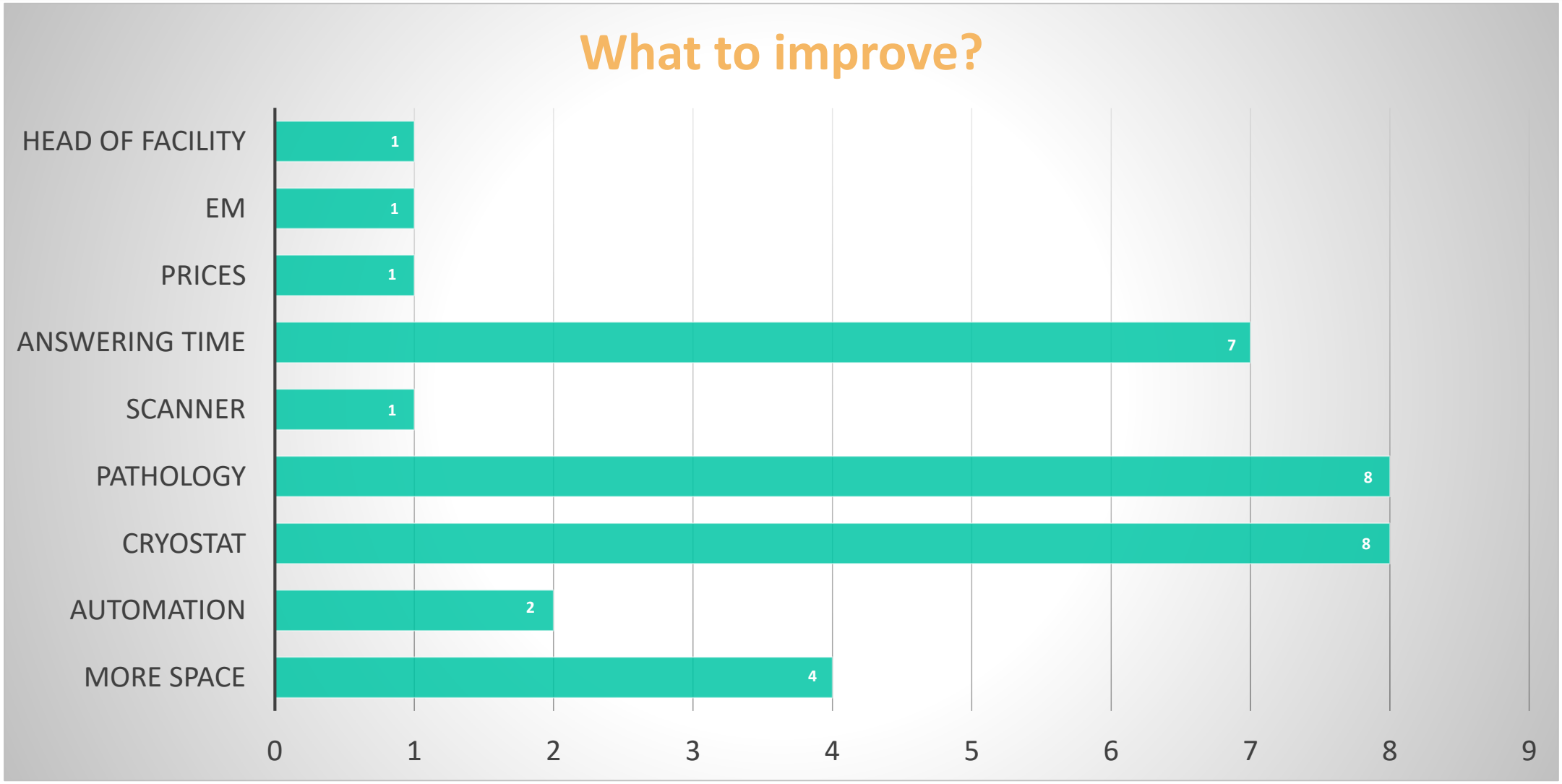
These girls are amazing. So much work and always ready to help and answer questions. And **always improving the service**. They are few but excellent! And all while working without a dedicated pathologist.

Acho que tem havido um **trabalho fantástico** em reinventar a facility e em colocar disponíveis serviços que sejam mais úteis para a comunidade científica.

Improvement?

What would you like to see improved in the service?

What to improve?



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What to IMPROVE?

Word of the Year

2021 – Pathology
2022 – Nothing
2023 – Cryostat/Pathology

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More space to the Ana's and Joana! That Lab is insane! they are **tech ninjas** in the ability to work in the puzzle of benches and equipments and external users all in the same room!

Services are too **expensive**. We really need to have a **pathologist in-house** to support researchers and to do histopathological analyses.

Faster reply to requests - more staff!

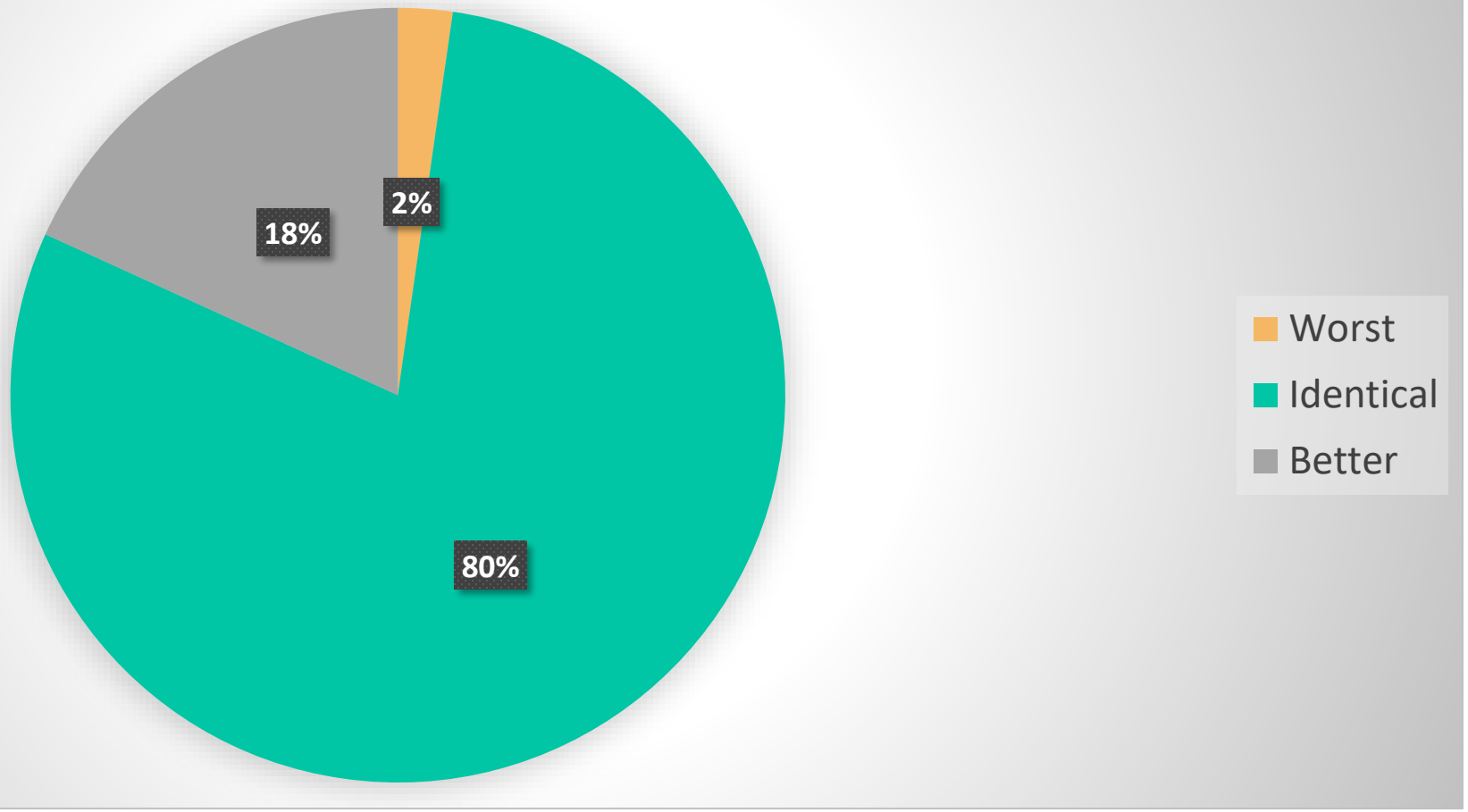
The facility has only one **cryostat for self-service** use to the whole institute, which is from far not enough. As it is extremely hard to book the cryostat, constraints to our work are frequent. This situation causes us stress and puts us under the risk of losing the experiment, which is ethically unacceptable when working with mice. **This situation is really severe**, it directly impacts users' research and should be solved asap.

The **EM** section of this facility should either be improved within the Comparative Pathology facility, or should become a facility on its own (considering the creation of GiMM).

Compared with 2022?

When comparing with 2022, how do you classify the service now?

Comparing with 2022



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Worst

The demand on cryostat is bigger than the offer.

Better

Improved answering time! Trello is a must have. all the extra activity and the 1st Edition of the crash course! Congrats!

New staff

New improvements to user experience.

I loved the crash course that happened this month. I think it is something that should be repeated!

Keep the good work! the estimated time for the work request

they became a very good team, they help each others and because of that they help the users in their needs.

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Survey Results (2023)
Raw Data

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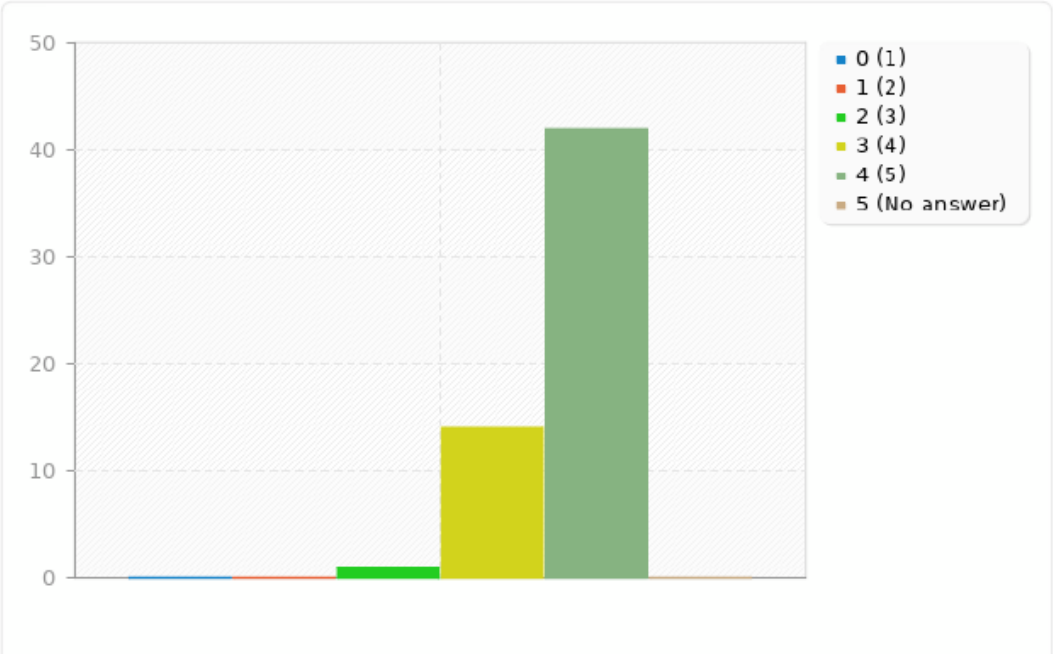
Summary for r464q19(SQ001)[Friendliness of employees]

What is your level of satisfaction with this service?



Answer
Bad (1)
Acceptable but with room for improvement (2)
Good (3)
Very good (4)
Excelent (5)
No answer

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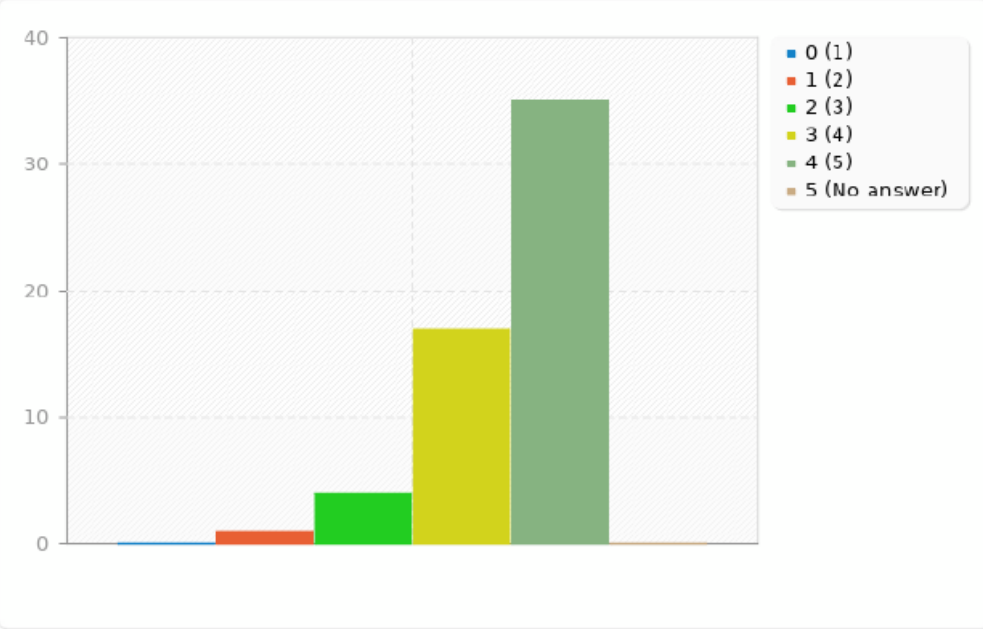
Summary for r464q19(SQ002)[Response quality to requests / questions]

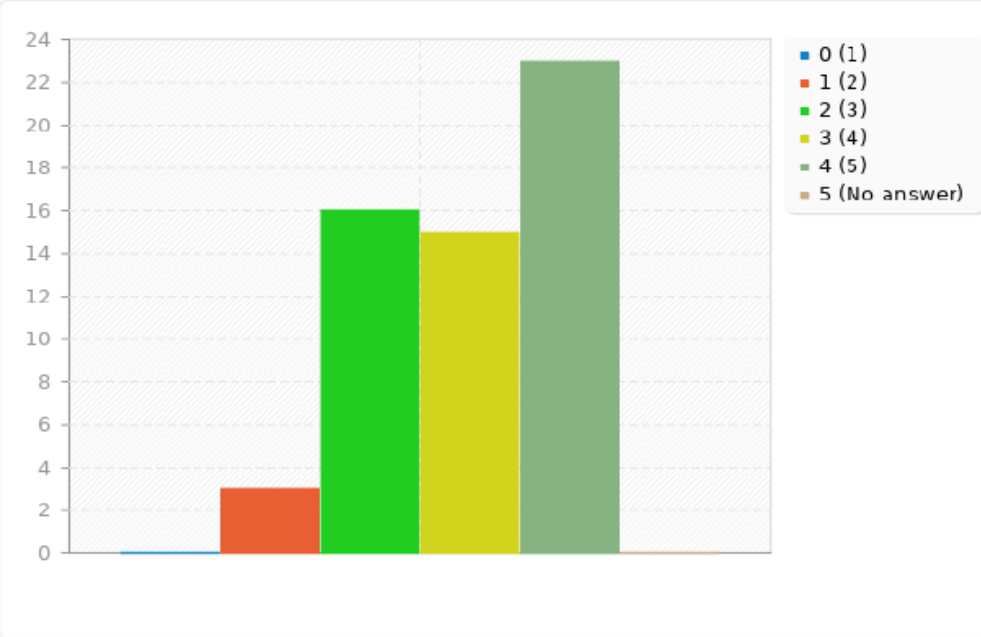
What is your level of satisfaction with this service?



Answer
Bad (1)
Acceptable but with room for improvement (2)
Good (3)
Very good (4)
Excelent (5)
No answer

Summary for r464q19(SQ003)[Answering time]

What is your level of satisfaction with this service?



Answer
Bad (1)
Acceptable but with room for improvement (2)
Good (3)
Very good (4)
Excelent (5)
No answer

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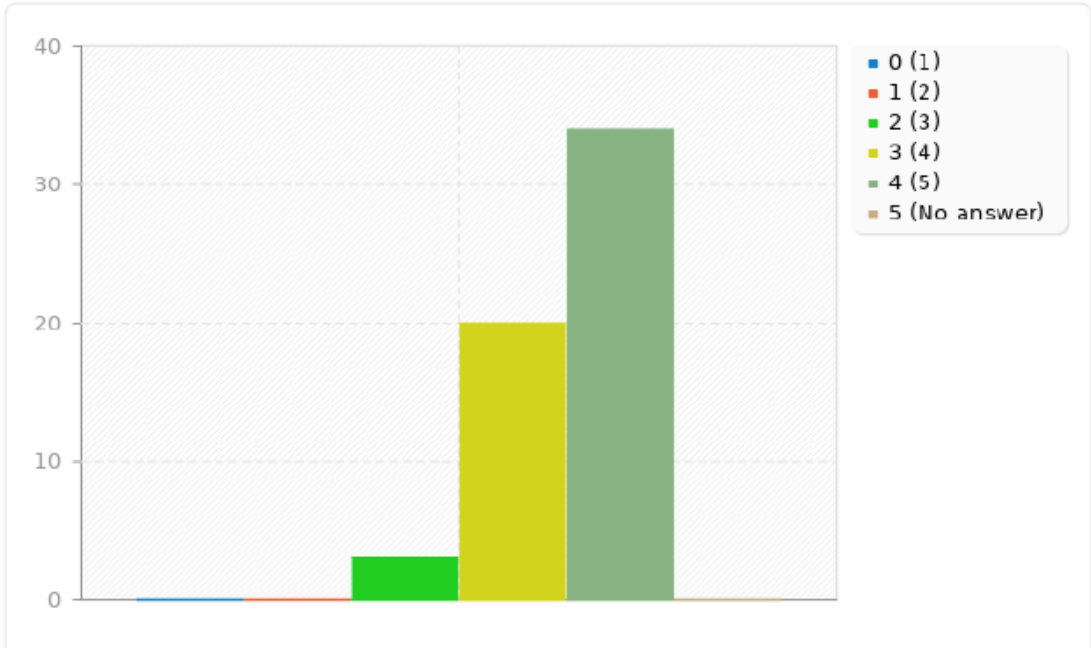
Summary for r464q19(SQ006)[Global Satisfaction]

What is your level of satisfaction with this service?



Answer
Bad (1)
Acceptable but with room for improvement (2)
Good (3)
Very good (4)
Excelent (5)
No answer