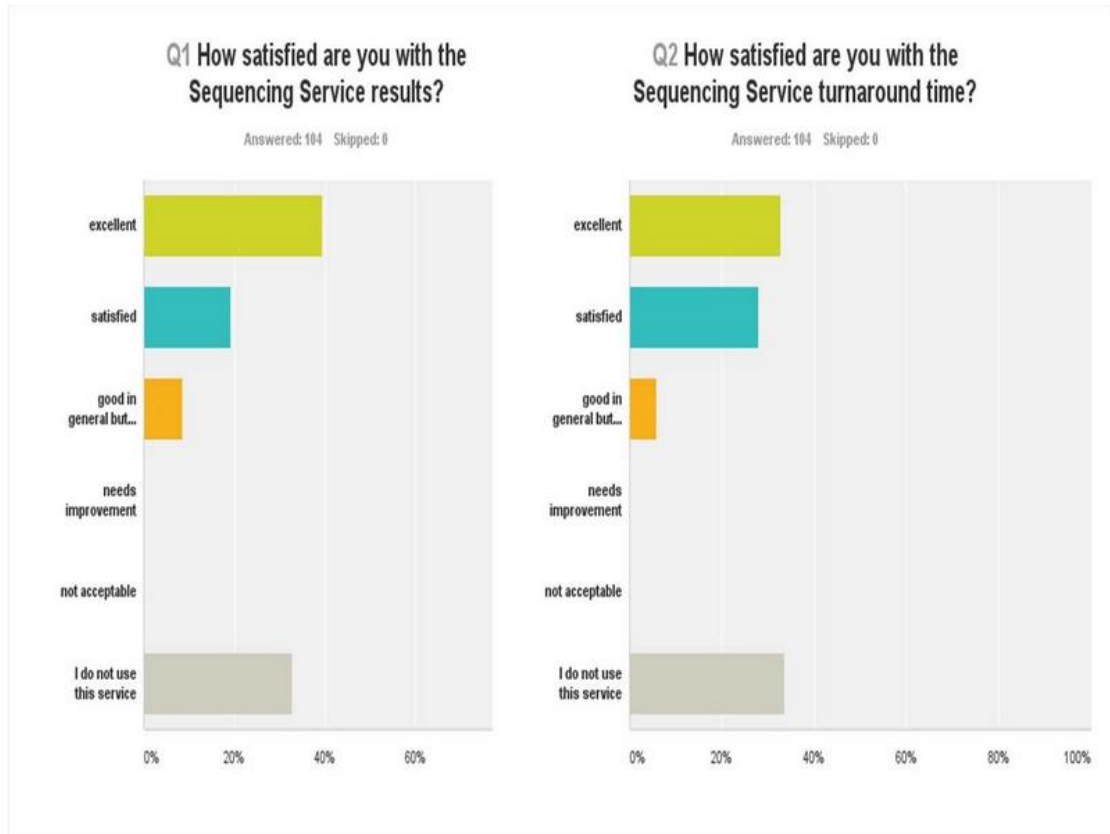
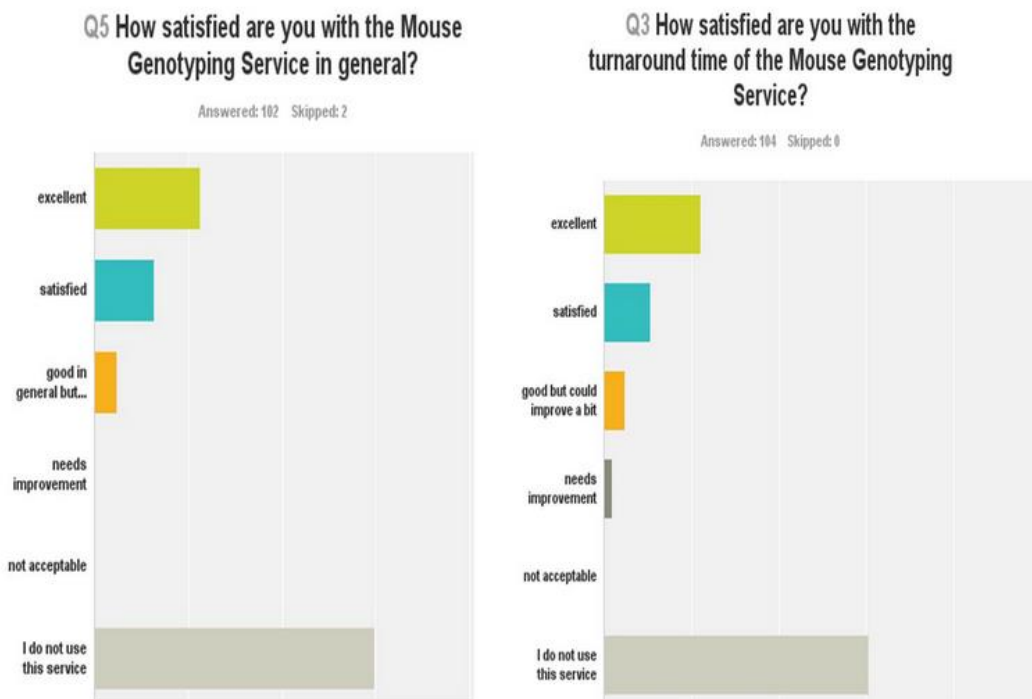


# Survey Results March 2014

## Sequencing Service

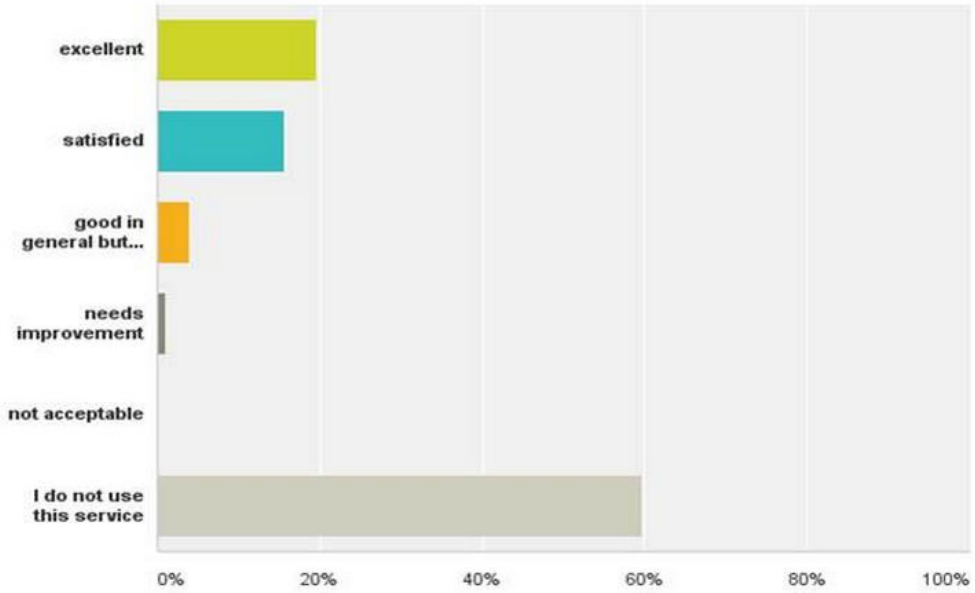


## Mouse Genotyping Service



### Q4 How satisfied are you with the accuracy of the Mouse Genotyping Service results?

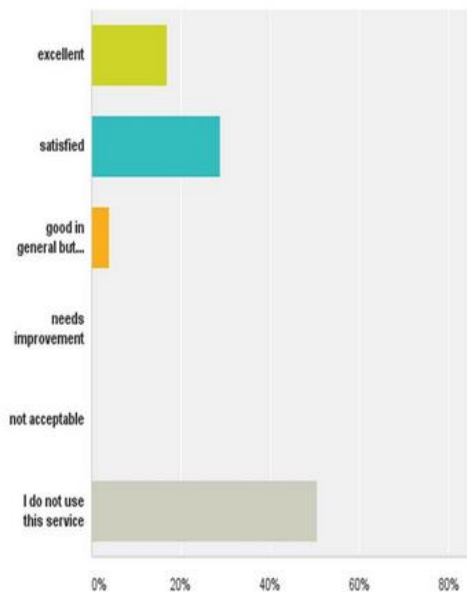
Answered: 102 Skipped: 2



## Primer Ordering Service

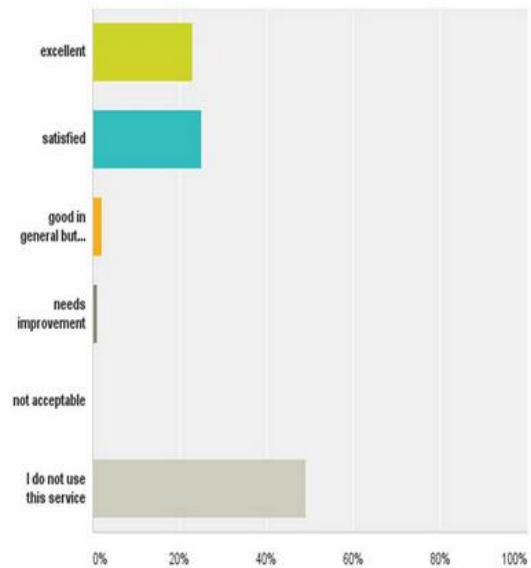
### Q7 How satisfied are you with the costs of the Primer Ordering Service?

Answered: 101 Skipped: 0



### Q6 How satisfied are you with the turnaround time of the Primer Ordering Service?

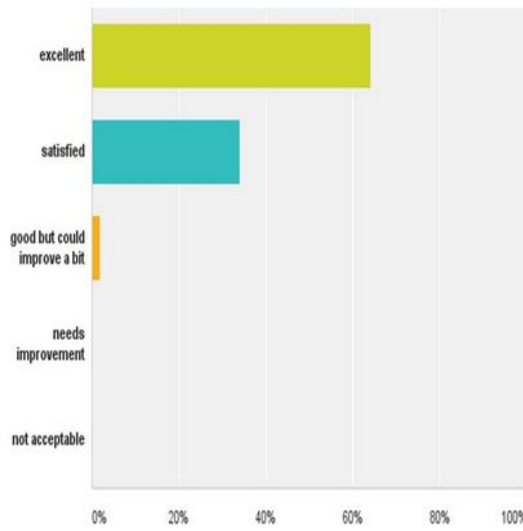
Answered: 100 Skipped: 1



## Communication & Staff

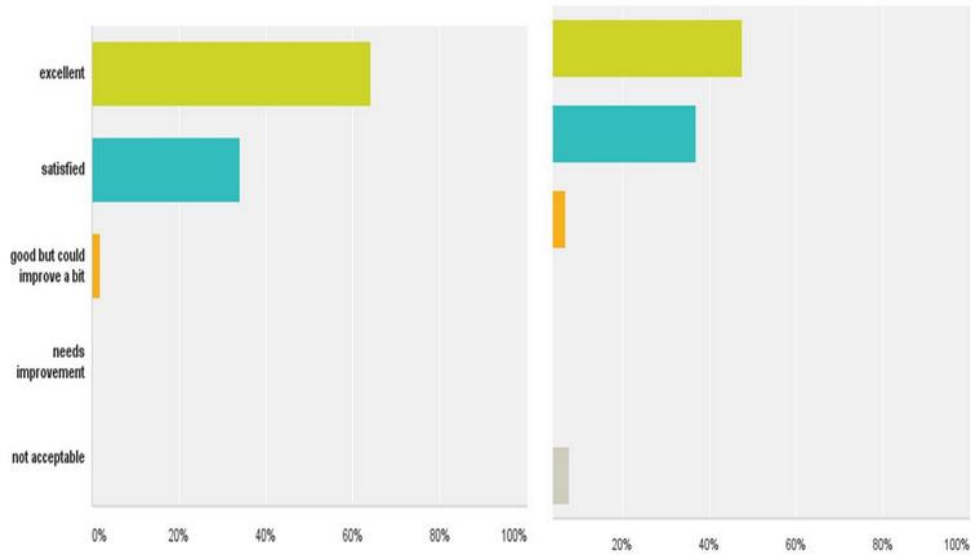
**Q11** How satisfied are you with the response time for emails and questions?

Answered: 103 Skipped: 1



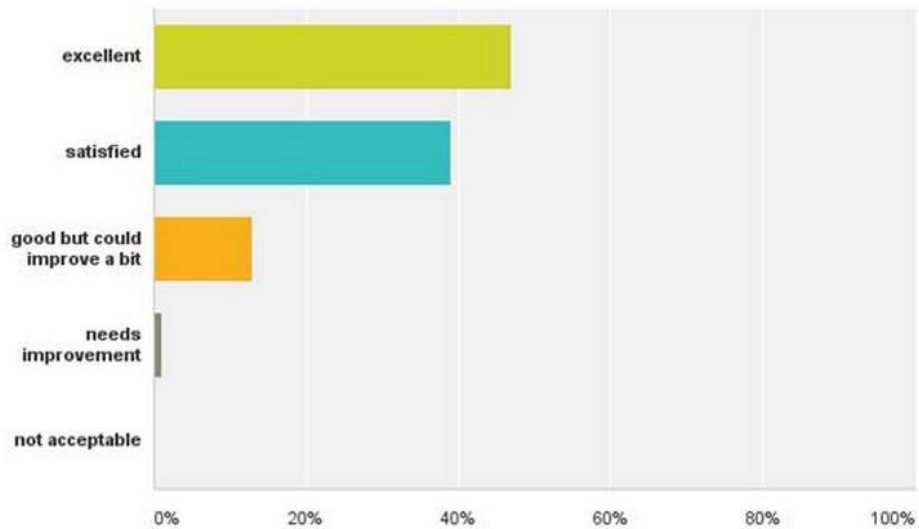
**Q10** How satisfied are you with the availability of staff in the facility?

Answered: 103 Skipped: 1



**Q12** How satisfied are you with the problem solving and resolutions?

Answered: 100 Skipped: 1

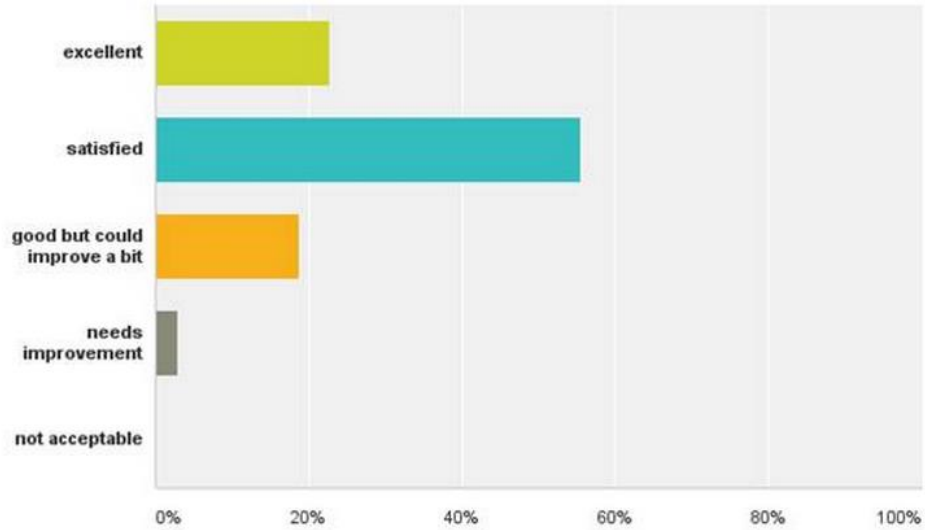


## Pricing

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### Q13 How satisfied are you with the pricing of the services you use?

Answered: 101 Skipped: 0

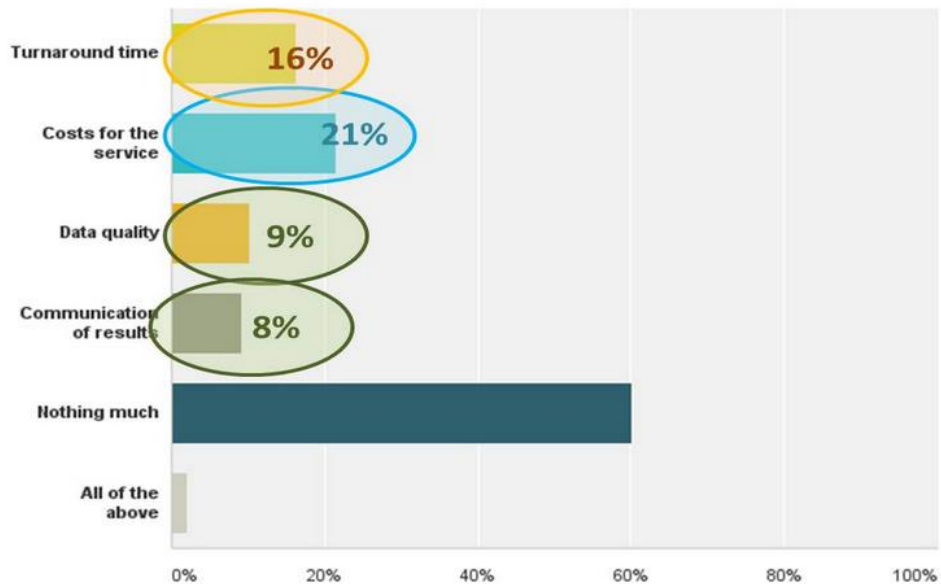


## What could we improve on?

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### Q14 What could we improve on?

Answered: 98 Skipped: 3

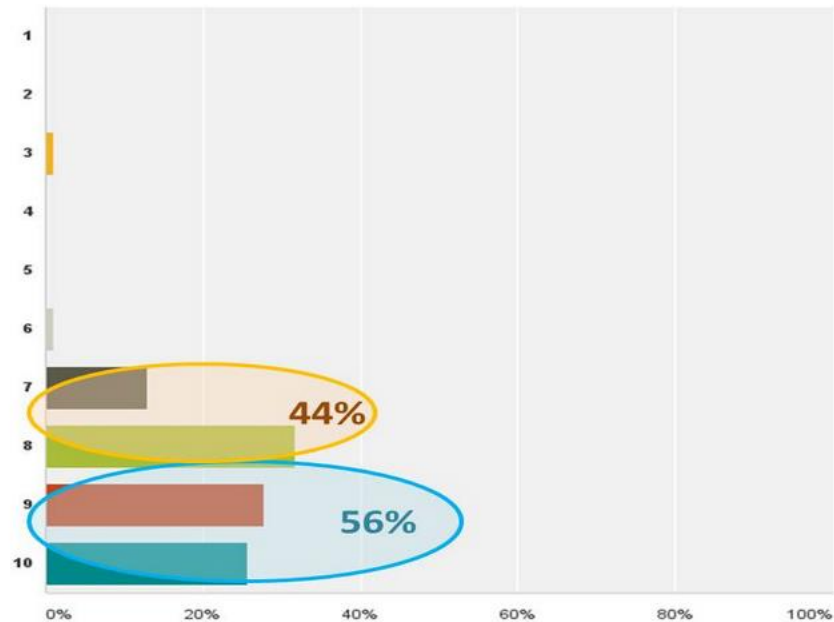


## Ranking

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### Q17 Please give us an overall ranking from 1 to 10 (1 = worst, 10 = best)?

Answered: 101 Skipped: 0



## Changes at the ACRF facility March 2014

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- Mouse Genotyping Robot purchase planned for April 2014. With the new robot worklists can be uploaded directly without programming the robot. Worklists are produced by a software that the IT department has created. This process saves time for creating paper layouts, programming and cross checking the program. The saved staff time is invested in faster analysis which will reduce overall turnaround time.

- Cell Line Identification Service commenced in January 2014.

- NATA accreditation is pending after external audit and final report have been passed and submitted

- All staff moved together into room 8.05, ACRF facility main room.

- ABR DNA cleanup has been changed to a column-based cleanup that runs on a automated platform called QiaExtractor in October 2013.

- Methylation and SNP genotyping service have officially commenced operation in late 2013.