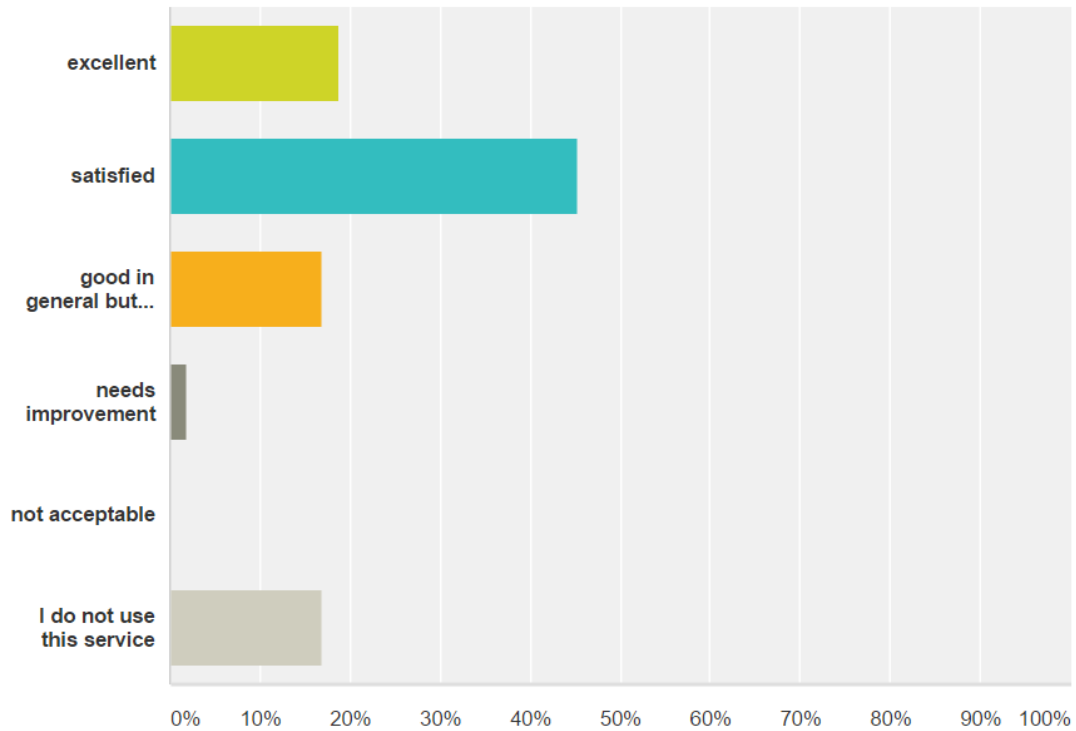


## How satisfied are you with the internet appearance of the facility?

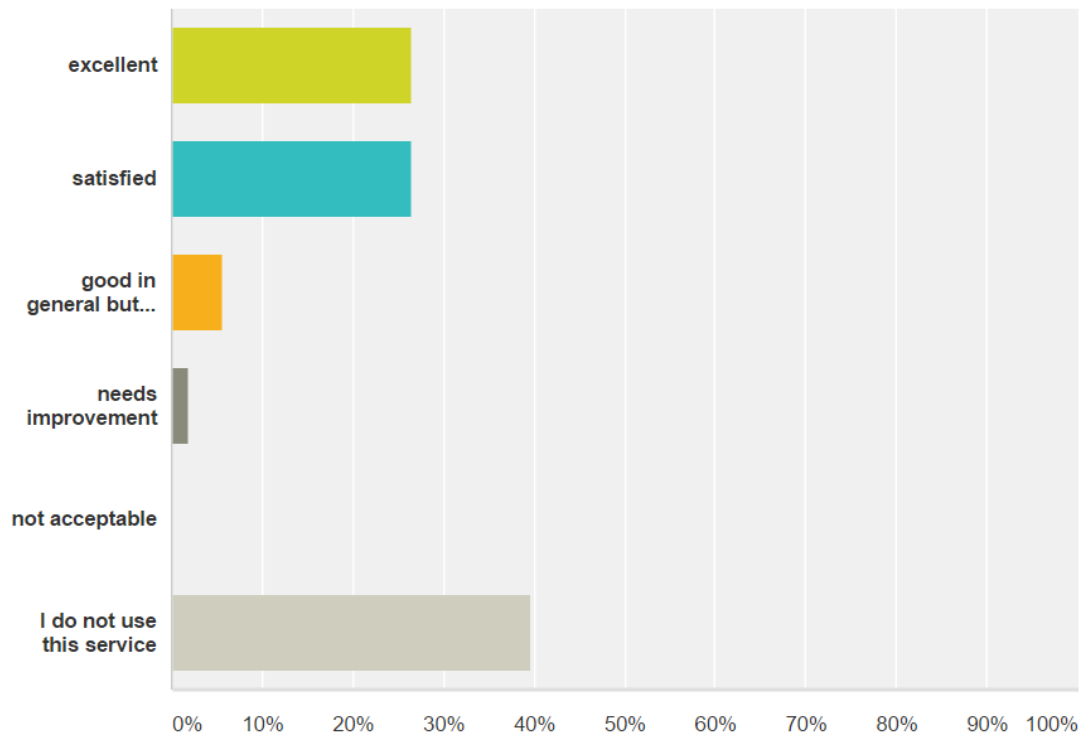
Answered: 53 Skipped: 1



Answer Choices	Responses
▼ excellent	18.87% 10
▼ satisfied	45.28% 24
▼ good in general but could improve a bit	16.98% 9
▼ needs improvement	1.89% 1
▼ not acceptable	0.00% 0
▼ I do not use this service	16.98% 9
Total	53

## How satisfied are you with the Sequencing Service results?

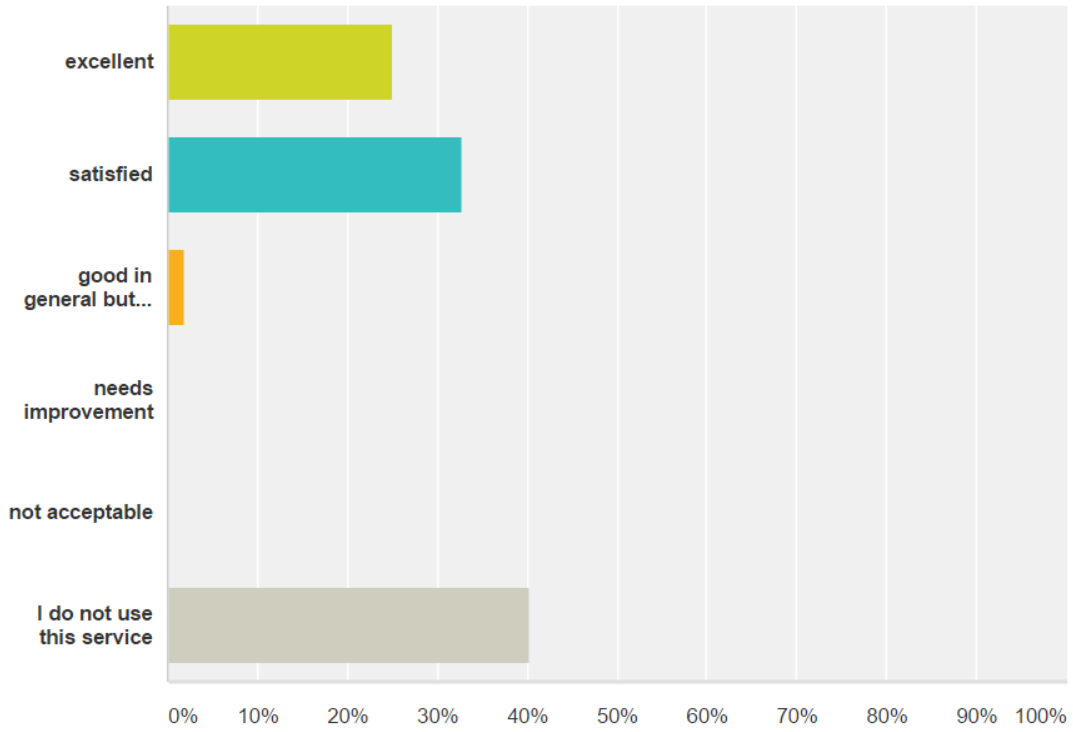
Answered: 53 Skipped: 1



Answer Choices	Responses
▼ excellent	26.42% 14
▼ satisfied	26.42% 14
▼ good in general but could improve a bit	5.66% 3
▼ needs improvement	1.89% 1
▼ not acceptable	0.00% 0
▼ I do not use this service	39.62% 21
Total	53

## How satisfied are you with the Sequencing Service turnaround time?

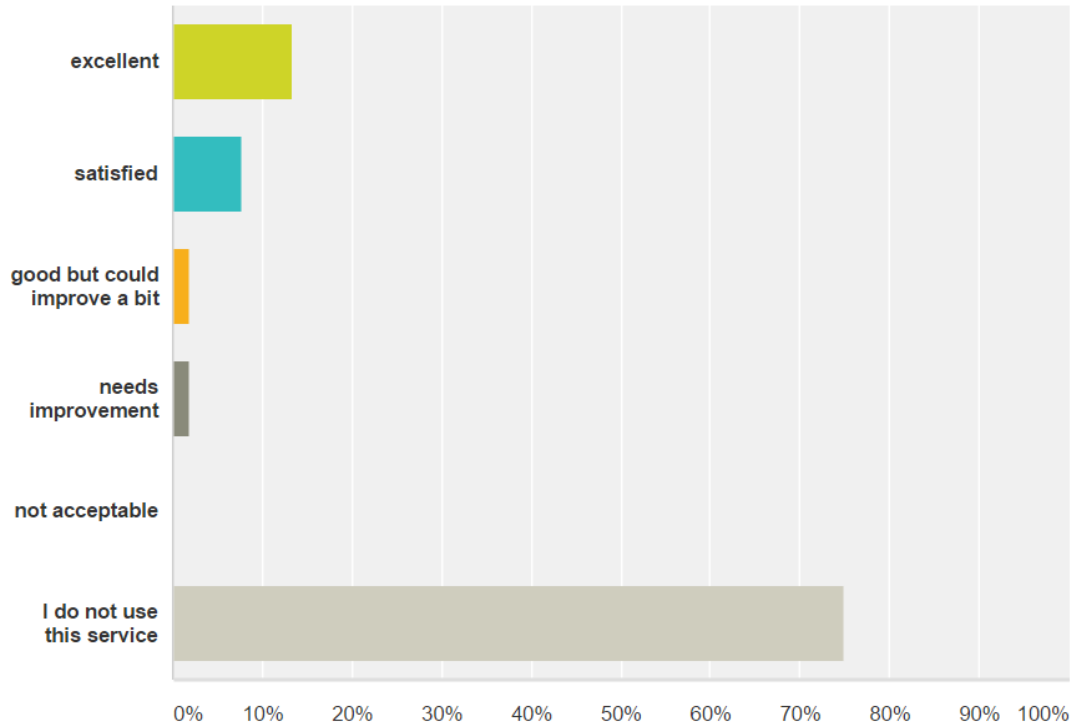
Answered: 52 Skipped: 2



Answer Choices	Responses
excellent	25.00% 13
satisfied	32.69% 17
good in general but could improve a bit	1.92% 1
needs improvement	0.00% 0
not acceptable	0.00% 0
I do not use this service	40.38% 21
<b>Total</b>	<b>52</b>

## How satisfied are you with the turnaround time of the Mouse Genotyping Service?

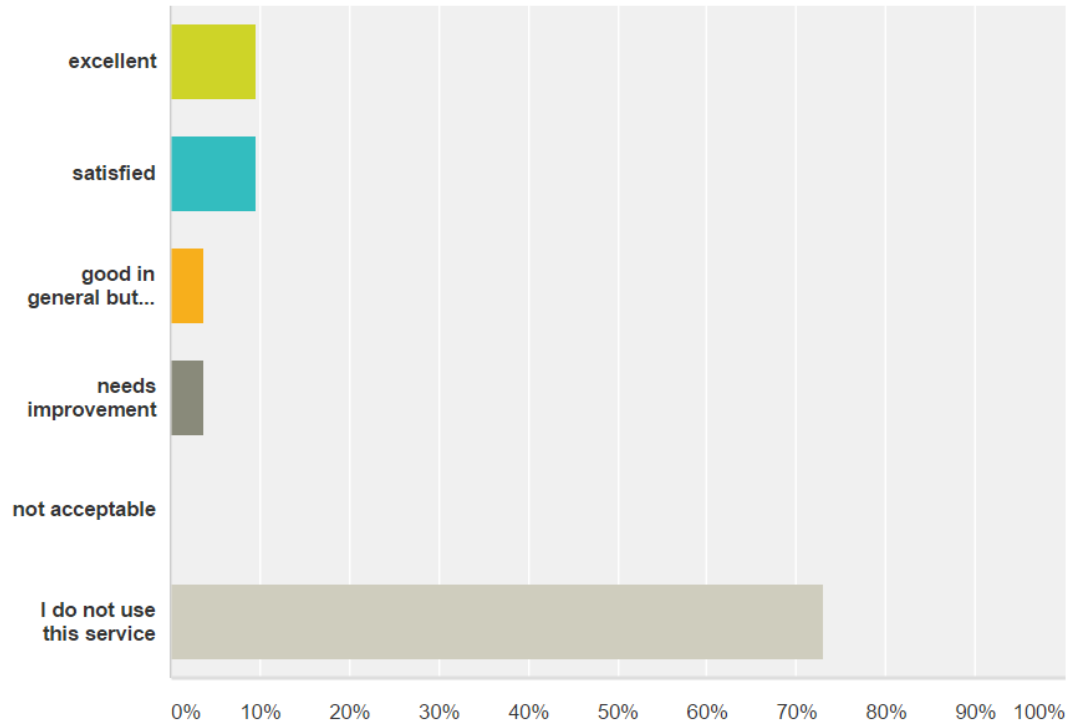
Answered: 52 Skipped: 2



Answer Choices	Responses
▼ excellent	13.46% 7
▼ satisfied	7.69% 4
▼ good but could improve a bit	1.92% 1
▼ needs improvement	1.92% 1
▼ not acceptable	0.00% 0
▼ I do not use this service	75.00% 39
Total	52

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

Answered: 52 Skipped: 2



Answer Choices	Responses
▼ excellent	9.62% 5
▼ satisfied	9.62% 5
▼ good in general but could improve a bit	3.85% 2
▼ needs improvement	3.85% 2
▼ not acceptable	0.00% 0
▼ I do not use this service	73.08% 38
Total	52

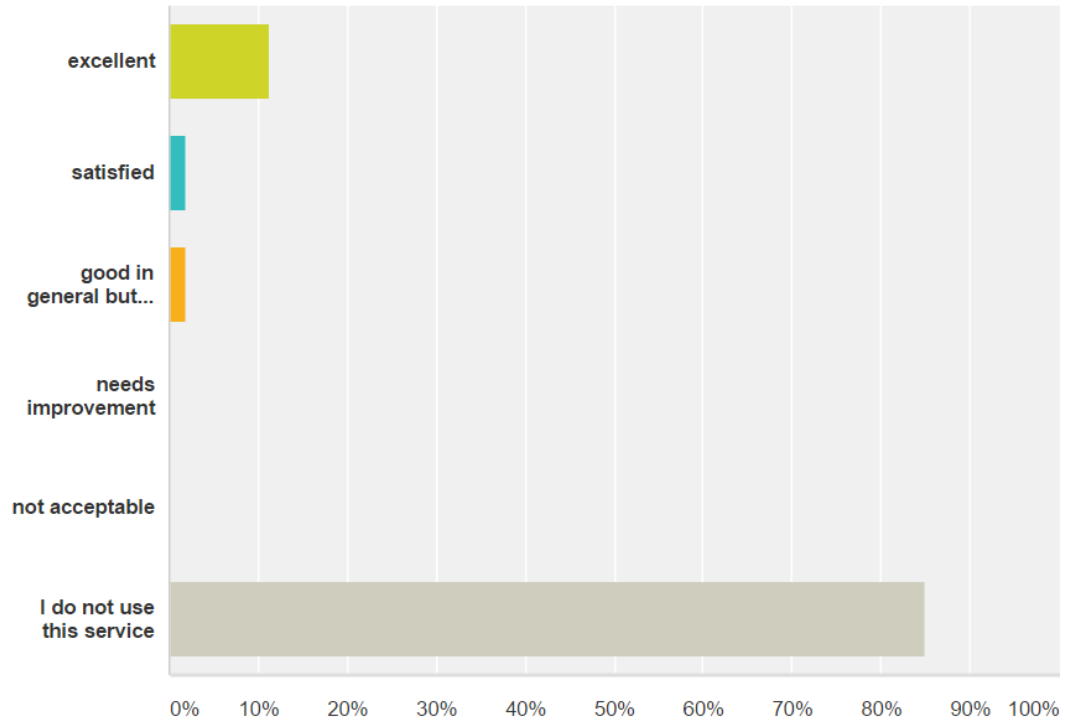
Q6

Customize

Export

## How satisfied are you with Cell Line Identification Service?

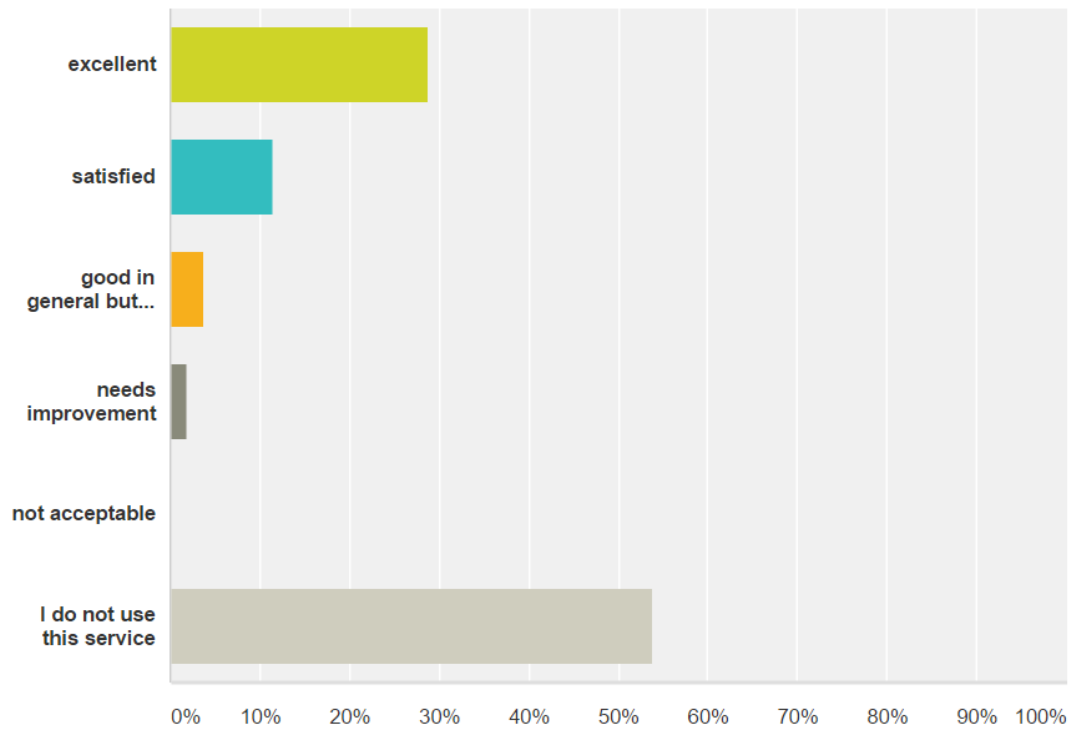
Answered: 53 Skipped: 1



Answer Choices	Responses
excellent	11.32% 6
satisfied	1.89% 1
good in general but could improve a bit	1.89% 1
needs improvement	0.00% 0
not acceptable	0.00% 0
I do not use this service	84.91% 45
Total	53

## How satisfied are you with the Primer Ordering Service?

Answered: 52 Skipped: 2



Answer Choices	Responses
▼ excellent	28.85% 15
▼ satisfied	11.54% 6
▼ good in general but could improve a bit	3.85% 2
▼ needs improvement	1.92% 1
▼ not acceptable	0.00% 0
▼ I do not use this service	53.85% 28
Total	52

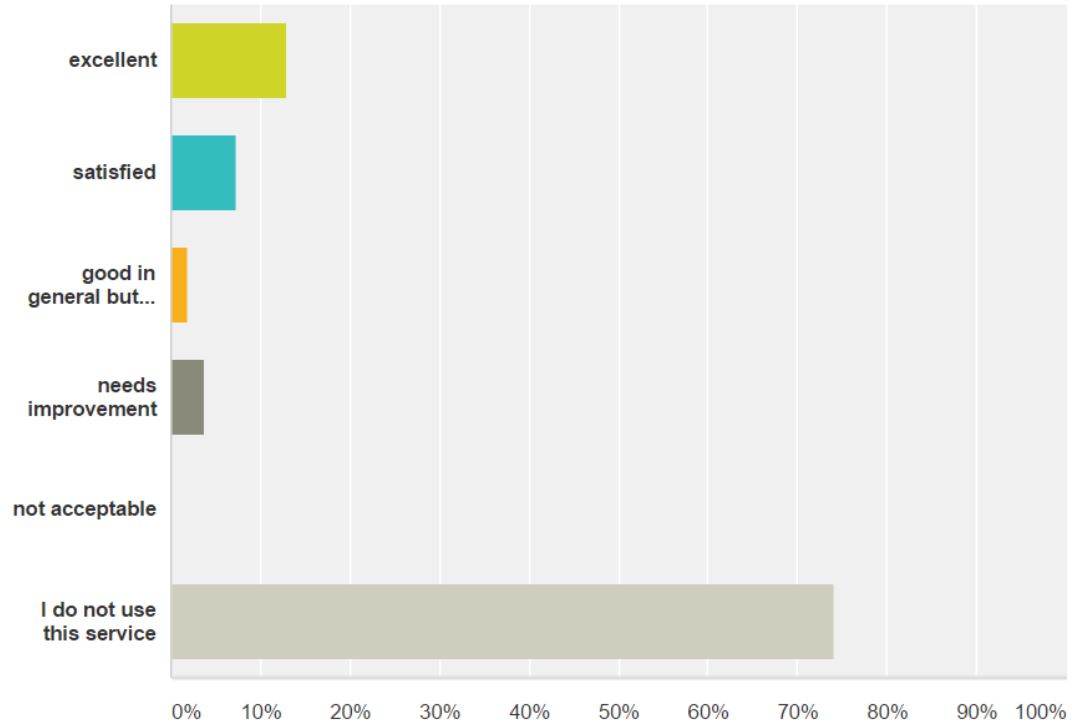
Q8

Customize

Export ▾

## How satisfied are you with the DNA and RNA Extraction Service?

Answered: 54 Skipped: 0



Answer Choices	Responses
▼ excellent	12.96% 7
▼ satisfied	7.41% 4
▼ good in general but could improve a bit	1.85% 1
▼ needs improvement	3.70% 2
▼ not acceptable	0.00% 0
▼ I do not use this service	74.07% 40
Total	54



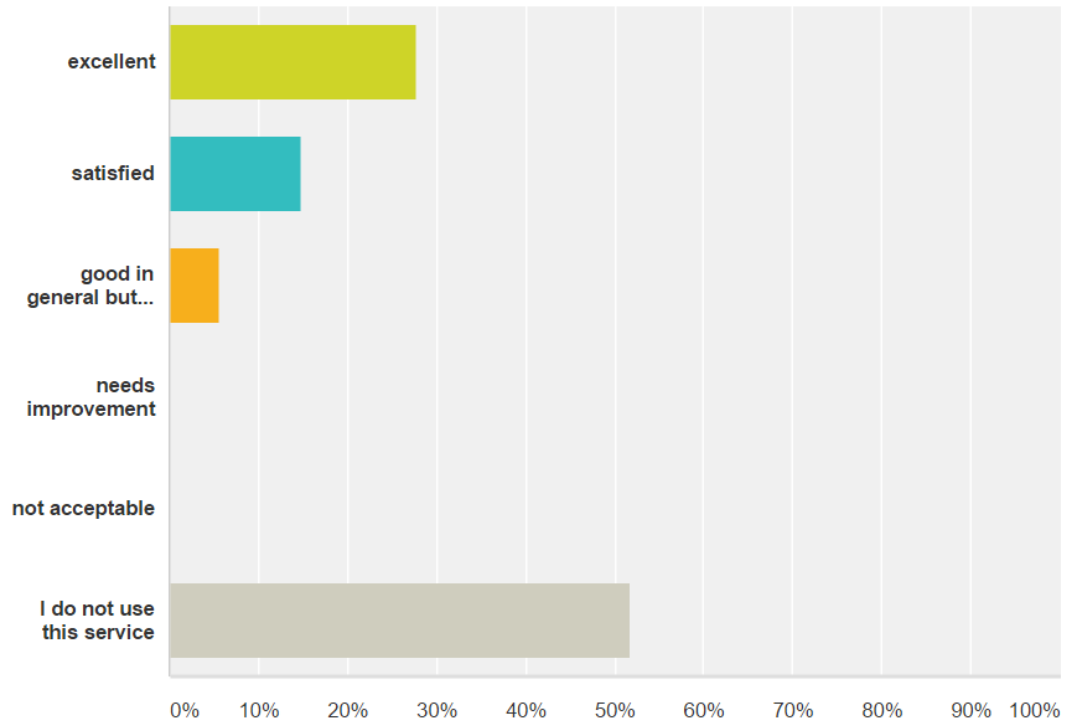
Q9

Customize

Export ▼

## How satisfied are you with the Reagent Ordering Service?

Answered: 54 Skipped: 0



Answer Choices	Responses
excellent	27.78% 15
satisfied	14.81% 8
good in general but could improve a bit	5.56% 3
needs improvement	0.00% 0
not acceptable	0.00% 0
I do not use this service	51.85% 28
Total	54

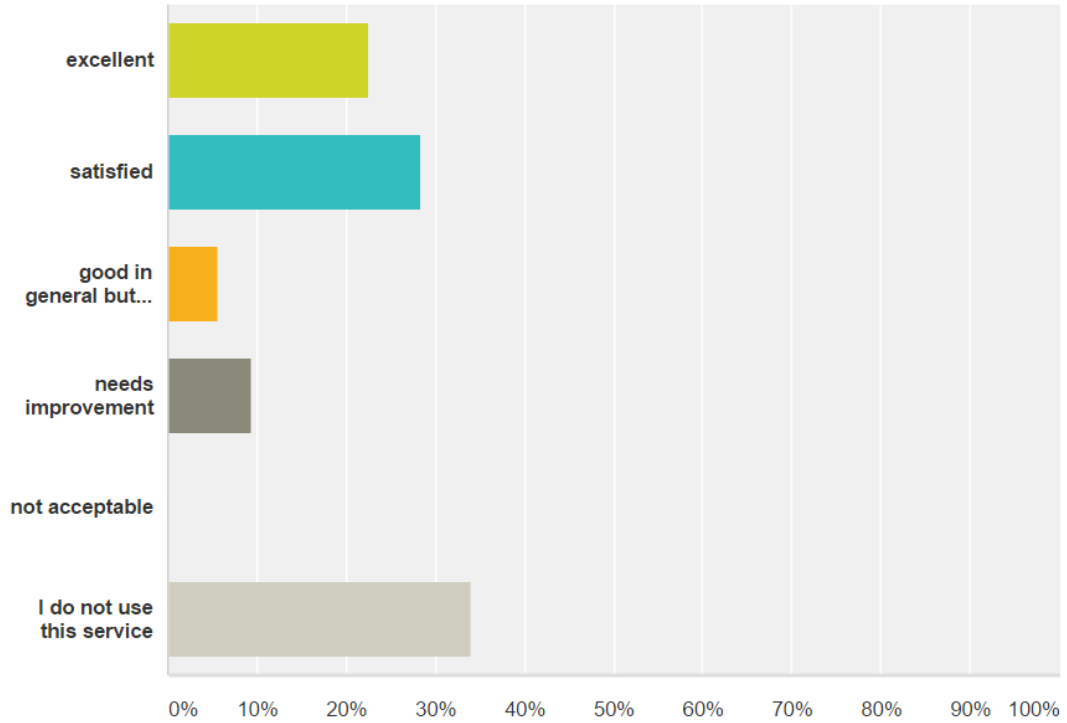
Q10

Customize

Export ▼

## How satisfied are you with the maintenance of instruments in the facility?

Answered: 53 Skipped: 1



Answer Choices	Responses
▼ excellent	22.64% 12
▼ satisfied	28.30% 15
▼ good in general but could improve a bit	5.66% 3
▼ needs improvement	9.43% 5
▼ not acceptable	0.00% 0
▼ I do not use this service	33.96% 18
Total	53

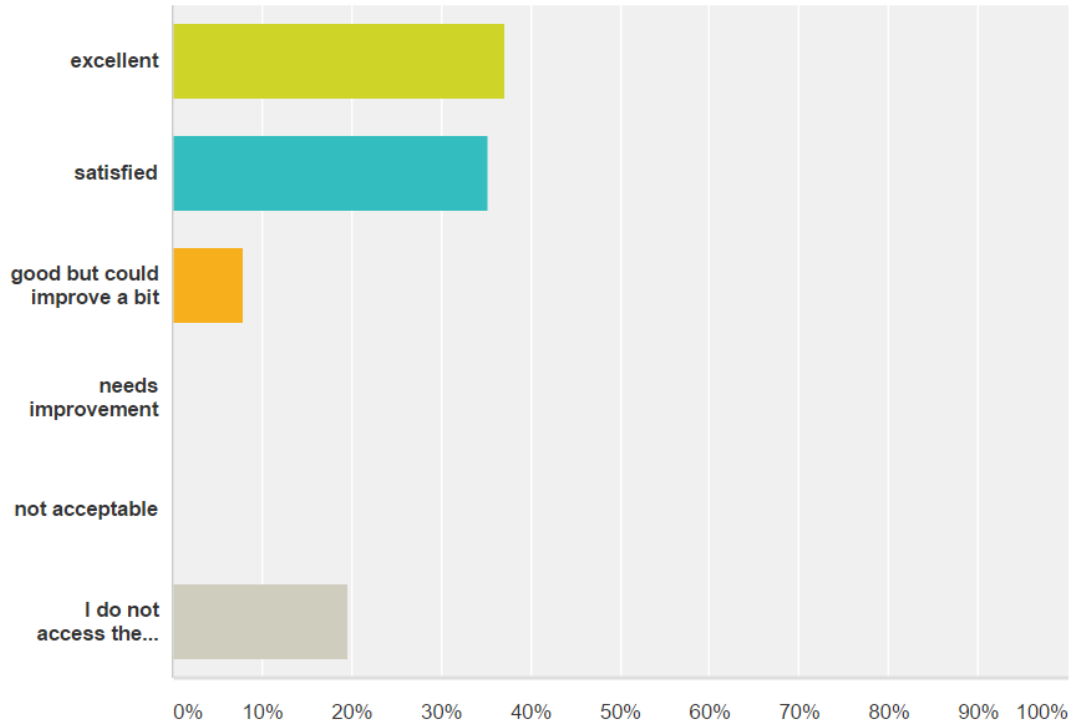
Q11

Customize

Export ▾

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

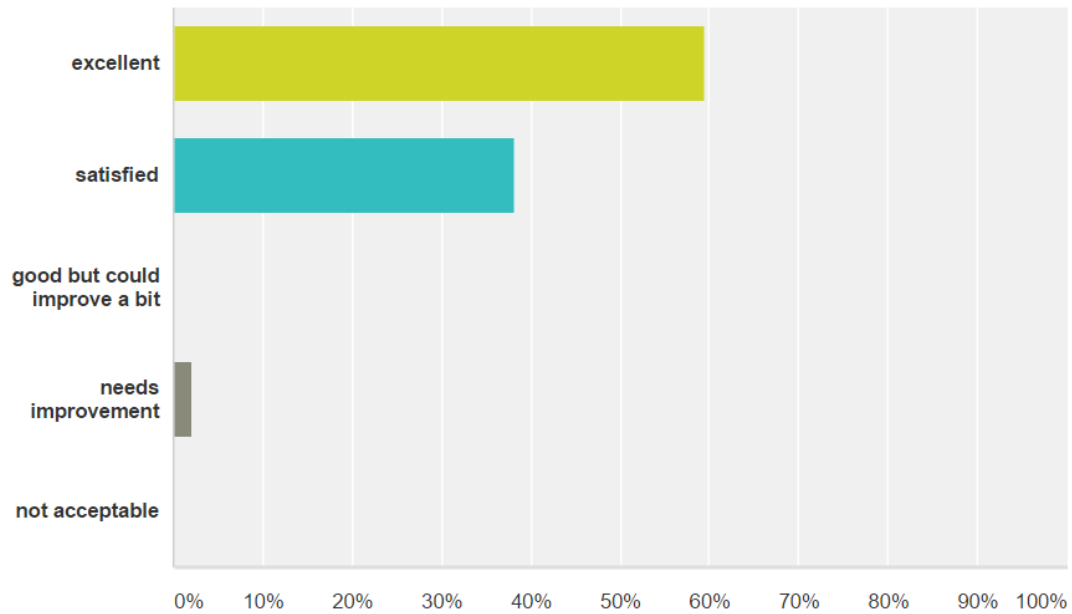
Answered: 51 Skipped: 3



Answer Choices	Responses
excellent	37.25% 19
satisfied	35.29% 18
good but could improve a bit	7.84% 4
needs improvement	0.00% 0
not acceptable	0.00% 0
I do not access the facility	19.61% 10
Total	51

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

Answered: 47 Skipped: 7



Answer Choices	Responses
▼ excellent	59.57% 28
▼ satisfied	38.30% 18
▼ good but could improve a bit	0.00% 0
▼ needs improvement	2.13% 1
▼ not acceptable	0.00% 0
Total	47

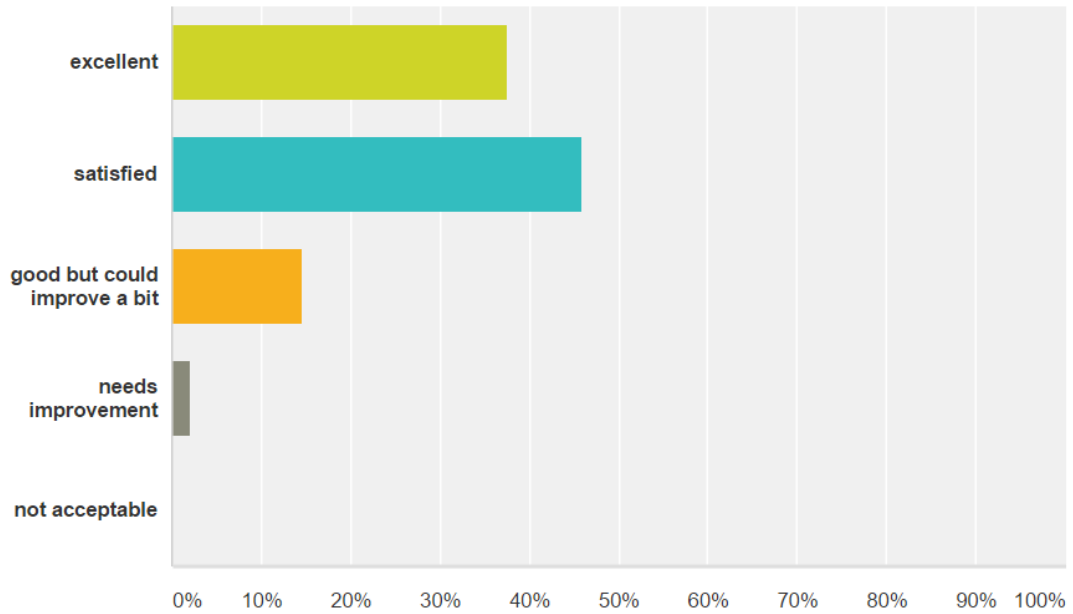
Q13

Customize

Export ▾

## How satisfied are you with the problem solving and resolutions?

Answered: 48 Skipped: 6



Answer Choices	Responses
excellent	37.50% 18
satisfied	45.83% 22
good but could improve a bit	14.58% 7
needs improvement	2.08% 1
not acceptable	0.00% 0
Total	48

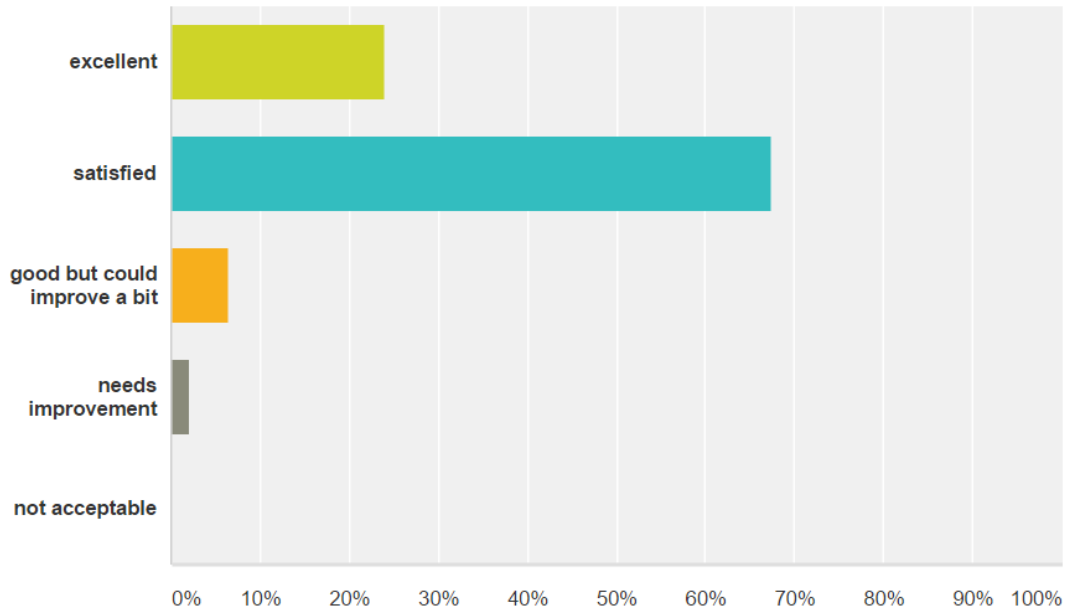
Q14

Customize

Export ▾

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

Answered: 46 Skipped: 8



Answer Choices	Responses
▼ excellent	23.91% 11
▼ satisfied	67.39% 31
▼ good but could improve a bit	6.52% 3
▼ needs improvement	2.17% 1
▼ not acceptable	0.00% 0
Total	46

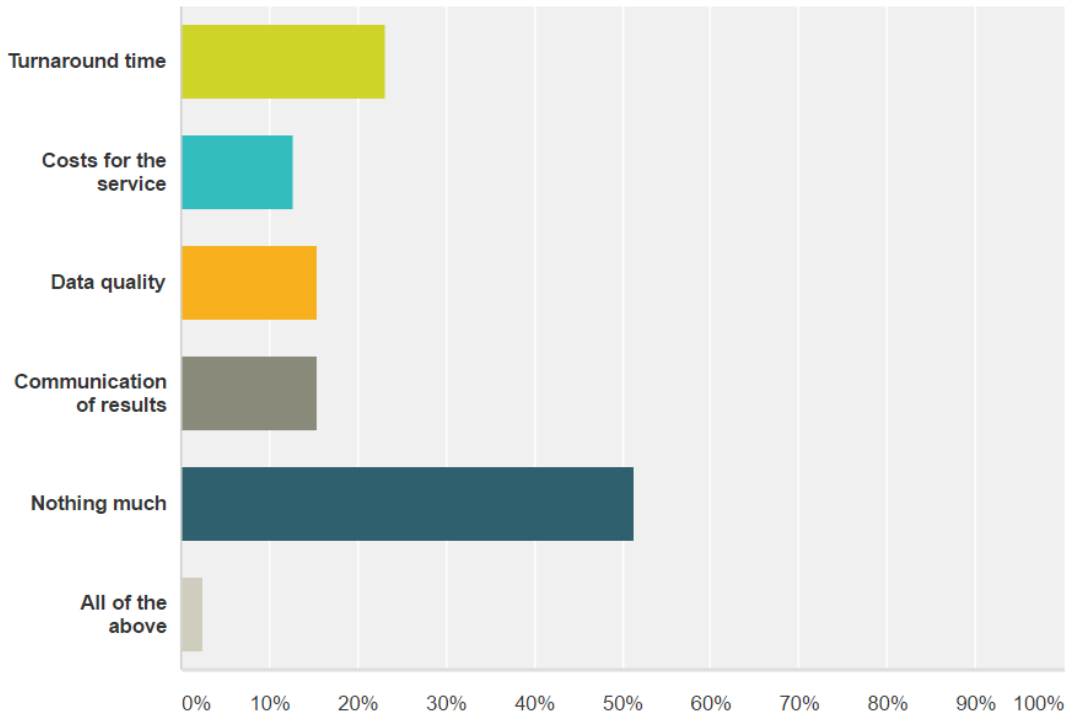
Q15

Customize

Export ▾

## What could we improve on?

Answered: 39 Skipped: 15



Answer Choices	Responses
▼ Turnaround time	23.08% 9
▼ Costs for the service	12.82% 5
▼ Data quality	15.38% 6
▼ Communication of results	15.38% 6
▼ Nothing much	51.28% 20
▼ All of the above	2.56% 1
Total Respondents: 39	

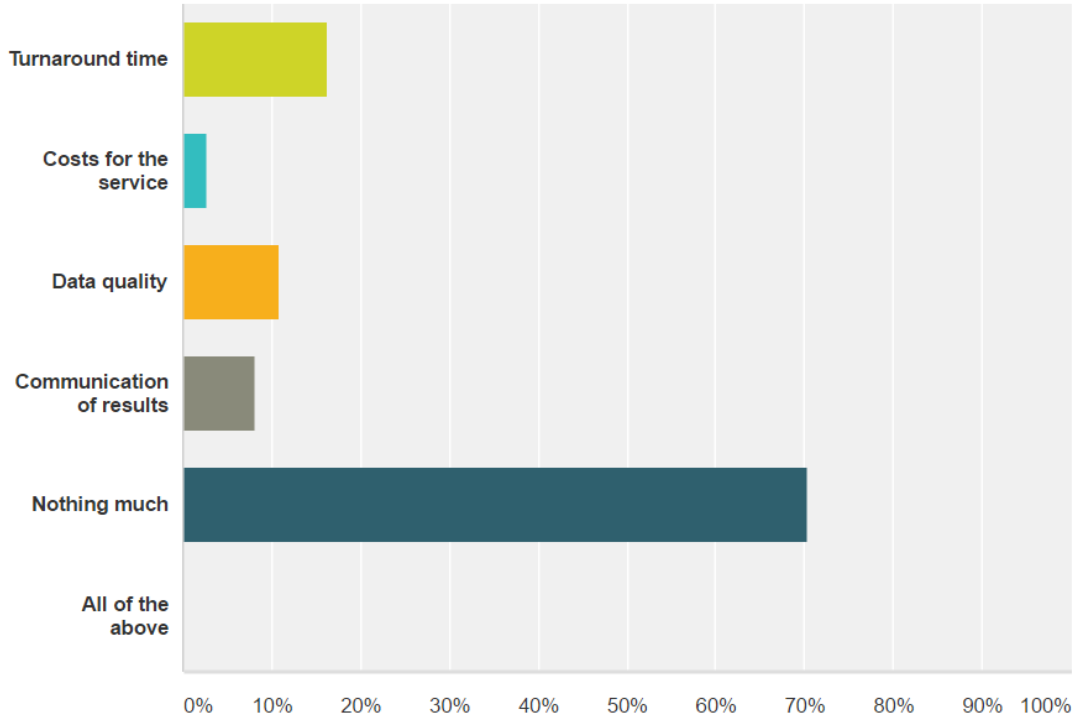
Q16

Customize

Export ▾

## What have been recent issues when dealing with us lately?

Answered: 37 Skipped: 17



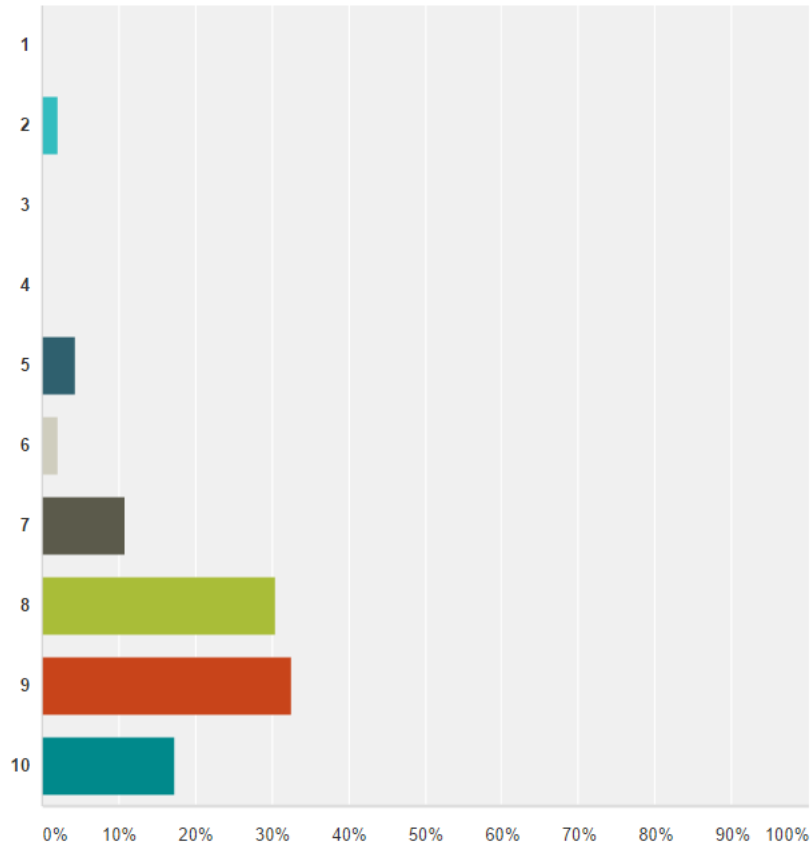
Answer Choices	Responses
Turnaround time	16.22% 6
Costs for the service	2.70% 1
Data quality	10.81% 4
Communication of results	8.11% 3
Nothing much	70.27% 26
All of the above	0.00% 0

Total Respondents: 37



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

Answered: 46 Skipped: 8



Answer Choices	Responses
1	0.00% 0
2	2.17% 1
3	0.00% 0
4	0.00% 0
5	4.35% 2
6	2.17% 1
7	10.87% 5
8	30.43% 14
9	32.61% 15
10	17.39% 8
Total	46