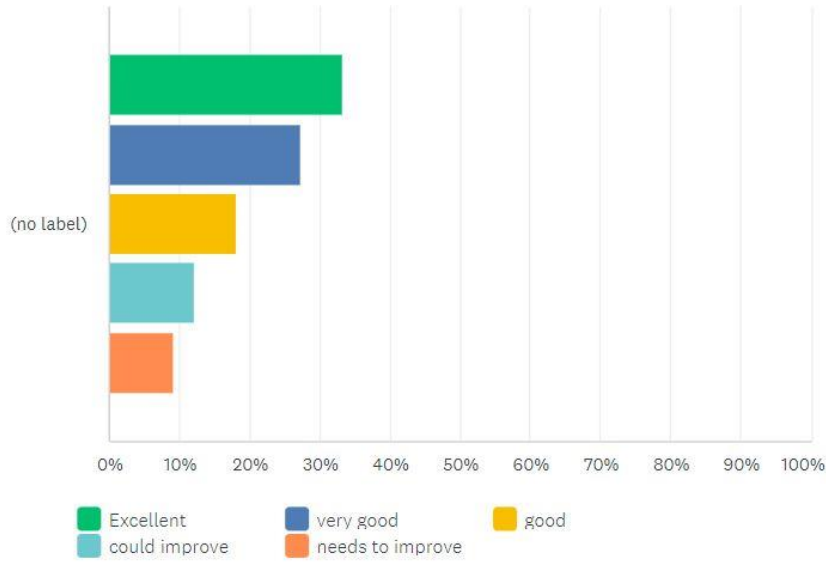


How satisfied are you with the GMG service you are using?

Answered: 33 Skipped: 0

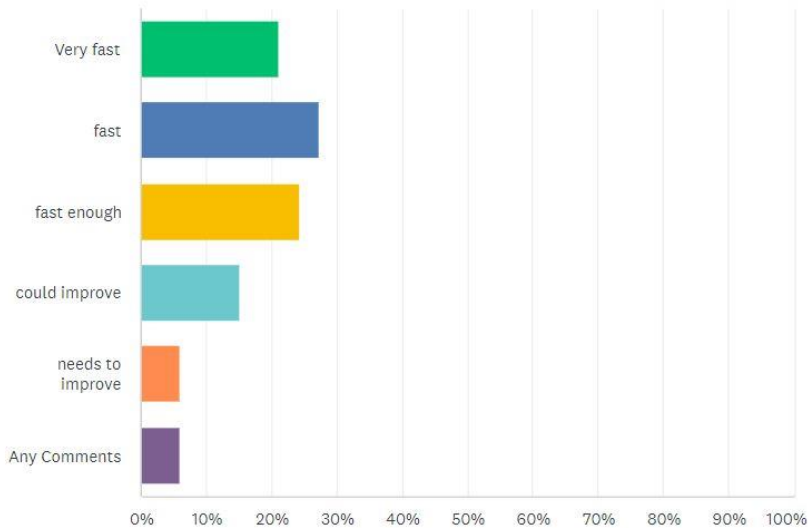


	EXCELLENT	VERY GOOD	GOOD	COULD IMPROVE	NEEDS TO IMPROVE	TOTAL	WEIGHTED AVERAGE
(no label)	33.33% 11	27.27% 9	18.18% 6	12.12% 4	9.09% 3	33	2.36

Comments (7)

Are you happy with the turnaround time for this service?

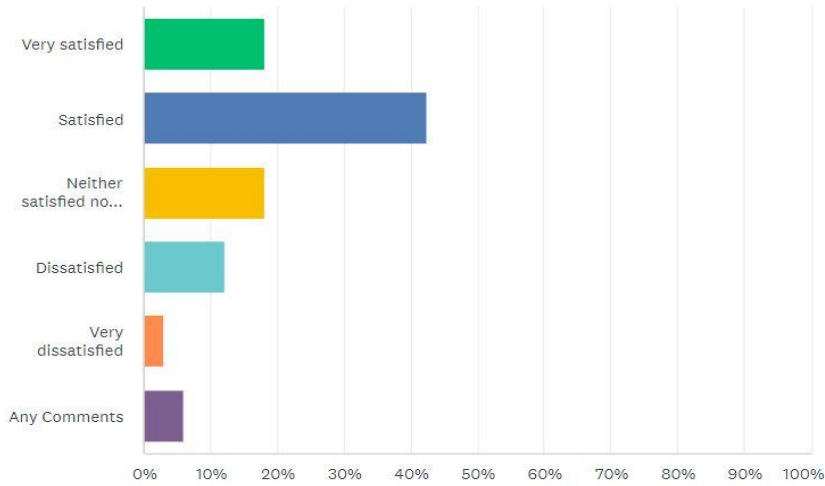
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES
Very fast	21.21% 7
fast	27.27% 9
fast enough	24.24% 8
could improve	15.15% 5
needs to improve	6.06% 2
Any Comments	Responses 6.06% 2
TOTAL	33

Are you happy with the billing and invoices?

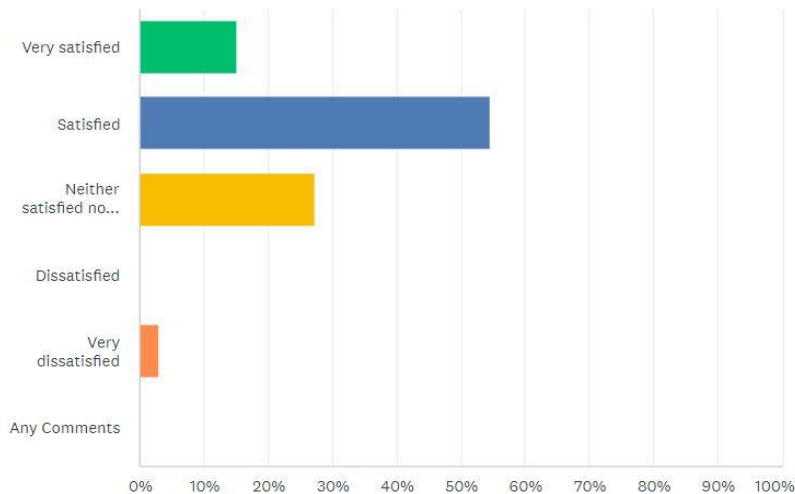
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	18.18%	6
Satisfied	42.42%	14
Neither satisfied nor dissatisfied	18.18%	6
Dissatisfied	12.12%	4
Very dissatisfied	3.03%	1
Any Comments	Responses 6.06%	2
TOTAL		33

Our prices are competitive but are you happy with these prices?

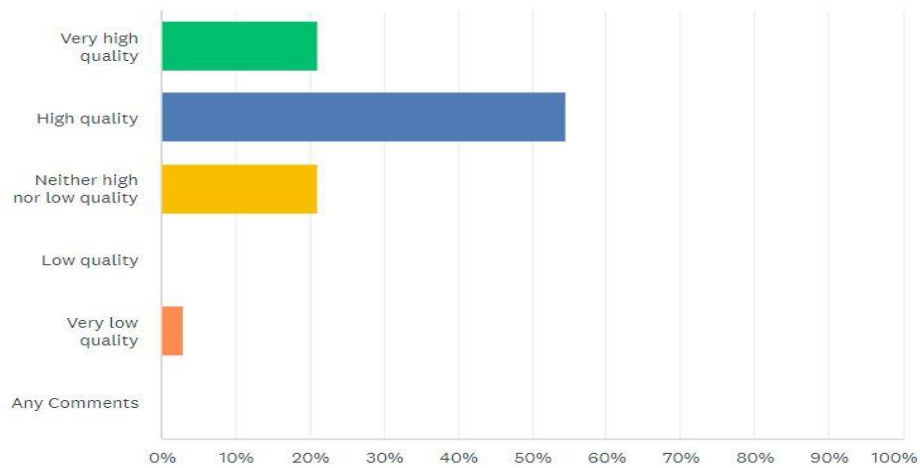
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	15.15%	5
Satisfied	54.55%	18
Neither satisfied nor dissatisfied	27.27%	9
Dissatisfied	0.00%	0
Very dissatisfied	3.03%	1
Any Comments	Responses 0.00%	0
TOTAL		33

How satisfied are you with the results you receive?

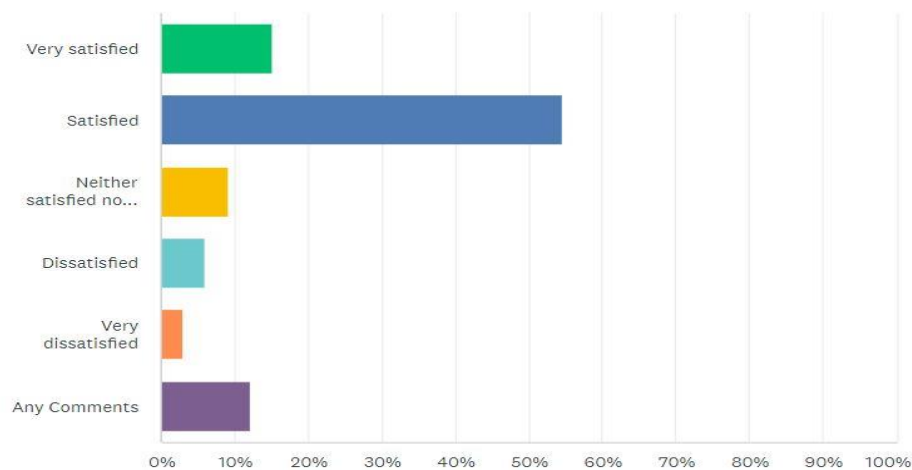
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very high quality	21.21%	7
High quality	54.55%	18
Neither high nor low quality	21.21%	7
Low quality	0.00%	0
Very low quality	3.03%	1
Any Comments	0.00%	0
TOTAL		33

Are you happy with the sample submission process (our online submission portal if you use it)?

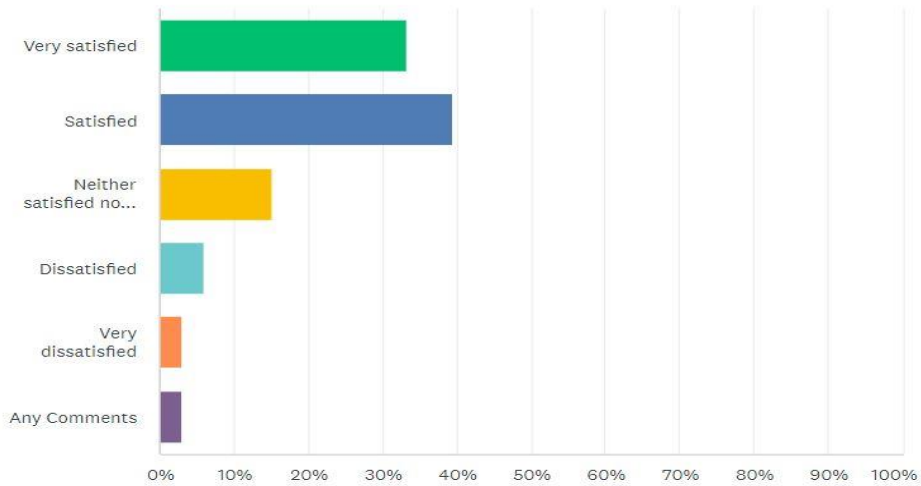
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	15.15%	5
Satisfied	54.55%	18
Neither satisfied nor dissatisfied	9.09%	3
Dissatisfied	6.06%	2
Very dissatisfied	3.03%	1
Any Comments	12.12%	4
TOTAL		33

How do you rate our communication with you?

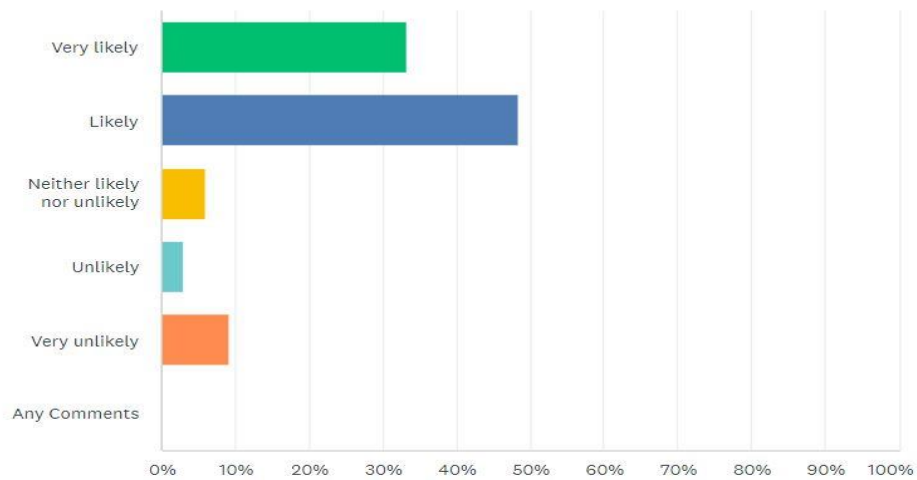
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Very satisfied	33.33%	11
▼ Satisfied	39.39%	13
▼ Neither satisfied nor dissatisfied	15.15%	5
▼ Dissatisfied	6.06%	2
▼ Very dissatisfied	3.03%	1
▼ Any Comments	Responses 3.03%	1
TOTAL		33

How likely are you to recommend our service?

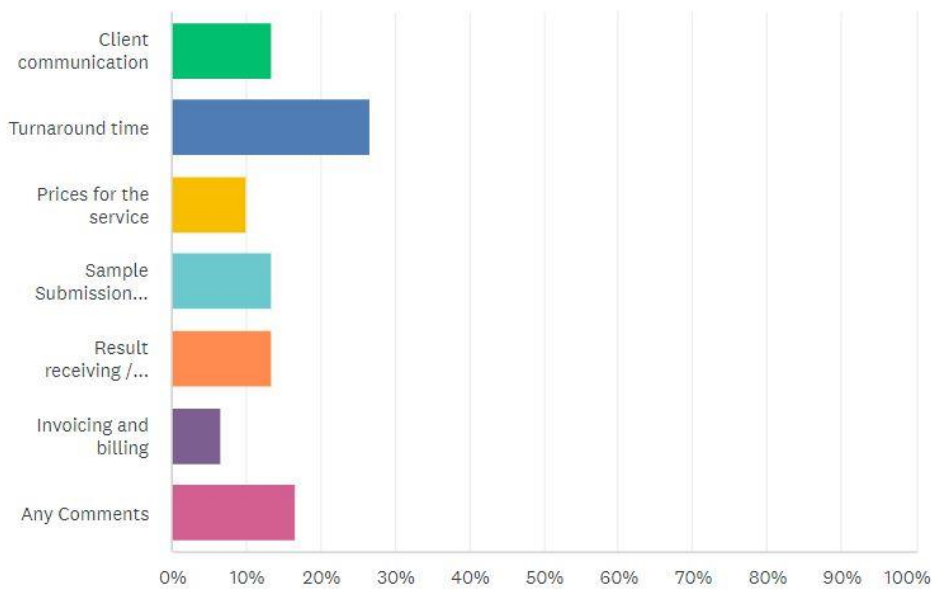
Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Very likely	33.33%	11
▼ Likely	48.48%	16
▼ Neither likely nor unlikely	6.06%	2
▼ Unlikely	3.03%	1
▼ Very unlikely	9.09%	3
▼ Any Comments	Responses 0.00%	0
TOTAL		33

What is the one thing that you think we could improve most urgently?

Answered: 30 Skipped: 3



ANSWER CHOICES	RESPONSES
Client communication	13.33% 4
Turnaround time	26.67% 8
Prices for the service	10.00% 3
Sample Submission Process	13.33% 4
Result receiving / quality of results	13.33% 4
Invoicing and billing	6.67% 2
Any Comments	Responses 16.67% 5
TOTAL	30

?

S

CURRENT

Pavel is very quick to respond to questions

10/27/2021 10:56 PM

[View respondent's answers](#) [Add tags](#)

CURRENT

Sometimes it is challenging to conform the services as all the communication is via email.

10/26/2021 5:21 PM

[View respondent's answers](#) [Add tags](#)

CURRENT

super satisfied with the speedy analyses and email communication

10/26/2021 12:37 PM

[View respondent's answers](#) [Add tags](#)



CURRENT

i have found problems with sample handling when comparing with our sanger facilities

10/26/2021 12:21 PM

[View respondent's answers](#) [Add tags](#)



CURRENT

Overall I retry inefficient

10/26/2021 12:04 PM

[View respondent's answers](#) [Add tags](#)



CURRENT

Jason is very helpful

10/26/2021 12:01 PM

[View respondent's answers](#) [Add tags](#)



CURRENT

technical aspects were very good - but understanding and anticipating needs of the researcher could be improved

10/26/2021 11:59 AM

[View respondent's answers](#) [Add tags](#)

CURRENT

I like that one can call, email or stop by to ask relevant questions

10/27/2021 10:56 PM

[View respondent's answers](#) [Add tags](#)



CURRENT

Doing a great job, thanks!

10/27/2021 3:27 PM

[View respondent's answers](#) [Add tags](#)



CURRENT

Occasional problems with genotyping results not appearing in Stuart

10/26/2021 9:46 PM

[View respondent's answers](#) [Add tags](#)



CURRENT

Overall the services are really good. I have one suggestion on the mice genotyping services. Is there a way for researchers to check what tags for genotyping were set up for the mice lines and whether it's active or inactive? It will be helpful if this could be listed somewhere on either Stuart App or WebStuart as a reference. Thanks,

10/26/2021 5:21 PM

[View respondent's answers](#) [Add tags](#)



CURRENT

Keep the good work, you are essential for all of us at the precinct.

10/26/2021 12:37 PM

[View respondent's answers](#) [Add tags](#)



CURRENT

Doing a great job

10/26/2021 11:32 AM

[View respondent's answers](#) [Add tags](#)