|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date:** | **- -** | **-** | **0** | **+** | **++** | **comments** |
| How was your experience at our core facility overall?  |  |  |  |  |  |  |
| How was the communication with us? |  |  |  |  |  |  |
| Was it easy for you to get information/documents? |  |  |  |  |  |  |
| Did you get enough training? |  |  |  |  |  |  |
| **How much support did you get for:** |
|  - experimental design |  |  |  |  |  |  |
|  - sample preparation |  |  |  |  |  |  |
|  - protocols and experimental procedure |  |  |  |  |  |  |
|  - equipment use and data acquisition |  |  |  |  |  |  |
|  - troubleshooting |  |  |  |  |  |  |
|  - data analysis |  |  |  |  |  |  |
|  - publication |  |  |  |  |  |  |
| How did you like the organisation of the facility? |  |  |  |  |  |  |
| Did we allow you to perform your experiment with the highest possible quality standards? |  |  |  |  |  |  |
| How did you find the pricing? |  |  |  |  |  |  |
| What should we still improve? |

**Feedback from the users**