Service Satisfaction Survey Follow-Up

2023 年度設施服務滿意度調查 追蹤處理

- **ASGC 資源申請使用** - ASGC 為另一獨立運行設施，經轉達使用者意見回饋後，ASGC 提出改進方案如下：
  1. 提供便利使用說明及 hyperlink，例如：提到註冊，即可直接 link to 註冊說明及網頁；提到軟體使用，即可 link to DiCOS App 網頁與說明等。
  2. 充實 Q&A 內容，常常更新。
  3. 提供可線上諮詢管道：Dicos-support email 及 online chat 等。

- **設施 Wifi 開放與否** - 不合適開放。主要有以下幾點考量：
  1. 近年設施資安業務負擔繁重且人力有限，難以再負荷對外開放 Wifi 隨之而來的龐大資安相關處理。
  2. 2024 年度資通安全稽核時，稽核人員口頭列出禁用私人設備連接 Wifi 之相關作法。
  3. 低電磁波實驗環境最佳化維持。
  4. 在控制室範圍即有院內 Wifi 可供使用。

- **Vitrobot 濾紙** - 因應使用者意見回饋，設施已同時提供自製及原廠兩種規格供使用者自由選用。兩款濾紙經檢驗與 cryoEM 實驗測試，功能無異。

2023 Facility Service Satisfaction Survey **Follow-Up**

- **ASGC resources and service** - ASGC alone is an independent facility. ASGC related issues were passed forwardly to them and they proposed the following improvement plans:
  1. Provide convenient procedure instructions and hyperlinks. For example, when mentioning the "registration", provide a direct link to the instructions and webpage; when mentioning the "software", provide a direct link to DiCOS App webpage and instructions.
  2. Enhance the Q&A contents and update it frequently.
  3. Provide online consulting channels, such as DiCOS-support email and online chat.

- **Facility Wifi access open or not** - Not suitable for opening. The main considerations are as bellow:
  1. ASCEM's information security business in recent years is a heavy burden under the limited IT manpower. It is hard for ASCEM to handle the huge information security issues that follws with opening Wifi to users.
  2. During the 2024 information security audit, the auditors verbally listed the relevant practices for disabling private devices from connecting to Wifi.
  3. Maximally Optimize and maintain low electromagnetic wave experimental environment.
  4. Campus Wifi is available around and beyond the remote-control room.

- **Vitrobot filter paper** - In response to the user feedback, both handmade and factory specifications are provided on site for user to choose freely. The two filter papers have been tested in CryoEM experiments and functioned the same.