

UNSW NMR Facility

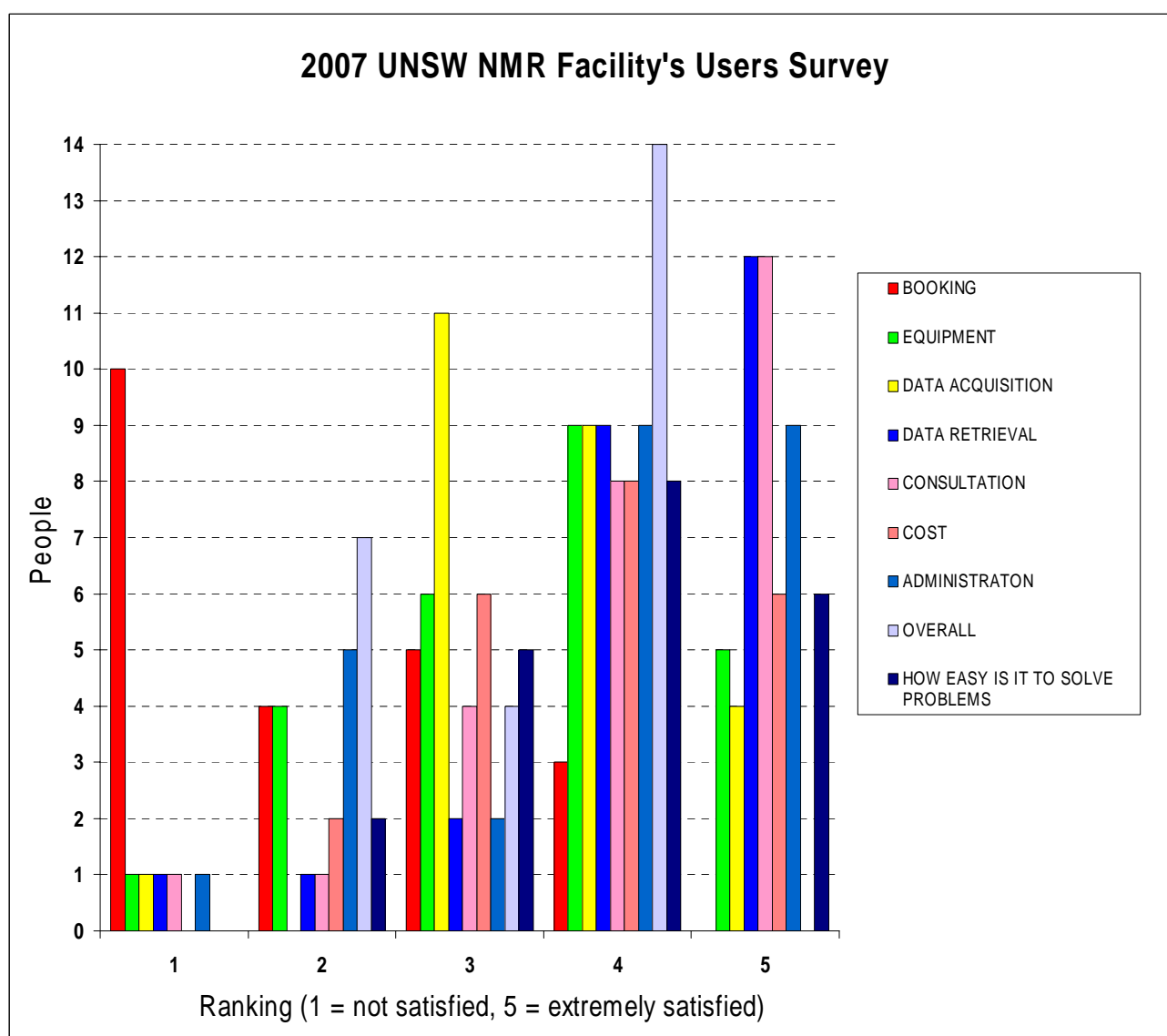
2007 Survey Summary

Of the ~200 registered NMR users, 28 replied to the NMR Facility's 2007 Survey.

Below are your Answers (A) to our Questions and our Responses.

Were you satisfied with the outcomes?

The following chart summarises the responses:



Were there any aspects of the Facility and its operation you would improve?

- A: Trouble shooting and commonly asked questions booklet.
OUR response: The NMR Facility has started to put together a FQA booklet but in the mean time useful information can be found at <http://www.nmr.unsw.edu.au/practicalintro.htm>
- A: Schedule group meetings with users and staff to discuss issues.
OUR response: Issues concerning a NMR user should address this immediately to NMR staff.
- A: Good parameter sets could be set up on each instrument for a variety of experiments (1D and 2D).
OUR response: An array of good parameters sets are currently available on all the instruments; any special requests, please address this to a member of staff.
- A: Note book on desk- students/users can write down everyday problems.
OUR response: Log-in books and dairies are available at each instrument and comments are welcome. However issues with GYRO should be raised immediately with staff.
- A: Specialist training is important.
OUR response: Training is available to every user; appointments should be scheduled with Adelle Shasha (shasha@unsw.edu.au).
- A: Proton tuning and matching rods on HERTZ500 should be fixed
OUR response: A new probe and console is on order and are due on April/May '08
- A: Auto-samplers on FLIP and HERTZ to run multiple samples overnight.
OUR response: Auto-samplers for FLIP300 and the new 400 have been ordered. An auto-sampler has been installed on the 600NMR and is operational.
- A: Process data from my computer in my office.
OUR response: NMR data can easily be transferred from the NMR instruments on to your personal computer (ask Adelle). Data can also be processed on your PC, free software is available off the internet (ask Adelle).
- A: Access to GYRO by the web to view which samples have been run and those that have not been run.
OUR response: Samples which have been run can be viewed on the web at <http://129.94.150.150/> Users will still have to leave their office to see samples that have not been run.
- A: Limit 2 samples in succession - this was possible on iconnmr at my last 2 uni's.
OUR response: With the purchase of two more auto-samplers there will be no need to limit the number of samples submitted on Gyro.

A: You should be able to submit a sample at anytime during the day and get your result 2 hours later at the latest.

OUR response: The installation of additional auto-samplers may make this possible.

A: Long experiments should only be submitted after 5pm or even 6pm and cancelled precisely at 9am.

OUR response: The time to submit long experiments will remain at 3 pm (until the new instrument is installed and operational), however they will be cancelled at 9 am the next day.

A: Stop people submitting noesy, dept, hmhc on simple molecules that can be solved by using ^1H and ^{13}C .

OUR response: We would like to encourage users to submit any experiments they need.

A: Setup a workshop advising people that trying to acquire a spectrum with 1mg of compound is pointless.

OUR response: Acquiring a spectrum with 1mg of compound is not pointless. Users with very small amounts of compound should discuss this issue with a member of staff. Acquiring a spectrum with 1mg of compound could be better detected/resolved on an instrument with a higher magnetic field.

A: NMR staff should be scary so that people are fearful to put on long experiments.

OUR response: We'll do our best!

A: More information on website regarding how to setup experiments.

OUR response: Users should arrange a time with a member of staff to discuss specific NMR experiment setup.

A: Maintenance should include regular measurements of pulsewidths (note TopSpin 2 does this automatically), update shim files...

OUR response: Shim files and pulsewidths will be updated weekly on the 500 and 600. NMR Facility recommends checking pulsewidths on more demanding/ exacting experiments. Training available.

Does the existing equipment meet your research requirements?

A: Yes-access to available equipment is insufficient due to congestion.

OUR response: The NMR facility has purchased a 400MHz solution NMR and an auto-sampler for the FLIP300 to be installed in April/May 08.

Do you have a need for new/additional equipment – if so, what are they?

A: Reliable 600

OUR response: Has been serviced and a new QNP and auto-sampler is fully operational.

A: Another 300 with auto-sampler
OUR response: FLIP300 will have an auto-sampler fitted and be dedicated to 1H, and 2D experiments.

A: Upgrade old consoles
OUR response: The 500 console will be upgraded, and a gradshim board will be installed on FLIP300.

Are there any other issues you would like us to consider?

A: Advice and “fool-proof” guideline for students to export data to publishable formats.
OUR response: One-on-one training sessions are available to users for processing data into publishable formats.

A: Get a 900MHz NMR
OUR response: UNSW NMR Facility has access to the 800MHz NMR at ANU and another will shortly be arriving at Usyd. Any further questions on access, please ask NMR staff.

A: Training should be provided to all new NMR users.
OUR response: All new users must register with the NMR Facility, once registered new users will be trained to submit a sample correctly and process the data. Most importantly every new user MUST attend an OHS induction for the NMR Facility.

A: A time limit on TopSpin.
OUR response: Currently TopSpin 1.3 doesn't offer this; however TopSpin 2.1 does offer a time limit and this will be installed by April/May.

A: Intranet access to processed data from all PCs in Chemical Sciences.
OUR response: This is already possible; ask Adelle how to do this.

A: Improve GYRO's website so that one can see how many holders are free as well.
OUR response: Currently this isn't possible, so users will have to physically check the instrument.

A: Provide complete access to GYRO through the intranet.
OUR response: Due to security issues, this is not desirable.

A: Install phones by 600 or 500.
OUR response: A phone in the NMR lab will be available shortly (calls to UNSW numbers only).

A: Remote access to TopSpin is an absolute blessing.
OUR response: Remote access to TopSpin will always be available.