

The 2017 IMGT® Customer Satisfaction Survey

IMGT®

The international ImMunoGeneTics information system®



Between the 17th of April and the 17th of May 2017, **IMGT®, the international ImMunoGeneTics information system®** <http://www.imgt.org> commissioned a Customer Satisfaction Survey to assess customers' feelings and perceptions about IMGT/HighV-QUEST, launched in October 2010.

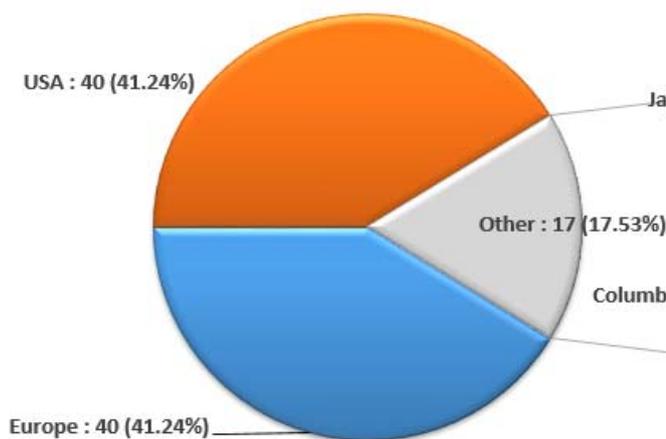
First of all, we would like to thank IMGT/HighV-QUEST users who participated in the survey. Comments were very much appreciated.

Users' feedback is very valuable to us to improve our services and to better meet your needs and expectations.

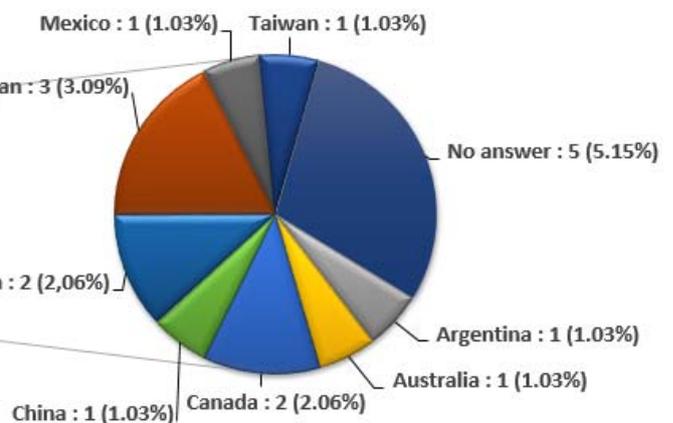
Introduction

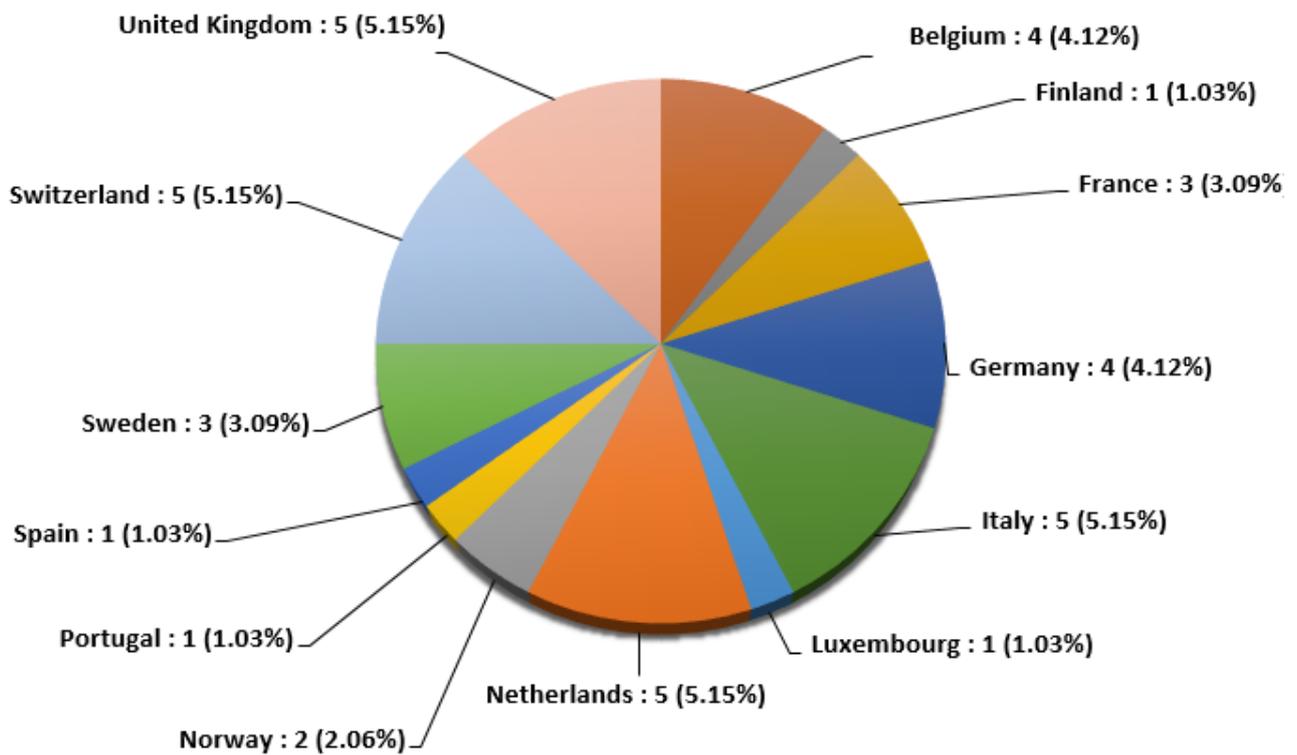
The survey made available in English for the IMGT/HighV-QUEST users, resulted in users' responses from 272 countries, 40 responses from USA (41.24%), 40 from Europe (41.24%) and 17 from the rest of the world (17.53%).

Location of IMGT/HighV-QUEST users



Distribution of the "Rest of the World"



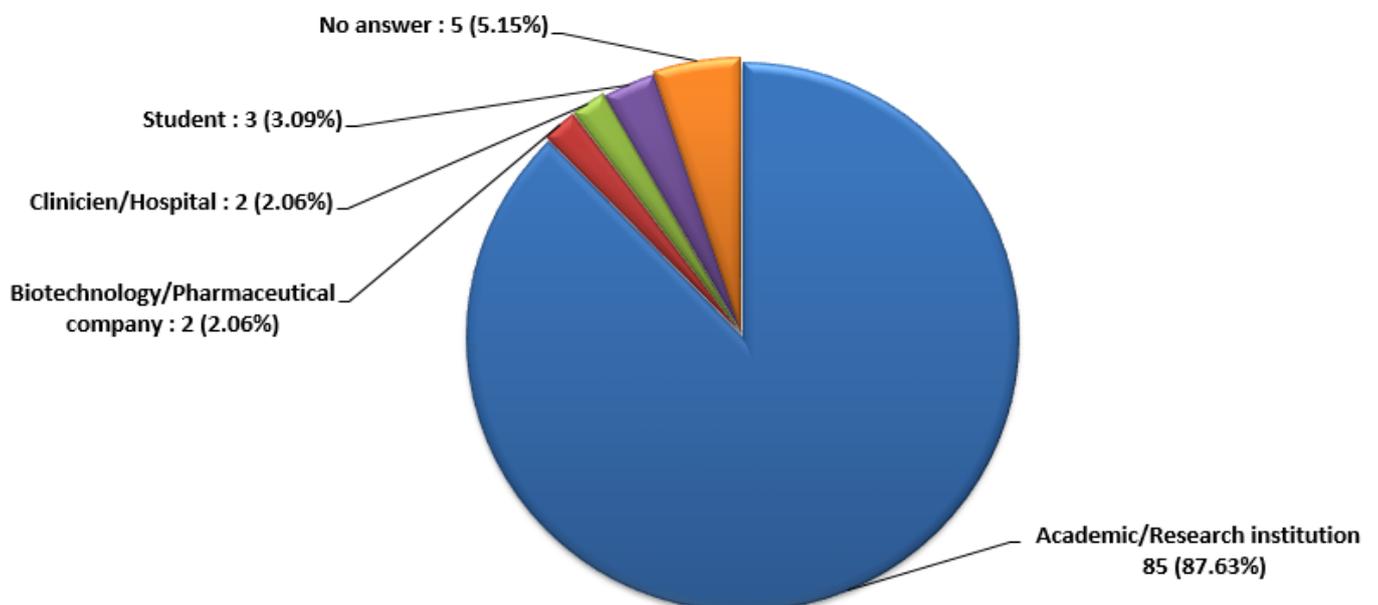


13 questions were asked in the web-based survey. We received the feedback from **97 users** (of a total of 374 users in April 2017), corresponding to a total of 1261 responses and 44 additional comments. After providing some information on their location, status and submitted data, users were asked to score their opinion on this tool (documentation, access, interface, data security, options proposed by the tool...).

The Survey Results

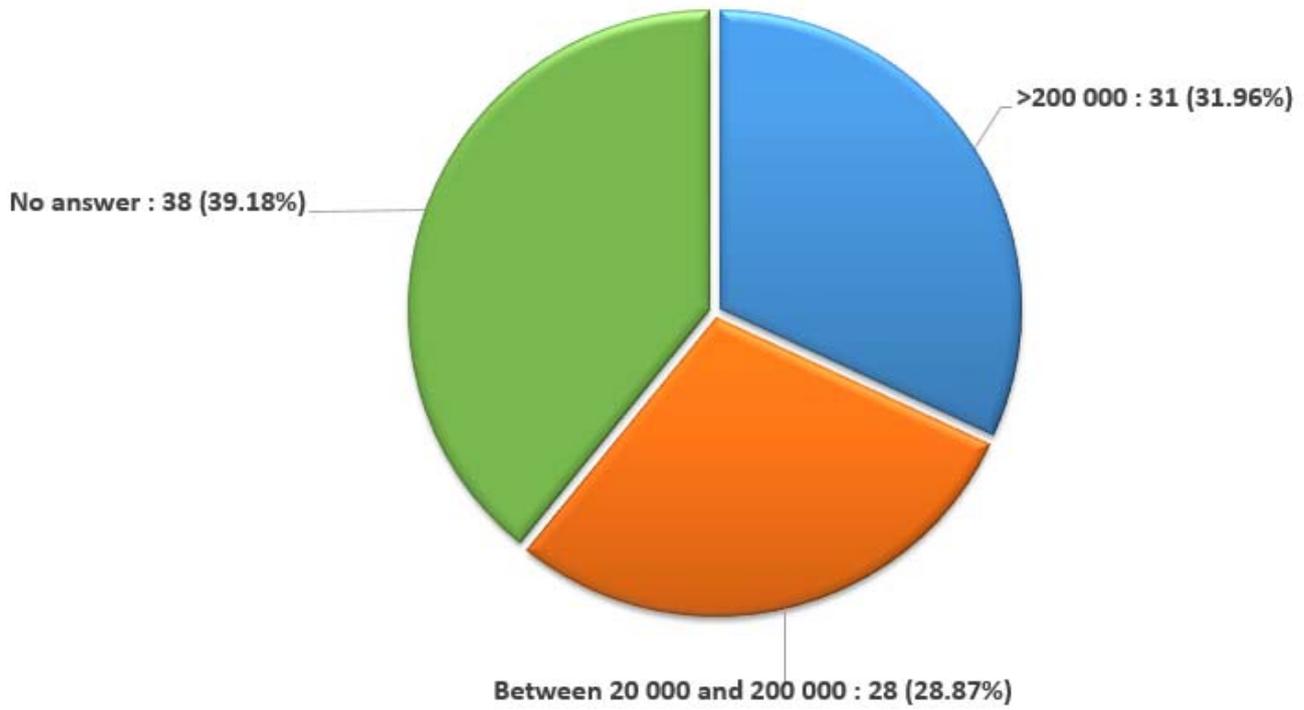
User information:

Status of interviewed IMGT/HighV-QUEST users

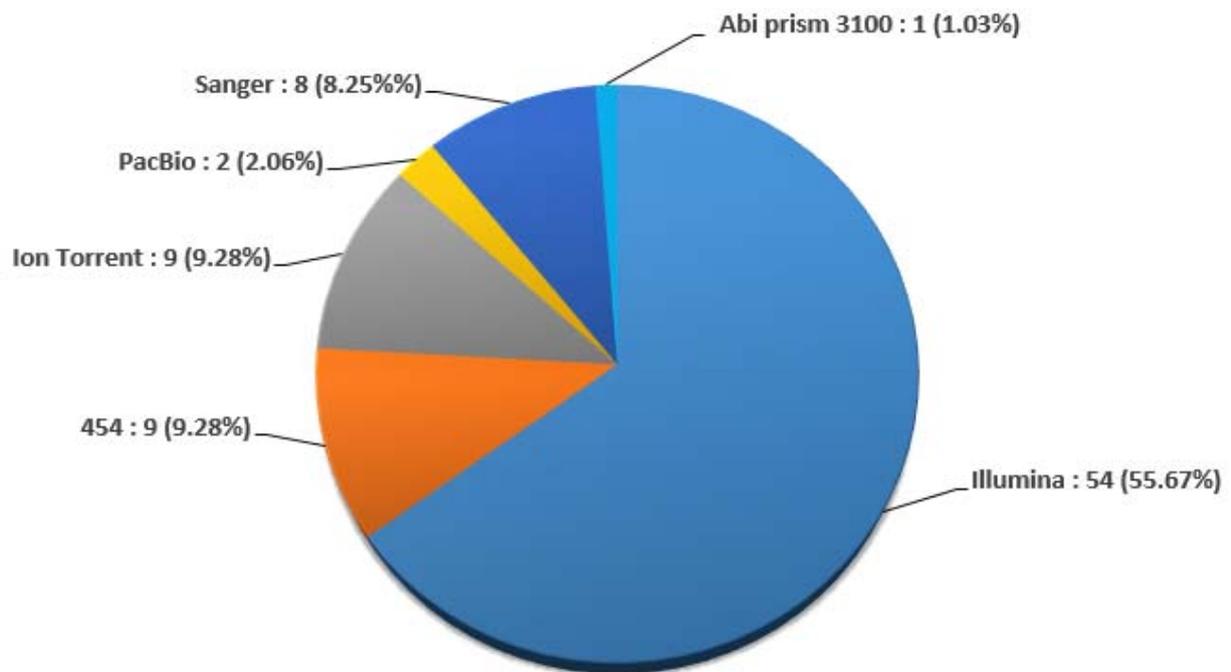


Information on submitted data:

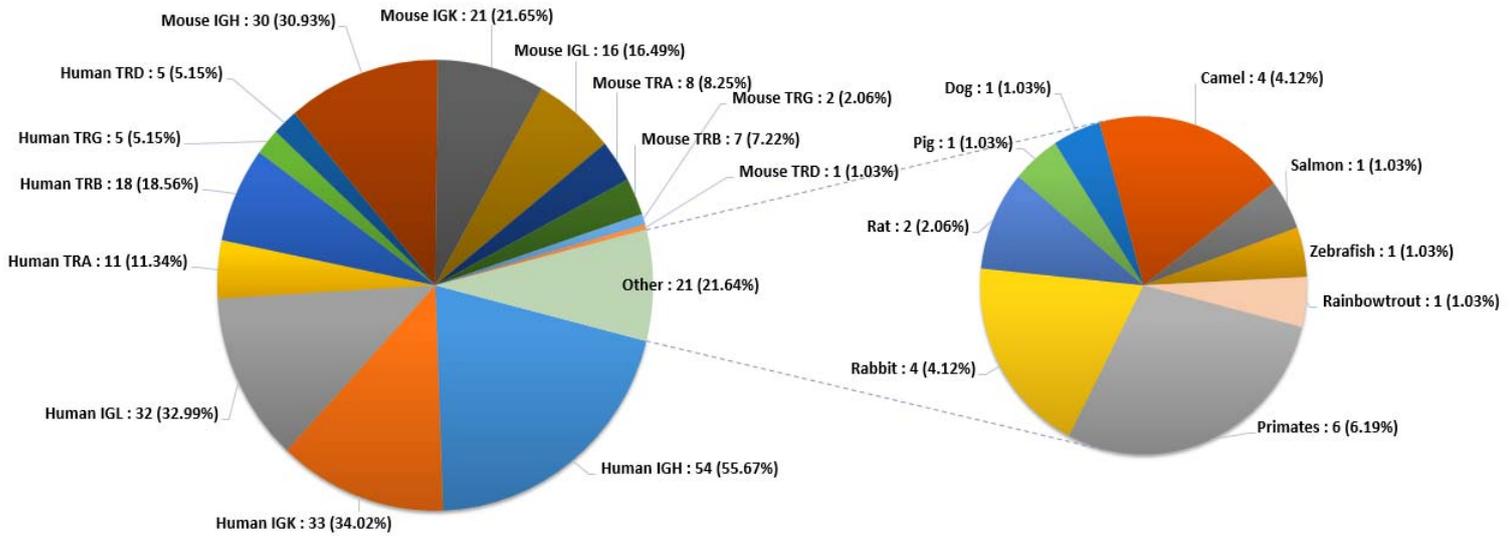
What is the usual size of your submitted batch?



What is your usual sequencing method?

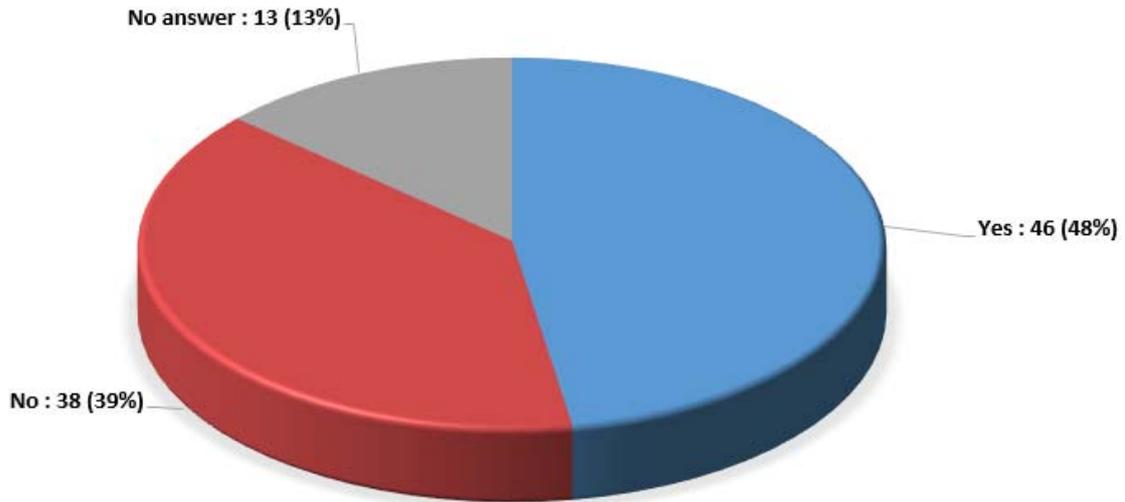


What are usually the locus types and species of your sequences? What are the other species or locus types if any?

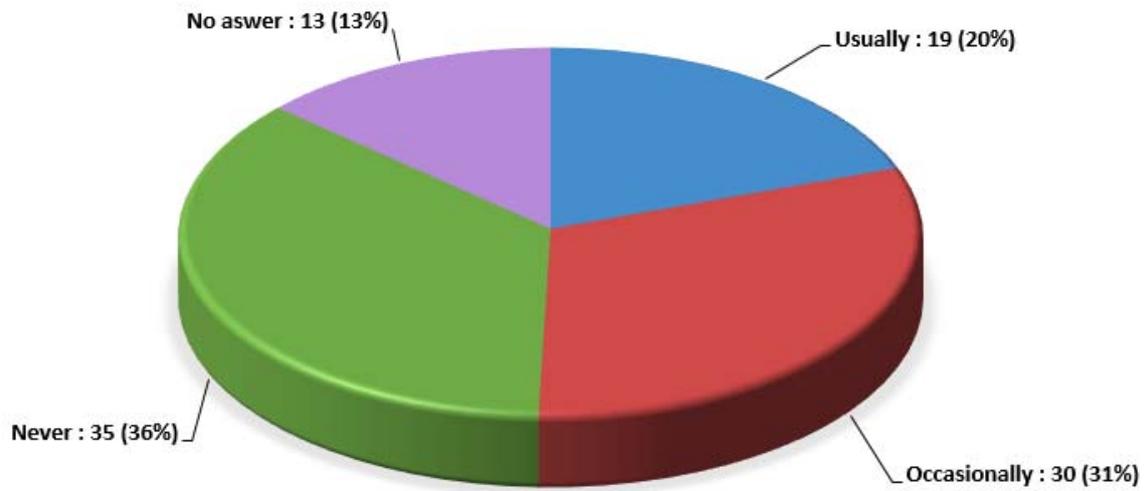


IMGT/HighV-QUEST tools

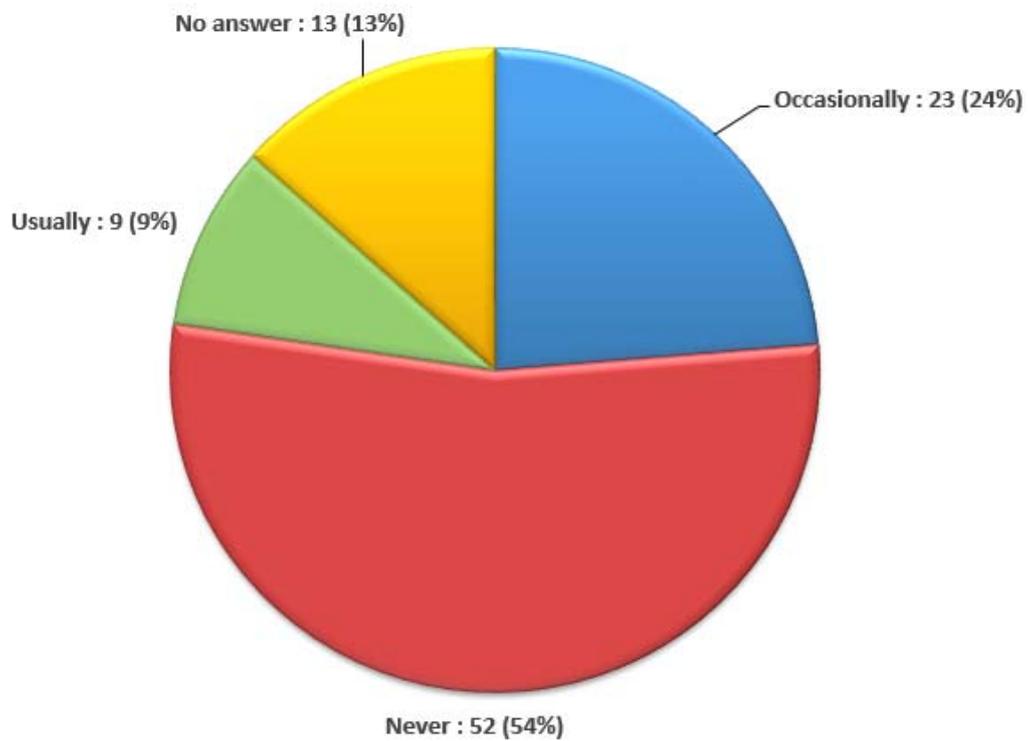
Are you aware that IMGT/HighV-QUEST corrects insertions and deletions, automatically?



For new batches, do you carry out a test with IMGT/V-QUEST online prior to IMGT/HighV-QUEST?

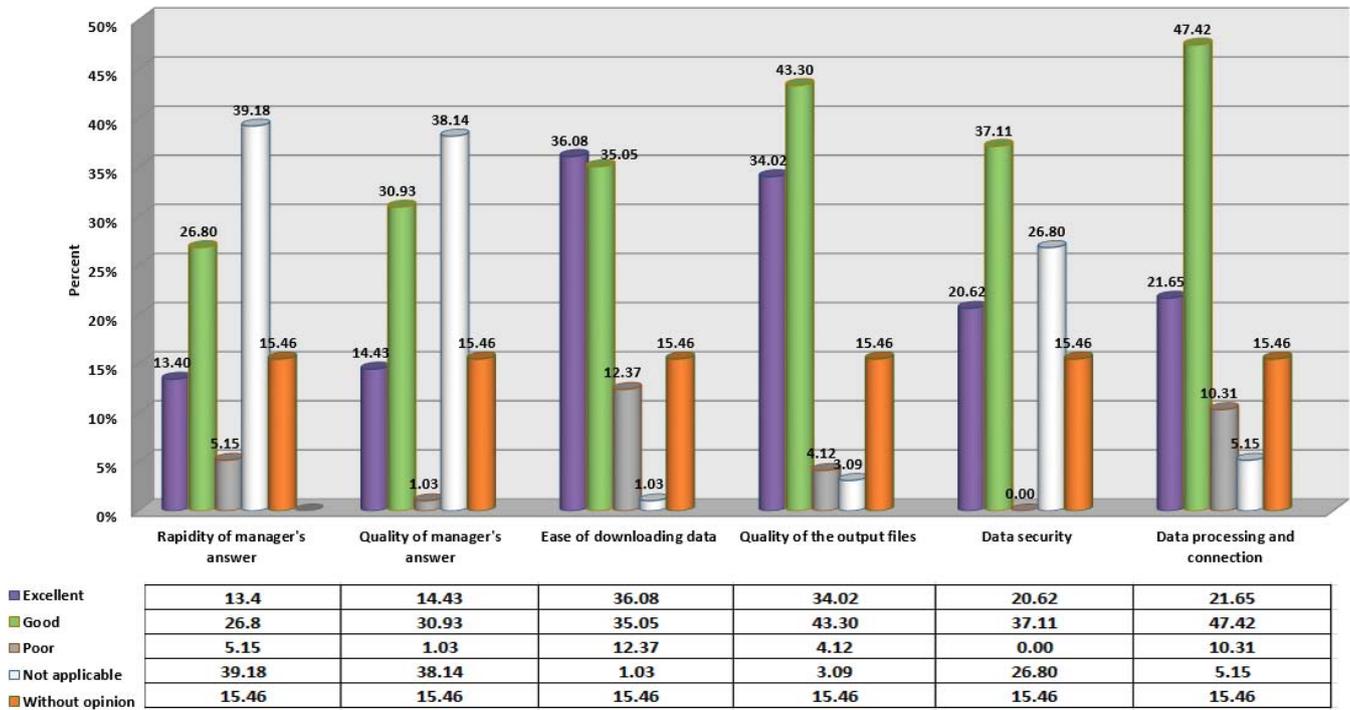


Are you using the IMGT/HighV-QUEST statistical tool?

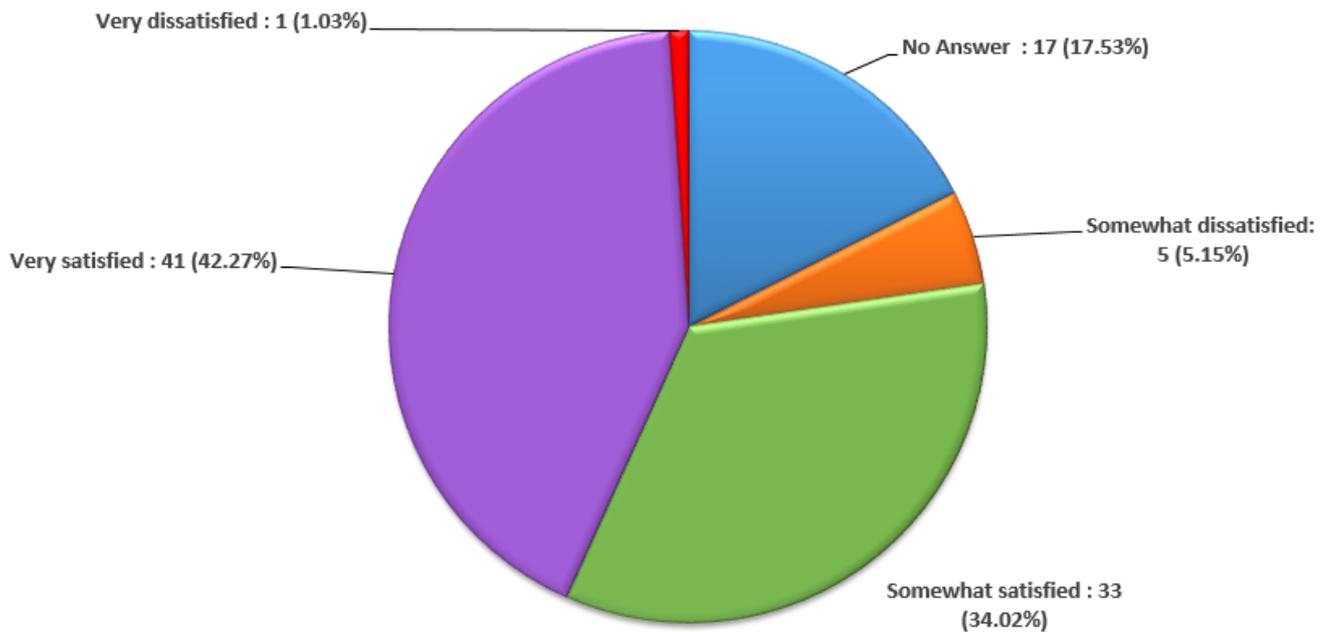


Management

How would you rate the following categories of IMG/HighV-QUEST management and results?

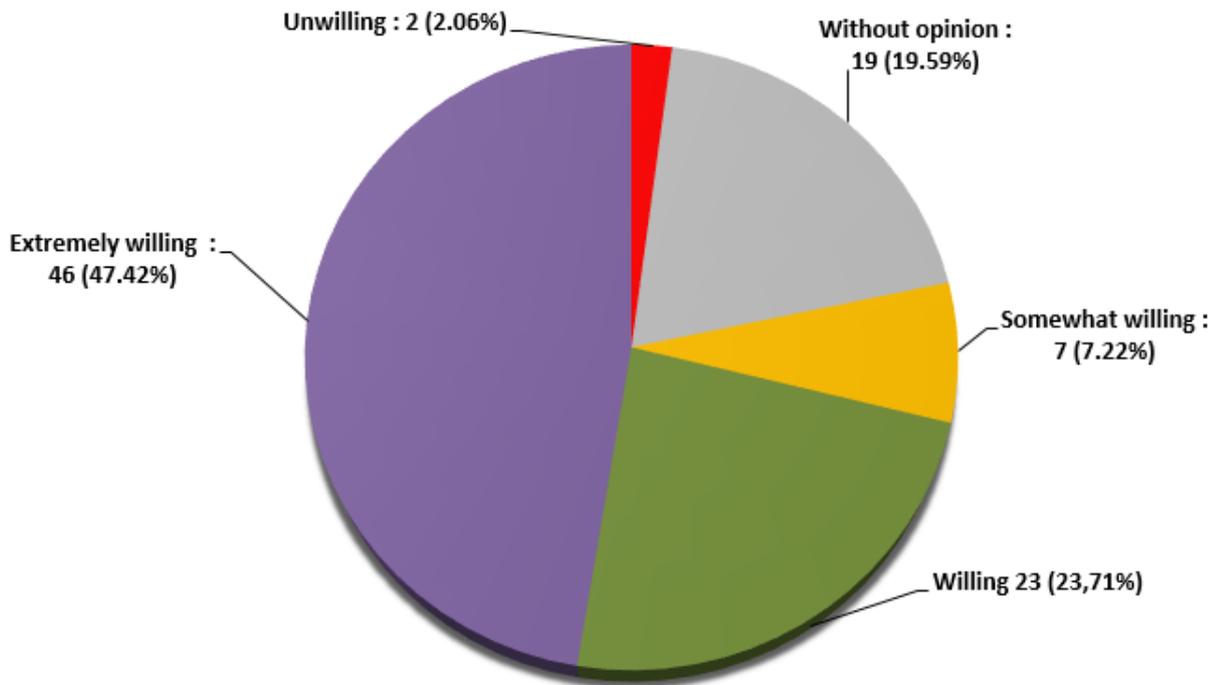


Overall, how satisfied are you with your experience with IMG/HighV-QUEST?



42.27 % of our users were “Very satisfied” and 34.02 % “Somewhat satisfied” (total of 76.29 %)

Would you be willing to recommend IMG T/HighV-QUEST to colleagues?



47.42 % of our users were “Extremely willing” and 23.71% “Willing” (total of 71.13%).

What's Next?

Since the availability of IMG T/HighV-QUEST in May 2010 more than 13.8 billion sequences have been submitted (August 2017).

Our objectives are to meet your needs and expectations by a continual improvement of IMG T/HighV-QUEST.

We particularly appreciated having received your comments which comforted us in our priorities for IMG T/HighV-QUEST developments.

Our strategic orientations are:

- to enhance the functionality of the IMG T® system based on scientific advances,
- to strengthen the usability and visibility of IMG T® databases, tools and Web resources,
- to develop a tool for statistical comparison of IMG T clonotypes (AA) diversity and expression.

Research, development and provision of databases, tools and Web resources in Immunogenetics and Immunoinformatics.

We hope that you will be able to help us to achieve that goal by participating in further annual surveys and sending us feedback.

IMG T® Founder and Executive Director Emeritus, Professor Emeritus Marie-Paule Lefranc (Marie-Paule.Lefranc@igh.cnrs.fr) and **IMG T® Director**, Professor Sofia Kossida (Sofia.Kossida@igh.cnrs.fr)

Please feel free to get in touch with Joumana Michaloud, Quality Manager (joumana.michaloud@igh.cnrs.fr), if you would like to know more about this survey.