

Centralized Research Facility

at Drexel University

User Handbook

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1. Introduction

Welcome to the Centralized Research Facility.

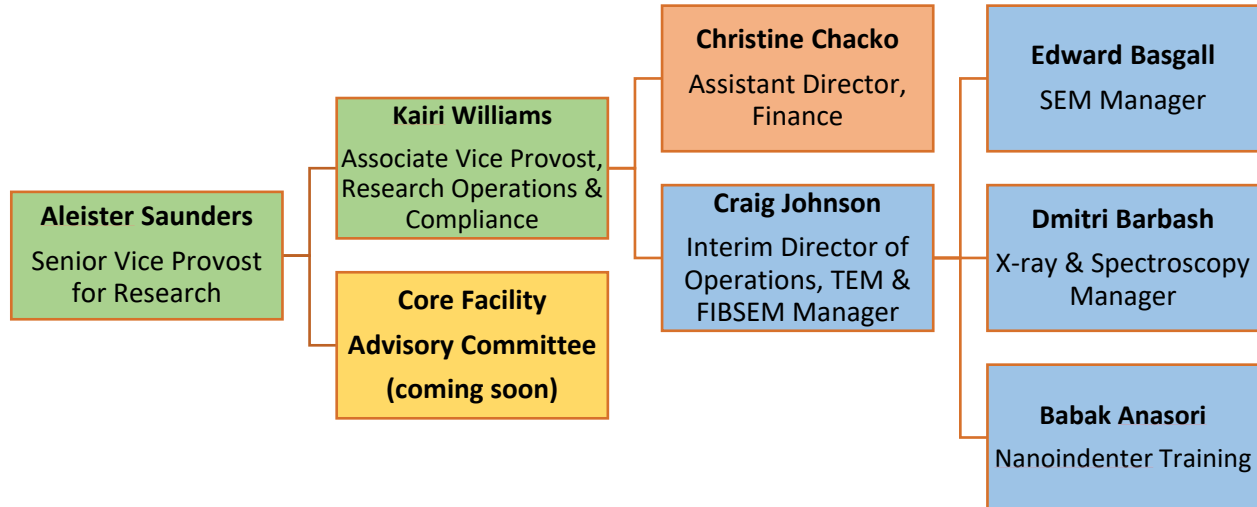
Our mission is to facilitate discovery and innovation by serving Drexel University and its academic, industry and national laboratory partners through support of and access to advanced instrumentation, training, expertise and analysis.

The facility offers around the clock access to high-quality research instrumentation for materials characterization. Performance of instrumentation is ensured by timely maintenance, routine service, monitoring by staff and responsible usage. The facility is staffed by highly-trained professionals who provide training, research consultation and assistance.

This handbook contains information about our facility, our policies and guidelines for users to have a successful research experience in the CRF.

2. Organization

The Centralized Research Facility administratively reports to the Office of Research under the leadership of the Senior Vice Provost for Research.



3. Contact Information

Kairi Williams, MBA Associate Vice Provost for Research Operations and Compliance	Bellet Building, 10th floor, Office 1036 1505 Race Street Philadelphia, PA 19102 215-895-6080 kdw38@drexel.edu
Craig Johnson, PhD. CRF Director of Operations Manager TEM and FIBSEM	Bossone Building 212 3141 Chestnut St Philadelphia, PA 19104 215-895-5900 clj46@drexel.edu
Edward Basgall, PhD. CRF Staff, Manager SEM	Bossone Building, Office 115 3141 Chestnut St Philadelphia, PA 19104 215-895-2379 ejb63@drexel.edu
Dmitri Barbash, PhD. CRF Staff Manager XPS and X-ray Diffraction	Bossone Building, Office 112 3141 Chestnut St Philadelphia, PA 19104 215-571-4611 dvb36@drexel.edu
Babak Anasori, PhD. Research Assistant Professor, MSE Nanoindenter Training	LeBow Building, Office 332D 3141 Chestnut St Philadelphia, PA 19104 215-571-3662 anasori@drexel.edu
Christine Chacko Assistant Director of Finance Office of Research	Bellet Building, 10th floor, Office 1036 1505 Race Street Philadelphia, PA 19102 215-762-2935 cchacko@drexel.edu

4. Advisory Committee

The CRF Advisory Committee is charged by the Senior Vice Provost for Research (SVPR), comprised of Drexel faculty, staff and users, with the express purpose of advising the CRF

Director of Operations and the SVPR to help the facility develop and meet its strategic, financial and operational goals.

5. Access Requests

Users should submit access requests for each instrument they wish to use through the link on the [CRF website](#). The access requests include contact and accounting information and are the first step to gaining access to a CRF instrument. Access needs to be renewed on a yearly basis. For renewal, please submit a new access form.

6. Safety training

All CRF users must complete Drexel Online Safety Training requirements before they are given access to equipment in the CRF. Upon receipt of your Access Request Form, the instrument manager will add your name to the CRF users list in BioRAFT. If you have not completed the safety training or your safety training has expired, you will receive an automated reminder to complete it.

<http://drexel.edu/facilities/healthsafety/training/>

7. Rates and Fees

The CRF charges hourly rates for instrument time, staff assistance and training. The rates are published on the CRF website. Rates may change each year and new rates will be announced in January of the preceding fiscal year. Rates are calculated in compliance with the OMB Uniform Guidance for service centers, are cost neutral and based on actual expenses and usage of the instruments. The current rates and fees table is posted on the CRF website.

<http://crf.coe.drexel.edu/become-a-user/rates-and-fees>

8. Accounting

All users are responsible for maintaining current account numbers (fund-org) in the FOM system. Users should choose the appropriate account number when reserving time or logging into the instrument. If work on two projects is performed, please log out between samples. Billing for hourly usage will be submitted every two weeks. Advisors will receive statements listing expenses for their group members. Users can access their usage statistics through the "User Report" link in FOM.

9. Payment

Typically, internal CRF instrument time and training/assistance charges are automatically debited from the accounts provided by the users. Principle Investigators will receive monthly

statements of usage and charges for their groups and accounts. Payments can also be made by check or credit card. Credit card payments can be made online. Checks must be made payable to Drexel University and mailed to the instrument manager's attention at Drexel University Materials Science, LeBow 344, 3141 Chestnut St, Philadelphia, PA 19104.

10. Instrument training and certification

Users of CRF instrumentation receive training that ensures competence in the basic operation of the instruments and serves as a foundation for more advanced applications.

- Certification by the instrument manager is required before unsupervised use of the instruments.
- The amount of training depends on the needs and experience of the users. Instrument managers can provide training-time estimates, but the total training time will be at the instrument managers discretion.
- Certification automatically expires after 180 days of inactivity. Please send requests for reactivation to the instrument manager.
- Continued access to the CRF instrumentation is at the discretion of the instrument manager. Additional training may be required if the instrument manager deems it necessary.
- Night and weekend access to the instruments is at the discretion of the instrument managers.

11. Scheduling Instrument Time

Instrument time can be reserved using the FOM system using any internet connected PC or mobile device. When time is scheduled, users are prompted to choose the appropriate account (by project name), the start and end times for the reservation and check any accessories. When the start and end times are selected, the reservation dialog box displays an estimated cost for the reservation.

The FOM system allows for "Express Logins" if the instrument is available. Express logins can be done at the instrument through the login software or through FOM on a PC or device. When using the express login feature,

Accurate estimates of work time are essential to efficient utilization of the instruments. Please schedule an appropriate amount of time for your anticipated work.

Instrument managers set the scheduling increment, how far in advance reservation can be made and how many hours a user can schedule in a given time period. If you have questions about these limits, please contact the instrument manager.

12. Log On Policies

Users should setup a user name and password in the FOM login system. The FOM system allows approved users to schedule time on and log onto instruments and tracks instrument usage.

- Users must log on and log off instruments at the actual start and end times of their sessions and use paper logs.
- DO NOT remotely log on to an instrument and show up later
- DO NOT forget to log off at the end of your session
- DO NOT use an instrument when another user is logged in
- DO NOT use your credentials to log on for another user
- DO NOT bypass the log in system for any reason
- DO NOT operate instrument without FOM running. FOMLock shortcuts are on the desktops. Notify manager if there is an issue with FOM

13. No Shows & Late Cancellations

Excessive late cancellations or no shows may result in penalties fees charged to the PI account or loss of reservation privileges.

Late cancellations are defined as any cancellation made within 1 hour of the scheduled start time. The fee for a late cancellation will not exceed the rate for 1 hour of instrument time.

No Shows are defined as any instance that a user does not show up to a scheduled session, is more than one hour late to a scheduled session, or is logged in only to avoid the appearance of a No Show. The assessment of a no-show fee will be at the discretion of the instrument manager. No show fees will not exceed the total scheduled instrument time.

Anytime a late cancellation or no show occurs, a notice will be sent to the user and the user's advisor notifying them of the potential fee. If the user or advisor feels that the fee has been applied in error or if the late cancellation or no-show was the result of a medical or family emergency, the advisor should submit a written appeal to the Instrument Manager and CRF Director of Operations. No fee will be assessed for late cancellations or no-shows during any period when the instrument is unavailable because of maintenance or repair.

If the log on software is disabled or crashed, the user must immediately notify the instrument manager to avoid the no-show fee.

14. Instrument Downtime

If the instrument is not working normally or is down, time will not be billed. If you are using an instrument and an instrument-related problem occurs that you cannot resolve, contact instrument manager immediately. If instrument manager is not available, please log out of the instrument. Leave notes in FOM and in the paper log about the problem. CRF staff will determine if the instrument is not functioning normally and will adjust billing accordingly. If you do not alert the manager about the problem, your time may be billed. If the instrument is already marked “DOWN” in FOM, your time will not be billed.

15. Damages to CRF Equipment

Users are responsible for the CRF instruments for the duration of their reservation or actual usage (whichever is longer). Even if you do not show up to use the instrument you are responsible for its condition. Any costs incurred for repair or replacement of parts and equipment caused by improper or negligent use will be borne by the principle investigator sponsoring the user, and will be automatically charged to the account number provided by the user on instrument access form unless an alternate fund number is provided.

16. Visitors

Collaborators and colleagues are welcome to accompany authorized users during work on the CRF instruments provided the following rules are complied with:

- The accompanying person does not operate the instruments or prepare samples in the CRF.
- The authorized user must remain with the accompanying person at all times when in the CRF.

The individual is not under the age of 18 years old unless he/she is participating in an event approved by Drexel Environmental Health & Safety. For more details see [Drexel's Visitor Policies for Minors](#)

17. Use of Facility Instruments for Drexel Courses, Tours, and Outreach Events

The CRF is an important resource for Drexel’s academic mission, including recruitment and outreach.

- Academic Units are welcome to take advantage of our facility for courses and class demos. Please make sure that all such usage is coordinated through the CRF Director of Operations. Demos and coursework led by approved instrument users will be charged at the internal instrument hourly rate. Demos and coursework led by CRF staff will be charged at the internal instrument rate plus \$50/hour for staff assistance.

- Tours and demonstrations for Academic Units, Colleges and other organizations should be coordinated through the CRF Director of Operations. The CRF staff may be available to assist with tours if requested. Events involving instrument demonstrations led by approved instrument users will be charged at the internal instrument hourly rate. Demonstrations led by CRF staff will be charged at the internal instrument rate plus \$50/hour for staff assistance.

18. Data Management

The CRF maintains a network attached storage device (file server) for users to transfer data from instrument computers to their personal/office computers. You may also bring your own storage device or use other resources to transfer data from instrument computers. Under no circumstances should data be stored long term on the instrument computers. Any data more than 30 days old is subject to DELETION WITHOUT NOTICE by the instrument manager.

19. Acknowledgements

- When publishing results obtained in the CRF, we strongly encourage and ask you to acknowledge the use of the Centralized Research Facilities at Drexel University and the contribution or assistance of CRF staff member, where appropriate.
- We also request that you send links to publications, reprints and news of work done with CRF tools to the CRF Director of Operations. With your permission, we may feature such work on the CRF or Office of Research websites.
- In some cases, instruments in the facility have been acquired through funding agencies that require both acknowledgement and reporting. If that is the case, you will be informed of that requirement during instrument training.

20. User and Principle Investigator Feedback

We encourage all users and PIs to reach out to CRF staff and the Director of Operations with any feedback.

Users may also contact the CRF Advisory Committee members with questions or comments about the facility operations.

To continue to provide an excellent research experience for our users, we may solicit feedback and information about your experiences in the form of annual online surveys.

21. Information for External Users

All external users should review and sign our Drexel Core Facility and Lab Service Agreement.

For security and liability reasons, we cannot guarantee 24-hour access for external users. Please coordinate your reservation times with the instrument manager.

External usage should be paid in advance by check or credit card. Credit card payments can be made online. Checks must be made payable to Drexel University and mailed to the instrument manager's attention at Drexel University Materials Science, LeBow 344, 3141 Chestnut St, Philadelphia, PA 19104.

External usage can also be secured by a purchase order. The CRF will invoice the purchase order on a biweekly or monthly cycle.

External users can request non-disclosure agreements with the facility staff.