

Unlock the potential of your core facility with our session on Core Evaluation. Master the art of assessing utilization, financial health, and contributions. Dive into the balanced scorecard (BSC) approach, annual reporting, and the role of advisory/user committees. Understand the total value of research supported and conduct multi-year reviews to identify trends. Evaluate services and equipment accurately, comprehend the true costs, and embrace a holistic assessment methodology to drive excellence in your core operations.

# Hypothetical Genomics Shared Resource

The mission of the Genomics Shared Resource is to extend the capabilities of investigators by providing access to specialized, cutting-edge instrumentation and deeply experienced staff to facilitate high-impact research and support technological innovation.

## Strategic Goals of the Genomics Shared Resource:

**Goal #1:** Respond to and anticipate the needs of investigators to provide access to cutting-edge technologies

**Goal #2:** Provide guidance to researchers on technology selection and ensure investigators get the best value for their research dollars

**Goal #3:** Ensure integrated and complete user experience

**Goal #4:** Support and collaborate with researchers pushing the limits of existing technology or creating entirely new methodologies

**Goal #5:** Support the growth and development of students and post-doctoral fellows

## Services provided:

- Experimental design
- DNA/RNA quality control using Tapestation, Qubit, and UV/Vis spectrophotometry
- Illumina, PacBio, and Oxford Nanopore sequencing
- Whole-genome sequencing (WGS) and whole-exome sequencing (WES) library preparation
- Single-cell and bulk RNA library preparation
- Chromatin profiling using AutoCUT&RUN and AutoCUT&Tag
- Spatial transcriptomics using 10x Genomics Visium, Nanostring GeoMx, and Curio Seeker
- Multiplex nucleic acid hybridization using NanoString nCounter
- Capillary electrophoresis (CE) sequencing, Fragment Analysis, and Cell Line Authentication
- Real-time PCR
- Gene modulation, drug and compound screening

## Key Equipment:

- Illumina NovaSeq X plus, NextSeq 2000, MiSeq
- Pacific Biosciences Sequel IIe
- Oxford Nanopore Technologies P2 Solo
- 10x Genomics Chromium X Controller
- NanoString nCounter System
- NanoString GeoMx Digital Spatial Profiler
- Revvity Sciclone NGSx Library Prep Workstation, Beckman Coulter i7
- Applied Biosystems 3730xl DNA Analyzer
- Agilent 4200 TapeStation System
- ThermoFisher Scientific QuantStudio 5 Real-Time PCR Systems
- Covaris LE220 plus Focused-ultrasonicator
- Unchained Labs Lunatic UV/Vis spectrophotometer

# Balanced Scorecard

Please identify metrics and also include how difficult or easy it would be to develop/generate.

<p><b>Financial Perspective:</b> Determine 3-5 financial metrics relevant to a Shared Resources setting.</p>	<p><b>Customer/User Perspective:</b> Choose 3-5 user-related metrics (e.g. user satisfaction, number of users, collaboration rates).</p>
<p><b>Internal Business Processes Perspective:</b> Identify 3-5 metrics related to internal processes (e.g. equipment utilization rates, service turnaround time).</p>	<p><b>Learning and Growth Perspective:</b> Determine 3-5 metrics related to staff development and organization improvement (e.g. training hours, staff satisfaction (might include feedback through Press-Ganey surveys), innovation initiatives).</p>

# Balanced Scorecard

Based on the strategic goals of the hypothetical Shared Resource, would you place a higher weight on any of the perspectives?

Within the perspectives, would you place a higher weight on any of the metrics?

Are there other perspectives that should be considered?

How could these metrics be used to tell a story about this core?

Do you have comments about the value of a Balanced Scorecard approach?