1. Is your facility currently open?

Yes, only for COVID	(0) 0%
Yes, open (with COVID-19 restrictions in place)	(53) 83%
No, but we will re-open in the next week	(6) 9%
No, and we will not re-open in the next week	(5) 8%
2. For those that have reopened, how are things going?	
Easier in practice than I expected	(14) 22%
More challenging than I expected	(8) 13%
As I expected	(28) 44%
Not applicable	(14) 22%

3. Are you running at a reduced staffing within your team?

Yes, because of staff shielding or sickness	(4) 6%
Yes, because of institutional policy on reduced occupancy	(42) 66%
No, not required	(7) 11%
No, but we would rather have made adjustments	(0) 0%
Not applicable	(11) 17%
4. Are you doing more full service work than normal?	
No, we always offer full service only	(2) 3%
Yes, more full service than normal	(35) 55%
No, the amount of full service work is unchanged.	(16) 25%
Not applicable	(11) 17%

1. Are you offering any "in person" training?

Yes, but only in combination with remote training	(4) 6%
Yes, we are offering all training "in person"	(1) 2%
No, we are only offering remote training.	(12) 19%
No, currently we are not offering any training.	(47) 73%

2. Are you limiting how long you can be in close proximity to a user for training?

Yes, no more than 15 minutes	(2) 3%
Yes, no more than 30 minutes	(3) 5%
Yes, no more than 1 hour	(1) 2%
More than one hour/however long the training takes	(1) 2%
Not applicable, because we are not offering any "in person training"	(57) 89%

3. Have you successfully trained a novice user from scratch using only remote training?

Yes.	(1) 2%
No, it isn't possible.	(43) 67%
No, but I intend to.	(20) 31%

1. Would you be interested in attending/paying to attend a virtual EM sample prep course? (Multiple choice)

Yes – general interest biological	(21/52) 40%
Yes – general interest physical	(23/52) 44%
Yes – for CLEM	(15/52) 29 %
Yes – for CryoEM	(14/52) 27 %
Yes – for other (please specify in the chat box)	(1/52) 2%
No, not interested	(11/52) 21%

2. The organisation of training courses can be costly. Would you be willing to pay for attending a virtual EM course?

Yes, up to £20	(17) 33%
Yes, to cover dedicated material up to £100	(16) 31%
No, it should be completely free	(0) 0%
No, it should be free but can be sponsored by industrial partners including promotional talks / material	(19) 37%

3. Would you be interested in attending/paying to attend an in-person EM sample prep course? (Multiple choice)

Yes – general interest biological	(12/52) 23%
Yes – general interest physical	(17/52) 33%
Yes – for CLEM	(8/52) 15%
Yes – for CryoEM	(12/52) 23%
Yes – for other (please specify in the chat box)	(3/52) 6%
Not interested	(19/52) 37%

1. How are you charging users for work that is full service in response to COVID-19?

The user pays for full service work.	(29) 50%
The additional cost of full service is shared between the user and the facility,	(7) 12%
The facility covers the additional cost of full service work.	(12) 21%
None of the above.	(10) 17%
2. Have you considered cutting service contracts to reduce your expenditure in response to COVID-19?	ı
Yes, we will not be renewing at least some service contracts	(7) 12%
No, service contracts are essential	(25) 43%
We do not have service contracts	(1) 2%
No decision made yet.	(25) 43%
3. Will you need to lose core staff to reduce expenditure?	
No, hopefully not/ this is unlikely	(35) 60%
Yes, this is very likely/definite	(4) 7%
It is too soon to tell	(19) 33%

1. Has this meeting been useful to you?

Yes	(58) 100%
No	(0) 0%

2. Would you like a follow-up in this format in late September?

Yes	(57) 98%
No	(1) 2%