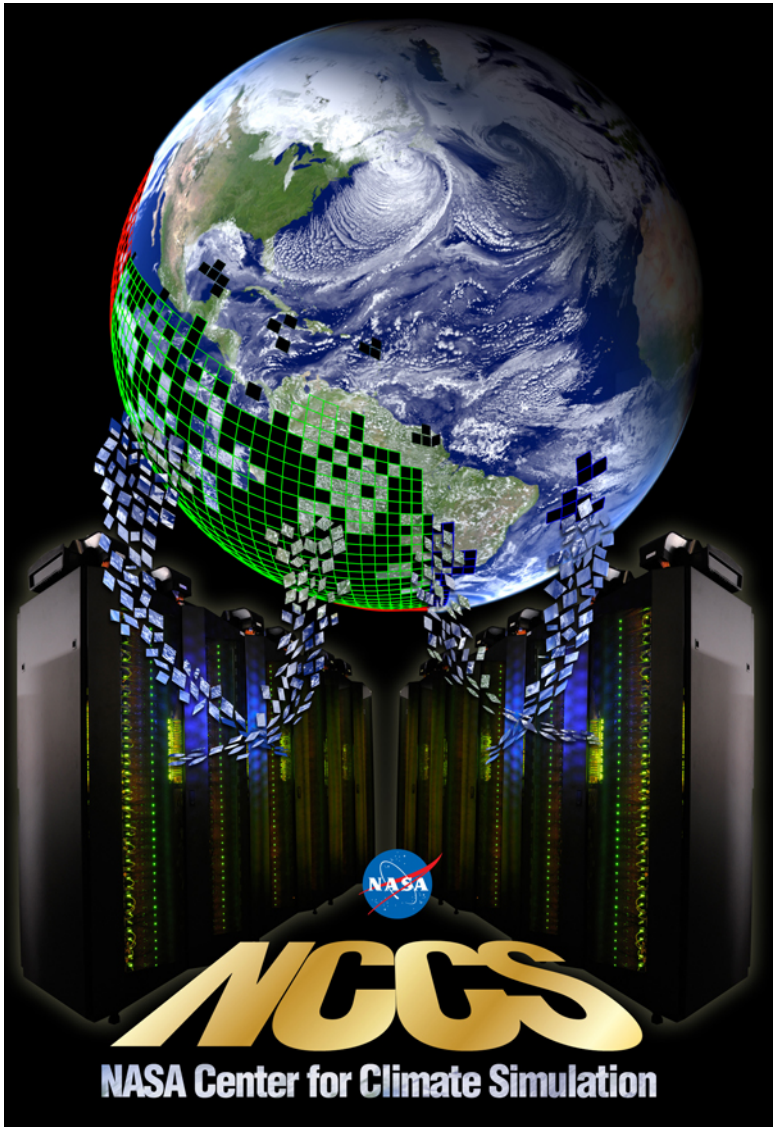


NCCS User Survey Fall 2012

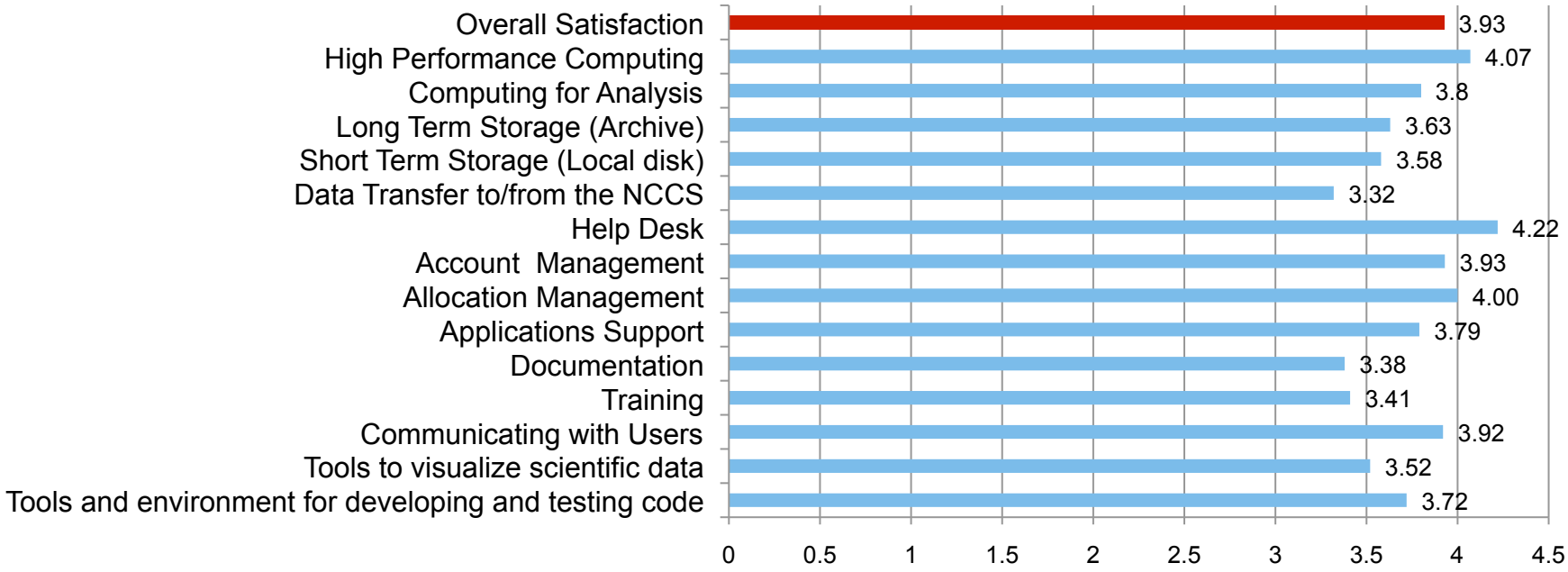
RESULTS

DECEMBER 21, 2012

Fall 2012 NCCS User Survey - Context

- Objectives:
  - Obtain users' evaluation of NCCS high performance computing services as of Fall 2012.
  - Identify areas for improvement.
  - Use Fall 2012 survey results as a baseline to evaluate future progress.
- Method: brief online survey with multiple-choice & free-form questions.
- Obtained responses from 94 people (about 25% of all NCCS Users).

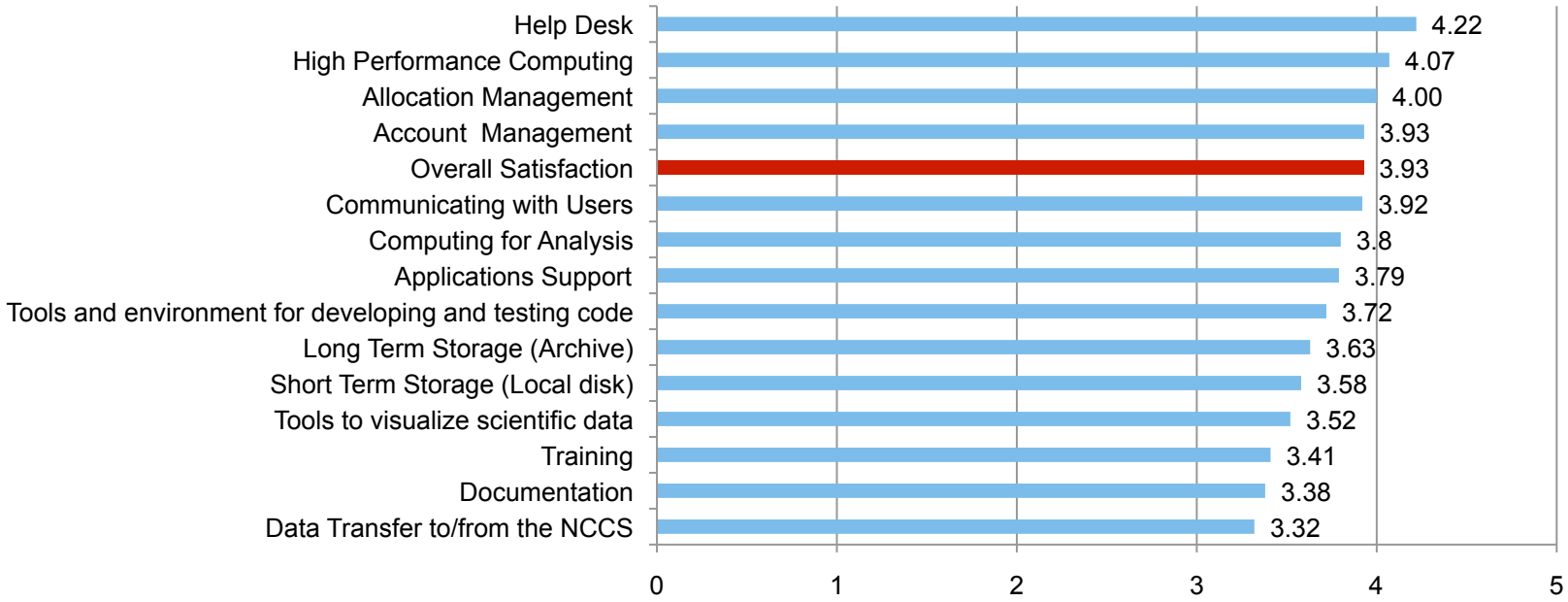
Results by Service Area



Scale:

5 = Excellent
4 = Very Good
3 = Good
2 = Fair
1 = Poor

Results by Service Area – Ranked Highest to Lowest



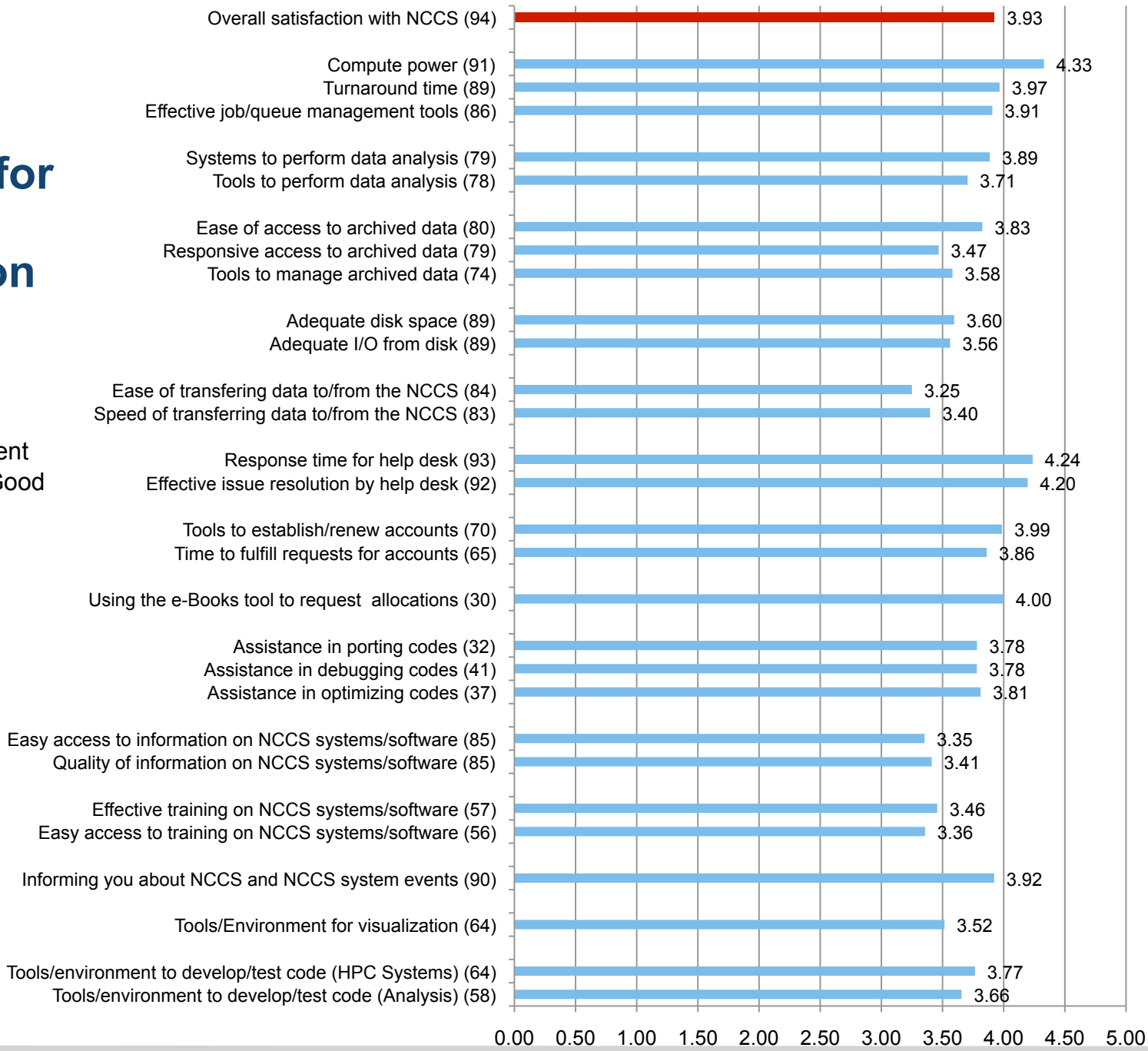
Scale:

5 = Excellent
4 = Very Good
3 = Good
2 = Fair
1 = Poor

Results for Each Question

Scale:

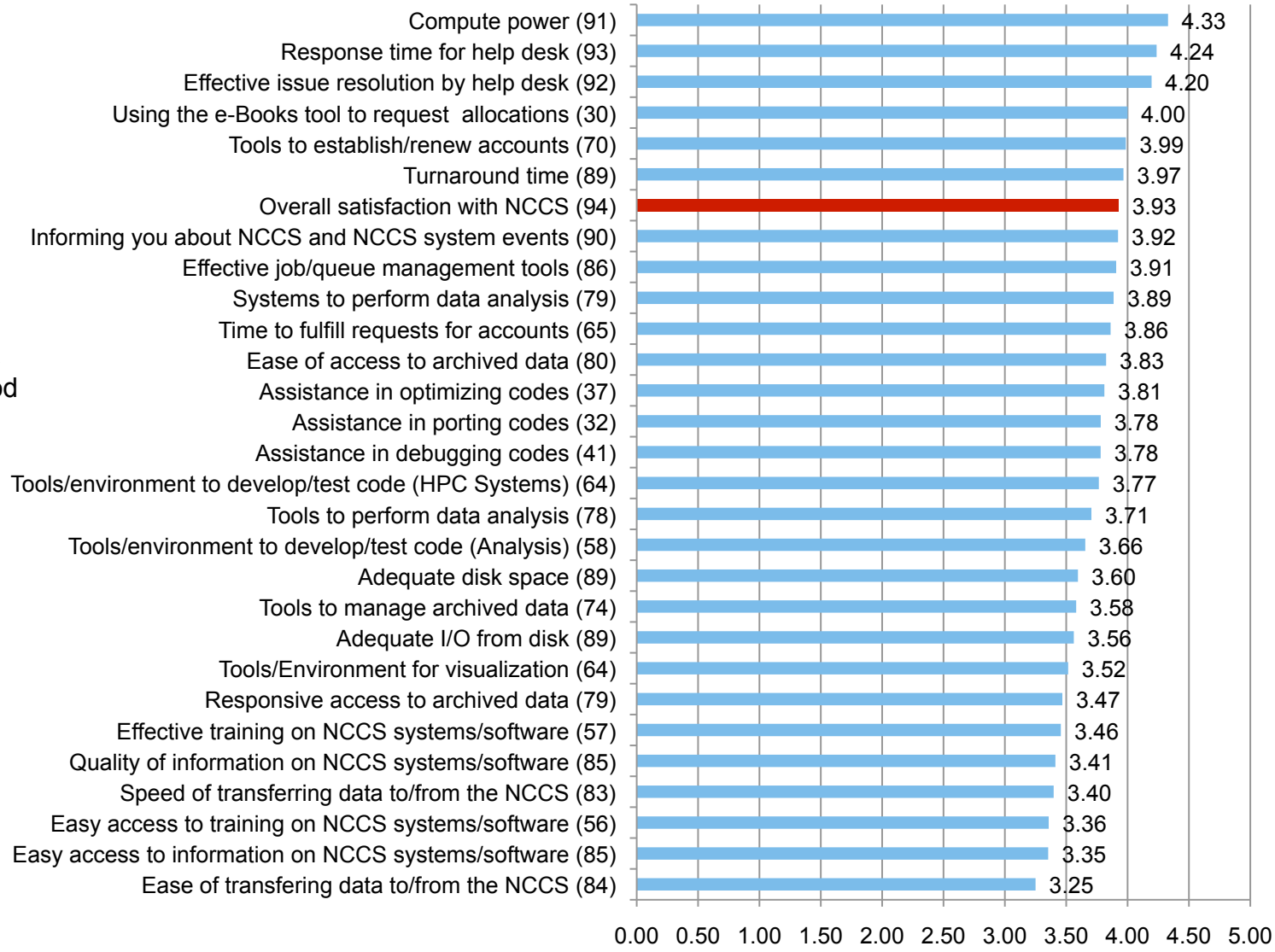
5 = Excellent
4 = Very Good
3 = Good
2 = Fair
1 = Poor



Results for Each Question – Ranked Highest to Lowest

Scale:

5 = Excellent
4 = Very Good
3 = Good
2 = Fair
1 = Poor



Overall Satisfaction

Your overall satisfaction with NCCS systems and services							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
	3.93	94	28	39	19	8	0

Computation Services

High Performance Computing							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Providing you with the compute power you need	4.33	91	43	37	9	2	0
Turning around your jobs in a reasonable amount of time	3.97	89	30	36	15	6	2
Providing you with effective job/ queue management tools	3.91	86	32	25	18	11	0
Computing for Analysis							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Providing you with access to systems where you can perform data analysis	3.89	79	25	30	17	4	3
Providing the software tools you need to perform data analysis	3.71	78	18	33	17	6	4

Data Storage Services

Long Term Storage (Archive)							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Providing you with easy access to archived data	3.83	80	28	25	15	9	3
Providing you with responsive access to archived data	3.47	79	19	22	19	15	4
Providing you with the tools to manage your archived data	3.58	74	20	18	24	9	3
Short Term Storage (Local disk)							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Providing you with an adequate amount of disk storage	3.60	89	23	29	21	10	6
Providing you with adequate I/O performance to/from disk storage from your codes	3.56	89	25	23	25	9	7

Data Transfer Services

Data Transfer to/from the NCCS							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Making it easy to transfer data to/ from the NCCS	3.25	84	14	24	24	13	9
Moving data fast enough to/from the NCCS	3.40	83	13	26	29	11	4

User Support Services (1 of 3)

Help Desk							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Responding in a reasonable amount of time when you contact the help desk	4.24	93	49	26	11	5	2
Effectively resolving issues when you contact the help desk	4.20	92	46	28	12	2	4

Applications Support							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Providing assistance in porting codes to NCCS systems	3.78	32	12	8	6	5	1
Providing assistance in debugging codes	3.78	41	13	12	11	4	1
Providing assistance in optimizing codes	3.81	37	12	12	8	4	1

User Support Services (2 of 3)

Documentation							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Providing you with easy access to information to help you use NCCS systems and software	3.35	85	13	27	27	13	5
Quality of the information provided to help you use NCCS systems and software	3.41	85	19	19	30	12	5
Training							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Providing you with effective training on topics of interest that help you use NCCS systems and software	3.46	57	8	23	15	9	2
Providing you with easy access to training on topics of interest that help you use NCCS systems and software	3.36	56	9	18	17	8	4
Communicating with Users							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Providing you information about what is happening at the NCCS and with NCCS systems (E.g., downtime schedules, system upgrades, new capabilities and services)	3.92	90	32	32	17	5	4

User Support Services (3 of 3)

Account Management							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Providing the tools for you to establish and renew accounts on NCCS systems	3.99	70	26	23	15	6	0
Time to fulfill requests for accounts	3.86	65	25	19	13	3	5
Allocation Management							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Using the e-Books tool to request allocations	4.00	30	10	11	8	1	0

Visualization Services

Tools to visualize scientific data								
		Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Providing you with the tools and environment to visualize scientific data		3.52	64	14	21	18	6	5

Code Development Services

Tools and environment for developing and testing code							
	Rating Average	Response Count	Excellent	Very Good	Good	Fair	Poor
Providing you with the tools and environment you need to develop and test code for NCCS HPC systems (Discover, JIBB)	3.77	64	18	23	16	4	3
Providing you with the tools and environment you need to develop and test code for analysis systems (Dali)	3.66	58	15	18	18	4	3

What aspects of NCCS service are outstanding?

- 46 Responses
- Most mentioned:
  - Support/Help Desk (~30)
  - Compute Power (~10)
- Other items mentioned:
  - Availability/stability
  - Disk storage
  - Unlimited archive
  - Training

Is there anyone in particular that you would like to recognize?

- 32 “individuals” recognized
- Most frequently mentioned “individual” (12 references) was “everyone”
- Comments
  - Going the extra mile; above and beyond
  - Responsive and helpful
  - Thorough
  - Visits to users

What aspects of NCCS service need the most improvement?

- 29 Responses

- Most mentioned:
  - Archive access time (~10)
  - System downtown/stability (~10)
  - Filesystem/disk issues (amount, speed) (~10)

- Other items mentioned:
  - Slow data transfer
  - Communication with users about system issues
  - Queuing system issues
  - Tools, Matlab licenses

How do you see your needs for NCCS services changing over the next several years?

- 38 Responses
- Main theme: More of everything!
  - Compute power
    - Node speed
    - Number of nodes
    - Hours
  - Disk space

Please enter any other comments or suggestions you may have about NCCS services

- 14 Responses
- Some interesting suggestions…
  - Remote desktop
  - Interactive graphics
  - Webex access to brown bag sessions
- Additional comments…
  - Hard to log in
  - Need longer job duration
  - Need better interconnections between NCCS systems