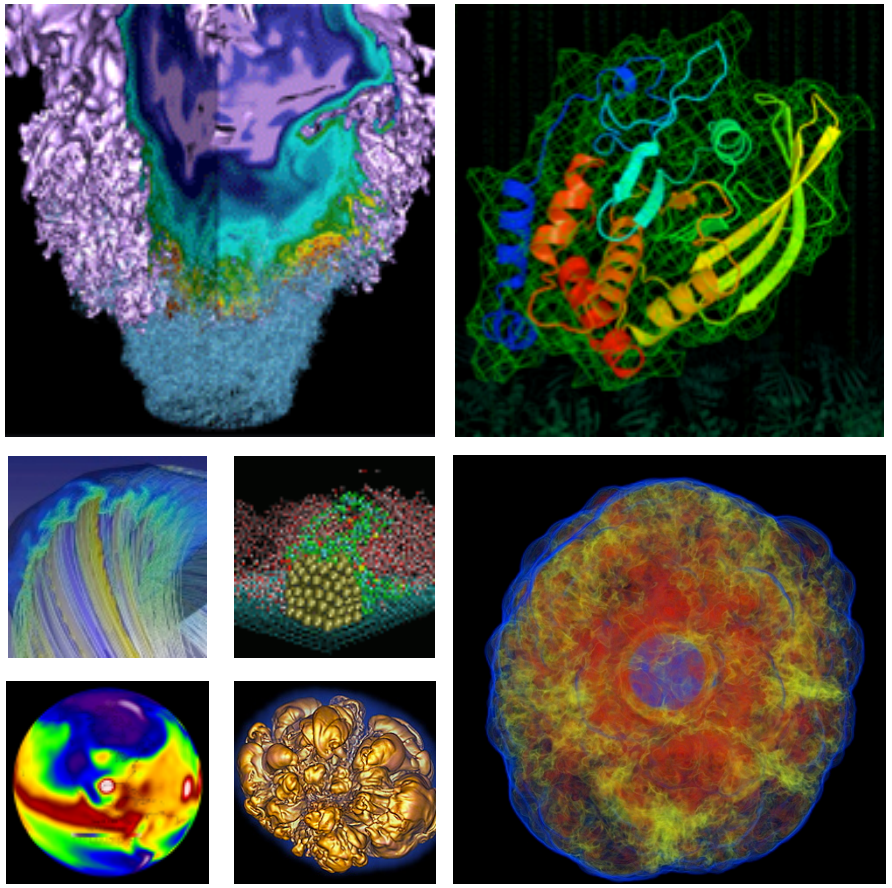
NERSC 2015 User Survey Results



Richard Gerber

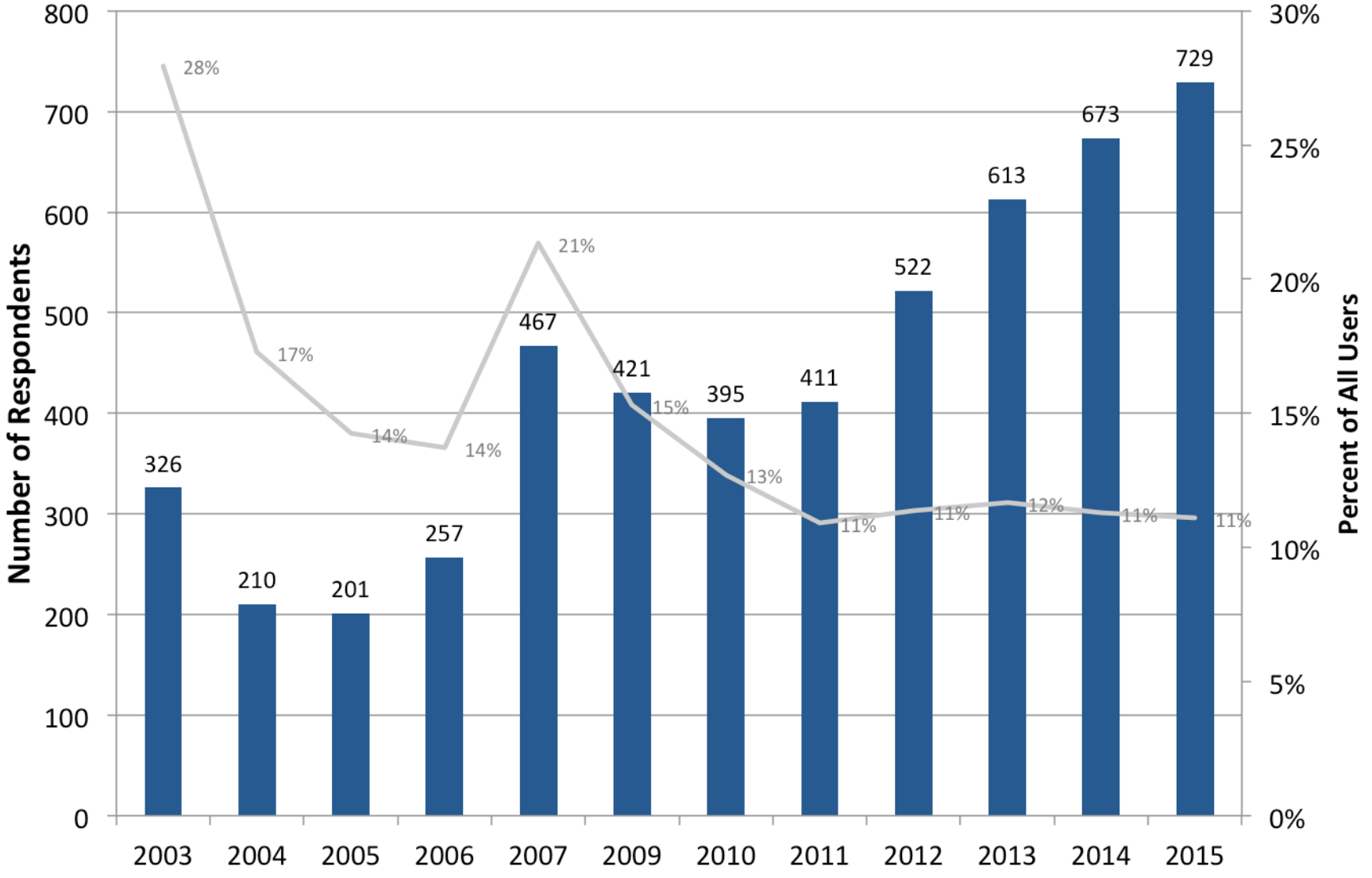
NERSC Senior Science Advisor

March 23, 2016

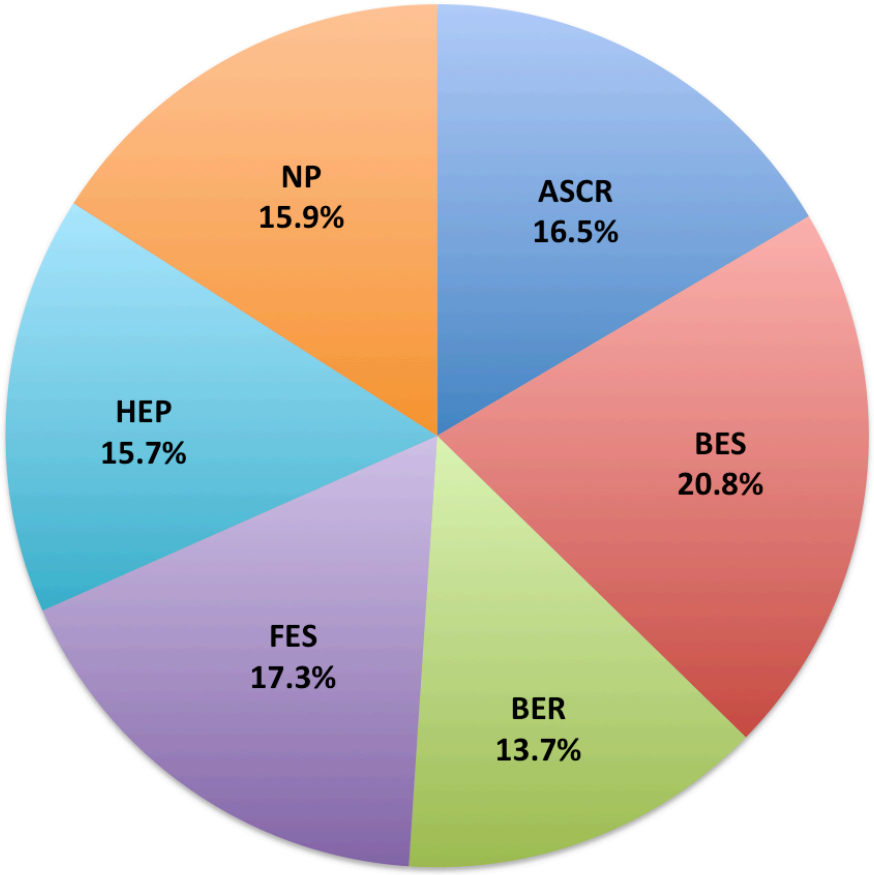
Customer Satisfaction

- **Annual NERSC User Survey**
- **Users score NERSC using a 1-7 scale**
  - 7 Very satisfied
  - 6 Mostly satisfied
  - 5 Somewhat satisfied
  - 4 Neutral
  - 3 Somewhat dissatisfied
  - 2 Mostly dissatisfied
  - 1 Very dissatisfied
- **Minimum satisfactory score 5.25**
- **729 survey respondents**
  - Similar response rate as in previous years (~10%)
  - Represents 63% of raw hours used on NERSC systems

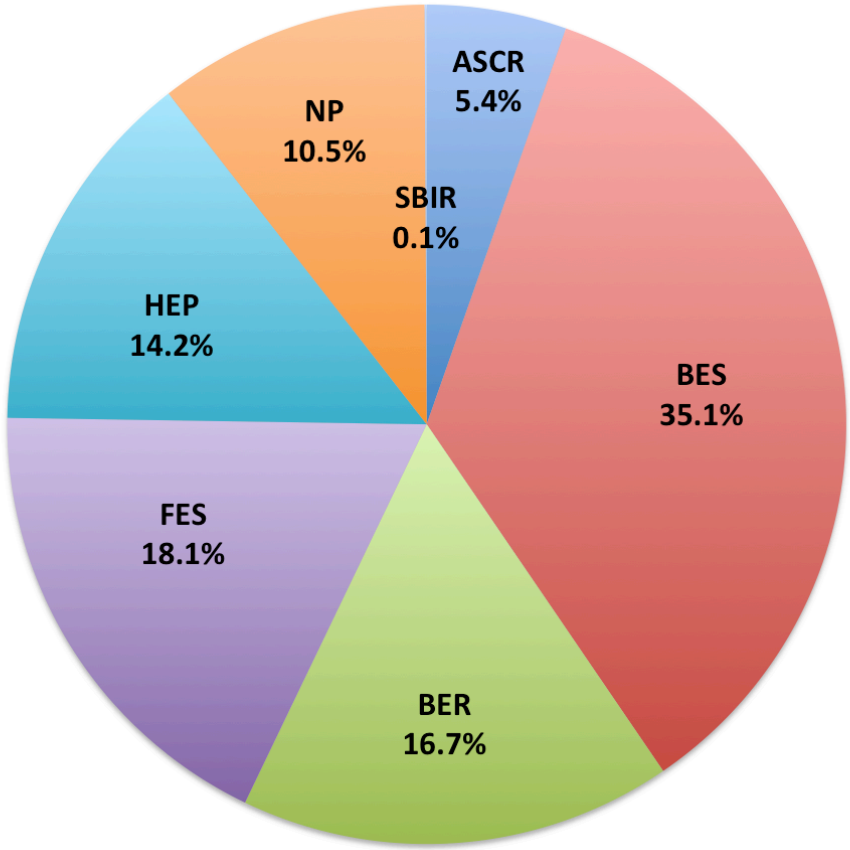
NERSC User Survey Responses



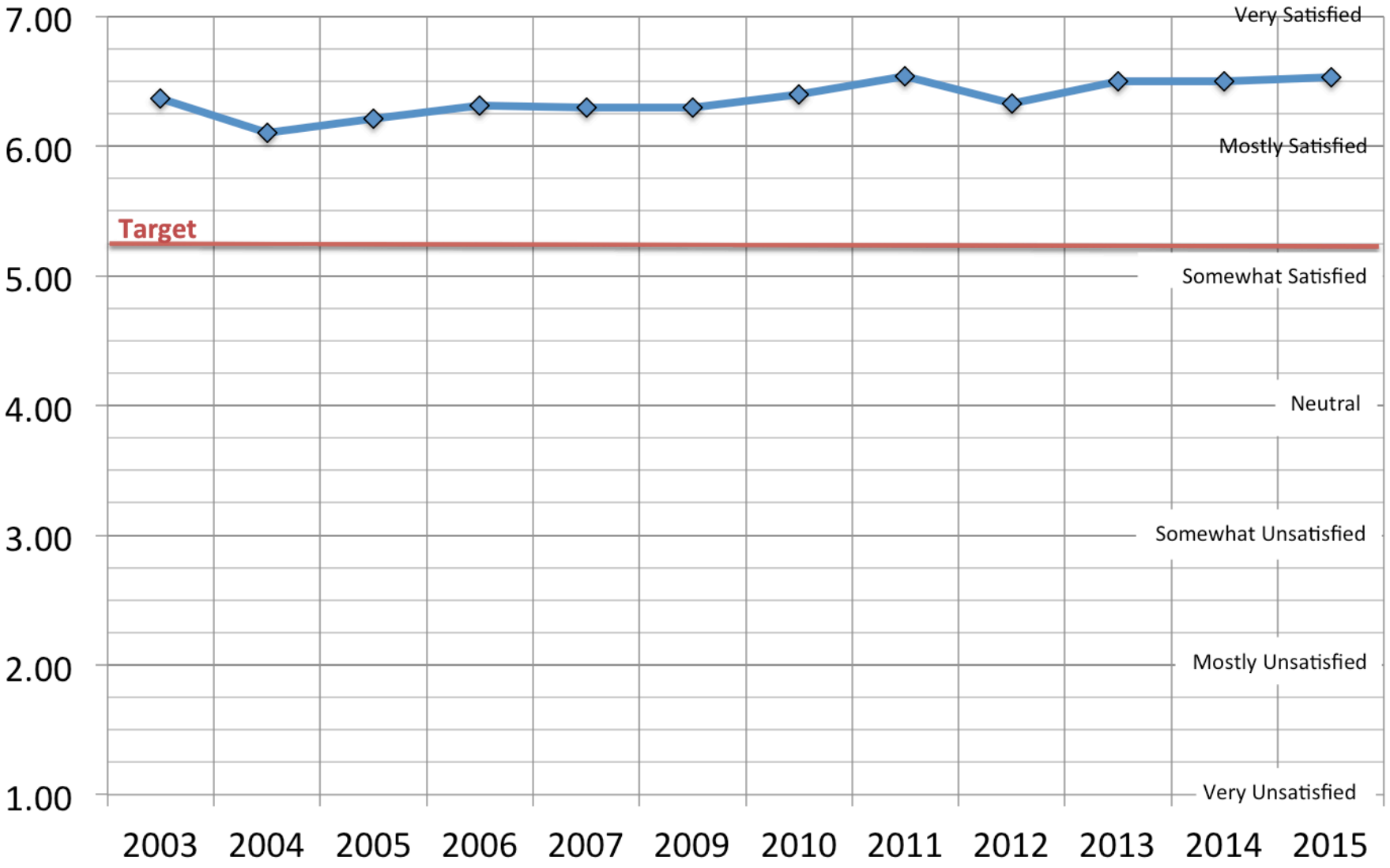
Survey Respondents by DOE Office by Hours Used

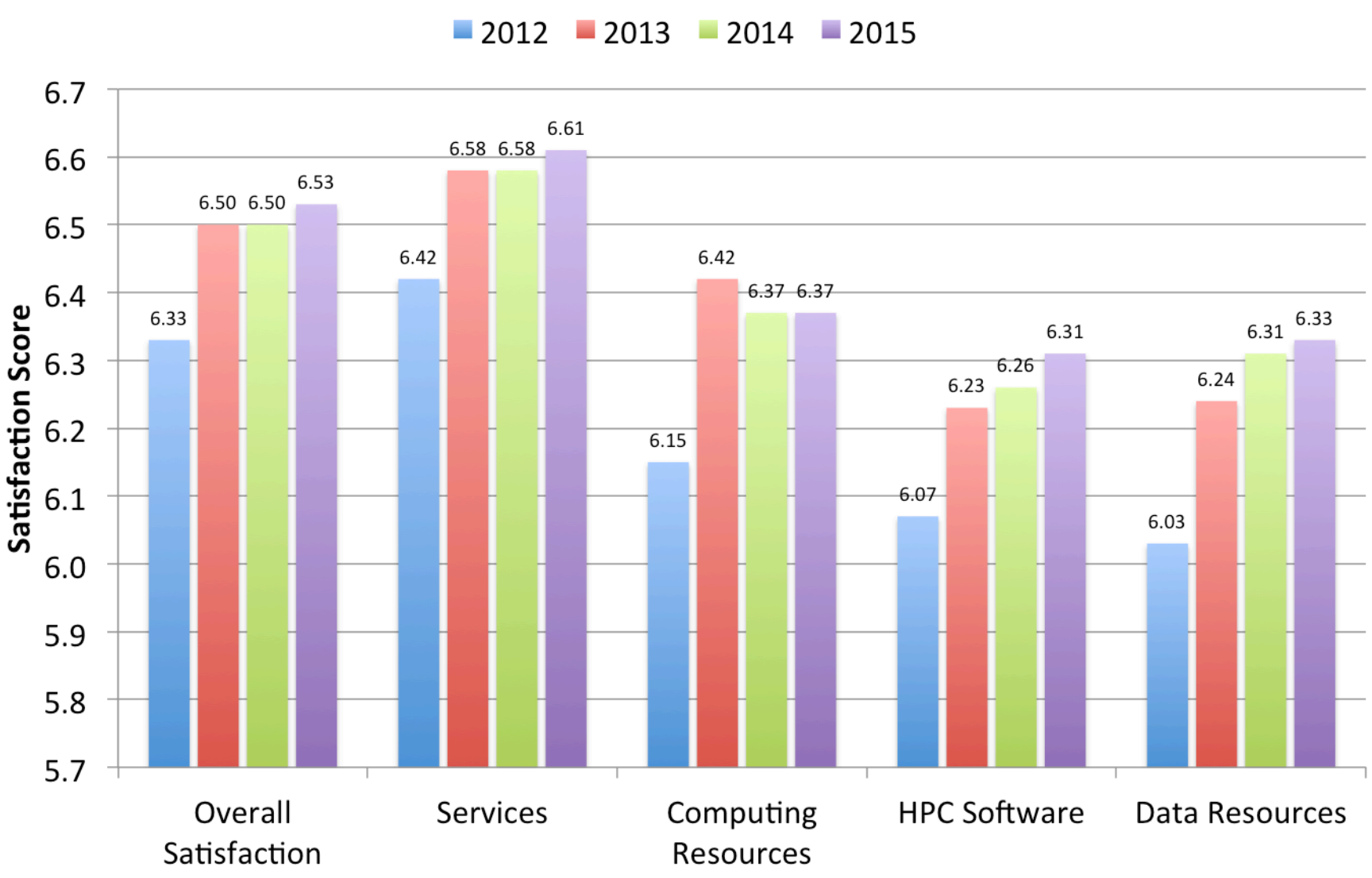


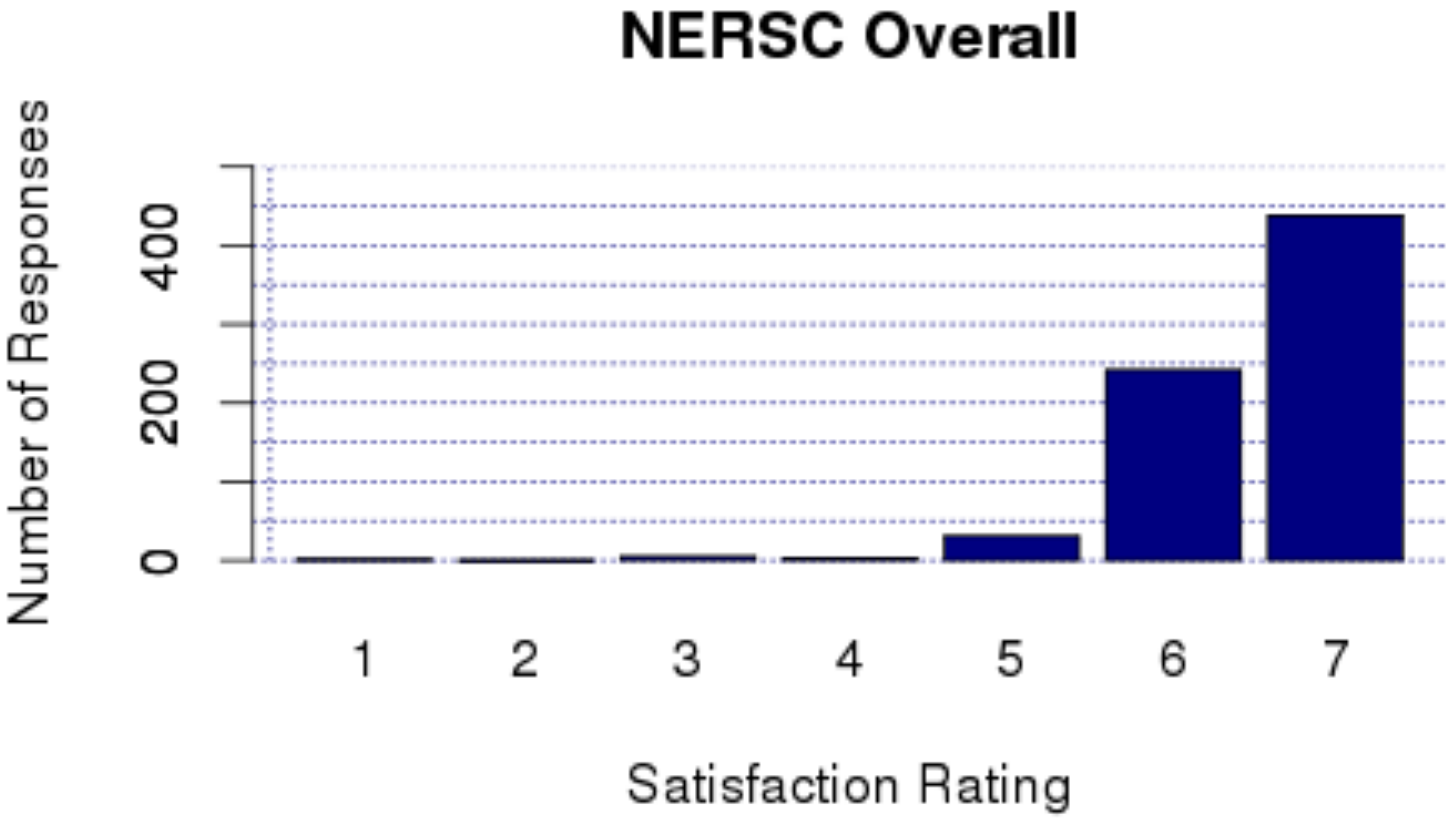
Number of Survey Respondents by DOE Office



Overall User Satisfaction with NERSC




Overall Satisfaction Questions
2012
2013
2014
2015
Satisfaction Score
6.7
6.6
6.5
6.4
6.3
6.2
6.1
6.0
5.9
5.8
5.7
6.33
6.50
6.50
6.53
6.42
6.58
6.58
6.61
6.15
6.42
6.37
6.37
6.07
6.23
6.26
6.31
6.03
6.24
6.31
6.33
Overall Satisfaction
Services
Computing Resources
HPC Software
Data Resources


NERSC Overall
Number of Responses
0
200
400
1
2
3
4
5
6
7
Satisfaction Rating

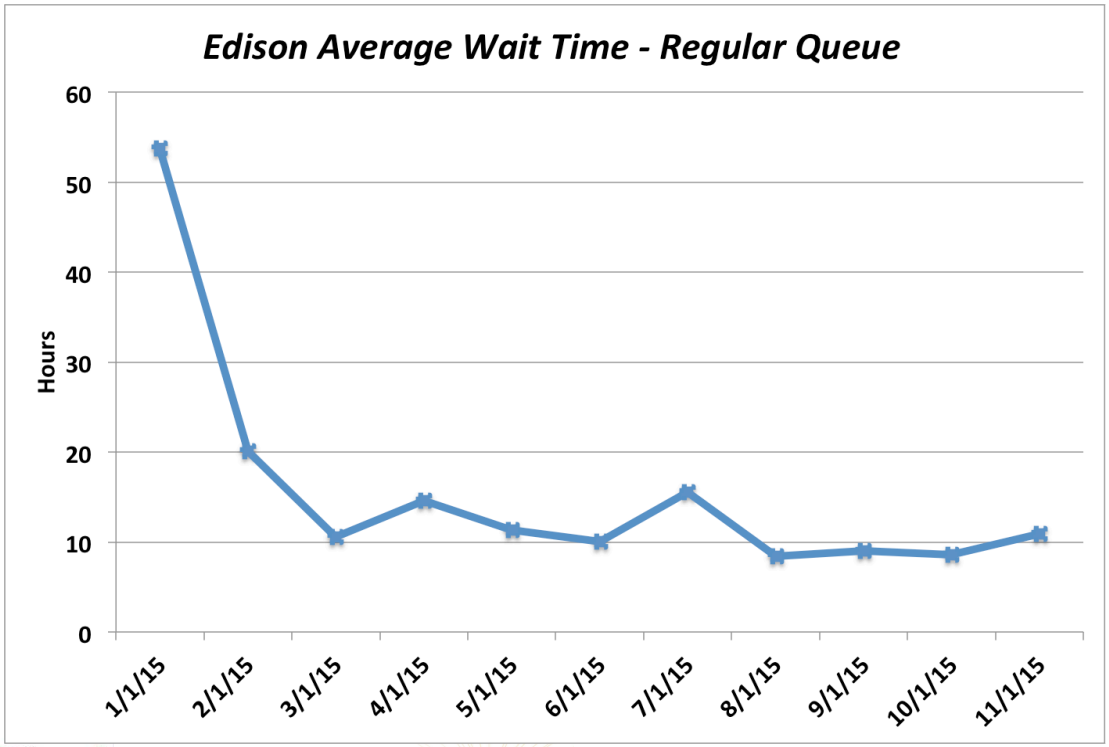
Greatest Areas of Satisfaction and Areas of Improvements

Survey Item	2015 Score
HPSS: Uptime (Availability)	6.74
SERVICES: Account support and passwords	6.72
PROJECT: Reliability	6.71
OVERALL: NERSC Security	6.70
HPSS: Reliability (data integrity)	6.69
PROJECT: Uptime	6.66
CONSULT: Consulting Overall	6.64
WEB: System Status Info	6.64
OVERALL: NERSC Services	6.63
CONSULT: On-line help desk	6.62

Survey Area	Score	Improvement over 2014
NERSC SW: Applications software	6.43	**+0.11**
HOPPER: Overall	6.38	**+0.12**
HOPPER: Batch queue structure	6.17	**+0.20**
DATA: Long-term data retention	6.15	**+0.18**
HOPPER: Batch wait time	5.92	**+0.75**
DATA: Scratch purge policy	5.86	**+0.30**
EDISON: Batch wait time	5.12	**+0.24**

Improvement of scores below target in 2015

Survey Item	2014 Score	2015 Score	Improvement
Hopper Batch Wait Time	5.17	5.92	+0.75
Edison Batch Wait Time	4.87	5.12	+0.25



Scores with decreased satisfaction

Survey Area	Score	Decrease from 2014
WEB: NIM web accounting interface	6.40	-0.13
PROJECT: File and Directory Operations	6.32	-0.18
EDISON: Uptime (Availability)	6.27	-0.13
SERVICES: Allocations process	6.23	-0.20
TRAINING: Video Tutorials	5.95	-0.28

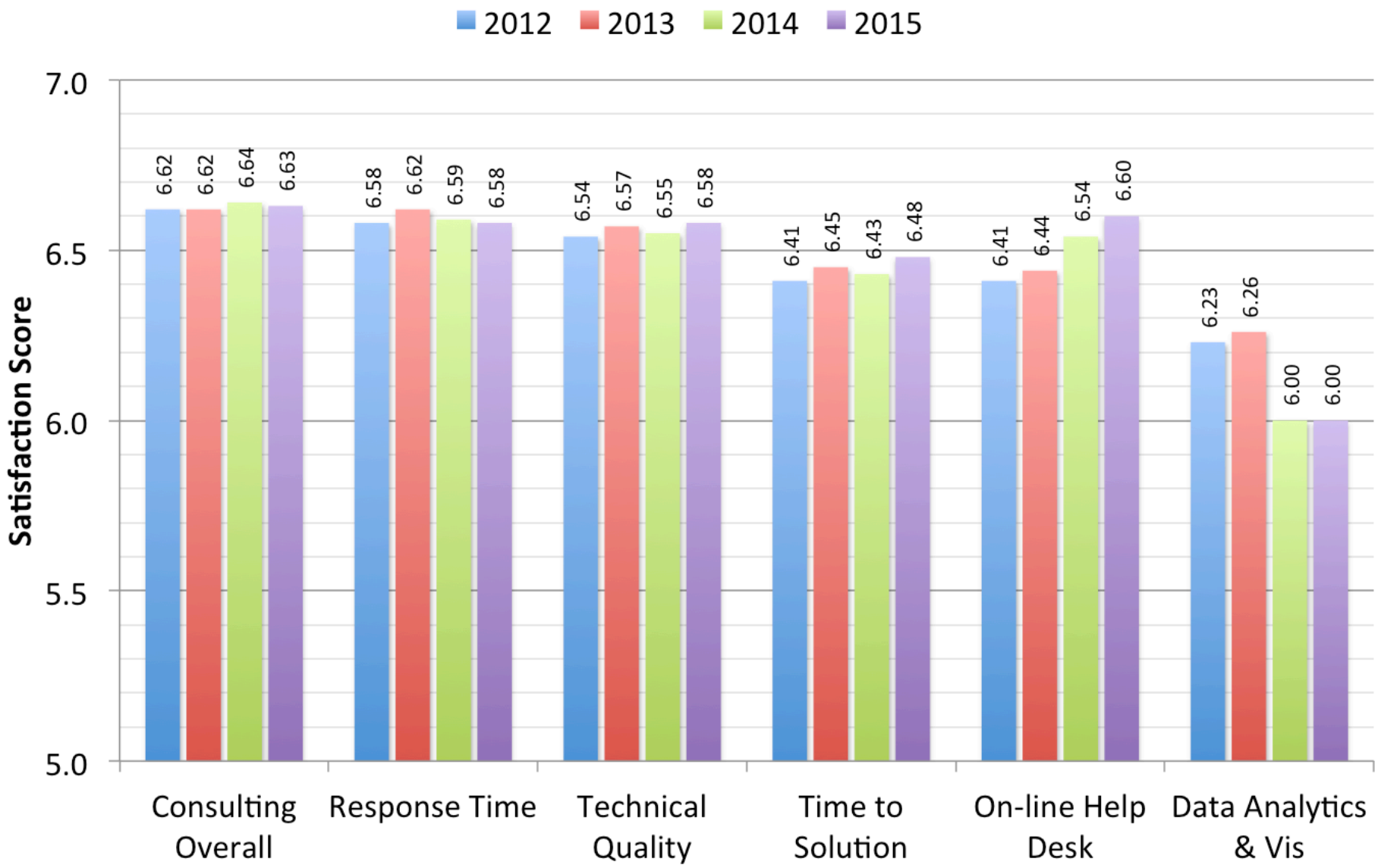
Areas of decreased satisfaction were still above target and in some cases scored highly, but we still look for opportunities to improve.

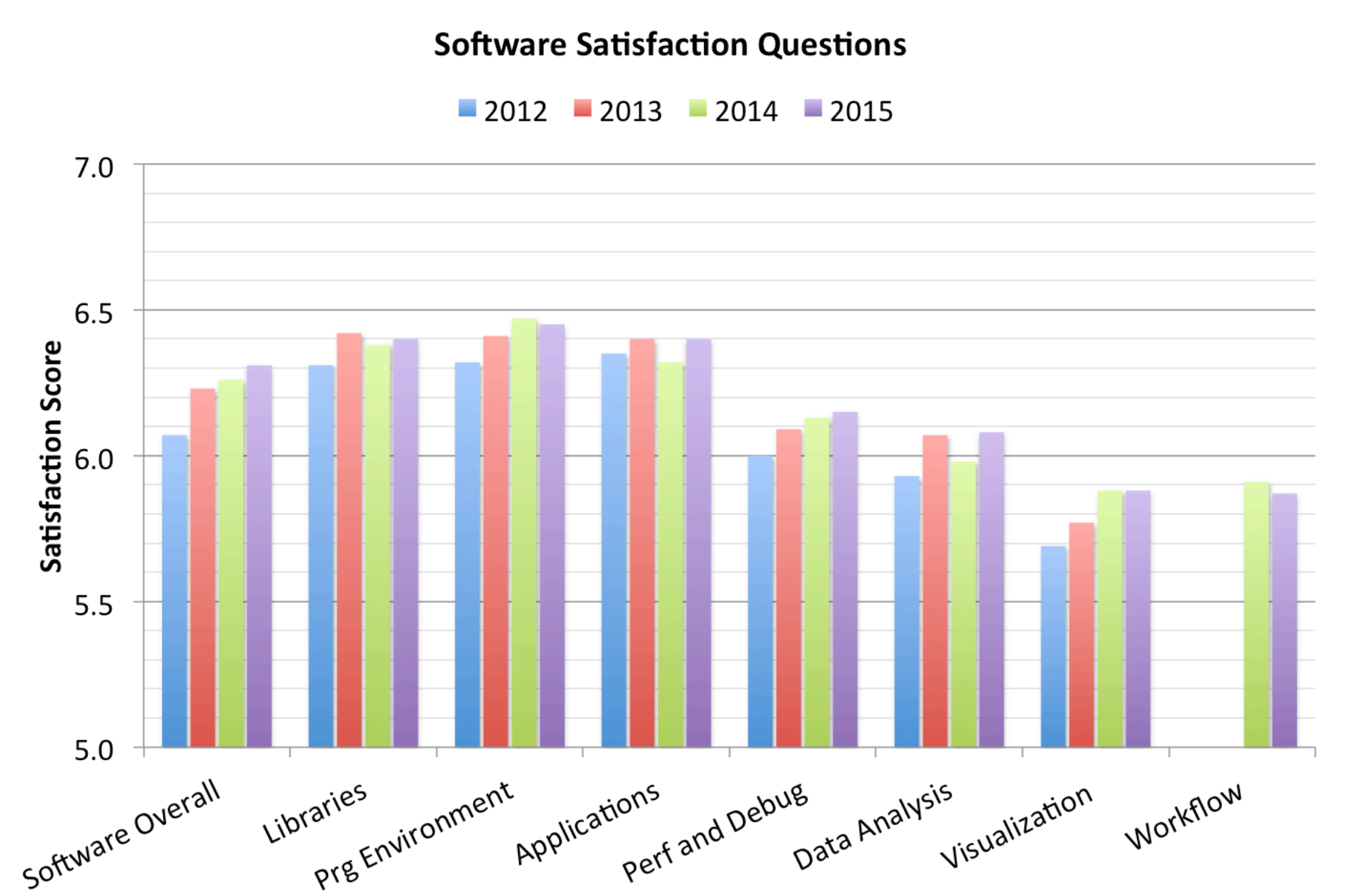
Areas with lowest satisfaction

Survey Area	Score	Change from 2014
Hopper: Batch Queue Structure	5.93	+0.76
Software: Visualization Software	5.89	–
Software: Workflow Software	5.87	–
Data: Scratch Purge Policy	5.85	+0.29
Edison: Batch Queue Structure	5.84	–
Edison: Batch Wait Time	5.15	+0.28

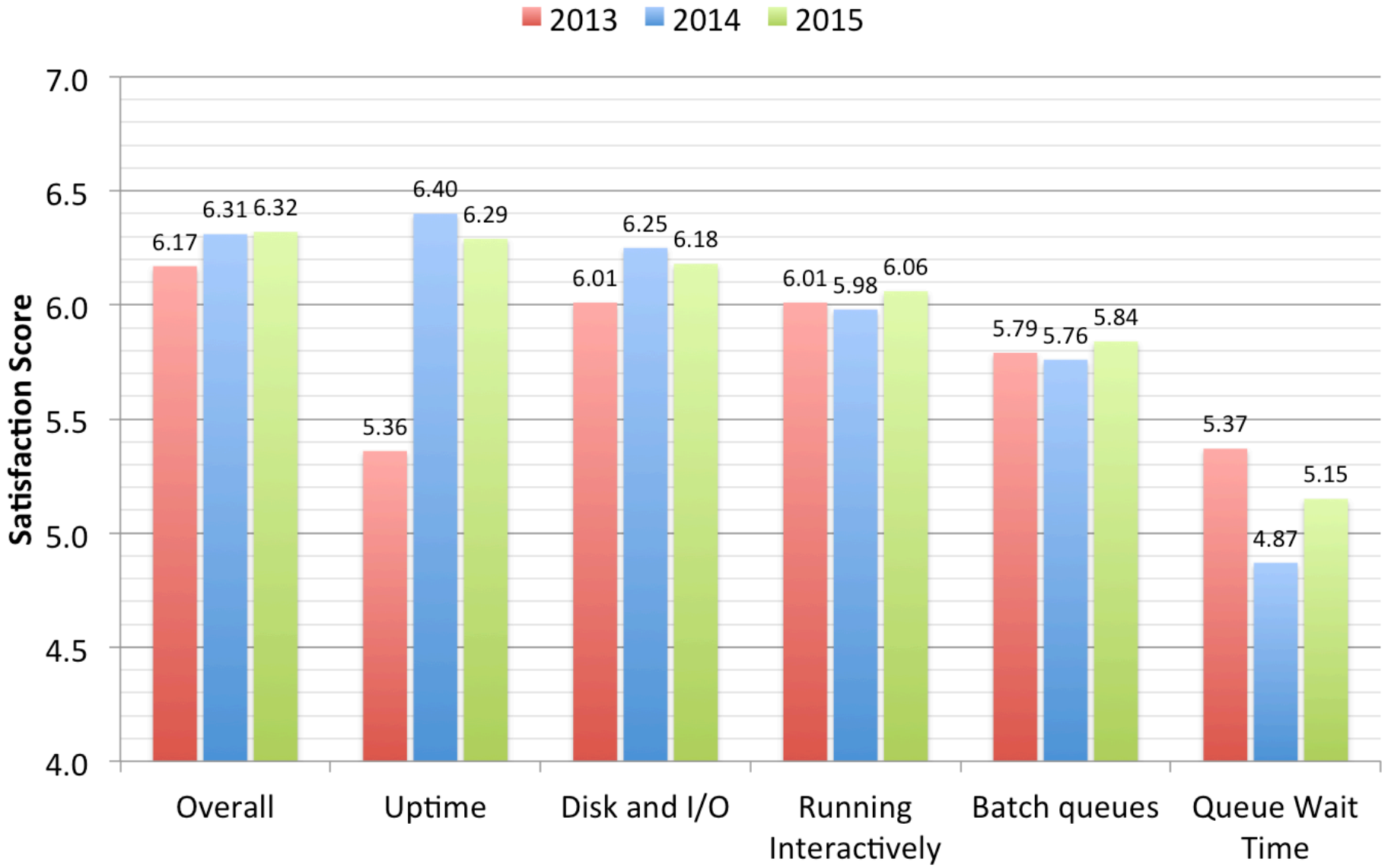
All except Edison batch wait time were above the target of 5.25.

Consulting Satisfaction Questions

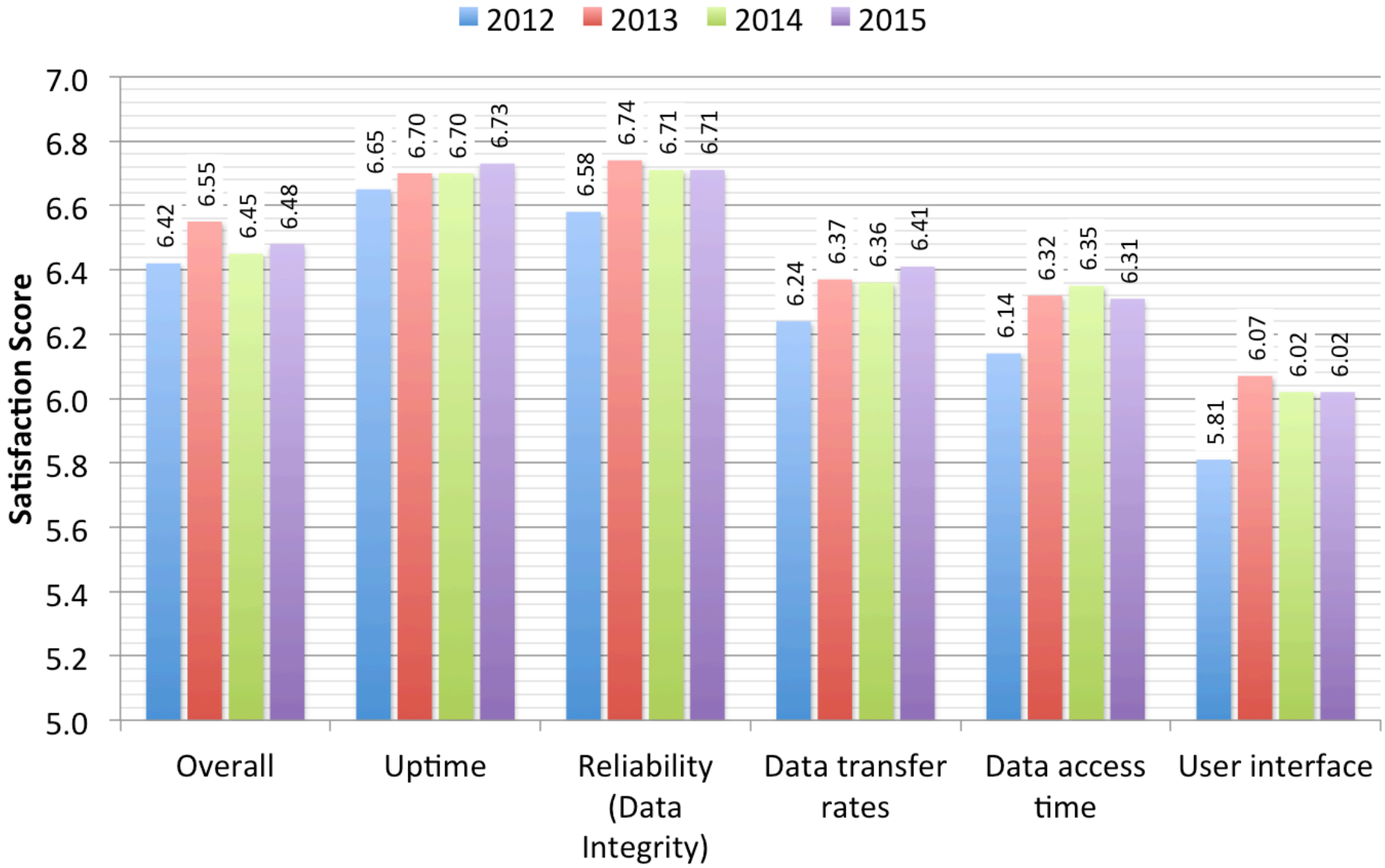



Software Satisfaction Questions
2012
2013
2014
2015
7.0
6.5
6.0
5.5
5.0
Satisfaction Score
Software Overall
Libraries
Prg Environment
Applications
Perf and Debug
Data Analysis
Visualization
Workflow

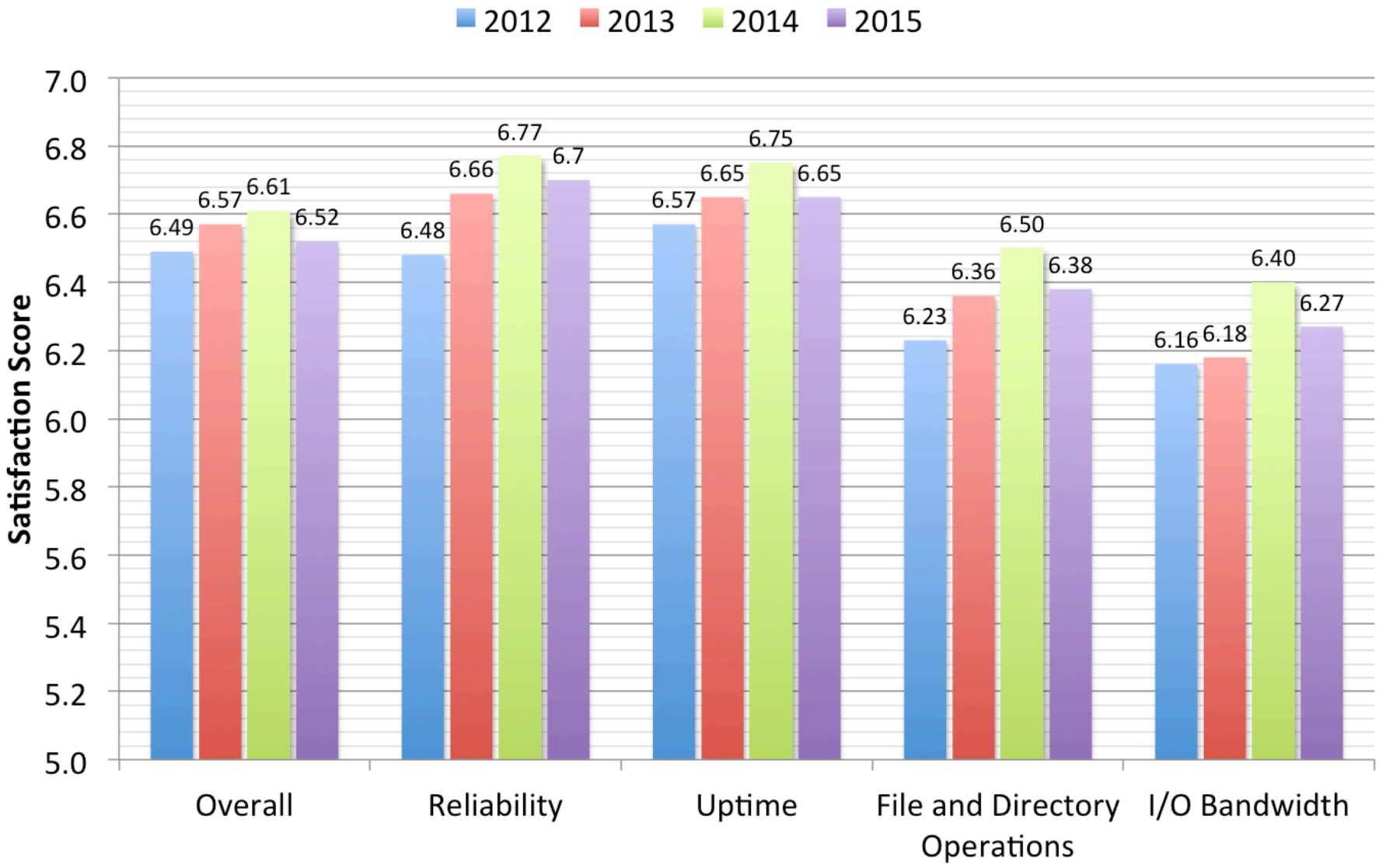
Edison Satisfaction Questions



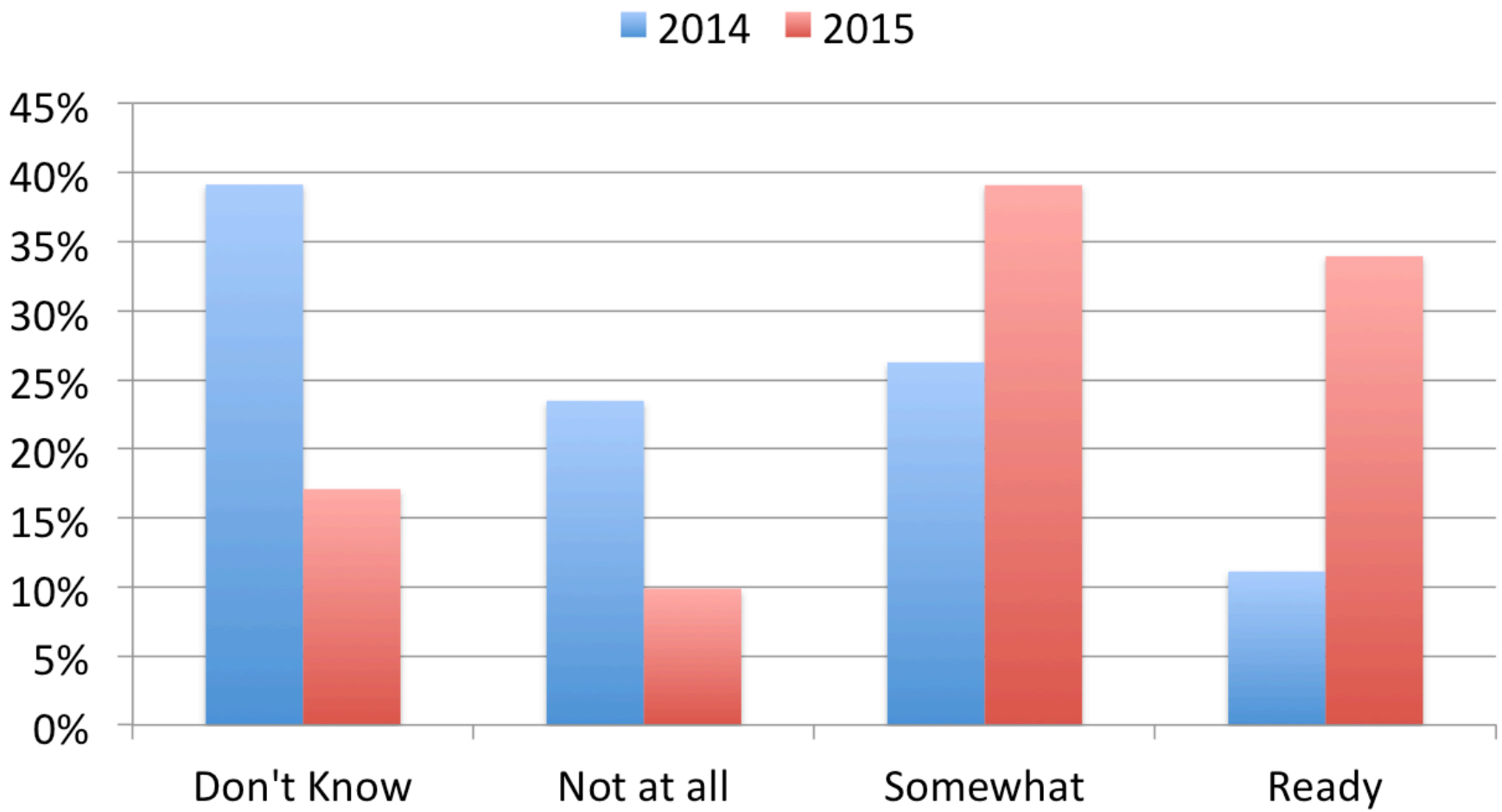
HPSS Satisfaction Questions

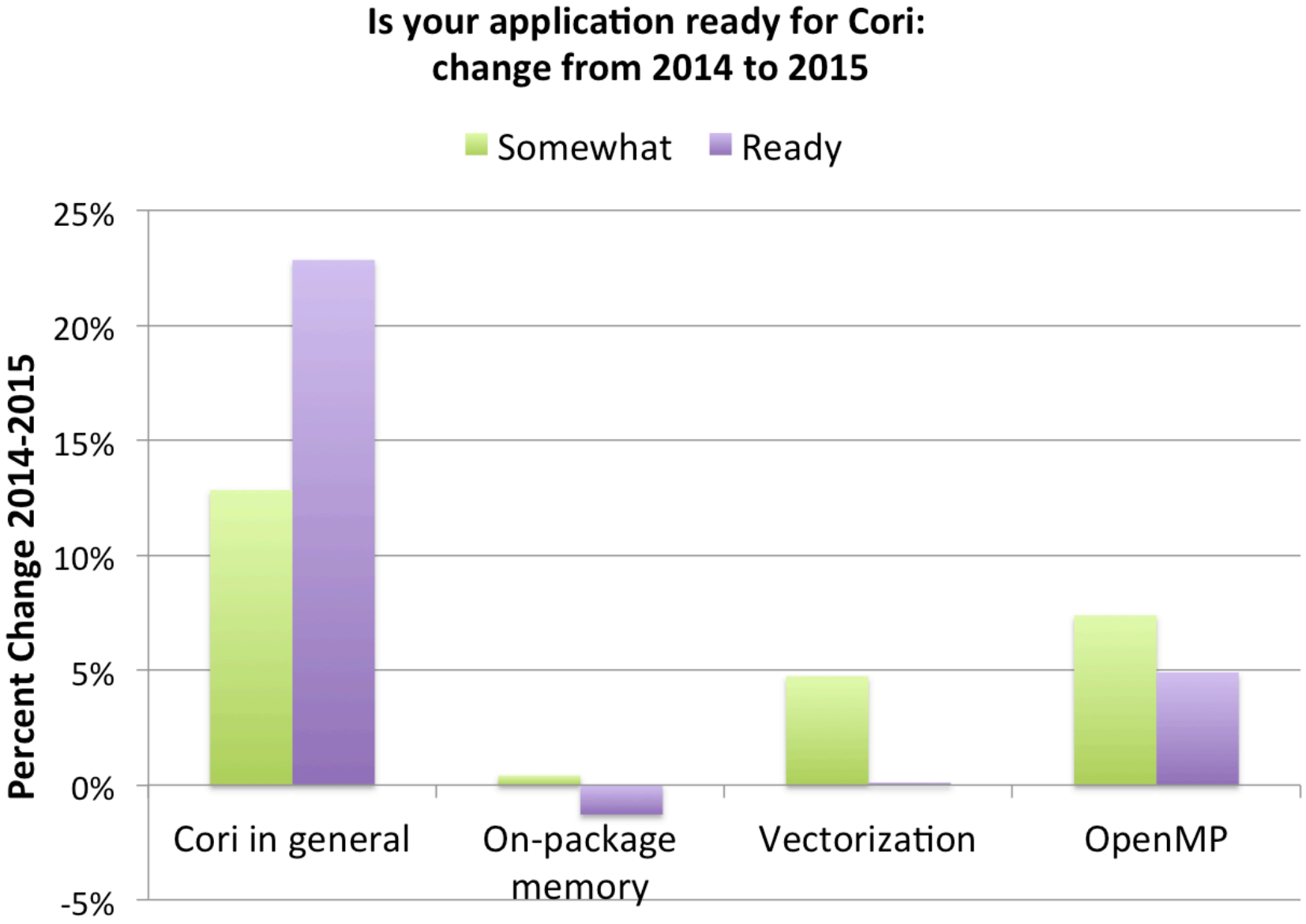


Project File System Satisfaction Questions

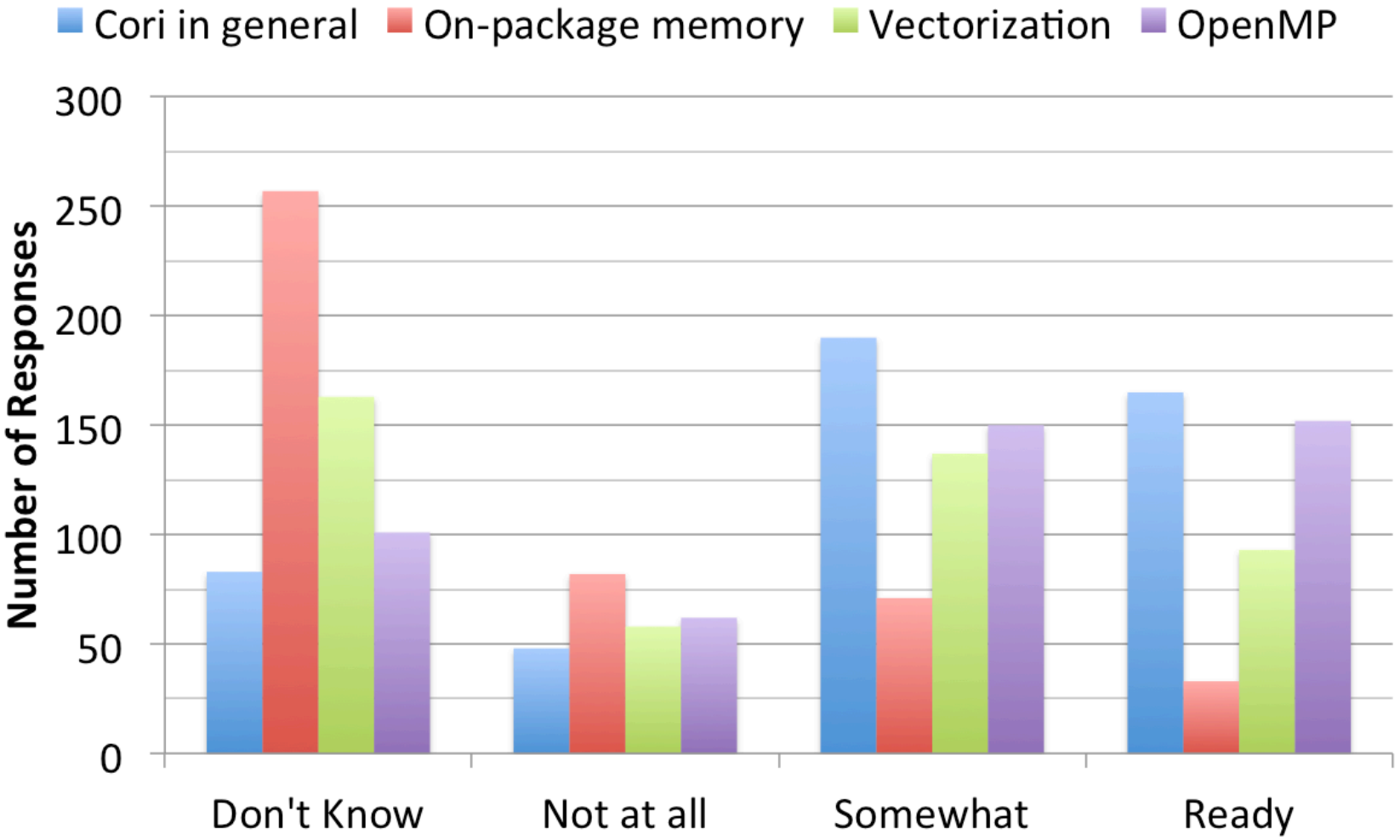


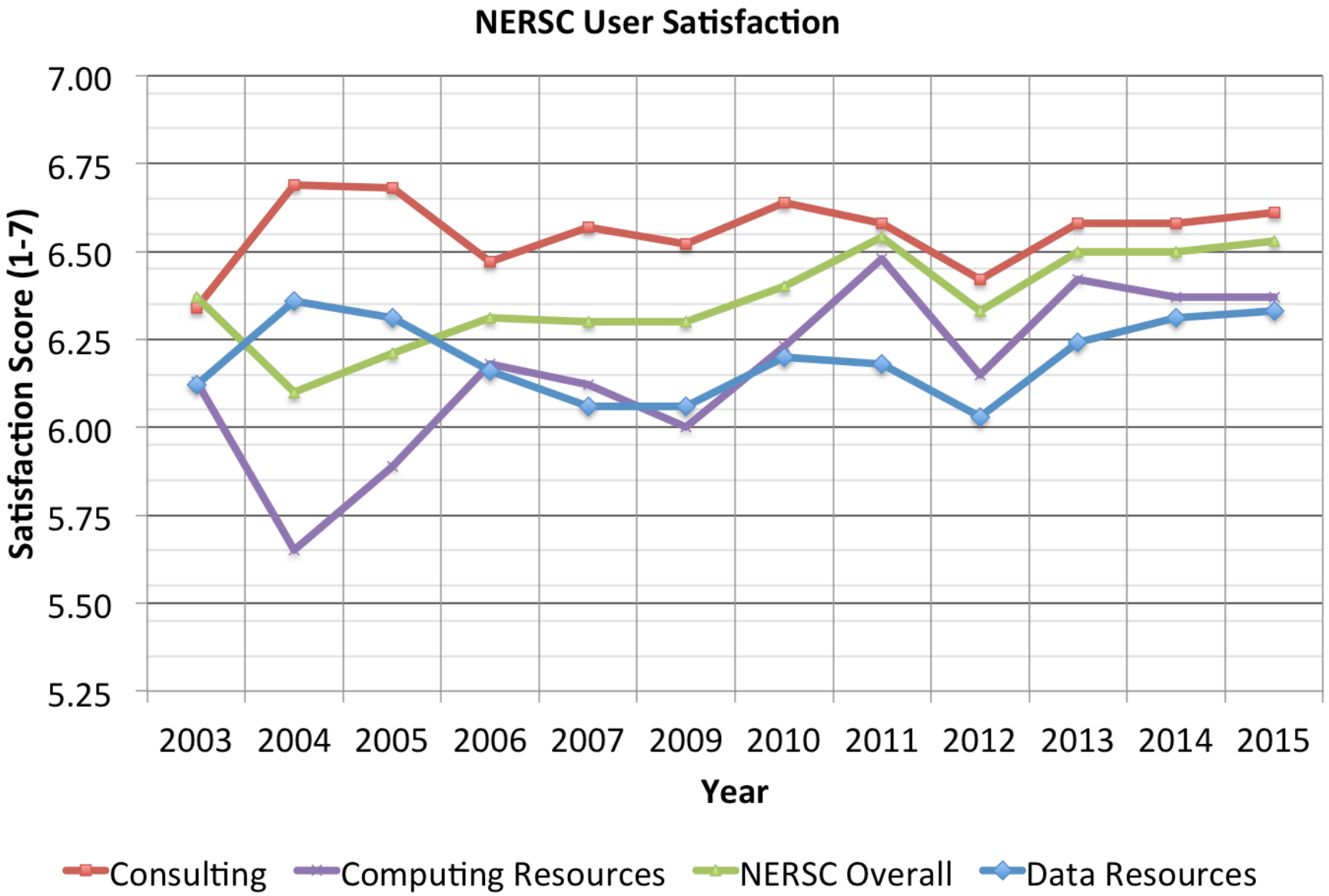
Is Your Application Ready for Cori?




Is your application ready for Cori:
change from 2014 to 2015
Somewhat
Ready
Percent Change 2014-2015
25%
20%
15%
10%
5%
0%
-5%
Cori in general
On-package memory
Vectorization
OpenMP

2015: Is your application ready for:




NERSC User Satisfaction
Satisfaction Score (1-7)
7.00
6.75
6.50
6.25
6.00
5.75
5.50
5.25
2003
2004
2005
2006
2007
2009
2010
2011
2012
2013
2014
2015
Year
Consulting
Computing Resources
NERSC Overall
Data Resources

Thank you.