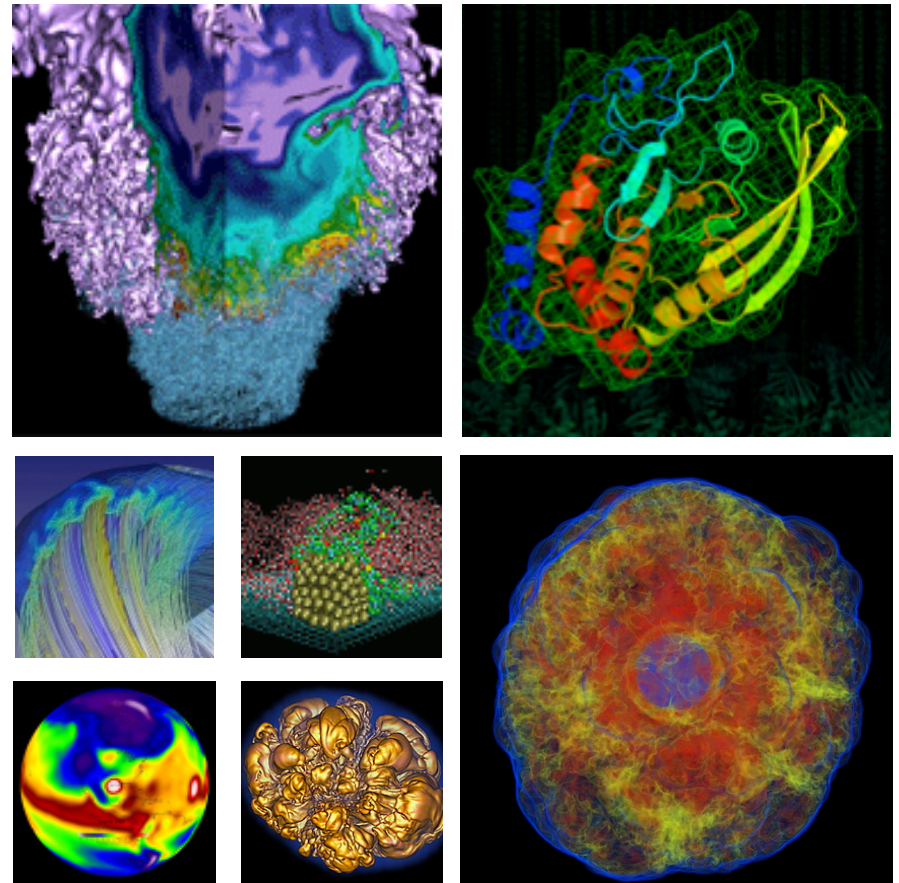


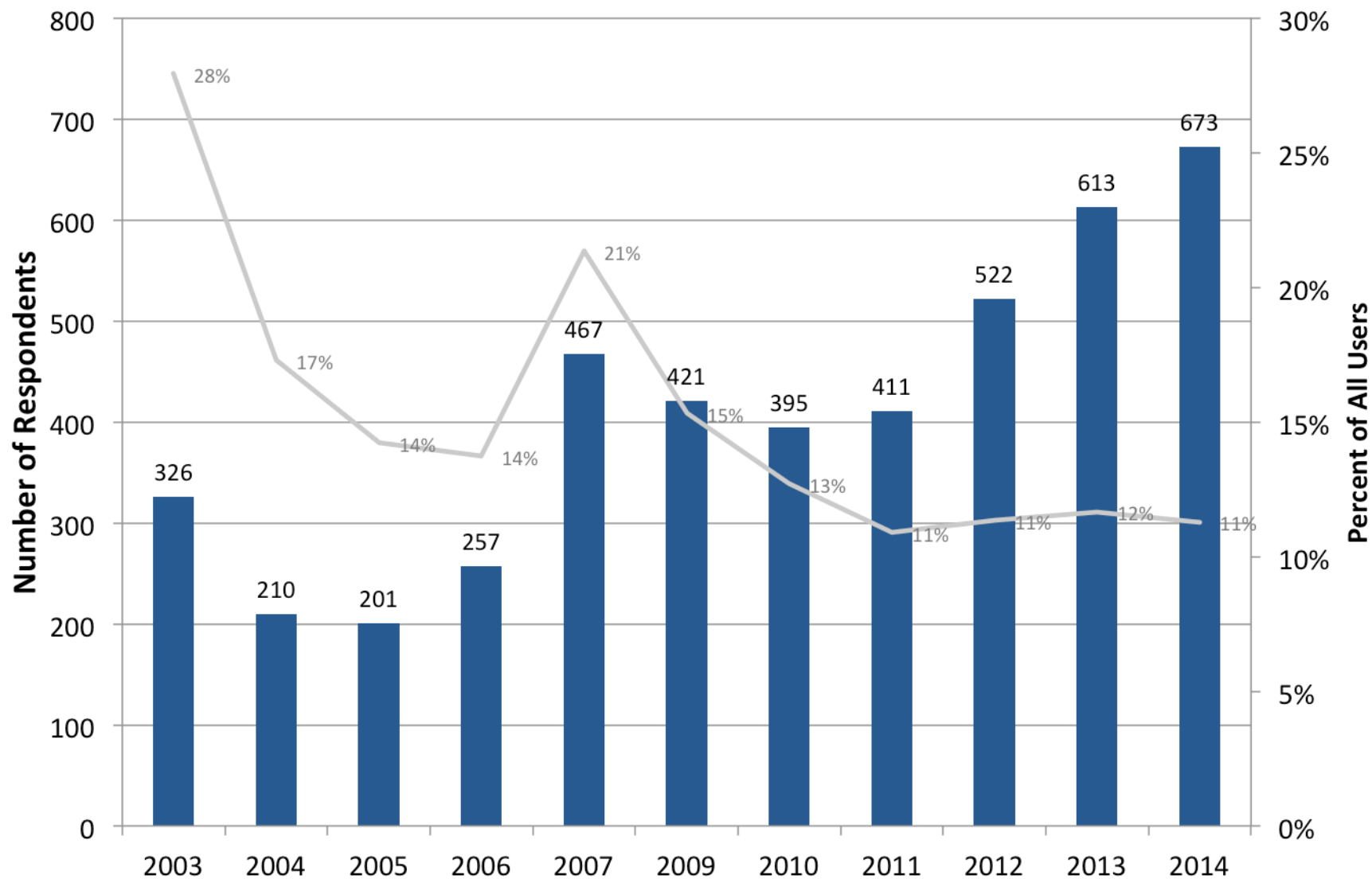
NERSC 2014 User Survey Preliminary Results



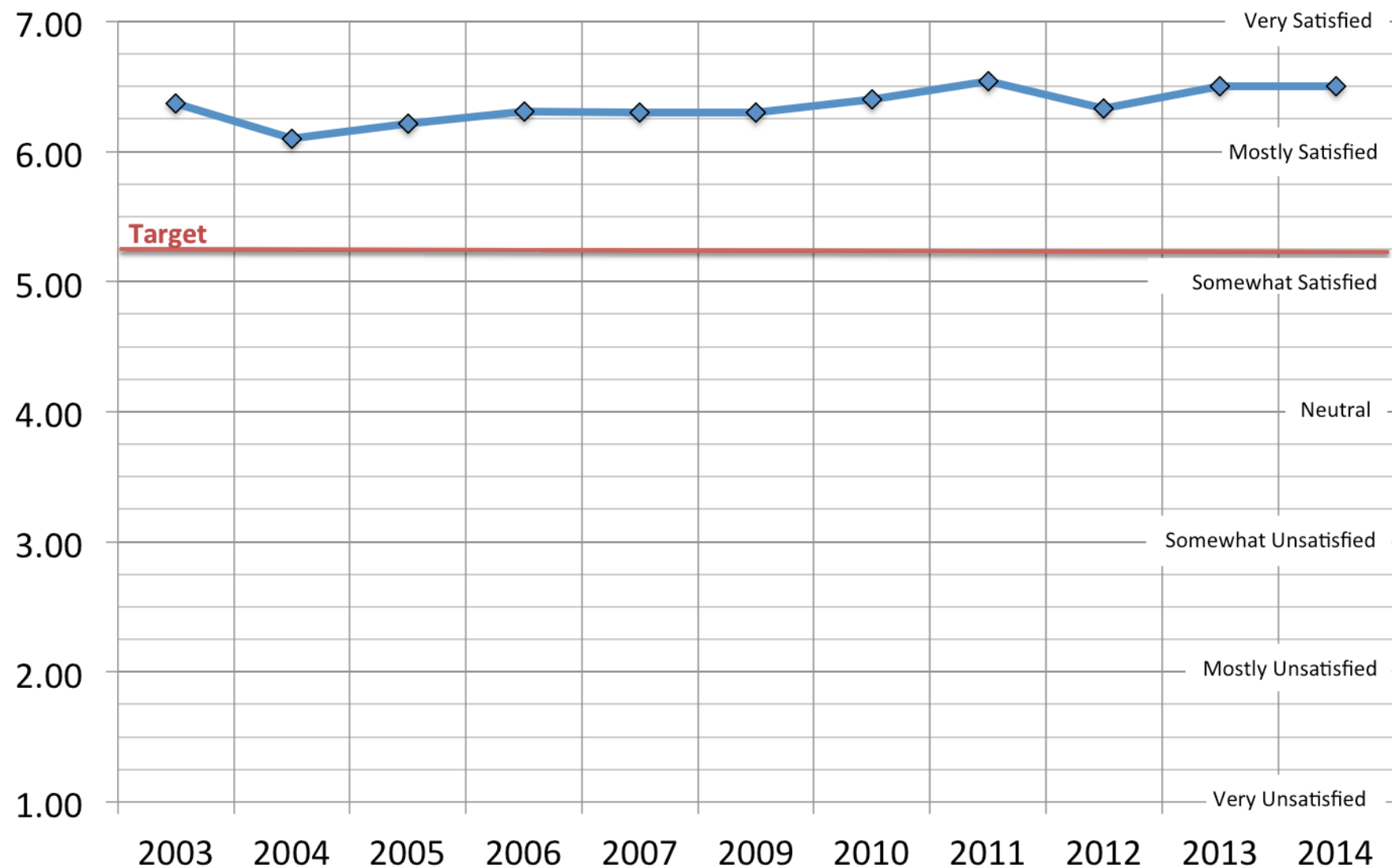
Richard Gerber
NERSC Senior Science Advisor

May 27, 2015

NERSC User Survey Responses

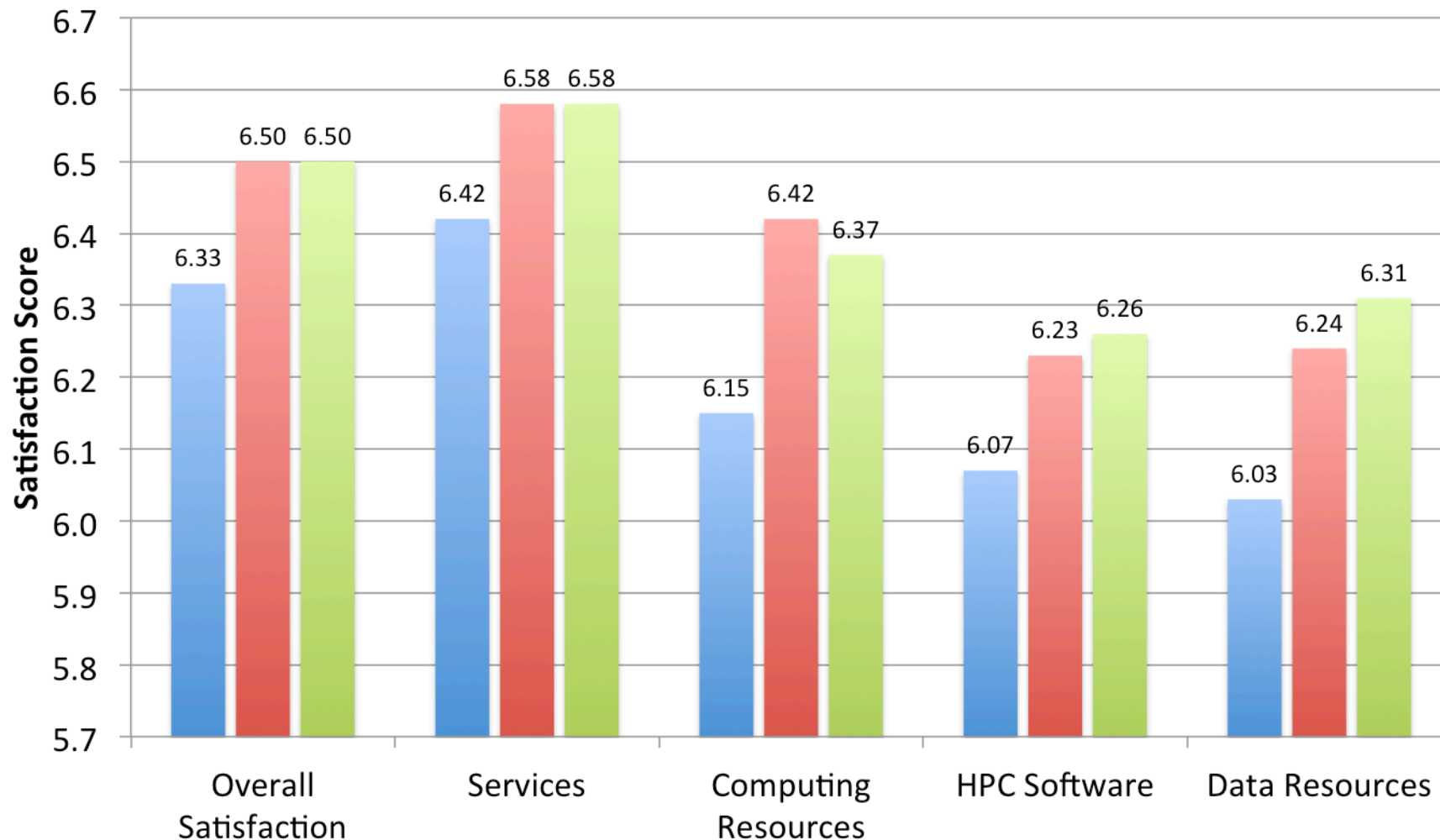


Overall User Satisfaction with NERSC

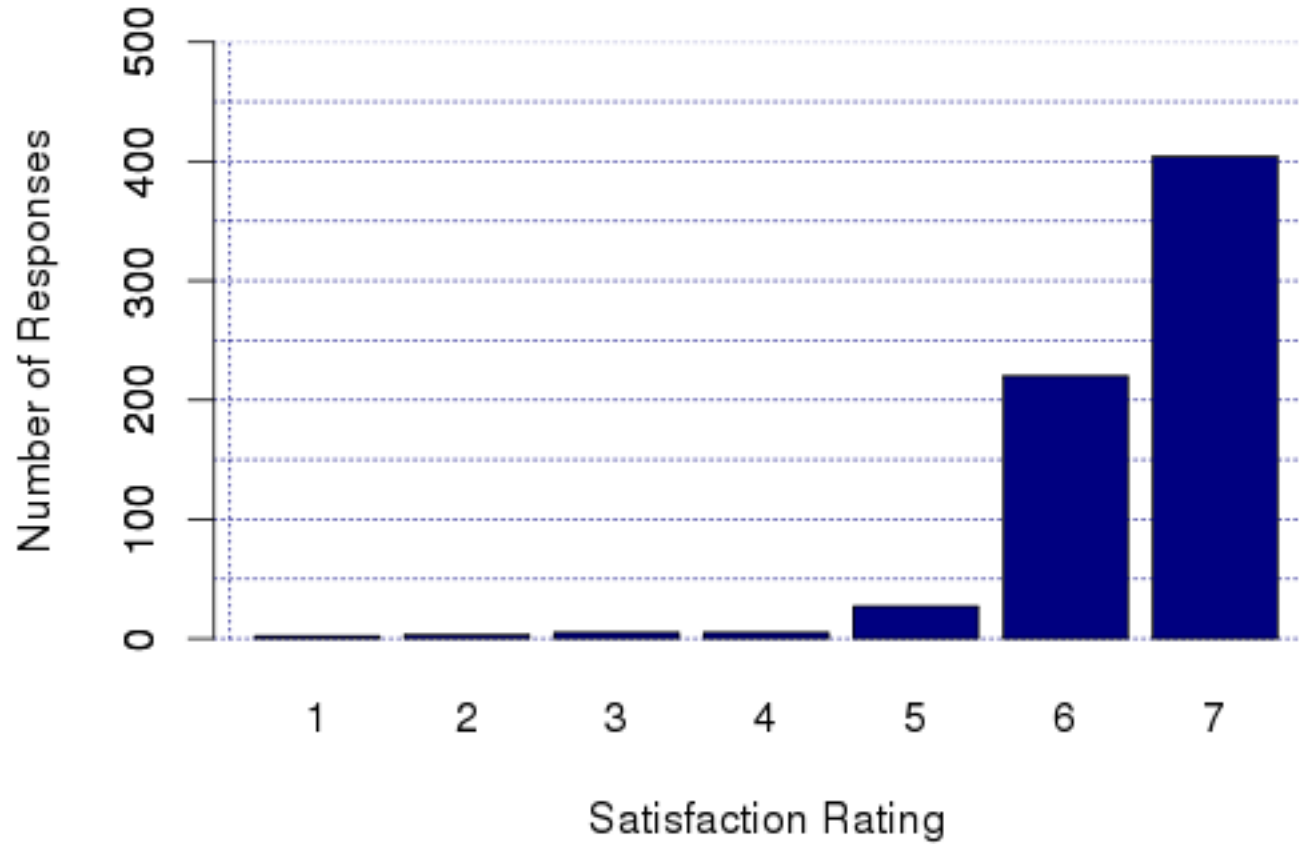


Overall Satisfaction Questions

2012 2013 2014

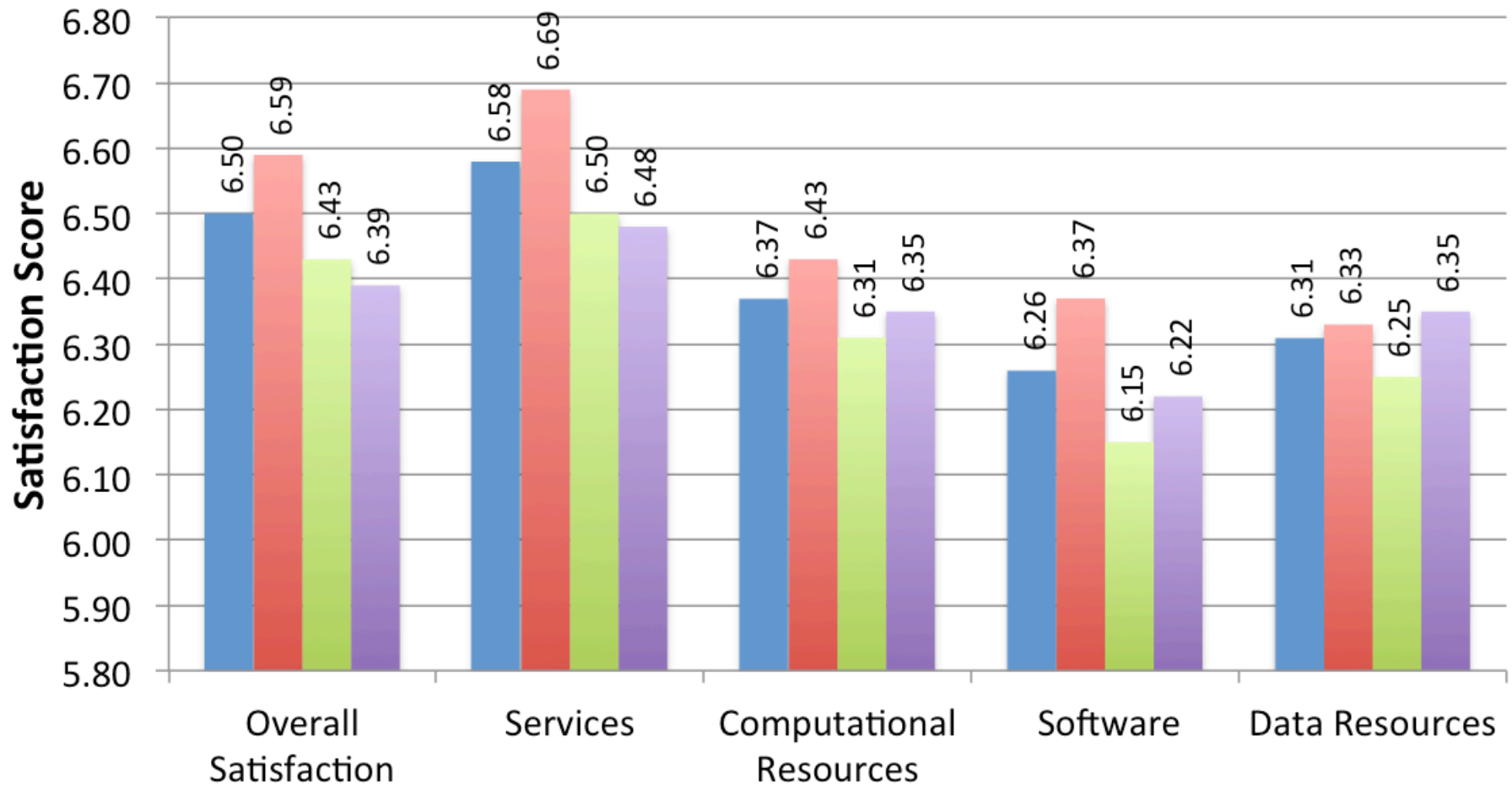


NERSC Overall



Satisfaction by User's Experience Using NERSC

■ All Users ■ 3+ Years ■ 1-3 Years ■ < 1 Year



Satisfaction by User's MPP Usage

■ All MPP ■ Large ■ Medium ■ Small

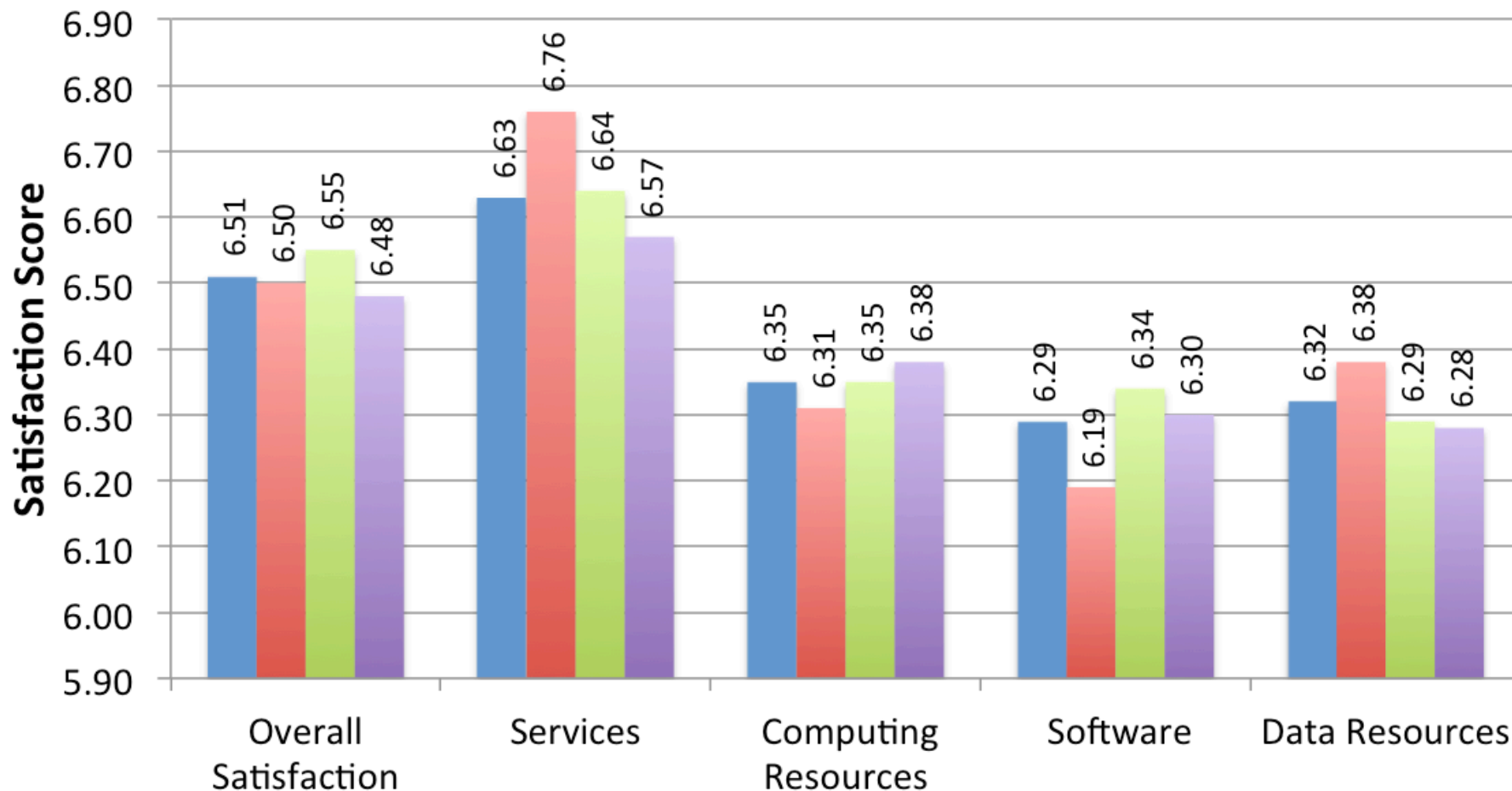


Table 1–7. Improved Satisfaction Scores for 2014



	2014 Satisfaction Score	Statistically Significant Change from 2013
Edison Availability	6.40	+1.04
Edison Disk Configuration and I/O Performance	6.25	+0.23
Project File System I/O Bandwidth	6.40	+0.22
<u>Projectb (JGI) File System Bandwidth</u>	6.61	+0.18
NERSC External Network Connectivity	6.46	+0.14
Project File System Reliability	6.77	+0.12
Timeliness of Information on the NERSC Website	6.50	+0.11
Account Support and Passwords	6.71	+0.09

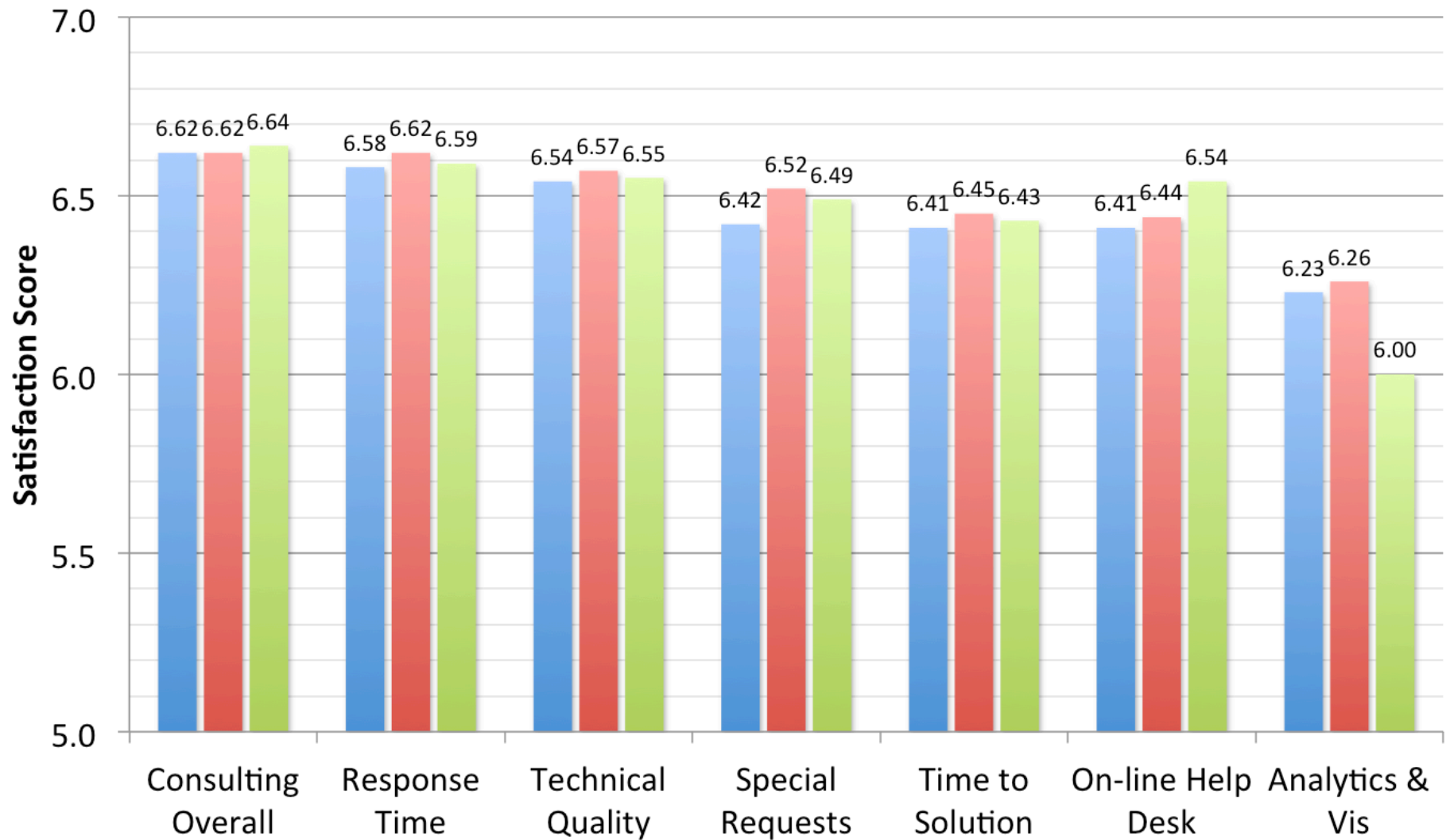
Lowest Rated Items

The 10 lowest-rated items (of all 106 satisfaction questions) on the survey involved the workflow software(2), and data retention policies. This tells us that users want better workflow software, and the ability to keep their data in an active working space.

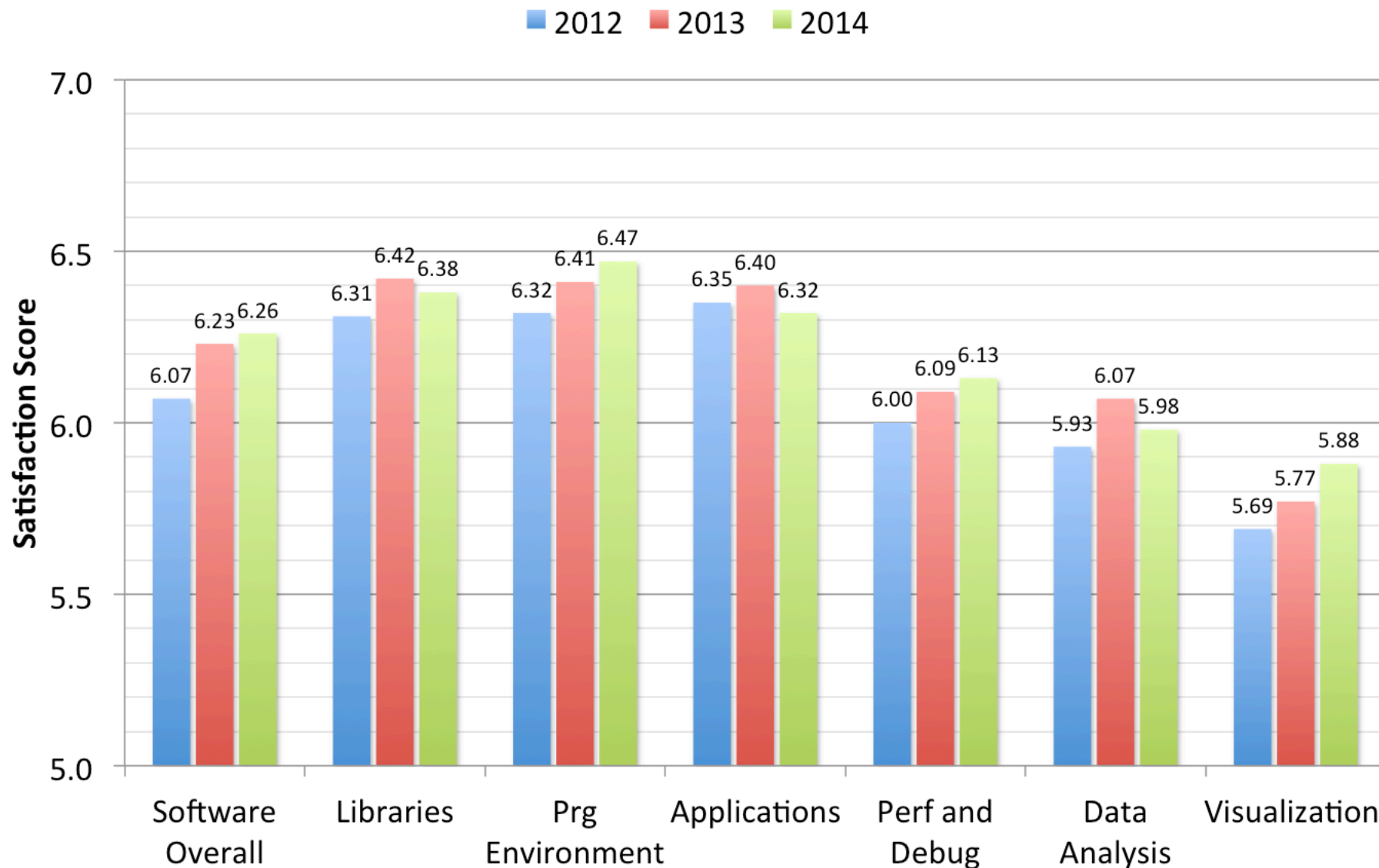
Topic	Number of Responses	Average Rating	Standard Deviation
Hopper Batch Queue Structure	397	5.97	1.11
Long Term Data Retention	277	5.96	1.27
Hopper Batch Queue Structure	377	5.97	1.12
Workflow Software	200	5.91	1.32
Visualization Software	255	5.88	1.23
Edison Batch Queue Structure	377	5.76	1.24
Carver Batch Wait Time	160	5.63	1.28
Scratch File System Purge Policies	438	5.56	1.56
Hopper Batch Wait Time	404	5.17	1.52
Edison Batch Wait Time	383	4.87	1.56

Consulting Satisfaction Questions

2012 2013 2014

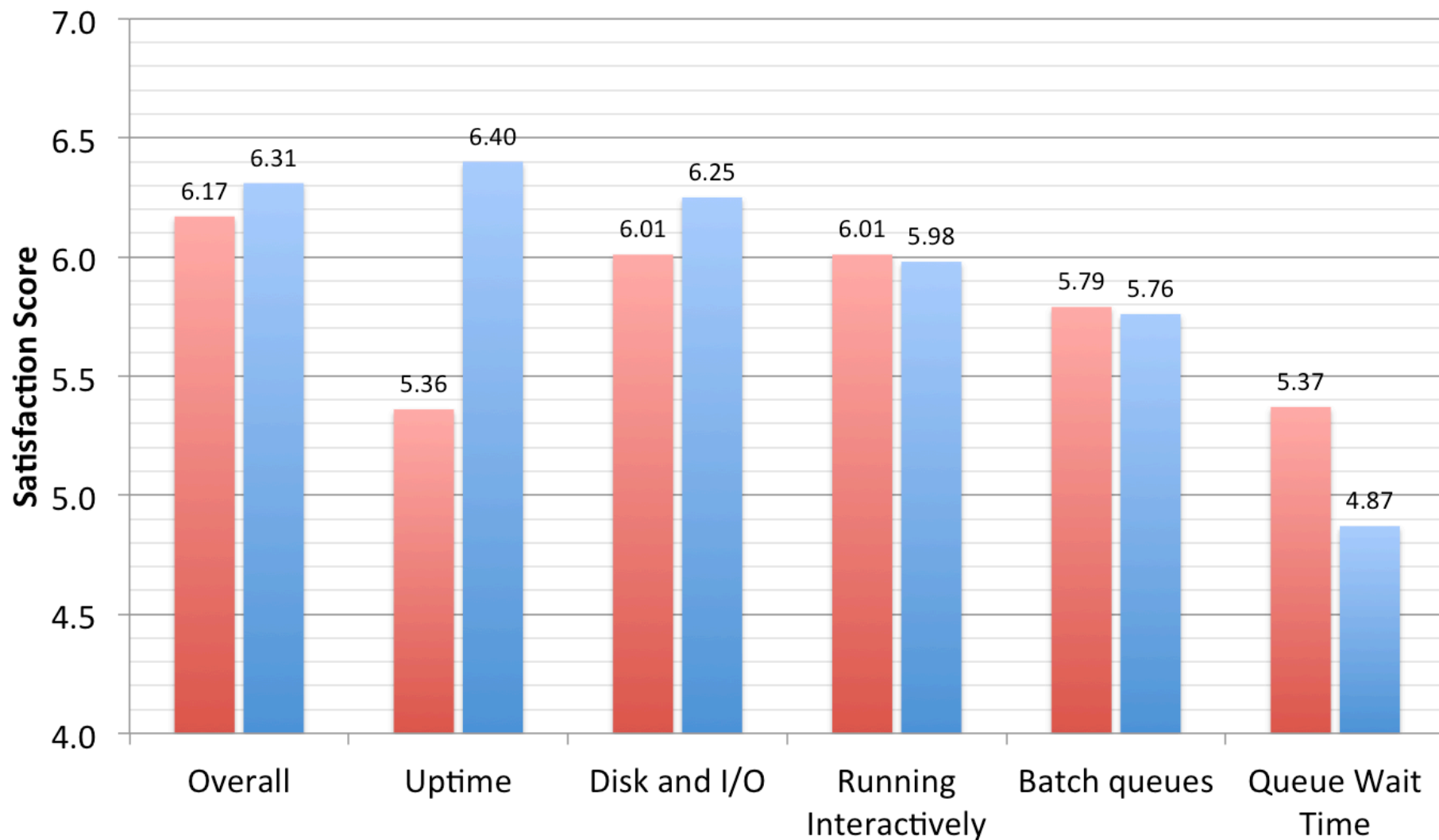


Software Satisfaction Questions



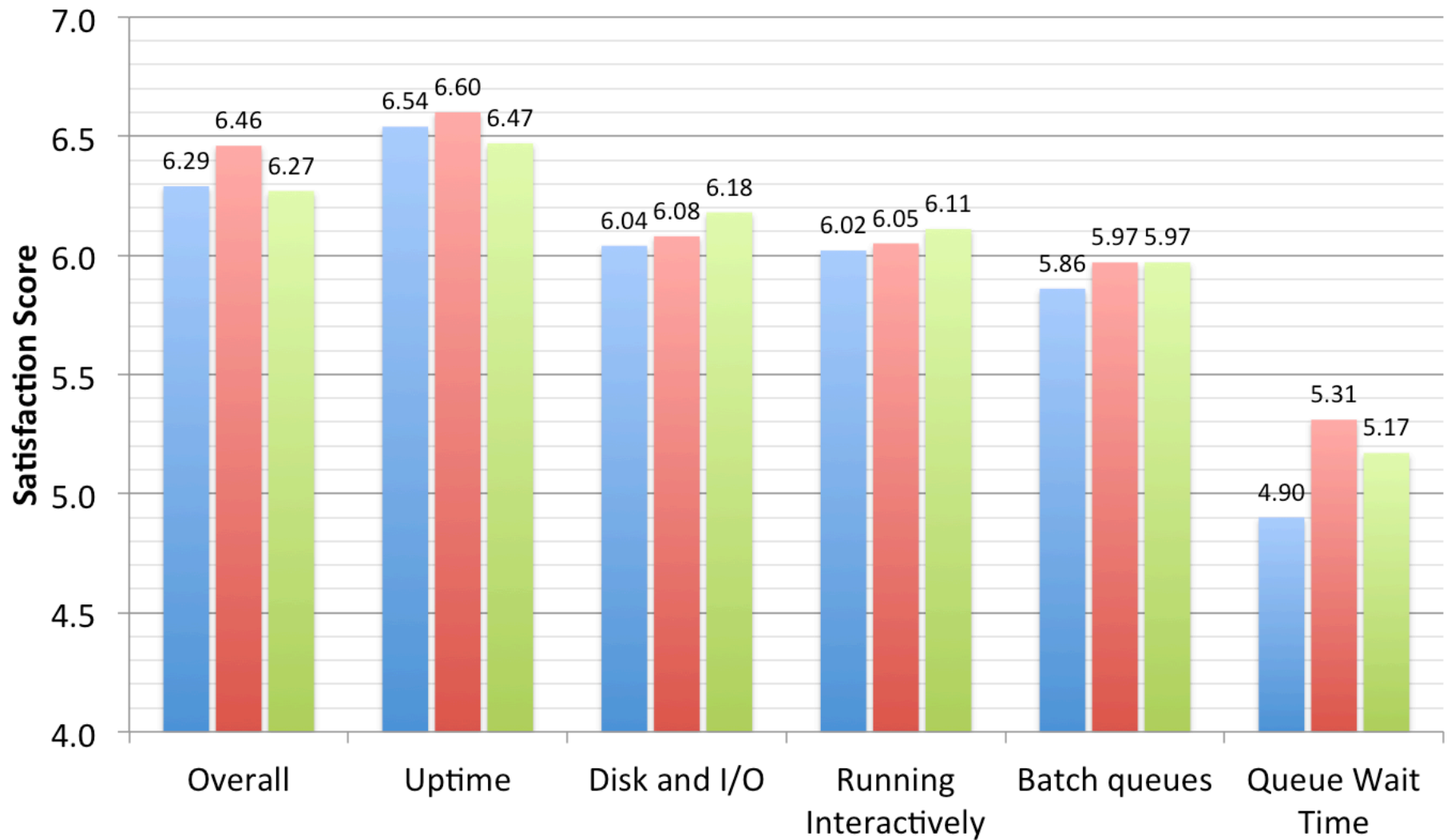
Edison Satisfaction Questions

2013 2014

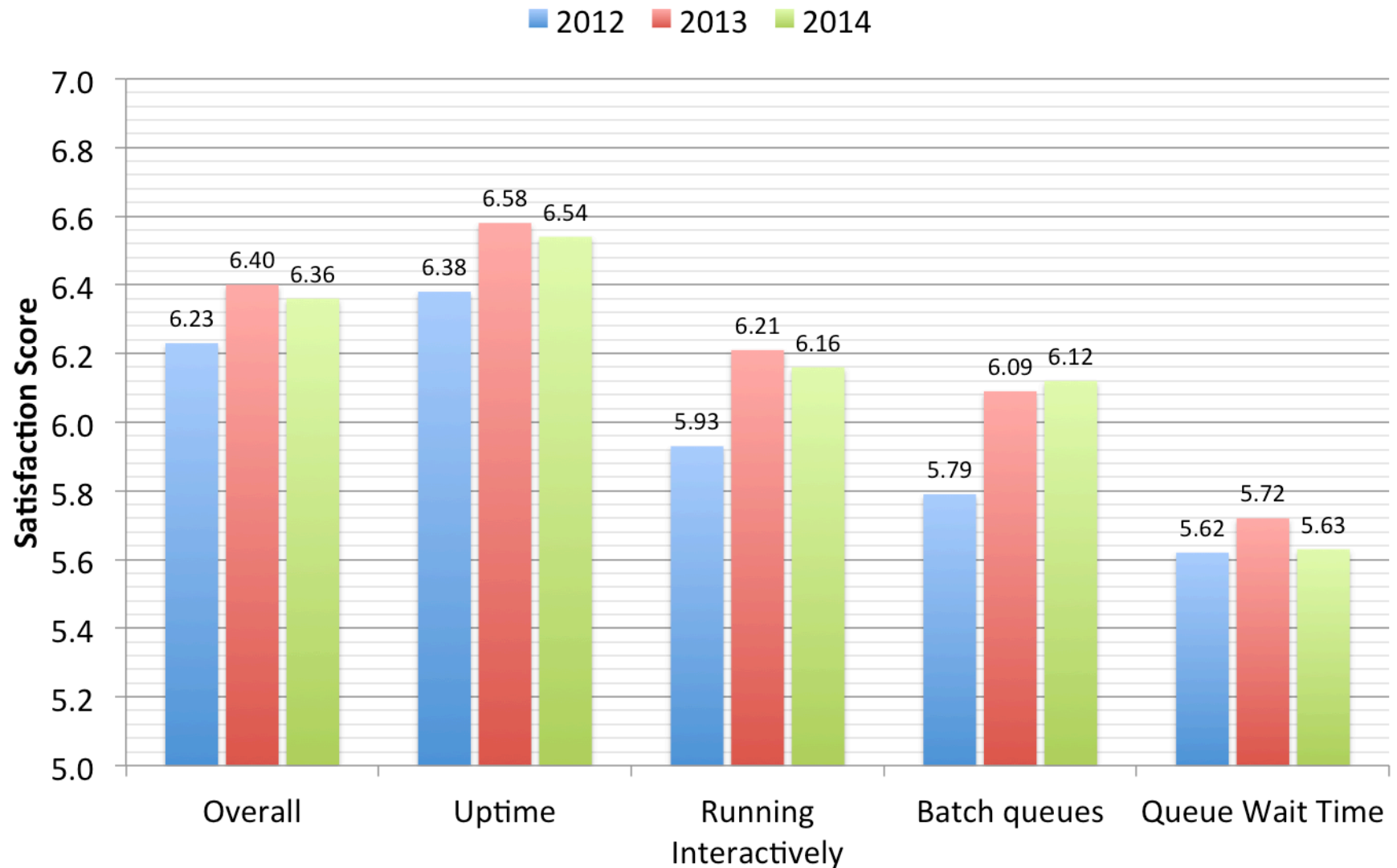


Hopper Satisfaction Questions

2012 2013 2014

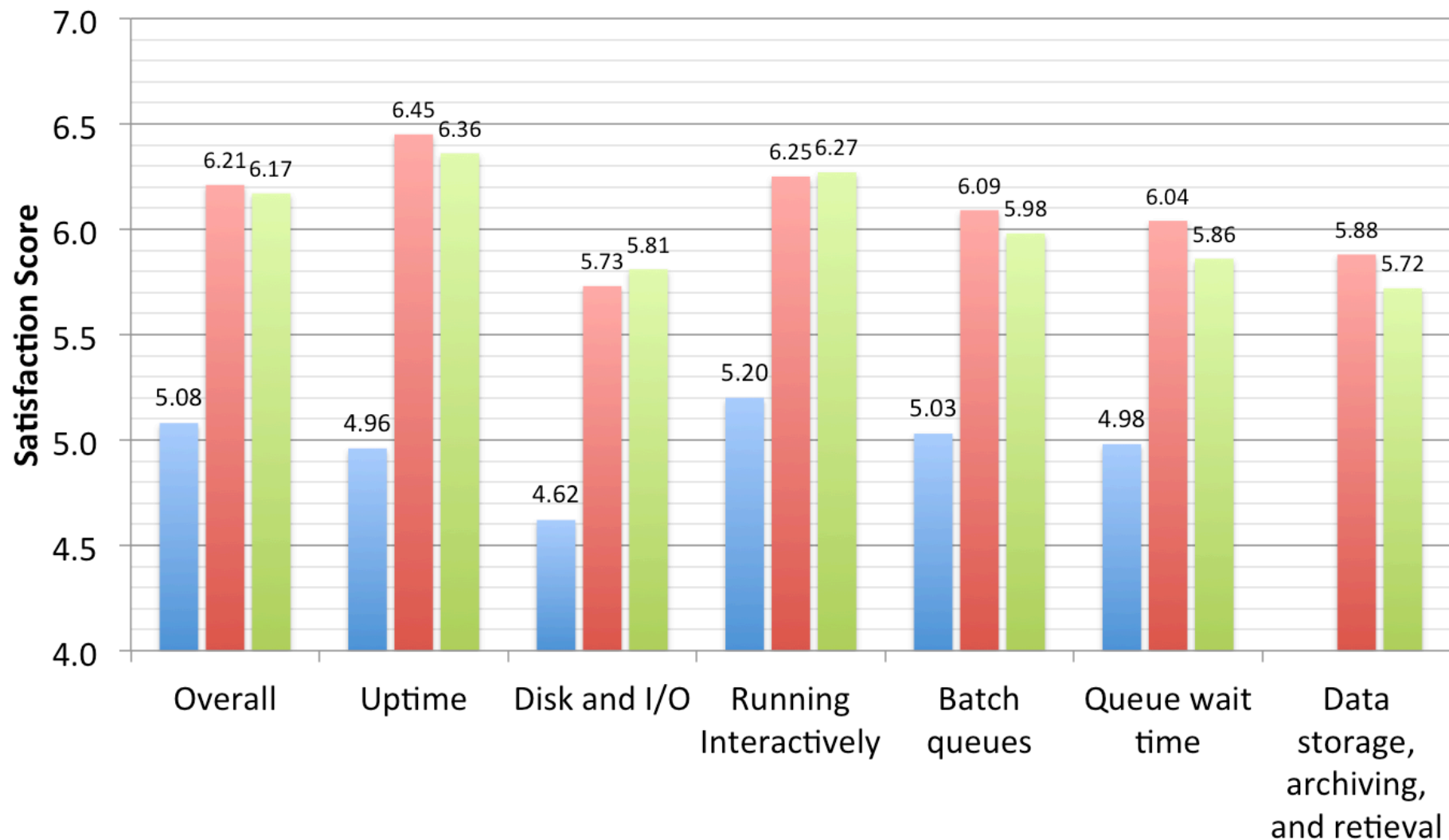


Carver Satisfaction Questions



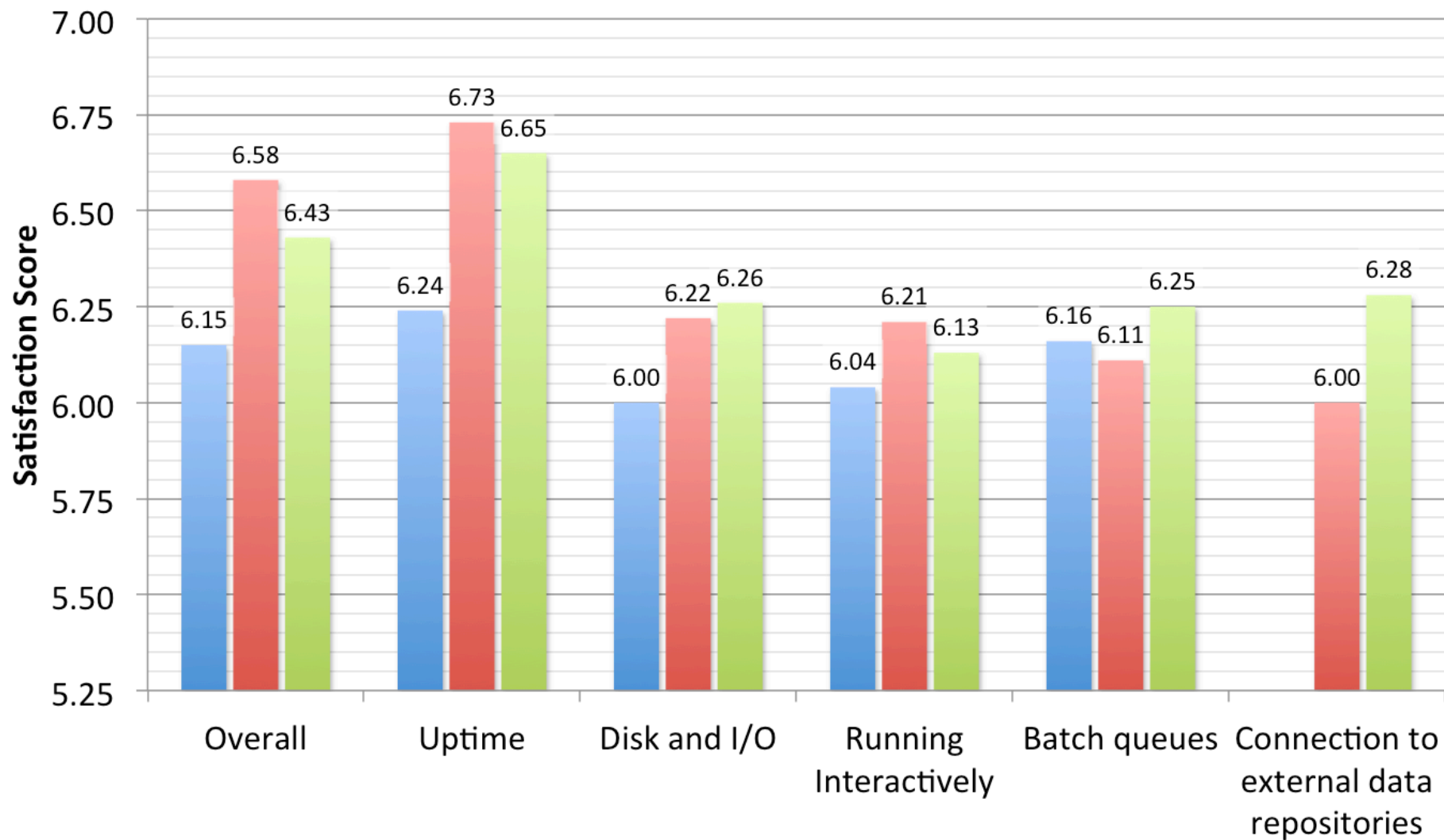
Genepool Satisfaction Questions

2012 2013 2014



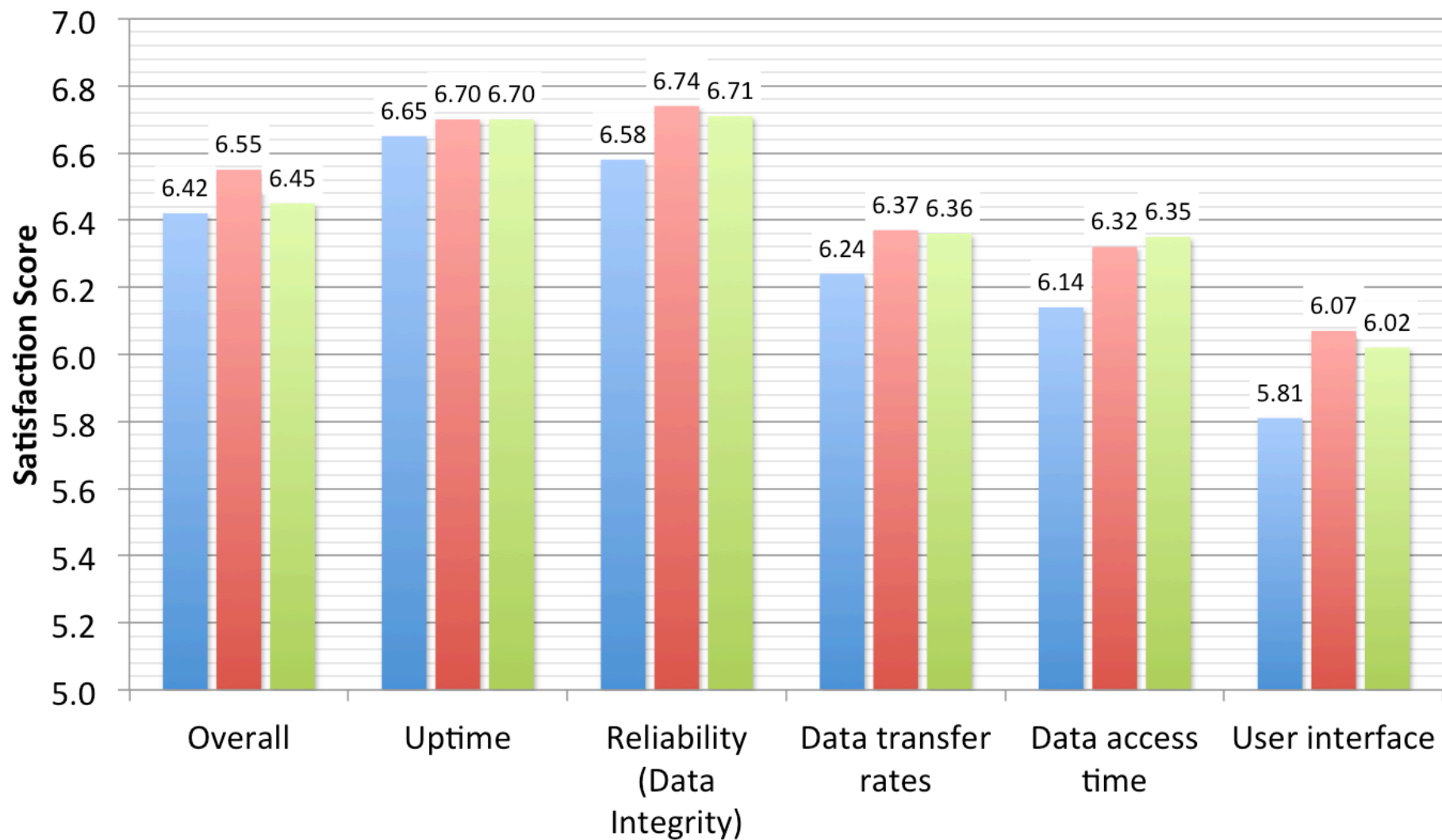
PDSF Satisfaction Questions

2012 2013 2014



HPSS Satisfaction Questions

2012 2013 2014



Project File System Satisfaction Questions

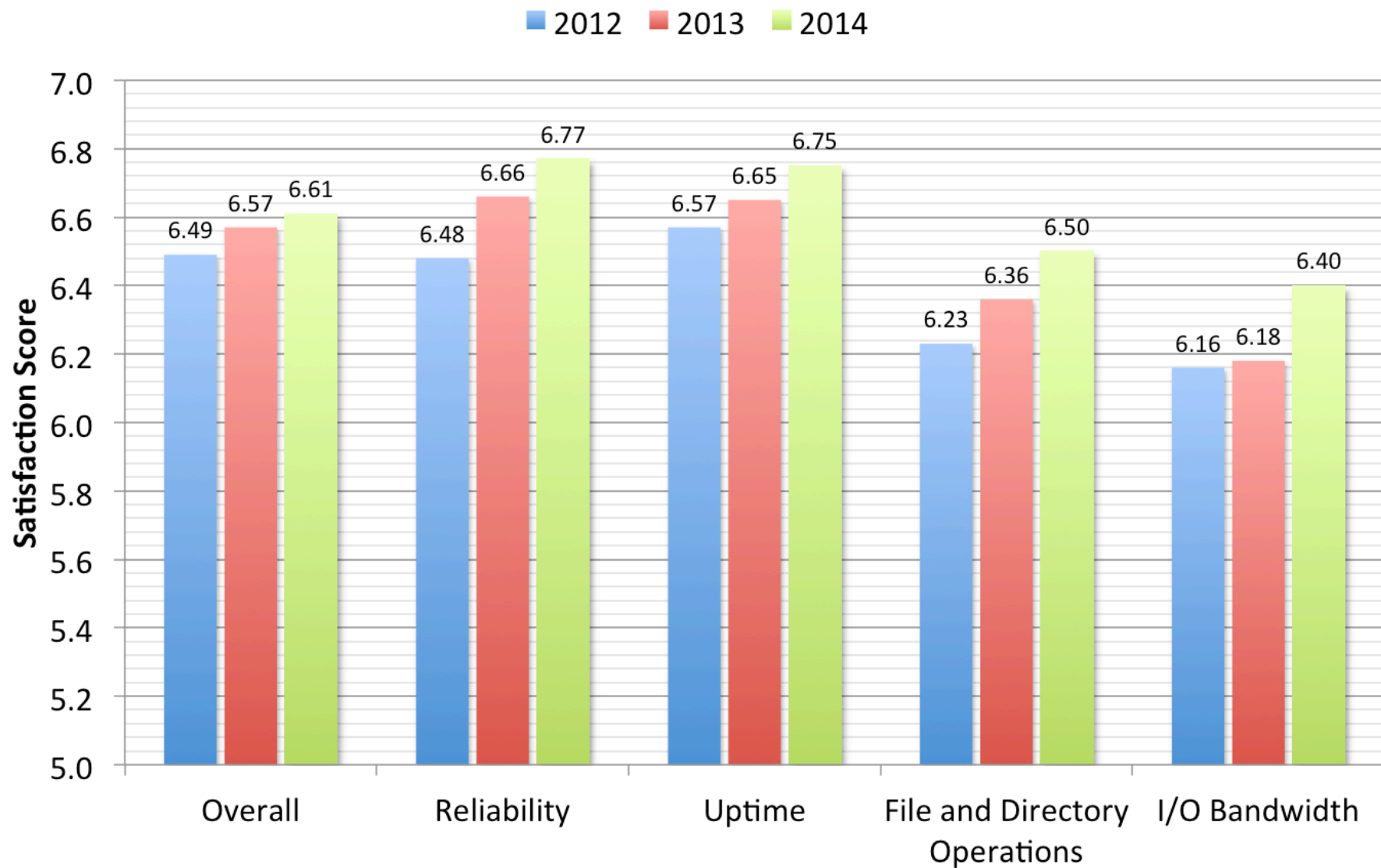
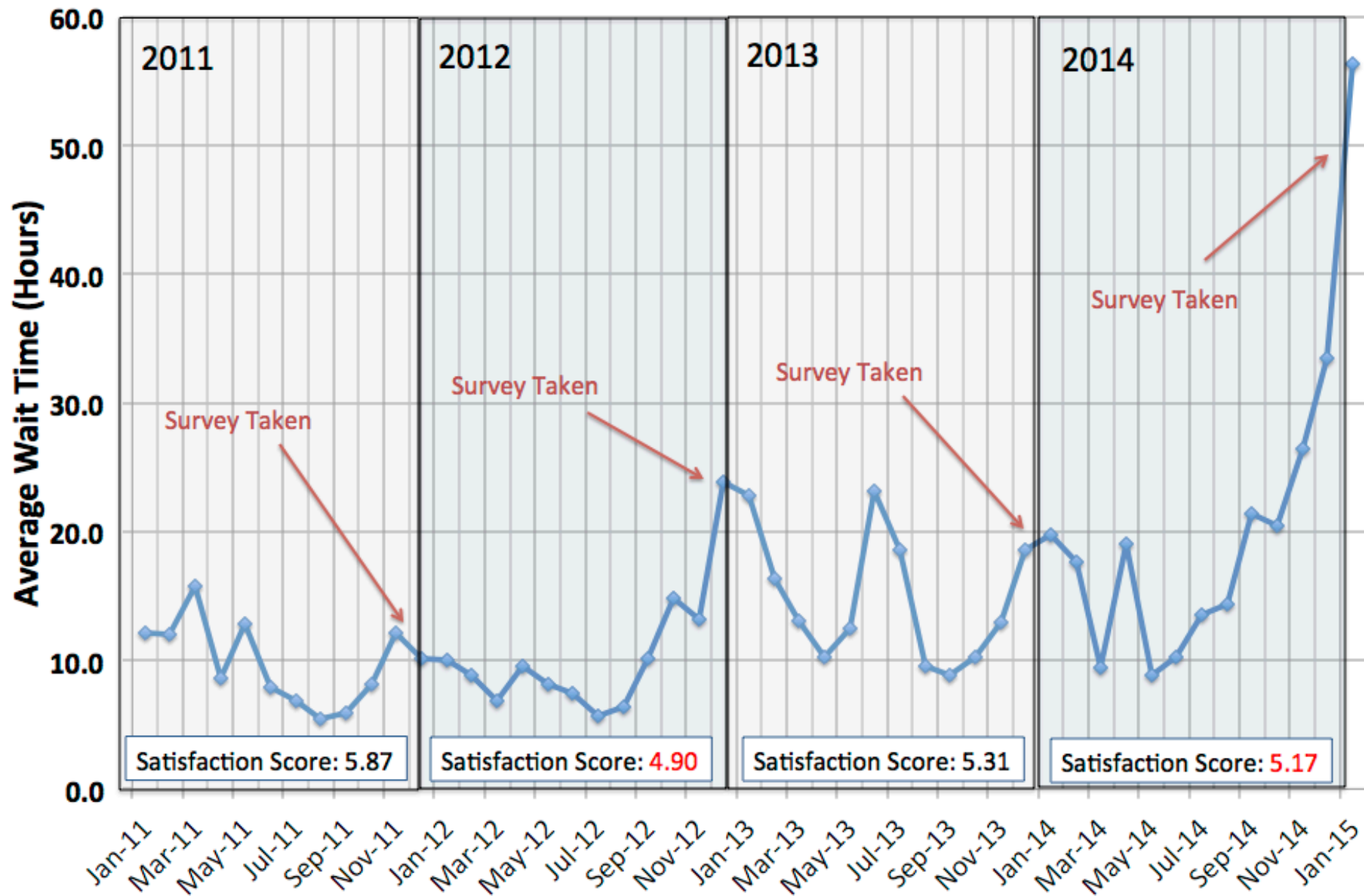


Table 1–5. Satisfaction Scores for Hopper and Edi



	2014 Average Satisfaction Rating
Hopper Batch Wait Time	5.17
Edison Batch Wait Time	4.87

Hopper Batch Wait Time (Regular Charge Class)



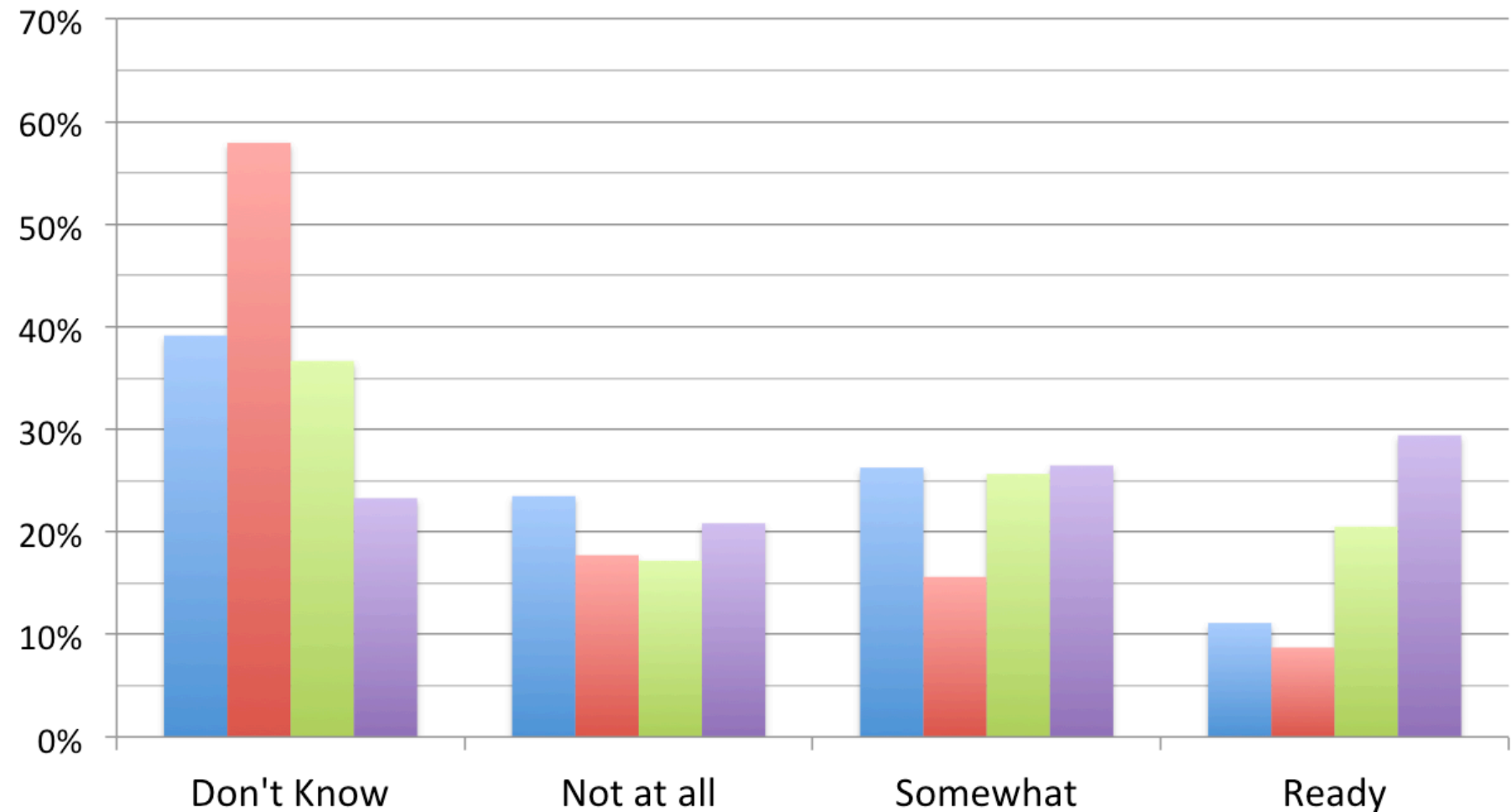
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Thank you.