

**FY13 User Survey Report
for the
SC Lattice QCD Computing Project Extension
(LQCD-ext)**

Unique Project (Investment) Identifier: 019-20-01-21-02-1032-00

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FY13 LQCD-ext User Survey Report Change Log

Version	Description	Effective Date
0.1	Initial draft version	5/2/2014
0.2	Revised draft version	5/13/2014

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1. Overview

In order to serve the USQCD user community in the best possible manner, anonymous online surveys are conducted on an annual basis by the LQCD-ext Project to quantify the level of user satisfaction with the services provided by the LQCD computing project facilities. The LQCD-ext Integrated Project Team (IPT) uses the results of these surveys to identify ways to improve and optimize services using the limited resources available to the project. Annual user surveys have been conducted by the LQCD and LQCD-ext projects since 2007, with results summarized in written reports. This report presents the results of the FY13 LQCD-ext User Survey.

2. Executive Summary

The FY13 LQCD-ext User Survey was released to the collaboration on March 24, 2014 and closed on April 10, 2014, then re-opened for additional responses April 16 – 28, 2014. The survey was designed to measure user satisfaction during the 17 month period from October 2012 through February 2014 (FY13 and part of the last year of the project, FY14). The online survey consisted of 29 questions designed to measure the level of satisfaction with the compute facilities operated and managed by the LQCD-ext project team, and with the annual resource allocation process conducted and managed by the USQCD Scientific Program Committee.

The survey was distributed to all scientific members of the USQCD collaboration, with a particular focus on obtaining input from active users who had submitted compute jobs to one of the three host facilities during the year. The FY13 survey was distributed to a total of 158 individuals; of these, responses were received from 66 individuals, a 42% response rate.

Questions related to facility operations were designed to quantify the level of satisfaction on a per-site basis. Results were then aggregated to obtain an overall score for the project. Table 1 shows the aggregate scores for the key facility measurement areas over time. In all areas, satisfaction ratings in FY13 were about the same or exceeded ratings from the previous year. In particular, the overall satisfaction rating in FY13 again exceeded the target goal of $\geq 92\%$.

Table 1. Satisfaction Ratings for Compute Facility Operations

Category	FY07	FY08	FY09	FY10	FY11	FY12	FY13
Overall Satisfaction	82%	91%	96%	81%	87%	93%	94%
System Reliability	74%	90%	84%	76%	91%	89%	96%
Ease of Access	73%	74%	77%	76%	83%	92%	91%
User Support	86%	100%	92%	88%	92%	94%	98%
User Documentation	78%	92%	81%	73%	81%	89%	90%
Responsiveness of Site Staff	89%	97%	98%	90%	90%	92%	98%
Effectiveness of Other Tools	77%	72%	83%	86%	88%	92%	97%

The overall satisfaction rating increased markedly from 83% in FY12 to 97% in FY13. Despite the small statistical sample of this survey, we believe this increase is statistically significant, and a positive reflection on service improvements and staff stability over the period of the survey. A

free-form comment (Section 5.28) suggested a need to communicate better how “fair share” policies and how the exchange rates between GPU and CPU time are determined.

Questions related to the annual allocation process operations were designed to gauge the level of satisfaction with several aspects of the allocation process, from the clarity of the Call for Proposals, through the transparency and fairness of the allocation process, to the extent to which the process maximizes scientific output. Table 2 shows the aggregate scores for the key measurement areas over time.

Table 2. Satisfaction Ratings for the Resource Allocation Process

Category	FY07	FY08	FY09	FY10	FY11	FY12	FY13
Overall Satisfaction with Allocation Process	69%	81%	84%	86%	84%	83%	97%
Clarity of the Call for Proposals	79%	91%	93%	93%	93%	94%	99%
Transparency of Allocation Process	61%	64%	79%	86%	74%	86%	93%
Fairness of Allocation Process	63%	73%	88%	86%	93%	86%	96%
Proposal Process Helps Maximize Scientific Output	70%	78%	85%	79%	88%	80%	91%

The overall satisfaction rating for the Allocation Process reached its highest level ever in FY13 at 97%, a significant increase of the past year’s rating of 83%. In fact, all ratings related to the Allocation Process and Call for Proposals increased in FY13, in particular the rating for “Proposal Process helps maximize Scientific Output”. Free-form user comments do not point to a specific cause for this satisfaction rating jump. The project’s view is that there may be two possible causes to the observed jump in the Allocation Process satisfaction ratings:

- The Scientific Program Committee is doing a better job at categorizing the proposals and communicating the breakdowns to USQCD.
- Establishment of the Scientific Advisory Board to ensure experimenters have a formal role in the allocation process may have helped ratings too.

Several free-form comments on the Call for Proposals and the Allocation Process (Sections 5.21–5.25) suggested focusing more evaluation time on topics with many good proposals, adjusting the current process to encourage pooling of effort, and considering B proposals year-round.

3. Survey Methodology

The target audience for the LQCD-ext User Survey includes members of the USQCD collaboration (e.g., Principle Investigators, faculty members, researchers, students and post-docs) who submit jobs to the LQCD Computing Facility at any of the three host sites, BNL, FNAL, and JLab; and/or whoever participates in the annual resource allocation process. Technical staff who are members of the collaboration, and who are also directly involved with operations at one of the host sites, are excluded from survey participation since they are not considered facility users. The survey was distributed to all scientific members of the USQCD collaboration, with a particular focus on obtaining input from active users who had submitted compute jobs to one of the three host facilities during the year.

The FY13 survey questions were defined by the project team in collaboration with the USQCD Executive Committee and the Scientific Program Committee. The questions were designed to measure the user satisfaction level with the compute facilities and the allocation process. Section 6 contains the FY13 survey questions. The survey contained a total of 29 questions, many of which included sub-questions specific to the host laboratories. For satisfaction rating questions, we asked users to choose a satisfaction rating from 1 to 5, with 5 being “very satisfied” and 1 being “very unsatisfied.” Rankings of 4 and 5 were used to infer satisfaction. User comments and textual input are included in this report verbatim.

The survey was executed using the SurveyMonkey online service (surveymonkey.com). General requirements for the survey are that the online survey be easily accessible by members of the collaboration for a finite length of time, and that user responses remain anonymous to those analyzing and using survey results.

Results of this survey are shared with the Integrated Project Team for further analysis and to identify areas for potential improvement and to implement corrective actions. Items with satisfaction rating less than 80% are considered issues requiring further analysis and attention.

Since the total population of users is relatively small, as is the sample size of survey respondents, outliers may affect the results of the survey significantly. A single unsatisfied customer may affect the satisfaction ranking for an area.

4. Survey Results and Analysis

4.1 Demographics

Questions under this category are designed to collect demographic data of the user community.

- a. Among the total of 66 respondents, 41 users are employed by a university or a college, the rest are mostly employed by the participating laboratories.
- b. 25 users are faculty members. Research scientists and post docs make up most of the rest.
- c. 23 users submit jobs daily. 29 users submit jobs occasionally or never.
- d. The most common submission rate by users is in the 1 to 9 jobs per week range.
- e. Among respondents, 34 users submitted jobs at FNAL, 16 users submitted jobs at JLab, and 7 users submitted jobs at BNL.

4.2 Computing Facilities Operations

Ratings associated with these questions assessed the overall user satisfaction with the LQCD facility and related satisfaction levels related to documentation, user support, system reliability, responsiveness of site support, accessibility, and tools support. Overall satisfaction rating for Compute Facility Operations in the FY13 survey is 94%, which exceeds our target rating of 92%. Detailed satisfaction ratings are in Table 3.

Table 3. User Satisfaction Ratings for Computing Facilities

FY13	Computing
Overall satisfaction	94%
Documentation	90%
User support	98%
Responsiveness	98%
Reliability	96%
Ease of access	91%
Tools support	97%

The following graph shows the overall rating score over the past seven years. There has been continued improvement in this overall rating score in recent years.

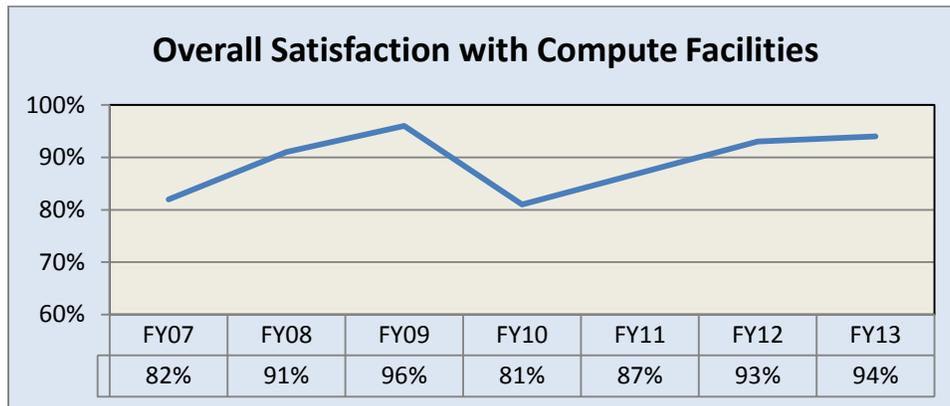


Figure 1. Overall Satisfaction Rating with LQCD Compute Facilities.

Table 4. Satisfaction Ratings for Compute Facilities by Site

FY13 Computing Facilities	All Sites	BNL	FNAL	JLab
Overall satisfaction	94%	85%	96%	95%
Documentation	90%	64%	91%	95%
User support	98%	96%	98%	99%
Responsiveness	98%	97%	98%	99%
Reliability	96%	97%	97%	94%
Ease of access	91%	97%	94%	84%
Tools support	97%	96%	98%	95%

Table 5 presents the satisfaction ratings overall and broken down by site. The shaded regions mark either low outlying values in this year’s survey (yellow, red) or values showing significant improvement since last year’s survey (green).

BNL: Only seven responses were received on the BNL computing facilities questions, making their interpretation somewhat uncertain. The satisfaction rating for Documentation is very low, which may be due to a lack of documentation on the BG/Q.

FNAL: FNAL received very high marks in a number of areas related to user satisfaction, user support, responsiveness, and system reliability. In all categories, FNAL received satisfaction ratings of about 92% or better. FNAL increased the availability of support staff with expertise in file transfer and mass storage issues. Both areas have grown in importance to USQCD as workflows have evolved. This may have impacted the ratings for "Tools support" and "Ease of access". It is worth noting that FNAL in this time period operated a set of mid-life clusters, and that the stability of this hardware could explain in part the high satisfaction rating.

JLab: JLab’s overall satisfaction rating of 95% in FY13 is substantially higher than the FY12 rating of 76%. JLab received greatly improved ratings in user support, responsiveness, and reliability after having addressed the staffing issues that reduced their ratings in FY12.

Several questions were posed to determine the usage and efficacy of the helpdesk and support at each site. This year, 95% of users knew how to ask for help. Users were asked to consider the last problem report they submitted, when responding to the helpdesk questions:

- a. The most recent help needed by user was at FNAL (55%), JLab (22%), and BNL (2%).
- b. 36 of 37 (97%) respondents received an initial response to their help request within 1 working day.
- c. 76% of problems were solved using the initial response.
- d. 71% of problems were resolved within one day and about 100% of the problems were solved within 3 days.

4.3 Allocation Process

Questions associated with the allocation process are designed to assess different aspects of the resource allocation process. The questions address the Allocation Process itself, clarity of Call for Proposals (CFP), allocation transparency and fairness, and the goal of maximizing the scientific output through the Allocation Process. Detailed satisfaction ratings by topic are given below.

Table 4. User Satisfaction Ratings for the Allocation Process

FY13	Process
Allocation process	97%
CFP clarity	99%
Allocation transparency	93%
Allocation fairness	96%
Maximizing scientific output	91%

The overall satisfaction rating for the allocation process was substantially higher this year and reached its highest rating ever at 97%, as shown in Table 4 and the following chart.

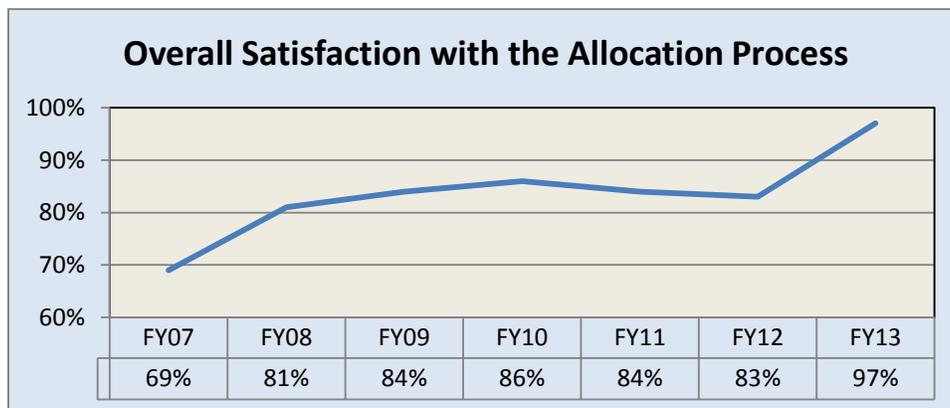


Figure 2. Overall User Satisfaction with the Allocation Process

Areas that showed a downtick in FY12 recovered in FY13. Satisfaction with the apparent fairness of the allocation process increased to its highest rating, 96%, as shown in Figure 3.

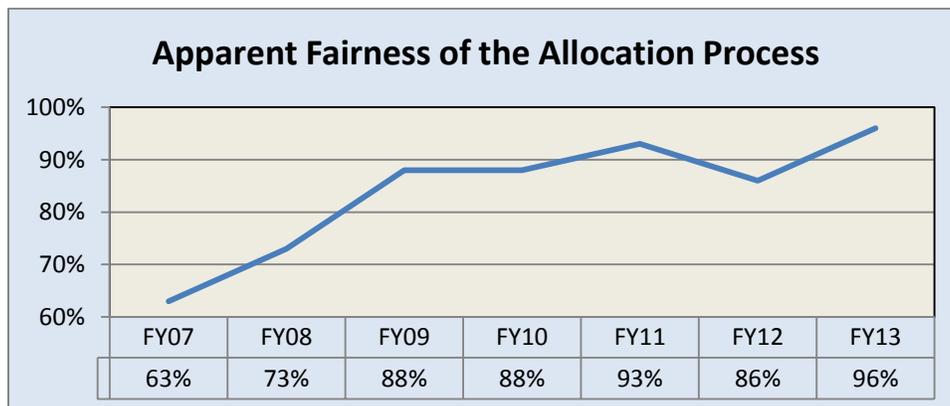


Figure 3. Apparent Fairness of the Allocation Process

Also, the satisfaction rating for the statement that “the Allocation Process maximizes the Scientific Output” increased in FY13 to 91%, its highest rating, as shown in Figure 4.

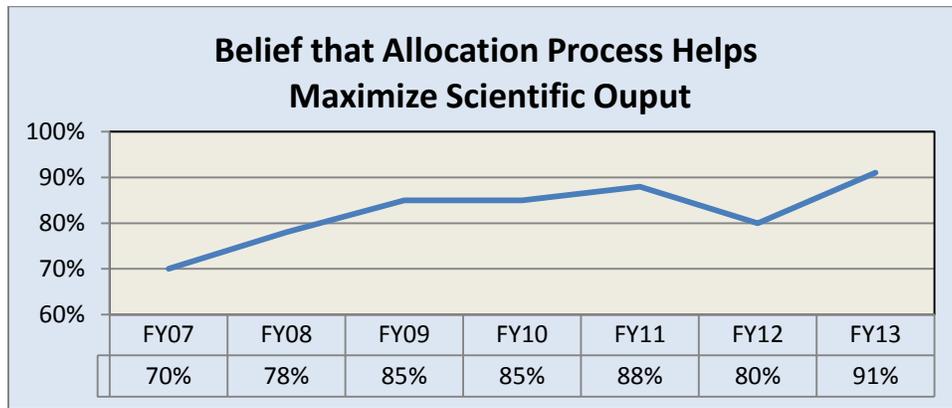


Figure 4. Allocation Process Maximizes Scientific Output

The Transparency rating shown below also reached an all-time high of 93% in FY13. Free-form user comments do not point to a specific cause for this satisfaction rating jump. The project’s view is that there may be two possible causes to the observed jump in the Allocation Process satisfaction ratings:

- The Scientific Program Committee is doing a better job at categorizing the proposals and communicating the breakdowns to USQCD.
- Establishment of the Scientific Advisory Board to ensure experimenters have a formal role in the allocation process may have helped ratings too.

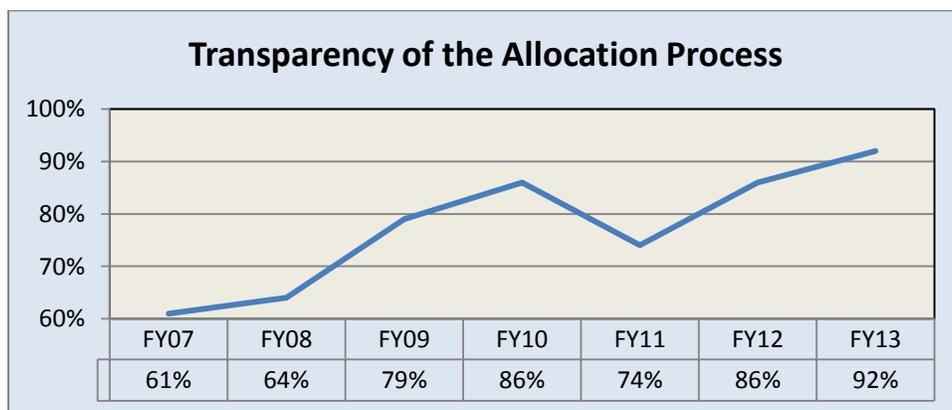
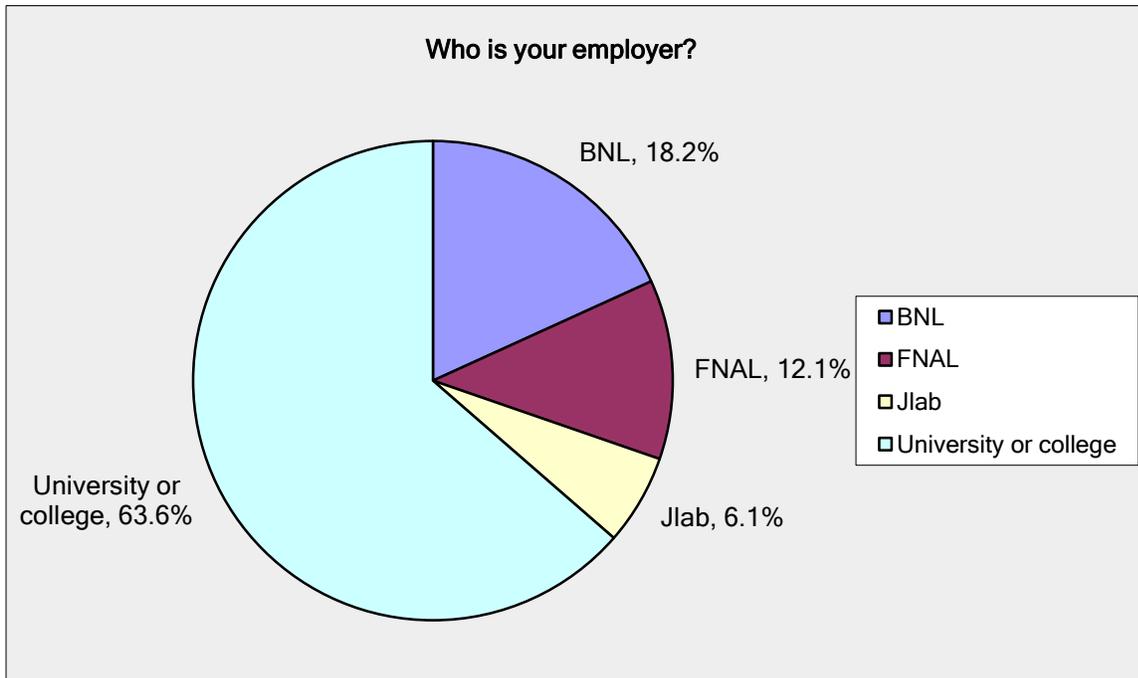


Figure 5. Transparency of the Allocation Process

5. Detailed Results

This section contains the data collected through the survey. For those survey questions that allowed user to enter free-form comments, we have included the user comments verbatim. These comments are extremely useful in providing additional insight into areas in which we are performing well and into potential areas for improvement.

5.1. Respondent Affiliations

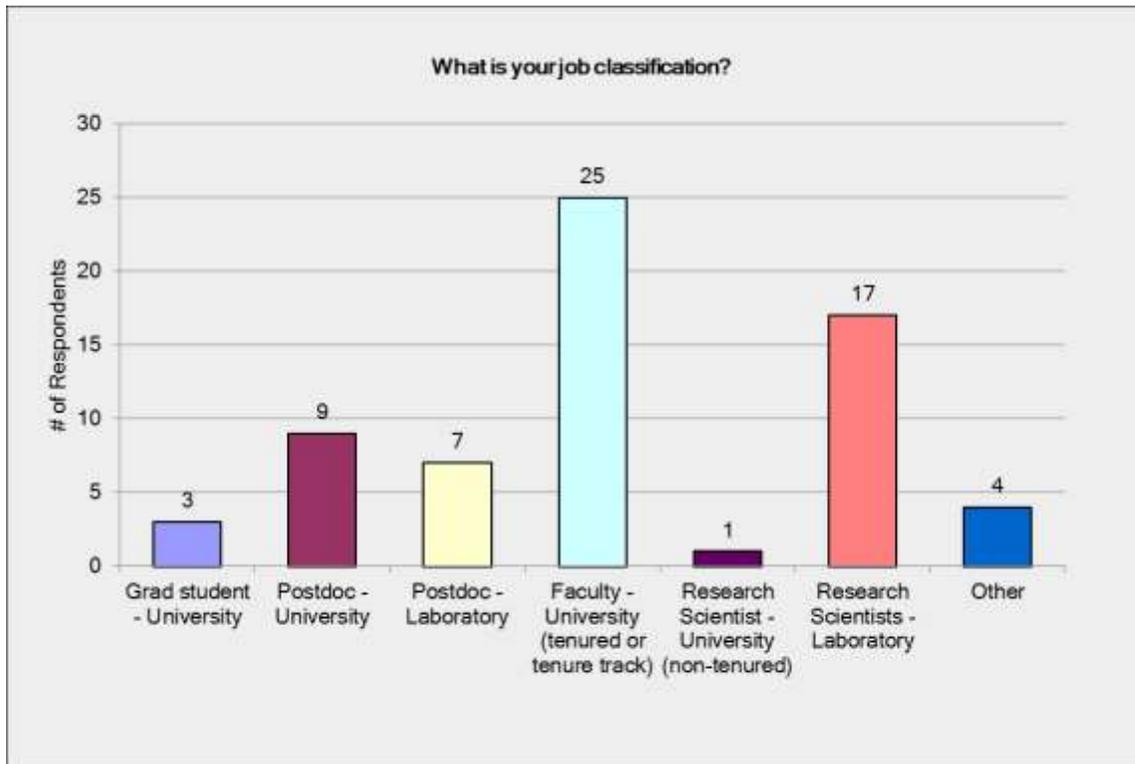


Employed by	Count
BNL	12
FNAL	8
JLab	4
University or college	42
<i>Answered Question</i>	66
<i>Skipped Question</i>	0

Survey Methodology Note:

- A user pointed out that the survey lacks a clear choice for this question for users employed by laboratories other than the facility host laboratories. We will correct this oversight in the FY14 survey.

5.2. Respondent Job Classifications



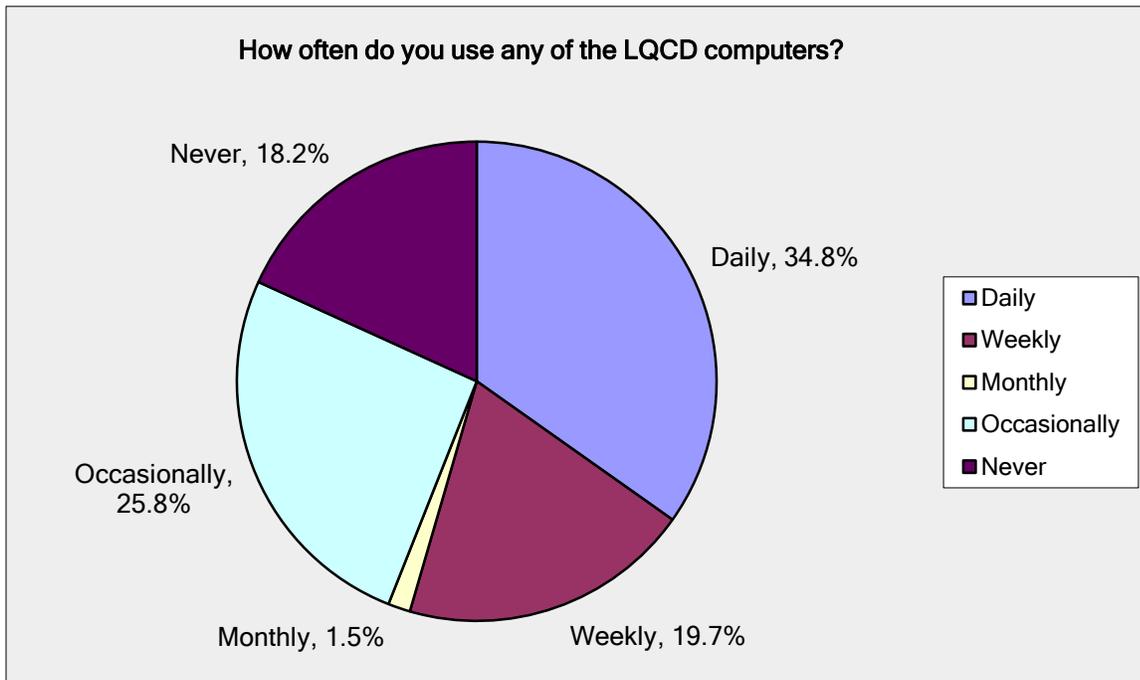
User Comments – Other Job Classifications:

- Adjunct Associate Professor
- Adjunct Professor

Survey Methodology Note:

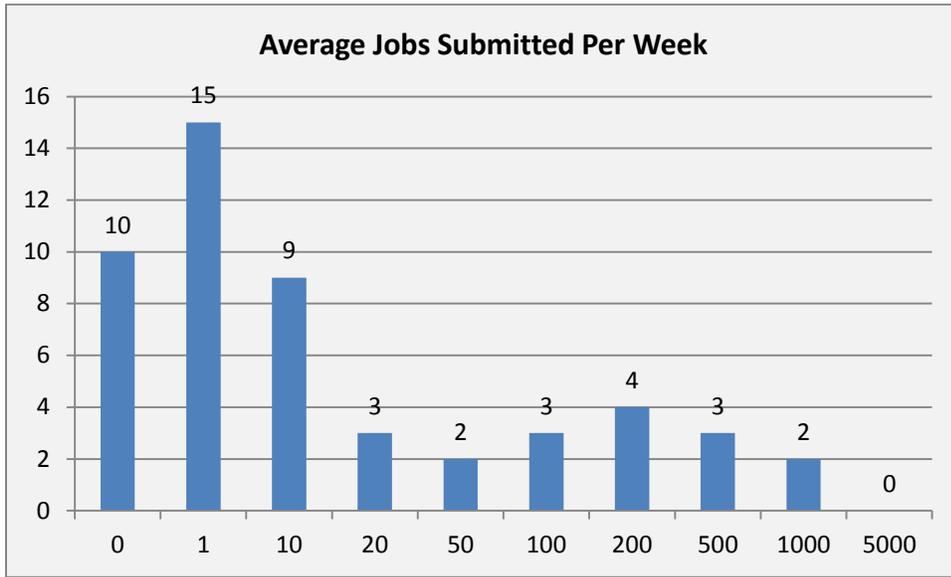
- Remove “tenured” qualifiers for Faculty and Research Scientist...

5.3. Frequency of LQCD Computer Usage



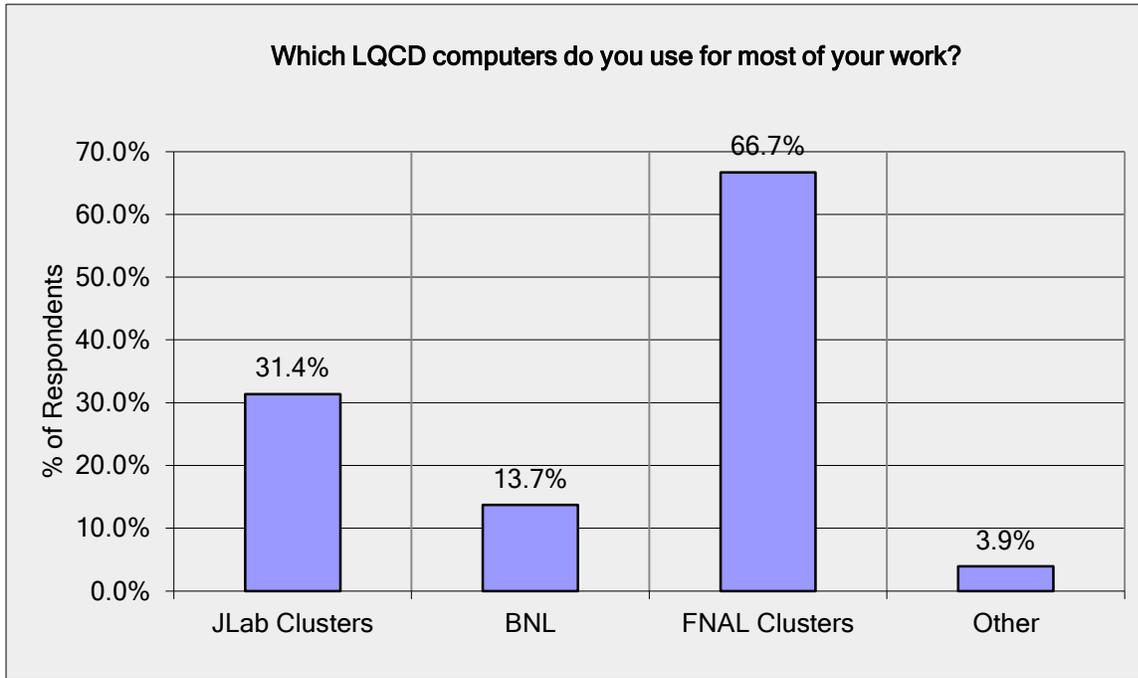
Usage	Freq.
Daily	23
Weekly	13
Monthly	1
Occasionally	17
Never	12
<i>Answered Question</i>	66
<i>Skipped Question</i>	0

5.4. Average Job Submission Rate



Avg. Jobs (<=)	Freq.
0	10
1	15
10	9
20	3
50	2
100	3
200	4
500	3
1000	2
5000	0
<i>Answered Question</i>	51
<i>Skipped Question</i>	15

5.5. Facility Usage

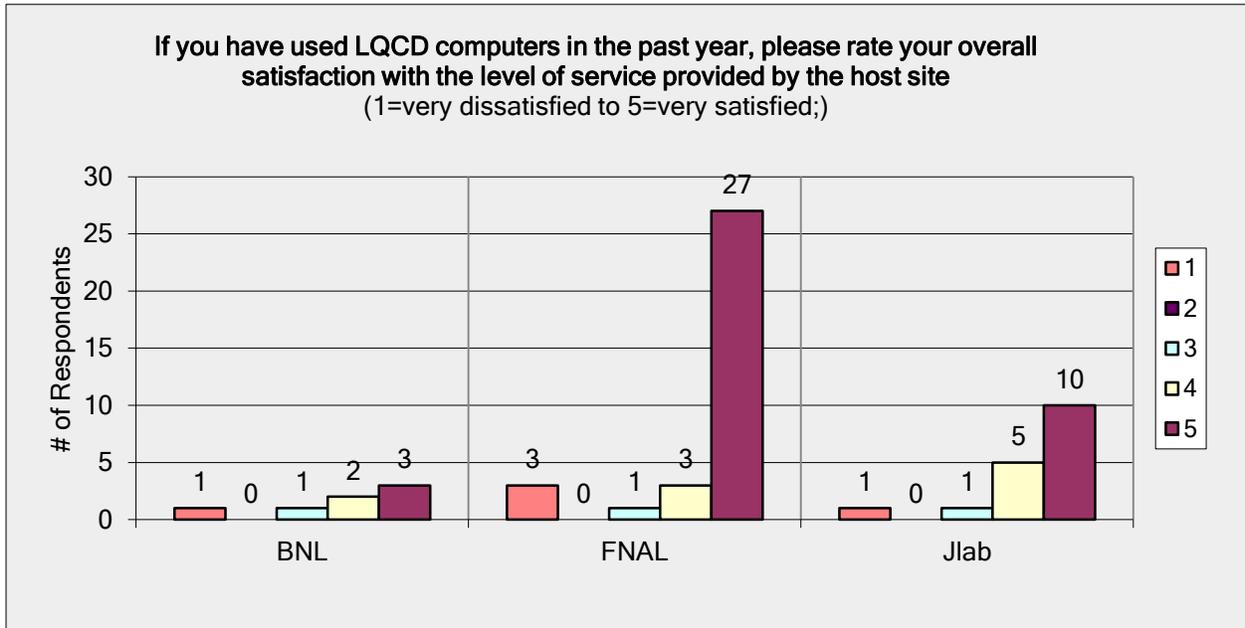


Facility	Users
Jlab Clusters	16
BNL	7
FNAL Clusters	34
Other	2
<i>Answered Question</i>	51
<i>Skipped Question</i>	15

User comments – Other LQCD Computers:

- MIRA at Argonne
- Last 10 months the FNAL cluster is only in occasional opportunistic mode

5.6. Overall User Satisfaction

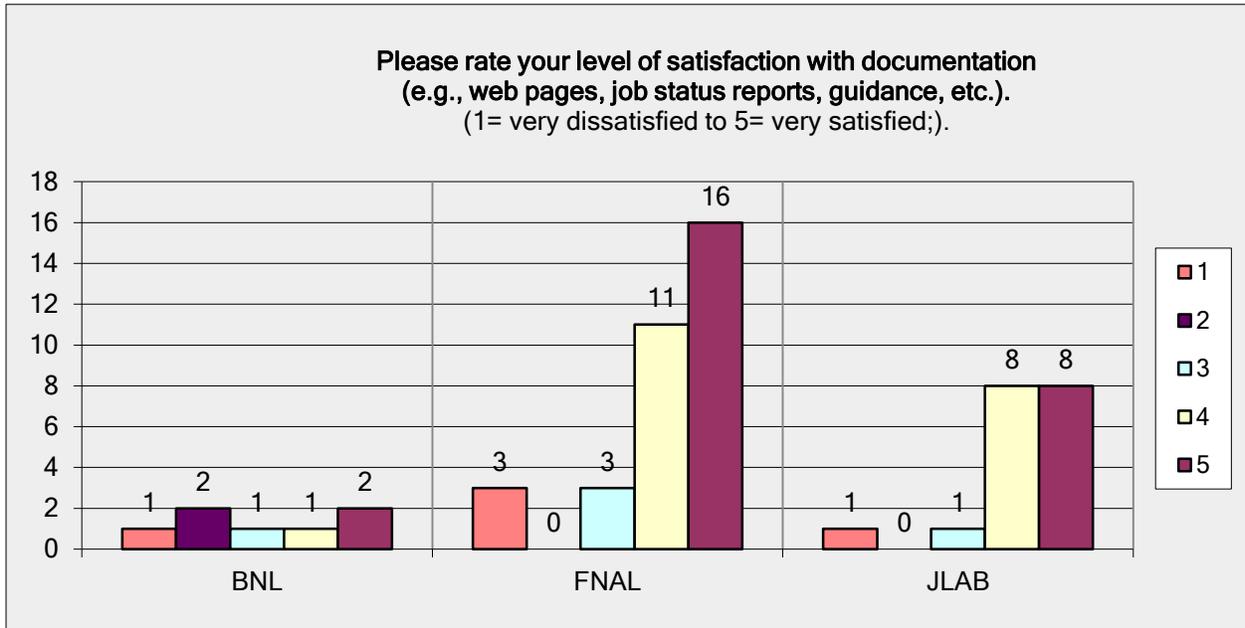


Overall User Satisfaction	Users
<i>Answered Question</i>	49
<i>Skipped Question</i>	17

User Comments:

- I only use tape at JLab. The /cache system is a little clunky. I was sad to find that qcdgw was crippled.
- I took a hiatus from managing machines this last year.
- Running 128 node jobs on Ds is troublesome but support is great!
- disc storage limitations is my only gripe and the reason this grade is not a 5.
- My usage pattern is unusual in that I am doing production running elsewhere but using the FNAL system for archival purposes. Other collaboration members will do the production running at FNAL.
- Don, Amitoj are very helpful and very quick to respond

5.7. Documentation

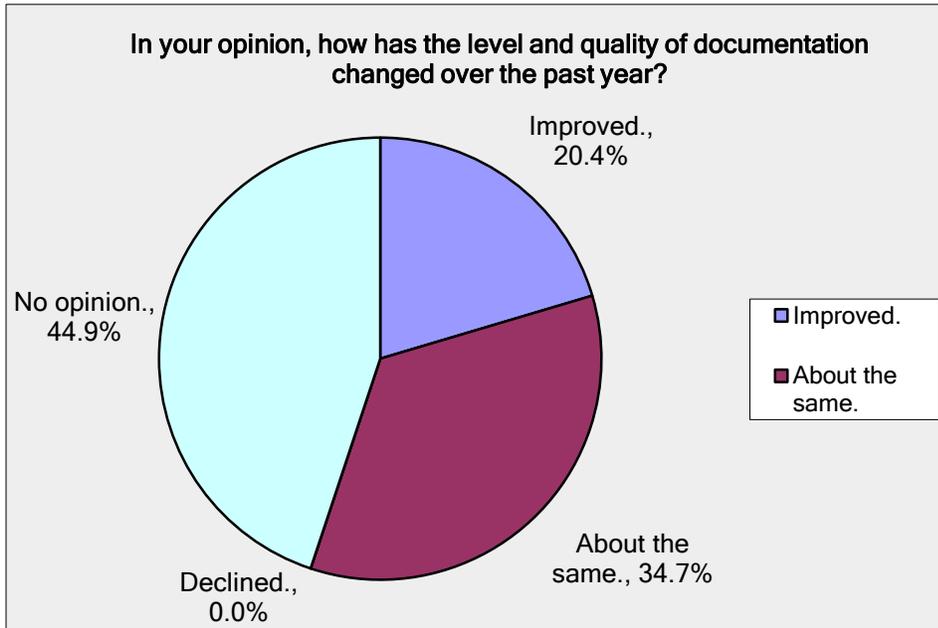


Documentation	Users
<i>Answered Question</i>	49
<i>Skipped Question</i>	17

User Comments:

- I'm not confident the Web pages are up to date. The only resource I recall consulting recently is /etc/motd
- I was able to answer a lot of my questions by consulting the documentation. Since I am a faculty member, I have to do a lot of the research at night and it is nice to be able to get answers then.
- job submission could be improved

5.8. Documentation Improvement over Past Year

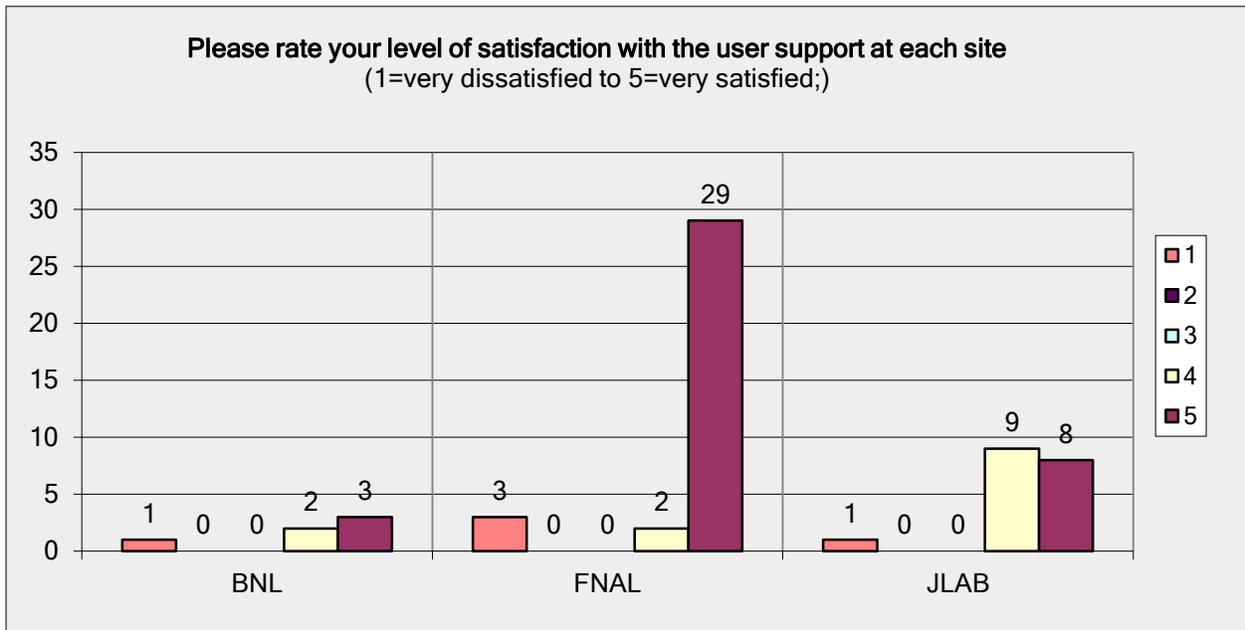


Documentation Improvement	Users
Improved	10
About the same	17
Declined	0
No Opinion	22
<i>Answered Question</i>	49
<i>Skipped Question</i>	17

User Comments:

- I've not looked at it recently!
- Documentation has definitely improved, though sometimes the appropriate links lag.
- The documentation itself seems to be about the same (I looked at the FNAL FAQ just now; it still has stuff about kaon, nothing about Bc)...
- I don't use the documentation regularly, so am not very aware of changes.

5.9. User Support

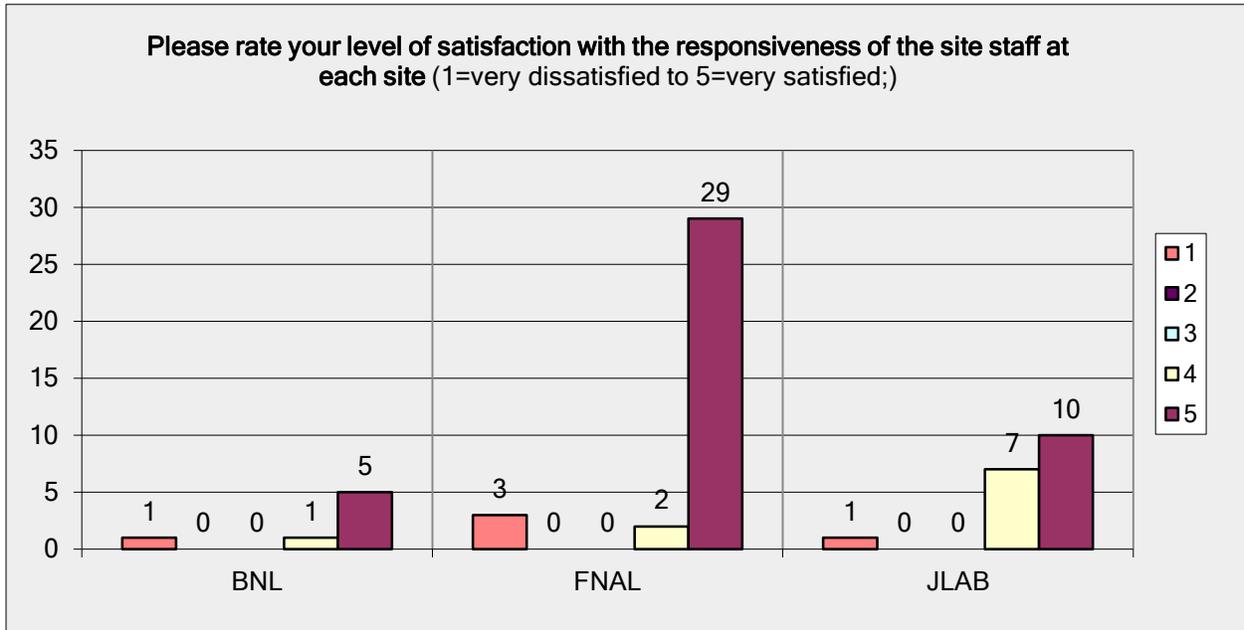


User Support	Users
<i>Answered Question</i>	49
<i>Skipped Question</i>	17

User Comments:

- I've needed assistance with passwords on several occasions (perhaps too many), and getting a reset has always been quick and pleasant.
- I've always been happy with this.
- FNAL staff usually respond on weekends which is fantastic.
- I continue to be very impressed with how responsive people are at Fermilab. I know this from my own experience and that of others.
- See above.

5.10. Responsiveness

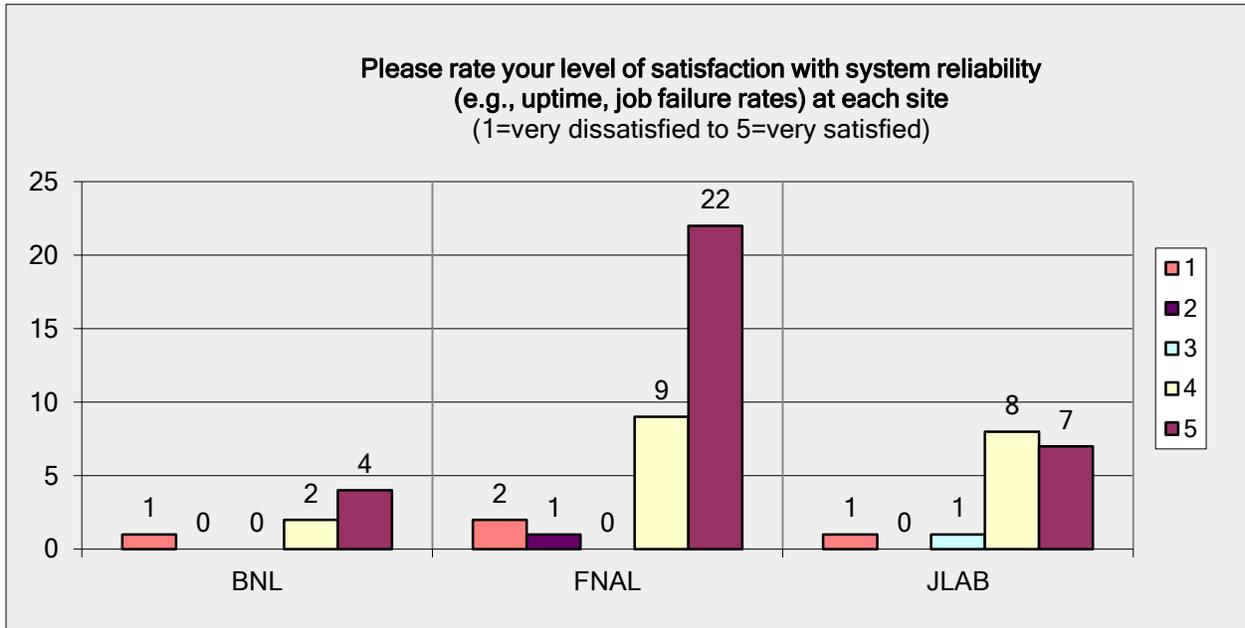


Reliability	Users
<i>Answered Question</i>	49
<i>Skipped Question</i>	17

User Comments:

- The responsiveness and competence of the staff is a great justification for maintaining dedicated LQCD hardware.
- Very responsive, and helpful.

5.11. Reliability

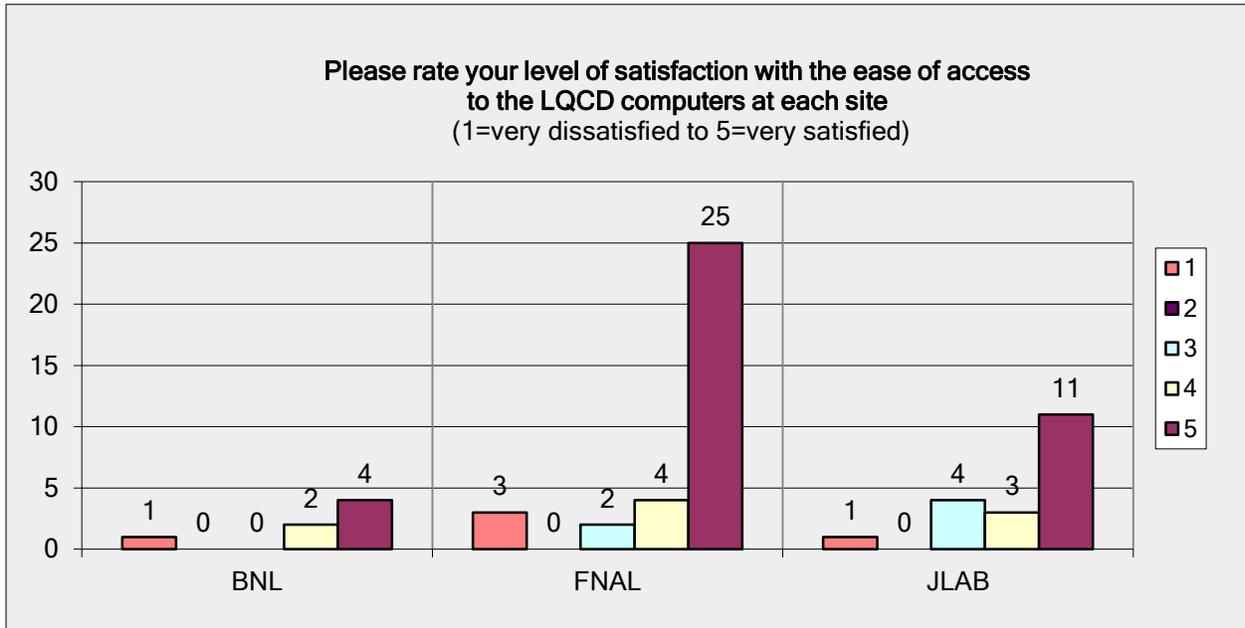


Responsiveness	Users
Answered Question	49
Skipped Question	17

Comments:

- I've been doing analysis on the head nodes only, lately. They've been fine.
- Last time I used JLab, I had frustration with job failures, which were not resolved to my satisfaction. The problem seemed very confusing to all involved. The short summary: jobs in the main jlab clusters with many nodes (16-32, for 128-256 cores) had abnormally high job failure rates (20-25%). I was an early user on the 12s machine before it was released to everyone. During that time, the 12s machine behave remarkably well. I had $\leq 1\%$ job failure rate. When 12s was added to the main usage queue, I had the same frustrating experience with high job failures.
- Smaller jobs typically run very well with few hardware failures; the big jobs provide more trouble. 128 nodes may be pushing the limit on Ds. Maybe having more memory per node on future systems would be advantageous in order to use fewer nodes and/or avoid swapping.

5.12. Ease of Access

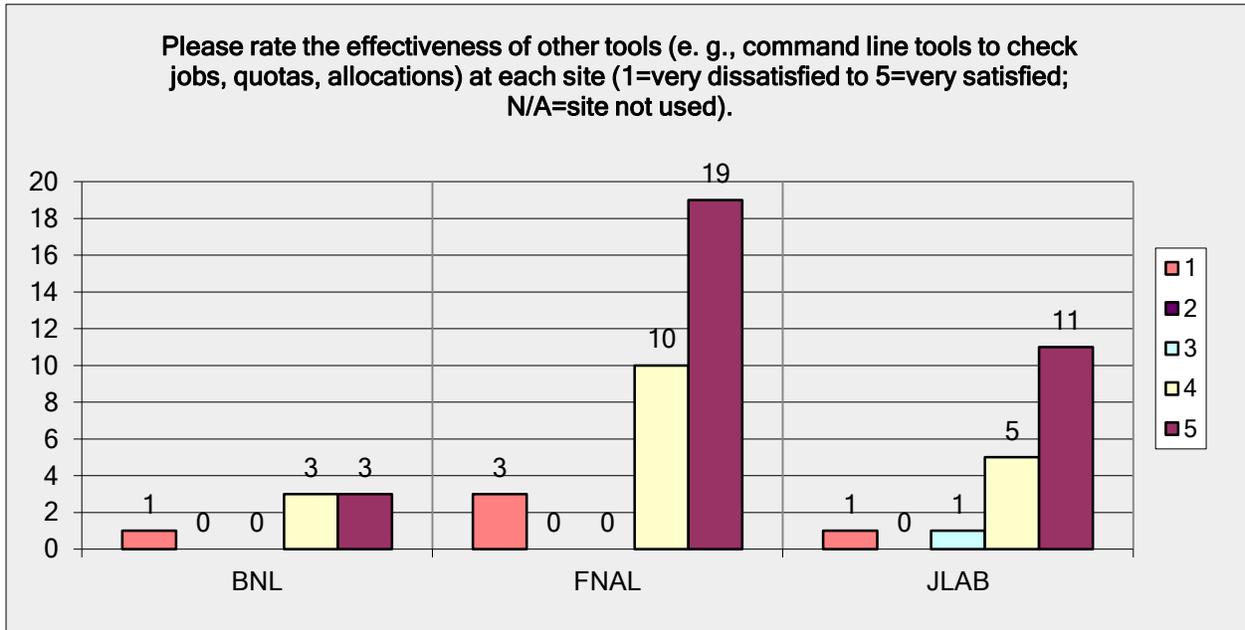


Ease of Access	Users
<i>Answered Question</i>	49
<i>Skipped Question</i>	17

Comments:

- I have an easier time logging into machines at Livermore which are one step removed from classified (restricted zone) and transferring files to/from there than I do for jlab. I understand these issues go up through jlab main IT, and the HPC support works with what they are given. But it can be very frustrating connecting jlab to the outside world. The Globus Online works great for other ends with also have this software.
- At this point I'm used to bouncing around through certain servers where Kerberos is set up, but I can't say it's ideal.
- Kerberos works fine. The other sites have been harder to use in the past and so I avoid them.
- After the initial hassle of learning kerberos (years ago), the access to the site is painless.

5.13. Effectiveness of Other Tools

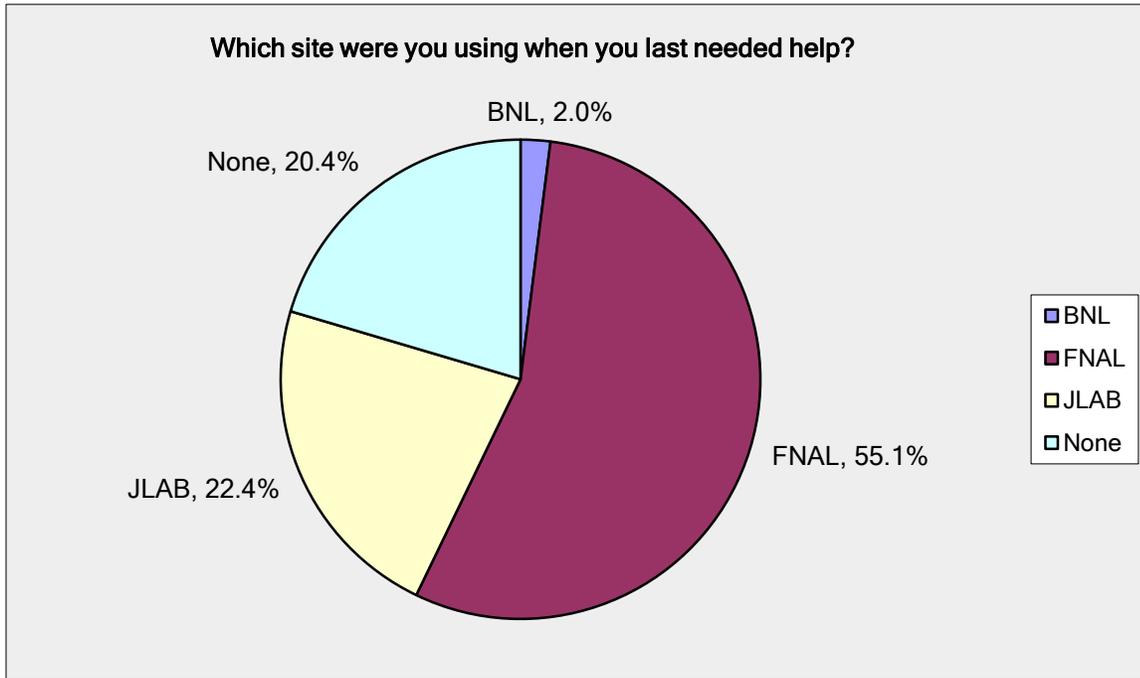


Other Tools	Users
<i>Answered Question</i>	49
<i>Skipped Question</i>	17

Comments:

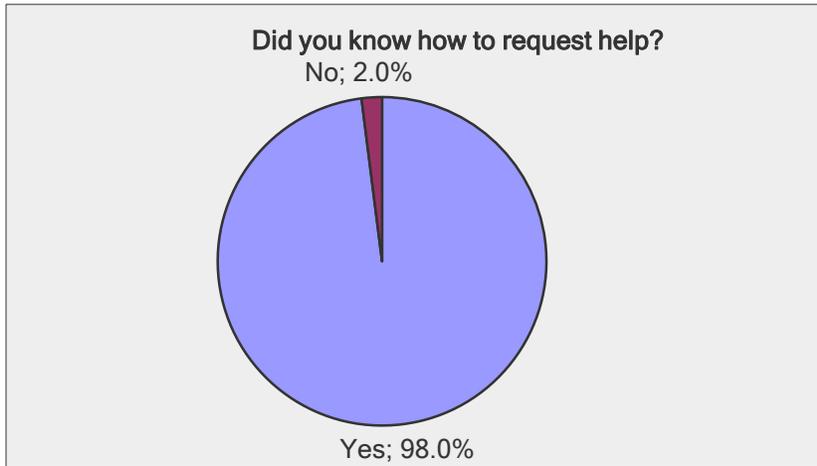
- It would be nice to have checkjob on Bc, but I don't rely on it
- Easy to see time spent, etc.

5.14. Site Used when Help Last Needed



Help asked	Count
BNL	1
FNAL	27
JLab	11
None	10
<i>Answered Question</i>	49
<i>Skipped Question</i>	17

5.15. Requesting Help

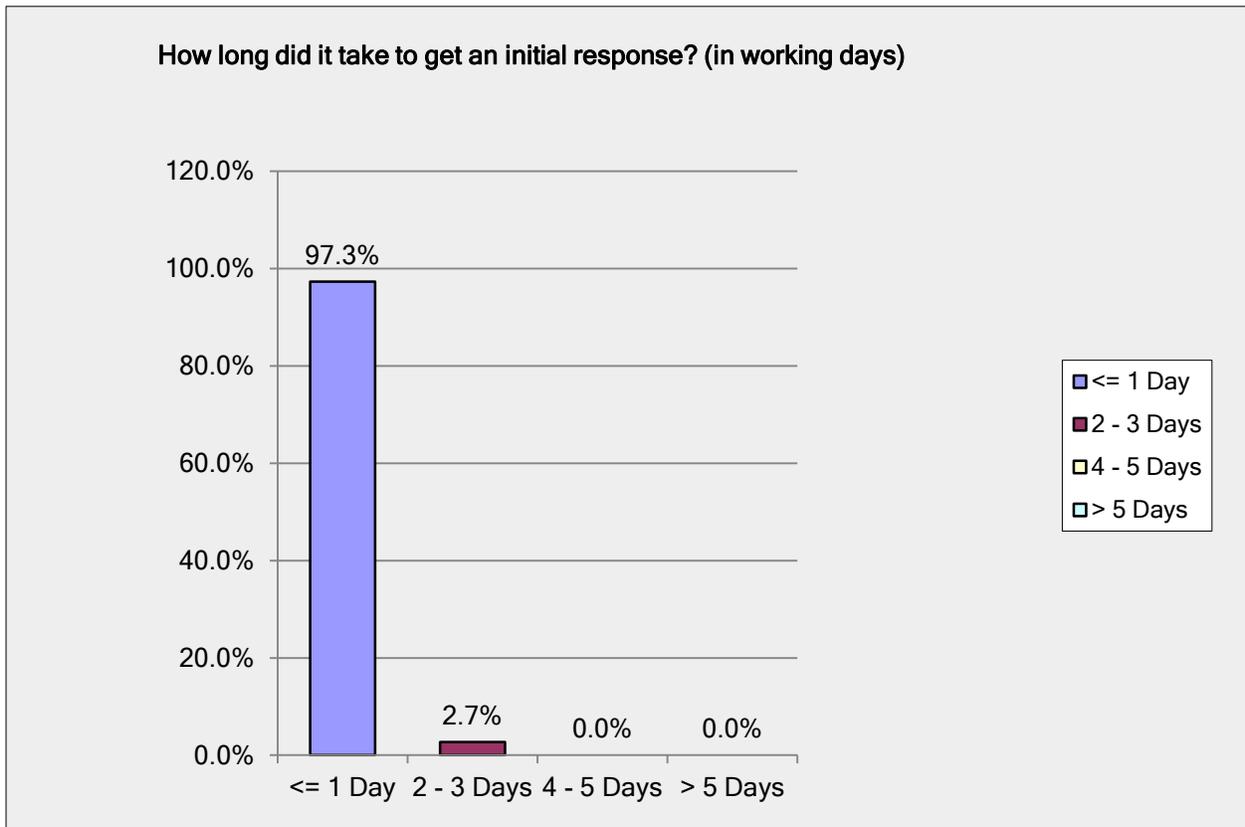


Knows	Count
Yes	37
No	2
<i>Answered Question</i>	39
<i>Skipped Question</i>	27

User Comments:

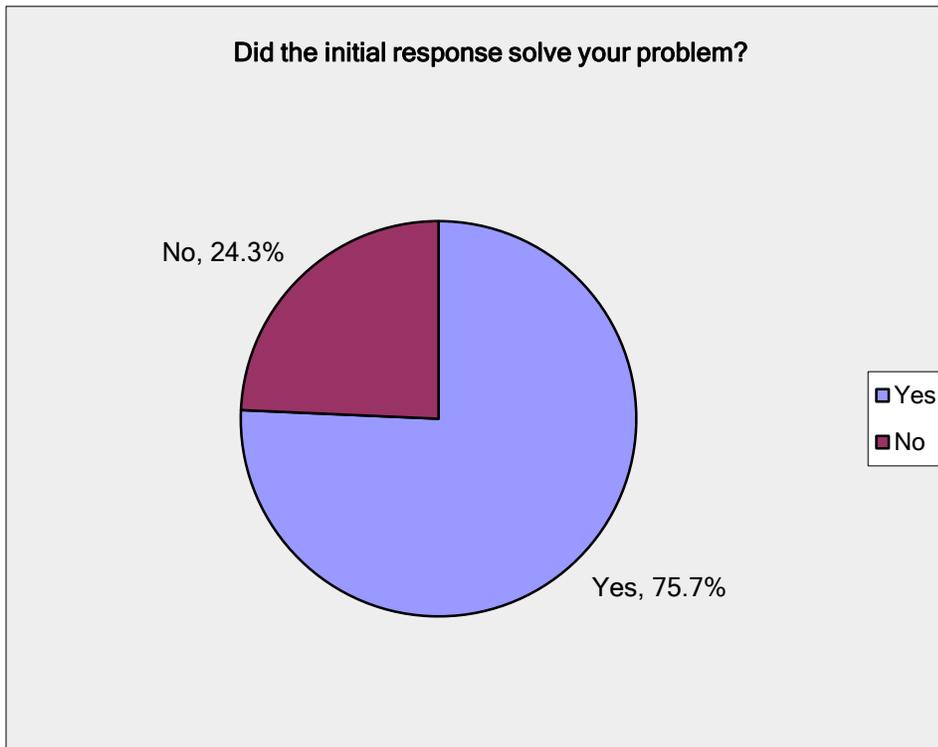
- Support and knowledge of Don, Amitoj, Wujun, Alex, et al. is always great and very helpful!

5.16. Initial Response Time



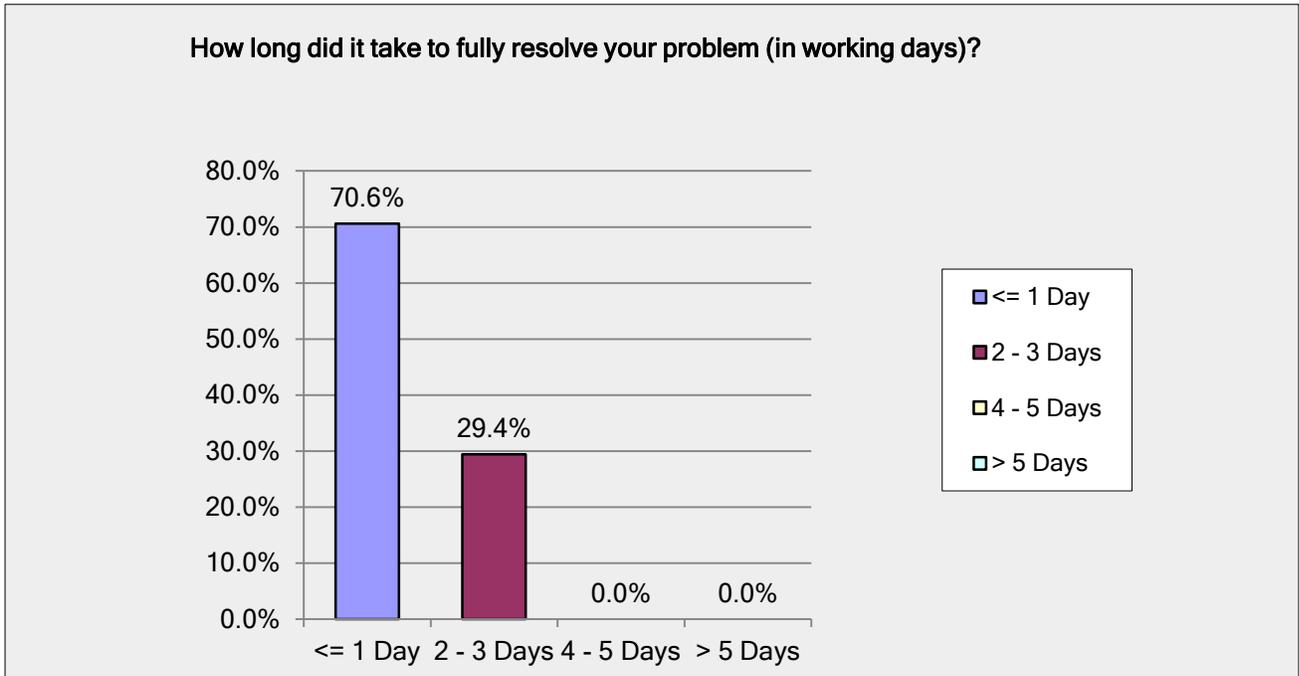
Days	Freq.
<= 1 day	36
2-3 days	1
4-5 days	0
>5 days	0
<i>Answered Question</i>	37
<i>Skipped Question</i>	29

5.17. Closing Tickets on Initial Response



Closed?	Count
Yes	28
No	9
<i>Answered Question</i>	37
<i>Skipped Question</i>	29

5.18. Time Needed to Resolve a Ticket



Days	Freq.
<= 1 day	24
2-3 days	10
4-5 days	0
>5 days	0
<i>Answered Question</i>	34
<i>Skipped Question</i>	32

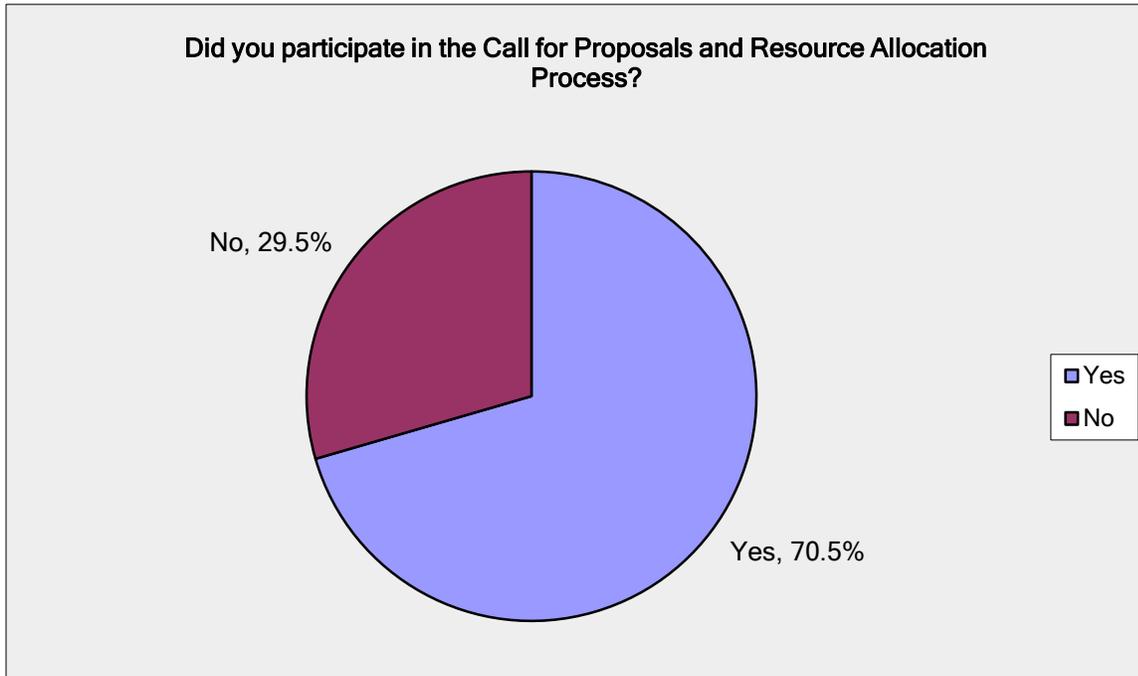
5.19. Feedback on Helpdesk

Helpdesk feedback	Users
<i>Answered Question</i>	8
<i>Skipped Question</i>	58

User Comments:

- Good work.
- I am very pleased with the helpdesk's efficiency, speed, and kindness.
- "I haven't used the machine for ~ 1 year, so don't have working memory of my last help request.
- I generally have high regard for the JLab help - no complaints with the people at all - they are all very helpful and nice and fast."
- "There is no obvious path from the JLab home page to user services on the LQCD computers.
- The JLab tape silo system is awkward to use."
- Helpdesk response at Fermilab is great. In the case considered above, the initial response was just notification that they were working on my request, which was resolved a while later. I appreciated being kept in the loop, so at least in this case, receiving an initial response even before the full resolution was a positive step.
- lqcd-admin is an incredible resource during periods of intensive cluster use at FNAL
- This is really a comment on 16-18. Honestly, there were a few problems combined and some of them are still being worked on. However, resolving the problems did not have a significant effect on my progress.
- No.

5.20. Participation in the Call for Proposals and Resource Allocation Process

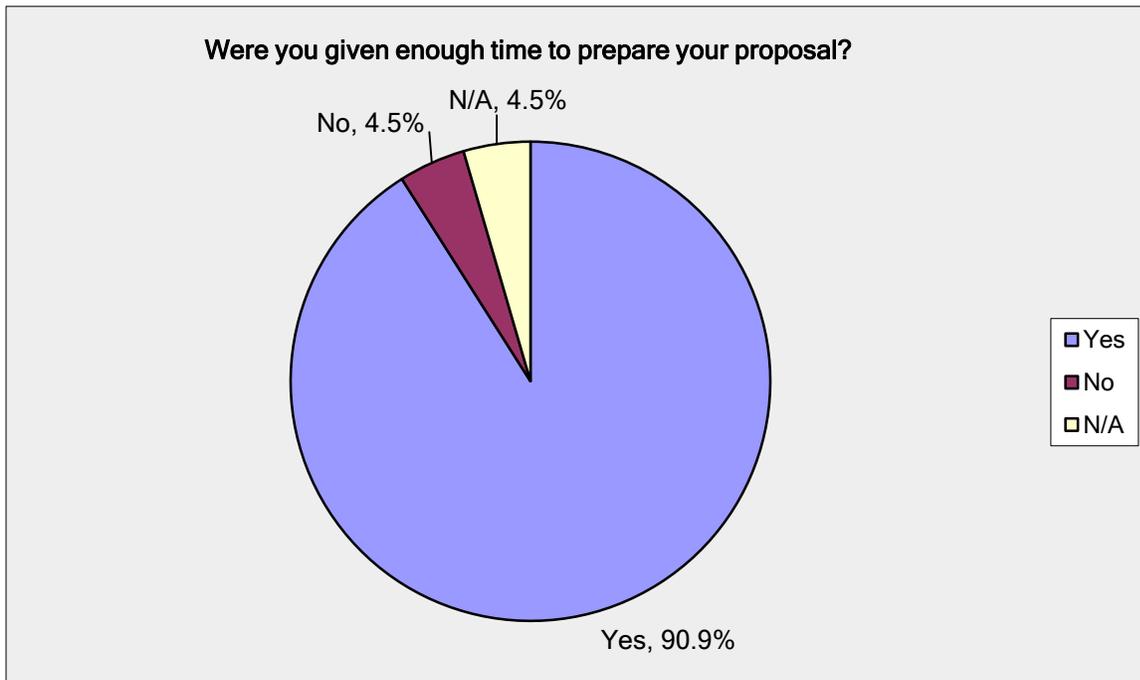


Time to prepare CFP	Users
Yes	43
No	18
<i>Answered Question</i>	61
<i>Skipped Question</i>	5

User Comments:

- I didn't write proposals but provided input (benchmarks etc), so I am not a PI, but I have participated at the level of discussions etc

5.21. Sufficient Time to Prepare Proposal

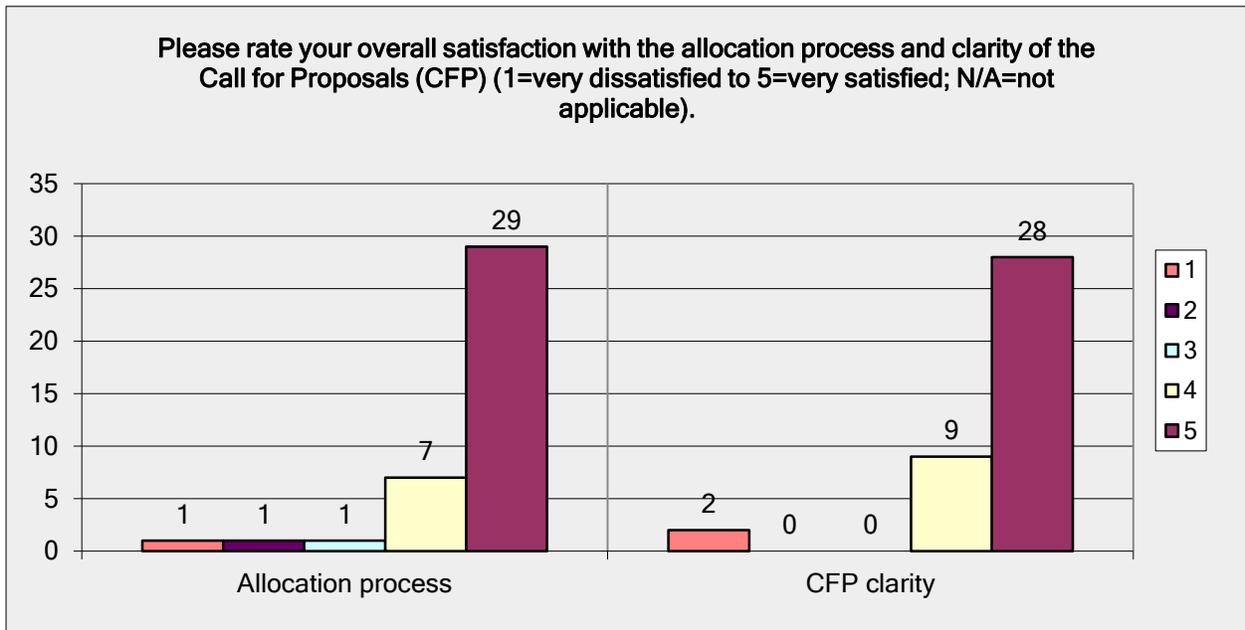


Time to prepare CFP	Users
Yes	40
No	2
N/A	2
<i>Answered Question</i>	44
<i>Skipped Question</i>	22

User Comments:

- Barely enough time. An extra week of notice would have been helpful.
- I knew it was coming -- an advantage of a regular process
- Not really, but that's life! Not USQCD's fault.

5.22. Overall Satisfaction with the Allocation Process and Clarity of CFP

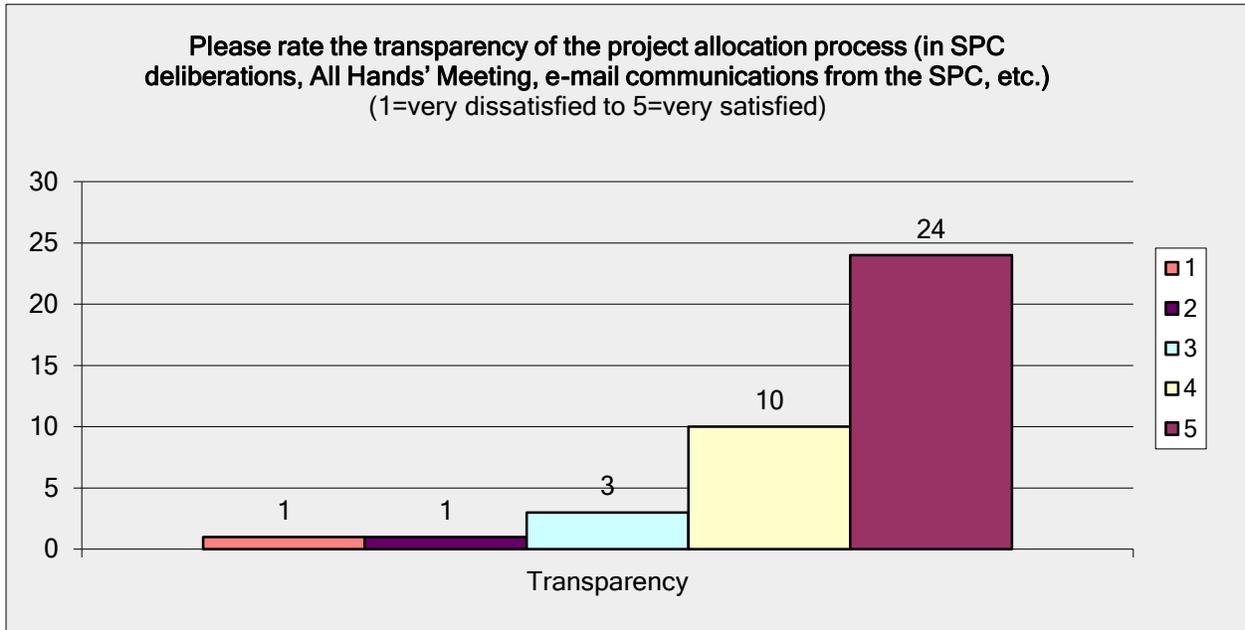


Allocation, CFP Clarity	Users
<i>Answered Question</i>	41
<i>Skipped Question</i>	25

User Comments:

- Call for proposals perhaps too detailed
- It is getting long. Maybe it is time to tighten it up.
- can we ever be fully satisfied when there is not enough time for all we would like to do?

5.23. Transparency of the Allocation Process

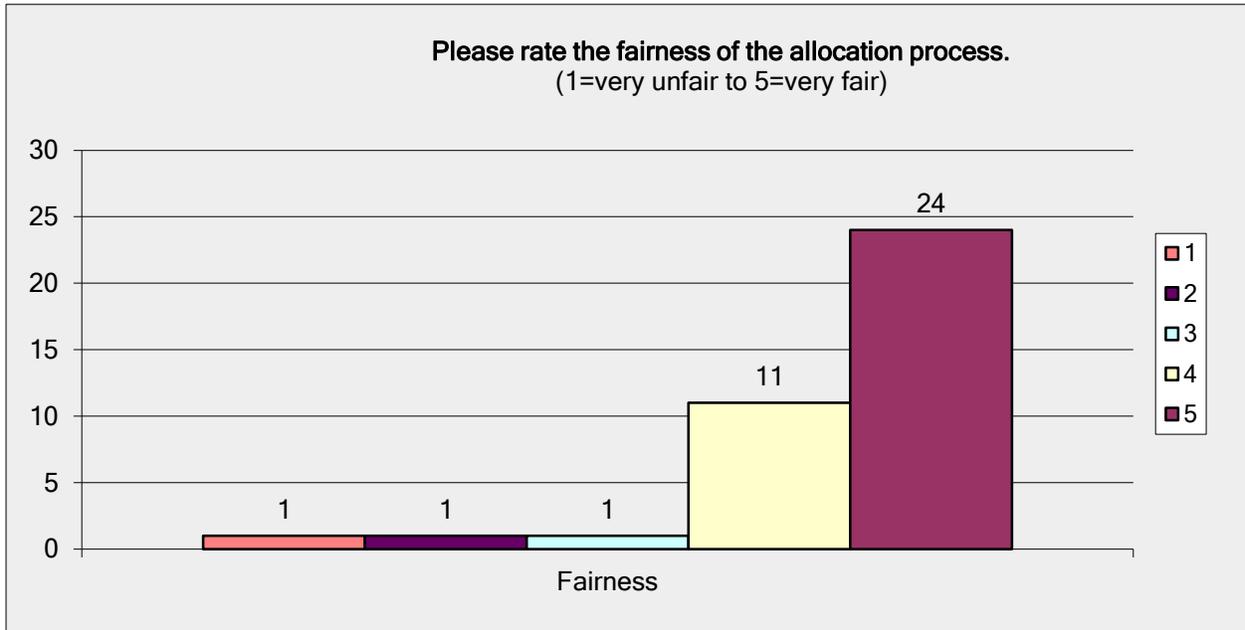


Transparency of Alloc. Process	Users
<i>Answered Question</i>	41
<i>Skipped Question</i>	25

User Comments:

- The call announces allocations for all USQCD topics. How is the time divided between HEP, Nuclear, Thermo, BSM? I understand there should be some flexibility for the SPC to allocate more time if one topic has in particular interesting proposals. Maybe one can however name a range or let the four topics not up to 100% such that there is some discretionary allocation?

5.24. Fairness of the Allocation Process

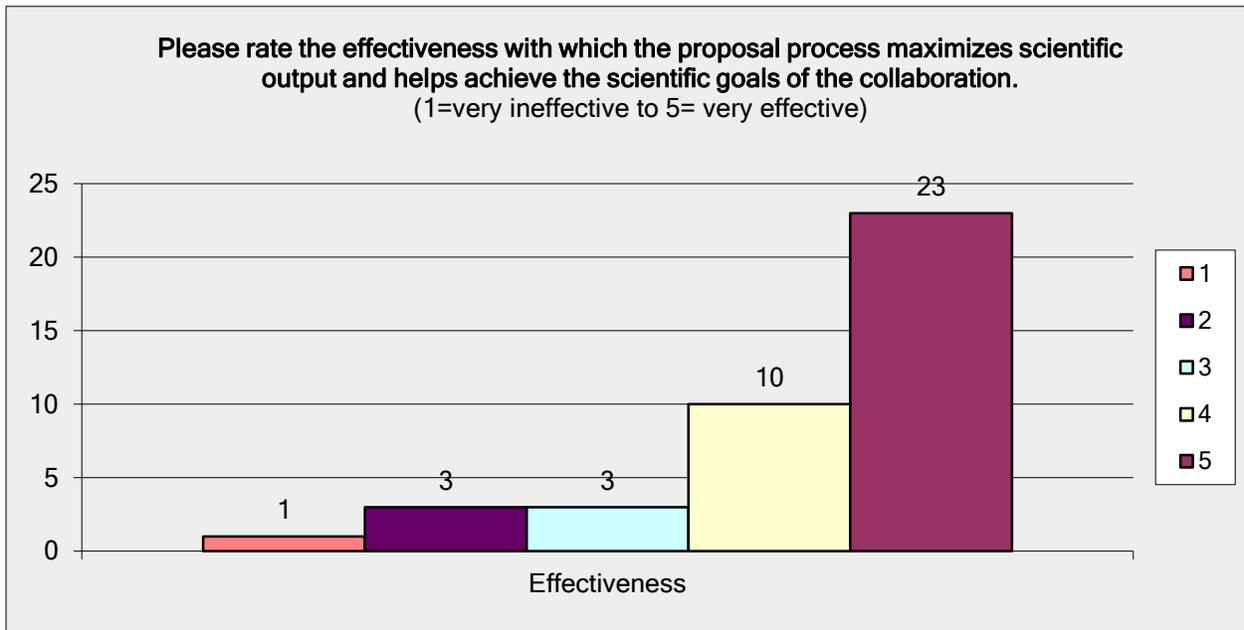


Fairness of Alloc. Process	Users
<i>Answered Question</i>	41
<i>Skipped Question</i>	25

User Comments:

- While it is somewhat understandable SPC has to go through a lot of proposals in a short amount of time, some of the questions on proposals suggested SPC did not spend enough time to fully understand the proposal.

5.25. Effectiveness of the Allocation Process in Maximizing Scientific Output

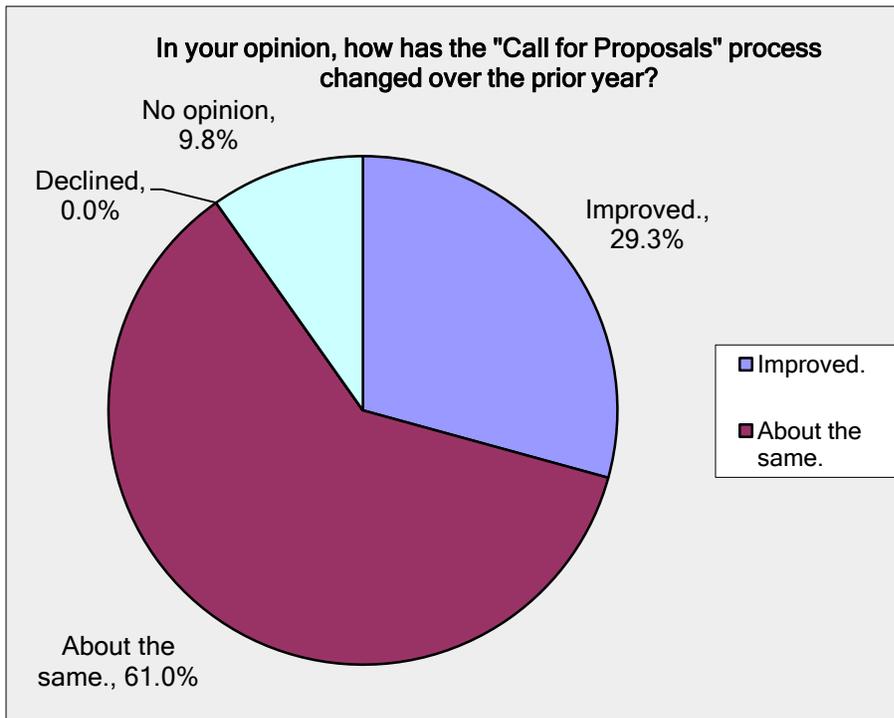


Effectiveness of Alloc. Process	Users
<i>Answered Question</i>	41
<i>Skipped Question</i>	25

User Comments:

- It is very hard to compare allocations on Titan, BG/Q, CPUs, GPUs and hence to propose allocations on alternative machines to help enable the SPC to optimize the overall USQCD program.
- It is a competitive process, but I wonder if some way to "pool" or at least encourage synergy between different groups as part of the procedure might be advantageous
- I think the new possibility of submitting Type B proposals year-round improves the effectiveness of the proposal process, by providing some more flexibility
- I have no idea. But I think good science is coming out from many of the collaborations members.

5.26. Call for Proposals Process Improvement Over Past Year

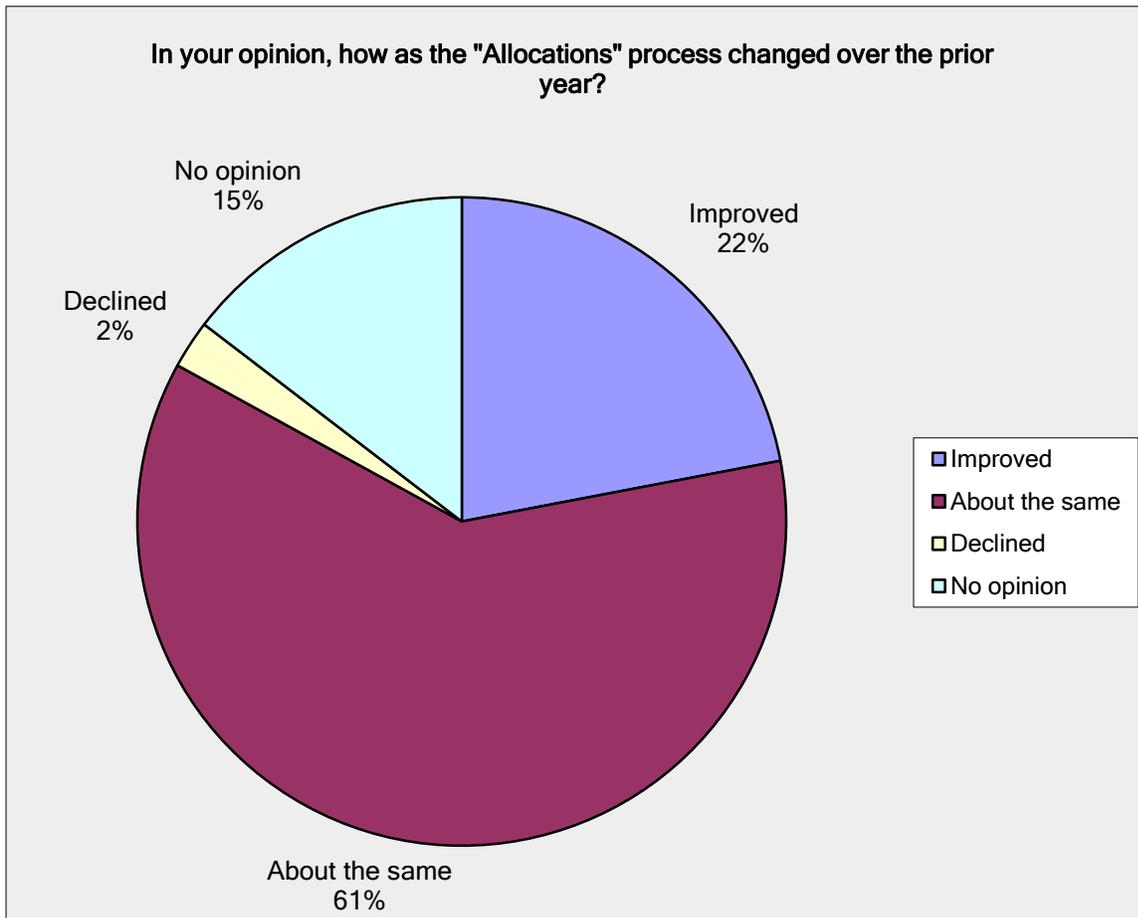


Call for Proposals Process Improvement	Users
Improved	12
About the same	25
Declined	0
No Opinion	4
<i>Answered Question</i>	41
<i>Skipped Question</i>	25

User Comments:

- There seems to be a trend that class A gets most attention, while class B may be easier to request throughout the year but typically is too small to have data for a publication; in my opinion the effort to get a class C at Fermilab was too big. All I wanted was an account to run in zero priority or use not billed machines like kaon or now jpsi.
- More emphasis on connection with goals of the collaboration and of the DOE is good.
- I did not notice any changes, sorry.

5.27. Allocation Process Improvement Over Past Year



Allocations Process Improvement	Users
Improved	9
About the same	25
Declined	1
No Opinion	6
<i>Answered Question</i>	41
<i>Skipped Question</i>	25

User Comments:

- The focus of science motivation at the All Hands meetings, versus everyone "defending" their proposals makes for a much more interesting meeting.
- All-hands meeting now focuses more on strategy and "big picture", rather than on responses by proposers to SPC.
- I did not notice any changes.

5.28. Comments on Operation of LQCD Facilities

General Comments	Users
<i>Answered Question</i>	8
<i>Skipped Question</i>	58

- The operation of the LQCD computing facilities is outstanding.
- I have had very satisfactory experiences with the facilities, Thanks for everyone's effort.
- I continue to support the resources to maintain an LQCD facility. While I have never used the facility due to my research not focusing on LQCD, I do think that I may try to apply for the use of some time to study other lattice field theories that may shed light on important questions of interest in LQCD.
- The implementation of ""fair share"" at JLab this year created a lot of difficulty for one collaboration that then resorted to a public email campaign to draw attention to its issues.

Application of a seemingly arbitrary exchange rate between GPU and CPU allocations at JLab that was not announced in the call for proposals created difficulty for another collaboration.

- The machine information on the web is partly outdated, which can lead to some failed attempts at getting jobs running.
- I have been a particularly enthusiastic user of the FNAL systems and have less experience with the others. Clearly, this project has been extremely to USQCD.
- We could use more/faster disk, memory, cpu's!

5.29. Comments on the Call for Proposals and Resource Allocation Processes

General Comments	Users
<i>Answered Question</i>	5
<i>Skipped Question</i>	61

- The call for proposals and resource allocation process is excellent
- I dont know if there is some time allocated to projects involving four fermion lattice field theories with connections to the physics of other LQCD projects currently supported by the facility?
- Need more resources
- This might be better to ask after the allocations are announced! From last year, I can't complain.

6. Survey Questionnaire

This section contains the contents of the FY13 survey as it was presented to the user community.

2013 LQCD Computing Facility User Survey

Introduction

The purpose of the LQCD Computing Project is to acquire and operate dedicated computing hardware for the study of quantum chromodynamics (QCD). To this end, the project operates the LQCD Computing Facility, which is a distributed facility with dedicated compute hardware located at BNL, FNAL, and JLab.

The purpose of this survey is to gather information that will help the project team assess how well the LQCD facilities and services are meeting the needs of the USQCD user community, and to identify areas for improvement.

When completing the survey, we would like you to consider your user experience over the last 17 months (Oct 1, 2012 through Feb 28, 2014). This year's survey includes all three host sites: BNL, FNAL and JLab.

Our objective is to understand, from your perspective, what we're doing well and what we could be doing better, so your honest opinion really counts.

We know your time is valuable, so thank you very much for taking the time to share your insight.

Demographic Information

1. Who is your employer?
 - BNL
 - FNAL
 - Jlab
 - University or college

2. What is your job classification?
 - Grad student – University
 - Postdoc – University
 - Postdoc – Laboratory
 - Faculty – University (tenured or tenure track)
 - Research Scientist – University (nontenured)
 - Research Scientists – Laboratory
 - Other
 - Other Job Classification [*text entry box*]

3. How often do you use any of the LQCD computers?

- Daily
- Weekly
- Monthly
- Occasionally
- Never

4. During periods when you are using the LQCD facilities, please enter the approximate number of jobs you submit on average in a given week. [*text entry box*]

5. Which LQCD computers do you use for most of your work?

- JLab Clusters
- BNL
- FNAL Clusters
- Other [*text entry box*]

User Satisfaction

In this section, we ask you questions about your satisfaction levels in different categories.

6. If you have used LQCD computers in the past year, please rate your overall satisfaction with the level of service provided by the host site (1=very dissatisfied to 5=very satisfied; N/A=site not used).

	1	2	3	4	5	N/A
BNL	0	0	0	0	0	0
FNAL	0	0	0	0	0	0
Jlab	0	0	0	0	0	0

Comments [*text entry box*]

7. Please rate your level of satisfaction with documentation (e.g., web pages, job status reports, guidance, etc.). (1= very dissatisfied to 5= very satisfied; N/A=site not used).

	1	2	3	4	5	N/A
BNL	0	0	0	0	0	0
FNAL	0	0	0	0	0	0
Jlab	0	0	0	0	0	0

Comments [*text entry box*]

8. In your opinion, how has the level and quality of documentation changed over the past year?

- Improved.
- About the same.
- Declined.
- No opinion.
- Please provide feedback [*text entry box*]

9. Please rate your level of satisfaction with the user support at each site (1=very dissatisfied to 5=very satisfied; N/A=site not used).

	1	2	3	4	5	N/A
BNL	0	0	0	0	0	0
FNAL	0	0	0	0	0	0
Jlab	0	0	0	0	0	0

Comments [*text entry box*]

10. Please rate your level of satisfaction with the reliability (e.g., uptime, job failure rates) at each site (1=very dissatisfied to 5=very satisfied; N/A=site not used).

	1	2	3	4	5	N/A
BNL	0	0	0	0	0	0
FNAL	0	0	0	0	0	0
Jlab	0	0	0	0	0	0

Comments [*text entry box*]

11. Please rate your level of satisfaction with the responsiveness of the site staff at each site (1=very dissatisfied to 5=very satisfied; N/A=site not used).

	1	2	3	4	5	N/A
BNL	0	0	0	0	0	0
FNAL	0	0	0	0	0	0
Jlab	0	0	0	0	0	0

Comments [*text entry box*]

12. Please rate your level of satisfaction with the ease of access to the LQCD computers at each site (1=very dissatisfied to 5=very satisfied; N/A=site not used).

	1	2	3	4	5	N/A
BNL	0	0	0	0	0	0
FNAL	0	0	0	0	0	0
Jlab	0	0	0	0	0	0

Comments [*text entry box*]

13. Please rate the effectiveness of other tools (e. g., command line tools to check jobs, quotas, allocations) at each site (1=very dissatisfied to 5=very satisfied; N/A=site not used).

	1	2	3	4	5	N/A
BNL	0	0	0	0	0	0
FNAL	0	0	0	0	0	0
Jlab	0	0	0	0	0	0

Comments [*text entry box*]

Helpdesk Evaluation

Based on your last help desk request, please answer the following questions.

14. Which site were you using when you last needed help?

- BNL
- FNAL
- JLAB
- None

15. Did you know how to request help?

- Yes
- No
- Additional Input [*text entry box*]

16. How long did it take to get an initial response? (in working days)

- <= 1 Day
- 2 – 3 Days
- 4 – 5 Days
- > 5 Days

17. Did the initial response solve your problem?

- Yes
- No

18. How long did it take to fully resolve your problem (in working days)?

- <= 1 Day
- 2 – 3 Days
- 4 – 5 Days
- > 5 Days

19. Regarding helpdesk services, do you have any comments or suggestions for improvement? If so please specify. [*text entry box*]

Call for Proposals (CFP) and Project Allocations Process Evaluation

This section contains questions related to the project resource allocation process.

20. Did you participate in the Call for Proposals and Resource Allocation Process? Yes

- Yes
- No

Comments [*text entry box*]

21. Were you given enough time to prepare your proposal?

- Yes
- No
- N/A

Comments [*text entry box*]

22. Please rate your overall satisfaction with the allocation process and clarity of the Call for Proposals (CFP) (1=very dissatisfied to 5=very satisfied; N/A=not applicable).

	1	2	3	4	5	N/A
Allocation process	0	0	0	0	0	0
CFP clarity	0	0	0	0	0	0

Comments [*text entry box*]

23. Please rate the transparency of the project allocation process (in SPC deliberations, All Hands' Meeting, email communications from the SPC, etc.) (1=very dissatisfied to 5=very satisfied; N/A=not applicable).

	1	2	3	4	5	N/A
Transparency	0	0	0	0	0	0

Comments [*text entry box*]

24. Please rate the fairness of the allocation process. (1=very unfair to 5=very fair; N/A=no opinion)

	1	2	3	4	5	N/A
Fairness	0	0	0	0	0	0

Comments [*text entry box*]

25. Please rate the effectiveness with which the proposal process maximizes scientific output and helps achieve the scientific goals of the collaboration. (1=very ineffective to 5= very effective; N/A= no opinion).

	1	2	3	4	5	N/A
Effectiveness	0	0	0	0	0	0

Comments [*text entry box*]

26. In your opinion, how has the "Call for Proposals" process changed over the prior year?

- Improved
- About the same
- Declined
- No opinion

Please provide additional information [*text entry box*]

27. In your opinion, how has the "Allocations" process changed over the prior year?

- Improved
- About the same
- Declined
- No opinion

Please provide additional information [*text entry box*]

General Comments

28. We value your opinion greatly. Please share with us any additional comments or suggestions regarding the operation and use of the LQCD computing facilities.

[*text entry box*]

29. Please share with us any additional comments or suggestions regarding the Call for Proposals and Resource Allocation processes. [*text entry box*]

Thank you

Thank you very much for completing the survey. If you have questions or suggestions, please contact Bill Boroski, the LQCD Project Manager, at boroski@fnal.gov.