# Report from the Project Manager
## (User Survey Results – Excerpt)

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USQCD All-Hands Meeting
Fermi National Accelerator Laboratory
April 29-30, 2016

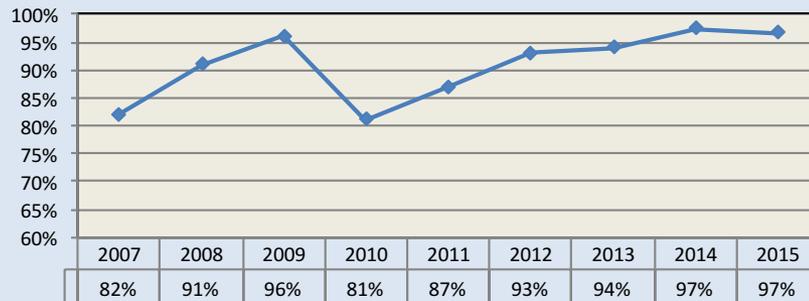# User Survey Results

## Rob Kennedy
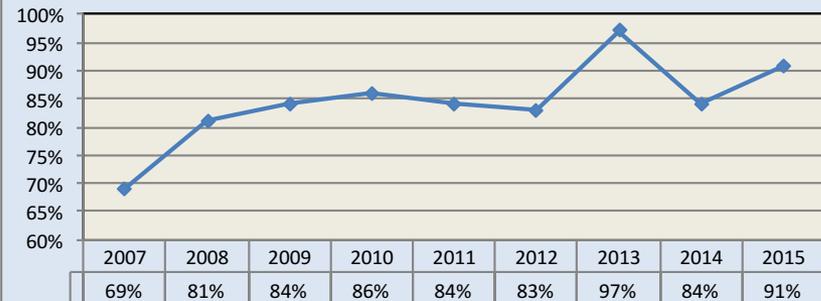## LQCD-ext II Associate Contractor Project Manager

# FY15 Survey Results

- The FY15 User Survey:
  - Measured user satisfaction from October 2014 through September 2015
  - Survey open from through November 16, 2015 to January 15, 2015
  - Same format as in recent years, 29 questions designed to measure satisfaction with
    - LQCD Compute Facilities
    - USQCD Resource Allocation Process

- The User Survey was distributed to all scientific members of USQCD
  - Responses were received from 66 individuals vs. 61 in FY14
  - 30 of 35 PI's responded: <u>86% response rate</u> vs. 74% in FY1
  - 32 of 64 most Active Users responded: <u>50% response rate</u> vs. 50% in FY14

- FY14 overall satisfaction rating with Compute Facilities = 97%
  - Exceeds LQCD Computing Project KPI goal of 92%

- FY14 overall satisfaction rating with Resource Allocation Process = 91%
  - Up from FY14's rating (84%) and above the level in FY12 and earlier (ratings in mid-80's)

# FY15 Survey Results

**Overall Satisfaction with Compute Facilities**

| 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|------|------|------|------|------|------|------|------|------|
| 82%  | 91%  | 96%  | 81%  | 87%  | 93%  | 94%  | 97%  | 97%  |

**Overall Satisfaction with the Allocation Process**

| 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|------|------|------|------|------|------|------|------|------|
| 69%  | 81%  | 84%  | 86%  | 84%  | 83%  | 97%  | 84%  | 91%  |

- User Comment Topics: suggested by >= 2 user comments

  ◦ LQCD: User Documentation at BNL – *action plan documented*

  ◦ LQCD: Simplify Moving Projects from Site to Site – *discussing*

  ◦ USQCD: Make better use of resources when major allocations are not ready to run – *SPC policy*

  ◦ USQCD: Elected members on EC and SPC – *Election of EC member now*

- User Survey Report: near–final draft... but not final yet.

  ◦ Please, talk to Bill or Rob at break if you have comments. Still time to provide input to report.

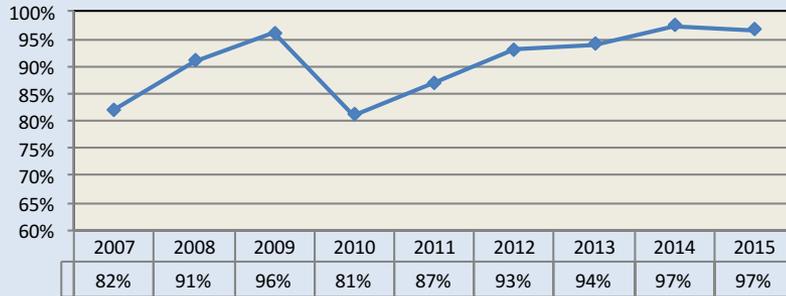  ◦ And you can always send email to Bill or Rob... do not have to wait for an annual survey.

# User Survey Results – More Detail

Rob Kennedy
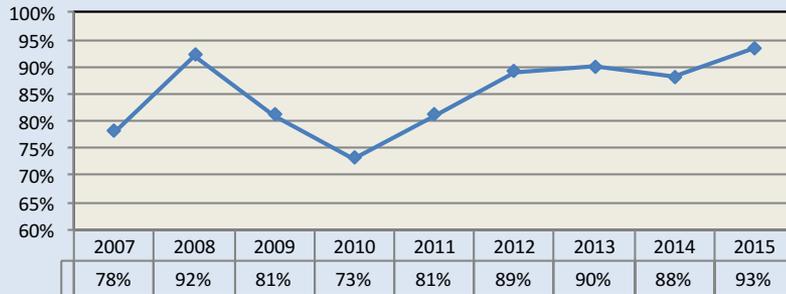LQCD-ext II Associate Contractor Project Manager

# Compute Facility Satisfaction Trends

**Overall Satisfaction with Compute Facilities**



| | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|---|---|---|---|---|---|---|---|---|---|
| | 82% | 91% | 96% | 81% | 87% | 93% | 94% | 97% | 97% |

| FY15 Computing Facilities | All Sites | BNL | FNAL | JLab |
|---|---|---|---|---|
| Overall Satisfaction | **97%** | 89% | 100% | 92% |
| Documentation | 93% | 83% | 96% | 94% |
| User Support | 99% | 100% | 99% | 100% |
| Responsiveness | 99% | 100% | 99% | 100% |
| Reliability | 93% | 100% | 94% | 89% |
| Ease of Access | 93% | 100% | 95% | 88% |
| Other Tools | 95% | 100% | 93% | 97% |

**User Documentation**



| | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|---|---|---|---|---|---|---|---|---|---|
| | 78% | 92% | 81% | 73% | 81% | 89% | 90% | 88% | 93% |

**Ease of Access**



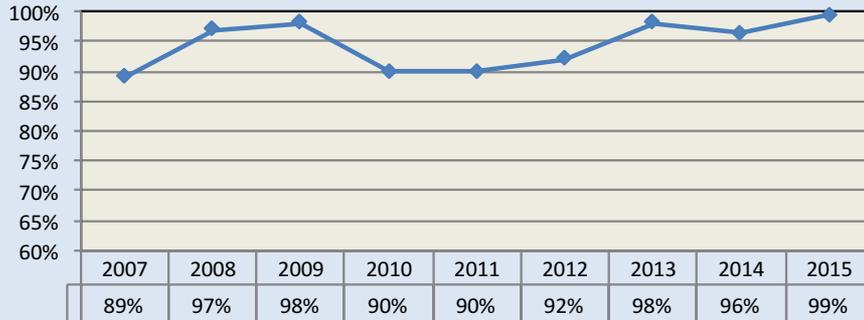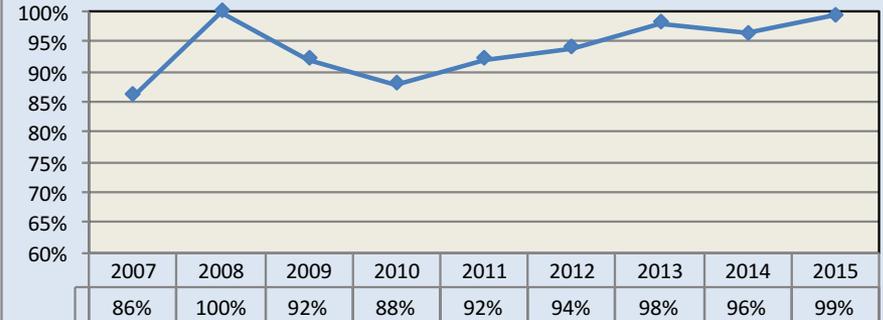| | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|---|---|---|---|---|---|---|---|---|---|
| | 73% | 74% | 77% | 76% | 83% | 92% | 91% | 91% | 93% |

- FY15 Overall Satisfaction rating of 97% exceeds our goal of 92%, similar to recent past.
- BNL's rating for User Documentation was still below par (88%), but improving.
  - Action Plan defined to improve BG/Q documentation handling and prepare for possible cluster–oriented documentation
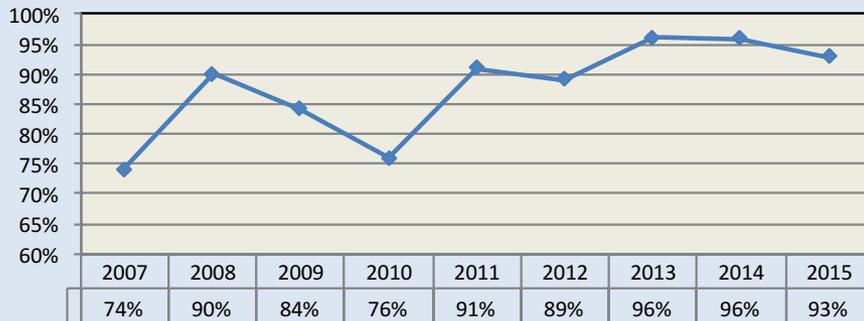
# Compute Facility Satisfaction Trends



**Responsiveness of Site Staff**

| 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|------|------|------|------|------|------|------|------|------|
| 89% | 97% | 98% | 90% | 90% | 92% | 98% | 96% | 99% |

**User Support**

| 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|------|------|------|------|------|------|------|------|------|
| 86% | 100% | 92% | 88% | 92% | 94% | 98% | 96% | 99% |

**System Reliability**

| 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|------|------|------|------|------|------|------|------|------|
| 74% | 90% | 84% | 76% | 91% | 89% | 96% | 96% | 93% |

**Effectiveness of Other Tools**

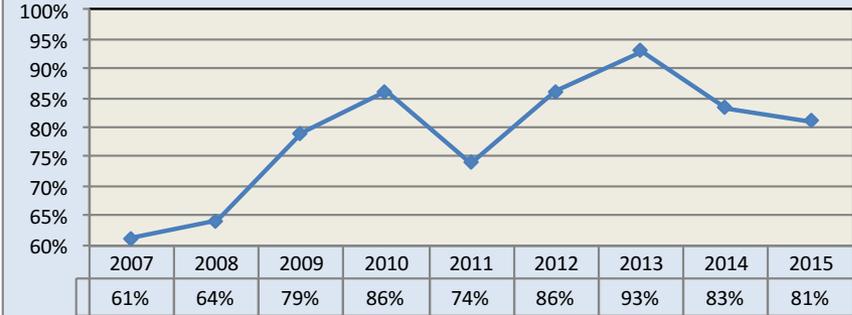| 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|------|------|------|------|------|------|------|------|------|
| 77% | 72% | 83% | 86% | 88% | 92% | 97% | 97% | 95% |

- ▸ Responsiveness of Site Staff and User Support maintain high satisfaction ratings.

- ▸ System Reliability and Online Tools also continue to maintain high satisfaction ratings.

  - ◦ Some systems are aging, past warranty, but still in use, which may explain slight downtick in System Reliability
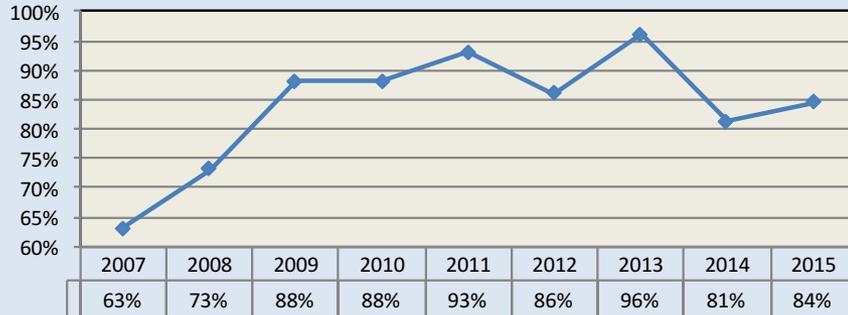
# Allocation Process Satisfaction Trends
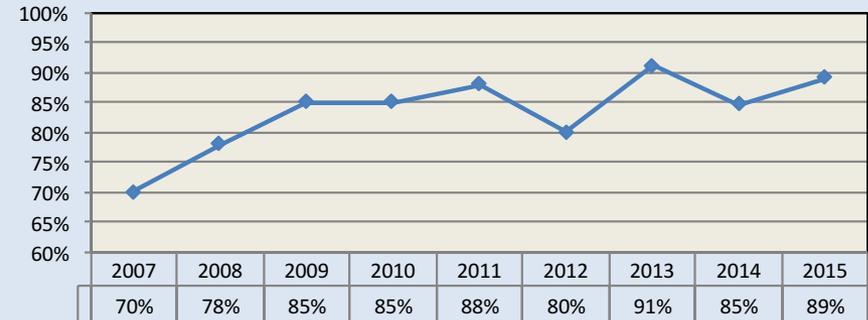
### Clarity of the Call for Proposals

| 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|------|------|------|------|------|------|------|------|------|
| 79% | 91% | 93% | 93% | 93% | 94% | 99% | 88% | 88% |

### Transparency of the Allocation Process

| 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|------|------|------|------|------|------|------|------|------|
| 61% | 64% | 79% | 86% | 74% | 86% | 93% | 83% | 81% |

### Fairness of the Allocation Process

| 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|------|------|------|------|------|------|------|------|------|
| 63% | 73% | 88% | 88% | 93% | 86% | 96% | 81% | 84% |

### Allocation Process Helps Maximize Scientific Output

| 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|------|------|------|------|------|------|------|------|------|
| 70% | 78% | 85% | 85% | 88% | 80% | 91% | 85% | 89% |

▸ Clarity and Transparency ratings remained at FY14 levels.

▸ Fairness and Maximize Scientific Output ratings rose a bit from FY14 levels.

# Allocation Process Satisfaction Trends

**Overall Satisfaction with the Allocation Process**



| | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|---|------|------|------|------|------|------|------|------|------|
| | 69% | 81% | 84% | 86% | 84% | 83% | 97% | 84% | 91% |
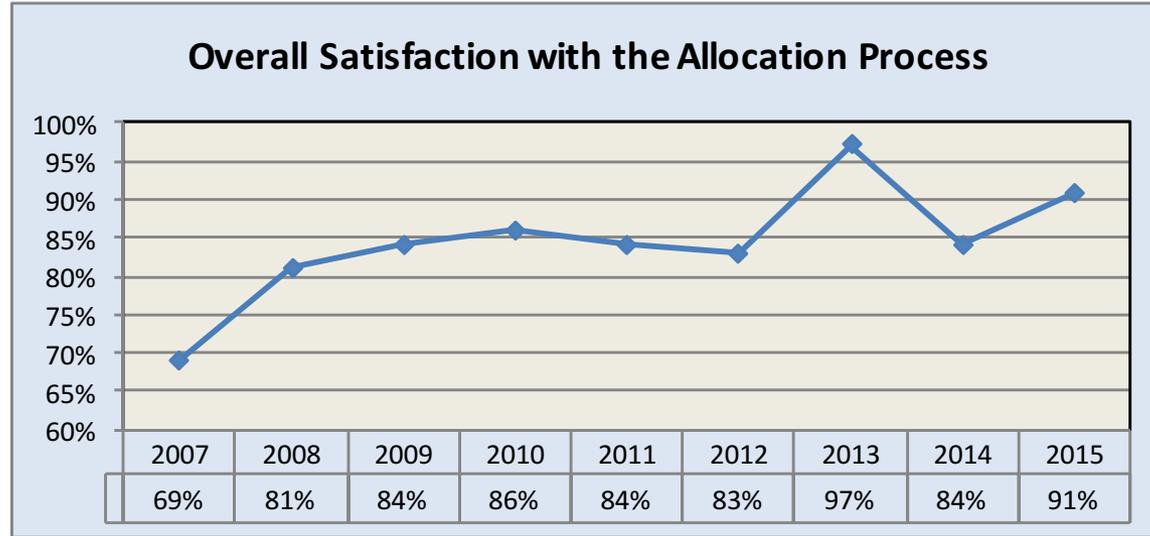
- The overall satisfaction rating for the Allocation Process was 91% in FY14.
  - This is a noticeable improvement over the 84% rating in FY14.

- Related user feedback included:
  - Acknowledgement of the challenges of allocating over-subscribed resources
  - Concern about some allocations not being used for a large part of the year while proposals that had been turned down were ready to run
  - Concern about the EC and SPC having no elected members
  - Suggestions to streamline or improve the allocation process