



## **CSAR User Survey 2000 Summary Report**

**February 2001**

### **1. Introduction**

The second annual CSAR User Survey was conducted between 1<sup>st</sup> and 20<sup>th</sup> December 2000 and subsequently extended to 19<sup>th</sup> January 2001 to allow maximum participation. A form was made available for completion and submission on the CSAR web pages (<http://www.csar.cfs.ac.uk/usersurvey00.shtml>). Two emails were sent to all users inviting them to complete the survey.

34 completed forms were received, representing approximately 7% of all Class 1/2/3 users currently registered (507 in total). While this figure is low, it is a higher rate than for any other feedback mechanism such as ULF and service Quality Tokens.

Survey submissions were entirely anonymous, although users were given the opportunity to provide their name on the form. 16 people did this. 6 out of the 34 users act as CSAR PIs (project administrators), 1 of these only occasionally.

In this report we provide a summary of the responses to the question on the form. Users' comments have not been included in this report but have been collated and distributed within Cfs.

The first part of this report shows the results of this year's survey and the second part undertakes a comparison with the last year's information.

In brief, the views expressed in this year's survey show that the users are generally satisfied with the CSAR service, which is evident from the fact that the overall view of the service is same as last year. More than 83% of the participants are very or fairly satisfied with the systems aspects of the service whereas more than 99% are very or fairly satisfied with the dealings of the CSAR staff.

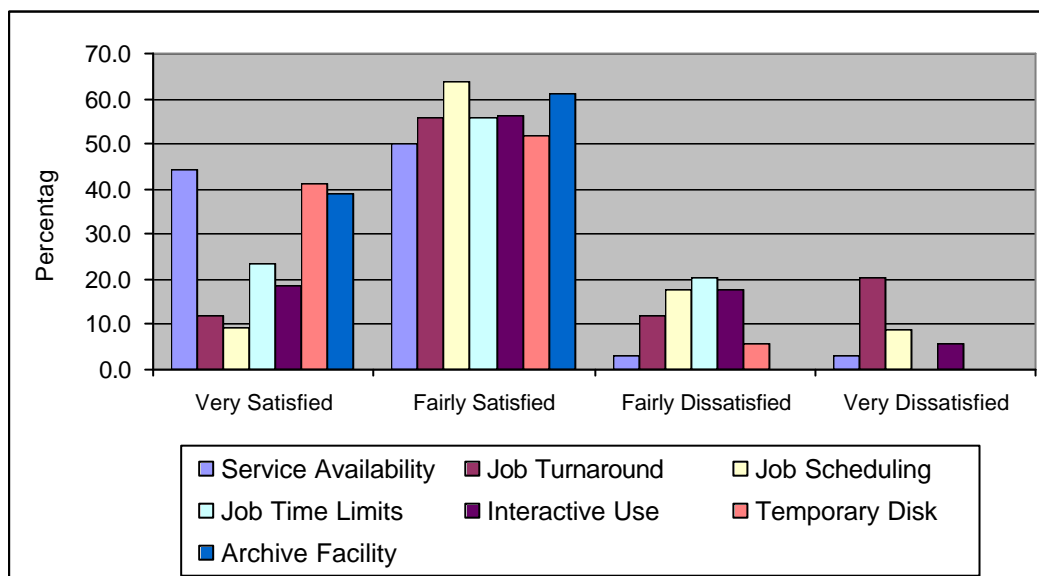
It is quite satisfying that 100% of those participants who received the CSAR training find it useful. Overall 97% of the participants are generally satisfied and have made some very good comments about the CSAR service.

### **2. Systems aspects**

Users were asked how satisfied they are with a number of aspects of the CSAR systems (question 3). The following table shows the number of responses in each category:

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	No View
Service Availability	15	17	1	1	0
Job Turnaround	4	19	4	7	0
Job Scheduling	3	21	6	3	1
Job Time Limits	8	19	7	0	0
Interactive Use	6	18	6	2	2
Temporary Disk	12	15	2	0	5
Archive Facility	7	11	0	0	16

In the following chart we plot the responses in the first four categories as a percentage of the total number *with a view*:



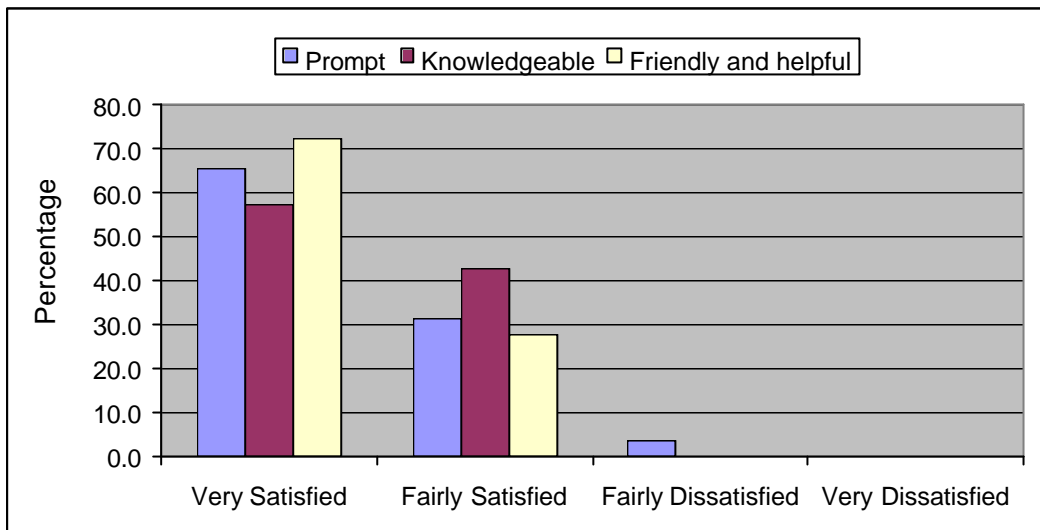
In summary, for all of the above aspects of the systems, over 83% of those who expressed an opinion are very or fairly satisfied. The most satisfaction (100% very or fairly satisfied) is with archive facility; the least satisfaction (68% very or fairly satisfied) is with job turn around time.

### 3. Dealings with CSAR staff

In terms of their dealings with CSAR staff, users were asked how satisfied they are that the response was prompt, knowledgeable, friendly and helpful (question 4). The following table gives the number of replies in each category:

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	No View
Prompt	19	9	1	0	5
Knowledgeable	16	12	0	0	6
Friendly and helpful	21	8	0	0	5

In the following chart we plot the responses in the first four categories as a percentage of the total number *with a view*:



In summary, over 99% of those who expressed a view were very or fairly satisfied with respect to their dealings with CSAR staff (over 65% very satisfied).

#### 4. Information provision

Users were asked a number of questions on the provision of information (question 5). Of those who expressed a view (100%):

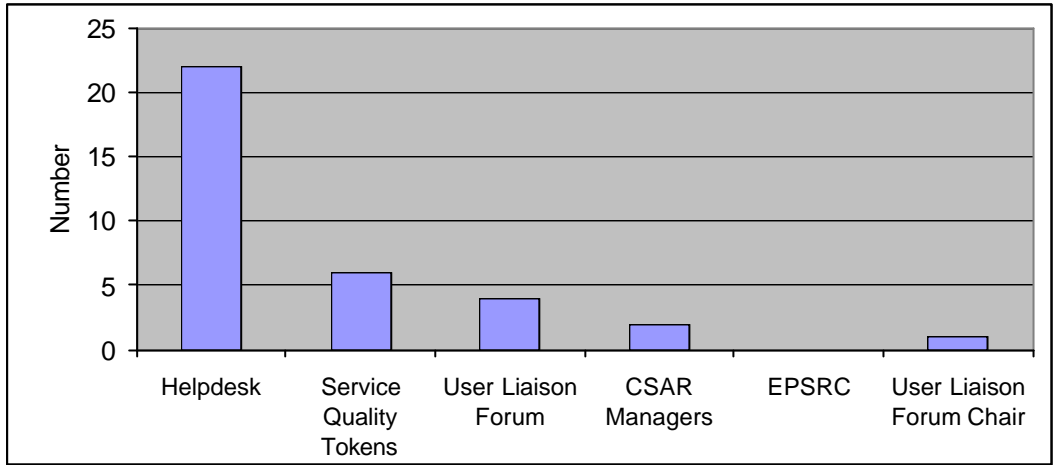
More than 82% state that sufficient information is made available to users.

29% would like more information by email, the rest would not.

More than 85% are aware of the machine status page.

#### 5. Feedback mechanisms

Of the various feedback mechanisms provided, users were asked to indicate which they had used (question 6). The following chart shows the numbers of users who ticked each:



Over 91% out of a total of 23 who have used one or more of these mechanisms replied that they were satisfied with the response they have had to complaints and/or suggestions.

### 6. CSAR Training Services

Users were asked if they had used CSAR training services and if they had found it useful (question 7). 12% had, and 100% of these had found it useful.

Of those who hadn't used the training services, the reason given was as follows:

- Not required: 74%
- Obtained elsewhere: 4%
- Other: 22% (e.g. Not convenient to travel to Manchester.)

### 7. CSAR Applications/Optimisation Support Services

Users were asked if they had used CSAR applications/optimisation support services and if they had found it useful (question 8). 12% had, and 75% of these had found it useful.

Of those who hadn't used the support services, the reason given was as follows:

- Not required: 74%
- HPCI support: 7%
- Other: 19% (e.g. Not aware of the support services.)

### 8. Code efficiency, analysis and efficiency identifying tools

Of the 33 responses, 52% said they knew how efficiently their code was running the rest did not know.

17 responded to the question asking if they were interested in the analysis of their code efficiency. 47% would be interested in such analysis, 6% would not, and the rest would possibly be interested.

The next question asked if they would like more tools to help them to identify their code efficiency. Of the 19 responses, 68% would like such help and the rest would not.

## **9. Applications Software**

In this question users were asked if they were satisfied with the applications software provided on the CSAR system(s). 97% said they were satisfied, the rest were not.

## **10. Administrative tools**

This question was for CSAR PIs (project administrators) only, who were asked if they were satisfied with the web-based tools provided, given the devolution of resource management to projects (question 10). 40% of the responses (of the total of 5) were 'Yes', and 60% 'No'.<sup>1</sup>

There was no response to a follow-on question in which they were asked if they would prefer - given the choice - the centralised resource management of previous services.

## **11. Quarterly Usage Reports**

PIs were asked if they were aware of quarterly usage report email. 80% of the responses were 'Yes', and 20% were 'No'.

A follow-on question asked if it helped in monitoring and keeping the project's capacity plans up to date. 100% of those who received the email said 'Yes'.

## **12. Research benefits**

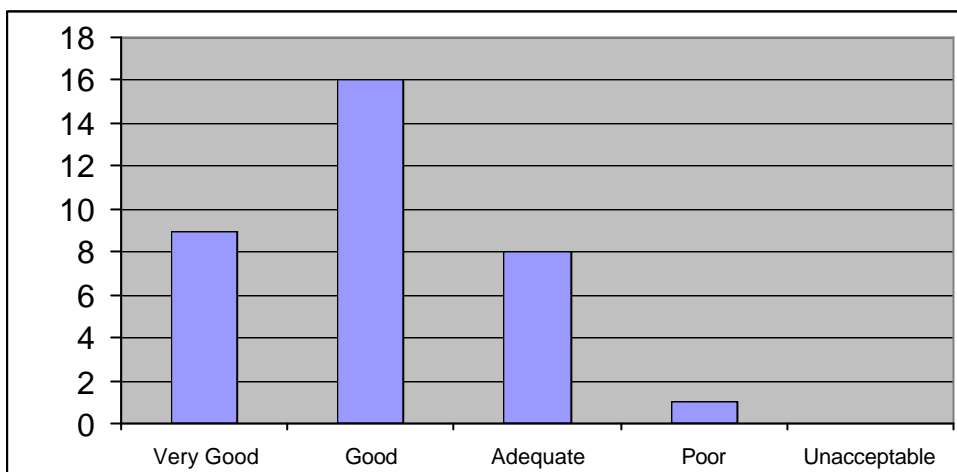
More than 91% of the 34 who responded to this question (number 13) stated that access to the CSAR systems had contributed to advancements in their research; 8.8% said not.

## **13. Overall view of CSAR**

Users were asked for their view on the overall level of HPC Service provided by CSAR (question 12). The following chart shows the number giving each of the five responses:

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<sup>1</sup> We have received a total 6 responses out of which one is occasional PI.



In summary, over 74% replied in the top two categories (Good or Very Good) and 23% replied in third category (adequate).

#### 14. Comparison with 1999

Despite the good level of satisfaction, some changes to the views have been noted in this year's survey. First of all the view on the level of satisfaction with system's aspects is virtually the same, changing for very or fairly satisfied, with the most satisfied aspect changing from service availability (98%) to archive facility (100%) and the least satisfied aspect changing from job time limits (84%) to job turn around time (68%).

The users are more satisfied (99%) with respect to their dealings with the CSAR staff than last year (84%) with the very satisfied level increasing from 60% to 65%.

The view on the information provision is almost the same with the exception that awareness about the status page has increased from 71% to 85%.

Users are slightly less satisfied (91%) with the response they had to their complaints than last year (95%). All of those (100%) who received CSAR training found it useful, which is 15% more than last year. However, those who received CSAR application/optimisation support were slightly less satisfied (75%) than last year (78%).

Two new questions were added to find out users view on their code efficiency. 52% of those who responded to the first question were aware of their code efficiency. 47% of the total respondents to the second question would be interested in the analysis of their code efficiency and the other 47% would possibly be interested. Responding to the question of more tools to identify code efficiency, 68% said they would like such tools. The majority of the users (97% of those who responded) were satisfied with the application software provided on the CSAR system(s).

40% of the project administrators were satisfied with the administrative tools, which is slightly less than the last year. Questions about quarterly usage report email replaced the last year's question about scientific database. 80% of the total respondents received this email and all of them found it helpful in monitoring and keeping the project's capacity plan up to date.

91% of the total respondents said that CSAR Service has contributed to the advancements in their research, out of which 71% would not have carried out their research without using the CSAR Service.

Although the overall satisfaction level (first two categories) with the CSAR Service has decreased to 74% from 88% of last year but 23% of the remaining correspondents still view it as an adequate service. This means that 97% of the participants were generally satisfied.

## **15. Conclusions**

We believe this to have been a successful second annual user survey, with the level of response still being higher than any of the other feedback mechanisms available to users (see Section 5). The response has fallen down to 1 user out of 14 from last year's 1 out of 5, and we can only speculate on the views of those who didn't respond. It is probably safe to assume that users who are not satisfied with the service would have taken this opportunity to give their views (anonymously or not).

The response in this year's survey has also shown a generally good level of satisfaction. The main area where satisfaction has decreased is with respect to some system aspects, particularly job turnaround. This is not surprising given the high load on the system during the later part of the year. Steps have been and are continuing to be made to increase the capacity of the service, and this will hopefully address these issues.

The next survey will be carried out in December 2001, and is likely to follow a similar format but with some new questions regarding the technology refresh.

We would like to thank all the users who contributed to the survey this year.

A.R. Ali, member of the CSAR Frontline team, prepared this Survey report