2011 ALCF User Survey Results

Introduction

ALCF practices continuous process improvement throughout the facility. The user survey ties directly to OMB and DOE metrics the leadership uses to measure the performance of the ALCF. The 2011 survey had a 29.0% response rate. Among those represented were project PIs and users from each of our core-hour allocation programs: INCITE, ALCC, and Director's Discretionary. The primary data contained in this document are the frequencies of the responses for each question.

Survey Design

The 2011 survey was a single instrument ALCF sent to all active users. Previously the different allocations were polled separately. ALCF staff used logic in the survey to eliminate questions that do not pertain to a user segment (e.g. Director's Discretionary allocations do not have a Catalyst assigned to them.) The questions for our user support metric and our problem resolution metric were gathered into clearly defined sections. ALCF provided a progress bar and percentage complete in the survey to inform the user how far they are along in the survey.

Overall Satisfaction

Users were very satisfied overall with the Argonne Leadership Computing Facility in 2011.

Question #	Question Subject	Excellent	Above Average	Average	Below Average	Poor
12	Overall Satisfaction	142	98	27	2	1

Science at ALCF

Users were asked the following question:

"Were you able to achieve this science goal during your most recent allocation? If your allocation has not expired, please select "Not expired" and comment on your progress."

Response	Frequency
Yes	103
No	29
Not Expired	146

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User Support

ALCF users were asked to rate the quality of the documentation, availability of support, and the professionalism of the ALCF staff.

Question #	Question Subject	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
3a	Documentation	91	124	38	9	1	14
3b	Courteous/Professional	193	66	10	0	0	8
3c	Support Available	146	100	18	2	0	11

ALCF Catalysts

Users were asked the following question:

"Did you have a Catalyst assigned to your project?"

Response	Frequency
Yes	108
No	52
I don't know	115

If users answered "YES", users were presented with a set of 6 additional questions. Questions 5a through 5f asked users to rate various aspects of working with our Catalysts.

Question #	Question Subject	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
5a	Impact on Project	61	35	6	0	0	6
5b	Prompt/Professional	74	24	5	1	0	4
5c	Understood Deadlines/Constraints	66	29	5	0	0	8
5d	Understood Core Scientific Questions	60	32	10	0	0	6
5e	Helped with a Performance Issue	45	20	16	2	3	22
5f	Provided New Approach to Problem	24	15	32	3	5	29

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Problem Resolution

The series of questions in the problem resolution section evaluated the ability of ALCF staff to solve problems.

Question #	Question Subject	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
7a	Catalyst Assisted on Problems	66	47	19	0	0	142
7b	Prompt Assistance	133	103	9	2	1	26
7c	Accurate/Complete Assistance	136	100	12	0	0	26
7d	Resolution Time	124	94	21	6	0	29
7e	Follow-up and Materials	78	87	36	7	1	65

Operations

Questions 9a-9h on the survey allowed users to rate how well ALCF delivered software support, managed the queues, and provided adequate data management and analytics.

Question #	Question Subject	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
9a	Disk/Tape Sufficient	92	121	20	5	2	32
9b	Capability Reasonable	72	103	55	9	6	27
9c	Running capability	52	68	31	6	3	112
9d	Scheduling turnaround	55	110	53	22	6	26
9e	Utilized Eureka	36	36	32	6	1	161
9f	Availability of Tools	57	80	49	10	1	75
9g	Availability of Libraries	84	110	26	9	0	43
9h	Porting Support	94	122	22	7	0	27

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Workshops

Users were asked the following question:

"Did you attend an ALCF-sponsored workshop in 2011?"

Response	Frequency
Yes	42
No	230

If users answered "YES" to the question, users were presented with the following eight questions.

Question #	Question Subject	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
11a	Got to Know ALCF	20	17	3	0	0	2
11b	Staff Got Project Up and Running	11	9	7	1	1	13
11c	Relevant and Helpful Training	17	16	6	0	0	3
11d	Sufficient Access to Experts	20	15	4	0	0	3
11e	Helped with Performance Issue	9	14	9	0	0	10
11f	Utilized New Performance Tool	10	9	7	2	0	14
11g	ALCF Staff Understood My Science	10	12	8	0	0	12
11h	ALCF Staff Understood My Bottlenecks	12	11	8	0	0	11