2021 HECC User Survey

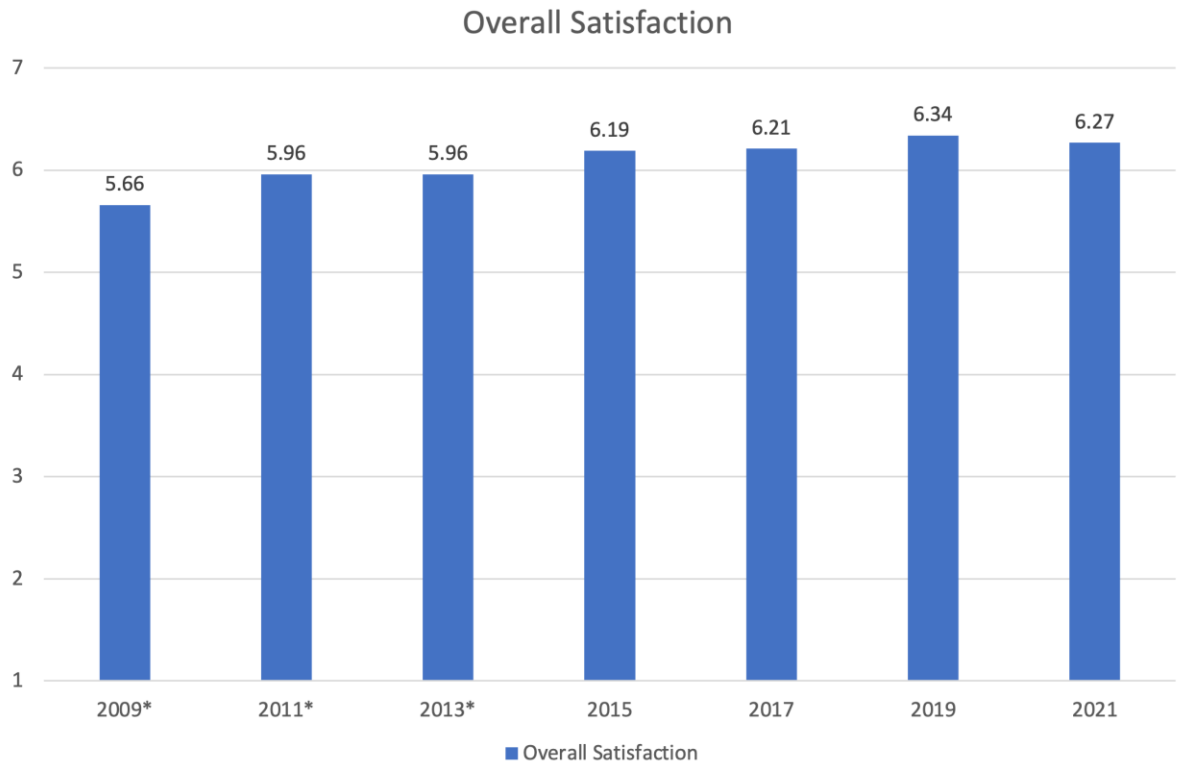
HECC conducts an extensive biennial user survey utilizing the Qualtrics survey platform. Responses are generally representative of HECC user demographics and include all NASA mission directorates (including supporting university and industry personnel). The survey assesses twelve HECC service areas and includes both quantitative and qualitative questions. This information is used to help generate recommendations, actions to date, and year-to-year trends to inform management decisions. The goal is to evaluate and improve the services currently provided and identify ways that we can better serve you in the future.

The 2021 survey was open from April 12th to April 30th and received 196 responses. This year, several new questions were added for cloud computing and GPUs. Users were also asked to rate the importance of several proposed new myNAS features.

This report is intended as a high-level overview of the survey.

Comparison with Previous User Surveys

The chart below shows overall satisfaction reported in the 2021 survey, compared with past surveys (on a scale of 1–7):



The HECC survey measures user satisfaction in twelve HECC service areas. These quantitative results, as well as more detailed user feedback, help guide the HECC support team to focus on service quality improvements.
* Calibrated from 5-point scale

Survey Highlights

Analysis of the 2021 survey included the following highlights:

- Scores were similar compared to the 2019 survey, with Overall Satisfaction scoring a slightly lower 6.27 out of 7.0, compared to 6.34 in the previous survey.

- The HECC Helpdesk continues to be the highest rated service group in terms of user satisfaction since the survey began in 2009.

  "I'm extremely appreciative of the Help Desk! I know that whenever I call or send an email, I will get a helpful response in a timely manner. Everyone I've worked with has been very knowledgeable, helpful, and kind, even when I have dumb questions. I can't thank you enough!" – User comment

- Application Performance and Productivity Services saw the biggest improvement in satisfaction, scoring 6.22 compared to 5.99 in the previous survey.

  "The staff available to help with problems from running a job to helping with debugging code is outstanding. Visualization support is also top notch." – User comment

- In response to what aspects of HECC needed the most improvement, a number of users included short-term storage/nobackup filesystems.

- Users also included job turnaround time in their responses to what aspects of HECC needed the most improvement.

  "The biggest complaints that I hear from our users are the long wait times for relatively large jobs, over 1000 cores or so, and I think that providing more insight into wait times and suggestions for mitigating them would help some users. I know that some users have found workarounds, using older, slow processors, accepting any CPU type, etc. to improve their throughput." – User comment

The following chart shows overall quantitative scores for each service area reported by the 2021 survey, compared with previous surveys:

2021 Service Area	2021	2019	2017	2015	2013	2011	2009	Comparable 2011-2009 Service Area
Help Desk	6.47	6.58	6.5	6.51	6.34	6.23	6.03	Help Desk
Communicating with Users	6.46	6.29	6.37	6.46	5.98	5.57	5.36	Communicating with Users
Account Management Services	6.43	6.35	6.39	6.3	5.75	5.78	5.53	Account Management Services
Long-term Storage	6.3	6.26	6.26	6.34	5.8	5.75	5.7	Long Term Storage (Archive)
Overall Satisfaction	**6.27**	**6.34**	**6.21**	**6.19**	**5.96**	**5.96**	**5.66**	**Overall Satisfaction**
Application Performance and User Productivity Services	6.22	5.99	6.12	6.01	5.8	5.9	5.62	Application Performance and User Productivity Services
High Performance Computing	6.08	6.05	6.02	6	5.88	6.08	5.84	High Performance Computing
Website, Knowledgebase, and Training Material	6.07	6.09	5.97	5.88	5.38	5.24 4.68	4.84 4.65	HECC Website & Knowledge Base Training
Short-term Storage	6.05	6.13	6.04	6.09	5.65	5.75	5.7	Short Term Storage (nobackup)
Allocation Management Services	5.9	5.81	6.3	6.45	5.75	0.78	5.53	Allocation Management Services
System Upgrades	5.84	5.97	5.79	5.65	5.7	-	-	System Upgrades
Visualization and Data Analysis	5.81	5.9	5.78	5.84	5.15	5.21 5.21	4.97 4.97	Visualization Data Analysis
Data Transfer To/From NAS	5.8	5.69	5.84	5.75	5.17	5.63	5.33	Data Transfer To/From NAS

*The chart shows average scores for each service area on a scale of 1 to 7. *Scores have been normalized from a 5-pt scale to a 7-pt scale.*

Four main areas of opportunity for improvement were identified based on a combination of satisfaction score and comments left by users. Areas identified include:

- Short-term storage (/nobackup filesystems)
- Allocation services
- Job turnaround
- Data transfer

Thank you to all of you who participated in the 2021 NAS User Survey. We look forward to hearing from you again next year!