2025 HECC User Survey

Every two years, HECC conducts an extensive user survey that assesses twelve service areas with both quantitative and qualitative questions, 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).

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 users in the future.

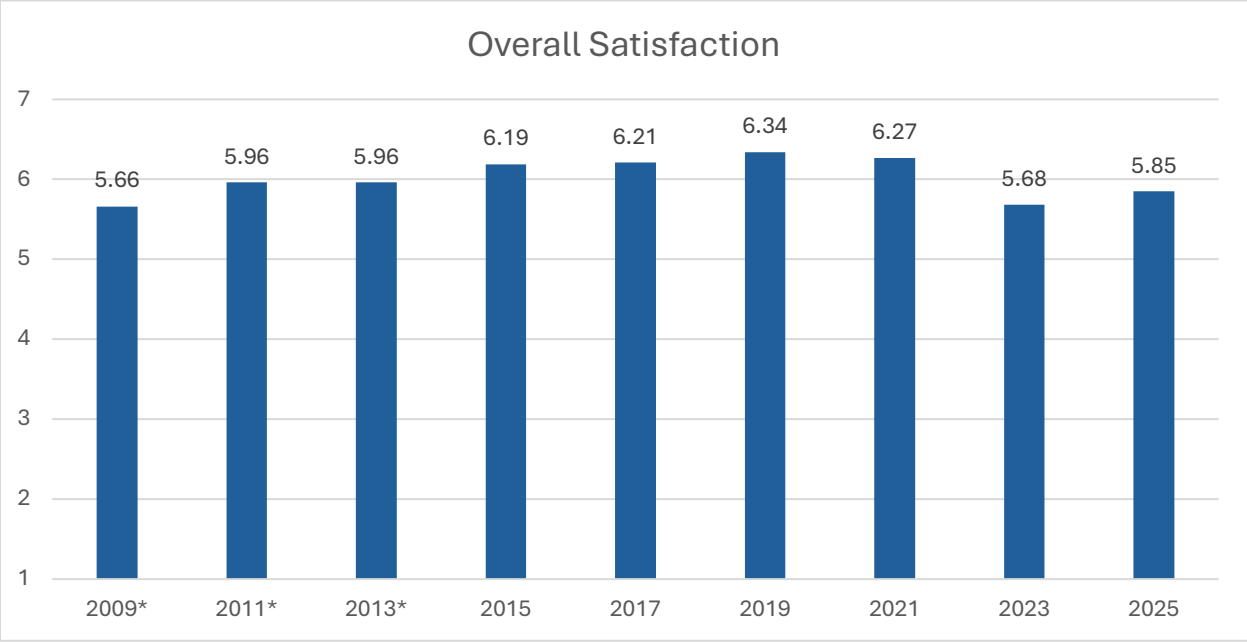
The survey was open from March 17 through April 18, 2025 and received 171 responses. This year, there were a few minor updates to the survey questions to improve clarity.

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

Comparison with Previous User Surveys

The chart below shows overall satisfaction reported in the 2025 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

The following chart shows overall quantitative scores for each service area reported by the 2025 survey, compared with previous surveys:

2025 Service Area	2025	2023	2021	2019	2017	2015	2013	2011	2009	Comparable 2011-2009 Service Area
Overall Satisfaction	**5.85**	**5.68**	**6.27**	**6.34**	**6.21**	**6.19**	**5.96**	**5.96**	**5.66**	**Overall Satisfaction**
Account Management Services	6.58	6.34	6.43	6.35	6.39	6.3	5.75	5.78	5.53	Account Management Services
Long-term Storage	6.44	6.24	6.3	6.26	6.26	6.34	5.8	5.75	5.7	Long Term Storage (Archive)
Communicating with Users	6.28	5.92	6.46	6.29	6.37	6.46	5.98	5.57	5.36	Communicating with Users
Help Desk	6.23	6	6.47	6.58	6.5	6.51	6.34	6.23	6.03	Help Desk
Short-term Storage	6.13	5.89	6.05	6.13	6.04	6.09	5.65	5.75	5.7	Short Term Storage (nobackup)
Website, Knowledgebase, and Training Material	6.13	5.87	6.07	6.09	5.97	5.88	5.38	5.24 4.68	4.84 4.65	HECC Website & Knowledge Base Training
Allocation Management Services	5.91	6.3	5.9	5.81	6.3	6.45	5.75	5.78	5.53	Allocation Management Services
Application Performance and User Productivity Services	5.91	5.68	6.22	5.99	6.12	6.01	5.8	5.9	5.62	Application Performance and User Productivity Services
Visualization and Data Analysis	5.82	5.8	5.81	5.9	5.78	5.84	5.15	5.21 5.21	4.97 4.97	Visualization Data Analysis
High Performance Computing	5.73	5.51	6.08	6.05	6.02	6	5.88	6.08	5.84	High Performance Computing
Data Transfer To/From NAS	5.58	5.72	5.8	5.69	5.84	5.75	5.17	5.63	5.33	Data Transfer To/From NAS
System Upgrades	5.34	4.26	5.84	5.97	5.79	5.65	5.7	-	-	System Upgrades

*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.*

All service areas scored higher than the previous survey in 2023, except for Allocation Management Services and Data Transfer To/From NAS.

In addition to qualitative scores, HECC User Services also assessed multiple comments left by users when compiling results and recommendations.

Survey Highlights

Analysis of the 2025 survey included the following highlights:

- Scores increased in this year's results, with Overall Satisfaction scoring a 5.85 out of 7.0, compared to 5.68 in the previous survey.

- Based on the overall service area scores and user feedback, the highest areas of satisfaction were indicated as the following:
    - Account management services
    - Help desk
    - Long term storage
    - Short term storage

- 85 users answered the question, "What aspects of NAS services are outstanding?" Of those responses, 58 comments referenced support, followed by hardware/high performance computing (21 comments) and storage (12 comments).

    > *"Customer service. Whether I need to call in, write an email, or open a ticket, someone is there to help without judgement. I always hear back within hours or a day. Everyone is helpful. Everyone is knowledgeable about NAS."*

- 81 users answered the question, “What aspects of HECC service need the most improvement?” Reliability (17 comments), downtime (14 comments), and job turnaround (15 comments) were the most prominent areas that users reported on.

  > *“Over the last year I've had many issues with a job not working because of bad nodes. Having to report nodes that are down every time this happens is time consuming and reduces productivity.”*

- 69 users answered the question, “How do you see your needs for NAS services changing?” Majority of users responded with anticipating moving to GPUs and needing to use more GPUs.

  > *“I expect the need to run more "very large" simulations, approximately 20k cores or higher. We will also be looking to fully port our code to GPUs. I also anticipate reaching out to the visualization team to help create some fancy visualizations from some large simulation datasets.”*

Next Steps

Based on user responses, three key areas were identified for improvement: system reliability, downtime, and job turnaround. We will focus on these key areas in the coming year.

We would also like to highlight some notable actions already taken to strengthen this effort:

- Older compute systems (Pleiades) have been de-commissioned.
- Cabeus was augmented with 350 Grace Hopper GPU nodes.
- Athena, NASA’s newest compute system, was deployed with 1,024 Turin CPU nodes.

Thank you to everyone who participated in the 2025 NAS User Survey. Your input is invaluable and we look forward to hearing from you again next year!