Overview

In an effort to promote continual improvement at the Oak Ridge Leadership Computing Facility (OLCF), users were sent a survey soliciting their feedback regarding their experience as a user of the facilities and support services.

Respondents

At the end of the seven-week survey period, 786 users completed or partially completed the survey out of 1,508 possible respondents, giving an overall response rate of 52.1%. Respondents' projects were supported by Director's Discretion (35%), ECP (37%), INCITE (36%), and ALCC (18%) allocations.

Data Collection

The survey sampling frame was constituted by first collecting the names of individuals who had logged into an OLCF system between January 1, 2023, through September 30, 2023. OLCF staff and vendors, as well as individuals with invalid email addresses, were then removed from the list. Any users who did not have at least one project allocation categorized as INCITE, DD, ALCC, or ECP were also removed from the list, per guidance from OLCF indicating that additional project allocations were not intended for the annual user survey.
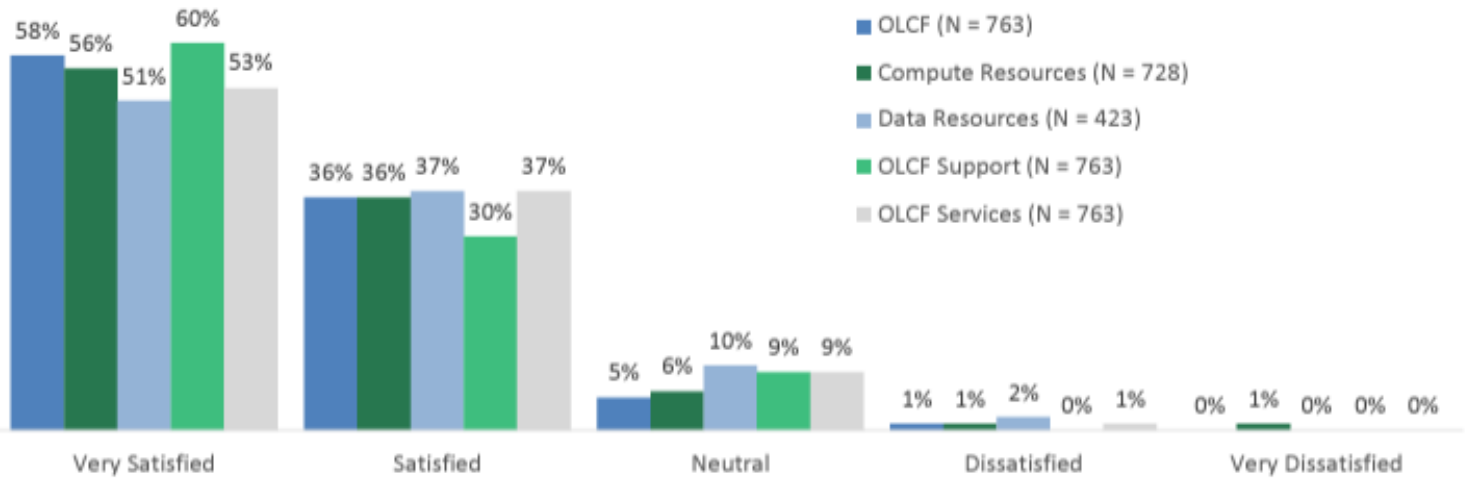
OLCF staff invited all OLCF users from this list to participate in the survey, which was hosted online beginning on October 9, 2023, and remained open for completion through November 27, 2023. Overall, this process resulted in a sampling frame with 1,508 OLCF users. A total of 786 users completed or partially completed the survey, resulting in a response rate of 52.1%.

Results

The sections below report respondent satisfaction ratings for OLCF resources/services in four main categories (Overall Satisfaction, Computing Resources, Data Resources, and OLCF Support and Services) and their subcategories.

- N = Total number of respondents who answered the question
- n = Total number of respondents who answered the specific item in the question or who provided a specific response
- M = the arithmetic average of respondents' scores from 1 (very dissatisfied) to 5 (very satisfied)
- SD = Standard deviation (indicating average deviation from the mean)
- Var = Variance, the square of the standard deviation, or the deviation from the mean in squared units; this statistic is included only in the overall summary tables, because it is reported by OLCF to the Department of Energy (DOE)
- %Sat = percentage of respondents indicating 4 (satisfied) or 5 (very satisfied) on satisfaction scales
- %Agree = percentage of respondents indicating 4 (agree) or 5 (strongly agree) on agreement scales, applicable only to the myOLCF Self-Service Portal

Overview of Satisfaction Scores

Legend:
- OLCF (N = 763)
- Compute Resources (N = 728)
- Data Resources (N = 423)
- OLCF Support (N = 763)
- OLCF Services (N = 763)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
OLCF	58%	36%	5%	1%	0%
Compute Resources	56%	36%	6%	1%	1%
Data Resources	51%	37%	10%	2%	0%
OLCF Support	60%	30%	9%	0%	0%
OLCF Services	53%	37%	9%	1%	0%

Overall Results

	PI Status					Non-PI Status					Total				
	N	M	Var.	SD	%Sat	N	M	Var.	SD	%Sat	N	M	Var.	SD	%Sat
OLCF	110	4.70	0.32	0.57	96%	653	4.49	0.41	0.64	94%	763	4.52	0.40	0.63	94%
Compute Resources	105	4.61	0.39	0.63	97%	623	4.43	0.53	0.72	91%	728	4.46	0.51	0.71	92%
Andes	35	4.57	0.37	0.61	94%	185	4.57	0.39	0.62	95%	220	4.57	0.38	0.62	95%
Summit	82	4.66	0.28	0.53	98%	504	4.49	0.44	0.66	94%	586	4.52	0.42	0.65	94%
Frontier	70	4.23	0.58	0.76	86%	342	4.18	0.68	0.83	81%	412	4.19	0.66	0.82	82%
Data Resources	70	4.37	0.64	0.80	86%	353	4.35	0.58	0.76	88%	423	4.36	0.59	0.77	87%
Data Transfer Nodes	39	4.41	0.62	0.79	82%	187	4.36	0.64	0.80	89%	226	4.37	0.63	0.80	88%
HPSS	37	4.57	0.47	0.69	95%	103	4.44	0.41	0.64	94%	140	4.47	0.42	0.65	94%
Alpine GPFS Scratch Filesystem	51	4.45	0.65	0.81	92%	253	4.50	0.38	0.61	94%	304	4.49	0.42	0.65	94%
Orion Lustre Scratch Filesystem	38	4.26	0.69	0.83	82%	160	4.32	0.62	0.79	87%	198	4.31	0.63	0.79	86%
OLCF Support	110	4.65	0.34	0.58	95%	653	4.47	0.51	0.72	89%	763	4.49	0.49	0.70	90%
Projects and Accounts	88	4.75	0.26	0.51	97%	302	4.68	0.37	0.61	95%	390	4.69	0.35	0.59	96%
User Assistance	89	4.73	0.27	0.52	97%	352	4.63	0.48	0.69	94%	441	4.65	0.44	0.66	95%
INCITE Liaisons	34	4.71	0.34	0.58	94%	137	4.49	0.71	0.84	93%	171	4.53	0.64	0.80	94%
Data Liaisons	10	4.70	0.23	0.48	100%	17	4.65	0.24	0.49	100%	27	4.67	0.23	0.48	100%
Issue response	79	4.68	0.24	0.49	99%	338	4.58	0.46	0.68	94%	417	4.60	0.42	0.65	95%
OLCF Services	110	4.55	0.41	0.64	94%	653	4.41	0.48	0.69	90%	763	4.43	0.47	0.68	90%
myOLCF	72	4.60	0.33	0.57	96%	272	4.39	0.50	0.70	90%	344	4.43	0.47	0.68	92%
Documentation	68	4.59	0.31	0.55	97%	361	4.47	0.41	0.64	93%	429	4.49	0.40	0.63	93%
Website	65	4.52	0.44	0.66	91%	315	4.36	0.45	0.67	90%	380	4.38	0.45	0.67	90%
Communications	110	4.63	0.36	0.60	94%	647	4.48	0.39	0.62	93%	757	4.50	0.39	0.62	93%
Training	38	4.58	0.30	0.55	97%	167	4.49	0.32	0.57	96%	205	4.50	0.32	0.57	97%
Min	10	4.23	0.23	0.48	82%	17	4.18	0.24	0.49	81%	27	4.19	0.23	0.48	82%
Max	110	4.75	0.69	0.83	100%	653	4.68	0.71	0.84	100%	763	4.69	0.66	0.82	100%

Individual System and Services Results

Andes

	PI Status				Non-PI Status				Total			
	N	*M*	*SD*	*%Sat*	*N*	*M*	*SD*	*%Sat*	*N*	*M*	*SD*	*%Sat*
Scheduling turnaround	35	4.60	0.65	97%	175	4.54	0.61	94%	210	4.55	0.62	94%
System availability	35	4.63	0.55	97%	184	4.51	0.65	93%	219	4.53	0.64	94%
Availability of tools	35	4.63	0.49	100%	180	4.51	0.67	92%	215	4.53	0.65	93%
Availability of libraries	35	4.63	0.49	100%	181	4.49	0.66	91%	216	4.51	0.64	92%
Programming environment	35	4.63	0.55	97%	173	4.57	0.58	95%	208	4.58	0.58	96%
Overall satisfaction with Andes	35	4.57	0.61	94%	185	4.57	0.62	95%	220	4.57	0.62	95%

Summit

	PI Status				Non-PI Status				Total			
	N	*M*	*SD*	*%Sat*	*N*	*M*	*SD*	*%Sat*	*N*	*M*	*SD*	*%Sat*
Scheduling turnaround	79	4.56	0.55	97%	491	4.34	0.75	87%	570	4.37	0.73	88%
System availability	82	4.68	0.49	99%	502	4.46	0.66	93%	584	4.49	0.65	93%
Availability of tools	77	4.58	0.64	92%	482	4.43	0.70	90%	559	4.45	0.70	90%
Availability of libraries	77	4.58	0.61	94%	490	4.40	0.76	88%	567	4.42	0.75	89%
Programming environment	78	4.58	0.59	95%	484	4.38	0.78	88%	562	4.41	0.76	89%
Overall satisfaction with Summit	82	4.66	0.53	98%	504	4.49	0.66	94%	586	4.52	0.65	94%

Frontier

	PI Status				Non-PI Status				Total			
	N	*M*	*SD*	*%Sat*	*N*	*M*	*SD*	*%Sat*	*N*	*M*	*SD*	*%Sat*
Scheduling turnaround	68	4.10	0.92	78%	334	3.97	0.95	72%	402	3.99	0.94	73%
System availability	70	4.21	0.83	86%	338	4.05	0.90	75%	408	4.08	0.89	77%
Availability of tools	67	4.40	0.65	91%	326	4.23	0.80	81%	393	4.26	0.78	83%
Availability of libraries	67	4.43	0.63	93%	332	4.22	0.82	81%	399	4.25	0.79	83%
Programming environment	68	4.40	0.85	90%	335	4.15	0.88	79%	403	4.19	0.88	81%
Overall satisfaction with Frontier	70	4.23	0.76	86%	342	4.18	0.83	81%	412	4.19	0.82	82%

HPSS

	PI Status				Non-PI Status				Total			
	N	M	SD	%Sat	N	M	SD	%Sat	N	M	SD	%Sat
hsi/htar interface	31	4.65	0.61	94%	78	4.28	0.74	88%	109	4.39	0.72	90%
Globus interface	35	4.49	1.04	89%	92	4.45	0.75	89%	127	4.46	0.83	89%
Ability to store/retrieve files	37	4.62	0.64	92%	100	4.52	0.61	96%	137	4.55	0.62	95%
Reliability (data integrity)	36	4.69	0.58	94%	98	4.59	0.59	97%	134	4.62	0.59	96%
Time to store/retrieve files	37	4.54	0.69	89%	102	4.43	0.72	90%	139	4.46	0.71	90%
Frequency of outages	36	4.47	0.81	86%	102	4.28	0.74	85%	138	4.33	0.76	86%
Overall satisfaction with HPSS	37	4.57	0.69	95%	103	4.44	0.64	94%	140	4.47	0.65	94%

Alpine

	PI Status				Non-PI Status				Total			
	N	M	SD	%Sat	N	M	SD	%Sat	N	M	SD	%Sat
Size	51	4.67	0.59	94%	252	4.59	0.61	94%	303	4.60	0.61	94%
I/O bandwidth	51	4.55	0.64	92%	244	4.50	0.64	94%	295	4.51	0.64	94%
File and directory operations	51	4.47	0.81	88%	250	4.50	0.67	93%	301	4.49	0.70	92%
Reliability (data integrity)	51	4.47	0.83	86%	250	4.56	0.66	93%	301	4.54	0.69	92%
Frequency of outages	51	4.33	0.89	84%	247	4.27	0.87	83%	298	4.28	0.87	83%
Overall satisfaction with Alpine GPFS Scratch Filesystem	51	4.45	0.81	92%	253	4.50	0.61	94%	304	4.49	0.65	94%

Orion

	PI Status				Non-PI Status				Total			
	N	M	SD	%Sat	N	M	SD	%Sat	N	M	SD	%Sat
Size	38	4.55	0.69	89%	160	4.58	0.61	94%	198	4.57	0.62	93%
I/O bandwidth	38	4.45	0.69	89%	155	4.34	0.88	86%	193	4.36	0.84	87%
File and directory operations	38	4.34	0.85	87%	159	4.36	0.80	87%	197	4.36	0.81	87%
Reliability (data integrity)	38	4.45	0.72	87%	154	4.53	0.64	94%	192	4.51	0.66	92%
Frequency of outages	38	4.26	0.86	74%	154	4.19	0.88	80%	192	4.20	0.87	79%
Overall satisfaction with Orion Lustre Scratch Filesystem	38	4.26	0.83	82%	160	4.32	0.79	87%	198	4.31	0.79	86%

OLCF Support

	PI Status				Non-PI Status				Total			
	N	M	SD	%Sat	N	M	SD	%Sat	N	M	SD	%Sat
OLCF Support (problem resolution and support from OLCF Staff)	110	4.65	0.58	95%	653	4.47	0.72	89%	763	4.49	0.70	90%
OLCF Services (tools, training, docs, myOLCF, etc.)	110	4.55	0.64	94%	653	4.41	0.69	90%	763	4.43	0.68	90%

OLCF Website

	PI Status				Non-PI Status				Total			
	N	M	SD	%Sat	N	M	SD	%Sat	N	M	SD	%Sat
Ease of navigation	64	4.45	0.71	88%	312	4.37	0.67	90%	376	4.38	0.68	90%
Search capabilities	60	4.42	0.74	85%	300	4.30	0.74	86%	360	4.32	0.74	86%
Usefulness of content	65	4.58	0.61	94%	311	4.37	0.67	90%	376	4.40	0.66	91%
Overall satisfaction with the OLCF website	65	4.52	0.66	91%	315	4.36	0.67	90%	380	4.38	0.67	90%

OLCF Documentation

	PI Status				Non-PI Status				Total			
	N	*M*	*SD*	*%Sat*	*N*	*M*	*SD*	*%Sat*	*N*	*M*	*SD*	*%Sat*
Ease of navigation	68	4.49	0.68	90%	360	4.44	0.67	91%	428	4.45	0.67	91%
Search capabilities	64	4.41	0.71	88%	348	4.34	0.71	88%	412	4.35	0.71	88%
Quality of the documentation	68	4.57	0.58	96%	360	4.52	0.65	93%	428	4.53	0.64	93%
Overall satisfaction with the OLCF documentation	68	4.59	0.55	97%	361	4.47	0.64	93%	429	4.49	0.63	93%

Problem Resolution

	PI Status				Non-PI Status				Total			
	N	*M*	*SD*	*%Sat*	*N*	*M*	*SD*	*%Sat*	*N*	*M*	*SD*	*%Sat*
Quality of technical advice given to reported issues	78	4.68	0.50	99%	336	4.60	0.62	95%	414	4.61	0.60	95%
Timeliness of responses to reported issues	79	4.62	0.67	95%	341	4.60	0.68	94%	420	4.60	0.68	94%
Overall satisfaction with OLCF's response to reported issues	79	4.68	0.49	99%	338	4.58	0.68	94%	417	4.60	0.65	95%

Summary of Survey Observations

In most respects, users were satisfied with the OLCF resources/services. Table 67 summarizes satisfaction (satisfied or very satisfied) ratings. The color scale indicates the relative magnitude of cell values: high-med-low = green-yellow-red. Examination of the table suggests that satisfaction was highest (across respondent types) for Data Liaisons, Training, Projects and Accounts, User Assistance, Issue Response, and Andes; while the lowest ratings were reported for Frontier and Orion. Overall, these ratings still reflect a generally high satisfaction among users. When "All" respondents are considered as a group, all items were rated as either satisfied or very satisfied by 82% or more of users.

	All	PI Status		Project Allocation				Length of Time as an OLCF User		
		PI	Non-PI	INCITE	DD	ALCC	ECP	Less than 1 Year	1 – 2 Years	Greater than 2 Years
Max N responding:	763	110	653	276*	263*	139*	287*	180	149	434
OLCF	94%	96%	94%	94%	96%	96%	94%	91%	93%	96%
Compute Resources	92%	97%	91%	89%	96%	93%	92%	89%	87%	95%
Andes	95%	94%	95%	94%	95%	96%	100%	93%	90%	97%
Summit	94%	98%	94%	94%	95%	95%	94%	85%	96%	97%
Frontier	82%	86%	81%	78%	86%	83%	81%	85%	72%	83%
Data Resources	87%	86%	88%	86%	88%	93%	84%	83%	89%	88%
Data Transfer Nodes	88%	82%	89%	81%	92%	89%	81%	77%	94%	89%
HPSS	94%	95%	94%	94%	93%	91%	95%	75%	100%	96%
Alpine GPFS Scratch Filesystem	94%	92%	94%	94%	93%	97%	93%	91%	93%	95%
Orion Lustre Scratch Filesystem	86%	82%	87%	86%	85%	95%	85%	92%	78%	86%
OLCF Support	90%	95%	89%	91%	93%	92%	87%	86%	89%	92%
Projects and Accounts	96%	97%	95%	96%	94%	95%	96%	91%	98%	97%
User Assistance	95%	97%	94%	95%	96%	94%	94%	93%	99%	94%
INCITE Liaisons	94%	94%	93%	92%	95%	100%	91%	91%	96%	94%
Data Liaisons	100%	100%	100%	100%	100%	100%	100%	NA	100%	100%
Issue response	95%	99%	94%	95%	94%	96%	94%	94%	99%	94%
OLCF Services	90%	94%	90%	92%	92%	89%	85%	88%	93%	90%
myOLCF	92%	96%	90%	91%	92%	96%	87%	90%	88%	93%
Documentation	93%	97%	93%	92%	94%	96%	91%	90%	96%	93%
Website	90%	91%	90%	92%	89%	93%	89%	87%	85%	92%
Communications	93%	94%	93%	92%	94%	92%	92%	90%	94%	94%
Training	97%	97%	96%	97%	97%	100%	97%	86%	97%	99%
Min	82%	82%	81%	78%	85%	83%	81%	75%	72%	83%
Max	100%	100%	100%	100%	100%	100%	100%	94%	100%	100%