

A full summary report of the 2024 OLCF User Survey will be posted at this URL soon. Below you may find information about overall survey results.

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 eight-week survey period, 860 users completed or partially completed the survey out of 1,637 possible respondents, giving an overall response rate of 52.5%.

Respondents' projects were supported by Director's Discretion (45%), ECP (16%), INCITE (43%), ALCC (20%), SummitPLUS (26%), and UMS (2%) allocations.

Findings Highlights

The proportions of all respondents satisfied or very satisfied with OLCF resources/services ranged from 88% to 95% for the five "overall" evaluation items. Specifically, ratings for these five major categories of resources/services were a) OLCF (95%), b) Compute Resources (91%), c) Data Resources (92%), d) OLCF Support (90%), and e) OLCF Services (88%). Overall, these ratings 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 78% or more of users.

The table below indicates satisfaction (*satisfied* or *very satisfied*) ratings. The color scale indicates the relative magnitude of cell values: high-medium-low = green-yellow-red. Examination of the table below suggests that **satisfaction was highest** (across respondent types) for Andes (97%), Projects and Accounts (97%), Documentation (97%), Training (96%), OLCF [overall] (95%), Summit (95%), Alpine2 GPFS Scratch Filesystem (95%), and User Assistance (95%); while the **lowest ratings** were reported for Slate (78%), Frontier (88%), and OLCF Services (88%).

High rating	Medium rating	Low rating
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	All	PI Status		Project Allocation						Length of Time as an OLCF User		
		PI	Non-PI	INCITE	DD	ALCC	ECP	Summit PLUS	UMS	Less than 1 Year	1 – 2 Years	Greater than 2 Years
Max N responding:	825	172	653	366*	374*	162*	126*	220*	16*	263	148	414
OLCF	95%	96%	94%	93%	96%	93%	92%	97%	100%	94%	93%	96%
Compute Resources	91%	89%	91%	88%	91%	92%	90%	94%	100%	90%	88%	91%
Andes	97%	98%	96%	96%	98%	98%	100%	94%	100%	97%	94%	97%
Summit	95%	96%	95%	95%	96%	97%	96%	95%	100%	96%	93%	95%
Frontier	88%	90%	87%	86%	89%	87%	85%	90%	100%	86%	85%	89%
Data Resources	92%	93%	92%	91%	95%	90%	90%	92%	100%	89%	92%	93%
Data Transfer Nodes	93%	90%	94%	89%	95%	92%	94%	95%	100%	94%	91%	93%
HPSS	91%	87%	94%	92%	88%	91%	81%	91%	100%	86%	94%	91%
Alpine2 GPFS Scratch Filesystem	95%	93%	96%	94%	93%	91%	91%	96%	75%	100%	91%	95%
Orion Lustre Scratch Filesystem	91%	85%	93%	89%	90%	91%	88%	94%	83%	93%	93%	91%
Kronos Filesystem	93%	95%	92%	95%	96%	83%	100%	100%	NA	88%	75%	96%
OLCF Support	90%	93%	89%	88%	91%	86%	87%	90%	94%	85%	89%	93%
Projects and Accounts	97%	98%	97%	97%	97%	97%	92%	96%	90%	96%	96%	98%
User Assistance	95%	95%	95%	95%	95%	91%	92%	93%	92%	92%	97%	96%
INCITE Liaisons	92%	92%	92%	90%	96%	89%	96%	97%	NA	92%	90%	92%
Data Liaisons	94%	100%	90%	89%	100%	100%	100%	100%	NA	100%	86%	94%
Issue response	94%	96%	93%	94%	95%	89%	88%	93%	100%	90%	97%	96%
OLCF Services	88%	92%	87%	87%	88%	86%	86%	87%	94%	85%	85%	92%
myOLCF	93%	95%	93%	90%	95%	94%	93%	94%	100%	92%	89%	95%
Documentation	97%	93%	98%	97%	96%	96%	92%	97%	100%	99%	97%	97%
Website	94%	90%	95%	92%	94%	94%	91%	95%	100%	97%	93%	92%
Slate	78%	67%	83%	60%	80%	50%	50%	NA	NA	NA	NA	78%
Communications	93%	91%	94%	92%	94%	92%	88%	93%	86%	95%	92%	92%
Training	96%	93%	96%	96%	98%	100%	94%	98%	100%	94%	93%	97%
Min	78%	67%	83%	60%	80%	50%	50%	87%	75%	85%	75%	78%
Max	97%	100%	98%	97%	100%	100%	100%	100%	100%	100%	97%	98%

Note. The table above summarizes satisfaction (responses indicating satisfied or very satisfied) ratings. The color scale indicates the relative magnitude of cell values: high-medium-low values fill a green-yellow-red gradient. 34 users indicated they had not used any of the listed resources/services on the first page of the survey and therefore were not asked to provide ratings on overall items. *Some users are assigned to more than one project allocation.