2025 OLCF USER SURVEY

Findings and Highlights

OAK RIDGE National Laboratory | LEADERSHIP COMPUTING FACILITY

U.S. DEPARTMENT of ENERGY

Executive Summary

The annual survey used to analyze user satisfaction with user services at the Oak Ridge Leadership Computing Facility (OLCF) — a Department of Energy Office of Science user facility located at Oak Ridge National Laboratory (ORNL) — was conducted in 2025 to gather input from researchers using its computing and data resources. The survey collected feedback about users' needs, preferences, and experiences with the OLCF and its support services.

At the end of the eight-week survey period, 857 users completed the survey out of 1,484 possible respondents, giving an overall response rate of 57.7%. Respondents' projects were supported by INCITE (43%), Director's Discretionary (53%), ALCC (24%), and UMS (1%) allocations.

Main Facility Findings

- 96% of respondents said they were very satisfied or satisfied with the OLCF overall.
- 93% of respondents said they were very satisfied or satisfied with the OLCF's compute resources.
- 94% of respondents said they were very satisfied or satisfied with the OLCF's data resources.
- 93% of respondents said they were very satisfied or satisfied with the OLCF's support resources.
- 92% of respondents said they were very satisfied or satisfied with the OLCF's services.

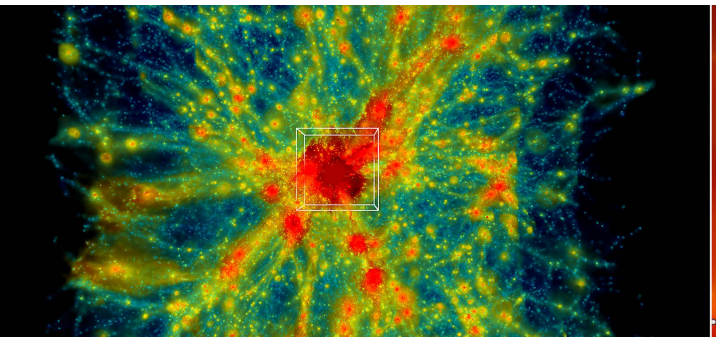
2025 OLCF Satisfaction Ratings

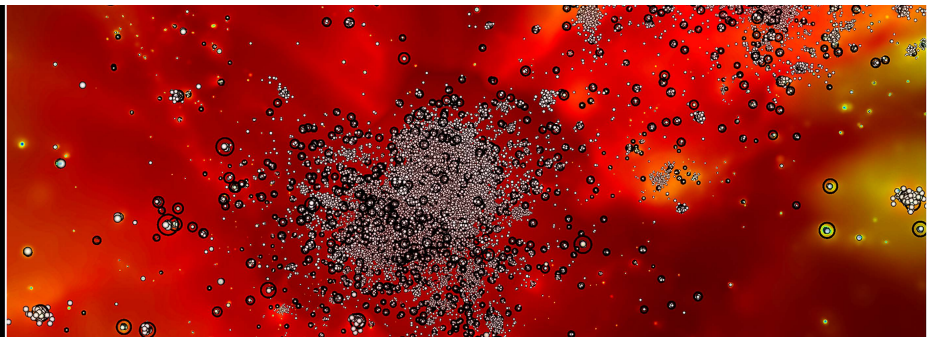
High rating	Medium rating	Low rating

Summary of Overall Satisfaction with Aspects of OLCF by PI Status, Project Allocation, and Length of Time as an OLCF User

		PI Status		Project Allocation				Length of Time as an OLCF User		
	All	PI	Non-PI	INCITE	DD	ALCC	UMS	Less than 1 Year	1 – 2 Years	Greater than 2 Years
Max N responding:	831	191	640	360*	445*	203*	12*	180	210	443
OLCF	96%	98%	96%	96%	97%	96%	92%	97%	94%	97%
Compute Resources	93%	96%	92%	92%	94%	91%	92%	93%	90%	94%
Andes	96%	91%	97%	94%	96%	94%	--	94%	96%	96%
Frontier	94%	95%	93%	94%	94%	94%	91%	95%	93%	93%
Data Resources	94%	94%	94%	95%	94%	95%	100%	95%	93%	94%
Data Transfer Nodes	95%	95%	95%	94%	97%	92%	--	93%	97%	95%
Orion Lustre Scratch Filesystem	95%	90%	96%	95%	95%	94%	100%	98%	96%	94%
Kronos Filesystem	97%	94%	97%	95%	96%	89%	NA	91%	95%	98%
OLCF Support	93%	96%	92%	93%	93%	92%	75%	92%	91%	93%
Projects and Accounts	98%	98%	97%	97%	98%	95%	100%	96%	96%	99%
User Assistance	96%	96%	97%	96%	97%	93%	100%	96%	94%	98%
INCITE Liaisons	94%	87%	97%	93%	95%	93%	NA	100%	95%	93%
Data Liaisons	100%	100%	100%	100%	100%	100%	NA	100%	100%	100%
Issue response	97%	95%	97%	97%	97%	95%	100%	96%	94%	98%
OLCF Services	92%	94%	92%	94%	93%	90%	75%	91%	90%	94%
Website	93%	96%	91%	94%	93%	91%	100%	96%	92%	92%
myOLCF	93%	92%	93%	94%	93%	89%	100%	93%	92%	93%
Documentation	94%	93%	94%	95%	92%	95%	100%	93%	90%	96%
Communications	95%	93%	95%	94%	96%	92%	100%	95%	95%	95%
Training	94%	96%	94%	97%	94%	92%	--	91%	95%	95%
Slate	100%	--	100%	--	100%	--	NA	--	--	100%
Constellation	91%	--	95%	92%	94%	--	NA	--	--	89%
Min	91%	87%	91%	92%	92%	89%	75%	91%	90%	89%
Max	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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. 26 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.





Main System Findings

- **Andes** was used by 30% of respondents during the 2025 calendar year (253 out of 857 responding); 96% of respondents were either satisfied or very satisfied with the system overall. The highest-rated specific aspect of Andes was the system availability (96% satisfied), and the lowest-rated feature was availability of tools (90% satisfied).

- **Frontier** which became available to OLCF users in April 2023, was the most used compute resource (89% of respondents) during the 2025 calendar year (763 out of 857 responding); 94% of all respondents were overall either satisfied or very satisfied with the system. The system availability and frequency of outages were the highest-rated specific aspects of Frontier (both 91% satisfied), and the lowest-rated specific aspect was queue policy (79% satisfied).

- **Data Transfer Nodes (DTNs)** were used by 32% of respondents during the 2025 calendar year (276 out of 857 responding); 95% of respondents were overall either satisfied or very satisfied with the systems. No respondents indicated dissatisfaction with DTNs.

- **Orion** Lustre Scratch Filesystem was used by 40% of respondents during the 2025 calendar year (347 out of 857 responding). 95% of respondents were overall either satisfied or very satisfied with the system. The size was the highest-rated specific aspect of Orion Lustre (97% satisfied), and the lowest-rated feature was the frequency of outages (89% satisfied).

- **Kronos** Filesystem was used by 17% of respondents during the 2025 calendar year (146 out of 857 responding); 97% of respondents were overall either satisfied or very satisfied with the system. The reliability was the highest-rated specific aspect of Kronos (97% satisfied), and the lowest-rated features were I/O bandwidth, file and directory operations, and frequency of outages (all 94% satisfied).

Main Support and Services Findings

- 98% of all respondents were either satisfied or very satisfied with the Projects and Accounts Team.

- 96% of all respondents were either satisfied or very satisfied with User Assistance.

- 39% of users indicated they were in an INCITE project; 94% of these respondents (who received assistance from an INCITE Liaisons) were either satisfied or very satisfied with the INCITE Liaisons with which they interacted.

- 5% of respondents reported they received assistance from a Data Liaison; 100% of these respondents were either satisfied or very satisfied with the Data Liaisons with which they interacted.