NSCCS Annual User Satisfaction Survey 2013

On 1st February 2013, the NSCCS asked all active users to complete the annual user satisfaction survey to evaluate the quality of the service provided for the period of 1st February 2012 to 31st January 2013. Questions asked in the survey are attached to the end of this document.

34 user surveys have been completed by active users for the period of 1st February 2012 to 31st January 2013.

100% of users are satisfied with the overall support provided by NSCCS.

97.1% of users have rated the overall assessment of the Service as Good with 2.9% as Satisfactory (selected from Good, Satisfactory and Poor).

Below list the optional "Other comments/feedback on the Service".

- An excellent service - keep up the good work!

- Very happy!

- Would have attended User Meeting if in the country. Always very impressed with the way the Service is run. Hopefully the software/hardware glitches associated with the new machine will ease over time.

- While there have been some problems with the service over the last year due to the introduction of the columbus service, help from NSCCS staff has, as always, been excellent!

- Keep up the good work, you are doing an excellent service.

- 1. The limit of 1000 cpu hours for the a4 queue is insufficient for some of my jobs. 2. Some times, my jobs, which request for large memories (>8GB per processor), cannot get them.

- The service, range of software are both excellent. I cannot fault Helen and Alex who are both exceptional and have been extremely helpful (and patient) with me and my group.

- Very friendly, polite and understanding staff.

- I hugely appreciated the Amber workshop last year - I learned a huge amount in a week. Also, the webinars on Gaussian were very good - but I focus better when removed from my office for a fixed period, so appreciate the opportunity to get away to London.

- The training they provide are excellent. The services are so good and much appreciated.

- I guess this is a very specific for my work, but I would like to see if possible an increase in the upper limit of total cpu allocated per year. For example, in my case 100 000 cpu hours are not enough for accurate ab initio calculation of 4D PESs. I guess if more funding for more machines will be given to NSCCS, this might change. So, we would like to see more funding given to NSCCS for more machines/processors.

- I am appreciative of the service that is provided, the email queries are answered straight away, any problems occuring are solved quickly as well. Thank you.

- As ever, the NSCCS staff have provided and excellent service. I have nothing but praise for their professionalism and the support they provide.

- At last, a web portal (haven't tried to use it because username is not currently active)

- Service workers always provide excellent help. Dr Helen Tsui is always amazingly prompt at replying. This is very much appreciated.

- Users have to draw a clear distinction between the service 'support' and the actual hardware 'service'. The support group have had a very difficult time as a result of the unreliability of the Columbus service. On occasion that has led to the Users not being aware of either what was going on to restore the service, or what the timescale for doing so was. The Columbus service during the last year has been a sequence of calamity after calamity. The retention of Magellan partly solved the inadequacies of Columbus, but the Columbus service to date cannot be regarded as satisfactory, at least until relatively recent times. It does now seem to have become more reliable, and hopefully will remain so.

| Home | About Us | Services | News | User Area | Help |

Annual User Satisfaction Survey 2013

It is important for the NSCCS to receive feedback from our users to evaluate on the service we provide. If you have been an active user between 1st February 2012 and 31st January 2013, we would be grateful if you could complete this annual user satisfaction survey to provide us with feedback and comments on how we performed in the past year.

Your feedback and comments will ensure the quality of our service to be maintained at a high standard and to help us make further improvements.

Please complete and submit the survey by Friday 22nd February 2013. Please ensure all fields have been filled in unless indicated as optional. Many thanks for your help.

Annual User Satisfaction Survey

Title: (Mr, Ms, Professor, Dr, Others)

Name: (First Name, Surname)

Department/Group:

Institution:

Email:

1. Please list all the software packages that you have used and/or are currently using on the Service machines. Please indicate the main software package that you use.

2. Please list any software packages that you would have liked to have used, but are not available from the Service. (optional)

3. Did you request training for the software of your choice?

○ Yes   ○ No

4. Have you attended any of our software workshops?

○ Yes   ○ No

5. Would you be interested in attending future workshops?

○ Yes   ○ No

If yes, which software workshop(s) would you be interested in attending?

6. Please indicate whether you were given sufficient information in the following areas:

Accessing Magellan for the first time: ○ Yes   ○ No

Running jobs in the batch queues: ○ Yes   ○ No

Running the software package(s): ○ Yes   ○ No

If you answered "No" to any of the above, how did you solve your problem(s)?

○ by contacting the NSCCS staff

○ by looking on the NSCCS website/user guide

○ by asking another user

○ never solved the problem

○ other (please specify)

[   ]

7. Have you ever visited our Service web site (http://www.nsccs.ac.uk)?

○ Yes   ○ No

If yes, what was the reason for your visit(s)? (You may tick more than one box).

○ to download an application form

○ to look for information on using the machine

○ to look for information on using software

○ to look for information on using training/workshops

○ to look at the NSCCS user guide

○ just browsing

○ other (please specify)

[   ]

8. Have you been satisfied with the overall support provided by NSCCS ?

○ Yes   ○ No

9. Did you attend our User Meeting in December 2012?

○ Yes   ○ No

10. Would you be interested in attending future User Meetings?

○ Yes   ○ No

11. Please give your overall assessment of the Service.

○ Good   ○ Satisfactory   ○ Poor

12. Other comments/feedbacks on the Service: (optional)

[   ]

(Submit)   (Reset)