NSCCS Annual User Satisfaction Survey 2014

In February 2014, 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 2013 to 31st January 2014. Questions asked in the survey are attached to the end of this document.

37 user surveys have been completed by active users for the period of 1st February 2013 to 31st January 2014.

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

97.3% of users have rated the overall assessment of the Service as Good with 2.7% as Satisfactory (selected from Good, Satisfactory and Poor).

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

- This is an outstanding service, both in the breadth of software available and the excellent support provided to users. In the absence of this service, I would never have become involved in computational chemistry, and so would not have accomplished much of the chemistry that we have published. I cannot rate this service highly enough and take every opportunity to promote it amongst my colleagues, several of whom have subsequently become users.

- I am very pleased with the service and support NSCCS provides. The running time of the jobs and the cluster maintenance are very good.

- When a computational job is submitted or finished, will be great if the server can send one email to the user, to inform him/her the status. Otherwise, we have to regularly check the progress. Also, thank you very much for running the service. It helps on my research a lot!

- The service is excellent in everyway, and absolutely essential for our computational work that supports our experimental studies.

- I also have access to older versions of Gaussian running on my University HPC service. Aside from the range of current software available at NSCCS, a very noticeable difference is the level of support available (i.e local hardware support minimal, local software support non-existent). Having just satisfactorily referred a software issue to NSCCS for support, for me there really is a clear advantage in usability and productivity in having a National service that can provide reasonable support, when needed.

- Why is there not the option to tick "excellent" in the overall assessment of service box above?
- Brilliant service that really helps my research.
- There should be an Excellent category Question 11 to select!
- The staff are very helpful.
- Extremely helpful whenever help has been required!
- Impressive reliability, excellent resource, helpful management.
- As an American scientist in a short-term position in the U.K., I feel NSCCS is a world-class service which should be emulated in the United States.
- I would really love to attend the user meeting but December is always a very busy time of the year. I have found the service to be excellent and hope that I can use it even more in the future.
- Outstanding resource and excellent support that have enormously enhanced my research.
- Extremely useful and valuable service for the community. Quick refereeing process and efficient and valuable resources. Good service, excellent communications.
- Excellent. Keep going as now!
- NSCCS continues to be an extremely valuable service, allowing my research group to perform calculations as well as concentrate on out experimental physical chemistry. I was very impressed with the online training - it's an excellent addition to training in London.

NSCCS

EPSRC UK National Service for Computational Chemistry Software

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Annual User Satisfaction Survey 2014

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 2013 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 2014. 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 the machine 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 2013?

○ 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]