EPSRC UK National Service for Computational Chemistry Software at Imperial College London

NSCCS Annual User Satisfaction Survey 2015

In February 2015, 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 2014 to 31st January 2015. Questions asked in the survey are attached to the end of this document.

37 user surveys returned.

97% of users are satisfied with the overall support provided by NSCCS.

94.6% of users have rated the overall assessment of the Service as *Very Good* with 5.4% as *Good* (selected from *Very Good*, *Good*, *Satisfactory*, *Sufficient* and *Poor*).

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

- I do think an annual workshop on practical access to machines and running software packages would be useful to beginners and more experienced users.

- Very prompt and efficient replies to emails on both the service and use of/problems with codes. Very reliable service, with scheduled downtime notified well in advance (useful for planning). The value of having up to date codes installed, available and well-supported is invaluable for an experiment-focused group.

- Very satisfactory service and NSCCS staff are always very good at helping and very prompt with any inquiries.

- World-class service for computing support in computational sciences.

- As always the level of service from NSCCS has been exemplary during the past year.

- NSCCS is an extremely useful service providing us with access to software that we else wouldn't have access to, as well as a platform to run it on.

- Very useful service with extremely helpful and accessible support.

- Thanks!

- Staff are very approachable friendly knowledgeable and willing to help, particularly with problems I have encountered over the past year. They were quick to assess and appreciate my limitations as a novice and have successfully enable me to apply computational chemistry to support my synthetic studies. The NSCCS has successfully managed to teach this old dog new tricks.

- "As I have access to our own clusters, I mostly use the NSCCS for the training and support (though access to the latest version of Turbomole is very useful through Slater!) The users' meetings have been excellent networking opportunities, as well as being well-organised and enjoyable days and the training support has been fantastic. Pleased to see the inclusion of the ionisation workshop and would love to see the inclusion of more 'advanced' user

workshops too. Email support and tutorial lectures over the internet have been invaluable as even in a relatively large group, my colleagues often don't have experience of the type of problems I am trying to deal with. The attitude of the NSCCS staff has always been wonderful as well and I feel that as a user, they always do their absolute best to help out with any research problems."

- The service is excellent in every respect. My group value having the software we need available in its most up to date form very highly. We have no in-department support for maintaining our own software, so this is invaluable in saving us time and effort. All the personnel are outstanding,and we have highly valued having them to turn to when we get "stuck" with aspects of our research.
- Excellent help - really has helped out.
- "The NSCCS is a vital service for the researchers in the UK. Without it, a number of researchers would be unable to not only do their research, they also would be unable to get the most out of their potential. It is thus absolutely vital that the service will be funded in the future!"
- It would be advisable if user request for installation of codes can be proceeded faster.
- Outstanding facility that adds significant impact to our research. As an experimental chemist I would have struggled to develop skills in computational chemistry without the NSCCS.
- A more rapid response when machine partial or complete failures occurs. When at the end of an SSH or related entry point, one needs to know any info on timescale estimates before recovery. Currently the NSCCS service is basically office hours. But the RAL service is 24/7, and we need to know an 'urgent' contact number for the out of hours necessities. Also, it would be helpful to know when the machine is unattended. This is not just for holiday periods.
- Excellent service with friendly and helpful staff. The NSCCS has become a community as well as a service!

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Annual User Satisfaction Survey 2015

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 2014 and 31st January 2015, 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 Wednesday 25th February 2015. 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 training workshops?

○ Yes

○ No

5. Would you be interested in attending future workshops?

○ Yes

○ No

If yes, which training 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 and/or NSCCS Support Helpdesk (email: nsccs.support@stfc.ac.uk)

○ 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. Please give your overall assessment of the Service.

○ Very Good

○ Good

○ Satisfactory

○ Sufficient

○ Poor

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

[text area]

[Submit] [Reset]