

RED ESPAÑOLA DE  
SUPERCOMPUTACIÓN

# RES Satisfaction Survey

2017 – 2018

Final report

June 2019

## CONTENTS

1. Introduction: aims and procedure .....	2
2. Results of the users' satisfaction survey .....	2
2.1 User profile.....	2
2.2 Satisfaction with the overall supercomputing service .....	3
2.3 Process to request access to RES and evaluation of applications.....	4
2.4 Awarded resources and resources usage.....	5
2.5 System performance .....	6
2.6 Support.....	8
2.7 RES Users Committee .....	9
2.8 RES events and workshops.....	10
2.9 Dissemination information.....	12
2.10 Suggestions for improvement .....	13
3. Results of the applicants' satisfaction survey .....	15
4. Conclusions.....	16
List of figures .....	17
ANNEX 1: users' satisfaction survey .....	18
ANNEX 2: applicants' satisfaction survey.....	26

## 1. Introduction: aims and procedure

The Spanish Supercomputing Network (RES) is an alliance of 11 public institutions and its 12 supercomputers. The main goal of RES is to offer supercomputing resources to the scientific community, to promote the best performance of the resources and to provide specialized technical support. To improve the services offered, every two years the RES launches a satisfaction survey. The previous surveys were launched in 2012, 2014, and 2016 and this fourth edition was launched on December 2018.

Two surveys were designed: one survey addressed to researchers who obtained access to RES resources (Annex 1) and a second one addressed to researchers who submitted an application but were not awarded (Annex 2). The surveys were published in the web of the BSC. Users accessed the surveys through their personal area in the RES intranet.

On the 17th December 2018, the RES coordinators sent an email inviting users to answer the survey. The invitation was sent to all the researchers who had access or had applied for RES resources in 2017 and 2018. The mailing list contained 909 email addresses and the survey was completed by 139 users and 8 applicants (16% of the total). The rate of participation was lower than the previous survey (21% of the total), so new formulas for users' participation should be actioned.

## 2. Results of the users' satisfaction survey

The respondents to this survey had access to RES resources in 2017 and 2018.

### 2.1 User profile

This section of the survey aims to know the general profile and experience of RES users. These questions also make possible the analysis of the survey results filtering by user categories, so they can help to understand better the feedback received.

Most of the RES users are academic (fig 1), followed by post-doctoral researchers and PhD students. The percentage of PhD students using the RES resources has increased from 21% to 24%. The 53% of the survey respondents are leaders of RES activities, and the other 47% are

researchers. Up to 72% of the respondents have at least one year of experience as a RES user.

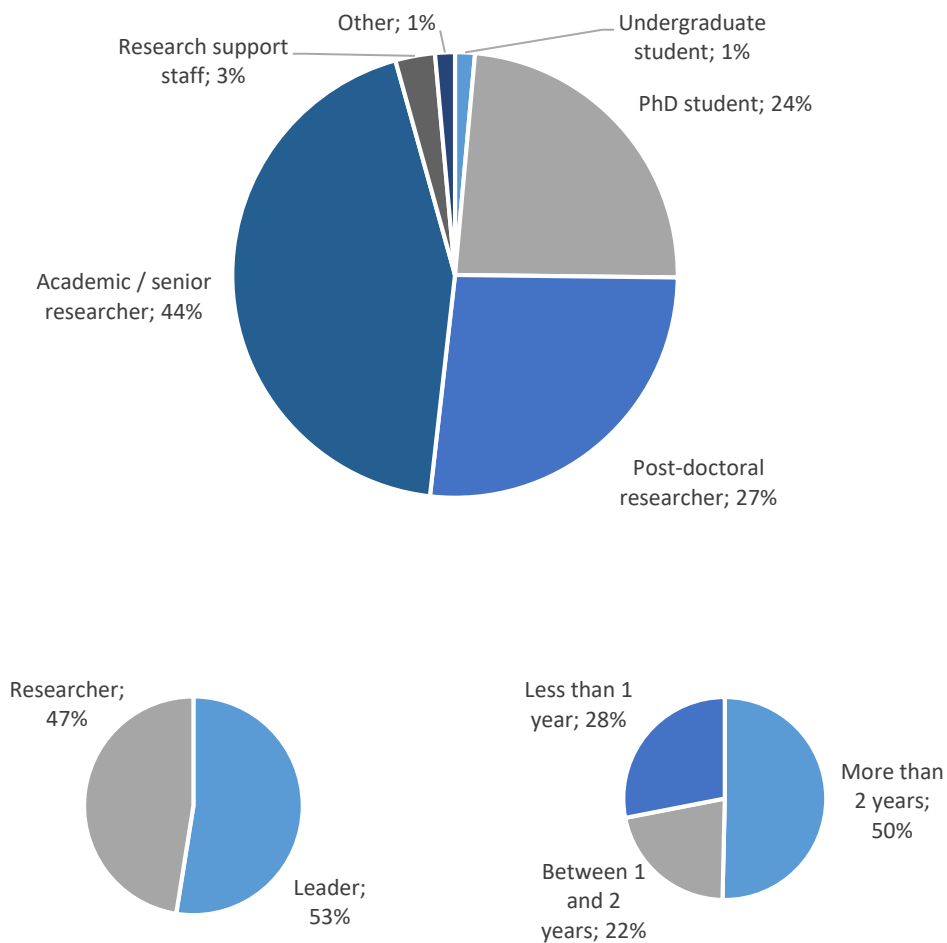


Figure 1. Users' category, users' profile in the RES and years of experience as a RES users.

## 2.2 Satisfaction with the overall supercomputing service

Up to 86% of users are satisfied or very satisfied with the services provided by the RES (being 84% in the last survey), so the global perception is very positive (rating of 4 or 5 points, fig 2). Only four users indicated that they are very dissatisfied with the services provided and they wrote negative comments about the application and evaluation process. The average rating of RES services is 4.3 / 5 and there are not significant differences in the level of satisfaction of the different user's profiles (academic, post-doctoral researchers and PhD students).

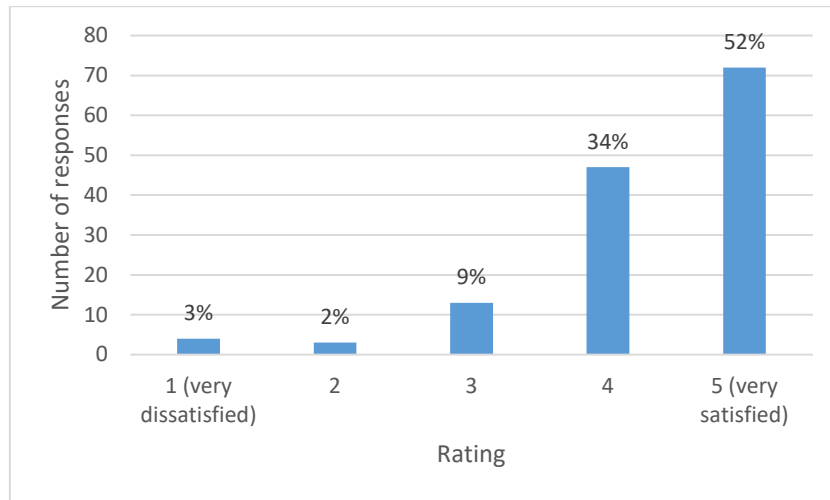


Figure 2. Global satisfaction with the supercomputing service provided (1 = very dissatisfied, 5 = very satisfied).

### 2.3 Process to request access to RES and evaluation of applications

The feedback regarding the access and evaluation procedures is in general positive with an average rating of 4.1 / 5 (fig 3), corresponding the highest values to the clearness of the access application process (information and on-line form). The lowest values were for the evaluation procedure and the reviewers' comments. The evaluation procedure shows here room for improvement. Last survey's rating was 3.9 / 5 showing a slight increase.

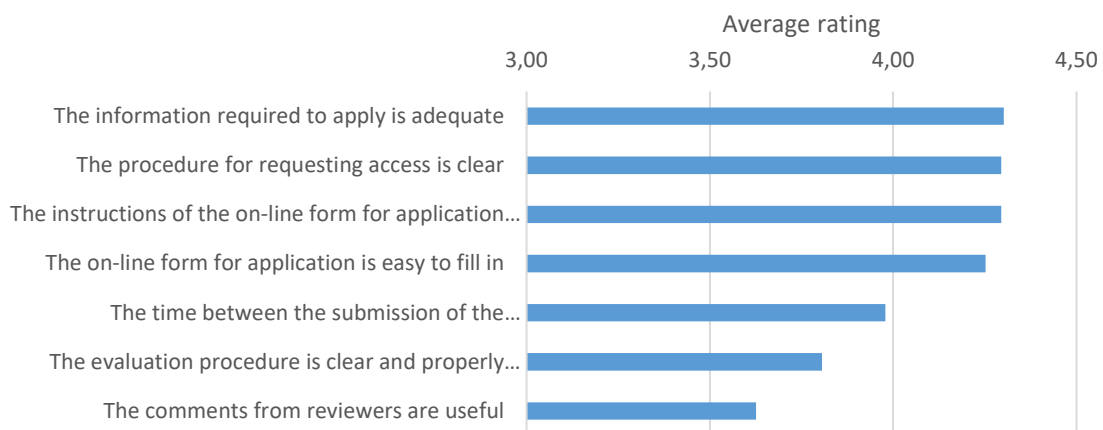


Figure 3. Agreement with the statements about the access and evaluation procedures (average rating: 1 = totally disagree, 5 = totally agree).

## 2.4 Awarded resources and resources usage

Most users are highly satisfied with the awarded resources (rating of 4.06 / 5). The worst valued point of this question is the awarded computational hours (fig 4), especially among users who were not awarded priority hours (fig 7).

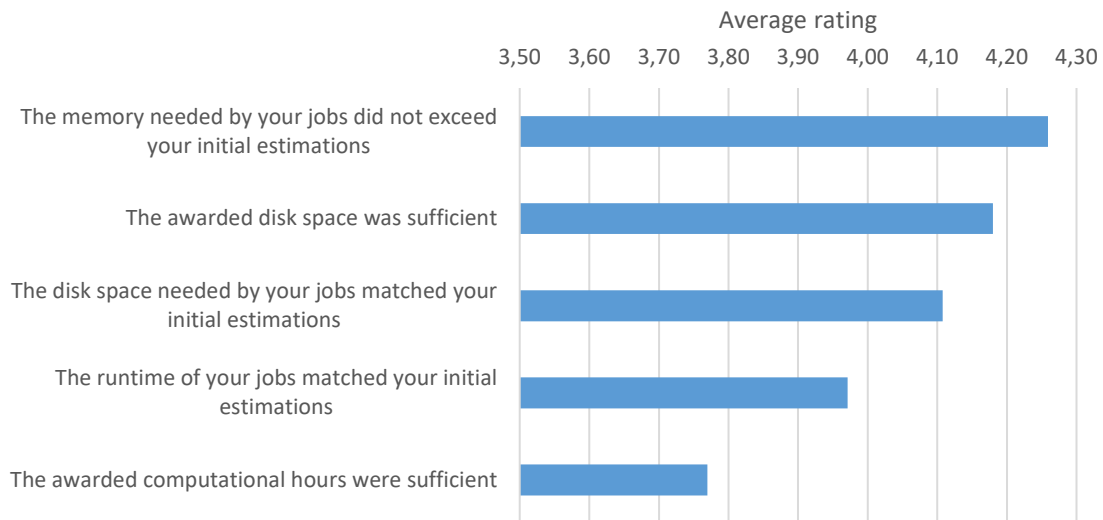


Figure 4. Level of satisfaction with the awarded resources (average rating: 1 = totally disagree, 5 = totally agree).

In this section, we asked how much of the awarded time was finally consumed by the users. The 77% of respondents used the awarded resources as expected (showing a significant increase from last survey, 62%), and only 9% of users consumed less hours (fig 5). The amount of users who have not consumed all the resources granted has decreased 7 points since the last survey.

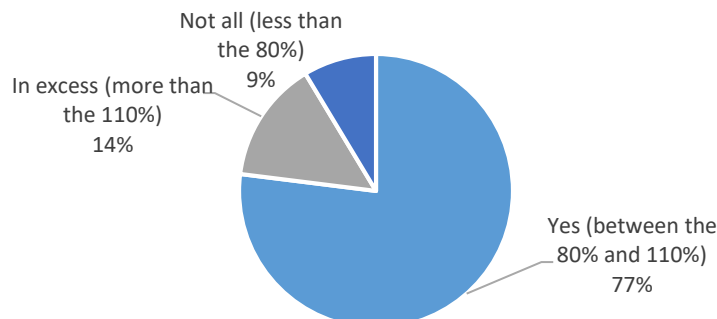


Figure 5. Usage of all the awarded computing time by users.

Users who did not use all the awarded hours were asked about the main reasons or problems that they had. Among the 21 responses obtained, most of them are related to technical problems with the model or difficulties in the research group (fig 6).

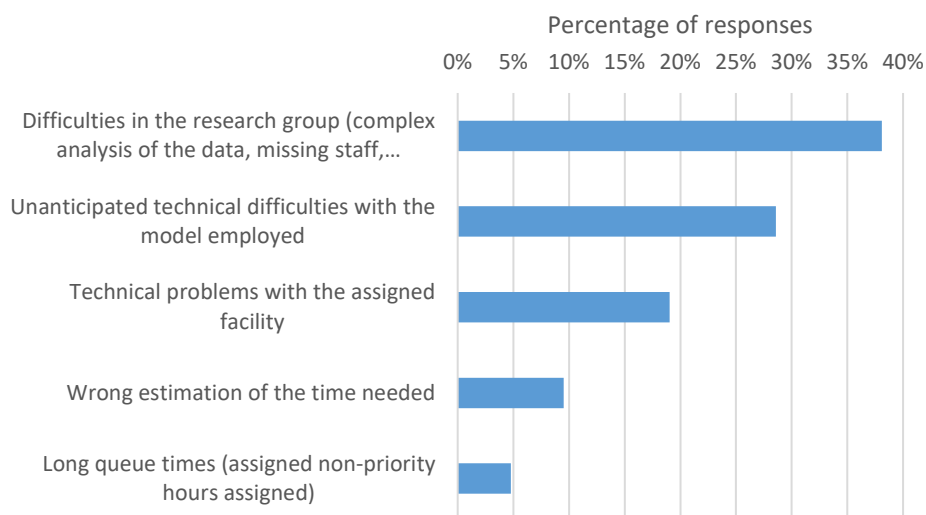


Figure 6. Causes of the over- or underuse of the awarded resources.

## 2.5 System performance

To understand better the feedback received, we asked first the type of computational hours awarded. The 60% of the respondents to this survey were granted all priority hours (showing a high increase from last survey, 46%), and only the 11% were granted all non-priority hours (showing a decrease from last survey, 14%) (fig 7).

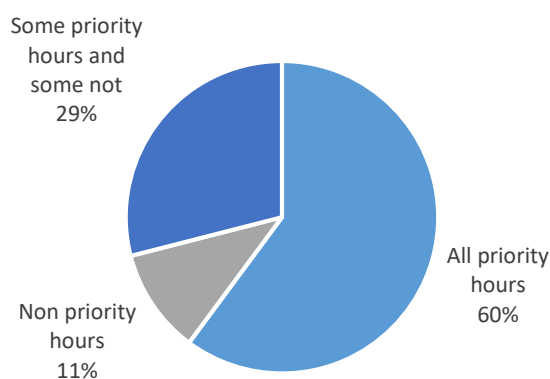


Figure 7. Type of computational hours awarded to users.

Users' perception about the system performance is positive (average rating of 4.1 / 5). The quality of network connections and the stability and availability of the system is well rated, because 80-90% of users indicated that they are satisfied or very satisfied (4 or 5 points). On the other hand, the worst valued issues were the waiting time of the jobs and the available performance and monitoring information (fig 8).

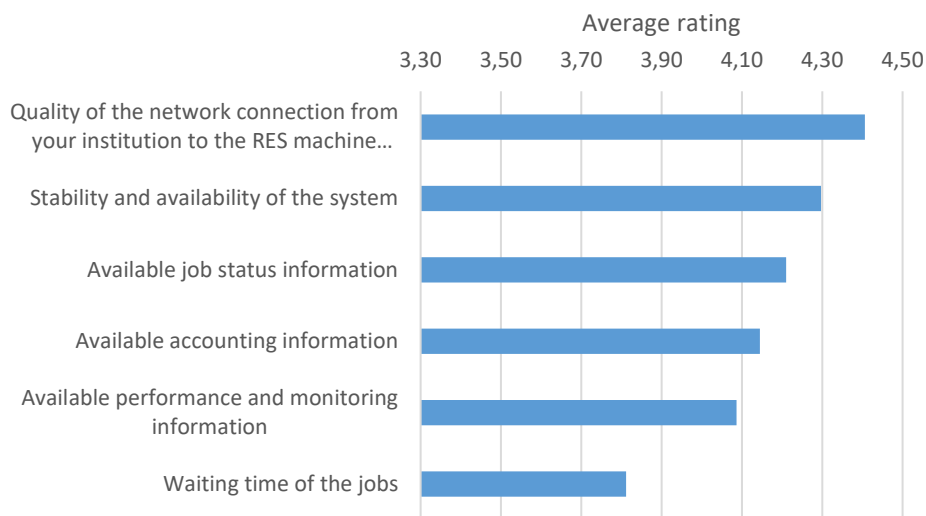


Figure 8. Level of satisfaction with the systems performance (average rating: 1 = very dissatisfied, 5 = very satisfied).

We receive some complaints because of the fact that some users were assigned to different machines in consecutive activities. Data show that 22% of users have experienced difficulties related to being assigned to different machines (fig 9). This value was 6 points higher than for the last survey.

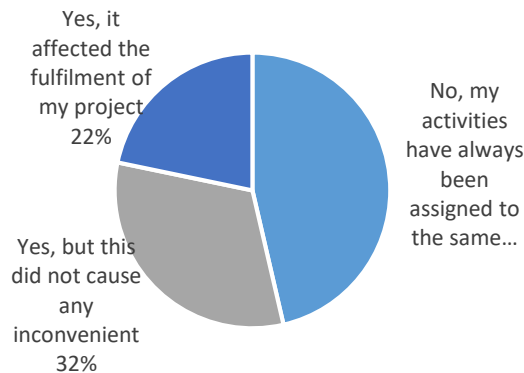


Figure 9. Problems caused by a change in the machine assigned in consecutive periods.



## 2.6 Support

Technical support provided by RES includes a range of services such as: improvement of the parallelization and scalability of the code for the specific infrastructure, optimization of the I/O process, porting the code of applications to another computational language, debugging the code of applications, advice to complete the access requests, creation of the user account, etc.

Nearly 90% of RES users have contacted the support team and most of them have contacted at least twice. Only 12% have never contacted the support team. The 86% of users contacted the support team by email, and 12% through the “Report request” option of the RES intranet (fig 10). Only two respondents contacted the support team by phone.

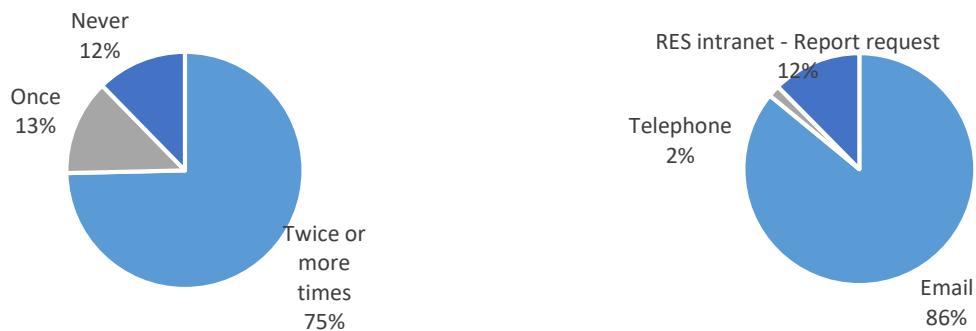


Figure 10. Contact with users' support team.

The level of satisfaction with the support service is very high (average rating of 4.6 / 5). More than the 90% of users are satisfied or very satisfied with the services and only one to three of them are very dissatisfied in any point (fig 11).

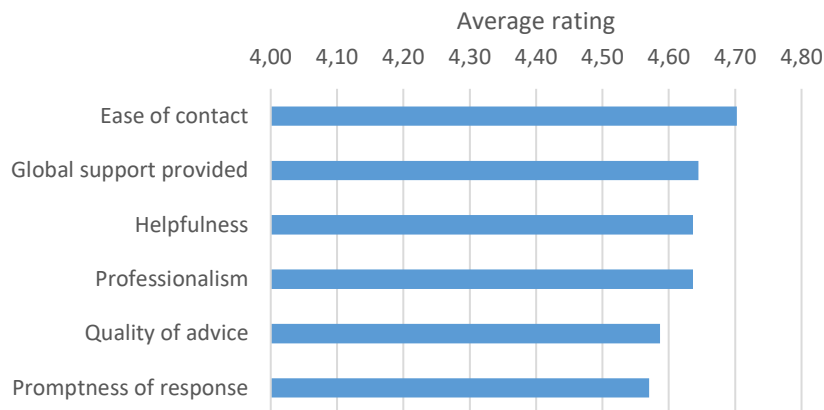


Figure 11. Level of satisfaction with user support service (average rating: 1 = very dissatisfied, 5 = very satisfied).

## 2.7 RES Users Committee

Only 8% of respondents contacted the RES Users Committee (CURES) (fig 12). This percentage is slightly lower than in 2016, when the 9% of respondents had contacted CURES. The results of the survey indicate that the 24% of users do not know the existence of CURES, so the information available about CURES could be improved.

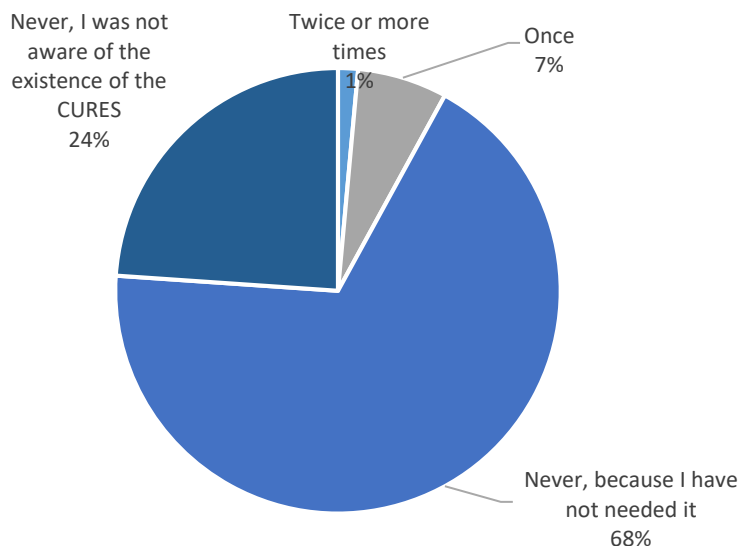


Figure 12. Contact with CURES.

Users who have contacted CURES are quite satisfied with the feedback obtained, 72% of them are satisfied or very satisfied (fig 13).

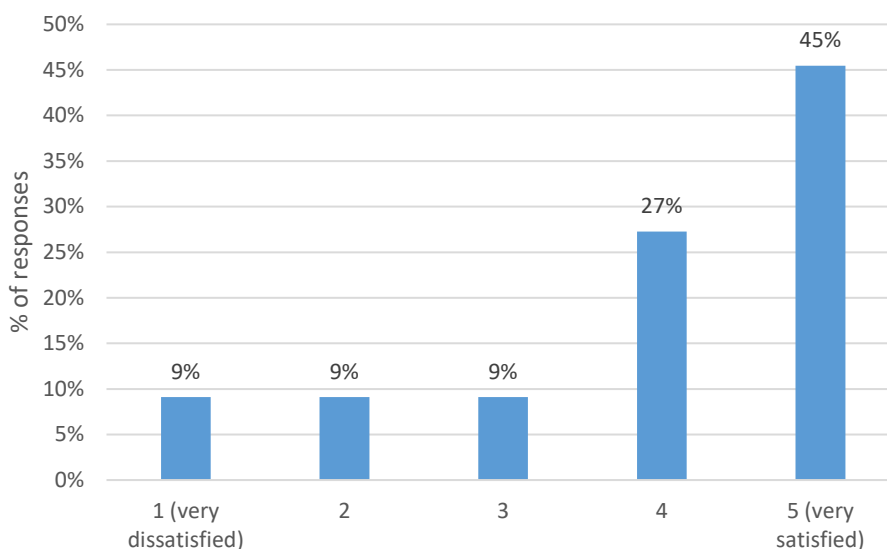


Figure 13. Level of satisfaction with CURES feedback (1 = very dissatisfied, 5 = very satisfied).

## 2.8 RES events and workshops

The 36% of the respondents have attended RES events at least once (fig 14). The 30% indicated that they were not aware of these meetings and workshops.

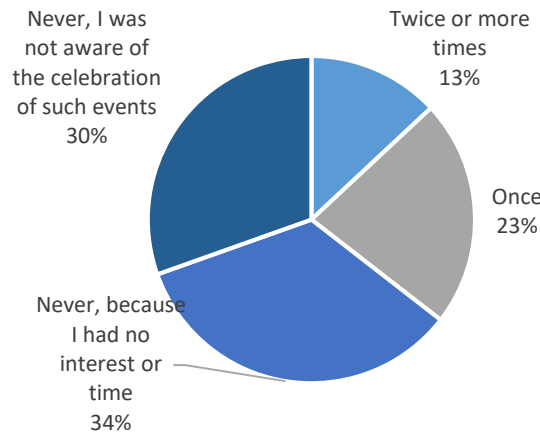


Figure 14. Attendance to meetings and workshops.

The attendance and the level of satisfaction depends on the type of event (fig 15). RES Users' Meeting is highly attended with a high level of satisfaction. Scientific seminars are less attended but also highly valued. The worst valued and attended events are the technical trainings.

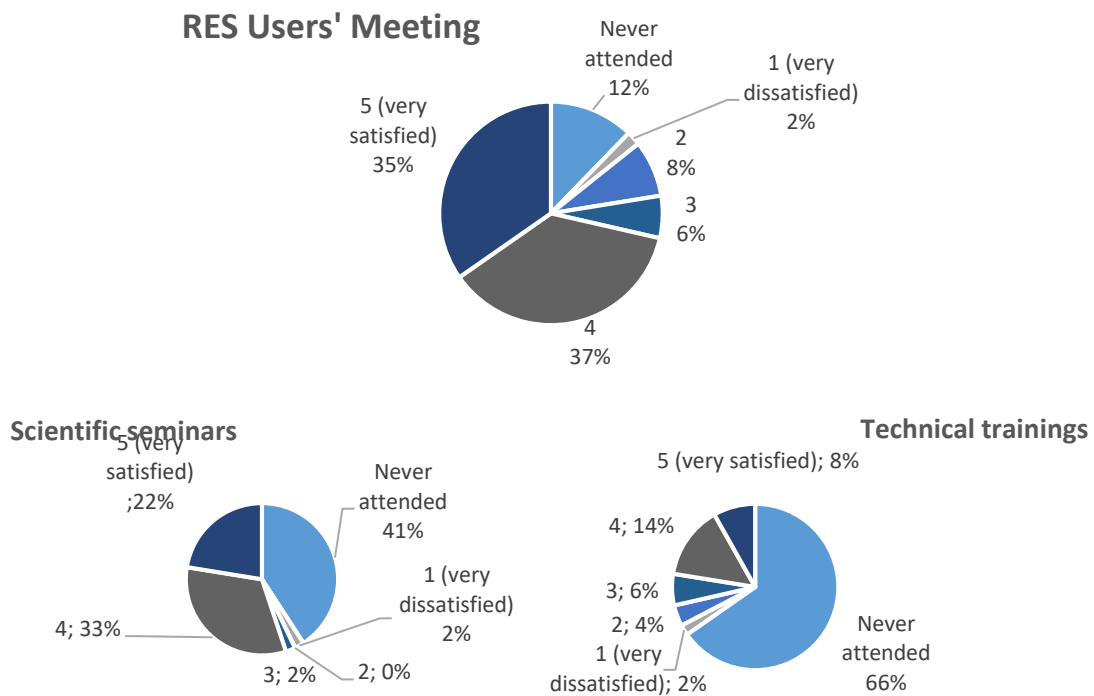


Figure 15. Level of satisfaction with RES events (1 = very dissatisfied, 5 = very satisfied).

In this section, we also asked users about their interest in different sessions for next RES users' meeting (fig 16). Users were interested mainly in scientific parallel sessions (specialized by area), scientific keynotes, technical workshops (short trainings), and PRACE and RES general information.

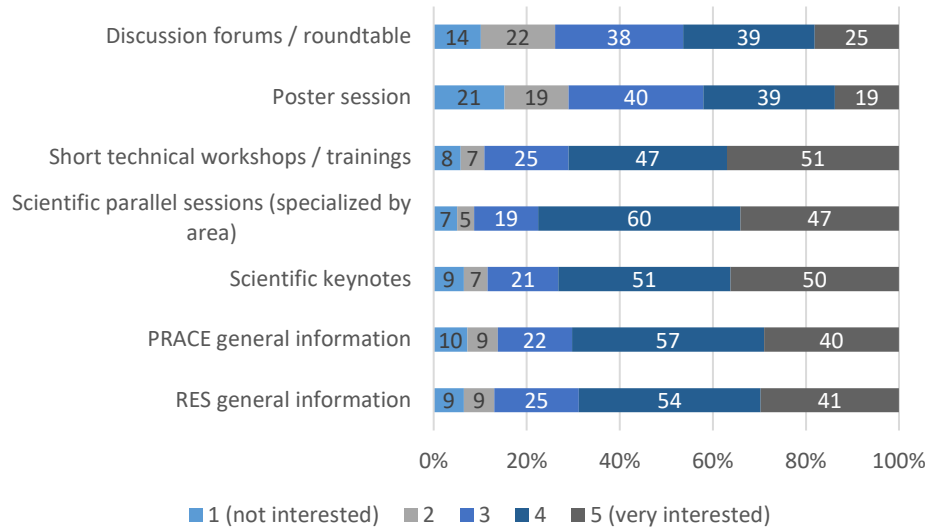


Figure 16. Level of interest in possible contents for next RES users' meeting (1 = very dissatisfied, 5 = very satisfied). Labels in bars: number of responses.

For those users who had not attended the last edition of the RES users' meeting (Valencia, September 2018), we add a question to know which was the main reason. Most users indicate lack of time or agenda issues (52%). In addition, the lack of information is an important reason for the 29% of respondents (fig 17). On the other hand, travel expenses and lack of interest in the programme are minor reasons.

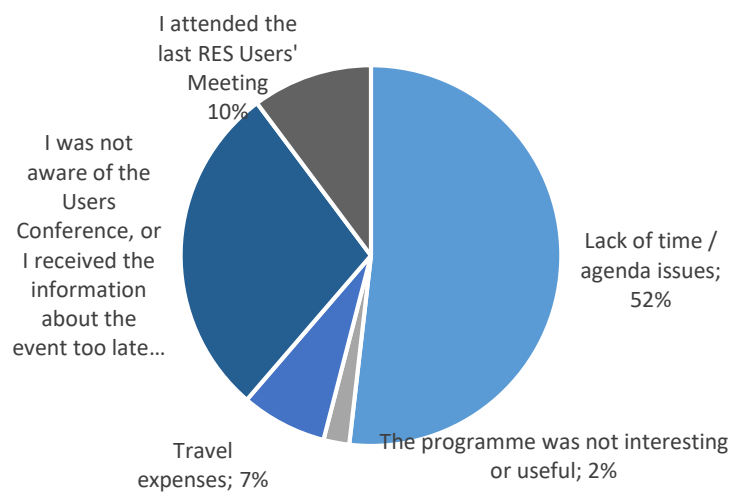


Figure 17. Main reason for not attending the 2018 RES users' meeting.

The RES launches annually a call for proposals to organize scientific workshops related to the application of supercomputing facilities (HPC) in research. The interest in this initiative is high, but 22% of respondents were not aware of this call (fig 18).

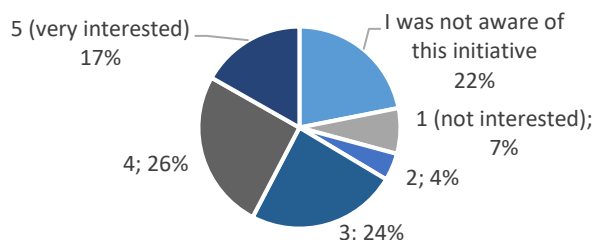


Figure 18. Interest in the call to organize scientific seminars (1 = not interested, 5 = very interested).

## 2.9 Dissemination information

In this section of the survey, we asked about several issues related to the dissemination of the research activities to get some feedback from the users and to remind them about their commitments (fig 19). The level of satisfaction with the dissemination form and the time to provide this information is moderate. Most (but not all) of the respondents have acknowledged the support of RES in all their publications, but not all have uploaded all their new publications on the RES intranet.

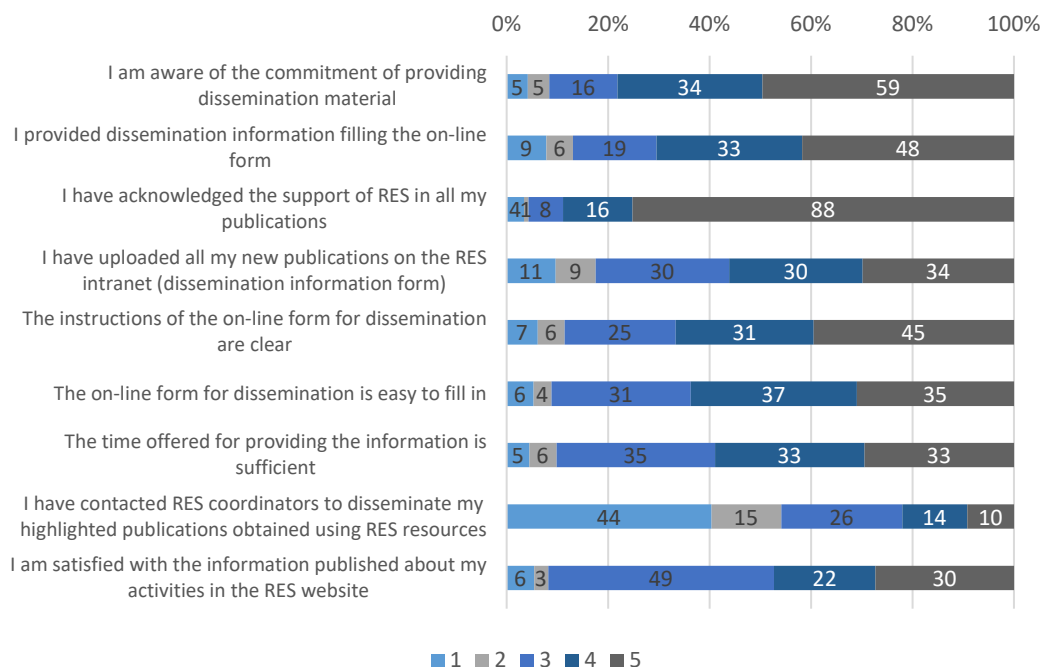


Figure 19. Dissemination information (1 = very dissatisfied, 5 = very satisfied). Labels in bars: number of responses.

Regarding the level of satisfaction with the different communication channels of the RES, respondents were not aware or not following the RES Twitter account (@RES\_HPC), and most satisfaction was towards regular emails (fig 20).

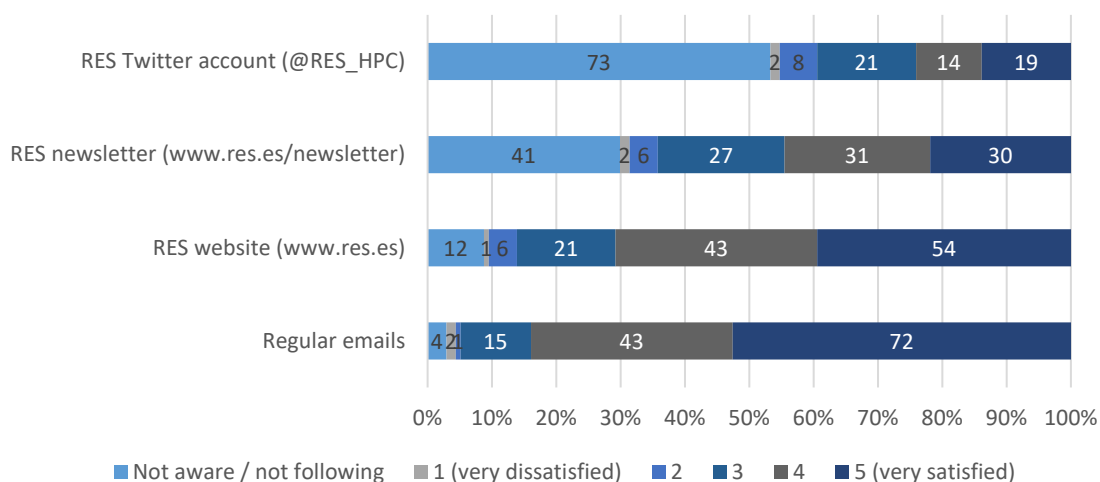


Figure 20. Satisfaction with RES communication channels.

However, in a general question, most respondents think that they are well informed about RES regulations, activities, and news (fig 21).

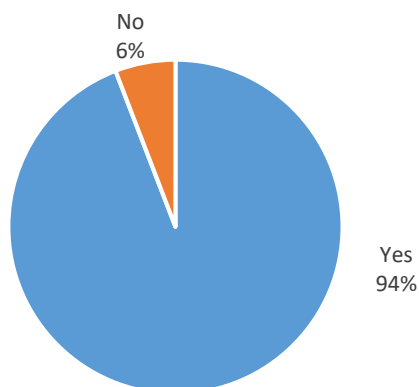


Figure 21. Information about RES.

## 2.10 Suggestions for improvement

An open question is added at the end of the survey to provide any comment or suggestion about the RES service. All responses are extremely useful to improve the level of service. The most frequent issues mentioned in this section are:

- The time of use 3 months is adequate, but in 3 months there is usually not enough time to make publications. In addition, when the extension report is made, these publications are requested.
- For projects based on fundamental research the periods to apply for access is too short. Projects do not advance so fast and having to fill a new form is an unreal exercise. One has to pretend that completely different simulations, to keep the proposal competitive, will be launched while in reality in some projects need time to make a breakthrough. Would not it be possible to distinguish different type of proposals depending on their objective?
- It seems redundant to have to re-fill reports if the project remains the same.
- Jobs usually take longer to enter than we would like.
- Sometimes queue-waiting time are too long, it stops research and creates some problems.
- I would only argue that sometimes it is a bit messy to know when a period starts and when it finishes (maybe this could be more clearly stated in the web site).
- The application and activities period schedule could be improved. It is often the case that the application needs to be filled long before the end of the current activity and the response only arrives a few days before the commencement of the period.
- The efficiency of the application process, as well as the coordination of projects may be improved by longer activities (e.g. 6 months instead of 4 months) or the option to apply for follow-up projects with a total activity time of 1 year; to keep follow-up allocations on the same machine if possible.
- Trimestral is a too short time interval, I think you should go for semester. As this leaves enough time to complete solid work until the next submission schedule.
- Extend the 3-month projects to 6-month.
- I would acknowledge larger allocation periods to expand the time of preparation/execution of activities, e.g. 6 to 12 month would be much better. I believe it should be comparable to the time required to perform all the calculations required to produce one relevant scientific publication. Although this is difficult to estimate and it is variable across disciplines, four months seems insufficient in most cases.
- Maybe there should be more periods of application per year.
- I suggest to open calls for long term projects of 2-3 years time, as in PRACE. Also, the long term projects could be linked with the calls for research projects by the *Agencia Estatal de Investigación*, so if a team is applying to the AEI for a 3 year project with heavy computational needs, the RES could also grant these resources provided the research project is accepted.
- You might want to consider longer activity periods for projects of special relevance.
- Try not to change the machine during a continued project.
- It is hard to understand from our standpoint the necessity and the usefulness of sending biweekly reports saying ""Everything OK"". The activity can be monitored through the CPU usage and not sending the report in time results in suspension of the jobs, which is definitely inconvenient.
- I think it would be more helpful if the users could see the reviews and scores from the two reviewers, in addition to the short summary from the coordinator (coordinator review).

- The evaluation process should be more transparent.
- In the evaluation process, the CV of the PI should be very important. Now, the percentage of this point is too low. Furthermore, in the comments of the reviewers in many cases are non-sense rejecting a project due to some non-important drawbacks in the proposal while the quality of the research group or the project seem to be less important.
- The technical feedback is quite random. Some reviewers prefer tons of smaller jobs while other prefer a handful of large jobs. The scientific evaluation seems much more consistent.
- New user information. This was my first period at the RES and although I had some info, I miss a general picture of the RES. I managed to understand how this works but it took a little time.

RES also acknowledges the many positive comments in this open question regarding the service provided:

- I am rather happy with the way things are done at RES. Having used several other programs awarding computing time, I have to say I find RES one of the best. Thanks to all involved in providing this superb service.
- RES is definitely a very interesting initiative, both for Academia as well as public-private initiatives.
- We are really happy of its availability.
- We are really pleased with RES. We hope it will be available for many years to come.
- I am satisfied with RES.
- I would like to thank the RES as well as the local support teams for their outstanding help and very timely support during our allocations.
- Keep up the good work.
- All is fine. Thank you.
- Overall, I am very satisfied with the RES services. They are crucial to carry out our research.
- In any case thanks a lot for all the work to the RES team!!!

### **3. Results of the applicants' satisfaction survey**

The applicants' satisfaction survey is a short version of the users' satisfaction survey. It was addressed to researchers who applied for RES resources in 2017 and 2018 but did not have access. The participation was very low and only 8 applicants answered the survey, so the results do not provide a reliable feedback.

All of them were academic/senior researchers, and only two of them have applied only once to RES. The lowest satisfaction was for the evaluation procedure and the claim to be clear and properly explained. The highest satisfaction rating was for the procedure for requesting access and the information required to apply which were both clear and adequate.



## 4. Conclusions

The results obtained in this survey show that the level of satisfaction about the RES services and resources is high. Up to 86% of users are satisfied or very satisfied with the services provided by the RES (being 84% in the last survey), so the global perception is very positive (rating of 4 or 5 points). The average rating of RES services is 4.3 / 5. The level of satisfaction with the support service is excellent and users highlight the promptness of response and the kindness of the team. Most users are highly satisfied with the awarded resources (rating of 4.06 / 5). The 77% of respondents used the awarded resources as expected (showing a significant increase from last survey, 62%), and only 9% of users consumed less hours. The percentage of users who have not consumed all the resources granted has decreased 7 points since the last survey. Users' perception about the system performance is positive (average rating of 4.1 / 5). The quality of network connections and the stability and availability of the system is well rated, because 80-90% of users indicated that they are satisfied or very satisfied (4 or 5 points).

However, some points should be improved. Several users think that the application and evaluation procedures are not clearly explained. Besides, some users mention that the feedback provided by the reviewers is not useful to improve their future applications. Users claim for more transparency in the evaluation process. They also think that the period length is too short to complete their projects and ask for continuation in the evaluation of consecutive activities. The main suggestions drawn from the survey were related to the access time limited to 3-4 months, the time consuming re-filling reports when the main research project remains the same, and the evaluation process. In the technical area, data show that 22% of users have experienced difficulties related to being assigned to different machines. This value was 6 points higher than for the last survey.

Communication of RES activities (including the RES Users Committee) and the involvement of the users need reassessment and further analysis. The results of the survey indicate that the 24% of users do not know the existence of CURES, so the information available about CURES could be improved. The attendance and the level of satisfaction depends on the type of event.

External communication should be extended, since 73% of the respondents were not aware or following the RES Twitter account. Special attention should be drawn to new users.

## List of figures

- Figure 1. Users' category, users' profile in the RES and years of experience as a RES users.
- Figure 2. Global satisfaction with the supercomputing service provided (1 = very dissatisfied, 5 = very satisfied).
- Figure 3. Agreement with the statements about the access and evaluation procedures (average rating: 1 = totally disagree, 5 = totally agree).
- Figure 4. Level of satisfaction with the awarded resources (average rating: 1 = totally disagree, 5 = totally agree).
- Figure 5. Usage of all the awarded computing time by users.
- Figure 6. Causes of the over- or underuse of the awarded resources.
- Figure 7. Type of computational hours awarded to users.
- Figure 8. Level of satisfaction with the systems performance (average rating: 1 = very dissatisfied, 5 = very satisfied).
- Figure 9. Problems caused by a change in the machine assigned in consecutive periods.
- Figure 10. Contact with users' support team.
- Figure 11. Level of satisfaction with user support service (average rating: 1 = very dissatisfied, 5 = very satisfied).
- Figure 12. Contact with CURES.
- Figure 13. Level of satisfaction with CURES feedback (1 = very dissatisfied, 5 = very satisfied).
- Figure 14. Attendance to meetings and workshops.
- Figure 15. Level of satisfaction with RES events (1 = very dissatisfied, 5 = very satisfied).
- Figure 16. Level of interest in possible contents for next RES users' meeting (1 = very dissatisfied, 5 = very satisfied). Labels in bars: number of responses.
- Figure 17. Main reason for not attending the 2018 RES users' meeting.
- Figure 18. Interest in the call to organize scientific seminars (1 = not interested, 5 = very interested).
- Figure 19. Dissemination information (1 = very dissatisfied, 5 = very satisfied). Labels in bars: number of responses.
- Figure 20. Satisfaction with RES communication channels.
- Figure 21. Information about RES.

## ANNEX 1

### Users' satisfaction survey about RES services

You had access to the Spanish Supercomputing Network (RES) facilities between 2017 and 2018. Please, take a moment to complete this short survey and tell us about your experience. Your feedback will be used to improve our service. Your responses will be kept confidential.

This survey will take 8 minutes to complete.

#### **PART 1. User profile**

1. Please, choose the category that best describes you:

<input type="checkbox"/>	Undergraduate student
<input type="checkbox"/>	PhD student
<input type="checkbox"/>	Post-doctoral researcher
<input type="checkbox"/>	Academic / senior researcher
<input type="checkbox"/>	Research support staff
<input type="checkbox"/>	Other

2. Your user profile in the RES area is:

<input type="checkbox"/>	Leader
<input type="checkbox"/>	Researcher

3. How many years of experience do you have as a RES user?

<input type="checkbox"/>	More than 2 years
<input type="checkbox"/>	Between 1 and 2 years
<input type="checkbox"/>	Less than 1 year

#### **PART 2. Feedback on the global service provided**

4. Overall, please rate your satisfaction with the supercomputing service provided (1 = very dissatisfied, 5 = very satisfied).

Very dissatisfied				Very satisfied
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **PART 3. Application and evaluation process**

5. Please rate your level of agreement with the following statements regarding the process to request access to the RES resources and the evaluation procedure (1 = strongly disagree, 5 = strongly agree):

	Strongly disagree				Strongly agree
	1	2	3	4	5
The procedure for requesting access is clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information required to apply is adequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The instructions of the on-line form for application are clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The on-line form for application is easy to fill in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The evaluation procedure is clear and properly explained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time between the submission of the application and the access to the resources is adequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comments from reviewers are useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **PART 4. Use of the awarded resources**

6. Please rate your level of agreement with the following statements regarding the use of resources (1 = strongly disagree, 5 = strongly agree):

	Strongly disagree				Strongly agree
--	-------------------	--	--	--	----------------

	1	2	3	4	5
The runtime of your jobs matched your initial estimations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The memory needed by your jobs did not exceed your initial estimations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The disk space needed by your jobs matched your initial estimations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The awarded computational hours were sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The awarded disk space was sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Did you use all the awarded CPU hours?

<input type="checkbox"/>	Yes (between the 80% and 110%)
<input type="checkbox"/>	In excess (more than the 110%)
<input type="checkbox"/>	Not all (less than the 80%)

8. If you did not use all the awarded hours for your project, which was the main reason?

<input type="checkbox"/>	Unanticipated technical difficulties with the model employed
<input type="checkbox"/>	Long queue times (assigned priority hours)
<input type="checkbox"/>	Long queue times (assigned non-priority hours)
<input type="checkbox"/>	Technical problems with the assigned facility
<input type="checkbox"/>	Wrong estimation of the time needed
<input type="checkbox"/>	Difficulties in the research group (complex analysis of the data, missing staff, holidays...)

Please, explain us briefly your problems / difficulties.

Text Box

#### **PART 5. Performance of the system**

9. Please, let us know if the hours awarded for the development of your project were...

<input type="checkbox"/>	All priority hours
<input type="checkbox"/>	Non-priority hours
<input type="checkbox"/>	Some priority hours and some not

10. Please, rate your level of satisfaction with the following features (1 = very dissatisfied, 5 = very satisfied):

	Very dissatisfied				Very satisfied
	1	2	3	4	5
Stability and availability of the system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting time of the jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available job status information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available performance and monitoring information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available accounting information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of the network connection from your institution to the RES machine (bandwidth and latency)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Have you been assigned to different machines in the last 2 years? Did this change affect you in the fulfilment of your project?

<input type="checkbox"/>	No, my activities have always been assigned to the same machine
<input type="checkbox"/>	Yes, but this did not cause any inconvenience
<input type="checkbox"/>	Yes, it affected the fulfilment of my project

If you have chosen the third option, please explain us briefly your problems / difficulties.

Text Box

#### **PART 6. Contact with the user support**

12. Have you ever contacted the Support Team?

<input type="checkbox"/>	Twice or more times
--------------------------	---------------------

<input type="checkbox"/>	Once
<input type="checkbox"/>	Never

13. If you contacted the Support Team, how did you contact them?

<input type="checkbox"/>	Email
<input type="checkbox"/>	Telephone
<input type="checkbox"/>	RES intranet – Report Request

14. Based upon your overall experience, please rate your satisfaction level with the Support Team in the following areas (1 = very dissatisfied, 5 = very satisfied):

	Very dissatisfied				Very satisfied
	1	2	3	4	5
Global support provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promptness of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Which do you think is the most / less valuable aspect regarding the support provided? Please, include any comment or observation about the support service.

Text Box

### **PART 7. Contact with the Users Committee**

16. The Users Committee (CURES, available at <https://www.bsc.es/res-intranet/>) is aimed at centralized nonspecific comments/complaints on the use of the RES resources and the access procedure. Have you ever contacted CURES?

<input type="checkbox"/>	Twice or more times
<input type="checkbox"/>	Once

<input type="checkbox"/>	Never, because I have not needed it
<input type="checkbox"/>	Never, I was not aware of the existence of the CURES

17. If you ever contacted the Users Committee (CURES), please rate your satisfaction with the outcome (1 = very dissatisfied, 5 = very satisfied):

Very dissatisfied					Very satisfied
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **PART 8. Trainings, seminars and meetings**

18. Have you ever attended any training, seminar or meeting organized by the RES?

<input type="checkbox"/>	Twice or more times
<input type="checkbox"/>	Once
<input type="checkbox"/>	Never, because I had no interest or time
<input type="checkbox"/>	Never, I was not aware of the celebration of such events

19. If you ever attended a training, meeting or seminar organized by RES, please rate your satisfaction with the overall event (1 = very dissatisfied, 5 = very satisfied):

	Never attended	Very dissatisfied				Very satisfied
		1	2	3	4	5
RES Users Meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scientific workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical trainings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Rate your level of interest in the following contents for the next RES Users Meeting, which will be held in Zaragoza next September 2019 (1 = not interested, 5 = very interested):



	Not interested				Very interested
	1	2	3	4	5
RES general information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PRACE general information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scientific keynotes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scientific parallel sessions (specialized by area)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short technical workshops / trainings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poster session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discussion forums / roundtables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21. If you did not attend the last RES Users Meeting (Valencia, September 2018), which was the main reason?

<input type="checkbox"/>	Lack of time / agenda issues
<input type="checkbox"/>	The programme was not interesting or useful
<input type="checkbox"/>	Travel expenses
<input type="checkbox"/>	I was not aware of the Users Meeting, or I received the information about the event too late
<input type="checkbox"/>	I attended the last RES Users' Meeting

22. Please, include any comment or observation about the events organized by RES (organization, contents, speakers...).

Text Box

23. The RES launches annually a call for proposals to organize scientific workshops related to the application of supercomputing facilities in research (<https://www.res.es/ZZk>). Please, rate your level of interest in this initiative (1 = not interested, 5 = very interested):

I was not aware of this initiative	Not interested				Very interested
------------------------------------	----------------	--	--	--	-----------------

0	1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **PART 9. Communication and dissemination of research activities**

24. If you have completed RES activities in the past, please rate your level of agreement with the following statements regarding the dissemination information (1 = strongly disagree, 5 = strongly agree):

	Strongly disagree				Strongly agree
	1	2	3	4	5
I am aware of the commitment of providing dissemination material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I provided dissemination information filling the on-line form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have acknowledged the support of RES in all my publications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have uploaded all my new publications on the RES intranet (dissemination information form)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The instructions of the on-line form for dissemination are clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The on-line form for dissemination is easy to fill in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time offered for providing the information is sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have contacted RES coordinators to disseminate my highlighted publications obtained using RES resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with the information published about my activities in the RES website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. Please, rate your level of satisfaction with the different communication channels of the RES (1 = very dissatisfied, 5 = very satisfied):

	Not aware / not following	Very dissatisfied				Very satisfied
		1	2	3	4	5

Regular emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RES website (www.res.es)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RES newsletter (www.res.es/newsletter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RES Twitter account (@RES_HPC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. Do you think you are sufficiently informed about RES regulations, activities and news?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

If not, please suggest how we could improve the communication about RES issues.

Text Box

**PART 10. Suggestions for improvement**

27. Please, include any suggestion you would like to propose. It can be related to any issue: application and evaluation process, use of the awarded resources, system performance, support provided, Users Committee (CURES), organization of trainings and seminars, dissemination of the activities, etc.

Text Box

**SUBMIT**

Thank you very much for your time and valuable input.

If you want to provide us further comments or a more detailed feedback, please write an email to [dissemination@res.es](mailto:dissemination@res.es)

## ANNEX 2

### Applicants' satisfaction survey about RES services

You have applied to the Spanish Supercomputing Network (RES) calls between 2017 and 2018. Please, take a moment to complete this short survey and tell us about your experience. Your feedback will be used to improve our service. Your responses will be kept confidential.

This survey will take 4 minutes to complete.

#### PART 1. Applicant profile

1. Please, choose the category that best describes you:

<input type="checkbox"/>	Undergraduate student
<input type="checkbox"/>	PhD student
<input type="checkbox"/>	Post-doctoral researcher
<input type="checkbox"/>	Academic / senior researcher
<input type="checkbox"/>	Research support staff
<input type="checkbox"/>	Other

2. How many times have you applied for RES resources?

<input type="checkbox"/>	Twice or more times
<input type="checkbox"/>	Only once

#### PART 2. Application and evaluation process

3. Please rate your level of agreement with the following statements regarding the process to request access to the RES resources and the evaluation procedure (1 = strongly disagree, 5 = strongly agree):

	Strongly disagree				Strongly agree
	1	2	3	4	5
The procedure for requesting access is clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information required to apply is adequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The instructions of the on-line form for application are clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The on-line form for application is easy to fill in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The evaluation procedure is clear and properly explained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time between the submission of the application and the access to the resources is adequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comments from reviewers are useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **PART 3. Contact with the Users Committee**

4. The Users Committee (CURES, available at <https://www.bsc.es/res-intranet/>) is aimed at centralized nonspecific comments/complaints on the use of the RES resources and the access procedure. Have you ever contacted CURES?

<input type="checkbox"/>	Twice or more times
<input type="checkbox"/>	Once
<input type="checkbox"/>	Never, because I have not needed it
<input type="checkbox"/>	Never, I was not aware of the existence of the CURES

5. If you ever contacted the Users Committee (CURES), please rate your satisfaction with the outcome (1 = very dissatisfied, 5 = very satisfied):

Very dissatisfied				Very satisfied
1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **PART 4. Trainings, seminars and meetings**

6. Have you ever attended any training, seminar or meeting organized by the RES?

<input type="checkbox"/>	Twice or more times
<input type="checkbox"/>	Once
<input type="checkbox"/>	Never, because I had no interest or time
<input type="checkbox"/>	Never, I was not aware of the celebration of such events

7. If you ever attended a training, meeting or seminar organized by RES, please rate your satisfaction with the overall event (1 = very dissatisfied, 5 = very satisfied):

	Never attended	Very dissatisfied				Very satisfied
		1	2	3	4	5
RES Users Meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scientific workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technical trainings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Rate your level of interest in the following contents for the next RES Users Meeting, which will be held in Zaragoza next September 2019 (1 = not interested, 5 = very interested):

	Not interested				Very interested
	1	2	3	4	5
RES general information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PRACE general information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scientific keynotes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scientific parallel sessions (specialized by area)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short technical workshops / trainings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Poster session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discussion forums / roundtables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If you did not attend the last RES Users Meeting (Valencia, September 2018), which was the main reason?

<input type="checkbox"/>	Lack of time / agenda issues
<input type="checkbox"/>	The programme was not interesting or useful
<input type="checkbox"/>	Travel expenses
<input type="checkbox"/>	I was not aware of the Users Meeting, or I received the information about the event too late

<input type="checkbox"/>	I attended the last RES Users' Meeting
--------------------------	--

10. Please, include any comment or observation about the events organized by RES (organization, contents, speakers...).

Text Box

11. The RES launches annually a call for proposals to organize scientific workshops related to the application of supercomputing facilities in research (<https://www.res.es/ZZk>). Please, rate your level of interest in this initiative (1 = not interested, 5 = very interested):

I was not aware of this initiative	Not interested				Very interested
0	1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **PART 5. Communication**

12. Please, rate your level of satisfaction with the different communication channels of the RES (1 = very dissatisfied, 5 = very satisfied):

	Not aware / not following	Very dissatisfied				Very satisfied
		1	2	3	4	5
Regular emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RES website ( <a href="http://www.res.es">www.res.es</a> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RES newsletter ( <a href="http://www.res.es/newsletter">www.res.es/newsletter</a> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
RES Twitter account (@RES_HPC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Do you think you are sufficiently informed about RES regulations, activities and news?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

If not, please suggest how we could improve the communication about RES issues.

Text Box

**PART 6. Suggestions for improvement**

14. Please, include any suggestion you would like to propose. It can be related to any issue: application and evaluation process, support provided, Users Committee (CURES), organization of trainings and seminars, etc.

Text Box

**SUBMIT**

Thank you very much for your time and valuable input.

If you want to provide us further comments or a more detailed feedback, please write an email to [dissemination@res.es](mailto:dissemination@res.es)