

Thus spoke CÉCI Users

2018 CÉCI user
satisfaction
survey

anonymous
survey

Target: account holders

Span: June 11th to June 28th

3 emails to the mailing list

questions

How did you learn about us ?

Was it easy to create an account, to connect ?

In how many publications have you acknowledged the CÉCI ?

What do you need ?
(hardware/software/policy)

What is your typical job ?

What would your dream job be ?

feedback | ...

88 responses

Out of approx. **467 active users**
from August 2017 to July 2018

1/2 had already answered a
previous CÉCI survey

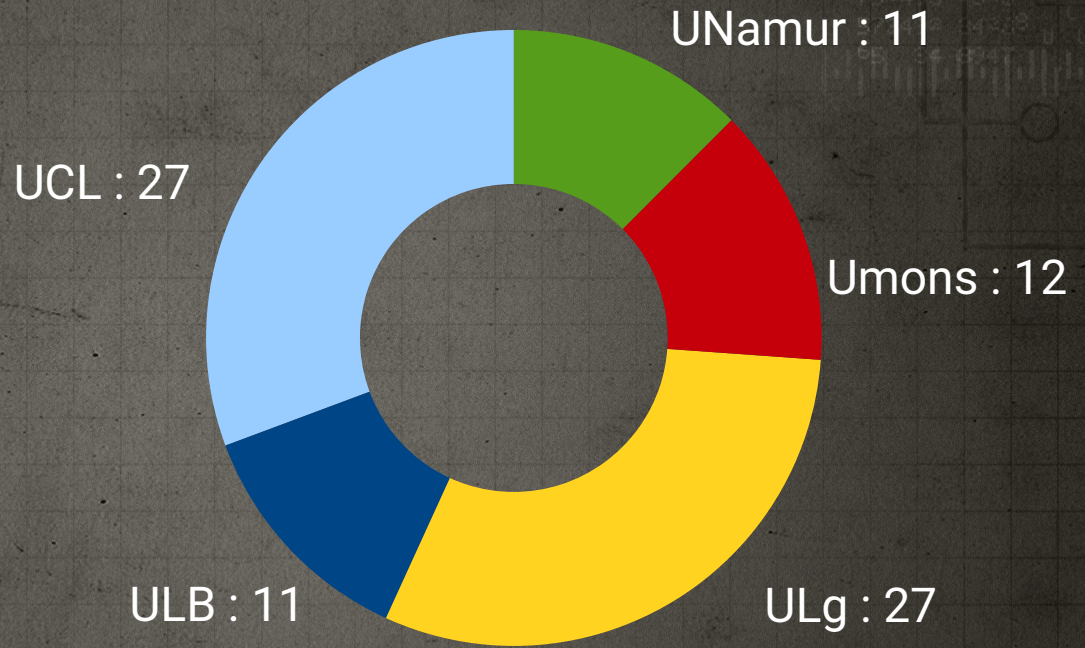
LAST YEAR

86 responses

Out of approx. 490 users
active from January 2017
to July 2017

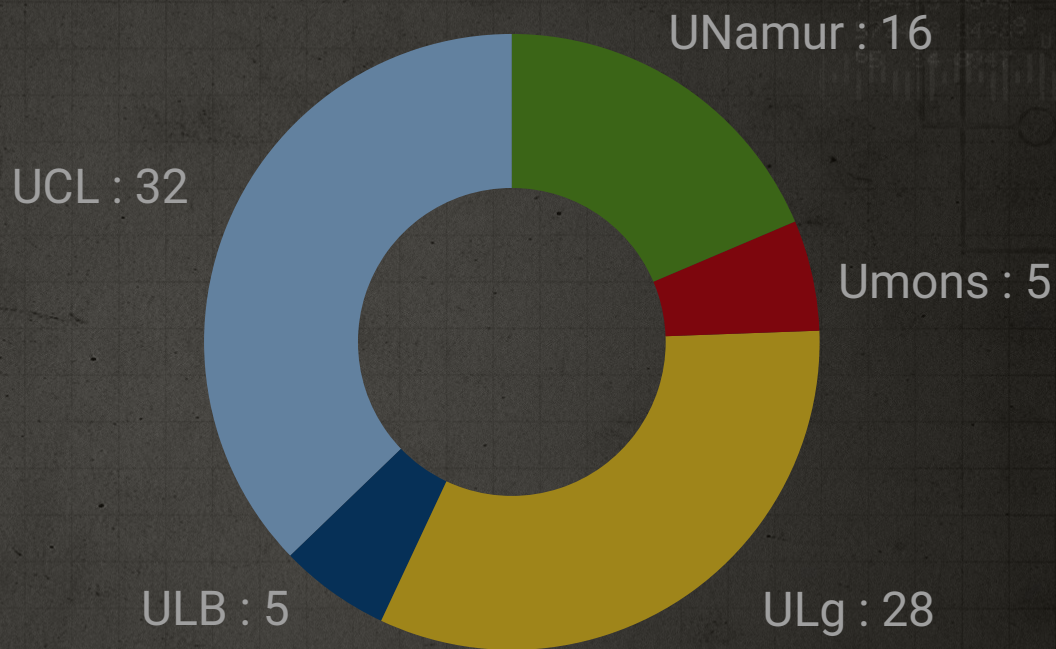
1/2 had already answered a
previous CÉCI survey

88 responses



LAST YEAR

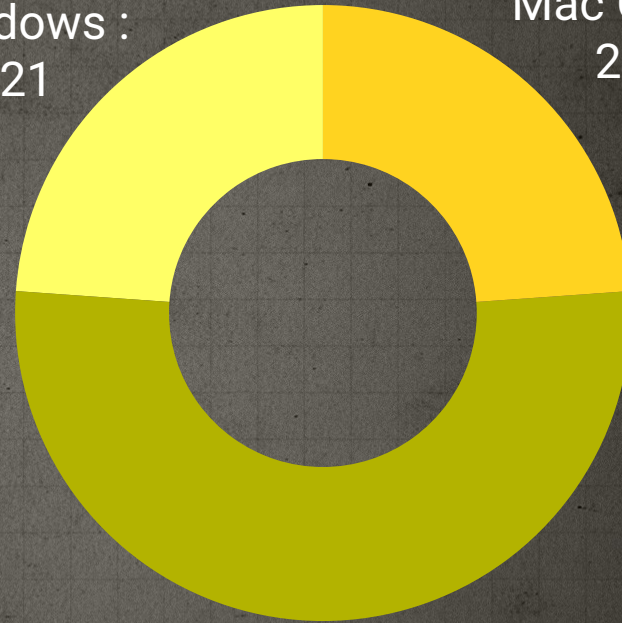
86 responses



Operating system

Windows :
21

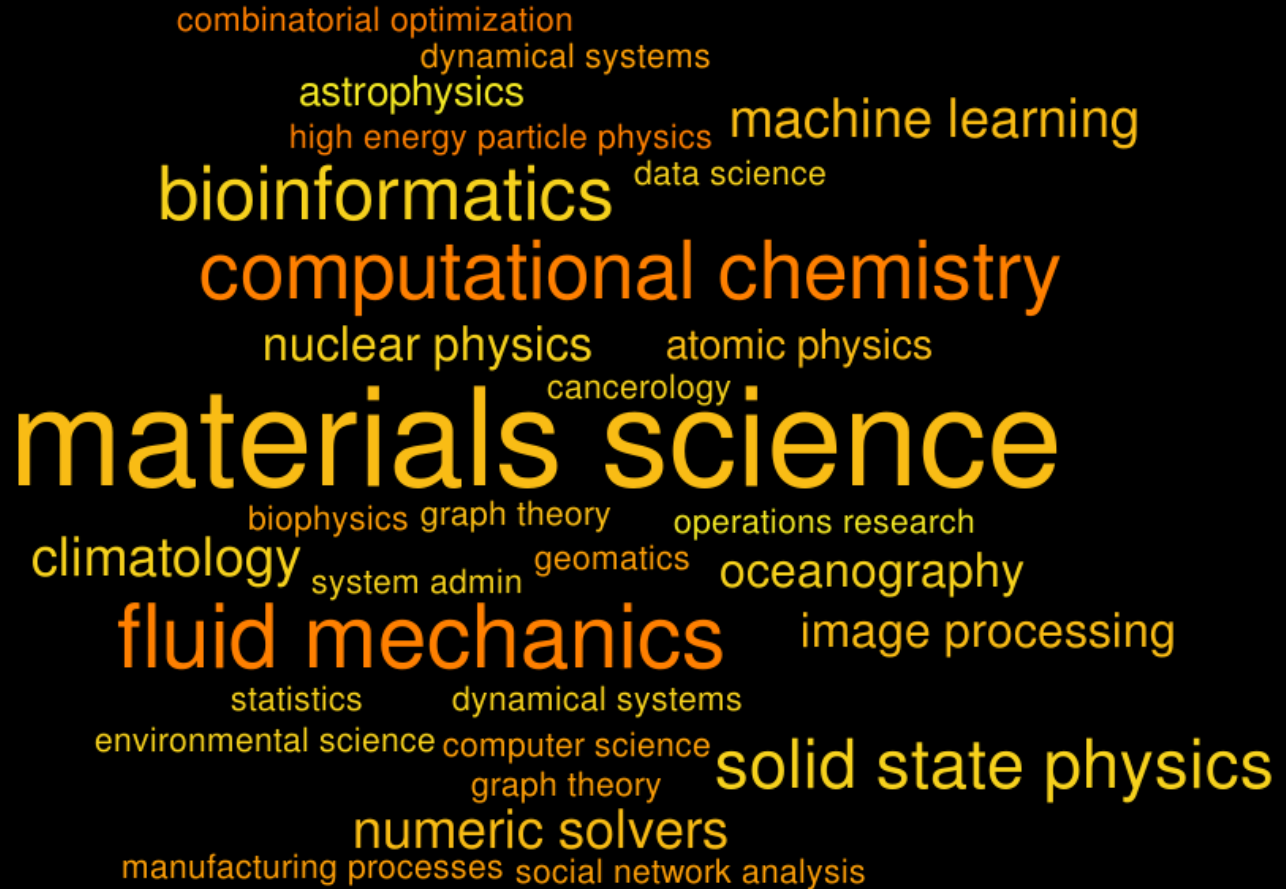
Mac OSX :
21



Linux : 46

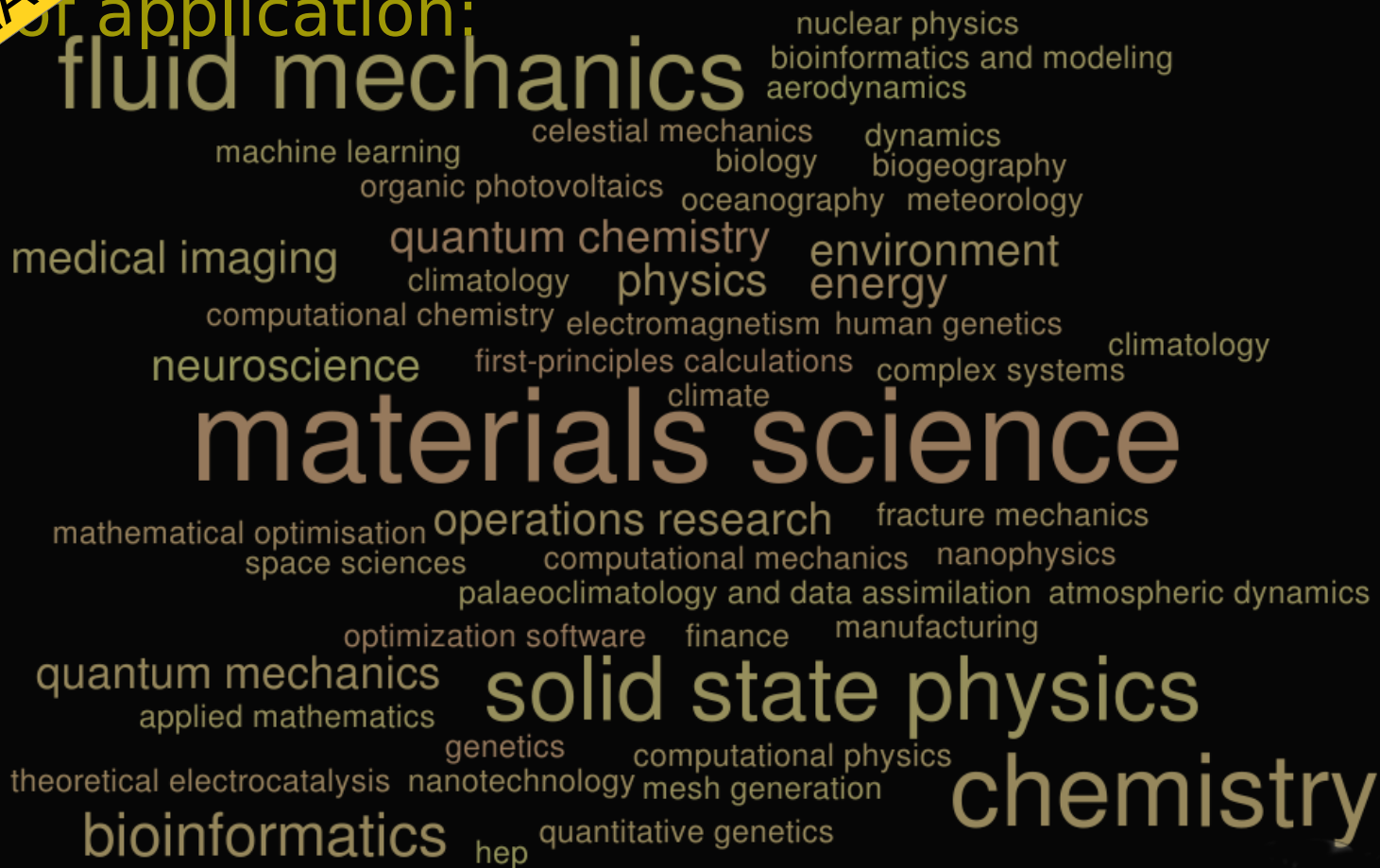
Fields of

application:



LAST YEAR

Field of application:



questions

How did you learn about us ?

Was it easy to create an account, to connect ?

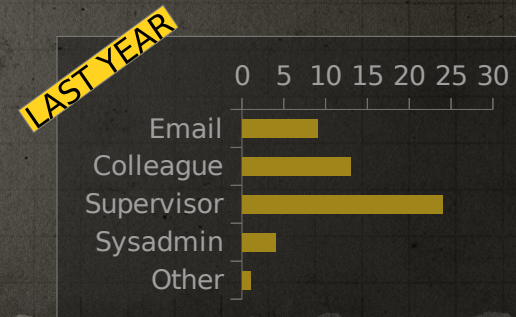
In how many publications have you acknowledged the CÉCI ?

What do you need ?
(hardware/software/policy)

What is your typical job ?

What would your dream job be ?

How did you find out about the CÉCI?



questions

How did you learn about us ?

Was it easy to create an account, to connect ?

In how many publications have you acknowledged the CÉCI ?

What do you need ?
(hardware/software/policy)

What is your typical job ?

What would your dream job be ?

Was it easy to
create an
account ?

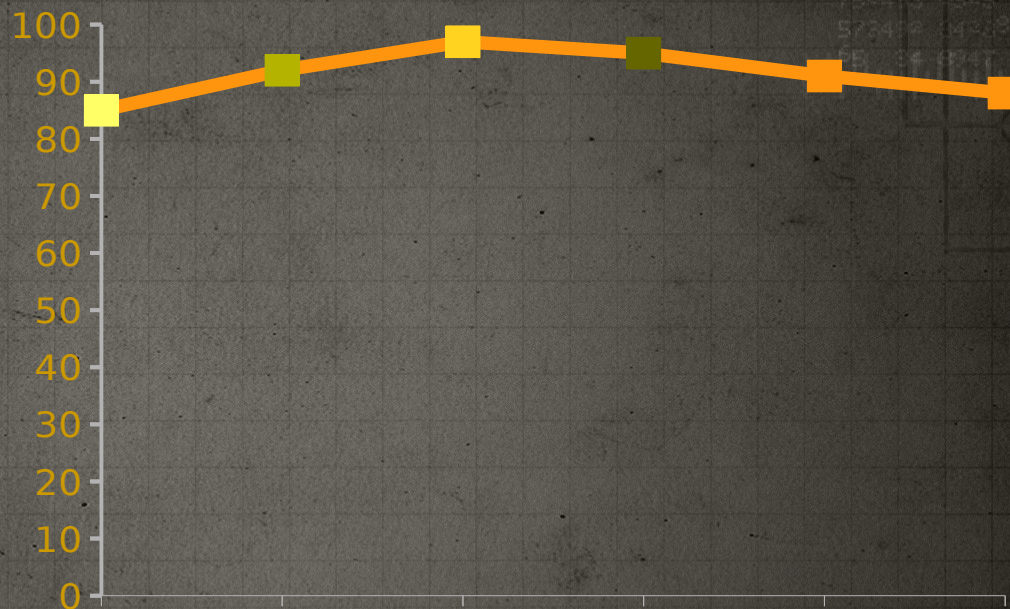
88%
yes

LAST YEAR

91%
yes

Was it easy to
create an
account ?

Percentage positive responses



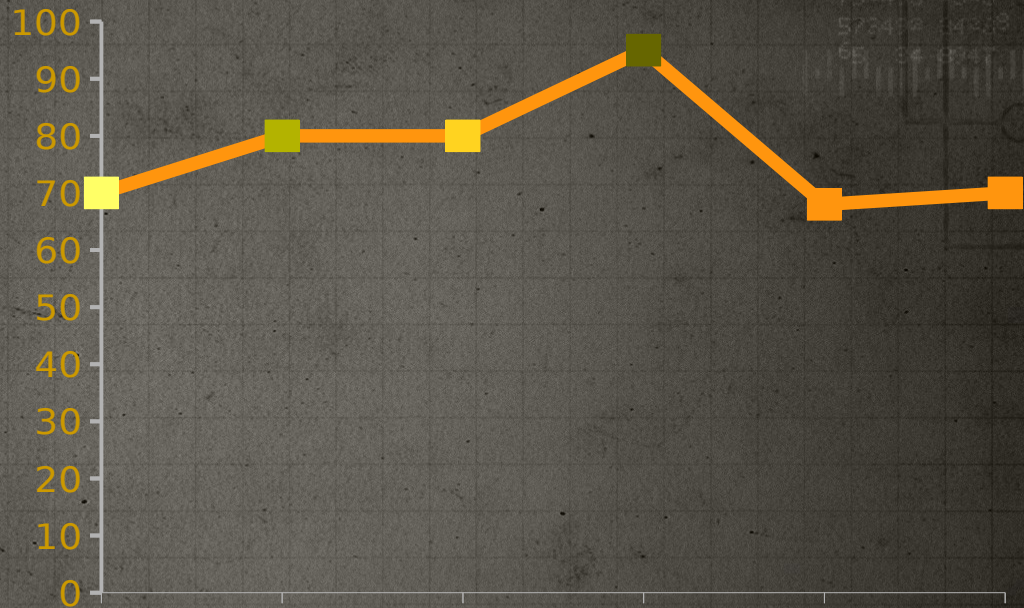
Was it easy
connecting
with SSH ?

70%
yes

LAST YEAR
68%
yes

Was it easy
connecting
with SSH ?

Percentage positive responses

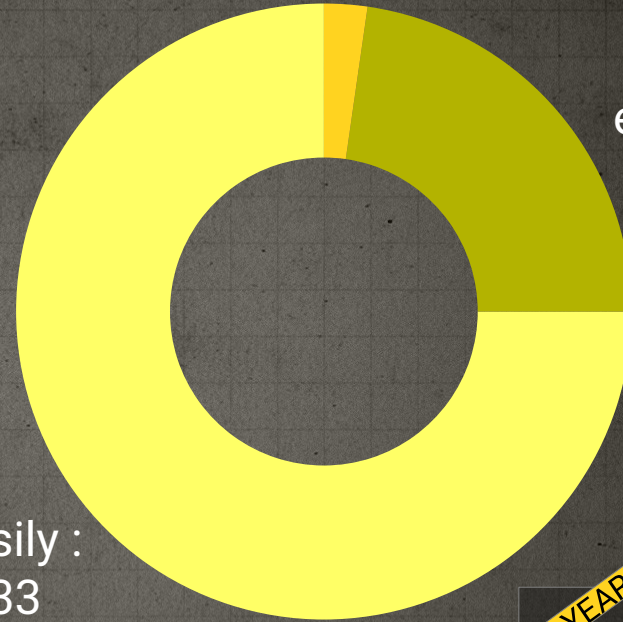


Did you find help when needed ?

Easily :
33

It was truly
difficult : 1

Not quite
easily : 10

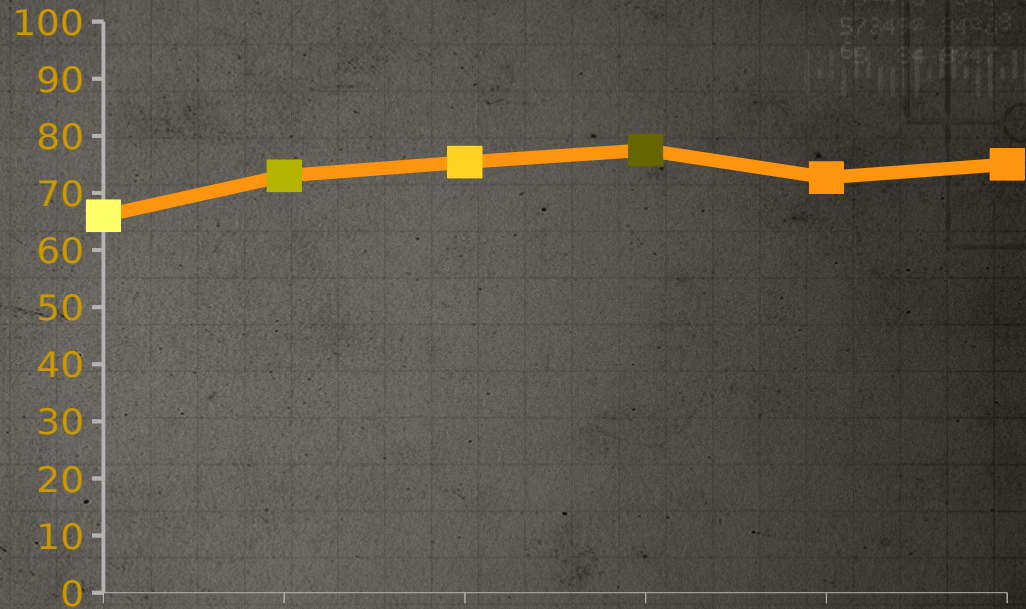


LAST YEAR



Did you find help when needed ?

Percentage who *Easily* found help



questions

How did you learn about us ?

Was it easy to create an account, to connect ?

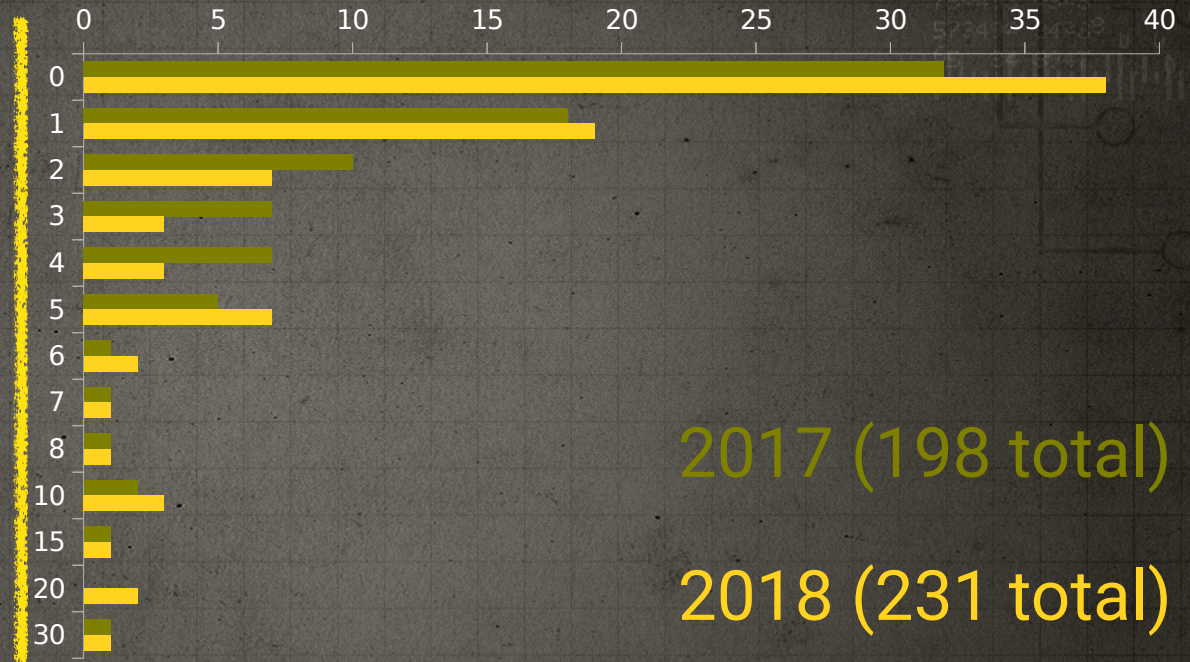
In how many publications have you acknowledged the CÉCI ?

What do you need ?
(hardware/software/policy)

What is your typical job ?

What would your dream job be ?

Acknowledgments to CECL in publications



questions

How did you learn about us ?

Was it easy to create an account, to connect ?

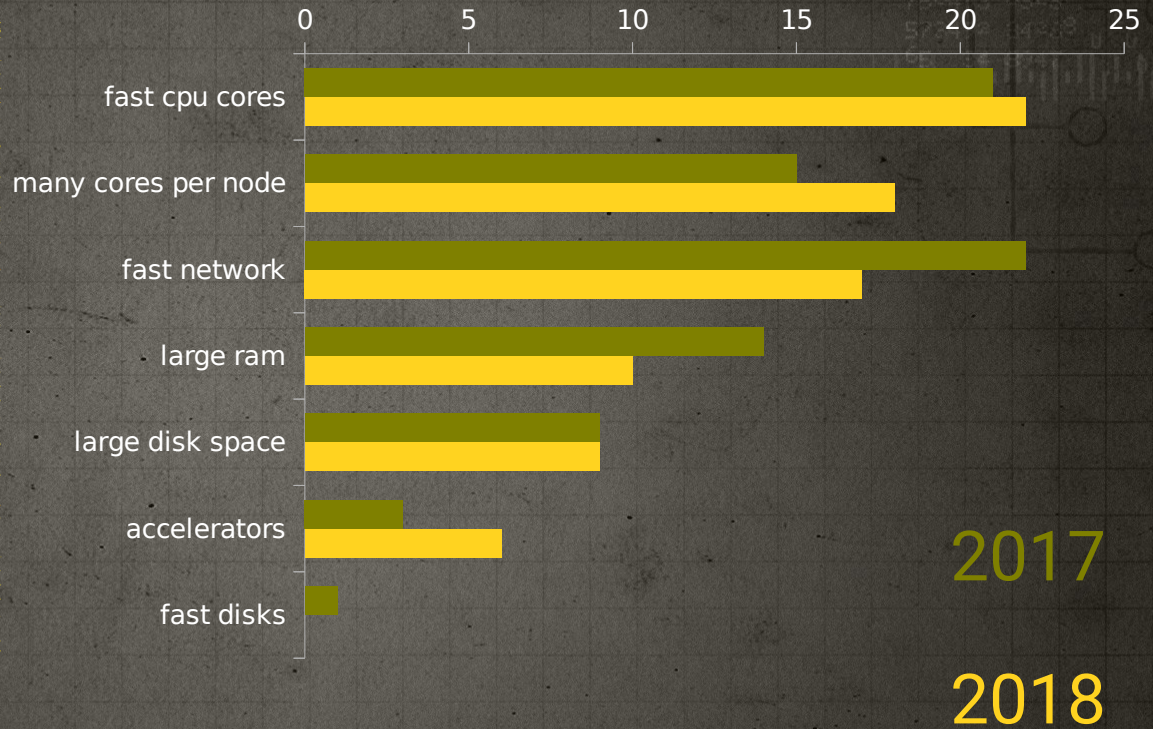
In how many publications have you acknowledged the CÉCI ?

What do you need ?
(hardware/software/policy)

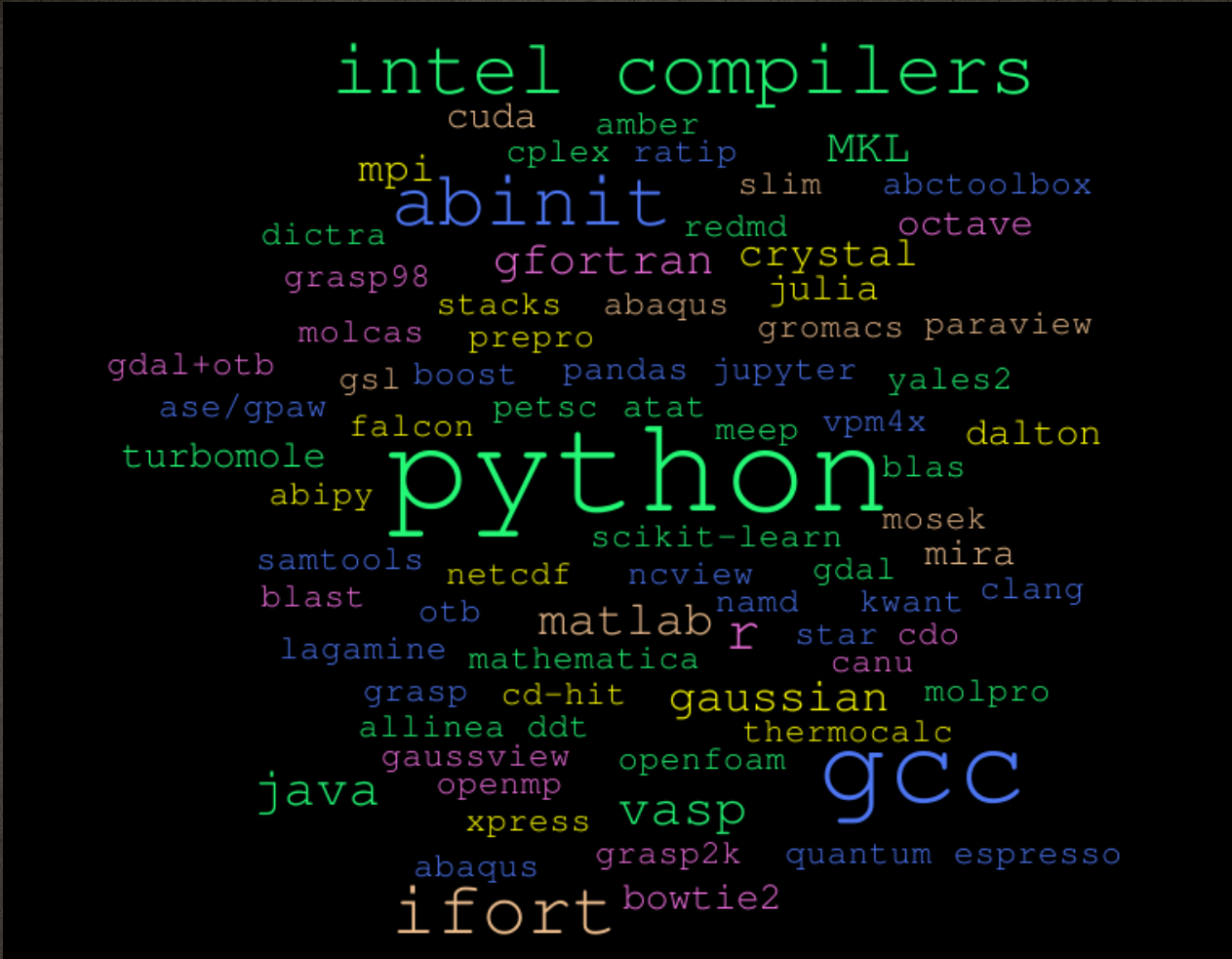
What is your typical job ?

What would your dream job be ?

What is the most important piece of hardware you need ?



Software used



questions

How did you learn about us ?

Was it easy to create an account, to connect ?

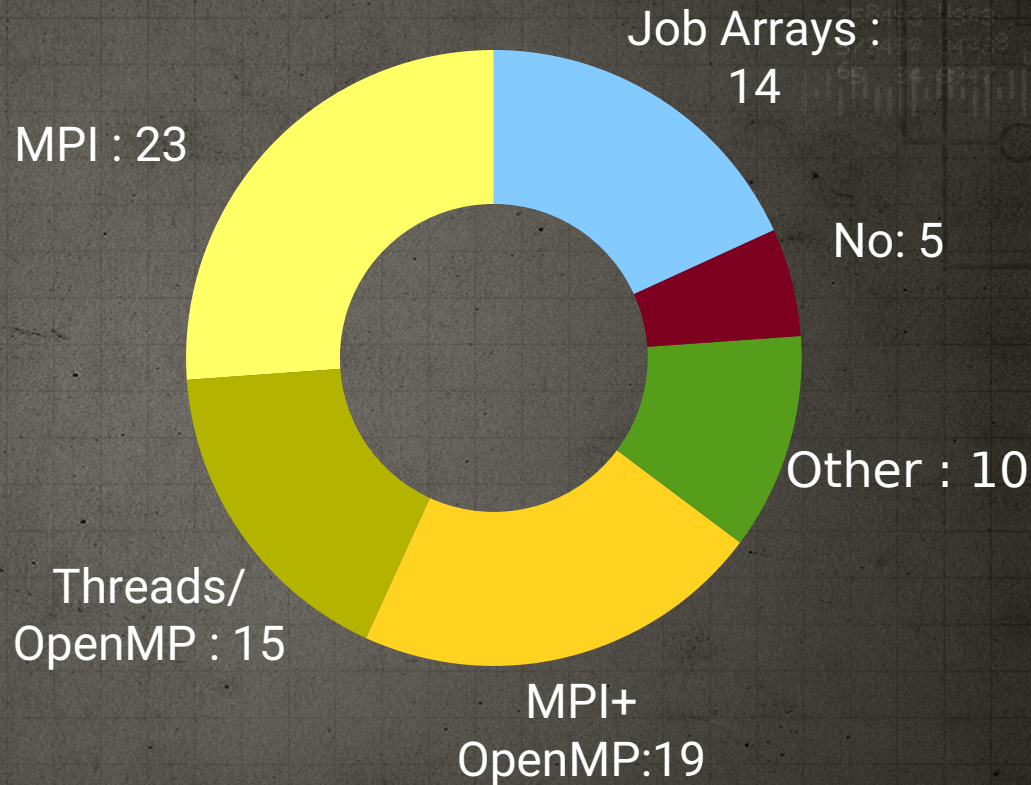
In how many publications have you acknowledged the CÉCI ?

What do you need ?
(hardware/software/policy)

What is your typical job ?

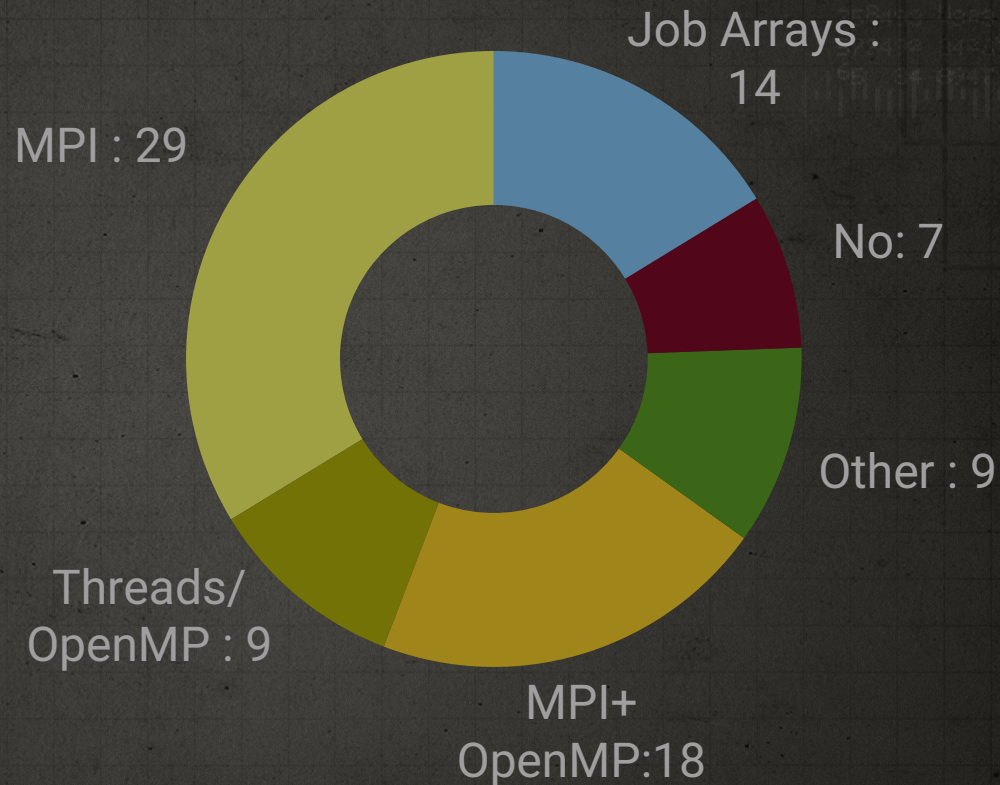
What would your dream job be ?

Parallel job?

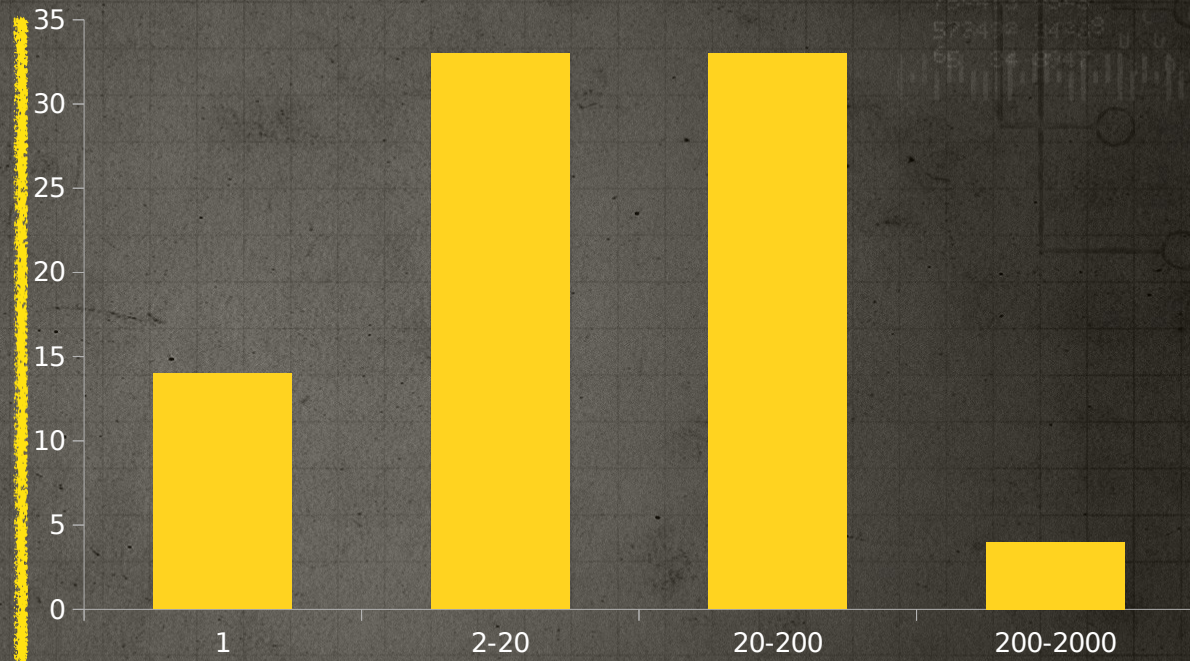


LAST YEAR

Parallel job?

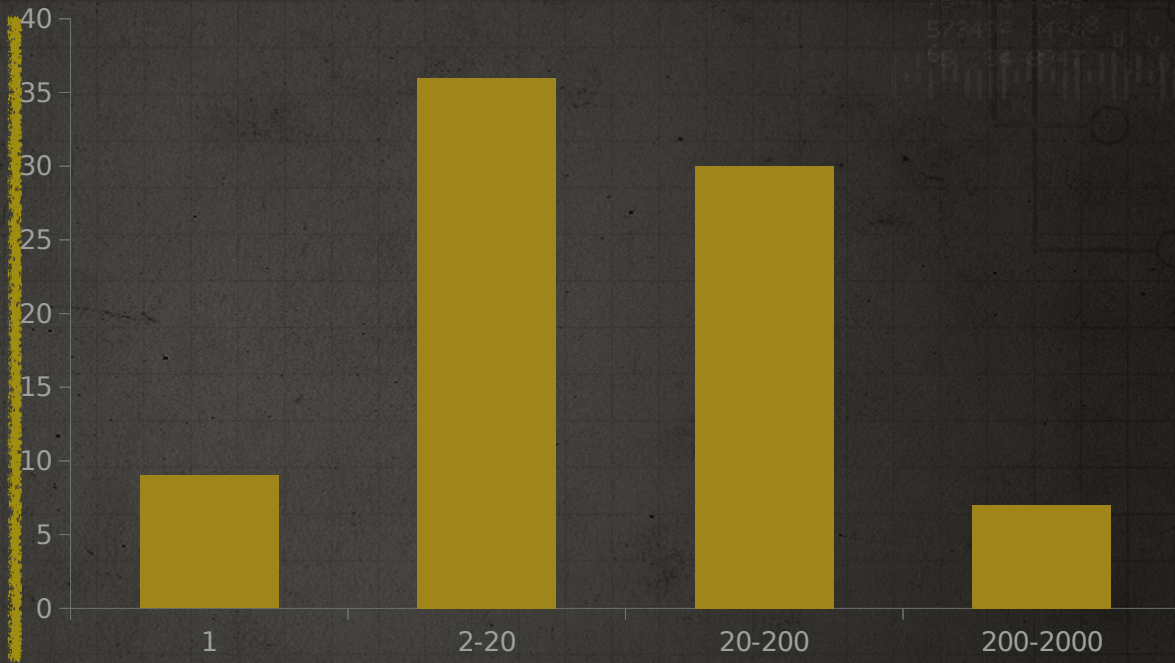


Typical nb of cores



LAST YEAR

Typical nb of cores

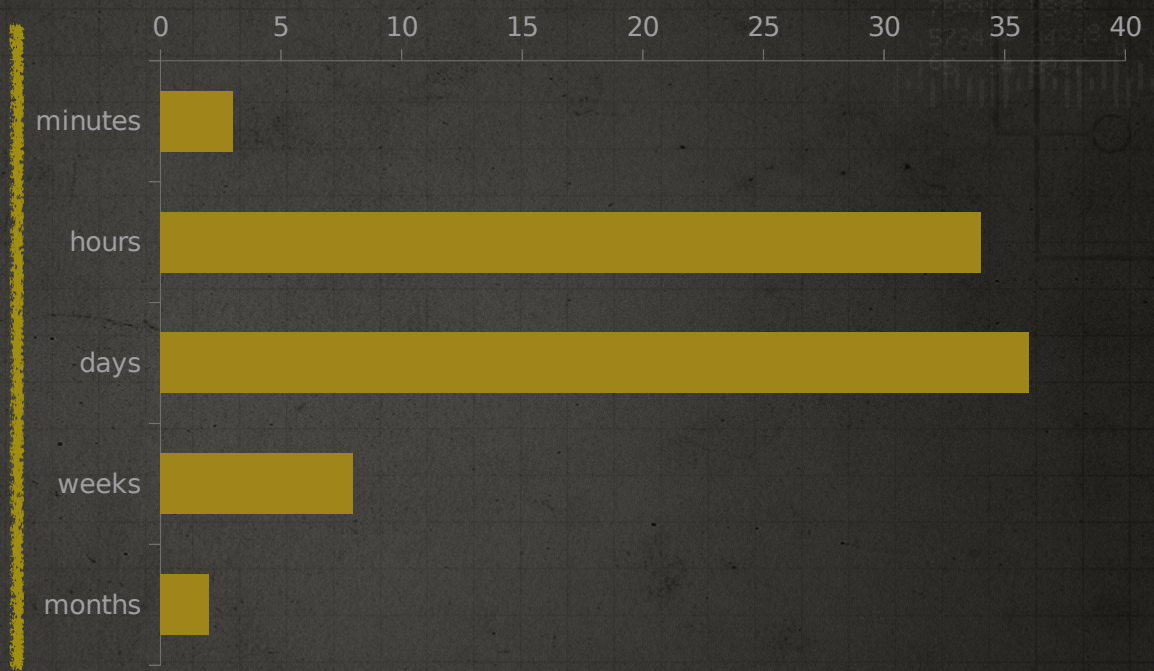


Typical job duration

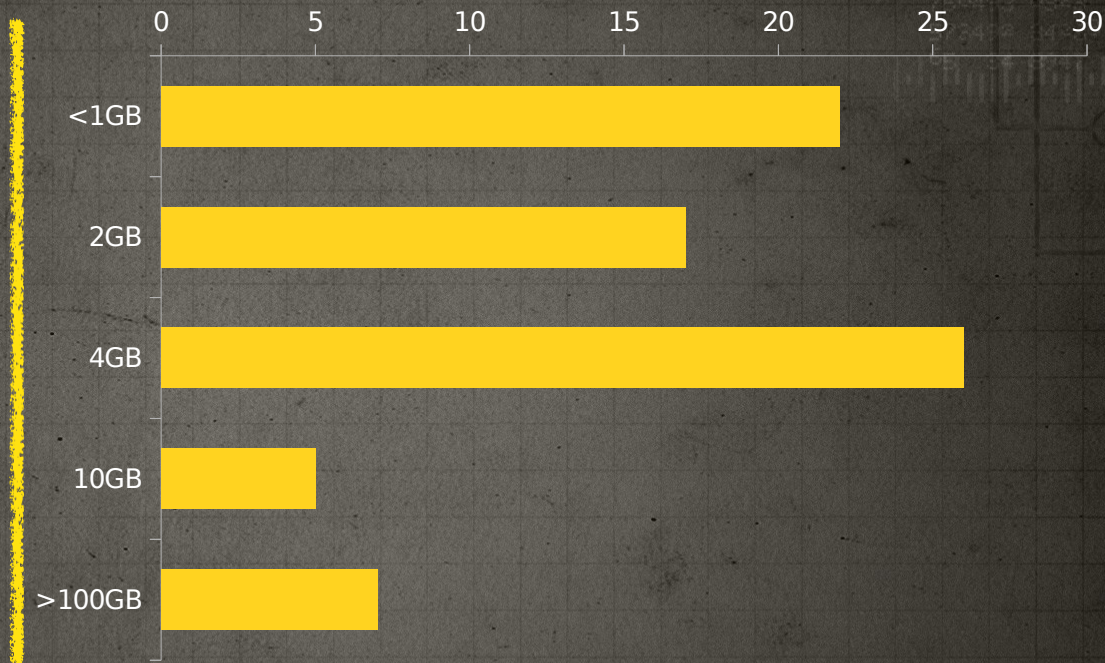


LAST YEAR

Typical job duration

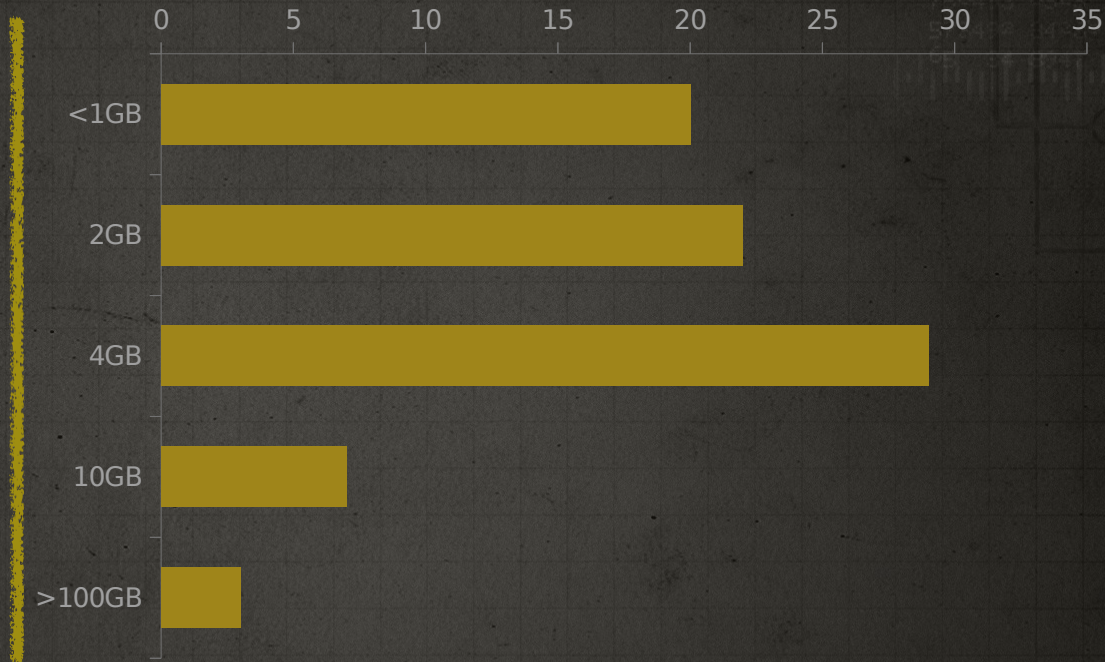


Typical RAM / core

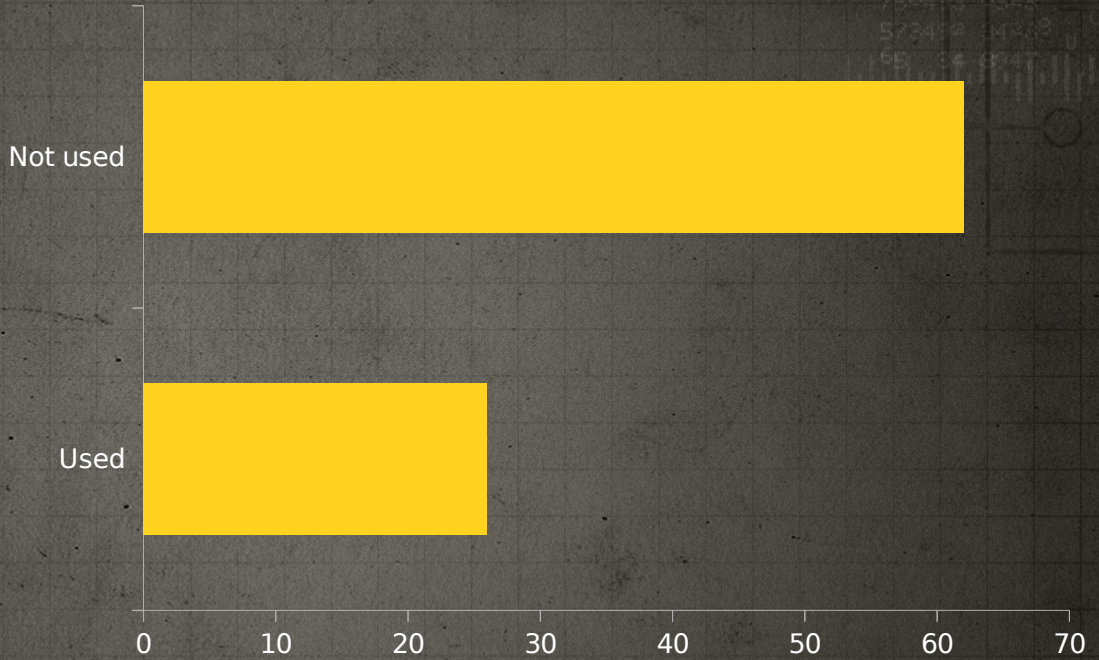


LAST YEAR

Typical RAM / core

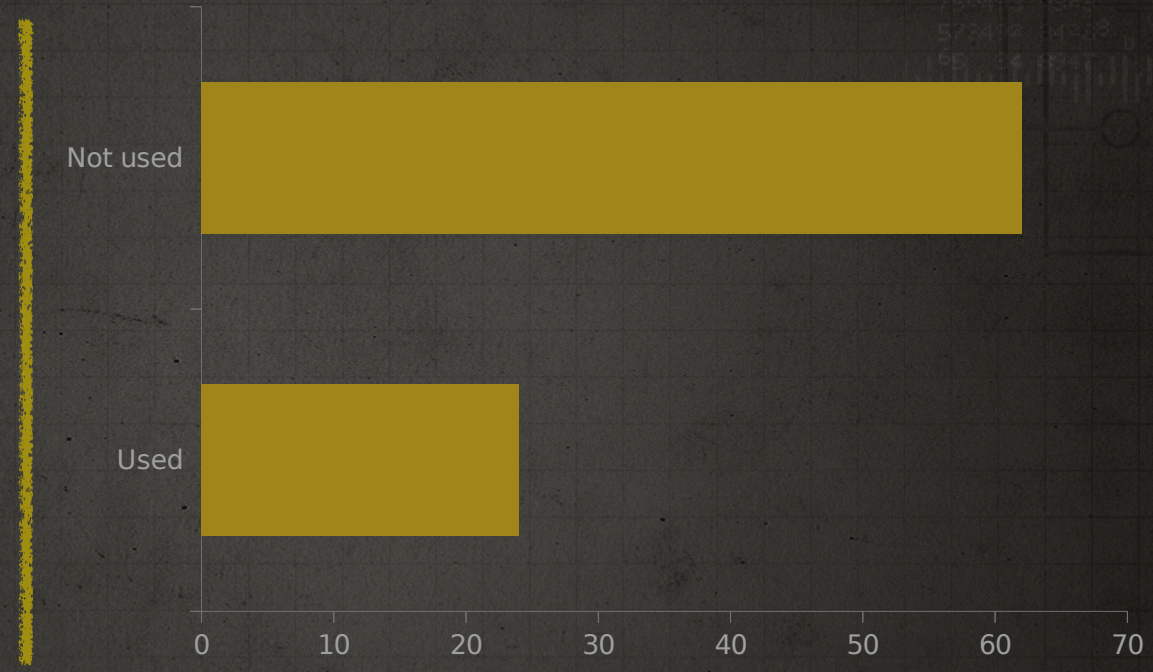


Common Storage

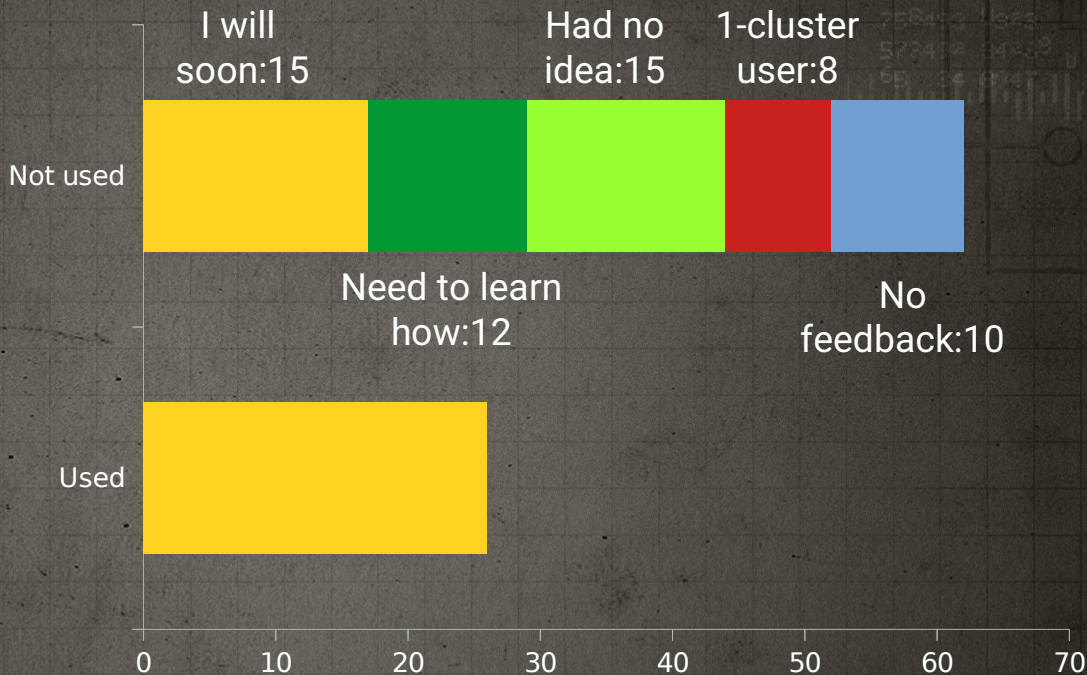


LAST YEAR

Common Storage

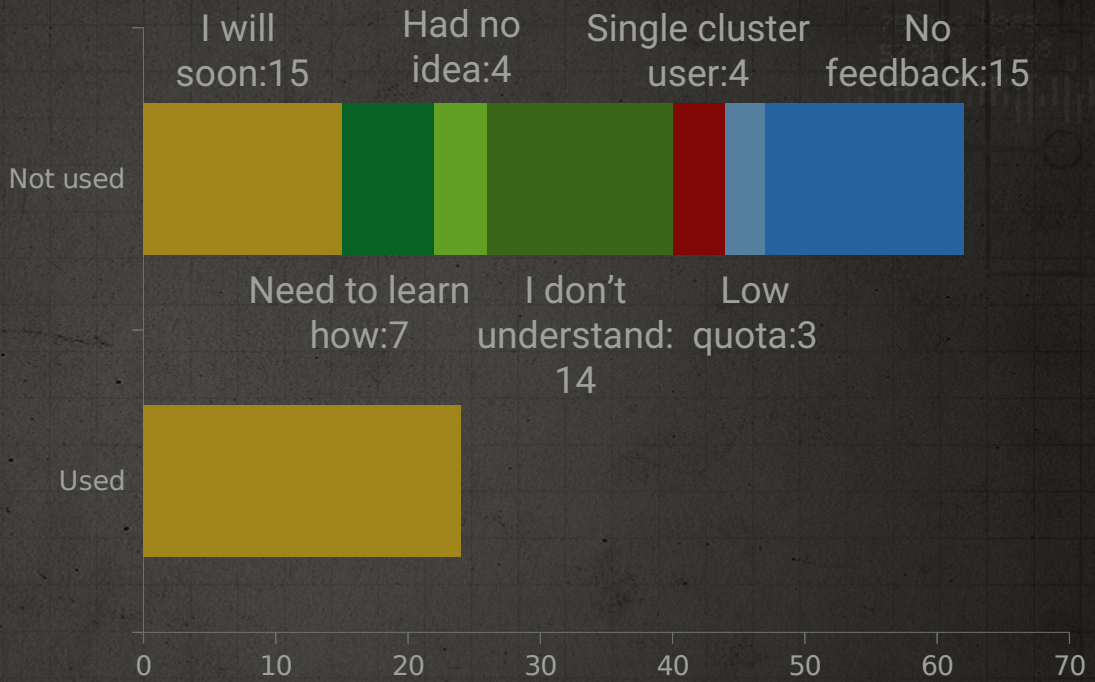


Common Storage



LAST YEAR

Common Storage



Dream job

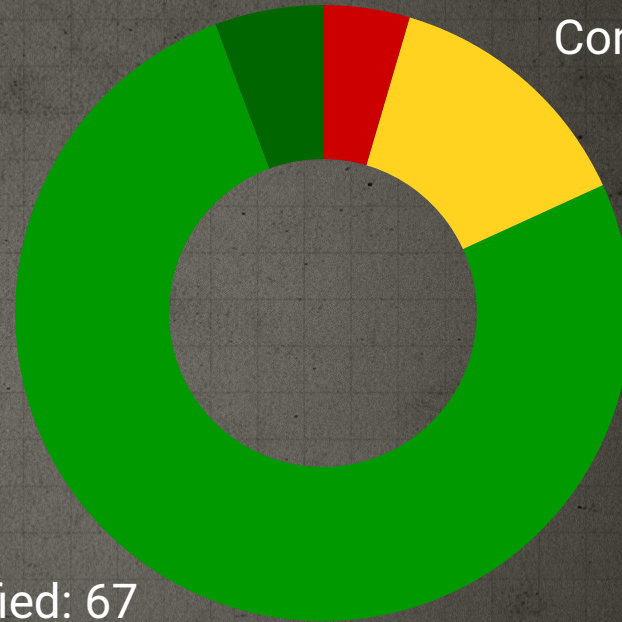
- Less waiting
- More CPUs
- Faster CPUs
- More jobs at once
- Longer runtime
- Faster disks
- More memory/core
- Satisfied

Overall sentiment

Enthusiast: 5
expressed positive
feelings

Negative: 4
complained

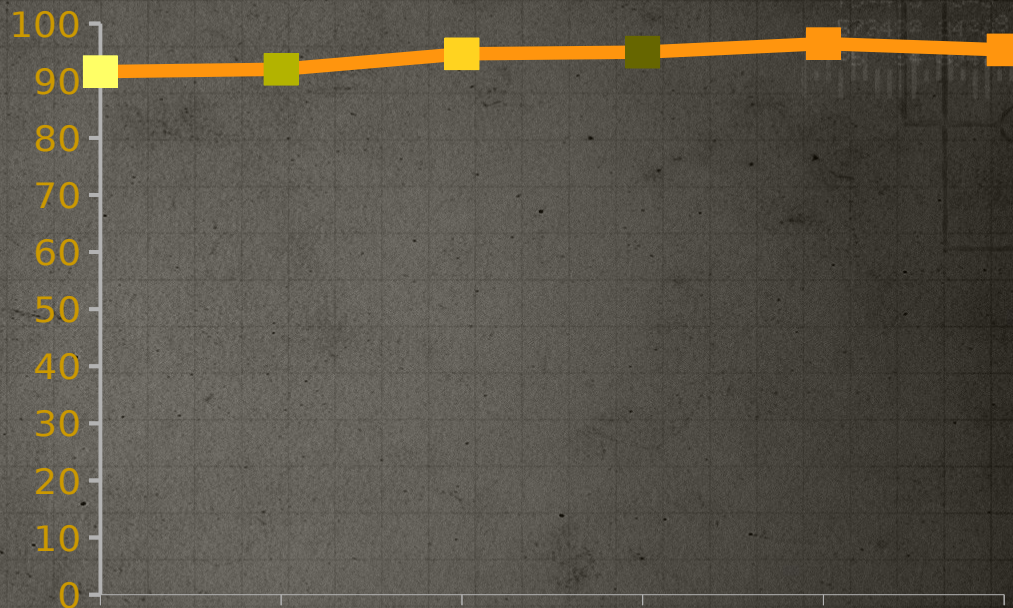
Constructive: 12
offered suggestions
for improvement



Satisfied: 67
did not complain
about anything

Overall
sentiment

Percentage of happy users



Detailed
response

[http://www.ceci-hpc.be/
survey2018.html](http://www.ceci-hpc.be/survey2018.html)