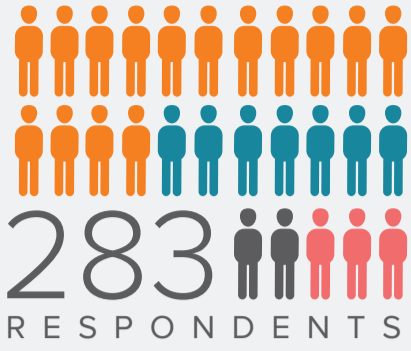


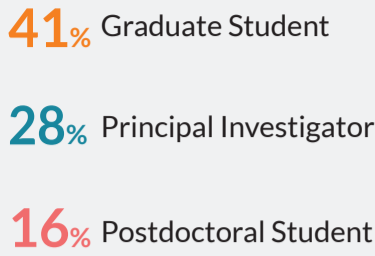
# WESTGRID 2017 USER SURVEY

In November 2017, WestGrid surveyed its users to gather feedback on their satisfaction with WestGrid's support and services and to compare results from a similar survey issued in August 2016. The 2017 survey was sent to all WestGrid newsletter subscribers (7594 emails), which included all account holders on WestGrid systems.

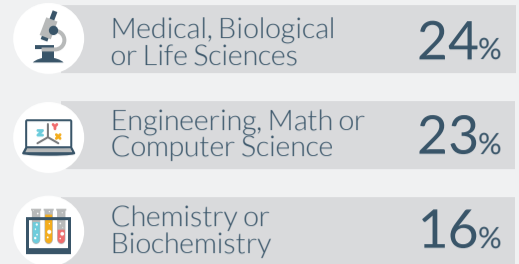
## WHO ANSWERED?



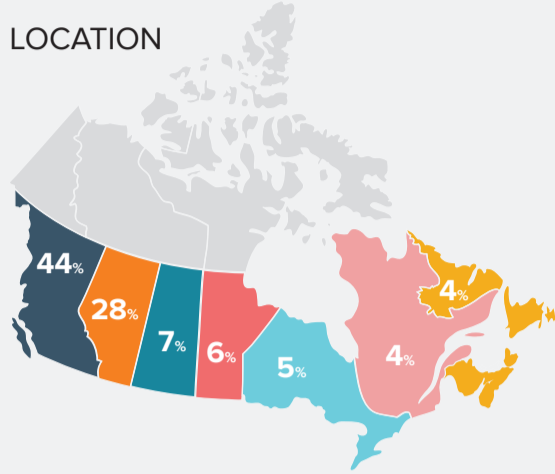
### RESPONDENTS ROLES



### TOP FIELDS OF STUDY



### LOCATION



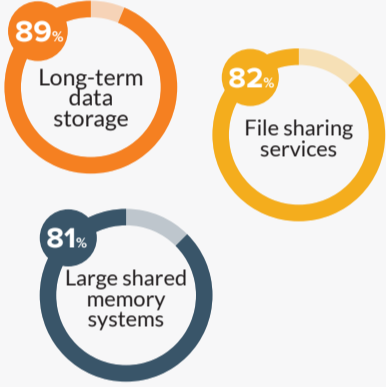
### REASON FOR GETTING AN ACCOUNT



## IMPORTANCE OF TECHNICAL RESOURCES & SERVICES

### MOST IMPORTANT SERVICES & RESOURCES:

(rated somewhat/very important)

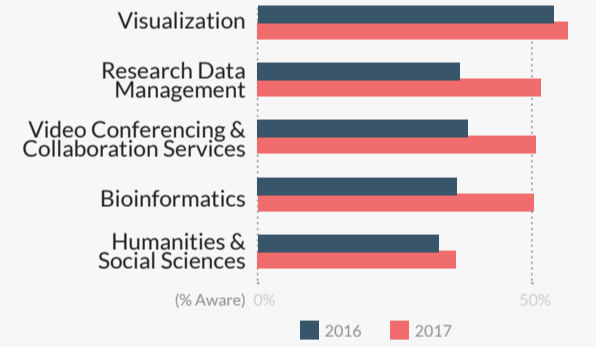


### OTHER RESOURCES/SERVICES REQUESTED:

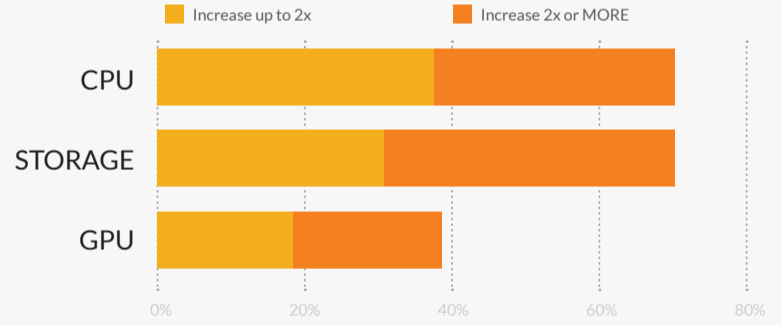
- Account job management tool that can control the sequence/priority of submitted jobs
- Version control for code
- Remote desktop tools for easier use and/or interactive computing
- Public hosting of research data for open sharing and science

“Our lab has lot of genomic data and it is increasing every day so we need more space to keep it and need a long time storage facility.”

### AWARENESS OF SPECIALIZED SERVICES



### HOW WILL YOUR NEEDS FOR COMPUTE AND STORAGE RESOURCES CHANGE FROM 2018-2022:



## RESEARCH SUPPORT

74% of respondents have used WestGrid Support in the past year

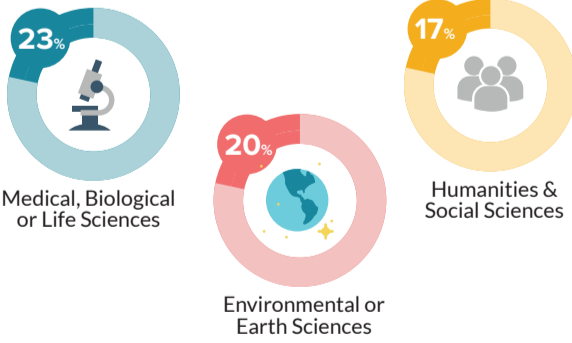


### OF THOSE WHO USED WESTGRID SUPPORT:



### DOMAIN SUPPORT

69% feel they have adequate support specific to their field of research, but users want MORE domain specific support from WestGrid in these fields:



### LOCAL SUPPORT

50% feel they have adequate local (on campus) ARC support

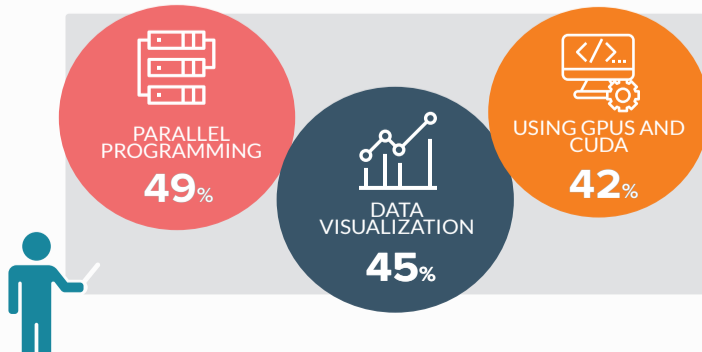


were highlighted as having extraordinary local support staff

“WestGrid is great! It would be nice if there was more on campus support. i.e. someone I could go to if I had questions rather than emailing.”

## USER TRAINING

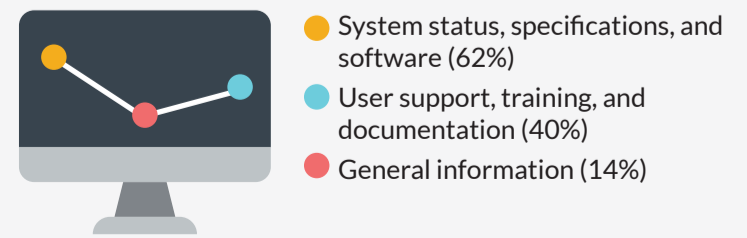
The advanced research computing training session topics respondents were most interested in:



## WEBSITE & COMMUNICATION

83% of respondents had visited WestGrid website in the last 12 months

The primary reason users visit the WestGrid website:



“The services provided by WestGrid are invaluable and our organization would be substantially less productive without WestGrid's assistance.”