

★★★★★☆☆☆☆ 86% are satisfied with WestGrid

RESEARCH SUPPORT



62% of respondents have used WestGrid Support in the past year.

Of those who used WestGrid support:

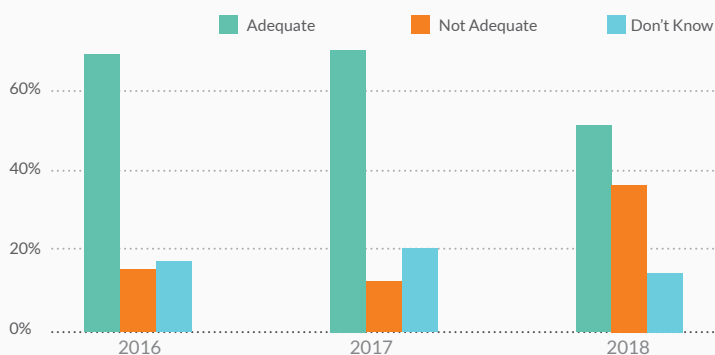
97% found support met or exceeded expectations

95% agreed support provided timely, helpful advice & recommendations

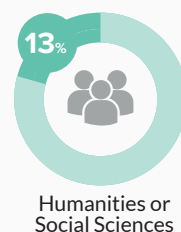
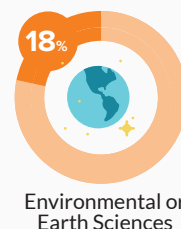
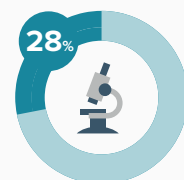
“Support received was excellent, within hours, and very knowledgeable. Issues were always resolved quickly and professionally.”

DOMAIN SUPPORT

49% feel they have adequate support specific to their domain of research.



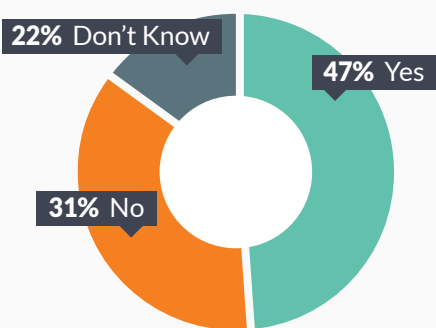
Those users who feel they do NOT have adequate domain support include:



“Our local support team...is consistently instrumental for our research.”

LOCAL SUPPORT

Do you have adequate local (on campus) Research Computing support?



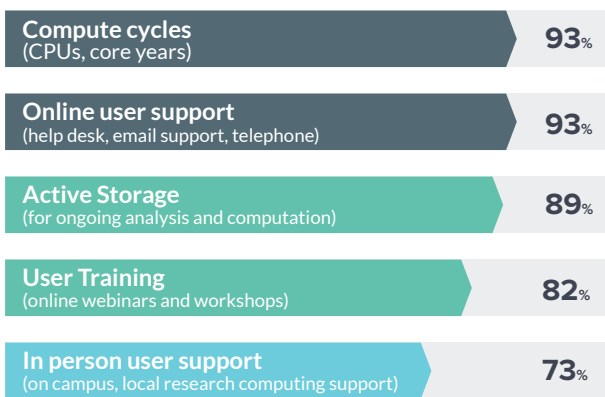
Of those who feel they DO NOT have adequate local support, 30% were researchers based at institutions in Western Canada who are not WestGrid members.

“It's been invaluable for my research to have access to the computing power of WestGrid and Compute Canada. Thank you to the team that keeps it running.”

RESOURCES & SERVICES

MOST IMPORTANT SERVICES & RESOURCES:

(rated somewhat/very important)



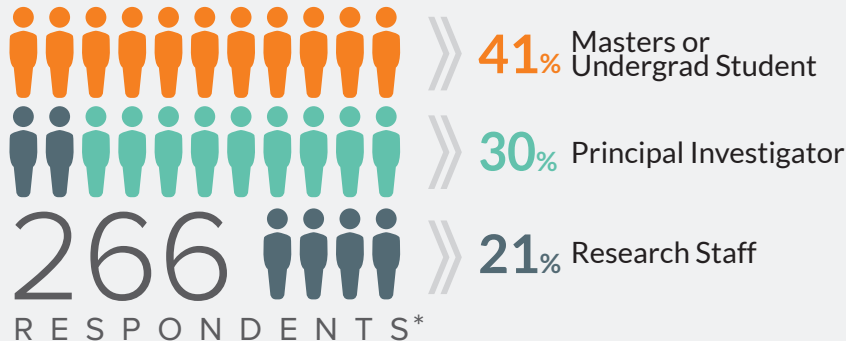
VALUE OF POTENTIAL NEW SERVICES:

(rated somewhat/very important)

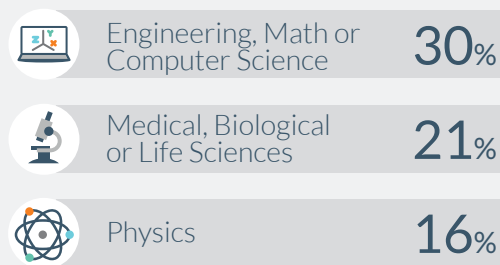


WHO ANSWERED?

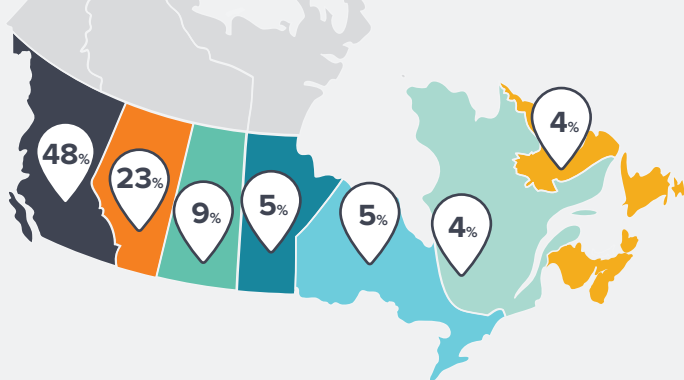
TOP ROLES



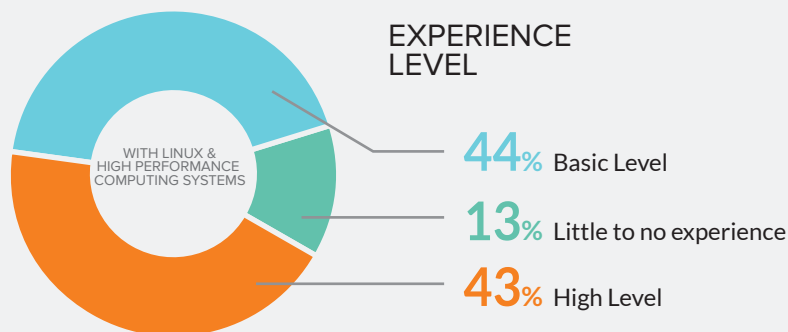
TOP RESEARCH DOMAINS



PROVINCE OF RESIDENCE



EXPERIENCE LEVEL



“The progress in research is much faster with WestGrid, we need you!”

* The survey was sent November 2018 to all WestGrid newsletter subscribers and account holders.