

# Indiana University and Purdue University Remote Desktop User Assessment Study 2019

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Start of Block: Informed consent

## Thinlinc Remote Desktop User Assessment Study Informed Consent – Protocol #1711051953A001

### INFORMED CONSENT

You are invited to participate in the Thinlinc **Remote Desktop User Assessment** conducted jointly by Indiana University and Purdue University. We ask that you read this statement and ask any questions you may have before agreeing to take part in the survey.

### PURPOSE OF THE STUDY

The purpose of this survey is aimed at assessing current levels of usage and satisfaction, as well as research needs and methods, associated with the use of with **Indiana University's Research Desktop (formerly Karst Desktop)** and **Purdue University's Thinlinc Remote Desktop** services. Survey information will be used to improve and expand these services and aid in the decision-making processes related to resource allocation and service expansion and improvements. Survey data will also be used in individual or joint research publications and presentations, and may be used to inform user case studies.

### PROCEDURES FOR THE STUDY

If you agree to take part in the study, you will complete an online survey in which you will not be required to provide any identifying information. You will have the option of providing your name and contact information if future contact is desired. Any future contact may be in the form of email, telephone call, video-conference, or in-person interviews and/or focus groups. Survey responses will remain confidential, and will not be associated with any identifying information.

You will receive via email an initial letter of invitation, followed by up to four reminder messages. After the initial letter of invitation, only those who have not responded will receive subsequent messages. You will have the opportunity to opt out of all future communications upon receipt of the initial letter of invitation. The survey should not take more than 10 minutes to complete, with an average time for completion in the seven-to-eight-minute range.

### CONFIDENTIALITY

Every effort will be made to keep any personal information that you inadvertently disclose, as well as institutional data used to identify population members, confidential. All survey results will

be reported in the aggregate and your identity will be held in confidence in reports in which the survey results may be published and/or databases in which results may be stored. Should the resulting data set be made public, it will be redacted of all identifying information. Archived data will be redacted of all identifying information and stored on secure university systems. However, we cannot guarantee absolute confidentiality. Your personal information may be disclosed if required by law. Organizations that may inspect and/or copy survey records for quality assurance and data analysis include groups such as the study investigator and his/her research associates, the Indiana University Institutional Review Board or its designees, and (as allowed by law) state or federal agencies, specifically the Office for Human Research Protections (OHRP).

#### CONTACTS FOR QUESTIONS OR PROBLEMS

For questions about this assessment, contact Indiana University Information Manager Julie Wernert at (812) 856-5517 or [jwernert@iu.edu](mailto:jwernert@iu.edu). For questions about your rights as a participant or to discuss problems, complaints, or concerns about the assessment; to obtain information, or to offer input, please contact the IU Human Subjects Office at (812) 856-4242 or by email at [irb@iu.edu](mailto:irb@iu.edu).

#### VOLUNTARY NATURE OF STUDY

Taking part in this assessment is voluntary. You may choose not to participate, to skip any questions you do not wish to answer, and/or to leave the assessment at any time. Leaving the assessment will not result in any penalty. Your decision whether or not to participate in this assessment will not affect your current or future relations with the Indiana University, the Indiana University Pervasive Technology Institute, or Purdue University.

This study was approved by the Indiana University Institutional Review Board on January 11, 2019. Please reference study #1711051953A001/exempt when inquiring. **Do you agree to participate?**

Yes

No

*Skip To: End of Block If Thinlinc Remote Desktop User Assessment Study Informed Consent – Protocol #1711051953A001 I... = Yes*

*Skip To: End of Survey If Thinlinc Remote Desktop User Assessment Study Informed Consent – Protocol #1711051953A001 I... = No*

**End of Block: Informed consent**

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**Start of Block: Thinlinc Remote Desktop Questions**

Prior to using the Thinlinc Remote Desktop on RCAC resources, had you used any of the following computing resources?

	Yes	No	Unsure
Community Clusters (Rice, Halstead, Snyder, or Brown)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workbench	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scholar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



For which functions are you using Thinlinc Remote Desktop? *Please select all that apply.*

- Primary means of connecting to RCAC resources
- Replacement for a regular terminal/SSH connection
- Running GUI/graphical applications only
- Running compute tasks
- Running data transfer tasks
- Unsure
- Other: \_\_\_\_\_



On a scale of 1 to 5, with "1" being "not important at all" and "5" being "extremely important," how important to your research are the following Thinlinc Remote Desktop features?

	1-Not at all important	2-Low importance	3-Neither important nor unimportant	4-Moderately important	5-Extremely important
Point-and-click interface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web browser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
File browser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GUI/graphical text editor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to run long-running sessions (i.e., disconnect and reconnect to an existing session)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to mount local laptop file system using Thindrives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to run interactive and batch jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



What applications are you using on Thinlinc Remote Desktop? *Please select all that apply.*

- Jupyter Notebook
- Mathematica
- MATLAB
- RStudio
- SAS
- SPSS
- STATA
- Terminal
- Paraview
- VMD
- TotalView
- Vampir
- Thindrives (mount local desktop/laptop drive inside the Thinlinc session)
- Firefox browser
- Windows Virtual Machines
- Unsure

Other: \_\_\_\_\_

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On a scale of 1 to 5, with "1" being "not important at all" and "5" being "extremely important," **generally** how important is a point-and-click, remote desktop interface (in addition to a command line/terminal interface), such as Thinlinc Remote Desktop, for your research?

- 1-Not at all important
  - 2-Low importance
  - 3-Neither important nor unimportant
  - 4-Moderately important
  - 5- Extremely important
- 

On a scale of 1 to 5, with "1" being "not important at all" and "5" being "extremely important," **specifically** how important is Thinlinc Remote Desktop for your ability to use HPC resources at Purdue University?

- 1-Not at all important
  - 2-Low importance
  - 3-Neither important nor unimportant
  - 4-Moderately important
  - 5-Extremely important
-

Overall, on a scale of 1 to 5, with "1" being "extremely dissatisfied" and "5" being "extremely satisfied," how satisfied are you with the Thinlinc Remote Desktop service?

- 1-Extremely dissatisfied
  - 2-Dissatisfied
  - 3-Neither satisfied nor dissatisfied
  - 4-Satisfied
  - 5-Extremely satisfied
- 

What new features or changes would you most want to see on Thinlinc Remote Desktop?  
*Select all that apply.*

- More convenient Box/Dropbox availability
  - Ability to use more memory
  - Ability to use more CPUs
  - GPUs for deep learning/machine learning
  - Other: \_\_\_\_\_
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Please briefly tell us what you may dislike about Thinlinc Remote Desktop?

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End of Block: Thinlinc Remote Desktop Questions

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Start of Block: Demographics

What is your **primary** discipline?

▼ Arts and Humanities (1) ... Not applicable (22)

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What is your current university status? *Select all that apply.*

Faculty

Staff

Post-doctoral scholar/researcher

Graduate student

Undergraduate student

Other: (6) \_\_\_\_\_

End of Block: Demographics

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Start of Block: Open-Text and Follow-up

Please share with us any additional comments or feedback you may have regarding this service.

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If we may follow up on your responses and/or comments, please share with us the following information:

Name \_\_\_\_\_

Preferred email address \_\_\_\_\_

**End of Block: Open-Text and Follow-up**

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**Start of Block: Kart Desktop User Questions**

Prior to using the Research Desktop (formerly known as Karst Desktop), had you used any of the following computing resources?

	Yes	No	Unsure
Karst	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Big Red II	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carbonate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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For which functions are you using Research Desktop? *Please select all that apply.*

- Primary means of connecting to Karst and/or Carbonate
- Replacement for a regular terminal/SSH connection
- Running GUI/graphical applications only
- Running compute tasks
- Running data transfer tasks
- Unsure
- Other: \_\_\_\_\_



On a scale of 1 to 5, with "1" being "not important at all" and "5" being "extremely important," how important to your research are the following Research Desktop features?

	1-Not at all important	2-Low importance	3-Neither important nor unimportant	4-Moderately important	5-Extremely important
Point-and-click interface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web browser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
File browser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GUI/graphical text editor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to run long-running sessions (i.e., disconnect and reconnect to an existing session)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to mount local laptop file system using Thindrives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to run interactive and batch jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to use up to 75 GB of memory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to mount IU Box on Research Desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What applications are you using on Research Desktop? *Please select all that apply.*

- Jupyter Notebook
- Mathematica
- MATLAB
- RStudio
- SAS
- SPSS
- STATA
- Terminal
- Paraview
- VMD
- TotalView
- Vampir
- Thindrives (mount local desktop/laptop drive inside the Thinlinc session)
- Firefox browser
- Unsure
- Other: \_\_\_\_\_

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On a scale of 1 to 5, with "1" being "not important at all" and "5" being "extremely important," **generally** how important is a point-and-click, remote desktop interface (in addition to a command line/terminal interface), such as Research Desktop, for your research?

- 1-Not at all important
  - 2-Low importance
  - 3-Neither important nor unimportant
  - 4-Moderately important
  - 5- Extremely important
- 

On a scale of 1 to 5, with "1" being "not important at all" and "5" being "extremely important," **specifically** how important is Research Desktop for your ability to use HPC resources at Indiana University?

- 1-Not at all important
  - 2- Low importance
  - 3-Neither important nor unimportant
  - 4-Moderately important
  - 5-Extremely important
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Overall, on a scale of 1 to 5, with "1" being "extremely dissatisfied" and "5" being "extremely satisfied," how satisfied are you with the Research Desktop service?

- 1-Extremely dissatisfied
  - 2-Dissatisfied
  - 3-Neither satisfied nor dissatisfied
  - 4-Satisfied
  - 5-Extremely satisfied
- 

What new features or changes would you most want to see on Research Desktop? *Select all that apply.*

- Ability to use more memory
  - Ability to use more CPUs
  - GPUs for deep learning/machine learning
  - Other: \_\_\_\_\_
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Please briefly tell us what you may dislike about Research Desktop?

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End of Block: Kart Desktop User Questions

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