

## Jetstream 2017 User Satisfaction Survey

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# 1. 2017 Jetstream User Satisfaction Survey

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## Start of Block: Block 1 - Informed Consent

### 2017 Jetstream Annual User Satisfaction Survey – Informed Consent

**INFORMED CONSENT:** You are invited to participate in the **Jetstream Annual User Satisfaction Survey** conducted by principal investigators of the National Science foundation-funded Jetstream project. We ask that you read this statement and ask any questions you may have before agreeing to take part in the survey. This survey is administered on behalf of the Jetstream project by the Indiana University Pervasive Technology Institute and is funded, in part, by the National Science Foundation.

**PURPOSE:** The purpose of this survey is aimed at assessing current levels of usage and satisfaction with the Jetstream environment and its associated resources and services (e.g., training, support, etc.). Survey information will be used to improve and expand the services provided by Jetstream and to aid in the decision-making processes related to resource allocation and service expansion and improvements.

**PROCEDURES:** If you agree to take part, 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. Future contact may be in the form(s) of telephone call, video-conference, in-person interview, and/or focus group. The survey will remain confidential, and survey responses will not be associated with any identifying information, unless you give explicit permission when opting for future contact. You will receive via email an initial letter of invitation, followed by up to three reminder messages. After the initial letter of invitation, only those who have not responded will receive subsequent messages. You have the option of opting out of all future communications upon receipt of the initial letter of invitation. The survey should not take more than 10-12 minutes to complete, with an average time for completion in the six-to-seven-minute range.

**CONFIDENTIALITY:** Efforts will be made to keep any personal information that you might inadvertently disclose confidential. We cannot guarantee absolute confidentiality. Your personal information may be disclosed if required by law. 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. 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, the study sponsor, the National Science Foundation, 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 the study, 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 a research study, 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:** Taking part in this study is voluntary. You may choose not to take part or may leave the survey at any time. Leaving the survey will not result in any penalty. Your decision whether or not to participate in this survey will not affect your current or future

relations with the Indiana University Pervasive Technology Institute, the Jetstream program, or the National Science Foundation.

This study was approved by the Indiana University Institutional Review Board on October 16, 2017. Please reference protocol #1703859488A002/Exempt when inquiring.

Do you agree to participate?

Yes (1)

No (2)

*Skip To: End of Block If Jetstream Annual User Satisfaction Survey – Informed Consent INFORMED CONSENT: You are invited to... = Yes*

*Skip To: End of Survey If Jetstream Annual User Satisfaction Survey – Informed Consent INFORMED CONSENT: You are invited to... = No*

End of Block: Block 1 - Informed Consent

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Start of Block: Block 2 - Survey Questions

In the past 12 months, **approximately** how many times have you used the Jetstream system?

0-5 (1)

6-10 (2)

11-20 (3)

21-50 (4)

51-100 (5)

More than 100 (6)

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In which areas do you use the Jetstream system? *Please select all that apply.*

Research (1)

Teaching (2)

Training (3)

Other: (4) \_\_\_\_\_

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Which of the listed Jetstream services do you **primarily** use?

Atmosphere, the Jetstream User Portal (1)

Jetstream API services based on OpenStack (2)

Jetstream OpenStack Horizon Portal (3)

Not sure (4)

Please rate your satisfaction with the following aspects of Jetstream on a scale of 1 to 5, with 1 being “extremely dissatisfied” and 5 being “extremely satisfied.” If you have no basis for rating your satisfaction, please select “Not applicable.”

	1- Extremely dissatisfied (1)	2- Dissatisfied (2)	3-Neither satisfied or dissatisfied (3)	4-Satisfied (4)	5- Extremely satisfied (5)	Not applicable (6)
Availability of VM images to solve my problems (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed (responsiveness) of Jetstream (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation about Jetstream (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Atmosphere, the Jetstream User Portal (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of response to my questions via help@xsede.org (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of response to my questions via help@xsede.org (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of response to my questions via direct email to Jetstream staff? (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of response to my questions via direct email to Jetstream staff? (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Quality of in-person workshops and training (9)

Quality of online workshops and training (10)

Overall performance of Jetstream (11)

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If you answered “extremely dissatisfied” or “dissatisfied” to any of the above, please tell us why.

\_\_\_\_\_

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Please rate the importance of Jetstream to your **educational** activities on a scale of 1-5, with 1 being “not important at all” and 5 being “essential.” If you have no basis for rating Jetstream's importance to your educational activities, please select “Not applicable.”

- 1-Not important at all (1)
  - 2-Somewhat important (2)
  - 3-Moderately important (3)
  - 4-Very important (4)
  - 5-Essential (5)
  - Not applicable (6)
- 

Please rate the importance of Jetstream to your **research** activities on a scale of 1-5, with 1 being “not important at all” and 5 being “essential.” If you have no basis for rating Jetstream's importance to your research activities, please select “Not applicable.”

- 1-Not important at all (1)
  - 2-Somewhat unimportant (2)
  - 3-Moderately important (3)
  - 4-Very important (4)
  - 5-Essential (5)
  - Not applicable (6)
- 

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Please rate how useful you would find a **Jetstream community forum** where users could interact directly with one another on a scale of 1-5, with 1 being "extremely useless" and 5 "extremely useful." If you have no basis for evaluating the usefulness of such a community forum, please select "Not applicable."

- 1-Extremely useless (1)
- 2-Somewhat useless (2)
- 3-Neither useful nor useless (3)
- 4-Somewhat useful (4)
- 5-Extremely useful (5)

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Please offer any comments you may have about a Jetstream community forum (e.g., format, usefulness, etc.)

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Considering your use of Jetstream, please rate your preferences for training delivery formats on a scale of 1 to 5, with 1 being “strongly do not prefer” and 5 being “strongly prefer.”

	1-Strongly do not prefer (1)	2-Do not prefer (2)	3-Neutral (3)	4-Prefer (4)	5-Strongly prefer (5)
Web documentation (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Live, in-person tutorials/workshops (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Live, online webinars (tutorials, workshops, etc.) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recording of webinars (with minimal editing) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High-quality training videos (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-paced, online tutorials (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Block 2 - Survey Questions

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Start of Block: Block 3 - Demographics

Please indicate the **primary** discipline in which you conduct *research* activities.

▼ Arts and Humanities (1) ... Not applicable (19)

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Please indicate the **primary** discipline in which you conduct **educational** activities.

▼ Arts and Humanities (1) ... Not applicable (19)

-----

Please indicate your status within the research community. *Please select all that apply.*

- University faculty or equivalent (1)
  - University/Center research staff or equivalent (non-postdoctoral) (2)
  - University/Center non-research support staff (or equivalent) (3)
  - Postdoctoral fellow (4)
  - Graduate student (5)
  - Undergraduate student (6)
  - XSEDE staff (7)
  - Jetstream staff (8)
  - XSEDE Campus Champion (9)
  - Executive leadership (e.g., dean, director, vice president, CIO, etc.) (10)
  - Other: (11) \_\_\_\_\_
-

Please describe your institution. *Please select all that apply.*

- EPSCoR institution (1)
  - Minority-serving institution (2)
  - Associate's college (all degrees are at the associate's level) (3)
  - Baccalaureate college/university (4)
  - Master's college/university (5)
  - Doctorate-granting university (6)
  - Teaching-focused institution (7)
  - Research-focused institution (8)
  - Government lab or center (9)
  - Non-profit organization (non-academic) (10)
  - Corporate or industrial organization (11)
  - Non-US institution (12)
  - Other: (13) \_\_\_\_\_
-

What is your gender?

- Male (1)
  - Female (2)
  - Non-cisgender (3)
  - Other: (4) \_\_\_\_\_
  - Prefer not to disclose (5)
- 

What is your ethnicity?

- Hispanic or Latino (1)
  - Not Hispanic or Latino (2)
  - Prefer not to disclose (3)
-

What is your race? *Please select all that apply.*

- Asian (1)
- Black or African-American (2)
- Caucasian (3)
- Native American (including Alaska Native) (4)
- Native Hawaiian or Other Pacific Islander (5)
- Other: (6) \_\_\_\_\_
- Prefer not to disclose (7)

End of Block: Block 3 - Demographics

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Start of Block: Block 4 - Contact

If necessary, may we contact you for additional feedback about your Jetstream user experience?

- Yes (1)
- No (2)

*Skip To: Q30 If necessary, may we contact you for additional feedback about your Jetstream user experience? = Yes*

*Skip To: End of Block If necessary, may we contact you for additional feedback about your Jetstream user experience? = No*

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Please provide your name and preferred contact information.

Name: (1) \_\_\_\_\_

Institution: (2) \_\_\_\_\_

Phone number: (3) \_\_\_\_\_

Preferred email address: (4) \_\_\_\_\_

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If additional follow-up is necessary, may we share your survey responses and comments with the Jetstream principal(s) who will contact you? (Survey responses will not be shared with those who may be contacting you for additional feedback unless you grant permission.)

Yes (1)

No (2)

**End of Block: Block 4 - Contact**

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**Start of Block: Block 5-Open Text**

Please share with us any general comments about your experiences with Jetstream. (For example, are there any features and/or services not presently available through Jetstream that would benefit your work? Are there are current features that you find particularly useful? Are there features that you do not find helpful? Etc.)

\_\_\_\_\_

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What impact has your use of Jetstream had on your research, teaching and/or training efforts?

\_\_\_\_\_

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Do you have any comments about the value derived from the National Science Foundation's investment in Jetstream?

\_\_\_\_\_



End of Block: Block 5-Open Text

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Start of Block: Block 5 -Citations

Please tell us about any products (as defined by the National Science Foundation) you have produced that have benefited in some way from use of Jetstream. *Please select all that apply.*

- Not applicable (1)
- Journal articles (2)
- Books (3)
- Book Chapters (4)
- Thesis/Dissertations (5)
- Conference Papers and Presentations (6)
- Other Publications (7)
- Technologies or Techniques (8)
- Patents (9)
- Inventions (10)
- Licenses (11)
- Websites (12)
- Other: (13) \_\_\_\_\_

*Skip To: End of Survey If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Not applicable*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Journal articles*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Books*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Book Chapters*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Thesis/Dissertations*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Conference Papers and Presentations*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Other Publications*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Technologies or Techniques*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Patents*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Inventions*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Licenses*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc... = Websites*

*Skip To: Q25 If Please tell us about any products (as defined by the National Science Foundation) you have produc...(Other:) Is Not Empty*

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Please provide citations for the products that you indicated have benefited from the use of Jetstream. Please include title, authors, publication and date, when and where presented, URL, and/or digital object identifier (DOI).

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End of Block: Block 5 -Citations

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## 2. Acknowledgements

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