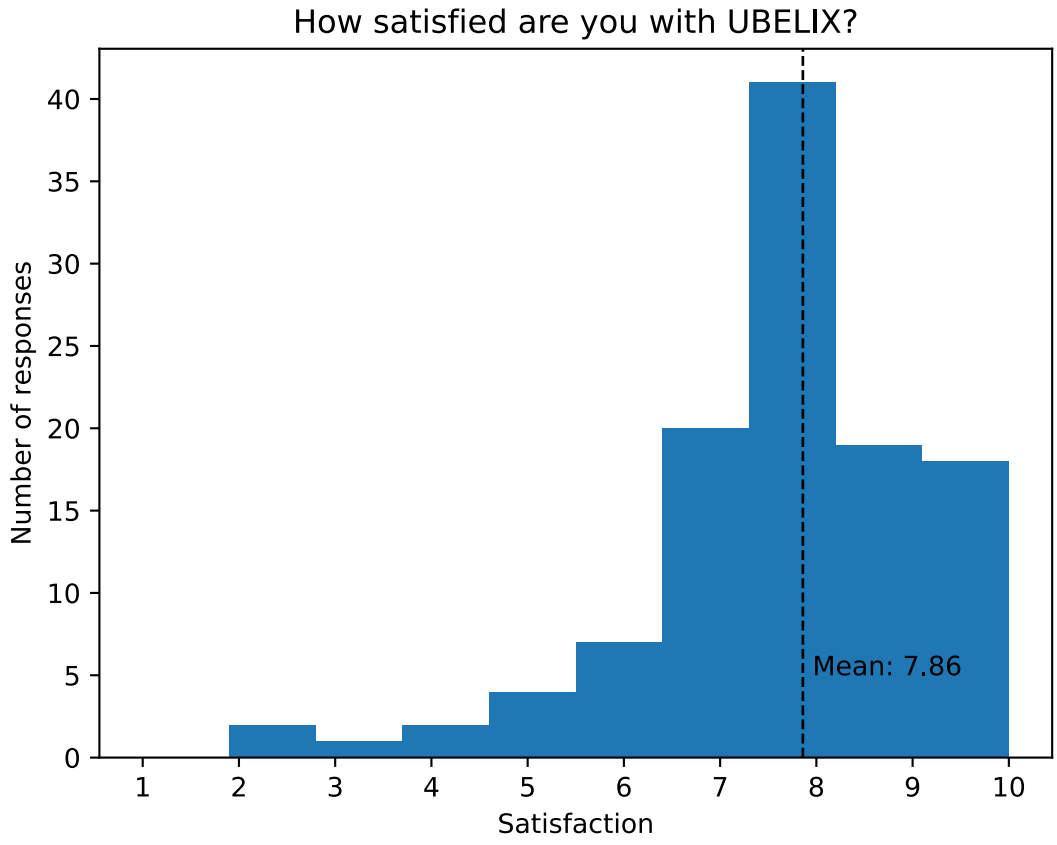
UBELIX User Survey 2023

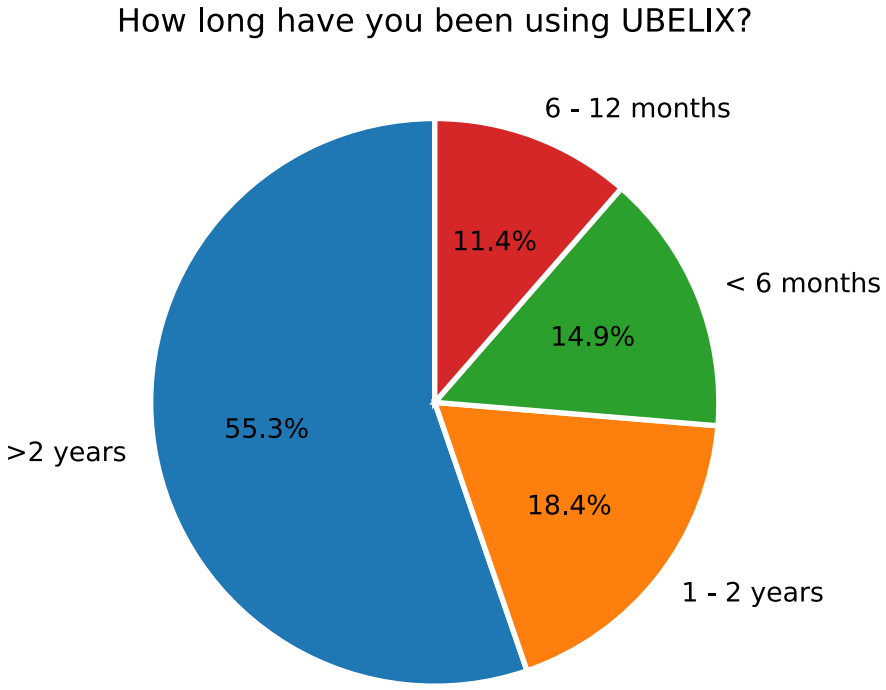
Results

We have asked about 1200 UBELIX users for their feedback and gathered 114 responses (9.5%). The verall satisfaction is very high with a mean rating of 7.86 out of 10 possible points. The majority of responses came from long-term (>2years) users of UBELIX. Nevertheless a quarter of all responses came from users that are relatively new to UBELIX (<12 months).

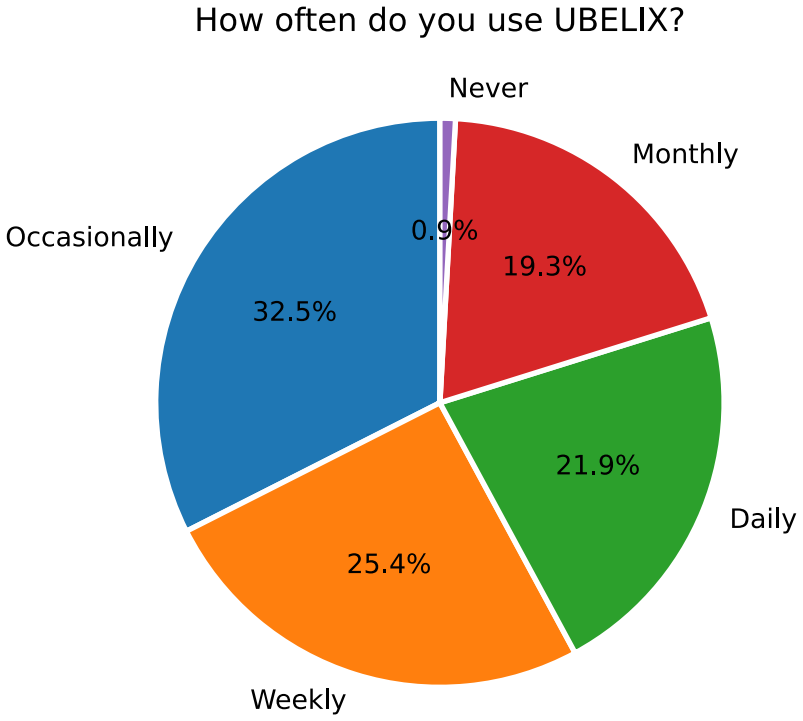
Rate your overall satisfaction with UBELIX



How long have you been using UBELIX?



How often do you use UBELIX?



How important is UBELIX for your research?

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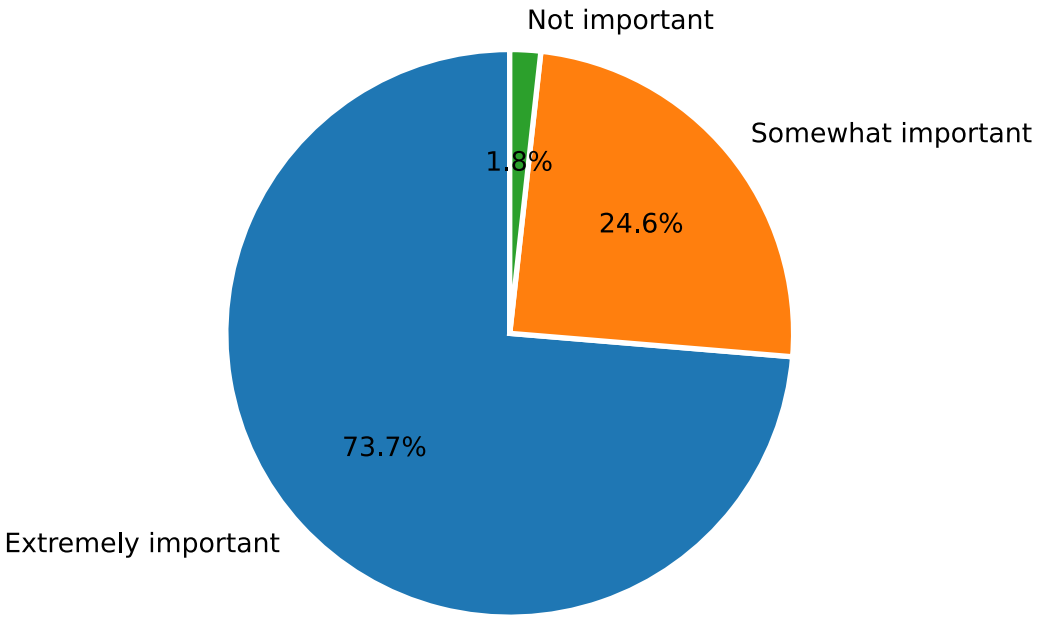
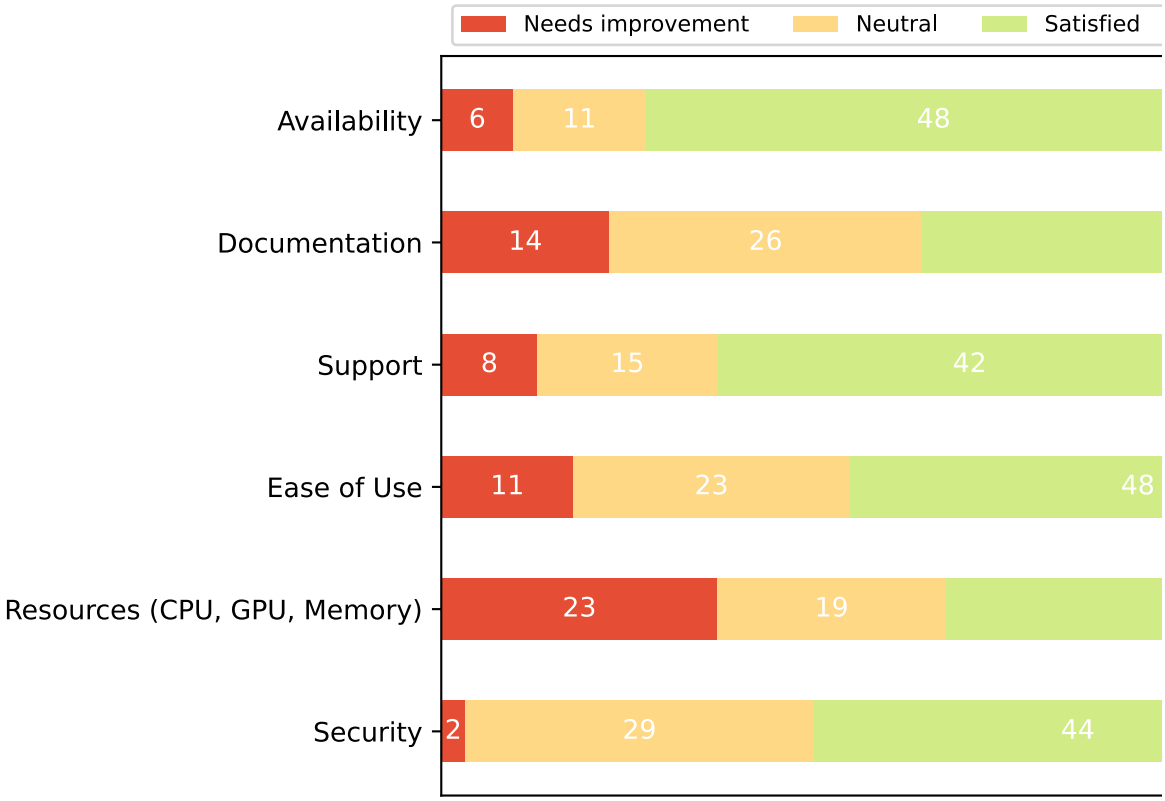


Rate your satisfaction with UBELIX in terms of each of the following



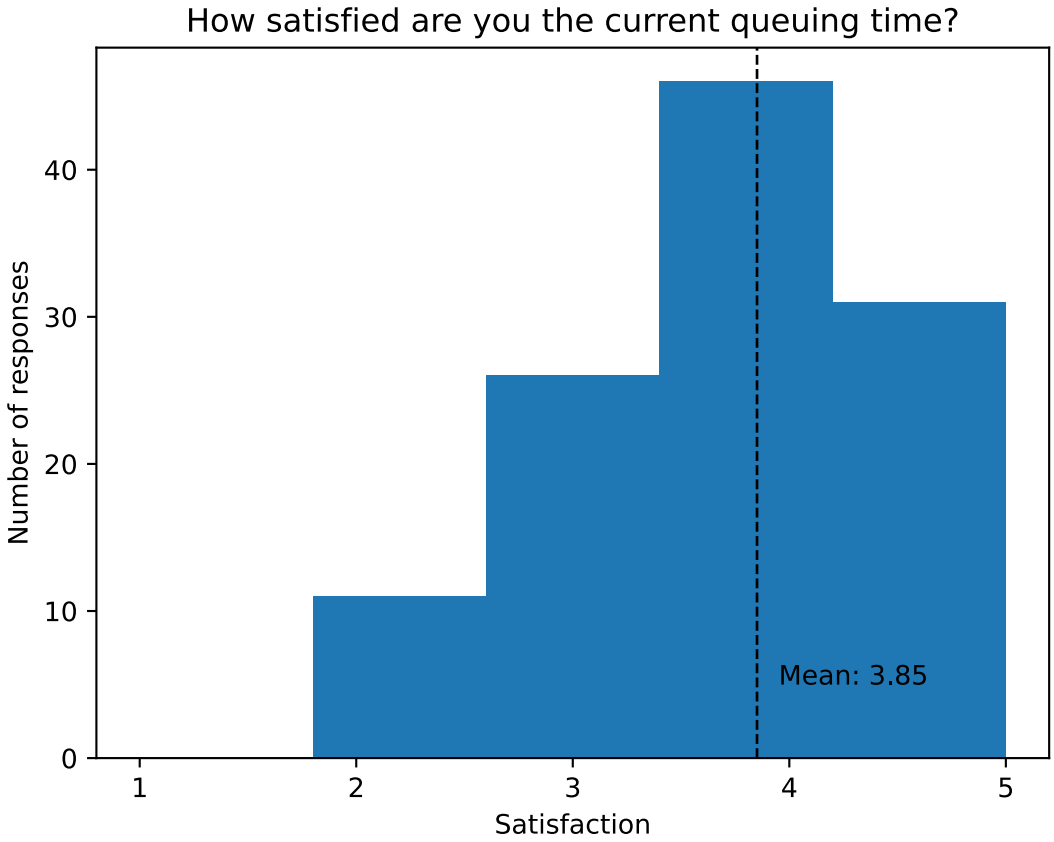
What would you improve specifically?

Based on the provided survey responses, it appears that there are several common themes and requests for improvements:

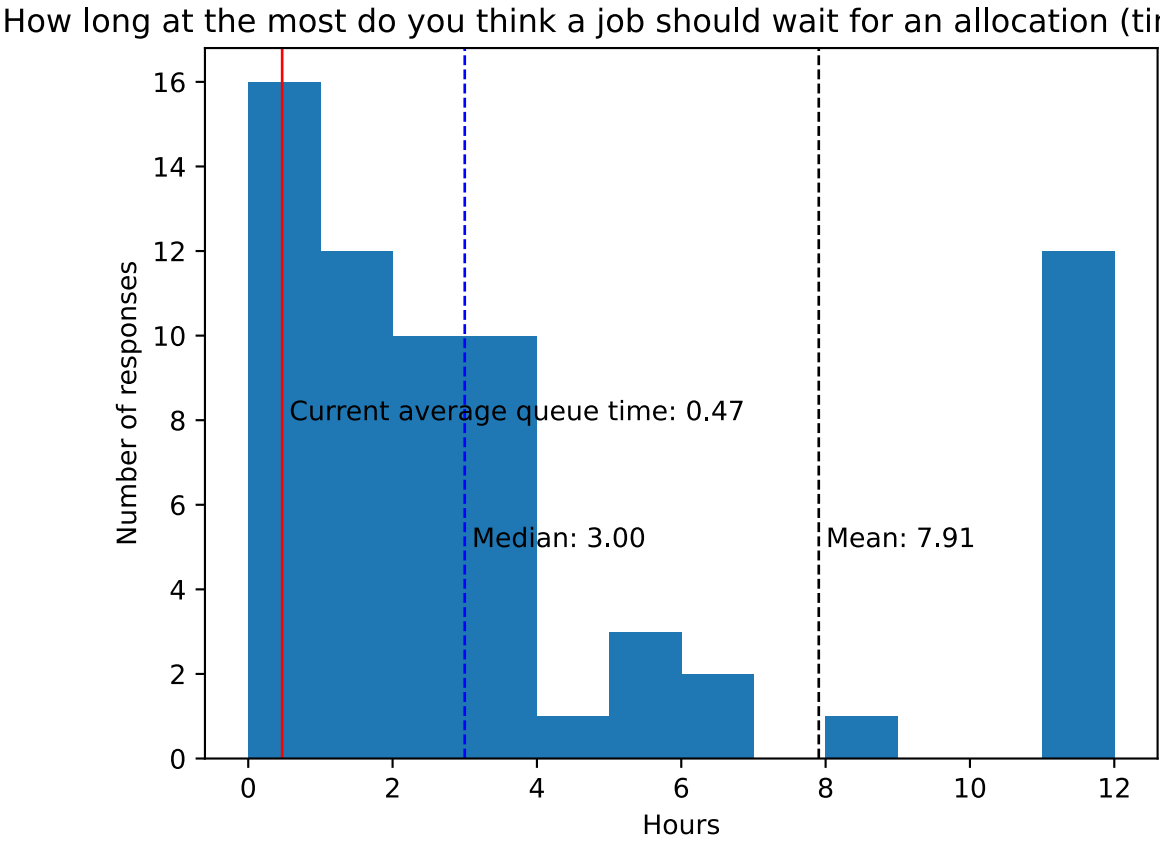
1. **GPU Availability and Quality:** Many users expressed a desire for more and better GPUs, particularly the latest generation, such as the A100. Users also mentioned a need for GPUs with higher VRAM (greater than 24GB). Additionally, there were complaints about outdated or inadequate GPU resources.
2. **Documentation and User Support:** Users frequently mentioned issues with documentation and user support. They highlighted the need for clearer and more extensive documentation, especially for new users. Some expressed frustration with slow response times for support tickets and the need for more efficient communication channels.
3. **Software Versions and Module Issues:** Users faced challenges related to software installations, particularly for specific versions of software packages. They suggested keeping software modules up-to-date and making it easier to install or access the software they need. Users requested more up-to-date software versions and a clear support timeline for critical software packages.
4. **Cluster Accessibility:** Users expressed a desire for a more user-friendly interface, including a graphical interface (GUI) to access the cluster. Some users mentioned difficulties in navigating the system and understanding various aspects of the cluster.
5. **Queue and Priority System:** Several users raised concerns about the queue and priority system, requesting a clearer explanation of how the system works. Some users found it frustrating that jobs were ranked with unclear priority and wanted shorter wait times for job execution.
6. **Data Security:** Some users mentioned concerns about data security, particularly for sensitive data.
7. **Courses and Training:** Users suggested offering regular training and courses, especially for new users, to help them make the most of the cluster's capabilities.
8. **Additional Hardware Requests:** Some users mentioned the need for specific hardware, such as DGX hardware, for their work.

It's important to note that there were a wide variety of responses, and some users mentioned that they were satisfied with the current state of the cluster or did not provide specific suggestions for improvement.

How satisfied are you with the current queuing time?



How long at the most do you think a job should wait for an allocation (time to start)?



How many CPUs (--ntasks / --cpus-per-task) do you typically request?

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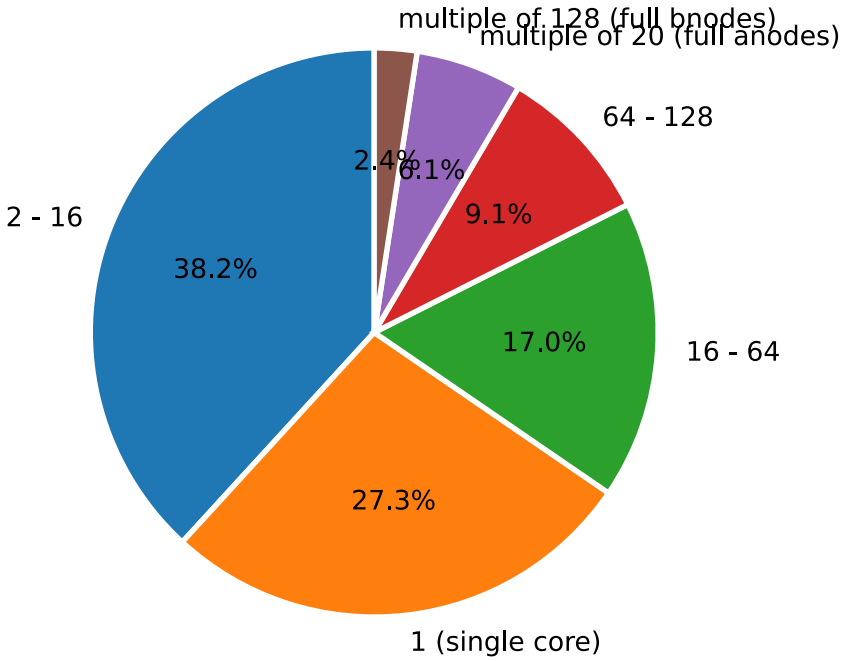
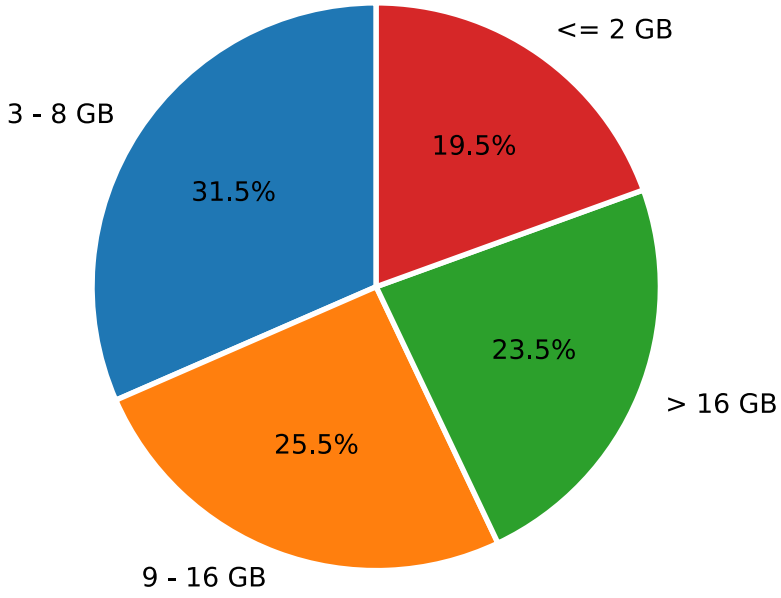
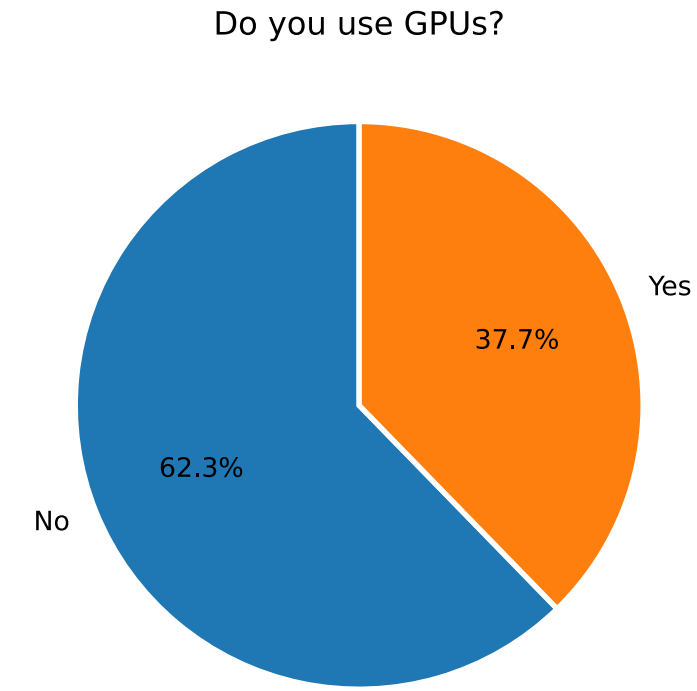
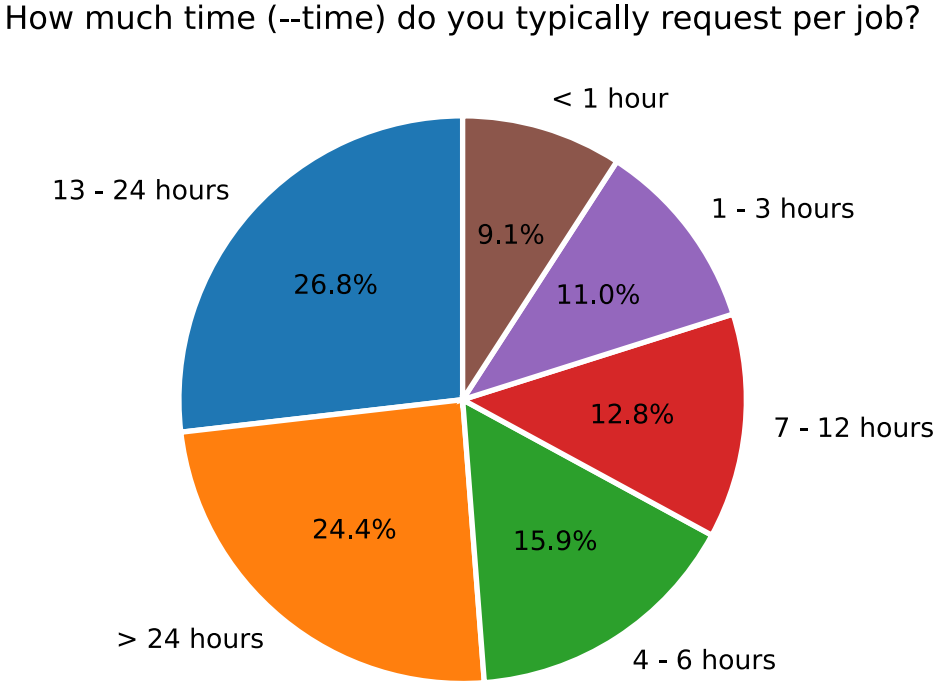


How much memory (--mem-per-cpu) do you typically request per job?







Are there specific tools or software you'd like to see on the cluster in the future?

The tools and software that users would like to see on the cluster in the future can be grouped into several categories:

1. **Development and Coding Tools:**
    - **Mamba:** An Anaconda alternative for package management.

- **RStudio with X11 forwarding:** A popular integrated development environment for R.
- **Visual Studio Code:** A versatile code editor.
- **Interactive access:** Access through JupyterHub and Remote Desktop for interactive applications.
- **Emacs and Editors:** Users desire editors with standard shortcuts and language plugins, possibly including Visual Studio Code for enhanced coding capabilities.

2. **Scientific Computing and Data Analysis:**

- **Jupyter:** Support for Jupyter notebooks with GPU capabilities.
- **Stata and Stata MP:** A statistical software package.
- **GROMACS:** A molecular dynamics simulation software with GPU support.
- **NCO (netCDF Operator):** A set of tools for working with netCDF data.
- **SigProfiler:** A tool for characterizing mutational signatures in human cancer.
- **OMNeT++:** A discrete event simulation framework.
- **VMD:** A molecular visualization program.

3. **Cryo-Electron Microscopy and Protein Structure:**

- **CryoSPARC:** Software used in cryo-electron microscopy and protein structure analysis.
- **Relion 4.0:** A software package for the refinement of cryo-EM structures.
- **Geant4 with Geometry Visualization:** A toolkit for simulating the passage of particles through matter.

4. **Bioinformatics and Genomics:**

- **mojo (modular):** A modular analysis pipeline for genomics data.
- **kraken2 and flyes:** Tools used in metagenomic sequence classification.
- **breseq and Manta:** Software for variant detection in microbial genomes.

Addtional feedback

1. Users appreciate the professional support provided by the UBELIX team and the overall quality of service.

2. Some users find the paid options to be expensive and inflexible, which limits the benefits of investing in UBELIX.

3. Users recommend maintaining high-quality staff support and potentially increasing it as the system scales up.

4. Several users express gratitude for the service and the support they receive, particularly in terms of email support.

5. Users value the fast response times and competency of the support team.

6. Some users suggest improving communication between UBELIX and institute ITs to enhance collaboration.
7. Users appreciate the convenience and resources offered by UBELIX, including fast queue times.
8. There is a request for more user-friendly software installations and greater availability of technical support for installations.
9. Suggestions are made for more up-to-date GPU clusters, improved GPU pricing, and frequent GPU replacements.
10. Users express their satisfaction with the current state of UBELIX and the benefits it provides.

Overall, the majority of feedback is positive and supportive of UBELIX and its services. The feedback highlights the value of UBELIX for researchers, along with some areas where users would like to see improvements or changes in the future.