

Minerva User Survey Result 2017

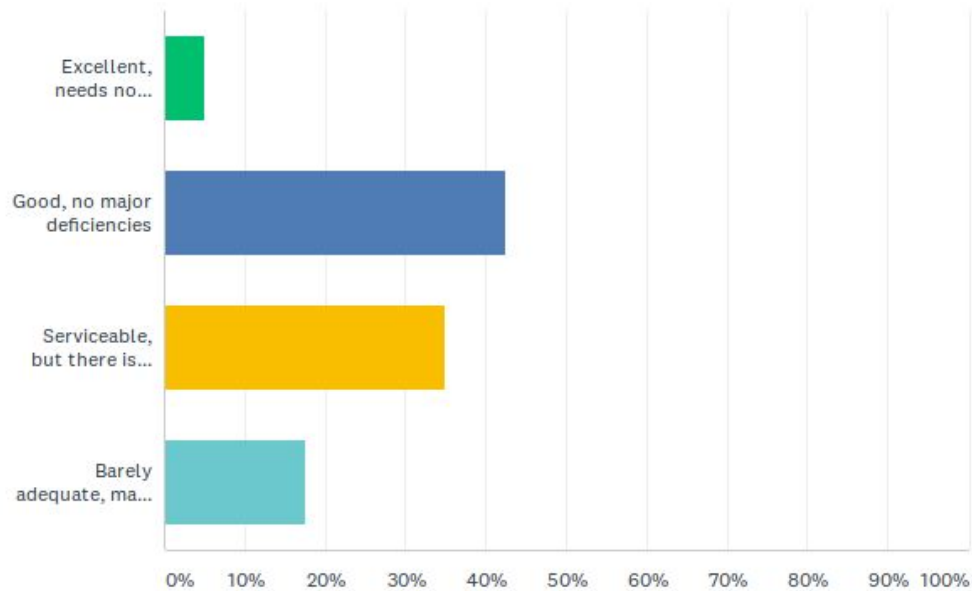


**Mount
Sinai**

Q1

Overall, how satisfied are you with queue structure, compute and storage resources?

Answered: 40 Skipped: 1

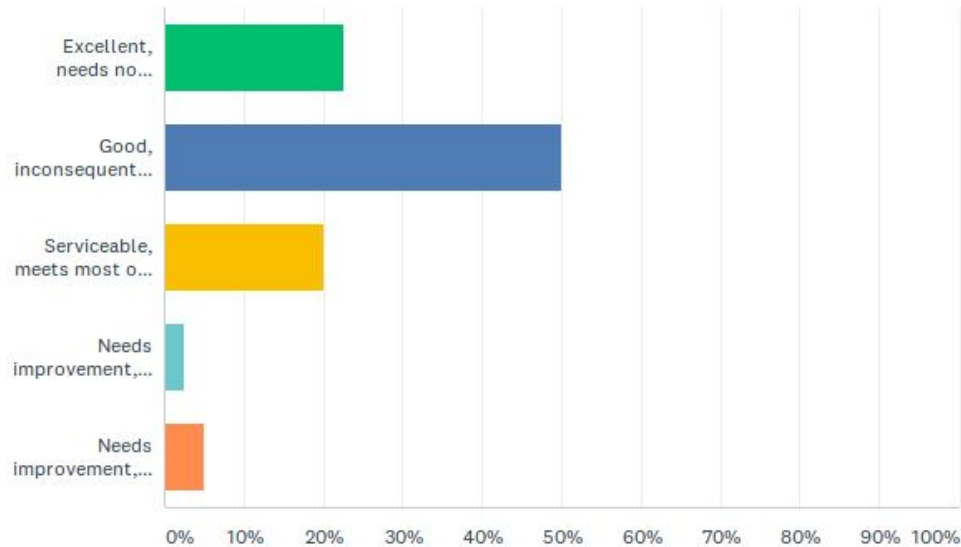


ANSWER CHOICES	RESPONSES
▼ Excellent, needs no improvement	5.00% 2
▼ Good, no major deficiencies	42.50% 17
▼ Serviceable, but there is room for some improvement	35.00% 14
▼ Barely adequate, major weaknesses	17.50% 7
TOTAL	40

[Comments \(15\)](#)

Please rate current software environment (packages and services such as database, web, container etc):

Answered: 40 Skipped: 1



ANSWER CHOICES	RESPONSES
▼ Excellent, needs no improving	22.50% 9
▼ Good, inconsequential omissions	50.00% 20
▼ Serviceable, meets most of my needs but could have more packages that would be useful	20.00% 8
▼ Needs improvement, serious omissions	2.50% 1
▼ Needs improvement, major omissions	5.00% 2
TOTAL	40

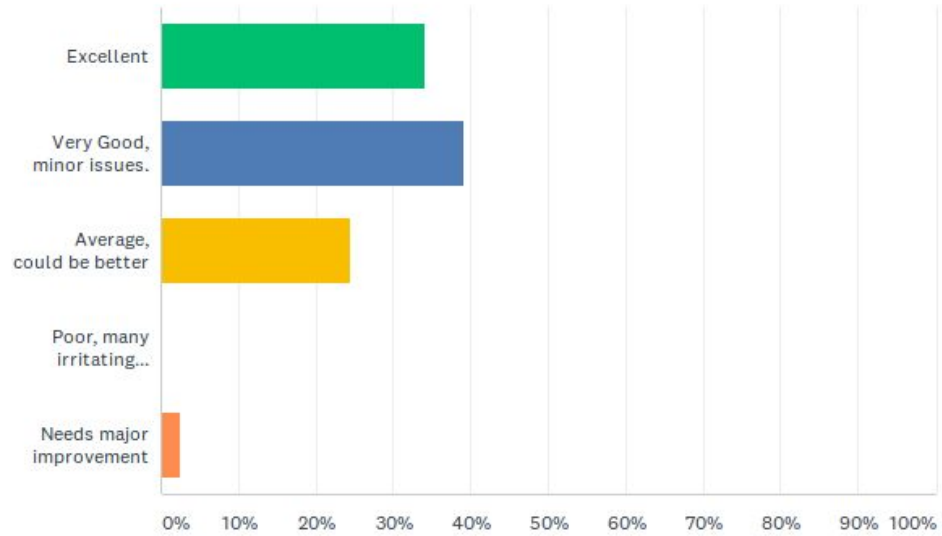
[Comments \(9\)](#)

Q3

Customize Export

Please rate your satisfaction with operations (documentation, ticket system, responsiveness of staff,...)

Answered: 41 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent	34.15% 14
Very Good, minor issues.	39.02% 16
Average, could be better	24.39% 10
Poor, many irritating discrepancies	0.00% 0
Needs major improvement	2.44% 1
TOTAL	41

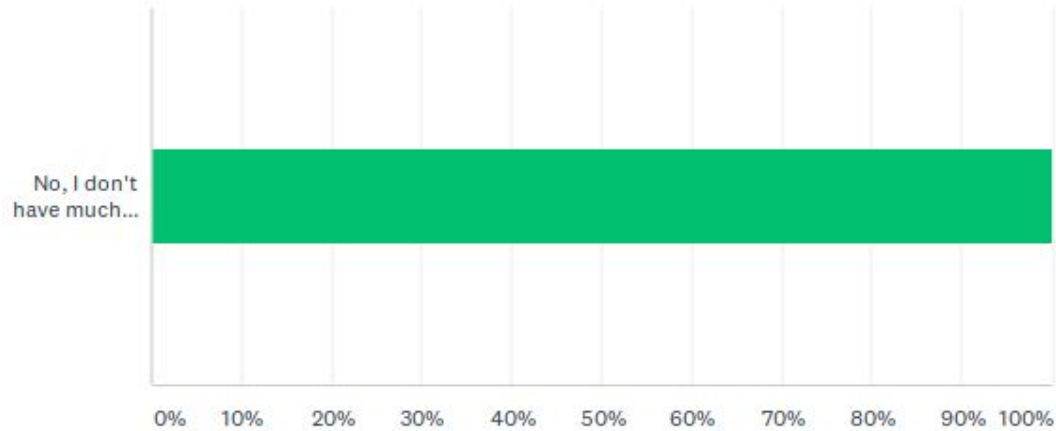
Comments (9)

Q4

Customize Export ▼

What suggestions do you have for improving our service?

Answered: 23 Skipped: 18



ANSWER CHOICES	RESPONSES
▼ No, I don't have much suggestions.	100.00% 23
TOTAL	23

[Comments \(18\)](#)

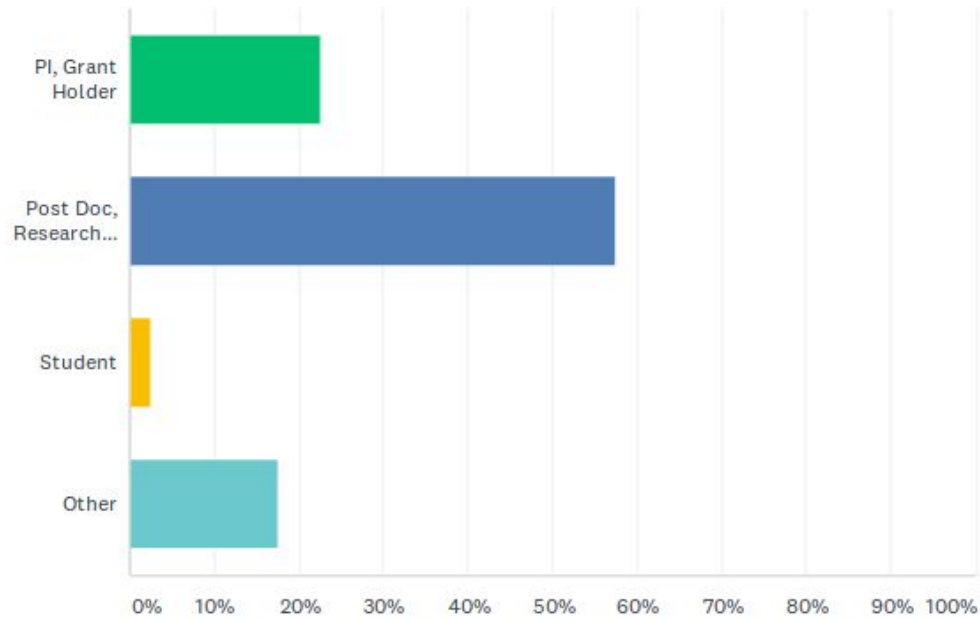
Q5

Customize

Export ▼

I am completing this survey as:

Answered: 40 Skipped: 1



ANSWER CHOICES	RESPONSES
▼ PI, Grant Holder	22.50% 9
▼ Post Doc, Research Collaborator	57.50% 23
▼ Student	2.50% 1
▼ Other	17.50% 7
TOTAL	40

[Comments \(5\)](#)