

Measuring Training Impact

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XSEDE

Extreme Science and Engineering
Discovery Environment

What are we measuring now?

Strategic Goals, Sub-goals, KPIs

DEEPEN AND EXTEND USE

Deepen use (existing communities)

- Number of completed ECSS projects
- Average ECSS impact rating
- Average satisfaction with ECSS support

Extend use (new communities)

- Number of new users from underrepresented communities and non-traditional disciplines of XSEDE resources and services
- Number of sustained users from underrepresented communities and non-traditional disciplines of XSEDE resources and services

Prepare the current and next generation

- Number of attendees in synchronous and asynchronous training
- Average impact assessment of training for attendees registered through the XSEDE User Portal

Raise awareness of the value of advanced digital services

- Number of pageviews to the XSEDE website
- Number of pageviews to the XSEDE User Portal
- Number of social media impressions
- Number of media hits

Strategic Goals, Sub-goals, KPIs (cont)

ADVANCE THE ECOSYSTEM

Create an open and evolving e-infrastructure

- Number of new capabilities made available for production deployment
- Average satisfaction rating of XCI services

Enhance the array of technical expertise and support services

- Average rating of staff regarding how well-prepared they feel to perform their jobs

SUSTAIN THE ECOSYSTEM

Provide reliable, efficient, and secure infrastructure

- Average composite availability of core services
- Hours of downtime with direct user impacts from an XSEDE security incident

Provide excellent user support

- Mean time to ticket resolution
- Average user satisfaction ratings for allocations and other support services

Operate an effective and productive virtual organization

- Percentage of recommendations addressed by relevant project areas

Operate an innovative virtual organization

- Number of staff publications
- Number of key improvements addressed from systematic evaluation
- Number of key improvements addressed from external sources
- Ratio of proactive to reactive improvements

Ideally, what do we want to know?

What would show long-term impact of training?

What data should we be collecting now to feed into longitudinal tracking later?

What impact questions would we really like to answer?

Training Impact: Brainstorm Session

After attending training, what next steps should we measure, e.g.

- Apply for an allocation
- Become a Campus Champion
- Publish

Should we ask different questions of first-time attendees vs regular attendees?

Training Impact: Brainstorm Session



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