

WBS 2.1.4 User Interfaces and Online Information (UII)

Mission Statement

User Interfaces & Online Information (UII) is committed to enabling the discovery, understanding, and effective utilization of XSEDE's powerful capabilities and services. UII has immediate impact on XSEDE users from day one, providing them with an information rich website, the XSEDE User Portal, and a uniform set of user documentation.

Goals, Metrics, KPIs

The UII team will track six area metrics: number of new users of XSEDE resources and services, number of sustained users of XSEDE resources and services, number of unique visitors to the website and User Portal, and user satisfaction rating of the website, User Portal, and online documentation.

The number of new users of XSEDE resources and services is comprised of the number of new XSEDE User Portal accounts that are created in PY6. The number of sustained users of XSEDE resources and services is the total number of users who have logged into the XSEDE User Portal during PY6, including new users that created accounts during PY6. The number of unique visitors to the website and User Portal will be tracked using Google Analytics. This is defined as both new and returning users that have at least one session within the selected time period. User satisfaction of the website, User Portal and user documentation will be a rating from the annual XSEDE User Survey. If additional surveys such as micro-surveys are conducted to measure satisfaction, they will be shared in the appropriate quarterly report.

Metrics

Metric	Target	Subgoal
User satisfaction with the website (1-5 point Likert scale)	4 out of 5	Sustain – Provide excellent user support
User satisfaction with the XSEDE User Portal (1-5 point Likert scale)	4 out of 5	Sustain – Provide excellent user support
User satisfaction with user documentation (1-5 point Likert scale)	4 out of 5	Sustain – Provide excellent user support
Number of unique visitors to the website	>80,000	Sustain – Provide excellent user support
Number of unique visitors to the XSEDE User Portal	>15,000	Sustain – Provide excellent user support

KPIs

KPI	Target
Number of new users of XSEDE resources and services via the portal	>3,000
Number of sustained users of XSEDE resources and services	>3,500

Team Members

Name	Institution	Position	Email
Maytal Dahan	TACC	Level 3 Manager	maytal@tacc.utexas.edu
Carrie Arnold	TACC	XSEDE User Portal	cmarnold@tacc.utexas.edu
Michael Dwyer	SDSC	Documentation Services	mdwyer@sdsc.edu
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David Montoya	TACC	XSEDE Web Master	dmontoya@tacc.utexas.edu
Alex Rocha	TACC	XSEDE User Portal	rochaa@tacc.utexas.edu
Juan Martinez Ramirez	TACC	XSEDE User Portal	jmartinez@tacc.utexas.edu

Communication & Meetings

Meetings Occur every 2 weeks on Thursday Starting 7/28/16

2pm - 3pm CT

[Meeting Coordinates](#)

New Staff Orientation

- Please check out the XSEDE User Portal, user guides and documentation on the XSEDE web site
- Add yourself to the CEE-UII mailing list by emailing: majordomo@xsede.org with the body contents "subscribe cee-ii your_email@email.com "
- When appropriate, add yourself as a documentation contact on the wiki page below

Projects

XSEDE User Portal

XSEDE Android and iOS App

XSEDE Web Site

XSEDE User Documentation Services

XSEDE User Portal API