Metrics for Assessing Facilitation

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NSF ACI-REF Project

Supports ACI Facilitation at six universities:
- Clemson, USC, Hawaii, Harvard, UW Madison, Utah

A key evaluation goal is to identify the project’s impacts on:
- ACI-REF Assessments
- Outreach Assessments
- ACI User Assessments
- Impact Assessments
Evaluation Goals (Facilitation)

ACI-REF Assessments

- Number of consultations with faculty and students
- Length of engagements
- Affiliations of consulted

Outreach Assessments

- Number and titles of training sessions offered on campus
- Number of attendees of training sessions
- Attendee satisfaction data
Evaluation Goals (ACI User, Impact)

ACI User Assessments

- Number of ACI users and projects, and affiliations
- Number of departments and names
- Number of external ACI users

Impact Assessments

- Research dollars awarded to ACI users
- Publications by ACI users
- Advanced degrees conferred by departments using ACI

Although we perform these other assessment, too, I want to focus now only on Facilitation Assessments.
Project Reporting

Data is collected and analyzed at standard intervals.

- Monthly: per individual site
- Yearly: across all sites

Project emphasizes the long-tail of ACI research.

- A goal is to positively impact “non-traditional” users, who are most typically from the Life Sciences, Social Sciences, and Humanities.
Some things to consider:

• What units of measurement will be used?
  – *For ACI-REF, common units are needed for aggregation. We use traditional and non-traditional classifications for users, accounts, departments.*

• What information will be needed?
  – *USC accounts are based on a Project Investigator. We record information about their department and their project members.*

• Is the information accurate and current?
  – *At USC, we run PI names through a faculty/staff directory database to ensure that our ACI user information is current.*
Collecting, Processing, and Reporting Metrics

1. Create a record
   Record all Facilitation activities!

2. Process data
   Clean, backfill, check for accuracy, sort, count and organize.

3. Add to report
   Add descriptive stories as well as statistics to provide a fuller picture of Facilitation.
Collecting Metrics

Workshop example:

- Whether or not you require registration for a workshop, you will need to ensure that attendees sign in.
  - Previously: we used paper sign-in sheets
  - Now: we request self-sign via gsheets

- Pros and cons of using gsheets:
  - Alleviates need to make sign-in sheets and to manually transcribe attendees.
  - It can be easy to miss people who don’t sign in and makes it more difficult to identify no-shows afterwards.
Processing Metrics

Office hours example:

• Fill in all missing data.
• Rename for reporting, sort several ways, tally users and departments and dept. type (traditional/non-traditional).
• Summarize assistance for qualitative reporting.
Reporting Metrics

Workshops example (qualitative)

- Total number of attendees was 26.
- 4 workshops offered, 2 on main campus, 2 on health sciences campus.
- ’Introduction to Linux’ (10 attendees), 'Introduction to HPC Cluster Computing’ (x2) (6 total attendees), 'Installing Software on HPC’ (10 attendees).

Facilitation assessments (quantitative)

<table>
<thead>
<tr>
<th>April 2017 Assistance Type</th>
<th># Instances</th>
<th># Assists /Attendees (#Unique Users)</th>
<th># Traditional Departments* (#Unique Users)</th>
<th># Non-Trad. Departments* (#Unique Users)</th>
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<tbody>
<tr>
<td>Office hours</td>
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<td>14 (12)</td>
<td>6 (11)</td>
<td>1 (1)</td>
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<tr>
<td>Consultations</td>
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<td>Training sessions</td>
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<td>5 (23)</td>
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Conclusion

Reporting serves many purposes:

• Forces record keeping
• Useful for other reports and presentations
• Enables continuous assessment of Facilitation services

Suggestions for improving reporting:

• Revisit measures for assessment
• Develop common tools to support metrics collection and processing
• Identify data to support statistical models for evaluating Facilitation

Finished!

• For more info, see the ACI-REF Best Practices of Facilitation website: http://aci-ref.github.io/facilitation_best_practices/