



## The Science User Support Department : A community-centered approach to user support

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This poster is an opportunity to exchange ideas about how Gemini can improve your experience while working with the Observatory and present details about new avenues of post-observing support coming soon.



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### Science User Support Department

The SUS Department was recently formed to:

1. create a collaborative community of users, NGOs and staff
2. consolidate existing post-observing support throughout the organization

### Why use Gemini?

Gemini is the combination of two 8m telescopes covering the entire sky, but also:

1. it is a public facility that anyone is invited to use and to collaborate with.
2. it offers optical and NIR observations in both spectroscopy and imaging.
3. it invites visiting instruments to be installed and used for your science.

### Please, give input here

With the creation of the SUS department, Gemini aims at *consolidating* and *better organizing* currently existing efforts in user support, and *developing* new communication tools.

**The success of such a task relies greatly on your input.**

Please, communicate to us your *expectations*, *desires*, *past frustrations* or *appreciations* regarding user support and communication.

You can:

1. email us at [sus\\_inquiries@gemini.edu](mailto:sus_inquiries@gemini.edu), using the subject: Feedback
2. drop a piece of paper in the envelope below

Many thanks!

I will be present at this poster  
Friday between 1 and 2 PM.



Consult this poster  
on the web:



<http://tinyurl.com/j6gkiwb>

### What is NEW in 2016

#### Data Reduction (DR) forum

The DR forum has two main purposes:

1. providing a platform to the Gemini community to *exchange ideas* about DR in general
2. create a *database* of comments from experts on different DR methods and techniques for any astronomical data (something like a "Stackoverflow" for astronomical DR)

The forum will have *new features* that will make it easier to use, to search and to consult. It includes *voting* and email *notifications*.

#### Completion and deactivation emails

Each and every PI now receives an email when their program is *completed* or when it is *deactivated* at the end of the semester with:

1. useful links to get the data
2. links to the reduction packages
3. basic documentation
4. contacts for help and support

### Future work for the SUS department

We have performed a complete review of the life cycle of an observing program, from a proposal idea to after the data are reduced. We have determined a list of elements in Gemini communication that need important changes. These include:

1. Reorganizing the *webpages* so users can get more quickly to relevant information
2. Re-working the *helpdesk* system to reduce delays and ease its usage
3. Rethinking *documentation* on the telescope, the instruments and software tools (in collaboration with the US NGO)
4. Extending *post-observing support*

While changes can be effective in the mid-future, they represent big efforts for which your input is solicited.