ROOT user feedback

Some thoughts

ROOT
Data Analysis Framework

https://root.cern

- What do users like/dislike most about ROOT?
- *Who* are our users?
- How can they reach us and how can we reach them?
- How can we make sure we're spending our resources in the things that have more impact?

Easier to search and digest

- ▶ Forum
- ▶ Github issues
- ▶ Blog, Twitter

More user interaction

- ▶ Mail threads
- ▶ Meetings
- ▶ Conferences & Workshops

A simple communication spectrum

Blog, Twitter

Issues, Forum

Surveys

Virtual meetings / lectures

Meetings

Conferences

lower effort
less interaction

higher effort
more interaction

- Many useful interactions happen during meetings and conferences
- If a meeting happens and the interactions are not logged, we lose the interaction.
- If we don't go to a meeting/conference, we lose the interaction.

▶ We could imagine a centralized container
- Write down ideas and suggestions that came up while discussing
- Note dates of next conferences/workshops/meetings worth attending
- Store artifacts (slides, surveys, internal documents)

Who are our users: what OS they run, what ROOT components they use, do they use graphics or not

- ▶ ROOT survey?
  - ● Needs to be slimmed down to a few questions (<10)
  - ● More frequent
- ▶ Software usage metrics?
  - ● How to best communicate this?

- Is it worth opening a more direct channel for bug submission?
- Something like a helpline:
  - User has a crash in their app
  - Submits an issue, we get notified and contact back the user to do an interactive debugging?

- ▶ Present in many other software frameworks
- ▶ Good visibility and impact for the community
- ▶ Could spark extra interaction with users (especially students)
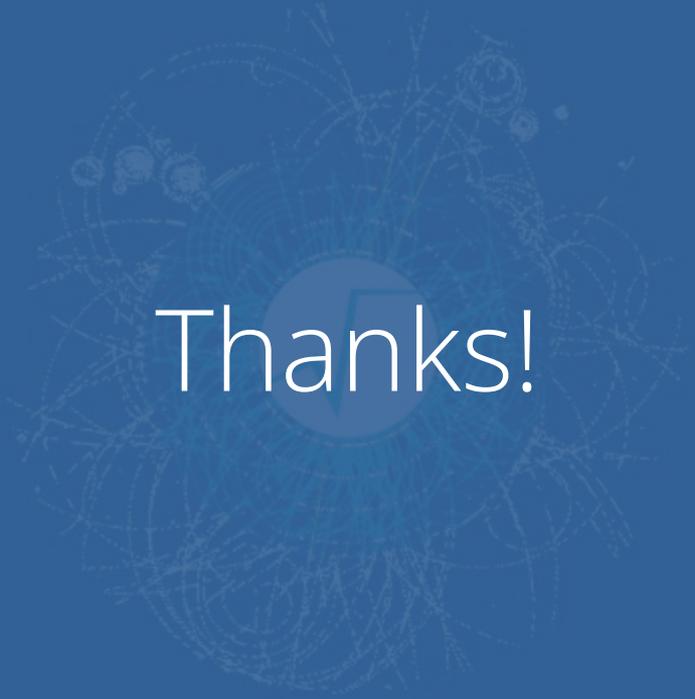- ▶ A concrete effort from the whole team

Currently:

▶ Publishing place for latest ROOT achievements

Possible improvements:

▶ Twitter: mention conferences/workshops? (was done in the past)

▶ Blog: publicize tutorials and best practices (a la [medium](#))

Thanks!