Review of WG Activities and Future Plans

User Learning

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WG Charge and Priorities

Question: Are there any aspects you would like to adjust for the second year?

Charge:
Responsible for support via documentation, help desk, and training. Ensure that software is discoverable (easy to use with only minimal instructions) and simulated data and metadata is findable.
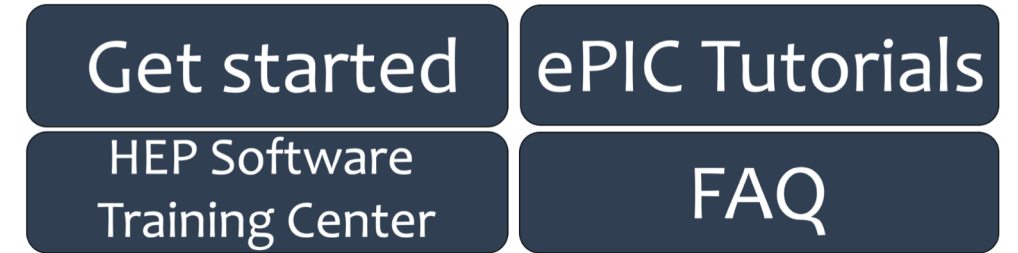
Priorities for FY23-24 :

- Develop https://eic.github.io into the centralized documentation hub for ePIC Software, compiling all relevant documentation and curating a landing page that enables the collaboration to get started on software use and development.

- Establish a regular, predictable schedule of training that includes introductory and intermediate materials. Incorporate relevant materials from the HSF Training WG.

- *Restart soon the help desk office hours, with a staffing schedule that distributes this workload.*

Year One Highlights

- Launch and update of the Landing Page.

- Lots of new documentation accessible to users in mostly uniform format (tutorials and FAQ)

- Mattermost continues to be an active site of information exchange and help

Landing Page

Welcome to the **ePIC Landing Page**!

Our mailing list: ✉ eic-projdet-compsw-l@lists.bnl.gov

Subscribe here: https://lists.bnl.gov/mailman/listinfo/eic-projdet-compsw-l

Current Priorities and Plans

- Establish regular hybrid tutorials with a predictable and established schedule.

- Continuously maintain training materials and FAQ to support Users working on TDR readiness.

- Increase engagement of Users with User Learning (accessing training materials, providing tutorial support, feedback).

Engagement in WG

- Currently the group is run by the co-conveners on the feedback and information from Users.

- To improve engagement:

    - We develop a tutorial schedule and find more Users to facilitate the instruction and support of tutorials.

    - Measurable by those who participate in the training, access the training page, assist with tutorials and other documentation.

Opportunities for Involvement

- Support the FAQ development!
- Proved feedback to the conveners on needs for Users
- Volunteer to teach a tutorial
- Participate in discussions and issues on Mattermost
- Searching for a new co-convener