

Community Outreach

...In conjunction with NRAO Science User Services



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NRAO - Scientific Support and Research

Atacama Large Millimeter/submillimeter Array

Expanded Very Large Array

Robert C. Byrd Green Bank Telescope

Very Long Baseline Array



Short Outline

NRAO-wide Scientific User Services

- Community Outreach Events - "Community Days"
- Helpdesk
- Scientific Conferences
- Student Observing Support Program
- f2f Visitor Support
- Supplemental Training Material

Community Outreach Events

Provide opportunity for f2f interaction with the astronomical community

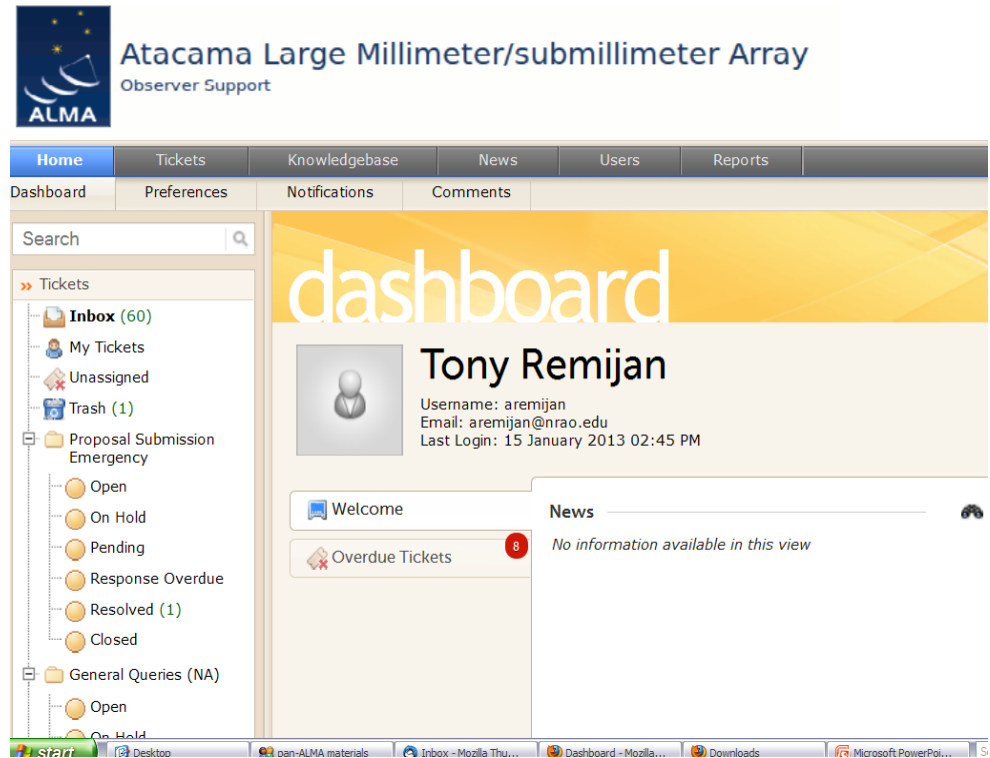
- Training sessions at AAS, DPS, other meetings
- Community events at under-represented colleges and universities
- Proposed outreach efforts across the country

All CDs will be closely monitored for effectiveness. Our overall goal is to increase our user database, especially in non-traditional radio astronomy communities. We also hope to increase the visibility of NRAO and impart information on our operations, successes and challenges to the broader astronomy community.

Questions on plan or assessment metrics?

Helpdesk Services

- The ALMA Helpdesk has seen steady activity over the past year and plans were put in place for a major upgrade for the ALMA Helpdesk right after the last ANASAC meeting (20-21 September 2012).
- The international working group routinely meets throughout the year to discuss policy, workflow, issues with helpdesk operations and customizing the helpdesk for ease of use for both the users and staff.
- **Questions on Reporting or Service?**



The screenshot shows the ALMA Helpdesk interface. At the top left is the ALMA logo and the text "Atacama Large Millimeter/submillimeter Array Observer Support". Below this is a navigation bar with tabs for Home, Tickets, Knowledgebase, News, Users, and Reports. A secondary bar contains Dashboard, Preferences, Notifications, and Comments. A search bar is located below the navigation. The main content area is titled "dashboard" and features a user profile for Tony Remijan with a placeholder image, username "aremijan", email "aremijan@nrao.edu", and last login "15 January 2013 02:45 PM". Below the profile are sections for "Welcome" and "News" (with a note "No information available in this view"). On the left side, there is a "Tickets" sidebar with a tree view showing categories like "Inbox (60)", "My Tickets", "Unassigned", "Trash (1)", "Proposal Submission Emergency", and "General Queries (NA)".

Helpdesk Services

- NRAO is moving to a combined helpdesk for all NRAO instrumentation. Planning for this has already begun.
- NRAO helpdesk has been upgraded from v3.0 to v4.5 of Kayako. Update to the ALMA helpdesk will take place in October to update to v4.5.
- The integration of the NRAO/ALMA helpdesks is planned to take place in the Spring of 2014 after the “Single Sign On” capabilities for cross-authentication of the NRAO and ALMA user databases are fully tested and deployed.

Scientific Conferences



- From 8-12 April 2013, the NAASC held its 7th annual science workshop titled Transformational Science with ALMA: From Dust to Rocks to Planets - Formation and Evolution of Planetary Systems.
- All presentations are available at the 2013 Rocks! Website – www.cv.nrao.edu/rocks.
- Strategic planning has started for the 2014 NAASC workshop to be held in Charlottesville, VA in either August or September 2014 currently with the broad topic of “Galaxy Evolution”. The chair of the SOC is Kartik Sheth and the SOC has been largely confirmed.
- We welcome continued suggestions from the ANASAC on the scientific scope and vision of the 2014 workshop and to help spread the word to the scientific community.

Other Community Support Programs:

Student Observing Support (for ALMA Cycle 1):

- 15 proposals considered
- 11 proposals funded, which in fact were all of the considered proposals which received the "highest" ranking from the ALMA TAC.

Visitor Support Program:

- Over the course of the past year data reduction visits all were for Cycle 0 except Cycle 1 DDT 2012.A.00020.S. In total, there 14 people: (6 faculty/staff, 3 postdocs and 5 students) visited the NAASC for data reduction of which 9 were PIs.

Other Community Support Programs:

Visitor Support Program (cont...):

- We are increasing the visibility of the visitor support program to the community by:
 - Contacting PIs directly through the helpdesk during data delivery
 - Emailing all NA PIs directly advertising the program
 - Posting monthly eNews articles and advertising the visitor support program off the NAASC webpage.
- An assessment of these ongoing efforts will also be done to measure their effectiveness.

Other Community Support Programs:

Supplemental Material:

- Progress was made in FY13 preparing materials for novice users to our facilities including:
 - Presentations
 - Video tutorials
 - “Did you know?” instructional material
 - Science highlights that help teach the basics of interferometry
 - Radio to millimeter wave science
 - How to use NRAO’s suite of tools to prepare proposals and reduce data.

NRAO will continue to develop more basic resources to introduce radio techniques to the broader astronomical community. This process will include making an integrated plan and setting the scope and milestones of the planned material.