Redesign the User eXperience (RedUX)

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[Purpose] Learn from the users about the quality of the services, collect the feedback, and then improve our service.

- ☑ Interviewed between Nov. 2020 and May 2021
- ☑ 69 interviewees (26 in EA) carried out

  Span all levels of interferometry expertise and career stage as well as scientific profile and interests.

- ☑ The outcome will be public
  as Messenger Article on the middle of March .
  https://www.eso.org/sci/publications/messenger/
- ☑ Here, I focus on the topics concerning to EA ARC service.

Demographic Breakdown of RedUX Interview Participants

Category	N	% of Total
Participants	69	100
Region		
East Asia	26	38
Europe	27	39
North America	16	23
Interferometry Expertise		
Beginner	11	16
Intermediate	30	43
Expert	28	41
Career Stage		
Student	11	16
Postdoc	29	42
Junior faculty/staff	17	25
Senior faculty/staff	12	17
Scientific Profile†		
Theory	13	19
Observation	65	94
– Radio	51	74
– Optical	15	22
– UV	1	1
– Infrared	21	30
– X-rays	1	1
Primary ALMA Data Usage		
Archival data	15	22
Data as PI or Co-I	48	70
Archival and PI/Co-I data	1	1
Have not used ALMA yet	5	7
ALMA Data Reduction Experience†		
None	7	10
Have reduced ALMA data	55	80
Reduced other interferometric data	35	51
Reduced other (single-dish, IR, optical) data	40	58

† Multiple responses were permitted, numbers may sum to larger than the total.

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FEEDBACK 1

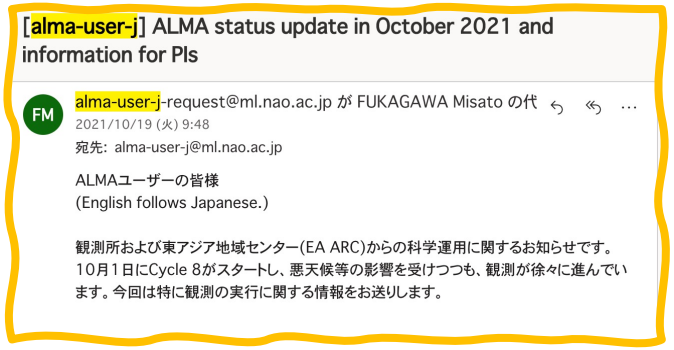
The navigation to the Japanese EA ARC web page is not optimal, although the web page is useful.

https://www2.nao.ac.jp/~eaarc/DATARED/index.html

The link to the Japanese EA ARC web page is now emphasized on the NAOJ/ALMA web page.

https://researchers.alma-telescope.jp/j/

Started the mailing list for Japanese ALMA users (**alma-user-j**) to share the information.



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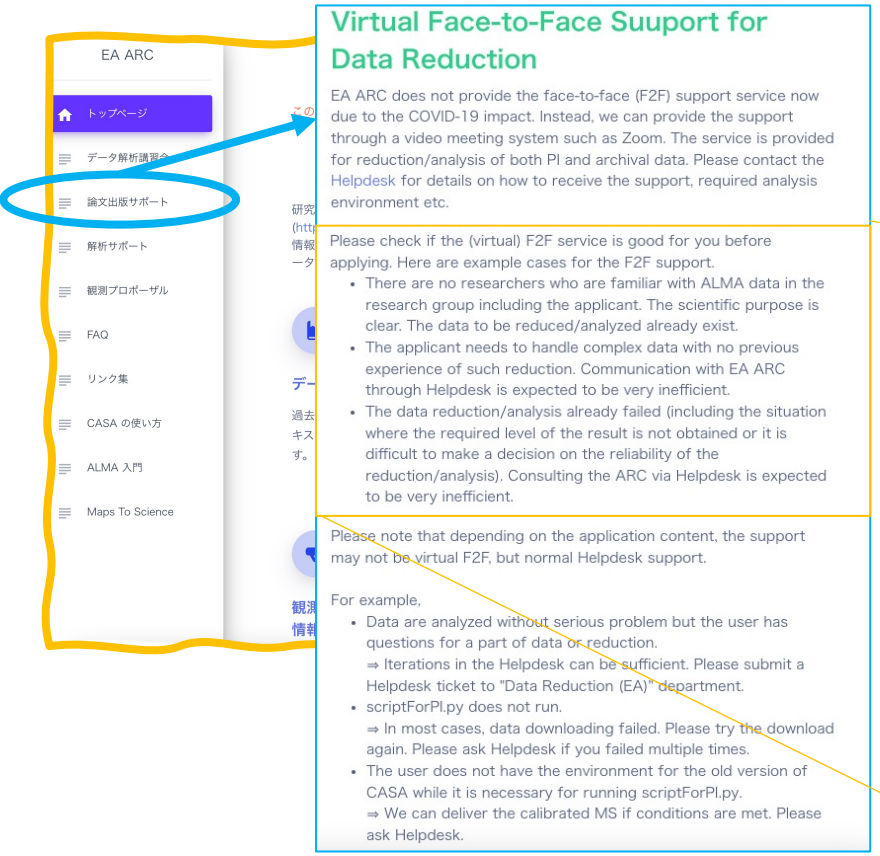
FEEDBACK 2

Users are sometimes hesitate to ask for (virtual) f2f services as they are not aware of the exact type of services that can be requested.

To address this issue, the EA ARC web pages now list the examples of the services.



Please check if the (virtual) F2F service is good for you before applying. Here are example cases for the F2F support.
• There are no researchers who are familiar with ALMA data in the research group including the applicant. The scientific purpose is clear. The data to be reduced/analyzed already exist.
• The applicant needs to handle complex data with no previous experience of such reduction. Communication with EA ARC through Helpdesk is expected to be very inefficient.
• The data reduction/analysis already failed (including the situation where the required level of the result is not obtained or it is difficult to make a decision on the reliability of the reduction/analysis). Consulting the ARC via Helpdesk is expected to be very inefficient.

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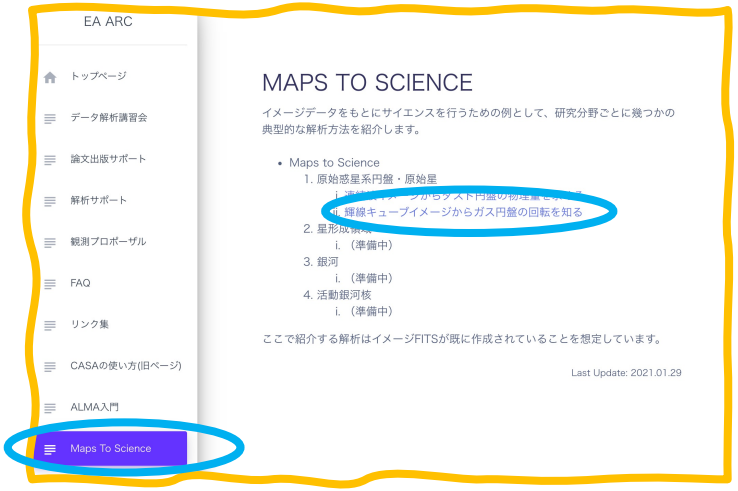
FEEDBACK 3

Video of the ALMA data reduction tutorials, example code, lecture-based school are requested.

The video of the data reduction tutorial will be provided from the next time (2022 Spring).

The EA ARC started to provide jupyter notebooks showcasing data analysis for specific science cases.

Triggered the organization of the summer school hold on this summer.




```
# In CASA
imname = 'HL_Tau.H2CO.cube.pbcor'
pvname1 = 'HL_Tau.H2CO.cube.pv01'
pvname2 = 'HL_Tau.H2CO.cube.pv02'
ctx=402 ; cty=391 # center pixs
pvpa  = 134.60 # PA (deg)
pleng = 7.0 # arcsec
vlrag = '160~310' # vel.ch.range [ch]
# pv maps
os.system('rm -rf '+pvname1+'*')
impv(imagename = imname, outfile = pvname1,
     mode = 'length', center = [ctx, cty],
     length = str(pleng)+'arcsec', pa = str(pvpa)+'deg',
     width = 5, chans = vlrag)
os.system('rm -rf '+pvname2+'*')
impv(imagename = imname, outfile = pvname2,
     mode = 'length', center = [ctx, cty],
     length = str(pleng)+'arcsec', pa = str(pvpa+90.)+'deg',
     width = 5, chans = vlrag)
# fits
exportfits(imagename=pvname1, fitsimage=pvname1+'.fits',
     velocity=True, dropstokes=True, overwrite=True)
```

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FEEDBACK 4

Some users faced difficulties in putting forward questions via the ALMA Helpdesk as the wording of their requests is not always straight-forward. Communication with online chat tools such as Slack have the potential to lower the hurdle.

https://www2.nao.ac.jp/~eaarc/DATARED/index.html

Tentatively, the chat bot is now implemented on the Japanese EA ARC web page.

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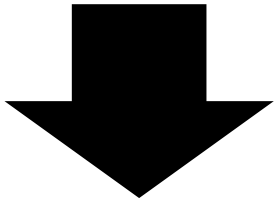
FEEDBACK 5

Users Meeting was the place where the users can give their feedback to ARC staff directly



Please raise your hand on ZOOM or Unmute your microphone to give us the feedback now!!