

Experimenter Tools and Services WG

Chairs: Jim Griffioen and Jeannie Albrecht

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- **Theme: Experiment Support, Training, Education and Curriculum Development**
- **Building on Experience**
 - Rob Ricci**
 - Justin Cappos**
 - Joel Sommers**
 - Amit Majumdar (TeraGrid Advanced User Support Services)**
- **Panel: What Should we Support?**
 - Jad Naous**
 - John Hartman**
 - Mark Berman**
 - Ted Faber**

- **Proactive**
 - Wiki pages, examples, tutorials
- **Reactive**
 - Help desk, mailing lists
- **Outreach**
 - Support material for instructors

- **Well organized entry points**
 - **Overviews**
 - **Directions specific to types of experiments/
resources**
 - **FAQs (canned and real questions)**
 - **Quality control**
- **Short how-to videos**
- **Issues**
 - **Keeping material up to date**
 - **Resources for developing material**

- **Multiple channels for getting help**
 - Mailing lists
 - Q&A pages (searchable)
 - Live chat / phone
- **Good diagnostic tools**
- **Timely response**
- **Issues**
 - How much support?
 - Funding
 - **Balancing research vs. support**

- **Instructor course material with sample assignments**
 - Available in a centralized location
- **“Enthusiastic instructors” are key**