

User Support

Help to users

- Users can email submit-help@mit.edu for issues they encounter
- They can consult our User's Guide, which we keep up to date (e.g. during the CentOS 7 to AlmaLinux 9 transition)
- We also provide users help
 - ◆ on our Slack workspace (channel #help-desk)
 - ◆ in person

Feedback presented at the last review

I and my Post-Doc [...] have used subMIT for several projects now and we really like the service.

It fills a need in computing requirements that we did not know we had before!

- Research Scientist / Staff
Astrophysics (MKI)

Thank you so much for operating subMIT! It has been incredibly helpful to my research!

- Graduate Student (Physics, EECS)
Quantum Information Science (RLE)

Really appreciate the services you provide and hard work you put into this!

- Research Scientist / Staff
Particle Physics Experiment (LNS)

Cooooool!

- Lecturer (Introductory Physics)

Thanks!

- many users of submit-help@mit.edu

Feedback presented since the last review

THANK YOU! [...] You two are lifesavers. You have no idea how long I've been working to get this thing up-and-running. Can't believe it was that easy

- Graduate Student
Particle Physics Experiment (LNS)

thank you again! I'm really impressed how supportive the subMIT staff are

- Professor
Astrophysics (MKI)

thanks for all you do

- Postdoc
LNS (CTP)

thanks for taking care of subMIT and for providing the resources and making it easy to access!

- Postdoc
Condensed Matter Theory Group (CMT)
Quantum Information Science

Thanks!

- many users of submit-help@mit.edu

Emails to submit-help@mit.edu

Before May 2023

Status: Emails sent to submit-help are received by all members of the subMIT project team. The person who answers typically cc submit-help.

Issue: it is hard to keep track of which issues have not been addressed and to search for similar issues.

After May 2023

Status: Emails sent to submit-help appear as tickets in Cleo. It becomes easy to filter by opened and closed tickets.

Issue: when a user replies to the email, it appears as a separate issue in the system.

After August 2023

Status: A2rchi converts email into tickets in Cleo and drafts a preliminary answer, based on its training of our User's Guide.

Issue: sometimes A2rchi is down for a few hours and does not create the tickets in Cleo.

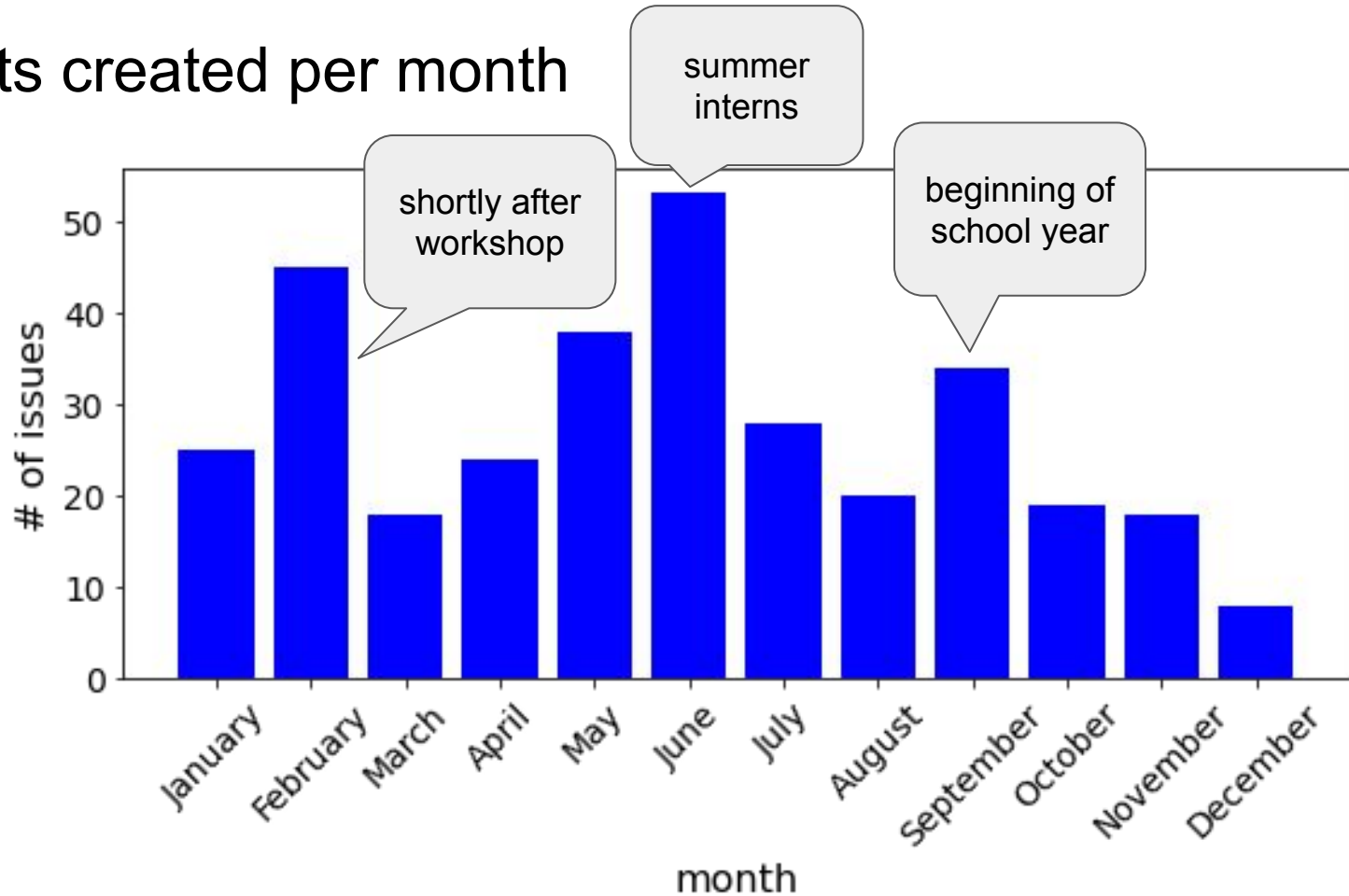
Quick data analysis of subMIT email tickets

1. Take all issues from Cleo (May 10 2023 to June 20 2024)
2. Remove issues with email subject starting by “Re:” (to avoid duplicates in the early Cleo system) or having the string “test” (e.g. when we were testing A2rchi)
3. Tickets have minimal information about their content, more analysis to be done using Python redmine soon

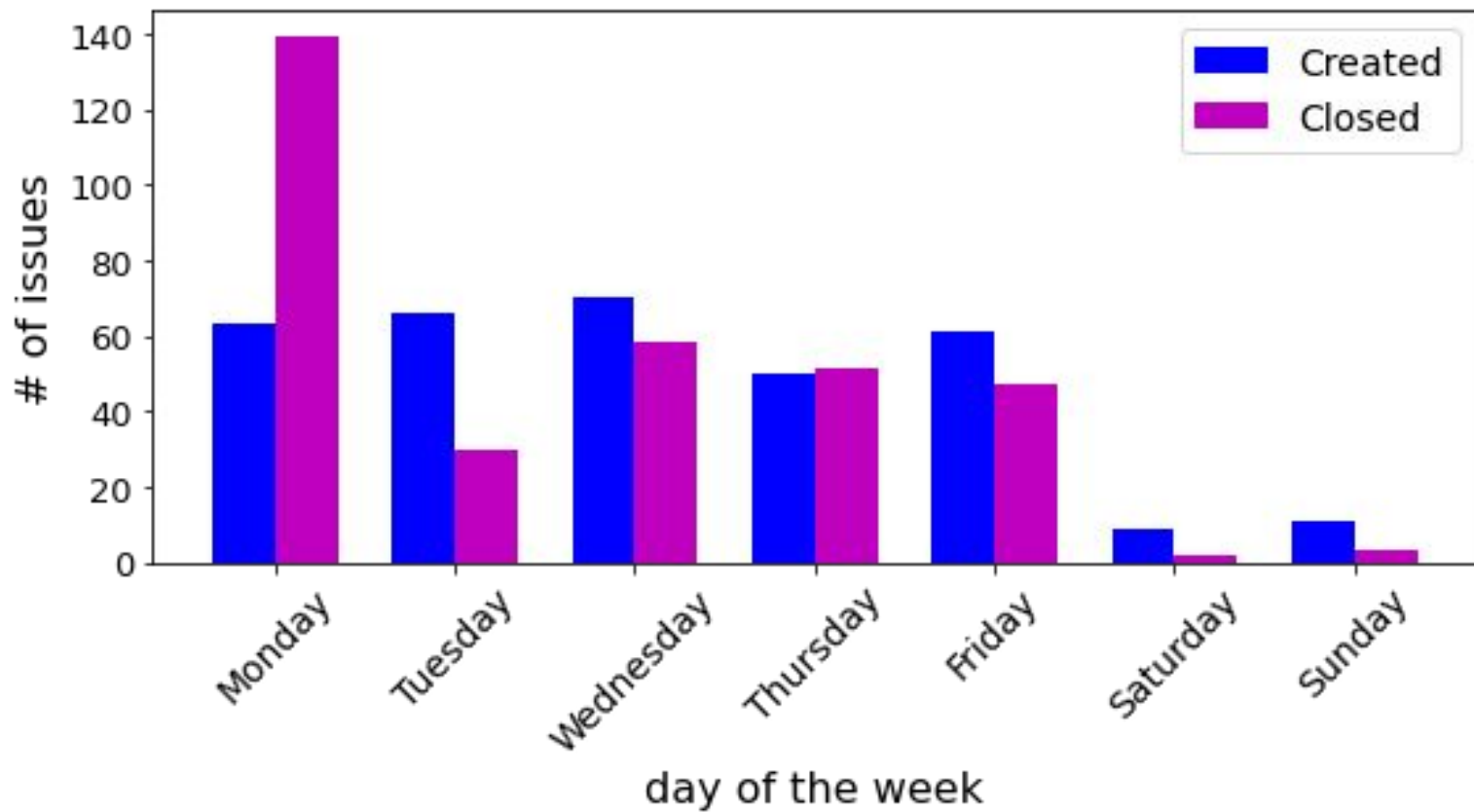
Quick data analysis of subMIT email tickets

- **Includes:** account creation, asking for new features, how to use the resources, etc.
- **Problems:**
 - ◆ All tickets created before July 31 were closed manually on July 31. Thus, some tickets appear to remain open for 2+ months
 - ◆ Some users reopen a ticket for a different question a few months later
 - ◆ Doesn't keep track of the back-and-forth within an issue

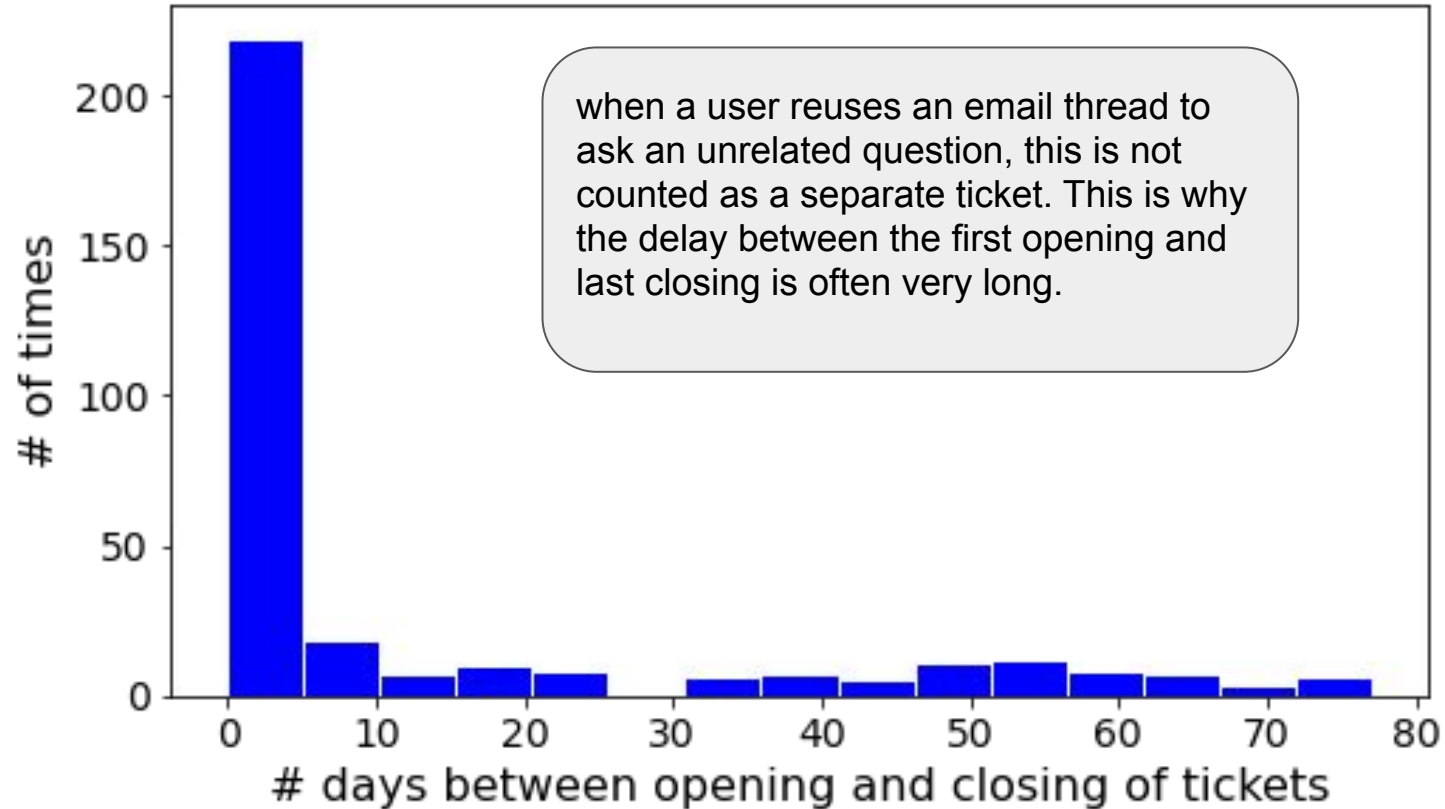
Tickets created per month



Day of the week



Delay between opening and closing tickets



Other plots

Tickets created per week

