1 RESEARCH TECHNOLOGY CONSULTING AT IQSS

The Institute of Quantitative Social Science team of Ph.D. research technology consultants collects expertise from a variety of disciplines such as computer science, cognitive science, statistics, biology, psychology and economics, and can provide training and assistance to researchers across the social sciences. Collectively, we have a high level of technical skill in a wide variety of programming languages and software for quantitative/qualitative data analysis. Our team brings extensive experience in research design, research consulting and teaching, and we constantly aspire to learn new skills and techniques. We seek to provide a meaningful service tailored to the research needs of Harvard’s social science community, and hope to facilitate cutting edge research in a range of fields. Specifically, we strive to provide services including:

• Data analysis support and programming services.

• Research project planning and guidance selecting appropriate technology for research projects.

• Facilitating appropriate organization, storage and sharing of data.

• Training on the use of both established software packages and emerging tools.
2 Omnibus Summary

**Figure 1**: Total number of tickets worked by all ticket owners for each month. Number to right of bar indicates total consulting hours for that month.
**Figure 2:** Consulting hours worked by all ticket owners for each ticket created between August 15th 2011 and present.
3 Cumulative Time Series

Figure 3: Cumulative tickets created and consulting hours worked by all ticket owners between August 15th 2011 and present.
Figure 4: Cumulative tickets created by all ticket owners, broken down by patron community.
Figure 5: Cumulative consulting hours worked by all ticket owners, broken down by patron community.
Figure 6: Cumulative frequency of different request types between August 15th 2011 and present. Note that individual tickets may span multiple request types.
Figure 7: Frequency of different request types in December 2015. Note that individual tickets may span multiple request types.
5 Patron Community

**Figure 8:** Cumulative frequency of requests from patron communities from August 15th 2011. Number to right of bar indicates total hours consulting.
Figure 9: Cumulative frequency of requests from patron communities in December 2015. Number to right of bar indicates total hours consulting.
6 Patron Roles

\begin{figure}[h]
\centering
\includegraphics[width=\textwidth]{cumulative.png}
\caption{Cumulative frequency of different patron roles between August 15th 2011 and present. Stacked elements denote individual tickets. Number to right of bar indicates total tickets created.}
\end{figure}

\begin{figure}[h]
\centering
\includegraphics[width=\textwidth]{december.png}
\caption{Frequency of different patron roles in December 2015. Stacked elements denote individual tickets. Number to right of bar indicates total tickets worked.}
\end{figure}
7 Ticket Owners

![Cumulative Frequency Chart]

**Figure 12:** Cumulative frequency of ticket ownership by members of the RTC team between August 15th 2011 and present. Stacked elements denote individual tickets. Number to right of bar indicates total tickets created.

![December Frequency Chart]

**Figure 13:** Frequency of ticket ownership by members of the RTC team for tickets created in December 2015. Stacked elements denote individual tickets. Number to right of bar indicates total tickets worked.
8 E-mail Trends

Time effect plot
Figure 14: Registration and attendance over time. Top panel shows historical trends, bottom panel shows attendance for the current semester.
Figure 15: Attendance by affiliation.
Figure 16: Attendance by role.