

## OPTIMISATION OF THE RESEARCH SUPPORT SERVICES

### Introduction: Vision support services

The scientific and support staff are jointly responsible for the education and research processes and find each other in a constructive cooperation. Leading principles are:

- Solution-oriented, in line with the wishes of customers and is delivered by involved professionals.
- An integral approach, in cooperation with all support/ services and the primary process. Central and decentralized services will support and complement each other.

### Chosen method

- Appointment temporary program manager research support within Library, ICT and Archive (service department)
- Create overview research support within the different service departments and faculties of the University (website analysis, interviews)
- Interviews (junior/senior) researchers in different disciplines about experiences research support
- Mini-symposium: panel discussion with researchers and support staff to reflect on outcomes
- Development implementation plan

*How can this vision be realized at the University of Twente?*

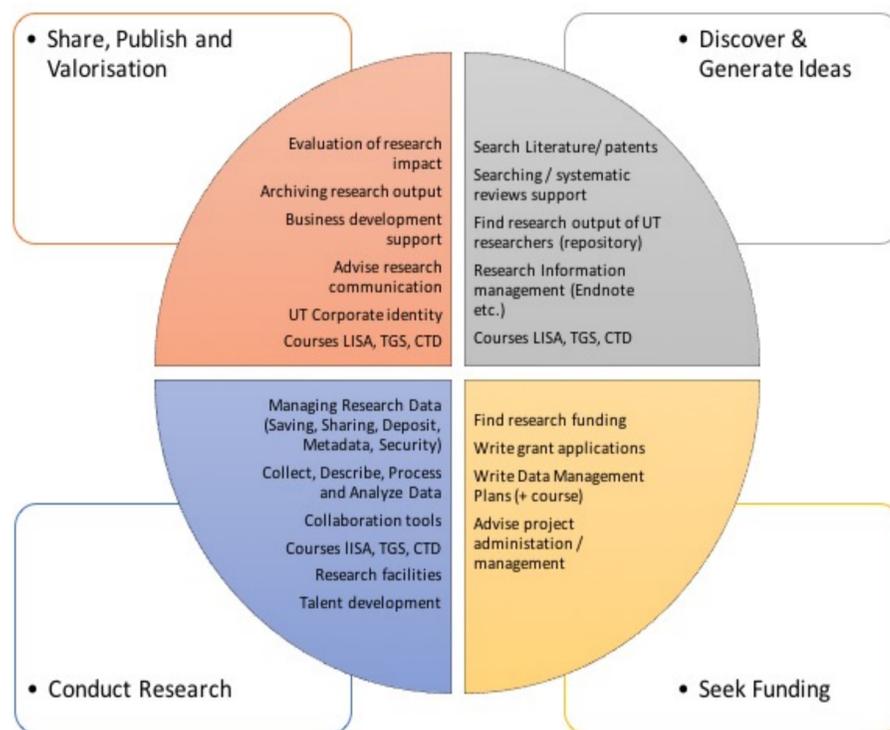


Figure 1 Overview research support at University of Twente

### Outcomes

- An overview regarding the research support available is missed.
- There is a tension between support that can be offered centrally and generally efficiently to the entire university, and the necessary decentralized support which devotes more attention to discipline-specific questions.
- New developments require a multidisciplinary approach in the area of research support, and call for ongoing reflection on whether the services offered continue to be sufficient.
- Research groups also need to define their own responsibility for research support
- Researchers generally prefer personal contact close to their working environment with the research support staff

### Implementation

The starting point for the optimization is that there should be no difference to the researcher where he or she asks a question, the support services can by mutual agreement ensure that the researcher is pointed simply and efficiently to the right support.

A one-stop shop for research support:

- A comprehensive digest of the support at a central point at the UT website (both for researchers as support staff)
- One email contact research support through workflow system which forwards questions to our expert team
- Personal, more discipline-specific contact close to the client, preferably at research support hubs within the faculty, each discipline-specific contact has good overview of the support offered at the UT
- New developments in the area of research support are quickly addressed via multidisciplinary teams