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.

How can this vision be realized at the 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

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