

User experience research of RDM Support Services

Research done by Anna Dubov

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CONTACT ME FOR THE FOLLOWING QUESTIONS

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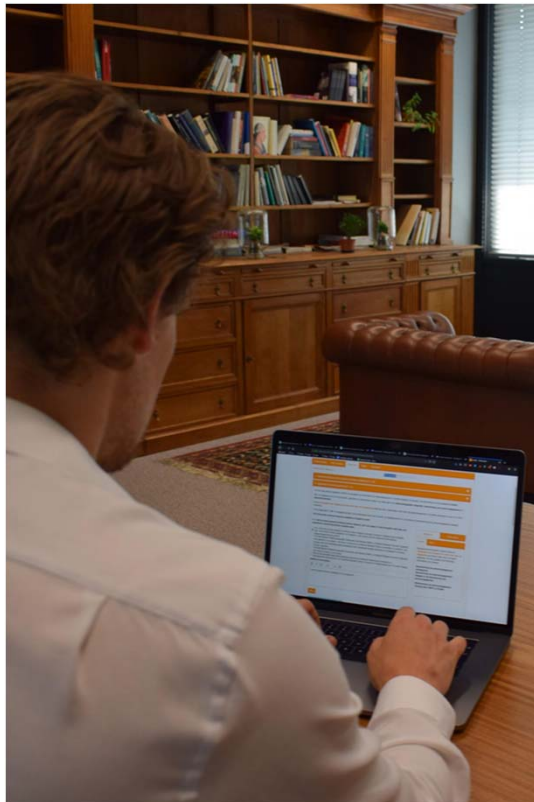


ROADMAP

- The research question
- The findings
- Recommendations

The Research Question

How might we increase the visibility of RDM support services?



Both [RDM Support Desk](#) and faculty [Data Stewards](#) are difficult to discover online.

Research hypothesis: challenges to find RDM support online results in low engagement.

Discovery: Researchers must make several decisions before they reach RDM Support services. Researchers do not feel confident making these decisions, and RDM Support services with its responsive nature is not here to help them.

How researchers think about data management

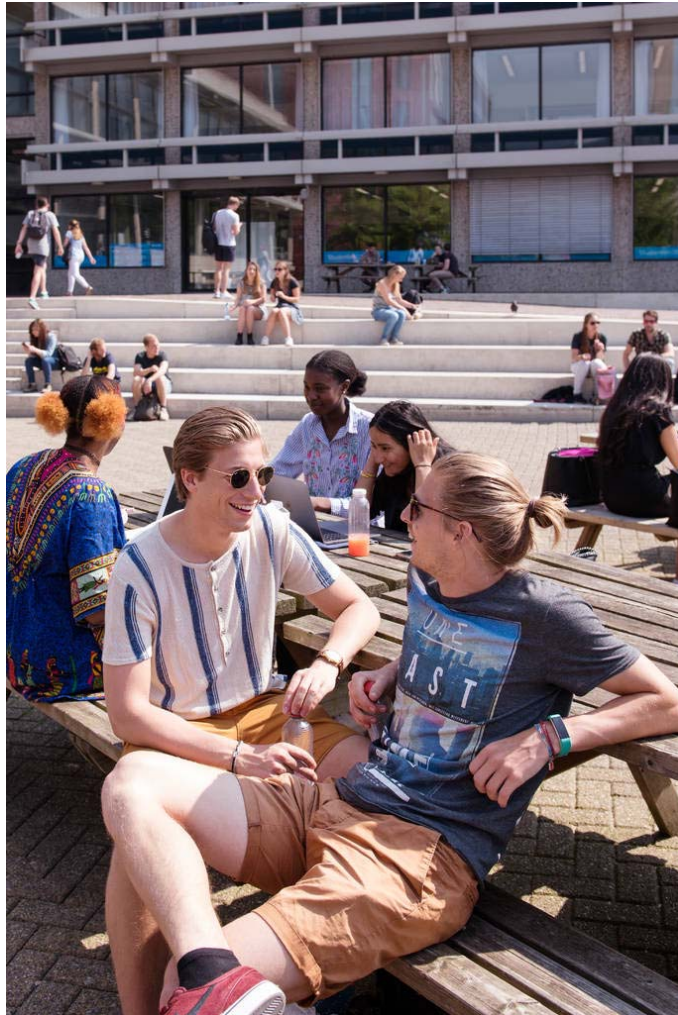


Data management is a new term, but it is an umbrella term for something that researchers have been doing before.

Those who go through pre-registration or RDM courses seem to have a more holistic understanding of good RDM practice.

The importance of good data management is something that is learned “the hard way”

Where researchers find support with RDM questions



Researchers believe that as part of the PhD to find answers to their questions is their responsibility.

Supervisor/PI plays an important role in guiding a researcher to find answers.

VU site is not the first place to find information and support as it seems confusing.

[RDM Support Desk](#) is something the researchers come across rather by accident.

Obstacles researchers face using RDM services

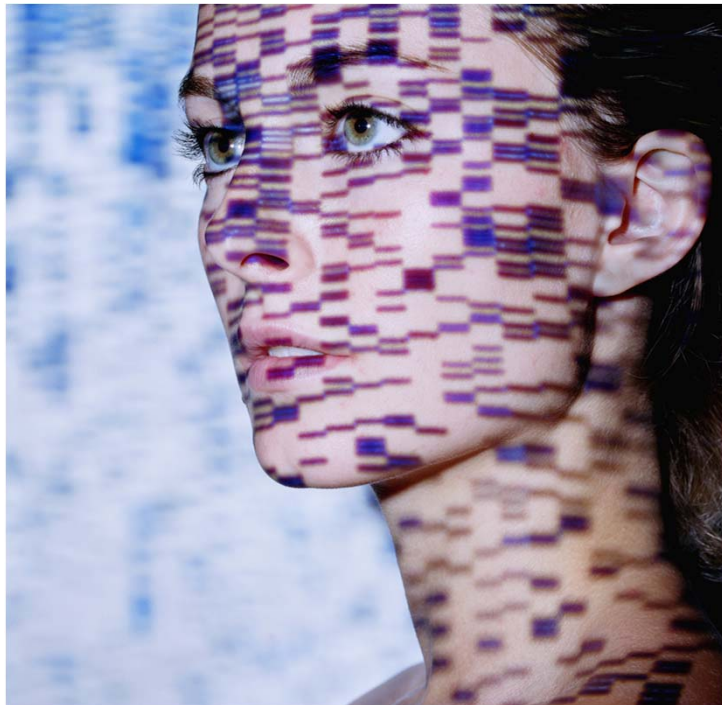


Time is important. There is always a trade-off between investing time into research or something else (RDM).

It's might be difficult to formulate the question, which might result in not asking it at all.

There is no clear understanding of what RDM can help with, what questions are OK to ask.

What researchers wish to receive from RDM support



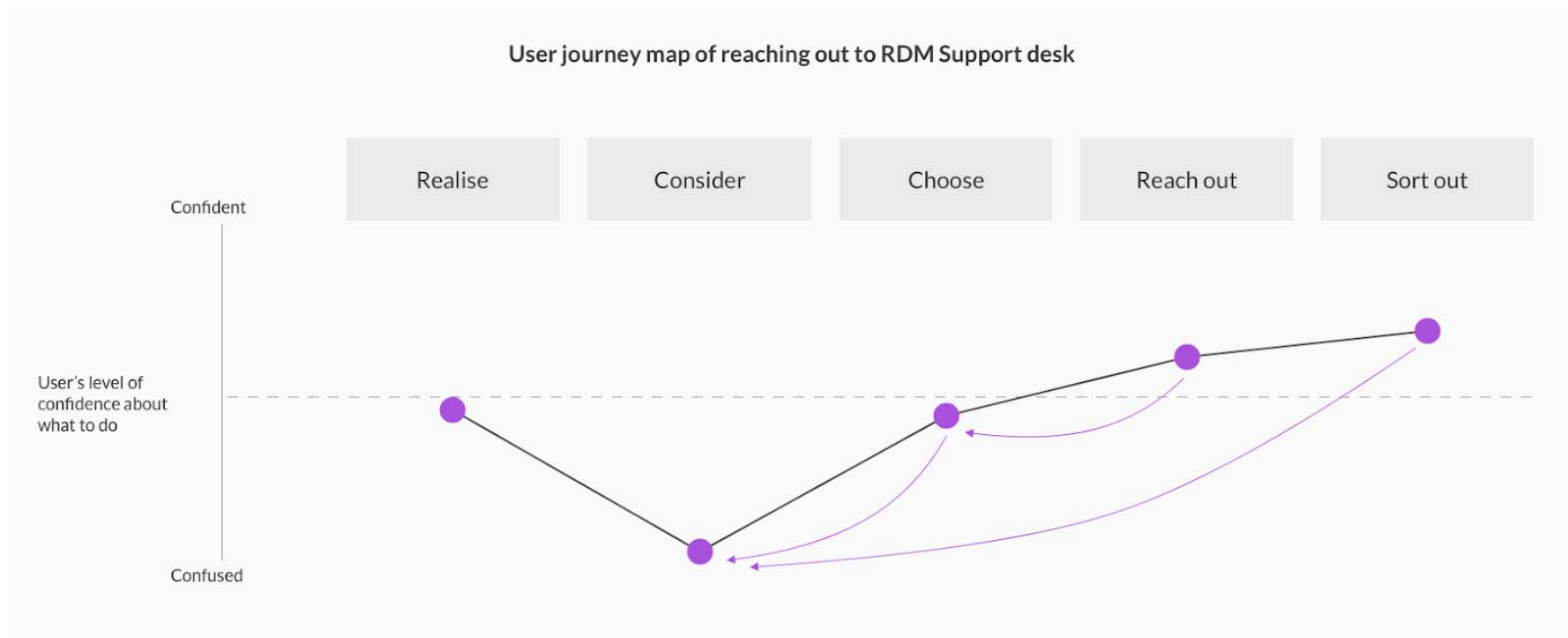
Start as early as possible.

A clear guidance on what rules apply and why.

More approachable way of communication.

The user journey

Researchers have to make several decisions until they reach RDM Support Desk. Often they give up halfway through or the answer comes too late.



Demonstrate practical applications of good RDM

Pain points:

Not sure how important or pressing the issue is.

Making a call alone is difficult

Action

- Demonstrate how different RDM practices might affect a research project on various levels.
- Emphasise the importance of early adoption of good practices
- Translate to local needs: work together with faculty Data Stewards.

Help to understand boundaries of freedom

Pain points:

Not knowing the power and limitations of their responsibility.

Doesn't know if there are rules or guidance for the issue at hand.

Action

- Show the acceptance of complexity of regulations
- Show where to find rules and regulations that are applicable to specific departments/faculties and to a university as a whole.
- Create a space for a dialogue with others to share experience with rules and regulations.

Show who you are and how to find you

Pain points:

Very hard to understand if there is anyone who can help.

Going from one person to another takes time and is energy-consuming.

Action

- Clearly communicate the responsibilities of the library RDM team and the support from faculties.
- Make people who have worked with/follow specific practices known to other researchers.

Make it seamless to reach out with any questions

Pain points:

Explaining the issue to someone who might not be the right person is tricky.

Action

- Streamline and democratise ways to reach out and ask questions. Make it as easy as possible.
- Consider channels that go beyond the website or email

Build a space for knowledge sharing

Pain points:

Taking steps to achieve a solution might take a lot of time or might be very difficult to complete.

Action

- Create an atmosphere of support that would help to understand the process or see benefits of achieving the initial goal.
- Create space for knowledge sharing across the VU to streamline finding solutions to common problems.



THANK YOU!