

Challenges and Practices of the User Support Service in the Croatian Research Information System - CroRIS

Croatian Research Information System - CroRIS provides information and data about Croatian scientific and research activities through one central portal. It consists of several modules: CROSBİ, Projects, Persons, Equipment and Services, Institutions, Journals, Patents and Products, Events, and Crosmos. Croatian Research Information System was developed as a part of the Ministry of Science and Education of the Republic of Croatia (MSE) strategic project "Scientific and Technological Foresight". The Ruđer Bošković Institute (RBI) officially became part of the CroRIS development activities in 2021 through an agreement signed with the MSE and the University of Zagreb, University Computing Centre - SRCE.

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INTRODUCTION

RBI works on the system's construction and further development by maintaining and updating the controlled vocabularies, editing and verifying the entries and authority files, providing user support, organizing workshops, coordinating data editing activities among institutions, and editing and verifying orphaned entries (entries with no editors with the authority to edit/verify).

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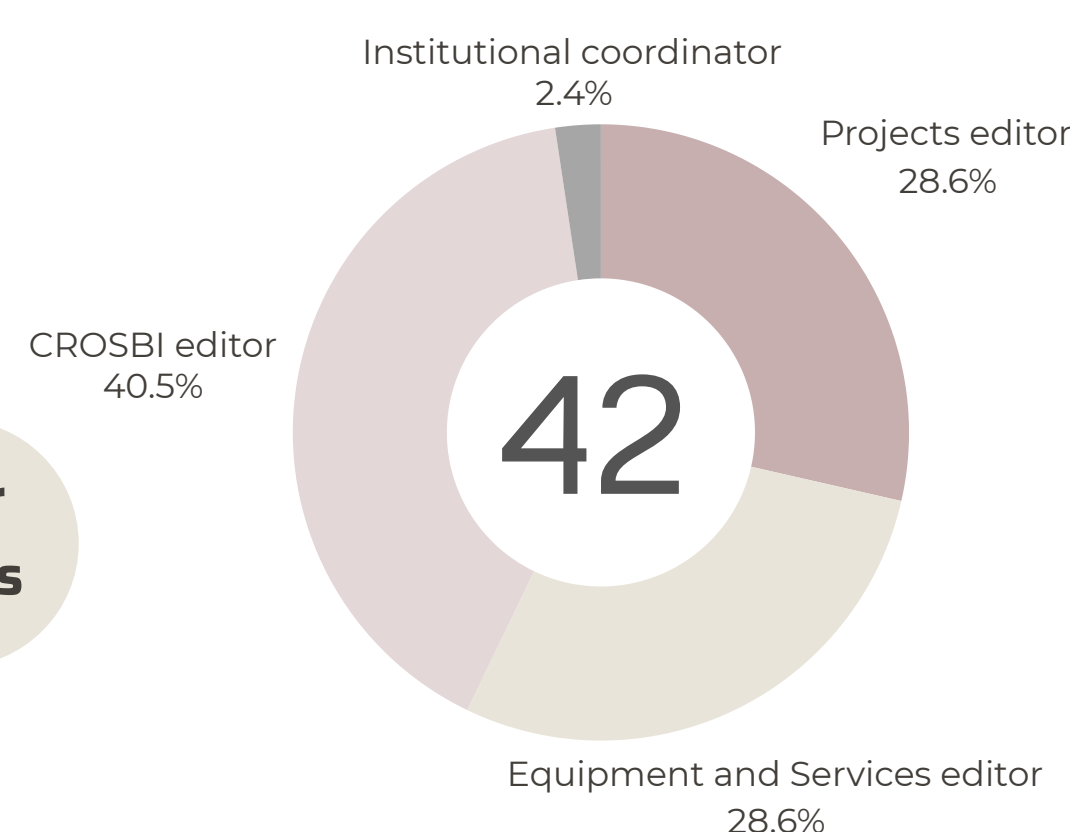
USER ROLES



EDUCATION

WORKSHOPS

Superadministrators and administrators of specific modules educate exclusively institutional coordinators and module editors. After training, coordinators and editors are expected to educate users at their own institutions.

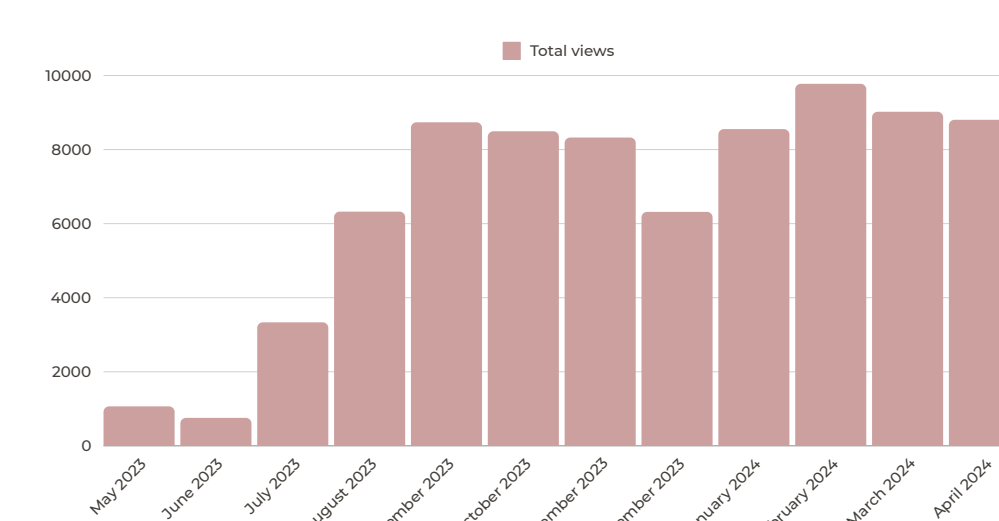


Number of workshops per user role (November 2022 - May 2024)

USER MANUAL



Applying the feedback received from different groups of users (at workshops and elsewhere) which pointed out the most common problems, RBI has created helpful user manuals and assembled the FAQs to facilitate the use of the system for its users.



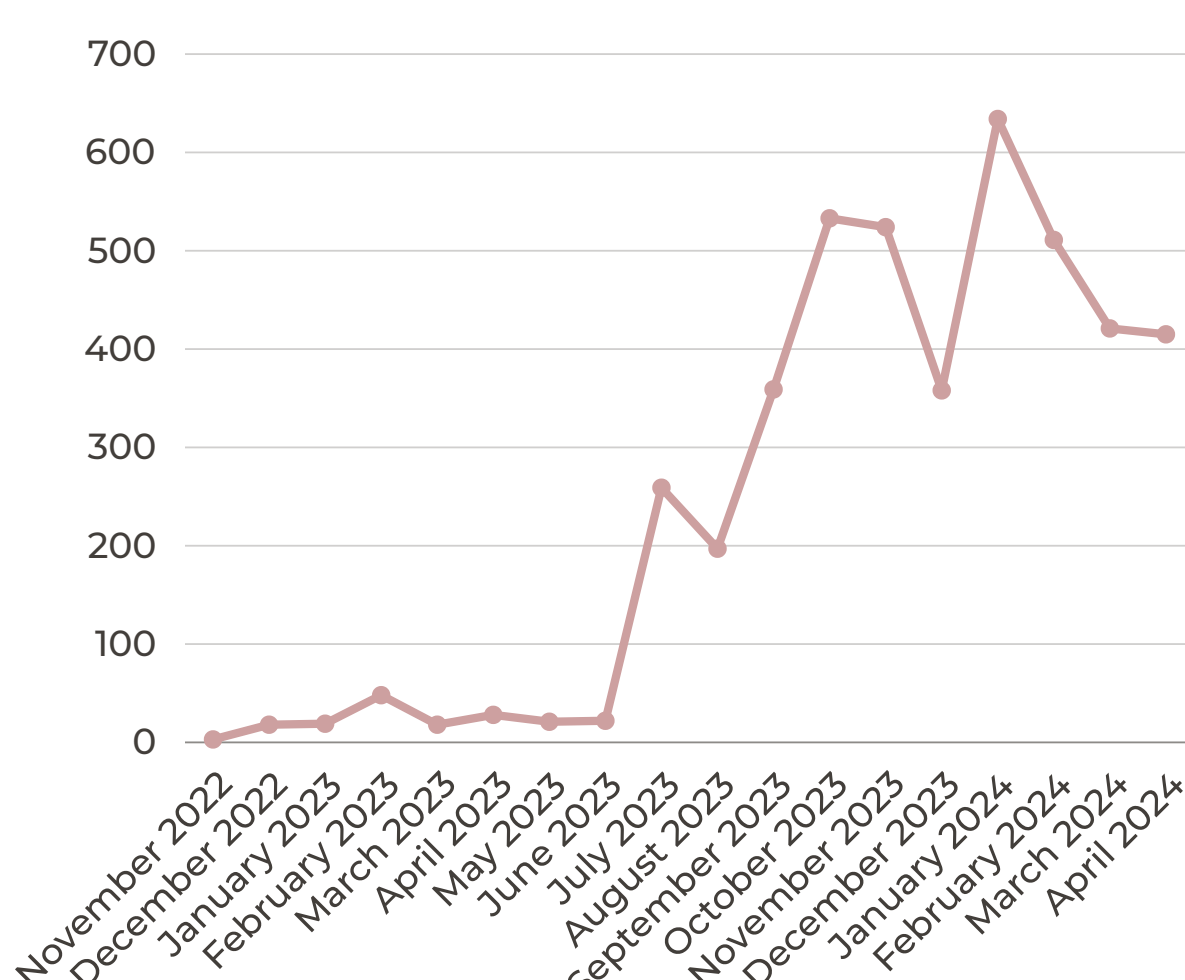
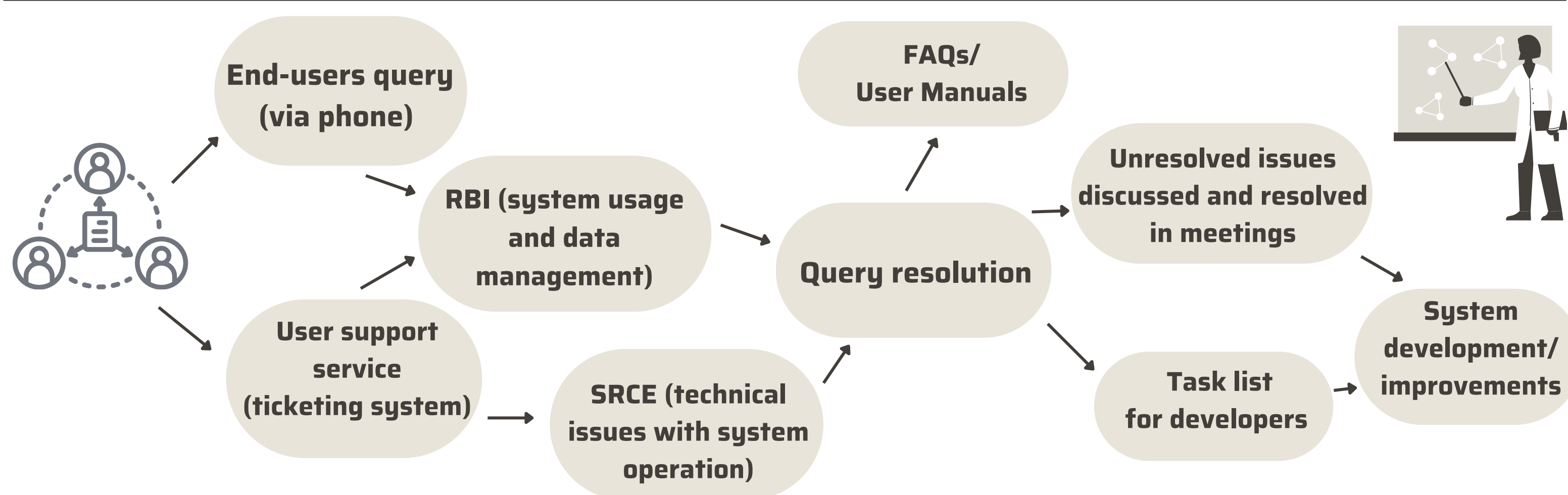
Total views for User Manual per month

CONCLUSION

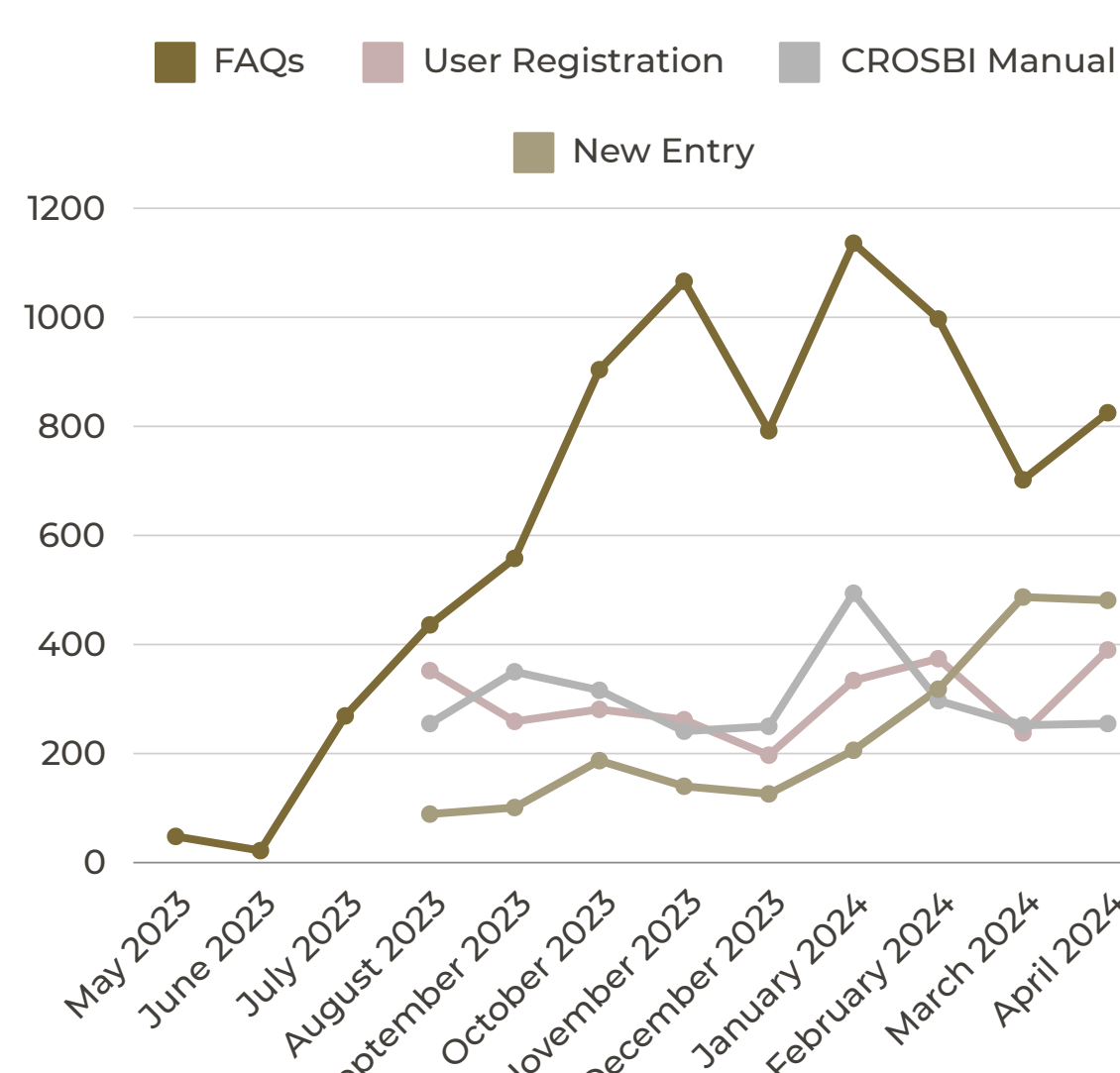
CroRIS has in many ways been a challenging new system for the end-users to acquaint themselves with. The user support has been able to bridge the gap between the user and the novelties that a CRIS system offers and has, thus, increased the user satisfaction, eased the transition to the new system and encouraged the utilisation of the new possibilities.

REFERENCES

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Number of resolved user queries per month



The most visited FAQs/User Manual pages hits per month