

Evaluation of research service groups: recommendation of IOCB Board

Approved by IOCB Board on November 30, 2020, revised on December 15, 2020

IOCB Board organized evaluation of research-service groups during year 2020. Board believes that regular evaluation of research-service groups would be helpful in keeping a high quality of services provided at IOCB. This also represents an opportunity to steer them according to the future needs of IOCB research groups. Research and service components were evaluated separately by IOCB Board and Board of Users, respectively.

Following recommendations were expressed:

1. General recommendations

- A. Priority IOCB is to guarantee and maintain highest quality service. The service component is fully covered by IOCB and budget is negotiated with director/management based on a report on service for the previous year. RSG's own research is a great way to keep service at top level and is recommended and appreciated by the Institute. RSGs are strongly encouraged to finance their research component by external support.
- B. RSG should actively build and maintain their user base. Regular workshops or discussions with users are expected, which should be organized by the individual research-service groups. Presentation and advertisement of available services or methods should be part of the group webpages with clear instructions and contact persons. Regular update of webpage is responsibility of RSG leaders.

2. Evaluation.

The IOCB Board believes that regular evaluation of research-service groups would be helpful in keeping a high quality of services provided at IOCB. Reports are a good way of documenting the progress and quality of RSGs. Service and research should be evaluated separately as proposed below.

A. Annual report on service.

Concise annual report about provided services are recommended using the provided template (RSG_service_report.doc) and should be submitted to the director in October each year. This report, will serve as a material for budget and personnel negotiation with

director/management. If purchase of equipment is planned, this report will also serve as a background material for Methodological board.

B. Internal 5-year evaluation of RSG performance

Regular internal evaluation of RSG, during which the research and service components will be evaluated, is recommended to be performed every five years. Evaluation will be organized by IOCB Board and director. Reports should be prepared using the provided template (RSG_evaluation_report.doc). The research component will be evaluated by IOCB Board. Board of Users will assist in evaluation of the service component.

C. Internal RSG evaluation of service quality by their users.

The Board encourages RSG leaders to organize surveys on user satisfaction themselves in order to get regular and immediate feedback on the quality of services.

3. Other recommendations

- A. RSG might contain a targeted research component. This should be taken into account during evaluation and this part should be evaluated annually director, IOCB Tech and external experts. Results of such evaluation should be mentioned in the evaluation report during the 5-year evaluation of the RSG performance.
- B. In case the research component of RSG is significantly larger than the service component, RSG may apply for promotion to a Research group. The decision will be made by the director after considering the recommendation of the IOCB International Advisory Board and the IOCB Board.
- C. In case the service provided by the RSG is not in high demand and the user community is rather limited, the service personnel and space of the RSG should be revised.
- D. Conversely, if the service demand cannot be met within the current limits increase of personnel and space should be considered, but emphasis should be placed on efficient use of space.

Revision 1 introduced on December 16, 2020 in section 1A:

The IOCB Research Service Group Leaders responded to the Recommendations of the IOCB Board raising the issue concerning how RSG research funding should be secured. The IOCB Board agreed to reformulate this from:

The research component should be ideally fully covered by external support.

to:

RSGs are strongly encouraged to finance their research component by external support.