

WP1 USER ENGAGEMENT AND OUTREACH – TOWARDS DATA LITERACY AND AWARENESS

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THE WP ORGANIZATION

WP1, User Engagement & Outreach, comprises of 5 Tasks, PR & Homepage content (1.1), Roadshows & User Engagement (1.2), Helpdesk & User Support (1.3), Data Management & Publication Tools (Training and Environments), and Setup of a GFBio Knowledge Base (1.5). 16 Institutions are involved in the outreach, training and support activities.

SOCIAL MEDIA: TWITTER & YOUTUBE

Twitter Follower	850
Monthly impressions	15-30 K
# of GFBio videos	21
Youtube views	1692

Twitter (@GFBio Project) has been used since 2014 to engage with a growing network of followers and to promote the GFBio services & events (Fig 1). Video clips around GFBio and RDM, as well as Screencasts and short training clips were produced, published via the [GFBio Youtube channel](#) (est. 2019), and promoted via Twitter.

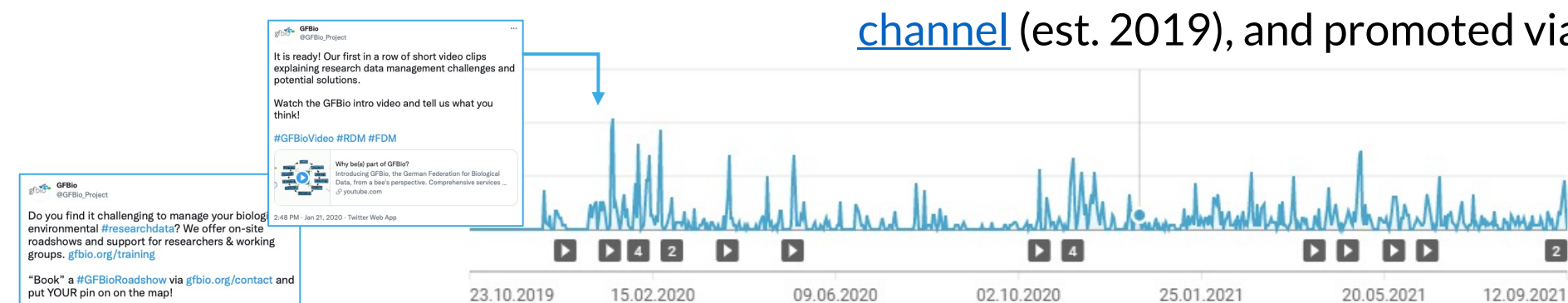


Figure 1: Video views/day in the GFBio Youtube channel and example of tweets promoting a video clip and roadshows.

ROADSHOWS & CONFERENCES

# of Roadshows	47
Cities visited	28
Researchers reached	>800
Talks, workshops	19



Figure 2: Conferences visited

Central to raise awareness for RDM and GFBio's services are the roadshows targeting individual working groups or institutes/ departements (Fig 3). Active participation in conferences increased the visibility in the community, e.g. with the GfÖ. 5 workshops were held between 2014-2021 and a joint publication was included in their member's journal (Fig 2).

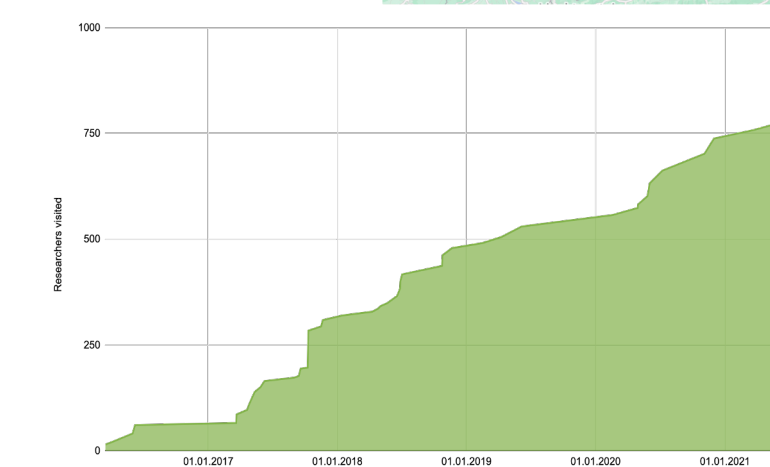


Figure 3: Number of researchers and map of cities visited with a GFBio Roadshow

REACHING OUT & ENGAGE

DATA APPLICATION LITERACY & AWARENESS

The overarching aim of Outreach and User Engagement (WP1) is to raise awareness for research data management among researchers and increase data literacy by providing support, training and teaching.

DATA MANAGEMENT: DWB & BEXIS2

# of Training workshops/ total participants	26/ ~350
# of BEXIS2 instances	13
# of DWB instances	20
# of BEXIS2 user	>1800
# of DWB user	350

The developers of [DWB](#) and [BEXIS2](#) (Fig.4) collaborate with GFBio to offer support and training for researchers in using the workbenches for their data management needs (Fig 5). In phase 3 of GFBio, hosting solutions as Software as a Service were developed for both workbenches (Fig 6).

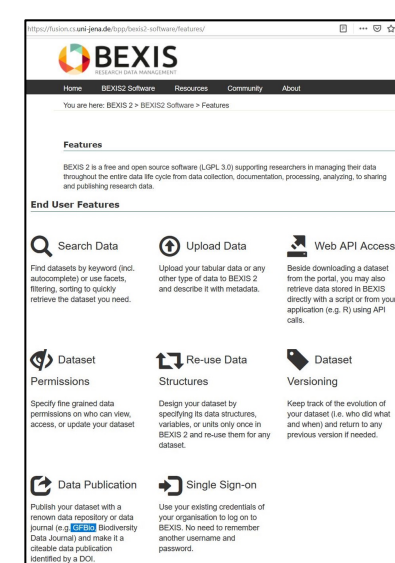


Fig 4: BEXIS2



Fig 5: DWB workshop offered at SNSB.

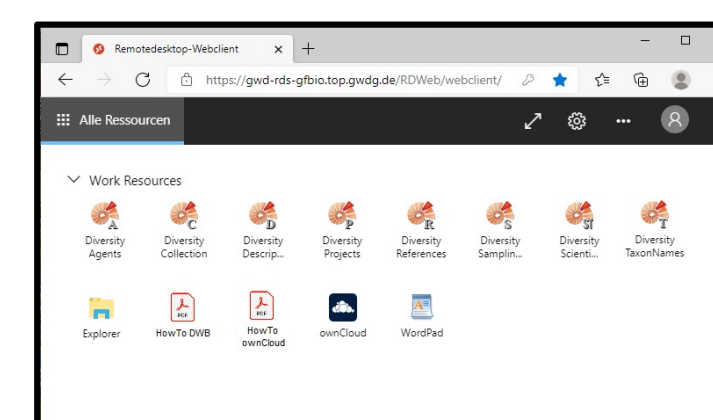


Fig 6: DWB instance hosted at GWDG as Software as a Service (details see Poster GFBio-02)

DM SOLUTIONS & TRAINING

HELPDESK & USER SUPPORT

The GFBio helpdesk was launched in 2016 to provide individual support to researchers. All support requests are documented in a JIRA Ticket system (HELP). Requests for DMP support generated with DMPT input (DMP) and data submissions (DSUB) also generate tickets. DMP requests in the scope of GFBio result in individual consultation and finally in an individually developed, GFBio-approved DMP (Fig 8). In this system, experts within the GFBio network can participate in the consultation. For DMP and DSUB requests, instant surveys are conducted to monitor user satisfaction (Fig 9).

# of HELP requests	262
# of DMP requests	48
# of approved DMPs	35
# of DSUB Tickets	133
# of active users	>100

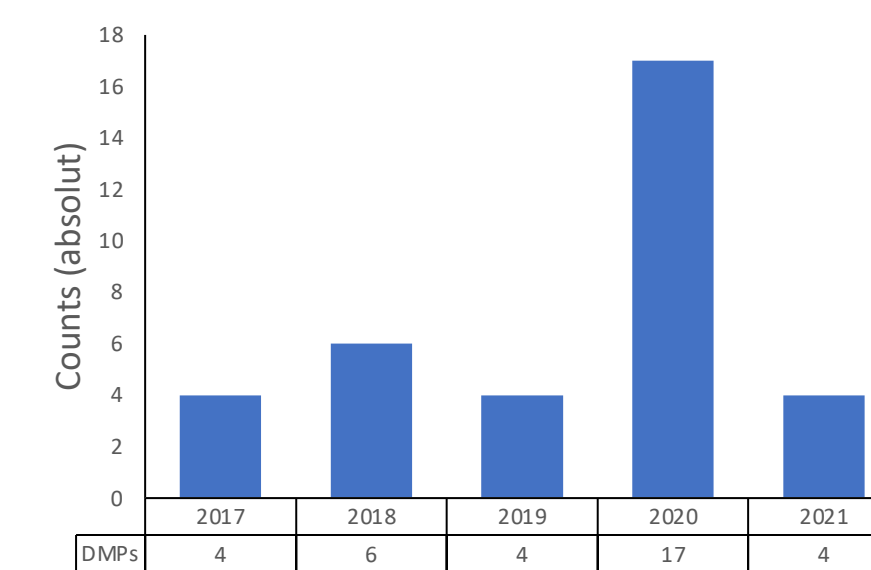


Fig 8: GFBio-approved DMPs per year

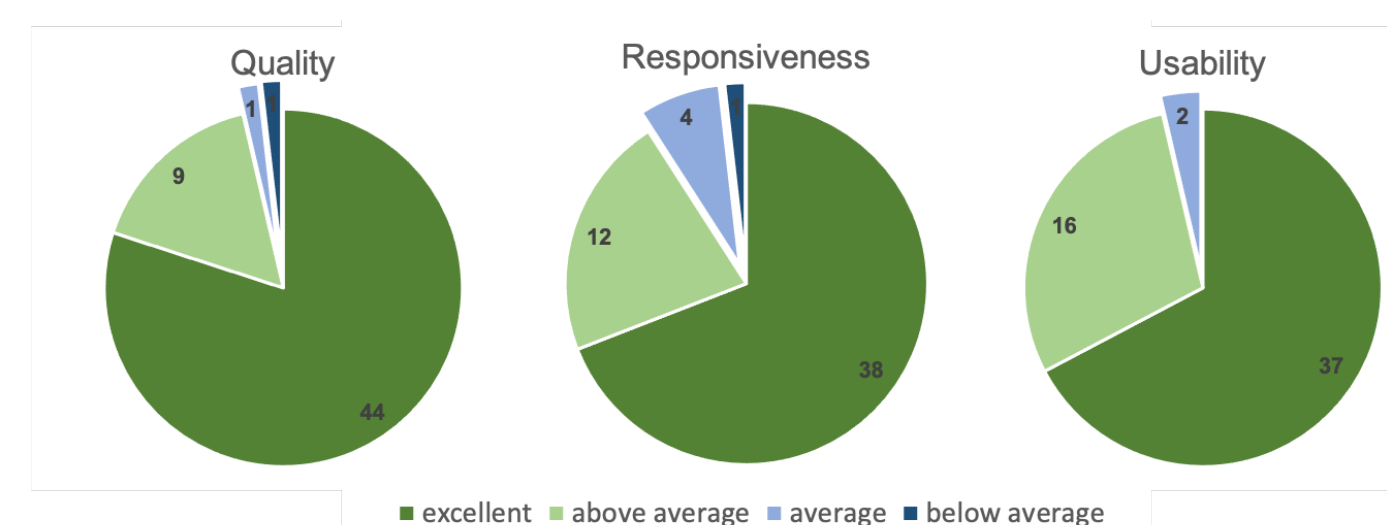


Fig 9: User Feedback on DMP and Submission Service collected via the helpdesk

PORTAL & KNOWLEDGE HUB

The GFBio portal is the single entry point for all services, support & training material. Fact sheets and information material developed along the data life cycle (Fig 7) is available in the GFBio [Infothek](#). Links to guidelines or training materials of other initiatives are included. Documentation of standards and technical workflows are collected in the [GFBio public wiki](#) instance.

To consolidate all information & training materials, the [GFBio Knowledge Base](#) (KB) was established during the last project phase. It provides a single point of access to a wide collection of project related information (FAQs, How-Tos) as well as expert advice around the domain "research data management" (Fig 8). Material can easily be accessed as well as distributed and interlinked to e.g. the project website or the helpdesk system.

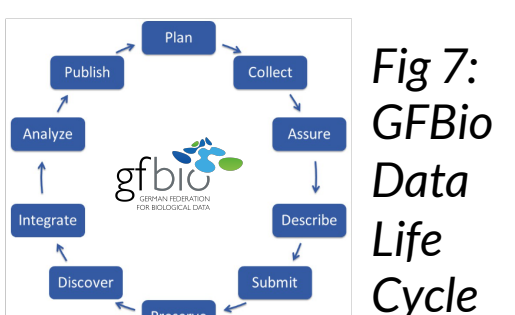


Fig 7: GFBio Data Life Cycle

GFBio KB

- Aligned editorial workflow and pre-defined templates for easy collaborative publication of new content
- Interoperability with the GFBio helpdesk (JIRA ticket system) is a key feature
- Accessible via SSO-login with a GFBio user account

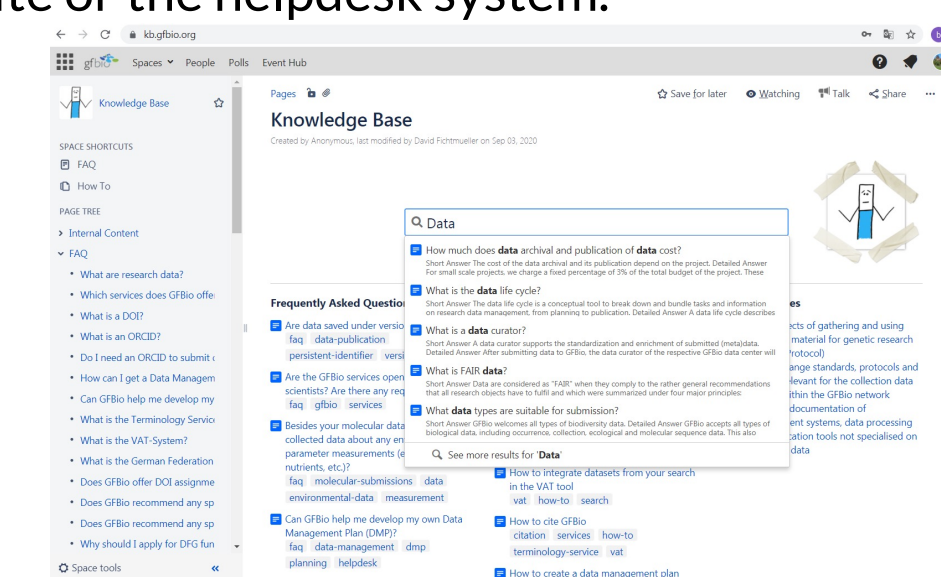


Fig 8: Published articles, search Interface, FAQ / HowTo & external resources

SUPPORT & FEEDBACK