



New Research Services website

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The initial challenge

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- Officially this project started in January 2025, but a lot has been happening in the background
- User testing with Researchers and Departments told us that the websites were confusing to navigate and users were unsure which team to go to to get the information they needed
- Editors had a lot of content to maintain, and there was limited ownership and governance
- The Research Office is one team – we wanted a site that would reflect that
- The University is currently migrating its Drupal sites, so this work was needed

What's launching

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- A brand-new Research Services website - aimed at Researchers and those who support them across the University
- Replacing 4 existing Research Office sites - Research Operations, Research Strategy, Research Integrity, Research Information
- Makes it easier for people to find what they need without having to navigate multiple sites
- Redirects will be in place
- Aiming to launch on 15 December – comms will be sent confirming this

What we did

What we did:

- Audit of all existing websites, removal of out-of-date content
- Card sorting to determine new navigation – tested with Researchers and Departments
- Migration of some existing content
- Rewrites of key content – tested with Researchers and Departments
- Worked with the Drupal Platform team to get the new site built on the new Drupal platform
- Worked with UIS Accessibility Specialist to ensure that the site is accessible
- Creation of a content strategy and content governance model
- Continual communication with stakeholders

So once the site's launched then we're all good? We can just relax?

What happens next?

- This is very much a starting point
- Continual improvement
- Ongoing testing, looking at analytics and getting feedback
- Certain sections need to be developed further – we want to focus on post award and legal/ethics
- Audit of Sharepoint sites and some of the other websites that operate in the research space to see if we can incorporate them
- Working with other Departments i.e Careers to signpost to relevant content
- Implementing and refining the new governance model so content is kept up-to-date
- Developing cam.ac.uk/research

How can I be involved?

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- Look out for comms about the launch
- Email Lucy (lm2027@cam.ac.uk) if you spot anything that isn't working
- Send any feedback you have (good or bad!)
- We'll be reaching out with opportunities for taking part in testing the site
- We want to create a culture of continuous feedback and improvement – this is your site and we want it to work for you

Any questions?