

Information Note



heefs

Higher Education European Funding Services

HEEFS Services – Spotlight on telephone, email and web support

Introduction

In Bulletin 26 we set out our plans to offer to HEIs a subscription based shared service from August 2011. We also provided a table showing the services we offer, indicating those that will be available to subscribers only, from August 2011.

Amongst the services that will be limited to subscribers is what we are calling our **telephone, email and web support**. Many of you will be familiar with these services, and will have made use of them over the last few years. We have found, however, that although people are aware of our website and have made effective use of the information provided, some colleagues are surprised to learn that we are happy to answer queries from HEIs regarding any of the EU Programmes that we cover. Set out below, therefore, is a brief summary of what will be on offer, with an indication of the sorts of queries we have responded to during the last few months.

Web Support

The website is currently accessible to all, it provides, for instance:-

- EU Programme summaries
- Information about calls for proposals, selection results, links to EU Programme websites etc.
- HEEFS analysis and research findings
- Bulletins
- HEEFS publications and guidance notes
- Information about HEEFS events

From August 2011, the website will include a subscriber's only area. This will enable colleagues from subscribing Institutions to access, not only the information outlined above, but also case studies and best practice advice; shared learning and hints and tips; presentations from HEEFS briefing events and answers to FAQs. Institutions that choose not to subscribe will still be able to view the website, for instance, to learn about calls for proposals, events, news etc. but will not have access to much of the information and analysis produced by HEEFS for our HEI audience.



Telephone and email support

We are currently happy to answer HEI queries relating to any of the Programmes included on our website and/or referred to in our Bulletins. We endeavour to acknowledge a query within 3 hours and provide a response within 3 days. We are happy to answer general and technical queries and, if we don't know the answer, we are happy to approach the relevant Programme authorities to obtain an answer without identifying the Institution concerned. Queries might, for instance, relate to a call for proposals covered in our Bulletin; or be a specific technical query requiring clarification for an existing project or a proposed project.

The table below provides an indication of the sorts of queries we have answered during the last few months:-

EU Programme concerned	Nature of query
Erasmus Mundus	Costing
Intelligent Energy Europe	Appropriateness of a proposal
INTERREG	Range of issues
TEMPUS	Financial administration
Erasmus Mundus	Application procedure
Erasmus Mundus	Partner eligibility
Lifelong Learning	Appropriateness of a proposal
European Creative Industries Alliance	Technical queries
ATLANTIS	Costing
Lifelong Learning Programme	Project review
General	Relevant Programmes for a specific research area

We will continue to answer queries from all UK HEIs up to August 2011, after then however, we will limit responses to subscriber Institutions. So please do contact us, we are truly 'happy to help'.

Further Information

You can obtain a copy of our table of services from [HEEFS Services](#).