



2019

Annual Review Report

Romanian Journal of English Studies

Dropbox

In 2019 Sciendo decided to replace the well-known FTP servers with a new technology to make the content delivery and files exchange processes easier. Dropbox (www.dropbox.com) is a widely known service offering cloud storage and file synchronization, commonly used for file hosting. With Dropbox, all files are backed up to the cloud and are available online ready to save, access or share from anywhere, at any time and on any device.

The Editors may use three ways in order to access the account: via an Internet browser directly on dropbox.com, via Dropbox desktop or mobile app. Sciendo's production team creates a dedicated folder for each of the journals in a Dropbox space and send an invitation email to the Editors.

The rules for using a shared folder are very simple - every file uploaded to Sciendo's common folder is synchronized with the Dropbox cloud and is available for both parties.

Sciendo Support Centre

Sciendo is constantly working on improving the services provided. Therefore, in 2019 another new solution has been implemented and provided for the Editors to use - Sciendo Support Centre. Sciendo Support Centre is a dedicated tool for reporting and tracking requests, questions and problems.

Tickets might be logged in two simple ways:

- 1) Via regular email sent to support@sciendo.com. The system registers the notification as a new ticket and sends confirmation to the sender.
- 2) Via service desk available at <http://support.sciendo.com> that provides a selection of categories to choose from. Service desk requires a completion of the online inquiry form.

Once a new ticket is logged in, Sciendo's Customer Service assigns it to the exact person responsible for solving the specific issue. The system not only helps both parties to avoid exchanging of unnecessary e-mails, but also provides up to-date information on what stage the reported problem currently is at.

Usage statistics

Journal page	Clicks	Unique clicks
Product page	2791	1981
Content page	9632	8180

Downloads & Views	Clicks
HTML- downloads	146
PDF- downloads	9721
Abstract- views	907
Toc- Views	703

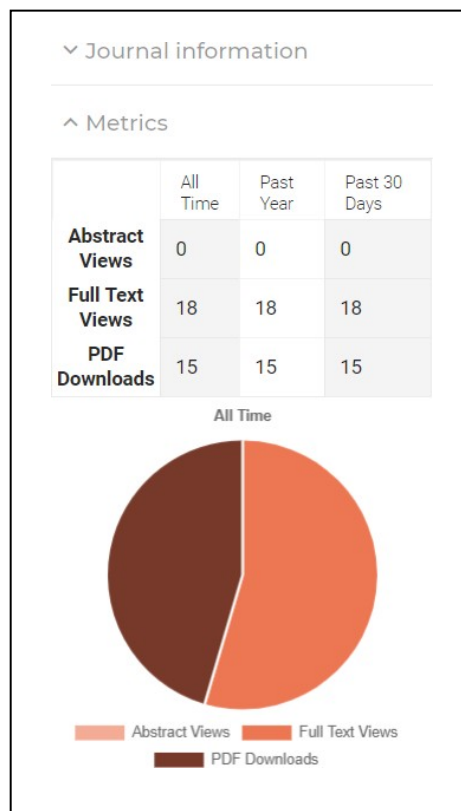
Product page - the main page of the journal, where the cover, description and supplementary materials are located.

Content page - the archive, with issues and articles.

Clicks - the total number of times a specific website has been accessed. Page impression happens anytime a page is loaded through the browser.

Unique clicks - an individual user who has accessed the site; determined by the IP address of a computer or device that was used for browsing. If a visitor uses the same device each time to access a website, only one unique visit is counted.

Individual article metrics are available on each article page on the right-hand side, just below the journal information:



Abstracting and Indexing services

Services indexing the journal

Baidu Scholar
CEJSH (The Central European Journal of Social Sciences and Humanities)
CNKI Scholar (China National Knowledge Infrastructure)
CNPIEC - cnpLINKer
Dimensions
DOAJ (Directory of Open Access Journals)
EBSCO (relevant databases)
EBSCO Discovery Service
ERIH PLUS (European Reference Index for the Humanities and Social Sciences)
Genamics JournalSeek
Google Scholar
IBR (International Bibliography of Reviews of Scholarly Literature in the Humanities and Social Sciences)
IBZ (International Bibliography of Periodical Literature in the Humanities and Social Sciences)
Index Copernicus
J-Gate
JournalTOCs
KESLI-NDSL (Korean National Discovery for Science Leaders)
Linguistic Bibliography
Linguistics Abstracts Online
Microsoft Academic
MLA International Bibliography
MyScienceWork
Naviga (Softweco)
Primo Central (ExLibris)
Publons
QOAM (Quality Open Access Market)
ReadCube
Semantic Scholar
Sherpa/RoMEO
Summon (ProQuest)
TDOne (TDNet)
Ulrich's Periodicals Directory/ulrichsweb
WanFang Data
WorldCat (OCLC)

Accepted, indexation pending



Naver Academic
ProQuest
(relevant
databases)

Application pending

New services in 2019

MyScienceWork
Semantic Scholar

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