



OHSU User Group Guidelines

A computer user group is defined as an organization of users of a particular hardware or software product. User group members meet to share experiences and ideas to improve their understanding and use of a particular product. OHSU user groups are created and managed by the OHSU user community.

Responsibilities

1. Identify a user group leader to schedule and chair meetings, approve agendas, maintain member lists, keep user group Web page updated, creates the listserv, and report activities to the Infrastructure Advisory Committee (IAC). ITG encourages the group leader to appoint other members to share these responsibilities.

2. Write a brief mission statement – here's a sample:

Our group will serve as an open forum to foster success in the use of [the hardware or software product]. We will focus on:

- Sharing information and best practices
- Discovering innovative practices and techniques
- Identifying issues and limitations
- Providing feedback to the IAC
- Providing general support to its membership to accelerate mutual success

3. Optional: Create and maintain a Web page to include mission statement and the most current meeting date, agenda, and location. You may also include meeting minutes, links, tips and tricks, etc., as appropriate. (See Resources for user group template and setup information.)

Starting an OHSU user group

1. Check to see if a user group already exists at OHSU by contacting the User Group Coordinator (see Key Contacts). If a user group does not exist, contact other OHSU users to determine interest:

- Submit an NC email request to ITG HelpDesk
- Submit a announcement to Outlook: <http://ozone.ohsu.edu/news/outlook/>

2. Schedule first meeting with interested users. The agenda should include:

- Selecting a user group leader
- Assigning other user group responsibilities

3. Establish a regular meeting. Successful user groups keep a standard meeting schedule; e.g., second Tuesday of the month, at the same time and in the same location.

4. Create an interest sheet that lists topics the user group members would like to learn more about.

5. Create a name for your user group.



Following the first meeting, the user group leader submits the new user group information to the User Group Coordinator (see next section, Key Contacts), who provides next steps for user group leader.

Key Contacts

- [User Group Coordinator](#)
- ITG HelpDesk – 4-2222, helpdesk@ohsu.edu

Resources

- User group Web page request: itgweb@ohsu.edu
- ITG may be able to provide access to vendor support: helpdesk@ohsu.edu