

ACUTA Annual Conference User Groups

Each year, ACUTA provides time slots during its Annual Conference session agenda to allow for user groups. The purpose of these sessions is to allow ACUTA members to work with vendors on issues related to the use of the products/services in the higher education environment. These groups are meant to enhance, not supplant, any user group activities sponsored and/or supported by the vendor for its general customer base.

Each session is led by an ACUTA institutional member (User Group Leader) and a vendor representative must be present. The User Group sessions are only open to ACUTA institutional members who are either current users of the product/service or under contract to do so. Vendor attendance is limited to employees of the respective User Group company and any distributors, subsidiaries they allow to participate.

Requests for a user group should be sent directly to the ACUTA User Group Coordinator. Requests are allowed from both member institutions and companies, but a user group is only formed after an institutional member agrees to serve as the User Group Leader. **Please Note: A company may request a user group, but a time slot will only be granted if they are able to find a school member to volunteer as the User Group Leader. The User Group Coordinator may assist but the interested company should be responsible for finding a client or customer to volunteer if no other school members have already done so.**

There are currently six user group slots available as part of the Annual Conference agenda. The User Group Coordinator will begin soliciting to find User Groups Leaders in September by first contacting the User Group Leaders from the previous years' Conference to see if they would like to lead a user group again. **Past participation does not guarantee a slot in the next year's agenda, but first right of refusal is granted as a courtesy.** If the User Group Leader from the previous year declines to serve again, the company will be notified by the User Group Coordinator as a courtesy.

After all previous years' User Group Leaders are contacted, an email solicitation will be sent in October to all members to fill any vacant positions. User group slots are granted on a first-come, first-serve basis.

Below is a brief explanation of a User Group Leader as well as detailed duties and responsibilities:

A User Group Leader is a volunteer position, responsible for the coordination of a given user group. S/He may serve in this position for as many consecutive years as s/he desires so long as s/he performs her/his duties and responsibilities in an appropriate manner. Duties and Responsibilities include:

1. Follow established policies and procedures related to the User Groups.
2. Participate in any preparatory conference calls and/or e-mail discussions deemed necessary by the User Group Coordinator.
3. Moderate the conference session to ensure attendees' needs are met; also, that vendor participation in the session meets the needs of the attendees and is of an appropriate duration and subject matter.
4. Be sure attendance rosters and session evaluations are completed and submitted as required.
5. Prepare any necessary summary information requested by the User Group Coordinator.
6. Coordinate any formal feedback if requested to do so by any respective "official" User Group.
7. After the session, follow up on vendor commitments/user concerns and help coordinate any discussions that may take place, on an as-needed basis.

If you have any questions or would like to request a User Group session for the next ACUTA Annual Conference, please contact the User Group Coordinator, Diane McNamara of Union College, at mcnamard@union.edu.