

Workshop Title: Educating Users in an SRL

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Intended Audience: SRL members, 50-70 people expected to attend

Problem Focus/Key Questions: Shared Resource Laboratories (SRLs) approach user education in a variety of ways including didactic, online, hands-on, third-party, and other training modalities. As the numbers and roles of SRLs have continued to grow, user training options and innovations have likewise flourished. Because no single method will work for every user, there is great value in sharing user education ideas and methods employed throughout the SRL community with a goal of establishing best practices and high-quality resources for user education. This workshop will provide much needed discussion of user education methods. Key questions that would be answered through discussion groups include the following:

1. What platforms are SRLs using to educate their users?
2. What education methods are working well in SRLs and what methods need improvement?
3. What needs do SRLs have for providing user education?

Format/Agenda:

5 Minutes: Review of education platforms/methods (John Doe)

5 Minutes: Review pre-conference survey of questions related to education of users in an SRL. (Jane Smith)

10 minutes: Audience participation in determining platforms that work well for SRLs. (Eric Jones)

15 minutes: Break into groups and discuss education methods that work well.

15 minutes: Break into groups to discuss needs for providing user education.

10 minutes: Capture discussion information. (John Doe)

Desired Outcome:

This workshop will fill an existing gap in knowledge regarding approaches to educate users in an SRL. Data from the workshop will be compiled and presented to ISAC in an effort to provide SRLs with best practices and innovative ways to educate users of their shared facilities. Specific action items include the following:

1. Provide consensus within the SRL community on best practices for user education.
2. Provide information on the numerous methods that may work well for educating SRL users.
3. Provide a needs assessment for SRL user education.