Oregon Volunteers in Disaster (ORVID)

Teams vs. User Groups

User Groups and Teams serve different purposes and this document will help you determine when to utilize a Team and when to utilize a User Group.

Team:
A Team allows volunteers to manage themselves and are a way for coworkers, family, or friends to volunteer as a group.

Volunteers can register as part of a team or program managers can create a team and assign volunteers to that team.

User Group:
A user group helps you quickly identify volunteers that have shared interests or skillsets. A user group is a tool for grouping volunteers under a single "umbrella" so that volunteers and organizations can:

- Measure engagement for multiple people who are volunteering on behalf of their larger group.
- Engage in community initiatives as a group.

When is a User Group Created?

You would want to create a user group when:

- You want to share specific or private Opportunities with only specific volunteers.
  - Just know that you always have the option to share private Opportunities with specific volunteers, but this is one tool that can help keep things organized!
- You want to quickly assign specific Opportunities to a group of qualified users.
- You want to quickly filter users by shared interests, causes, skillsets, etc.
- You need to report on a specific group of volunteers.
- You want to quickly send an email blast to a select group of volunteers.
- When you want users in a user group to track their engagement and hours with their user group resume.

Example: Cooling Shelter
You have a group of volunteers that have been trained and have the necessary qualifications needed for the type of opportunity.

	Teams	User Groups
What are they?	A group response to a need.	A tool for grouping volunteers, reporting on group volunteerism, and offering opportunities privately to selected volunteers.
How are they formed?	Typically, a volunteer responds to a need as a team.	Created from the OregonServes manager panel.
How are people added?	Team leader adds team members or send out a "team join link" so members can add themselves.	Site manager adds people to the user group or sends out a "join link" so volunteers can add themselves.
Can this grouping tool be used throughout the site?	Yes, as long as team sign-ups are accepted.	Can be applied to any volunteer.
What reporting is available?	Exports of responses and hours may include team information. Team responses to needs have a team resume.	Several canned reports, including a user group summary. All applicable exports reference user groups. Each user group has a private user group report.
What else do I need to know?	Teams can be cloned! Each time a team is cloned, the system creates a new team ID (essentially, a new team).	Can be associated with individual and team responses. Volunteer must select the user group in their response for their hours to be associated with that response.
What is each tool best for?	Friends, co-workers, or other groups that want to attend a volunteer opportunity together.	Tracking and reporting on group volunteerism over time.