



## Community Guidelines

This document is for all members of the Outcome Mapping Learning Community (OMLC). It presents a collection of guidelines and tips to ensure you get the most out of the community.

- For information about what the OMLC is, see the [Brochure](#).
- For information about how to use the website, see the [Users' Guide](#).

### When you first join

When you first join the Community, please do edit your profile on the website, add your *photograph*, your *CV*, your *location* on our innovative community map, and any *OM experiences*.

Please also introduce yourself with a posting to the community Group, with a link to your profile page, sharing one thing you would like to learn and one thing you would like to share with regards to OM (be as specific or broad as you like!) This introductory message should use the Subject Line '*New Member Introduction*'.

### What you should and shouldn't post about

The primary purpose of the list is to promote dialogue. Community members are encouraged to post short messages pertaining to:

- Questions about the OM methodology especially from beginners; no question is too basic
- Sharing experience of using OM
- OM related events organised or suggested by members, including those with fees
- OM related articles, papers, books or websites written by members or others

The following postings are discouraged on the OMLC and may be removed:

- Postings of a purely commercial nature.
- Postings containing political messages or other forms of advocacy unrelated to Outcome Mapping.
- Spam or repeat postings of the same content over a short period of time.
- Service adverts or job requests. If you are looking for OM consultancy or are an OM consultant yourself, please post any related messages on the OM Classifieds Board which you can find via the forum page. NB This is a web posting board, not an email discussion board, and so please add your own contact details so interested members can get in touch.
- Jobs announcements that are not OM related.

## New email for a new topic

When you respond to an email on topic, your message will filter to that topic, even if you change the topic of the original message in your subject line. This enables filtering of messages into the right place on the website, and avoids confusion for readers. *So if you want to start a new thread, don't reply to an existing one.*

## When you reply you reply to all

The list has been set to “Reply to all” when using the Reply button; this is to encourage dialogue on the list itself, rather than having private, bilateral exchanges between just two members. If you want to send a personal message to another member, please ensure that it doesn't get sent to the whole list.

## Upload resources rather than attach to emails

Rather than sending attachments with your discussion posts, we recommend you upload your file to the [resources section](#) of the community website then add a link to the resource in your post. This will ensure that your resource will be archived, indexed and searchable for all users.

Large files attached to emails sent to the discussion list are automatically removed and uploaded to the website (but not indexed or archived). *A link to the file is added to the bottom of the email.*

If files are too large then your email may be disallowed.

## Some etiquette guidelines

Please...

- Keep your messages collegial and non-aggressive. This is not to discourage critical thinking or disagreement. Diverse perspectives are welcomed and encouraged. We are more likely to learn from people who disagree with us than from other people but friendly dialogue about disagreements is an art we all need to cultivate.
- Support your experiences with data or examples.
- Use questions and active, careful reading which can be useful in gaining understanding in a text based environment.
- Pay attention so that discussions that could turn into disagreements do not veer into making the debate a personal one (i.e. where members personalize the disagreement). If you see this happening, try and focus on the content, not the person. Otherwise, the members will be asked to take their disagreement off-list.
- Don't flame (name calling). Be sensitive to the fact that our diversity may also mean we have different levels of sensitivity.
- Because we are a global community, consider how your words might be interpreted by people from other cultures and language groups.

## Use plain language

Please use Plain English and minimise jargon wherever possible to ensure that all members are able to participate as fully as possible.

Members wishing to post discussion threads in Spanish should use the [Spanish language forum](#). Members wishing to post in any other languages are encouraged to use an automatic translation tool (such as [Google Translate](#)) to translate text into English before posting to the general forum.

## Moderation can take some time

The OMLC is facilitated and moderated. All email you receive is manually reviewed and authorised to eliminate all spam. This means there will be a delay between sending your email and it being sent through to the community mailing list.

## Support is available

**Board of Stewards:** The OMLC is governed by the [Board of Stewards](#), a group of seven members from across the OMLC membership who act in a voluntary capacity as Stewards. The Community Stewards Group make decisions related to the welfare of the community in collaboration with the Community Coordinator. The Stewards are here to help you with any matters relating to the community or specific OM questions. They are very happy to answer any questions you might have but please remember that they are volunteers.

**OMLC Coordinator:** Simon Hearn is the OMLC Coordinator. For any questions, issues or to provide private feedback on OM discussions, please contact him directly at [info@outcomemapping.ca](mailto:info@outcomemapping.ca).

**The OMLC Secretariat** is hosted by the Overseas Development Institute, 206 Blackfriars Road, London, SE1 8NJ, UK.

## Concerns and/or Issues

### About other Members

If you have concerns related to the behaviour of a member, you are invited to do one of the following:

1. Raise the issues/concern with the member privately and work towards a solution
2. Send an email to the facilitator addressing your concern

Emails sent to the list facilitator re the behaviour of a member will be handled on a case-by-case basis. The approach is one in which the member will be asked for a change in conduct. Three (3) individual notices to the same member, without any change in conduct can - after consultation with the Community Stewards - lead to removal from the list.

### Technical Issues

If you have any questions or technical problems with your membership, please contact the list administrator at: [info@outcomemapping.ca](mailto:info@outcomemapping.ca).

## Unsubscribe

To unsubscribe from the OMLC mailing list edit the options in [your account](#). On your account page, click on 'Change your email subscriptions', from here you can unsubscribe from the appropriate discussion list. You will stop receiving emails but your community membership will remain.

You also have the option within your account page to delete your account.