**UAMS EDUCATIONAL Resources and services (April 2015)**

**UAMS Library**

As the state’s largest health sciences library and a partner in the mission of UAMS, the Library provides support for education, research, patient care, and clinical care activities. The Library also serves as a gateway to worldwide biomedical information and resources for Arkansas health care professionals and for the citizens of Arkansas.

COLLECTION

The UAMS Library is committed to providing research resources and information services in an increasingly online electronic environment. The Library facilitates multiple means of access (wired, wireless and remote access) to ejournals, ebooks/etextbooks, research and clinical databases, and clinical support resources. The vast majority of the collection is available online to our students, faculty, researchers, and clinical personnel. The Library maintains a small collection of print materials as needed. Print books are available for checkout. The Library elect4roncially delivers most materials borrowed from other libraries within 24 hours. Library staff members scan and electronically deliver articles from the UAMS Library print journal collection to the requester within 24 hours. A small fee applies for Interlibrary loan and document scan and delivery.

EDUCATION AND INSTRUCTIONAL SERVICES

The UAMS Library offers a range of educational opportunities and events to create awareness of the Library’s resources and services. Library instruction classes, specific courses or assignment sessions, resource workshops, database webinars, and online tutorials are available to our students and faculty. Tailored library orientations, tours, and presentations are also offered by library personnel.

# Research and Clinical Search Services

Expert Searches

Expert searchers are trained and have in-depth knowledge in numerous areas such as:

* Clinical and Biomedical Resources
* Databases and Vendor Systems
* Controlled Vocabularies / Thesauri
* Search Methodologies
* Publishing / Open Access
* Meta-analyses

The searcher consults with the requester to clarify the subject and to refine terminology and parameters. Next, the best databases are identified for the topic. Search strategies are built and results are compiled and emailed to the requester. This service is free to all UAMS faculty, staff, and residents under our subscription databases. Non-licensed commercial databases are available upon request and costs are charged back to the UAMS requester.

Systematic Reviews

Sometimes people use the phrase “systematic review” to indicate that they want a comprehensive literature search on a given topic in support of a review article. In biomedical literature, the term systematic review is used to mean a specific type of journal article with a standard structure and process. Such systematic reviews are usually about a narrow clinical topic, such as comparing randomized, controlled trials of various drug therapies.

The Institute of Medicine (IOM) has created an extensive statement of standards for the performance of systematic reviews: <http://www.iom.edu/Reports/2011/Finding-What-Works-in-Health-Care-Standards-for-Systematic-Reviews/Standards.aspx>. Please note that the IOM standards mandate not only the participation of qualified health sciences librarians in the construction of search strategies and performance of the searches, but author-level contributions to the Methods section of the resulting article. If you will be requesting a literature search in support of a systematic review, please contact RCSS for a consultation.

Consultations

Individual consultations may be requested for assistance with database selections, search methodologies and output formats. Specialized support is provided for:

* Setting up Auto Alerts or current awareness searches
* Conducting animal alternative searches to meet USDA and UAMS IACUC requirements
* Search strategy consultations are available for PhD level graduate students

Training

* One-on-one training in the use of specific databases, resources, and/or features
* Small group classes on site

NIH Public Access Policy Compliance

The Library works with departments and individuals to improve the UAMS compliance rate with the NIH Public Access Policy

EMBEDDED LIBRARIANS AND LIAISON SERVICES

The Library Liaison Program fosters relationships between the Library and the UAMS colleges, clinical programs, institutes, partners, and outreach initiatives. Librarians support and can be embedded into research teams to assist with expert searching and publication activities.

CONSORTIUM AND COOPERATIVE AGREEMENTS

The UAMS Library participates in consortium agreements with ARKLink (libraries throughout Arkansas) and SCAMeL (South Central Academic Medical Libraries in Arkansas, Louisiana. New Mexico, Oklahoma and Texas), which share resources and access to information. The Library also has leadership and participatory roles in cooperative arrangements with the UAMS Regional Center (AHEC) libraries. The UAMS Library provides personnel and resource library support to the Arkansas Children's Hospital Library and collaborates with the Central Arkansas Veterans Heath System (CAVHS)

OUTREACH SERVICES

The UAMS Library is an active participant in the National Library of Medicine’s (NLM) National Network of Libraries of Medicine (NN/LM). It is the designated Resource Library for Arkansas, and as such, provides backup health sciences information resources and services to the UAMS Regional Center (AHEC) libraries, hospital libraries, and individual health professionals across the state.

FACILITIES

The UAMS Library’s location is central to the educational, research, and clinical activities of the UAMS campus. The Library’s 44,000 square foot facility includes a variety of student study areas, the Active Learning Center, a teleconferencing facility, a lounge with vending machines, 24/7 study areas and a 24/7 computer lab, and the Historical Research Center/ Archives. The Academic Affairs Student Success Center is located on the north end of the 3rd floor of the Library

**STUDENT SUCCESS CENTER**

The Academic Affairs Student Success Center opened October 1, 2014 in order to address academic needs for all students in one central location. The purpose is to be a one-stop-shop for information, assistance, and resources.

EDUCATION AND INSTRUCTIONAL SERVICES

Peer Tutoring

Students that are experiencing academic difficulty can arrange to work with a peer tutor. Peer tutors are usually upper classmen of the same college that are paid a nominal fee to prepare and tutor under classman that need assistance. SSC Staff work with colleges to arrange for peer tutors and to identify students that need assistance.

Academic Coaching

Services are available to help students with note taking skills, study skills, time management skills, test taking skills, overcoming test anxiety and a host of other issues that interfere with a student’s academic pursuit. Students can either be referred by a faculty member or seek assistance on their own. Referrals are made to other UAMS services such as the Student Wellness Center when needed.

Writing and Presentation Center

Students in need of help with writing a paper, thesis, CV, personal statement, can contact the Writing and Presentation Center. Students will receive help with editing their writing, but proofreading is not offered. Students can also come to the Writing and Presentation Center for help with presentation skills as well as recording and uploading presentation to their courses in Blackboard.

Laptop and Mobile Device Support

Students needing assistance with their laptop and/or mobile device support can receive the necessary support either in person or remotely from the Student Success Center. Support can range from connecting to the wireless network to virus removal.

TESTING SERVICES

Testing services are available to students for window-of-opportunity testing when their instructor schedules tests/exams with the Student Success Center. Testing in small groups is also available.

Special Testing

Students that need special testing accommodations need to work with their respective college to decide what accommodations will be granted. Instructors will then work with the staff of the Student Success Center to schedule a time in which a student may test.

WEB PRESENCE

In recognition of today’s students, the Student Success Center will have a very timely, robust website that will give students access to information, links, modules, videos, etc. that will help them when the Student Success Center is closed. It will also act as a beginning point for students seeking assistance that are not ready for a face-to-face encounter.

LOCATION

The Academic Affairs Student Success Center is located on the north end of the 3rd floor of the UAMS Library.

**Teaching Facilities**

On the University of Arkansas for Medical Sciences campus, there are 80 classrooms available for instruction with capacities ranging from 6 to 200. The Office of Academic Services (OAS) coordinates support services to faculty, staff and students in the five UAMS colleges, graduate school and University Hospital. Support Services provided are related to classroom/laboratory teaching, distance learning and teleconferencing. Classrooms are located in the Education Building II, College of Public Health (COPH), Biomedical Research Centers I and II, Center on Aging (COA) and Arkansas Cancer Research Center (ACRC) buildings. Specific classrooms are equipped with a complement of computer, projector, audio equipment, Internet/network connectivity, and fiber optic connections to telemedical communications. Many classrooms also have telephone connectivity and Interactive Video. Multiple classrooms also have a 2-panel X-ray view boxes and examination tables. Teaching facilities are also available at each of the seven Area Health Education Centers located throughout Arkansas.

There are a total of eight teaching labs on the 8th and 9th floors of the Education II building with approximately 2,800 square feet per lab with the capability of being configured to accommodate any number of students up to 192 on each floor. Presentation and audio-visual equipment is available in all labs. Specialized medical and educational technologies are available in lab spaces and supported by the staff of the Office of Academic Services.

Computer connections are also available in all the labs for PC and Mac workstations with stand- alone or networked abilities and are accessible to the Internet and local area networks. There are 230 computers in the 8th floor labs and 25 computers in the 9th floor labs for a total of 250 computers available for laboratory experiences and testing. In addition to wired connectivity, all classrooms have wireless connectivity for student computers and mobile devices.

**Office of Academic Services**

The Office of Academic Services coordinates support services to faculty, staff and students in the five UAMS colleges, graduate school and University Hospital. Support Services provided are related to classroom and laboratory teaching, space management and scheduling, and instrumentation repair.

Academic Services is composed of three support divisions: Room Scheduling, Laboratory Support, and Instrumentation Repair. For information concerning the Office of Academic Services, please call (501) 686-5575.

Facilities scheduling

All classroom and teaching laboratories can be scheduled for use for academic courses and meetings. Specific equipment needed to support educational activities in these facilities may be requested. Scheduling of space as well as technologies available for used in these spaces is scheduled through the OAS Scheduling Office using the web-based 25Live system. Specific support in use of these technologies as well as maintenance is the responsibility of OAS Laboratory Support, Classroom Technologies, Workstation Support and other relevant IT programs.

**Teaching Labs**

There are a total of eight teaching labs on the 8th and 9th floors of the Education II building with approximately 2,800 square feet per lab and are capable of being configured to accommodate up to 192 students on each floor.

Audiovisual equipment can be utilized in any lab. The laboratories are equipped to accommodate live TV broadcasts and recorded video. Computer connections are also available in all the labs for PC workstations and are accessible to the Internet and local area networks.

The labs are available for wet and dry lab experiences as well as functioning as testing facilities. OAS laboratory services provide assistance in planning, resourcing and implementing lab experiences. The 8th floor labs are used extensively for computerized testing using multiple testing platforms.

CLASSROOMS

All classrooms are equipped with a variety of educational technologies, including personal computers, data projectors, wired and wireless network/internet connections, whiteboards, chalkboards,. A variety of additional equipment is available in specific classrooms. For example, many include analog phone lines, well as specialized equipment for medical settings such as X-ray view boxes and examination tables. Several rooms have video conferencing capabilities. Classroom Technologies, a program of Information Technologies, supports classes in the common teaching areas of the Education buildings on campus.

**OFFICE OF EDUCATIONAL DEVELOPMENT (OED**)

The Office of Educational Development (OED) provides a variety of faculty development and consultative services designed to assist faculty and students with the special teaching and learning demands of health professions’ programs. Support is provided regarding curriculum and instructional design, eLearning tools, educational measurement, program evaluation, and educational research. OED services are generally available at no charge, especially for academic programs. Located in the Shorey Building, OED includes 14 office, and two meeting facilities that can accommodate up to 25 individuals.

Faculty Development

OED provides faculty development using direct consultation, step-by-steps, webinars, seminars and workshops on a variety of topics pertaining to teaching, learning, and evaluation (see following sections) to meet the needs of departments and colleges. Realizing the limited amount of time faculty of academic health science centers have for such activities, a major focus of OED's faculty development efforts is the development/use of self-instructional materials for faculty development. In addition to these faculty development strategies, OED sponsors UAMS’s Teaching Scholar Program. This two year intensive program is designed to assist faculty to develop enhanced skills in teaching, educational scholarship, and research. A recent addition to OED is the Educators Academy, a program designed to provide educational support and collaborative opportunities to faculty across programs with respect to teaching.

ELearning Tools

OED eLearning provides system administration for multiple educational tools designed for use in face-to-face, hybrid, and on-line instruction. Examples of tools include Blackboard Learning Management System, Collaborate, Community, Content, Respondus, Respondus Lockdown Browser, Respondus StudyMate, GoSignMeUp, Impatica, and EAC Outcomes. Along with collaborative partners from IT and each college, the OED eLearning team helps identify instructional challenges and tools to meet these challenges. The eLearning Team works to provide faculty development needed in their use.

In addition to system administration, the eLearning develops workshops and provides assistance to individual faculty in teaching effectively using eLearning tools. The use of computers in teaching/learning is rapidly changing. OED is available to assist faculty and to provide seminars/workshops on topics related to effective teaching and learning.

Instructional Design and Media Development

OED also manages instructional design and media development for learning objects used in both face to face, hybrid and online environments. These learning objects are designed using state-of-the-art tools and software (SoftChalk, Articulate Storyline) in collaboration with educator content specialists. Whenever possible, faculty content experts are also provided training in use of these tools toward the goal of improving educational objects independent of external support.

Educational Measurement, Program Evaluation, and Research

Most UAMS faculty members are responsible for assessing student achievement. OED assists faculty in developing test plans (blueprints) that reflect the intended weight of each part of the course, writing items at different cognitive levels (e.g., rote memory vs. application), constructing objectively scored tests and performance rating inventories, using item analysis information to increase the reliability and validity of tests and performance ratings, and establishing grading policies.

In addition, the team regularly assists in developing and implementing program evaluation strategies for UAMS academic and grant-funded projects. The OED team assists faculty in designing and conducting research in many areas pertaining to teaching and learning. These activities include writing grant applications to secure extramural funding for these projects.

**Centers for Simulation Education**

The UAMS Centers for Simulation Education is dedicated to patient safety and excellence in medical care through state-of-the-art comprehensive education. The centers train current and future health care professionals to provide safe, effective, confident, and compassionate care of patients in Arkansas and beyond. The Centers include four functional units: The Center for Clinical Skills Education, the Simulation Center and the Innovative Practice Center on the Little Rock campus as well as the Walker Clinical Education Center on the UAMS Northwest Campus in Fayetteville.

Center for Clinical Skills Education

The Center for Clinical Skill Education is a state-of-the-art facility for case development consultations, assessment and teaching clinical skills. Our Center has developed a collection of clinical cases that utilize standardized patients to assess medical, pharmacy, and nursing students, and health related professionals in taking a history, performing a physical exam, communicating with the patient, determining a differential diagnosis, and developing a treatment plan. A major area of interest is the patient and health professional relationship with detailed feedback on the adequacy of these skills.  This approach to assessment can be tailored to match the needs of other professional. In addition to staff expertise, the facilities feature 14 fully equipped patient exam rooms, video and monitoring capabilities, and a 15-person conference room.

Simulation Center

The Simulation Center at UAMS is dedicated to excellence in patient care by advancing patient safety and improving interprofessional team performance through use of state of the art simulation education. The mission is to train health care professionals to practice safe, effective, and compassionate care. The Center’s goals include improving patient safety and quality of care, improving teamwork, enhance clinical skills competence to include physical examination, clinical reasoning, and physician/patient communication, serving as the resource/leader for patient healthcare simulation education in the state and nation, promoting learning in a safe, controlled environment using state of the art equipment, maintaining continuing competence of healthcare providers by using clinical simulation for continuing medical education, and improving response to unusual emergency situations without risk to the patient.

The Simulation Center’s physical plant encompasses over 7,500 sq. ft., comprised of seven Simulation Theaters, five Debriefing Classrooms and a Procedure Training Room designed for specific invasive procedure tasks.  Each theater is equipped with cameras and comprehensive sound recording, allowing for two-way communication between the theater participants and the separate operator/trainer control room.  Control rooms are adjacent to each exam room. These rooms allow direct, real-time, yet unobtrusive evaluation of standardized patient encounters. Further, simulation operations specialists monitor the simulation mannequins and change the scenario in real time as the training happens. The Simulation Center has five debriefing rooms for post-simulation meetings. These high-tech meeting rooms feature widescreen televisions and fully networked video playback systems to support performance feedback about what happened in the simulation. Trainers and observers can watch the simulation unfold on the television through the closed-circuit video system.

Additionally, the Simulation Center staff can facilitate in situ simulations across the UAMS campus and beyond. These in situ simulations are instrumental in quality improvement and systems integration.

Our simulation educators and operations specialists can create a variety of scenarios to help current and future health care professionals develop their skills in a controlled, safe environment. Through the Center’s use of state-of-the-art computer enhanced simulated patient mannequins and an attention for accurate theater set-up detail, we provide our participants an authentic experience within their designed discipline.

INNOVATIVE PRACTICE CENTER

The College of Nursing Innovative Practice Center uses innovative learning tools and experiences in the education of current and future nurses and health care professionals so they can provide care that is evidence-based, safe and culturally sensitive. To achieve our mission, we commit to utilizing active learning throughout the nursing curriculum and using scenarios that increase the participants' skill base, critical thinking, cultural awareness and sensitivity. Students learn to accurately and safely perform a number of psychomotor skills before performing them on actual patients. We also commit to collaborating with health care affiliates to improve patient care.

The Innovative Practice Center provides a variety of settings in which to learn and develop clinical skills. It is a multipurpose facility on the main UAMS campus at Little Rock. The IPC mimics the design of both the inpatient hospital and outpatient clinic settings.

Walker Clinical Education Center

The Walker Clinical Education Center is on the UAMS Northwest campus in Fayetteville. Similar to the Clinical Skills Center, it is a state of the art simulated clinic setting for teaching and assessment of communication, physical examination, and procedural skills. The facilities feature six fully equipped patient exam rooms, video and monitoring capabilities, and a conference room.

**INFORMATION TECHNOLOGY (IT) - Campus Technology Support and Services**

The UAMS IT division manages an environment of comprehensive support for the UAMS campus, for its education, research and clinical missions. IT maintains a service level agreement with the campus that establishes a standard and scope of service for servers, software applications, desktop/computer support, networks, classroom technology, AV support, programming/application development, strategic planning, backup and disaster recovery, and assistance with grants and planning.

Support Tier Definitions and Availability

Tier 1: Password resets, basic software & hardware troubleshooting and productivity assistance,

typically provided by Technical Support Center, available 24 hours a day, 7 days a week,

including holidays. Users can reach the Technical Support Center for assistance three ways:

through a 24/7 hotline, a self-service website or through email support@uams.edu

Tier 2: Intermediate software & hardware troubleshooting and productivity assistance, typically

provided by on-site technicians such as Workstation Support or Network Engineering, available

Monday-Friday 8:00 AM to 5:00 PM, excluding holidays.

Tier 3: Advanced software, hardware, security, and systems troubleshooting and workflow analysis, typically provided by application or hardware (server, network, storage, security) support specialist, available Monday-Friday 8:00 AM to 5:00 PM, excluding holidays.

Support

Computers Supported

**On Campus:** All UAMS owned and tagged computers purchased through UAMS standard vendors and on the standard computer list are fully supported.

**Off Campus:** All UAMS owned and tagged computers purchased through UAMS standard vendors and on the standard computer list, but placed off campus are fully supported. However, the customer may be required to bring the computer to our IT support center for certain issues.

Supported Software

Fully Supported: The Academic Computing/IT Support staff fully support its application (STARS) and student (OASIS and BART) data systems, as well as the ProSAM student financial aid proprietary information system. Client installation, training and ongoing support for technical issues and development are available to college officials, program directors and teaching faculty. In addition, IT offers 100% support for the following applications. In most cases, the Clinical Computer Training Center offers available at no charge to faculty, staff and students.

* Microsoft Professional OS – Windows 7 and prior OS’s
* Current and prior Mac OS
* Current and prior Microsoft Office
* Internet Explorer
* Enterprise Antivirus
* Hospital Clinical Applications
* Critical business applications such as SAP

Server Support

IT Server Support provides operating system installation, server hardware troubleshooting, server operating system troubleshooting, server operating system patches and service pack upgrades, and file restores for all servers located in one of the UAMS Data Centers (UDC) – Primary Data Center, Secondary Data Center, Disaster Recovery Data Center. IT maintains a 99.85% uptime availability for all systems located at the UAMS Data Center.

network Support

Network Connectivity and Availability

UAMS’ Wide Area Network (WAN) connects UAMS employees and resources across the world via various transmission mediums such as Fiber Optics, T1s, ATM, Wireless, etc… UAMS’ affiliated networks include Arkansas Children’s Hospital, the Little Rock and North Little Rock Veteran’s Administration Hospitals, ARE-ON, ARKNET, Internet, and Internet II. IT Network Engineering provides 99.9% uptime availability for all supported networks.

Classroom Technology Support (Audio/Visual)

IT will provide support of UAMS classroom technology for UAMS faculty, staff, students and UAMS sponsored guests utilizing classrooms scheduled through UAMS Office of Academic Services Room Scheduling Services. This support consists of ensuring the following classroom technology items if requested during room scheduling are operational 10 minutes prior to start of class or meeting:

* Computer including attached devices such as webcam, keyboard, mouse
* Data projector
* Document camera
* In-room control panel
* Audio, including microphones, media playback, computer/web-based playback, assistive listening
* Interactive Video
* Webinars and web-based conferencing
* Conference Telephone
* DVD/CD player
* Collaborative conferencing (Wimba, IVN)
* Lecture capture (Wimba, IVN)
* Audience response

Audio Visual

IT Audio Visual will make a best effort to accommodate the customer’s additional equipment needs requested during room schedule. IT Audio Visual will provide training related to the above classroom technology items as well as new technologies. Training will be offered:

* Periodically, as follows
* Two weeks prior to the beginning of a semester or term
* Summer, during the Teaching with Technology Seminar as appropriate
* Immediately after a system or product upgrade
* During International AV Week (3rd week of October)
* Thursday e-Tech presentations, put on by the Teaching with Technology committee
* Open Houses
* Showcasing systems or new/upgraded rooms
* Demonstrating new technologies
* On request
* Training can be scheduled on request by contacting IT Technical Support

Video Conference Support

IT provides support for interactive (compressed) video classes and conferences. Requests for live, two-way video feeds can be requested by faculty through an online request system. The IT Video Network Support team also provides support for “in video conference” emergencies, such as an interrupted signal during a class transmission.

Archival and Disaster Recovery

UAMS Data Centers (UDC) : UDC provides a safe and secure environment for the operation of server resources, including:

* Fire Suppression System
* 24x7 Security Monitoring
* 24x7 Staffing – at PDC only
* Raised Flooring – PDC and SDC only
* Redundant power supply to the entire Data Center
* Full Data Center UPS
* Generator backup power

Backups and Offsite Location

All computers physically located in a UDC are included in the Campus Disaster Recovery Plan. This plan includes data backup, archival, restore; as well as an off-site “Hot Site” for disaster recovery.

IT Strategic Planning

IT has resources available to participate in the Department’s strategic planning. IT resources can suggest IT solutions that align with the strategic goals of the program, department or college.

Programming and Reporting Services

Custom Development Programming services are available for use by anyone on campus on a first-come/first-served basis with exceptions made for UAMS-critical applications. IT has programming resources, at no charge, to assist departments and/or colleges with custom programming needs. Programming request can be made by submitting an IT Project Request.

Application Support

IT has application analysts to support UAMS enterprise and education applications, as well as campus business applications, grant administration applications, and departmental applications. Support includes but is not limited to, software evaluation; request for proposal (RFP) writing; project management of new software implementations or software upgrades; software vendor management; application administration; application security administration; and application report writing.

Grant and Project Planning Support

IT has resources available to assist with evaluating technology, software, and associated costs for Grants being written as well as Grants being executed. The division also has project planning resources available to help with both hardware and software planning.

**OFFICE OF THE UNIVERSITY REGISTRAR**

The Office of the University Registrar (OUR) is the chief repository for legacy and current student records at UAMS. The office’s chief responsibilities are to: maintain enrollment records and related procedures, maintain UAMS course catalog and administer the course numbering protocol, maintain transfer credit data (requirements, rules, external organizations) necessary to conduct transfer credit evaluation, work with other academic units to plan and maintain academic, session and term calendars, plan and manage registration calendars, generate transcripts, enrollment verifications, official and unofficial degree audits and student planners, maintain program/plan/sub-plan data on all UAMS degrees and certificates, maintain academic advisement data at the plan and sub-plan level; administer FERPA and student Record Retention policies, prepare and disseminate class rosters, faculty and student advisor information, and record final grades. The office participates in procedures designed to ensure various institutional compliance requirements are met by students. The office currently creates the student’s account (bill) by charging tuition and fees, and assigning all types of tuition waivers.

The Registrar’s Office was reorganized in 2014 into a central office as a department in the Enrollment Services and Academic Administration subdivision (Academic Affairs Division), employing 6 professional FTE. The office is currently deeply involved in the implementation of a new integrated student information system planned to be operational in the Fall of 2016.

**STUDENT FINANCIAL SERVICES**

Student Financial Services oversees the Student Financial Aid and Bursar functions at UAMS. Student Financial Aid coordinates applications and award of federal and state financial aid to UAMS students, and coordinates with units on the award of institutional scholarships and financial assistance. The office ensures compliance with state and federal regulations regarding awards including various reporting requirements. The role of the Bursar’s Office is to coordinate the disbursement of awarded financial aid, process tuition payments and refunds to student accounts and manage UAMS campus based loans. Beginning Fall 2016, the Bursar will assume responsibility for tuition and fee charges to the student accounts (this function will transfer from the Registrar’s Office).​