

### Division Accolades

**Stanley Ellis, Ed.D., and Kimberly Morris-Ross, M.Ed.,** of the Office of Educational Development, co-authored the abstract "Faculty Peer Review Program: Quality Assurance in a New Team-Based Learning Curriculum," which has been accepted for a poster presentation at the 2017 Team-Based Learning Collaborative (TBLC) Annual Conference in Orlando, Florida. This poster also has been selected as a finalist for the TBLC Outstanding Poster Presentation Award.

**Stanley Ellis, Ed.D.,** has been selected as a peer reviewer for the Association of American Medical Colleges' (AAMC) Northeast Group on Educational Affairs (NGEA) for 2017.

The UAMS Library congratulates **Louise Montgomery,** our Education Librarian & Liaison to Arkansas Children's Hospital, on her graduation from the 2016 UAMS Leadership Institute.

### New Center Already a 'Center' of Student Activity



*In its first semester of operation, the new UAMS Student Center has already hosted a number of activities — such as a night of Painting With a Twist. Read more on Page 2*

### Message from the Provost

In its first months of operation, it seems the new Student Center is giving a boost to our already vibrant and active student community.

UAMS students are taking advantage of the facility for events, activities and as a place to relax or study while on campus. That is just what was envisioned for the center. Welcoming Boulevard Bread back to campus with a location in the center also offered another option for lunch or a snack for students and employees.



*Dr. Stephanie Gardner*

I'm pleased to see this project come to fruition and am grateful for the hard work by everyone involved in getting the building renovated and opened.

As the winter break and holidays approach, I would like to wish each of you a wonderful, healthy, happy and safe holiday season.

## Campus Life and Student Support Services

### Student Activities and Events

On Sept. 16, the Office of Campus Life and Student Support Services hosted the legendary Regal Movie Ticket sale at the Student Center. Students know this event all too well for it dates back to 2003! Needless to say it was undeniably a draw and nearly 500 discount tickets were sold to students. A disc jockey was on site for the event and the melodic sounds set the tone for an upbeat and exciting atmosphere that even inspired a mini dance party. This event was the perfect opportunity to introduce students to the new space and welcome Boulevard Bread back to the campus.



*Students gather at the Student Center on Oct. 13 for "Painting with a Twist."*

On Oct. 13, the Student Center was transformed into the Painting with a Twist studio. Yes, students came out for some artistic therapy, while receiving one on one instruction from master artists. The painting theme for the night was "Judy's Flowers."

The Student Center's most recent event was 'Breakfast at the Boulevard.' (photo at left) On Nov. 7, students were treated to free pastries and coffee at Boulevard Bread Company. Students flocked over to the center at 7 a.m. to partake in the delectable spread. Although this was an early bird event, we received several request from students to provide the service on a regular basis as a prescription for happiness.

--Nakia Dedner



*News and Reflections from Academic Affairs* is published quarterly by the Office of the Provost to inform students, faculty and staff about programs and support provided by the Division of Academic Affairs and to highlight UAMS initiatives beneficial to students and faculty.

#### Questions? Comments?

Contact the Newsletter Editor: Jon Parham, [jcparham@uams.edu](mailto:jcparham@uams.edu)

## Student Activities

*Continued from page 2*



*UAMS students enjoyed flag football (top) and bowling this semester.*

### **Intramural Sports**

The student intramural season will end on a high note, as we added bowling to the roster of student sports. This was the first year for league play and we had an astonishing amount of students form teams — 13 to be exact. And when it came to team name creativity, our students did not fall short. Seeing names such as the Ebowlas, We Clean the Bowl, and the Ballbarians grace the screen was pretty comical and entertaining.

All in all, the students had an epic semester and we can't wait to return in the spring with more events, sports and study break activities for students.

This year flag football wrapped up the intramural season with team captain Scott Cole leading, "A Team with No Name" to victory, winning the Flag Football Championship.

--Nakia Dedner

## Associated Student Government

- Campus Life and Student Support Services



### Students Enjoy Constitution Day/Resource Fair

The fall semester has been a whirlwind of fun for the Associated Student Government (ASG). On Sept. 16, the ASG hosted Constitution Day and the Student Resource Fair (pictured above) in the new Student Center. Outside the Student Center a food truck and the Arrive Alive Demo Car were definitely attention grabbers.

The DWT/DWI demonstration brought awareness of the dangers of texting and drinking while driving. Students also had an opportunity to experience the possible impact of these distractions when behind the wheel.

Inside the Student Center, students were greeted at the door with a Constitution trivia game and were gifted mini-booklets of Constitutional facts. Departments and organizations such as the UAMS Fitness Center, 12<sup>th</sup> Street Health & Wellness Center, the Student Health Clinic, Graduate School Association, ASG, Office of the Registrar, Veteran Affairs, Student Success Center, Health Literacy, Global Health, Translational Research Institute, Volunteer Services and Student Financial Services all participated in this amazing event. Students received free goodies at the resource booths and learned more about available services on campus.



— Continued on Page 5

## Meet New Student Services Manager Vanessa Lewis

The Campus Life and Student Support Services department would like to introduce the new student services manager, **Vanessa Lewis**.

She comes to UAMS with 18 years of experience in the field of student services. Lewis holds a bachelor's degree in communications, master's degree in education and she is a certified personal trainer.

Her primary responsibilities include managing the Student Center and the intramural sports program, as well as developing social activities that support diversity, wellness and interprofessional activities.

Please help us welcome Vanessa to the UAMS family.

---Cheri Goforth



Vanessa Lewis

## Student Events

*Continued from page 4*

The final event hosted by ASG was the annual Halloween Party with the UALR Law School the Clinton School. This year's party was held at the Double Tree Hotel downtown due to increased attendance over the years.

Once again, we had a record attendance at the party, with over 700 students and guests. ASG collected non-perishable food for the 12<sup>th</sup> Street Health & Wellness Food Pantry and more than 700 items were collected during the event. The collection literally filled an entire truck bed!

To see more photos of this spectacular event, visit the UAMS ASG Facebook page and for information about upcoming events visit the student events calendar at <http://students.uams.edu/>.

--Nakia Dedner



## **UAMS Takes Physician Transparency from Concept to Execution in Six Months — Center for Patients and Families**

### ***National Research Corporation: A Case Study***

A national case study by National Research Corporation (NRC) recently featured UAMS for successfully launching its Physician Transparency initiative. As one of the nation's first academic medical centers to implement a transparency initiative, UAMS is already seeing improved outcomes in a variety of measures.

***"We think [patients] have a right to be informed about the quality of those who are responsible for their care, and transparency is part of that."***

**— Dan Rahn, M.D., UAMS Chancellor**

In today's marketplace, consumers expect transparency — even in health care. They want to know all they can before they make decisions, and they want a voice in their care. Health care organizations, like UAMS, that can provide this information and harness consumer feedback are fostering stronger patient relationships, creating better patient experiences and ultimately delivering exceptional patient-centered care.

An initial hurdle is gaining internal support to implement change. UAMS went from concept to implementation in just six months — a remarkable feat for a large organization, according to NRC.

"The risks involved in the project are inherent in anything you do that is new. Surprisingly, there

was very little resistance because I think most of us at the university realized that this is a pathway to better patient care," said Christopher Westfall, M.D., who was serving as UAMS Medical Chief of Staff at the time of physician transparency go-live. "The amount of support that we got for this initiative once it was brought forth was absolutely phenomenal."

The UAMS transparency initiative surveys patients about their care experience and care provider. That information is shared not only with the physician, but also with the public on UAMHealth.com.

UAMS has long been a proponent of surveying patients and inviting them to give both quantitative ratings and qualitative comments about their experiences. This transparency initiative takes that same information, converts it to the consumer-friendly format of star ratings and comment feeds, and posts it on the UAMS website. However, ratings are only published after a physician has received at least 30 survey ratings. By setting a minimum threshold of 30 ratings, UAMS ensures that feedback is truly representative of the quality of care provided by the institution and its clinicians.

Since implementing the transparency initiative, UAMS physicians are more aware of their satisfaction ratings and implemented meaningful changes to how they deliver care in response to the now-public patient feedback. UAMS has been on the patient- and family-centered care track for several years, but this initiative brings it to the bedside so the frontline caregivers are more engaged.

UAMS has seen plenty of evidence of change in the organization's culture in response to patient comments and ratings. After reading a comment where a patient claimed a physician didn't wash

— Continued on Page 7

## Compassion in Action

— UAMS Hospital Auxiliary

Have you thought about how you can personally make a difference in helping UAMS patients and families? It's really simple. Your involvement — in any way you choose — goes a long way to help us achieve our patient- and family-centered mission. The UAMS Medical Center Auxiliary plays a vital role in providing for the needs of patients, families and guests of the UAMS Medical Center. That includes giving to programs and departments at UAMS whose work directly promotes, improves and advances the welfare, health and comfort of the patients.



Auxiliary grants provide clothing and other essentials for patients as well as funds to Case Coordination for patient transportation, infant car seats, medication, lodging and other needs. Examples of other requests funded by the Auxiliary include blanket warmers for patients, flu shots for NICU families, televisions in treatment rooms, heart pillows and so much more.

The UAMS Auxiliary started the Compassion Card campaign in 2015 to provide nutritional support for caregivers who are here with loved ones for extended periods of time, creating a financial hardship. Family members provide essential comfort during a hospital stay. Patients feel better and heal faster with someone at their side. Hospital stays often mean lost time at work for family members, making it more financially difficult. The Compassion Card is an easy way to give family members and caregivers in need a \$25 card accepted at UAMS food outlets to help while they are here.

The Auxiliary is seeking new members. Contact Erin Gray at [legray@uams.edu](mailto:legray@uams.edu) to find out more.

## Physician Transparency — A UAMS Story

*Continued from page 6*

his hands before an exam, one doctor has made it a point to always wash his hands *in front of* patients to leave no doubt that it was done. One clinic addressed issues that patients experienced at the front desk that were negatively impacting their ratings. Many UAMS physicians changed their communication methods, explaining more and striving for greater clarity.

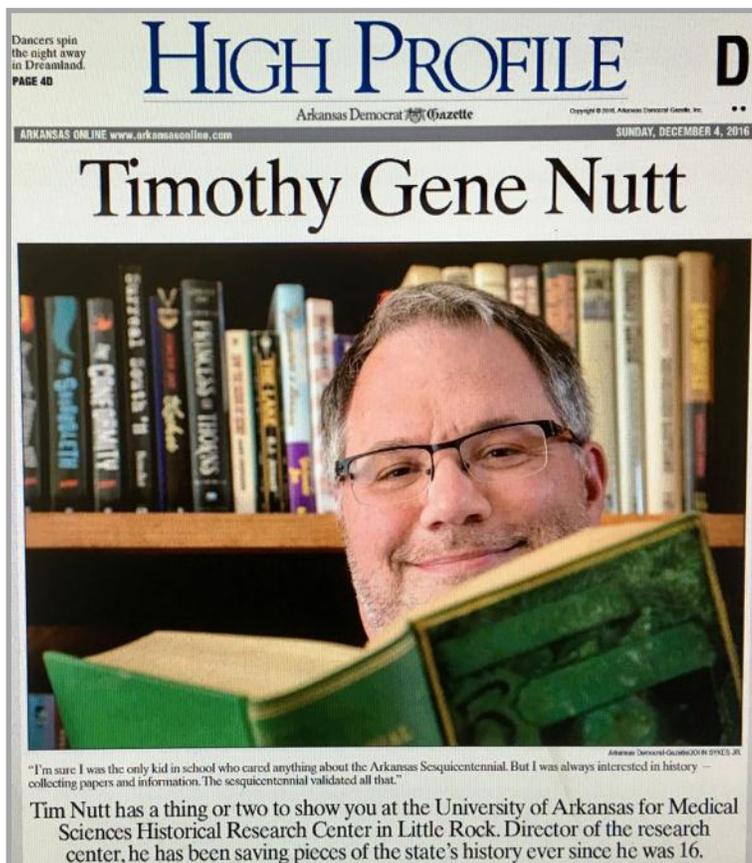
One of the most quickly quantifiable benefits of the NRC Reputation solution is its positive impact on search engine performance. Many clients see a rapid jump in their search engine rankings after implementing NRC's transparency technology and UAMS is no exception. Since going live with ratings and comments powered by NRC, UAMS' search engine rankings have shown consistent month-over-month improvements. The UAMS website now owns the coveted top spot in Google for almost 60 percent of the clinicians with ratings — and that number continues to climb every month.

UAMS has also seen an increase in scores for physician communication on the HCAHPS/CG-CAHPS patient satisfaction survey since going live with ratings and comments, which UAMS leadership attributes as an effect of this transparency project. The Center for Patients and Families oversees daily operations with Physician Transparency. The average star rating for UAMS physicians is 4.75, above the national average. Recently, UAMS recognized 144 physicians for achieving a star rating of 4.7 or above. More than 18,000 patient comments have been posted to the website.

## 'High Profile' Focuses on UAMS Historical Research Center Director — UAMS Library

Dubbed "the bearded oracle on the fifth floor of the UAMS Library," Tim Nutt, director of the UAMS Historical Research Center was featured in the High Profile section of the *Arkansas Democrat-Gazette* on Dec. 4.

In the feature, Nutt traced his interest in history back to 1986, the year Arkansas turned 150.



Nutt was 16 and said in the article: "I'm sure I was the only kid in school who cared anything about the Arkansas Sesquicentennial. But I was always interested in history — collecting papers and information. The sesquicentennial validated that."

Nutt, who arrived at UAMS in 2015, also touted the UAMS center's collection of books and artifacts from the state's medical history. "Medical history is a specialized field," Nutt said, adding that collecting and preserving items such as an 1836 ledger from a Helena drug store or the cane that belonged to one of the founding fathers of UAMS also is important to the history of the state.

"Tim is passionate about Arkansas and preserving its history," said Lisa Speer, state historian and director of the Arkansas State Archives.

The Historical Research Center of the UAMS Library now includes a research room open to the public, the latest digital micrograph scanner and printer, and accessible space for archival materials. The renovation and expansion nearly doubled the center's space.

*Tim Nutt, director of the UAMS Historical Research Center, was featured in the weekly High Profile section of the Arkansas Democrat-Gazette on Dec. 4. In the article, he tags "Quincy, M.E.," as his favorite TV doctor. Asked one word to sum himself up, he chose "curmudgeon." He says his parents wanted him to be an accountant, like his brother.*

When the library hosted a celebration for the expanded center in May, Stephanie Gardner, Pharm.D., Ed.D., UAMS provost and chief academic officer, remarked on the facility's importance: "The documents and materials maintained by the center tell the story of this university. And due to the many Arkansas medical firsts that occurred here, it is also the story of medical history and health care in our state."

The center also is the official UAMS Archives. Visit the center online at [library.uams.edu/library-services/historical-research-center](http://library.uams.edu/library-services/historical-research-center).

## Support Group for Historical Research Center Holds Annual Dinner - UAMS Library

The Society for the History of Medicine and the Health Professions, the support group for the UAMS Library's Historical Research Center held their 35th Annual Dinner on Oct. 29 at the UAMS Donald W. Reynolds Institute on Aging.

Kathleen Condray, Ph.D., associate professor of German at the University of Arkansas at Fayetteville was the night's keynote presenter.

Her subject focused on medicine and health concerns of the German community in Arkansas during the early 1890s. Specifically, Condray presented on medical and health-related advertisements and articles published in *Das Arkansas Echo* in 1982. The *Echo* was a weekly German newspaper published in Little Rock from 1891-1932. The newspaper had a statewide subscription base as there were numerous German settlements around Arkansas at the time, including ones at Altus, Subiaco, Pocahontas, Dixie and Stuttgart, and it became the de facto source of information for the state's German immigrants. Condray is currently working on a book on *Das Arkansas Echo*.



*Dr. Kathleen Condray presents to the Society for the History of Medicine and the Health Professions on the topic of medical and health-related advertising published in Das Arkansas Echo, a German newspaper published in Little Rock from 191-1932.*

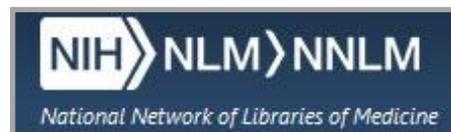
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## UAMS Library Receives Two Outreach Grants

The UAMS Library was awarded two outreach grants from the National Library of Medicine's National Network of Libraries of Medicine (NN/LM).

The grants were awarded to the projects:

- *Providing Outreach to the Rural Population in Arkansas' Delta Region* [\$10,000]
- *Targeting the Displaced Marshallese Community in Arkansas for Raising Awareness of Health Information Resources* [\$10,000]



Susan Steelman is the principal investigator and Alice Jagers is key personnel on these awards. If you have any questions regarding these projects, please contact Alice at [AJagers@uams.edu](mailto:AJagers@uams.edu).

This work has been supported in part or in full by federal funds through the National Library of Medicine of the National Institutes of Health under award number UG54LM012345 with the University of North Texas Health Science Center. The content is the responsibility of the authors and does not necessarily represent the official views of the NIH.

--Susan Steelman

## UAMS Library Welcomes New Librarians

The UAMS Library has recently hired two new librarians. Lindsay Blake is the new clinical services librarian and Matthew Windsor is the new head of Collection Management.

The clinical services librarian position will allow the UAMS Library to develop a full clinical librarian program on campus. Lindsay Blake, a clinical librarian from Augusta University in Georgia, will join the Education & Reference Services Department on Jan. 3.

If you are interested in learning how the clinical services librarian can integrate library services into various clinical departments, please contact Susan Steelman, head of E&RS, at [SteelmanSusanC@uams.edu](mailto:SteelmanSusanC@uams.edu).

Matthew Windsor joined the library at the end of August as the head of Collection Management, overseeing the department responsible for the acquisition, cataloging and maintenance of the UAMS Library's books and serials. Matthew comes to UAMS from Hendrix College, where he was the systems and technical services librarian.



Lindsay Blake



Matthew Windsor

## Librarians Attend Library Conference in Galveston

The South Central Chapter of the Medical Library Association held its annual meeting in Galveston, Texas, in October.

UAMS librarians were busy with committees, Continuing Education courses, South Central Academic Medical Library Consortium (SCAMeL) meetings, presentations and posters during this conference. They attended general sessions, papers, posters, lightning rounds, tech expos, exhibits and contributed to roundtables. Librarians attending were: Joanna Delavan, Alice Jagers, Nadia Lalla, Louise Montgomery, Susan Steelman and Matthew Windsor.



(L-R) Alice Jagers, Susan Steelman, Joanna Delavan, Louise Montgomery, and Matthew Windsor from UAMS attended the conference.

These papers and a poster were contributed during the conference:

- Paper: Thomas, SL; Steelman SC. *Health Sciences Librarian Co-authors of Systematic Review in biomedicine: surfing the paradigm shift*
- Paper: Montgomery LL; Carter, D; Petrus, D. *Introducing the Early Literacy Promotion Program, Reach Out & Read, to Two Residency Programs Using an Abbreviated Video...*
- Poster: Steelman SC; Thomas SL. *Spheres of Influence: Subject Areas of Librarian Co-Authored SRs — [3<sup>rd</sup> Place Research Award]*

## Student Success Center Welcomes Bob Musser

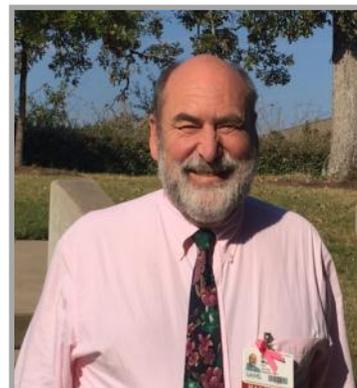
- Bob Musser and Marybeth Norcross

The Student Success Center welcomed Bob Musser, Ph.D, our new Learning Specialist for the students in the colleges of Pharmacy and Public Health. His office is in the Student Success Center, on the 3rd floor of the Library, ED II Building. Stop by and say hello.

We asked Bob to take a minute to introduce himself to our students.

### Meet Dr. Bob Musser

Hi, I'm Bob Musser. I recently celebrated one of those round-number birthdays and climbed Pinnacle Mountain on that day, just to say I still can. I've been in education, in some way or another, for most of my life. I earned a bachelor's in Education in 1980. I earned a Ph.D. in Historical Theology from Saint Louis University in 2001. My wife and I both earned PhD's that year, the first in our respective families (she reminds me that hers was slightly earlier — by three months). I taught Philosophy at several institutions. We've been in Conway for about 12 years, moving here to assist her parents and grandmother.



*Bob Musser*

If asked to summarize my life in just six words, I would say: "Not home yet; en route I trust." I was born near Lubbock, Texas, and we moved a lot as I was growing up, living in Amarillo, near Detroit, near Washington, D.C., and outside Chicago. It's always been difficult to answer one of those standard identifying questions, "Where are you from?" Maybe, I tell myself, it's at least as important to ask "Where are you going to?" Where am I headed? I'm the oldest of five boys and the father of two grown sons and three doggy kids. I'm a voracious reader. I recently finished "Inside the Dream Palace: The Life and Times of New York's Legendary Chelsea Hotel" and immediately after, "God's Harvard: A Christian College on a Mission to Save America." I'm currently reading "Medjugorje: The Message," and I have on my desk a book of the poems of Ursula Fanthorpe. I'm also a big fan of Bob Dylan (and too many others to mention).

I'd like to use my expertise to help you be better learners. You may be struggling with a class or time management or mastery of material. I've accumulated a lifetime toolkit, and I'm at a point in life where I'd like to help a new generation of skilled practitioners.

## Society for the History of Medicine and the Health Professions Dinner

*Continued from page 9*

Mary Ryan, society president, welcomed attendees to the event and introduced the group's officers and board members. Nadia Lalla, associate provost for Library and Student Services provided remarks, as did Tim Nutt, director of the Historical Research Center. About 35 people attended the event.

The Society for the History of Medicine and the Health Professions was founded in 1981 with the express purpose to provide support for the Historical Research Center. The Society encourages the use of the center's materials and the history of medicine in Arkansas through an annual research grant. The society frequently purchases materials for the center and provides financial support to conserve fragile materials. Membership is open to anyone with an interest in preserving the history of UAMS and medicine in Arkansas. Planning is underway for the 2017 dinner, which will be held in early April.

## Standardized Patient Spotlight: Amanda Gittins

- Simulation Education

### How long you have been an Standardized Patient?

4 years

### Tell us about your career/life other than the SP work that you do.

In May 2015, I graduated from the University of Arkansas with a bachelor's in Education and major in Human Resource and Workforce Development. My work at UAMS is currently the only outlet that allows me to utilize the training I received while earning this unique degree. When not working at UAMS, I volunteer with various nonprofit organizations, my favorite being the Children's Advocacy Center of Benton County.

### What is your favorite thing about being an SP?

The opportunity to enhance the students' learning experience outside of the classroom.

Learning about the symptoms and treatments for various ailments is just an added bonus.

### What is your least favorite thing about being an SP?

Driving to Fayetteville! I am spoiled in that almost anything I need or want to do is within three miles of my home in Rogers. Driving down south is supposed to be reserved for Razorback game days only.

**"During one of my cases the student was struggling. This was her first encounter with an SP and she was nervous. It appeared as if she just needed a minute to regroup.**

**In this already awkward moment my phone rang and the ringtone happened to be Journey's 'Don't Stop Believing.' That was the perfect prompt she needed to laugh, breath and then move on with the encounter."**

— *Amanda Gittins*

### What is your biggest reward about being an SP?

The idea that my encounter with the students may have an impact on their career and their interactions with future patients is elating. My hope is that our interaction will be memorable and that the student will be able to look back on that day as a moment when he/she learned something that will enable them to be successful in their profession.

### What have you learned about being a patient because of the work you do?

Sometimes the information the doctor needs to know is in the details. I have always felt like I get about 15 minutes with a doctor so I need to be quick and to the point. In doing so I may leave out pertinent information (particularly timelines) that is necessary for an accurate diagnosis.



*Amanda Gittins*

Find more about the Standardized Patient program: [medicalsims.uams.edu/standardized-patients-2](http://medicalsims.uams.edu/standardized-patients-2).

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## **Pearson Joins Office of IPE as Program Manager** - Office of Interprofessional Education

Matthew Pearson joined the Office of Interprofessional Education in October as program manager — coordinating the activities of the program that facilitates an interdisciplinary curriculum required for every UAMS student.

The Alabama native previously worked almost seven years at Arkansas Children’s Hospital. He was first a process improvement coordinator before more recently serving as ACH’s strategic initiatives manager.

“Matthew brings a wealth of education and experience in program management to our office,” said Kathryn Neill, Pharm.D., director of administrative and curricular affairs in the Office of Interprofessional Education.



*Matthew Pearson*

Pearson has a bachelor’s degree in industrial distribution/marketing, a master’s degree in business administration and a master’s degree in public health from the University of Alabama-Birmingham. He also has master’s degrees in information quality and in systems engineering from the University of Arkansas at Little Rock.

“I have intentionally cultivated a diverse background, which I think will aid me in this role, recognizing that health care professionals will need new tools and new ways of collaboration, which is at the core of what this office is seeking to achieve,” said Pearson, who described himself as a lifelong learner and is now working toward a board certification in hospital administration. “IPE is at the center of the movement to improve health care. By being deliberate about working with other disciplines, we also are being deliberate about delivering patient-centered care.”

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## **Educational Development News** - Office of Educational Development

### **New Innovative Techniques from 2016 Evaluation**

Cynthia C. Mercado, EMBA, M.A., of the OED Evaluation Team, attended the 2016 American Evaluation Association Conference in Atlanta, Oct. 26-29. The conference theme was “Evaluation + Design (Program Design, Evaluation Design and Information Design).” One of the innovative techniques featured was the World Café, an art of hosting technique to engage and empower people in qualitative evaluations. Watch for a rollout of this technique to be shared by the OED Evaluation team soon. Other interesting developments centered on the use of simulation modeling as a tool for program design and evaluation, outcome harvesting, propensity score analysis for practitioners using SPSS and redesign of professional development communities of practice among others.

### **2<sup>nd</sup> Annual Fall and Spring Series of Teaching Workshops for Faculty**

The OED Educators Academy sponsors a series of teaching workshops each fall and spring. Topics covered during these workshops include “Active Strategies” and “Face-to-Face Course Design.” These workshops are designed for faculty new to teaching, but all are welcome to attend and contribute to the conversation. A total of 23 faculty, residents and students attended the workshops this past fall. Make plans in the spring to attend one, three or all when we advertise the 2017 workshops.

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## Educational Development News

- Office of Educational Development

### Teach the Teacher Symposium – Jan. 27

The OED Educators Academy and the College of Medicine will present the 2017 Teach the Teacher Symposium on Friday, Jan. 27. The symposium will be from 8 a.m. to 2 p.m. in Room 8/101A of the Education II Building.

The theme this year is "Creating and Sustaining Supportive Learning Environments." Our plenary speaker is Larry D. Gruppen, Ph.D., professor of Learning Health Sciences at the University of Michigan Medical School. He has published extensively in the areas of medical education learning environment, assessment in competency-based education, clinical reasoning and therapeutic decision making.

In addition to Gruppen's remarks, there will be workshops relevant to supportive learning environments and poster presentations by UAMS colleagues showcasing their educational scholarship. The deadline to register for the symposium is Friday, Jan. 13.

Email Jennifer VanEcko, [vaneckojenniferl@uams.edu](mailto:vaneckojenniferl@uams.edu), to sign up for the symposium.

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### OED eLearning Team Trained Faculty in New Procedures

With the integration of **GUS, Blackboard** procedures have changed. The eLearning team has trained over 170 faculty and staff in copying old course materials to the newly GUS generated Blackboard shells and tools within Blackboard. There have been 1,415 Blackboard courses and 160 Community shells generated for the Fall 2016 semester.

Blackboard training broken down by groups:

CON	60
CHP	49
COM	17
COPH	13
OED	13
COP	9
VA Hosp	6
Grad School	3
Others	3

The remaining trainings for Fall 2016 are listed on the Blackboard home page. The trainings include: "How to Copy Course Materials for Spring," "Blackboard Gradebook," "Blackboard Walk-In Help" and "Blackboard End of Semester Tasks." eLearning also will schedule groups or one-on-one training on demand. Please email [BlackboardHelp@uams.edu](mailto:BlackboardHelp@uams.edu) for training.

## Educational Development News

- Office of Educational Development

### E-Learning Update

**Respondus Monitor**, a product that proctors online Blackboard exams, has been used by several colleges in an attempt to prevent cheating and preserve the integrity of online exams. Respondus Monitor locks the browser and records the students via webcam during the exam. Respondus Monitor has been used by 375 students attempting 1,612 online exams in the Fall 2016 semester.

The eLearning team can help instructors set up Respondus Monitor for online exams. Please contact [BlackboardHelp@uams.edu](mailto:BlackboardHelp@uams.edu) for help. In addition, Respondus offers instructor training webinars each month at [www.respondus.com/webinars](http://www.respondus.com/webinars).

### Numbers!!

Fall semester analytics show that the top four **Operating Systems** used to access Blackboard are:

Windows (54%)  
Macintosh (25.52%)  
iOS (15.39%)  
Android (4.14%)



And the top four **Browsers** being used in Blackboard:

Chrome (39.5%)  
Safari (26.96%)  
Firefox (14.42%)  
IE(11.75%)



And, according to Google Analytics data, 26,530 **exam/quiz attempts** were made within Blackboard for the Fall semester. In addition, over 900 **Collaborate** recordings have been completed and viewed by students and instructors.

### New Flexible Learning Center Now Open

The new Flexible Learning Center is now open for business!

The room is located in EDII on the 8<sup>th</sup> floor, contains the technology to meet most of your teaching needs and can accommodate up to 120.

Provost Stephanie Gardner, Pharm.D., Ed.D., spoke to attendees at the open house on Oct. 5. You can schedule this space for your event at [ReserveRoom@uams.edu](mailto:ReserveRoom@uams.edu).



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## Updates from ESAA

- Enrollment Services and Academic Administration

### Higher Learning Commission Accreditation Update

The ongoing Higher Learning Commission (HLC) reaccreditation process for UAMS is continuing with some major milestones coming in the months ahead.

Soon UAMS will find out who the HLC site visitors will be for the April 17 site visit. By the end of December, UAMS will have finalized its assurance statement that is submitted to the accrediting agency. The statement will be made available publicly to all UAMS faculty and staff for comment before it is closed and sent to the HLC.

In case you missed it, on Oct. 16 UAMS had a quarter-page ad in *Arkansas Democrat-Gazette* seeking third-party comments to be submitted to the Higher Learning Commission.

For more on the reaccreditation process, visit [hlc.uams.edu](http://hlc.uams.edu).




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### Student Financial Aid News

The Financial Aid Office welcomed two new staff members: **Kandiance Keith**, financial aid analyst, and **Amanda Worrel**, the functional technical specialist — who will bridge the functional duties of the office with the technical expertise required to operate the student information system.

#### **FAFSA® Changes for 2017–18**

On Sept. 14, 2015, President Obama announced significant changes to the *Free Application for Federal Student Aid* (FAFSA®) process that will impact millions of students. Two changes are designed to help students apply for financial aid sooner in the application/admission process.

Starting with the 2017--18 application cycle:

- **Students will be able to submit a FAFSA® earlier.** Students will be able to file a 2017–18 FAFSA as early as Oct. 1, 2016, rather than beginning on Jan. 1, 2017. The earlier submission date will be a permanent change, enabling students to complete and submit a FAFSA as early as Oct. 1 every year. (There is NO CHANGE to the 2016–17 schedule. The FAFSA became available Jan. 1 as in previous years.)
- **Students will use earlier income information.** Beginning with the 2017–18 FAFSA, students will be required to report income information from an earlier tax year. For example, on the 2017–18 FAFSA, students (and parents, as appropriate) will report their 2015 income information, rather than their 2016 income information.

Please contact Alisha McReynolds, Assistant Director of the Financial Aid Office for more information Phone: (501)686-7001 or contact [financialaid@uams.edu](mailto:financialaid@uams.edu).

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## Updates from ESAA

### UAMS Work-Study Program

This fall UAMS rejoined the federal work-study program with \$100,000 in federal funding to help students receive work experience and connect with UAMS on a professional level. Each semester, the program offers 28 students the opportunity to work on campus and significantly reduce the amount of student loan debt after graduation.

Isaiah Ozuna, a Master of Public Health student, came to UAMS after graduating from Little Rock Central High School and the University of Central Arkansas. He now works 12 hours per week in the Office of the University Registrar.

"One immediate benefit is that it's a job where I get to network with people I would not meet otherwise, like college administrators," Ozuna said. "My previous job was really stressful. I would not have been able to be stay there and still give 100 percent to my degree here at UAMS."

Work-study students earn \$15 per hour and can work 10-12 hours each week during the 16-week fall and spring semesters. This semester, all available work-study positions were filled and initial feedback suggests students are having rewarding experiences.

"I look forward to coming to work each day. Everybody's nice and I get to gain other skills," Ozuna said who has an interest in global health and is considering medical school after graduation. "I like to work first hand in communities when things are happening, and since I'll probably be taking classes forever, this is a great opportunity for me."

For more information on the work study program, please contact Elizabeth Bard at Enrollment Services and Academic Administration at 296-1275 or [eabard@uams.edu](mailto:eabard@uams.edu)

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### VA Work-Study Allowance Program

The VA Work-Study Allowance Program offers an additional non-taxable allowance to students in return for performing VA-related activities. It serves as a supplemental VA educational benefit and often provides the additional funding that allows a student to pursue and accomplish educational goals.

The VA Work-Study Allowance Program students earn an hourly wage equal to the federal minimum wage or the state minimum wage, whichever is greater. To participate in the VA Work-Study Allowance Program, the student must be receiving benefits under one of the following education programs:

- Title 38, U.S.C., Chapter 30: The Montgomery GI Bill
- Title 38, U.S.C., Chapter 31: Vocational Rehabilitation
- Title 38, U.S.C., Chapter 32: The Post-Vietnam Era Veterans' Educational Assistance Program
- Title 38, U.S.C., Chapter 33: The Post-9/11 GI Bill / Fry Scholarship
- Title 38, U.S.C., Chapter 35: Dependents' Educational Assistance Program
- Title 10, U.S.C., Chapter 1606: The Montgomery GI Bill – Selected Reserve
- Title 10, U.S.C., Chapter 1607: The Reserve Educational Assistance Program

The student must be enrolled in and pursuing an approved college degree, vocational or professional program of education at a rate of three-fourths time or greater.

The VA program at UAMS currently has one student. The student is currently working with Veteran Affairs in the Office of the University Registrar.

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## Updates from ESAA

### GUS Training Update

The Spring 2017 GUS training schedule is now available at <http://gusinfo.uams.edu>.

Three types of training are available:

- Faculty/Advising Staff
- College Administrative Users
- Distance Training for non-Little Rock Faculty and Staff.

Faculty and advising staff training will cover access to the class rosters, grade rosters, advisor center and the schedule of classes in GUS. All faculty members teaching a course will need training in order to view their rosters and grade them for the Spring 2017 semester. Faculty and staff that have previously attended training during the Fall 2016 semester **DO NOT** have to attend the training scheduled for Spring 2017.



College Administrative training provides certain individuals within your college with a broader access to GUS. This is a longer training that will cover the student services center and additional functionality related to student groups, service indicators, milestones and other areas of GUS that your college might utilize.

Attendees should RSVP for a session by emailing [registrar@uams.edu](mailto:registrar@uams.edu) indicating the session they wish to attend, their name and their college. **RSVPs ARE REQUIRED.**

#### ***College Faculty and Advising Staff***

- Jan. 10 (Tuesday) — 10-11:30 a.m., ED II 8105 A/B
- Jan. 24 (Tuesday) — 9-10:30 a.m., ED II 8105 A/B
- Feb. 10 (Friday) — 10:30-12 p.m., ED II 8105 A/B
- Feb. 21 (Tuesday) — 9-10:30 a.m., ED II 8105 A/B
- March 7 (Tuesday) — 9-10:30 a.m., ED II 8105 A/B
- March 23 (Thursday) — 11-12:30 p.m., ED II 8105 A/B
- April 4 (Tuesday) — 10-11:30 a.m., ED II 8105 A/B
- April 17 (Monday) — 3-4:30 p.m., ED II 8105 A/B
- May 2 (Tuesday) — 9-10:30 a.m., ED II 8105 A/B

#### ***College Administrative Staff***

- Jan. 20 (Friday) — 1-3:30 p.m., ED II 8105 A/B
- Feb. 2 (Thursday) — 1-3:30 p.m., ED II 8105 A/B
- March 6 (Monday) — 1-3:30 p.m., ED II 8105 A/B

#### ***Non-Little Rock Combined Faculty/Admin Staff Training***

- March 15 (Wednesday) — 9:30-11 a.m., Skype Conference Call
- April 10 (Monday) — 1-2:30 p.m., Skype Conference Call

Note: Skype training is ONLY available to those whose Main Campus is not the Little Rock campus\*

## Center for Health Literacy

The past few months at the UAMS Center for Health Literacy (CHL) have been busy with plain language work, presentations, Health Literacy Month activities and research milestones.

One exciting project, with Little Rock advertising firm CJRW, entailed editing content for the Arkansas Health Insurance Marketplace website, which launched in November. Other plain language projects included edits for Arkansas Children's Hospital and ongoing work with the UAMS Translational Research Institute (TRI) to incorporate plain language into consent forms.



*Gov. Asa Hutchinson, center, joins the staff of the Center for Health Literacy for a photo after he signed a proclamation stating the importance of health*

Kristie Hadden, Ph.D., CHL executive director, recently participated

in a panel with other health communication experts to discuss communication and culture in health care at the UALR William H. Bowen School of Law's Health Care Policy and Law Symposium. Tina Moore, M.Ed., Ed.S., the center's director of programs and services, presented at the Arkansas Wellness Coalition meeting on the importance of health literacy and best practices for communication with patients and consumers. Hadden also presented at Arkansas Department of Health's Public Health Grand Rounds in November. Her presentation, "Moving the Needle on Health Literacy in Arkansas," was a summary of the CHL's work and successes over the past two years.

In October, Hadden and Moore presented posters at the 8<sup>th</sup> Annual Health Literacy Research Conference in Bethesda, Maryland. One poster, "Patient Reported Outcomes Measures in Orthopaedics: A Mixed Methods Study of Patient Understanding," reflected on Hadden's research in orthopaedics. The other, "Moving the Needle on Improving IRB Informed Consents," reported preliminary data from an ongoing research project of the CHL and colleagues at UAMS TRI and IRB. After months of preparation and training, the R01 team in November began enrolling subjects into the NIH grant study "Health Literacy Intervention to Improve Diabetes Outcomes among Rural Primary Care Patients." The four-year project aims to determine the best way to deliver diabetes care, education and coaching to patients in rural areas.

Also in October, the CHL's third annual #plainpledge™ social media campaign raised awareness about health literacy. The campaign promoted making health information simple by using plain language rather than jargon. The CHL had nearly 400 pledges, which came from 22 organizations and nine states, as well as Scotland and Canada. In the process, CHL Facebook ([www.facebook.com/uamscenterforhealthliteracy](http://www.facebook.com/uamscenterforhealthliteracy)) and Twitter (@UAMS\_CHL) followers and exposure grew. A high point of the campaign was Arkansas Gov. Asa Hutchinson's official designation of October as Health Literacy Month, with CHL staff attending the proclamation signing.