

Student Success Center's Name Says It All



The Student Success Center staff includes, from left to right, Sharon Keel, Pascal Schmetz, Ashley Phillips, Marybeth Norcross, Bob Musser, Heather Smith and Jasna Vuk. Not pictured are Nancy Sesoms and Tim Muren.

The UAMS Student Success Center — a resource for tutoring, testing and academic coaching — is living up to its name by reaching more students each year as it sees rising demand for its services.

The center opened in 2014 on the third floor of the UAMS Library, consolidating some services that were available in various formats and locations across UAMS. Then-Provost Jeanne Heard, M.D., Ph.D., in consultation with the associate deans for the colleges and others began looking at student resources offered at other academic medical centers — both what services were available and how they were organized, said Heather Smith, Ed.S., the center's director. That started momentum for creating a one-stop shop for those services at UAMS.

Tutoring, computer-aided instruction and study modules through the Learning Resource Center already existed, as part of the UAMS Library, for example. Other services were offered at the college level. Centralizing the student services within the Division of Academic Affairs ensured that the resources were available to all UAMS students.

"Our name says it all. Our whole purpose is to help UAMS students succeed," said Heather Smith, Ed.D., the center's director. "What we've found is that every student's definition of success is different, depending on the program in which they are enrolled or their specific need — whether it's writing support or tutoring or test taking accommodations — so we strive to be a resource that is ready to help."

In that initial assessment of service needs, Smith said, one need that "bubbled to the top" was writing support. That need is now filled by the Writing and Presentation Center, where students can receive feedback (but not editing) of their writing projects, essays or CVs. The feedback is offered conveniently via email but face-to-face consultations are available too.

Smith said for learners where English is their second language, the writing support has proven a valuable resource. The writ-

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Academic Affairs Focus:

Student Success Center

Find them online at:
studentsuccess.uams.edu

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News from Academic Affairs

December 2018/January 2019 Newsletter

News from Academic Affairs is published bimonthly (six times annually) 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.

Stephanie F. Gardner, Pharm.D., Ed.D.
Senior Vice Chancellor for Academic Affairs and Provost

Departments in the Division of Academic Affairs

Enrollment Services

- [Office of the University Registrar](#)
- [Commencement](#)

Institutional Research, Policy and Accreditation

- [Academic Administration](#)
- [Institutional Studies](#)

Society and Health

- [Office of Interprofessional Education](#)
- [12th Street Health and Wellness Center](#)
- [Center for Patients and Families](#) (on-campus)

Student Services

- [UAMS Library](#)
- [Campus Life and Student Support Services](#)
- [Student Success Center](#)

Teaching and Learning Support

- [Office of Academic Services](#)
- [Centers for Simulation Education](#)
- [Office of Educational Development](#)

[Arkansas Commission on Child Abuse, Rape and Domestic Violence](#)

[Center for Health Literacy](#)

[Office of Continuing Education and Faculty Center](#)

Questions? Comments?

Contact the Newsletter Editor, Jon Parham
(jcparham@uams.edu)

Academic Affairs

University of Arkansas for Medical Sciences
4301 West Markham, # 541
Little Rock, AR 72205

A Message from the Provost

Between the start of the new year and the first book selection in this year's Provost's Book Club ("When: The Scientific Secrets of Perfect Timing" by Daniel Pink), I have been thinking a lot lately about timing.



Dr. Stephanie Gardner

Wikipedia says that the tradition of making New Year's resolutions can be traced to a number of sources including ancient Romans who began each year by making promises to the god Janus, for whom the month of January is named. Quite a few of us make promises to ourselves at the start of each year to exercise more or volunteer more or finish that project we've been putting off for so long.

In his book on timing, Daniel Pink suggests that we are at our best when we recognize our own internal timing. It makes sense to me. In health care, we know that one method for attempting to make lasting change in a patient's behavior is to tie that change to an important event or moment that makes it easier to set or reset that internal timing: the first of the month, a birthday... or the start of a new year.

As I reflected on the year just completed, I am also cognizant of the challenges and opportunities in the months ahead. We have projects to complete, classes to teach, research to conduct and students to mentor and guide toward graduation.

I wish you all a successful – and perfectly timed – year.

- Stephanie Gardner
Senior Vice Chancellor and Provost

Academic Affairs Calendar

The following events and activities are hosted by departments within the UAMS Division of Academic Affairs or selected as possibly being of interest to faculty and staff. For more information on any AA event, visit the Academic Affairs or department website or contact the Office of the Provost, (501) 686-5672.

This list also contains continuing education events on campus that are submitted through the UAMS Office of Communications & Marketing. For a complete list of those events, visit <https://news.uams.edu/upcoming-academic-continuing-education-events> (intranet access required).

February

Feb. 6 – Play Reading Remedy, staged reading of the play “Miss Evers’ Boys” by David Feldshuh, directed by Don Bolinger in collaboration with UA Little Rock Theater Department with a panel discussion following; 5:30 – 7:30 pm, Rahn Building, CPH Auditorium, 8240.

Feb. 12 – eLearning Brown Bag Workshop, “Using Groups and Smartviews in Blackboard,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

Feb. 13 – Educators Academy Educational Development, “How-To’s for Online Interactivity,” 4:00-5:00 pm, IDW 114 a/b. Email LSO@uams.edu for more information.

Feb. 14 – eLearning Brown Bag Workshop, “Course & Instructor Evaluations – Enterprise Survey,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

Feb. 19 – eLearning Brown Bag Workshop, “Softchalk Demonstration,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

Feb. 19 – eLearning Brown Bag Workshop, “Tips for Testing in Blackboard,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

Feb. 21 – GradFest, 11 a.m. – 2 p.m., Student Center.

Feb. 22 – eLearning Brown Bag Workshop, “Grading Assignments in Blackboard,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

March

March 1 – eLearning Brown Bag Workshop, “Grading Assignments in Blackboard,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

March 5 – eLearning Brown Bag Workshop, “Rubrics in Blackboard & EAC Visual Data,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

March 8 – eLearning Brown Bag Workshop, “Rubrics in

Blackboard & EAC Visual Data,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

March 14 – eLearning Brown Bag Workshop, “Grade Center Reports & Course Analytics,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

March 19 – eLearning Brown Bag Workshop, “Grade Center Reports & Course Analytics,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

March 22 – eLearning Brown Bag Workshop, “Blackboard Basic Communication Tools,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

March 26 – eLearning Brown Bag Workshop, “Blackboard Basic Communication Tools,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

March 28 – eLearning Brown Bag Workshop, “Blackboard Basic Communication Tools,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

March 29-30 – *2019 Diabetes Update*, UAMS Jackson T. Stephens Spine & Neurosciences Institute, UAMS Campus Topics include oral and eye health; pediatric diabetes prevention; geriatric diabetes care; managing type 2 diabetes; medications update: Opioids & Neuropathy and hands-on breakouts. Designed for nurses, physicians, pharmacists, dietitians, certified diabetes educators, licensed social workers.

April

April 2 – eLearning Brown Bag Workshop, “Copy Course Materials,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

April 4 – eLearning Brown Bag Workshop, “Copy Course Materials,” Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

April 6-7, 2019 – *ICARE 2019 Improving Critical and Acute Care through Regional Education* An interactive conference designed to provide interprofessional continuing education on a variety of topics in emergency medicine. Designed for nurses, physicians, pharmacists, public health professionals, first responders, EMS professionals and health/medical educators.

April 17 – Play Reading Remedy, staged reading of the play “The Curious Incident of the Dog in the Night-time” by Mark Haddon, directed by Larry Smith in collaboration with UA Little Rock Theater Department with a panel discussion following; 5:30 – 7:30 pm, Rahn Building, CPH Auditorium, 8240

Enrollment Services

GradFest set for Feb. 21

Plans are underway for UAMS' GradFest, a one-day event in the Student Center from 11 a.m.-2 p.m., Thursday, Feb. 21.

The Commencement Office, a division of Enrollment Services, and the Department of Campus Life are collaborating to bring together officials from the colleges and other units across campus to help candidates prepare for 2019 graduation. Students can bring their resumes for critique and sit for a free head shot, and order regalia, graduation announcements, class rings, and diploma frames in one easy step. Music, door prizes, refreshments and more is planned, details coming soon.

Last year's event was an enormous success, and we are excited to again offer this beneficial event for students. UAMS Commencement is May 18, 2019 at Verizon Arena in North Little Rock.



Electronic Transcripts through the National Student Clearinghouse

UAMS is excited to now offer transcript ordering through the National Student Clearinghouse. This partnership creates significant improvements in the student transcript ordering process — for the first time allowing students to request secure electronic transcripts rather than only hard-copy, mailed documents. Students access the National Student Clearinghouse website to place orders and pay the \$10 transcript fee through a secure link on Registrar's website: <http://registrar.uams.edu/transcripts>. In addition to providing better service and format options for students, the new transcript system also streamlines the fulfillment process for UAMS staff by eliminating separate payment processing and providing a more seamless tracking interface. Phyllis Lloyd, registrar for transcripts and certifications, coordinates the process and ensures the office continues to provide the best possible service to students — both past and current. UAMS transcripts are processed by the Office of the University Registrar, a division of Enrollment Services.

New Staff Member in OUR

The Office of the University Registrar, a division of Enrollment Services, recently welcomed Stephen Williams as its new Registrar for Advising and Transfer Credit. He comes to the OUR team from UA Pulaski Technical College, where he worked with student services at the South Campus. At UAMS, Williams will coordinate transfer credit evaluation at an institutional level, manage and develop degree audit functionality in GUS, and coordinate student graduation and completion processing. He brings a wealth of prior experience in these areas, and Enrollment Services is thrilled to bring his expertise to the team. His office is located in the Office of the University Registrar, CHP 2-100.

Center for Health Literacy

CHL Staff Engage Health Professionals, Students during Health Literacy Month

During Health Literacy Month in October staff members from the Center for Health Literacy (CHL) promoted the importance of health information that is easy to understand through the fifth annual #PlainPledge social media campaign with the help of a sponsorship from Delta Dental of Arkansas.

The social media campaign engaged countless health professionals and students to pledge to use plain language. New this year, UAMS CHL worked to create an enduring educational product that will last beyond Health Literacy Month.

The team developed and distributed posters to be hung in clinic break rooms to inform dental and health care professionals about the importance of using plain language. Over 1,500 posters were distributed including to the Delta Dental of Arkansas provider network and most UAMS employee break rooms in clinical areas.

Partners and friends who participated in this the #PlainPledge challenge in 2018 included: Delta Dental of Arkansas, UAMS, Hennepin Healthcare, Arkansas Center for Health Improvement, Arkansas Department of Health, Arkansas Sophe, UAMS Library, and the Arkansas Public Health Association.



Thanks to all of our friends and partners that helped make Health Literacy Month a success this year by joining in the #PlainPledge and spreading the word on the importance of #plainlanguage in health communication.

CHL's Trudeau Selected for FDA Risk Communication Advisory Committee

CHL faculty member, Chris Trudeau, J.D., has been invited to serve a four-year term on the Food and Drug Administration's advisory committee on risk communication.

The Risk Communication Advisory Committee, created in 2007, advises the commissioner of Food and Drugs on ways to effectively communicate with the public about the risks and benefits of FDA-regulated products, allowing people to make more informed decisions about them. The committee also reviews and evaluates the FDA's and other entities' research related to the risks and benefits of those products.



Chris Trudeau

Campus Life and Student Support Services

Associated Student Government

The Associated Student Government (ASG) Community Service Group donated 254 pairs of women's and children's socks, hats, gloves and scarves to Dorcas House in 2018.

Also, in an effort to assist the College of Nursing with its blanket drive, ASG donated 100 tarps and 195 pairs of men's socks. These efforts were made possible by the generous donations from UAMS students who attended the Cajuns Wharf Meet and Greet and Halloween Party earlier this semester.

ASG achieved its largest community service contribution in 2018. The students can't wait to begin projects for 2019!

Student Center Activities

Massage Therapy Day is an anticipated event offering an opportunity for students to de-stress prior to finals week.

Several students commented about "how much it is needed," or that "the timing is perfect," and "when can we do it again?"

Campus Life and Student Support Services offers this relaxation therapy each semester in the Student Center.



Campus Life and Student Support Services

Student Center Celebrates the Holidays



Darril "Harp" Edward, steel drummer extraordinaire, (left) pauses for a photo with Student Center manager Vanessa Lewis as he played holiday tunes in the Student Center in December. Students also had a chance to enjoy cookies (below) as a special treat to celebrate the festive holiday season.



Residence Hall

To dress up the Residence Hall during the holiday season, the RAs challenged students and guests to a holiday- and/or winter-themed door decorating contest.

Doors were judged based on five criteria: (1) originality/creativity, (2) craftsmanship/completeness, (3) correlation of theme, (4) resourcefulness, and (5) visual impact.

See the winning doors (right).



Office of Educational Development

Educators Academy

The **Educators Academy** has 191 members as of fall 2018. The Academy assists faculty to develop teaching skills through the Fall Teaching Workshops and Educational Development Series, Teaching Observation by Peers (TOPS) Program, and the Teaching Scholars Program. Other opportunities offered by the Academy are the annual January "Teach the Teachers Symposium" together with the College of Medicine, and annual (spring) educational scholarship grants. For more information email [Laura Smith-Olinde](mailto:Laura.Smith-Olinde@uams.edu).

The Educators Academy Fall Teaching Workshops are designed to introduce basic teaching and learning concepts to individuals new to teaching, and also serve as a good brush-up for more experienced faculty. The 2018 series of workshops offered a total of 12.5 hours of education training. There were 51 attendees from all five colleges, the Graduate School, and the Northwest Campus, yielding a total of 186 hours of UAMS educator training about teaching and learning. Some topics covered included *Evidence-based Teaching*, *Active Learning Strategies*, *Communication in the Classroom and Clinic*, and *How Do I Design a Class?* The Fall Teaching Workshop series will be offered again beginning in September 2019.

Teaching Observation by Peers (TOPs) Program

The Educators Academy is proud to offer a voluntary, confidential, formative (or summative) teaching evaluation for faculty. The TOPs observation will work for any lecture/active strategies setting, including classroom, resident/fellow lecture, Grand Rounds. For more information email [Laura Smith-Olinde](mailto:Laura.Smith-Olinde@uams.edu).

The Chancellor's Teaching Award

Nominations for the Chancellor's Teaching Award will be accepted through Monday, Jan. 28, 5 p.m. See the [eligibility requirements and guidelines](#) here. Faculty who have been at UAMS for at least five years can self-nominate or be nominated by someone else. The recipient in each category, *Teaching Excellence* and *Society and Health Education Excellence*, will receive a plaque and a \$10,000 award. For more information email [Laura Smith-Olinde](mailto:Laura.Smith-Olinde@uams.edu).

eLearning Team

The eLearning Team in the Office of Educational Development announced the upcoming schedule for its Blackboard Brown Bag Lunchtime Workshops.

The schedule for early 2019, including subject and location:

Feb. 12 – eLearning Brown Bag Workshop, "Using Groups and Smartviews in Blackboard," Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

Feb. 14 – eLearning Brown Bag Workshop, "Course & Instructor Evaluations – Enterprise Survey," Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

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Feb. 22 – eLearning Brown Bag Workshop, "Grading Assignments in Blackboard," Noon – 12:50 p.m., Shorey 8/16. Limited to 10 participants, email carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link (to join from a distance).

See more on the Academic Affairs Calendar, Page 3.

UAMS Library

UAMS Library's Education Librarian Retires

Louise Montgomery, MLS, Education Librarian and AR Children's Hospital Liaison, retired at the end of December. Between ACH & UAMS, Louise had 10 years of experience assisting nurses, physicians, students, faculty and staff. One of her most enjoyable responsibilities has been conducting literature searches for those groups.

Louise has many plans for retirement including swimming, cooking, walking, recycling, taking trips to Italy, France and Central America plus continuing her pottery. We will miss Louise and wish her much fun in retirement.



Louise Montgomery

UAMS Librarian to be Speaker at 1st Annual Graphic Medicine ComicCon

Alice Jagers, MSLS, Outreach Coordinator at the UAMS Library has been invited by the National Network of Libraries of Medicine New England Region (NNLM NER) to present at the 1st Annual Graphic Medicine ComicCon.

The ComicCon will include professional development issues around graphic medicine collection, programming, research, and other uses. The Graphic Medicine ComicCon will take place in Worcester, MA at the University of Massachusetts Medical School (UMMS) on April 10, 2019.

Those attending include: public, medical and academic librarians, public health professionals and other health professionals, plus community based organizations. Anyone who is interested in outreach, education, and research with graphic medicine has been invited. Most participants will be from the New England region.

Graphic medicine is the intersection of comics and health. Comics combine pictures and words in a way that increases understanding of concepts. Graphic medicine applies this unique communication method to health. Titles range from educational comics about particular medical conditions and therapies to memoirs about patient and health professional experiences.

If you would like to know more about graphic medicine, contact Alice Jagers, MSLS, at AJagers@uams.edu or visit the Graphic Medicine Collection located on the first floor of the library. Books are available for checkout now.



Student Success Center

Pascal Schmetz joins SSC Team

The Student Success Center welcomes Pascal Schmetz as our new student technical support expert. Pascal is originally from the Netherlands and moved to America last October. His previous experience includes IT with the Dutch military and owning his own company where he built and repaired computers.

Pascal will be working with students experiencing issues with laptops and mobile devices as well as loaning laptops. He is also in charge of all of the technology associated with the Student Success Center.

Find out more about services available to students through the Tech Center of the Student Success Center at: studentsuccess.uams.edu/our-services/tech-center.



Pascal Schmetz

Student Success Center

Continued from Page 1

-ing specialists are versed in the American Psychological Association (APA) style commonly followed in the sciences.

Learning Services continue in the form of academic coaching and peer tutoring. The center's staff includes learning specialists assigned to each college who will work with students on strengthening academic skills, time management and study skills. Peer tutors are students in each college who excelled in some of the more complex courses and offer help through both individual and group sessions. Tutoring services are free to students.

With the student growth at the Northwest Campus, a specialist from Learning Services now travels to Fayetteville monthly to provide services to UAMS students there.

The Tech Center offers one of the newest services — support for the student technology, from laptops to smartphones and other mobile devices. The center gives students a first place to go if they have a problem with a laptop, need a virus removed, want to see if the device is operating at peak efficiency or need some advice on a technology purchase. The Tech Center offers support by phone, remote access or consultations by appointment.

In the Testing Center, between 3,000-4,000 tests are administered to UAMS students from all colleges each year. The center offers a place for delivering window-of-opportunity, make-up and special accom-

modation tests for students enrolled in UAMS courses. Special testing accommodations could include reduced distraction, extra time or accommodations for students with learning disorders such as dyslexia.

Smith said demand for every one of the center's services has grown since the center opened. Partly, she said, it's due to awareness as the center visits student orientations in each college to advertise its resources and has a presence at the annual Student Resource Fair. Also, she said, students discover the academic boost they can get through a session with a coach or having a writing specialist read through a paper.

Student Success Center Hours
Monday-Friday, 7:30 a.m. — 6 p.m.

Student Learning Services
Monday-Friday, 8 a.m. — 5 p.m.
(or by appointment)

Writing and Presentation Center
Monday-Friday, 9 a.m. — 6 p.m.
(or by appointment)

Tech Center
Monday-Friday, 8 a.m. — 5 p.m.
(or by appointment)

Testing Center
Monday-Friday, 7:30 a.m. — 6 p.m.

Office of Interprofessional Education

IPE Office Welcomes New Staff Members

The Office of Interprofessional Education recently added three new staff members while also naming a new program manager.

Wendy Kay McCloud, MA, was recently promoted to program manager. She joined the office in 2016 as program administrator.

Misty Besancon, B.S., who has been with UAMS for more than 10 years, has taken over as program administrator. She previously worked in the College of Pharmacy.

The office also recently added two student employees to aid facilitation of IPE programs. They include Jonathan Williams, who is a student in the Doctor of Audiology program, and Catelyn Slayback, who is seeking a master's degree in genetic counseling.

STUDENT RESEARCH DAY 2019	
AGENDA	
8:00–8:30	Breakfast, Registration, and Final Poster Setup Judges check-in
8:30 – 9:30	Keynote Address 2019 McGehee Distinguished Lecture "Cancer Research: Then and Now" Harold Varmus, MD Lewis Thomas University Professor of Medicine, Weill Cornell Medical College Nobel Laureate-Physiology and Medicine (1989) Former Director NIH and NCI
9:45 – 11:15	Concurrent Session 1 - Research Poster Session A - Interprofessional Education Triple Aim Project Presentations – Session A
11:15 – 12:45	Concurrent Session 2 - Research Poster Session B - Interprofessional Education Triple Aim Project Presentations – Session B
12:45-1:00	BREAK
1:00-2:00	Lunch and 3MT Finals
2:00–2:15	Awards – Posters, 3MT, and Triple Aim Projects
2:30-5:00	Interprofessional Education Competence Workshop
 Office of Interprofessional Education	March 12, 2019 I. Dodd Wilson (IDW)
 UAMS University of Arkansas for Medical Sciences	

UAMS Student Research Day 2019

Make plans now to attend UAMS Student Research Day 2019, to be held March 12 in the I. Dodd Wilson Education Building.

The daylong event is presented in part by the Office of Interprofessional Education. It includes a day poster sessions and presentations, including the 2019 McGehee Distinguished Lecture, the finals of the Three-Minute Thesis Contest and presentation of IPE Triple Aim projects.

See the full schedule at left.