Orientation 2017
What We Do: The Big Picture

- Technology Based Services
- Web and Database Applications
- Technology Management
- Technical Support
Who We Are
Technology Support Structure

UCSD School of Medicine

- Classroom, faculty, student and staff support for the School of Medicine
- Office of Evaluation and Assessment

Jeanne M. Myers, PhD
Asst. Dean of Educational Technology and Assessment

C. Brian Webb
Director

Bill Homan
Manager

UCSD Health Information Services

Centralized IT/IS support services for the UCSD Health system including Medical Education.

Dr. Chris Longhurst, CIO

UC San Diego Health Information Systems
Technology Support Structure

UCSD School of Medicine
- School of Medicine Student Portal
- Learning Management System for course delivery and materials
- Academic projects and research activities
- Assistance to: Student Affairs, Academic Communities, Careers, Diversity
- Evaluations and Assessment (course, student, faculty evaluations)

UCSD Health Information Services
- Hardware and networking support
- Audio/Visual support
- Oversight of enterprise systems such as EPIC for patient records
- Manage IT for hospitals, clinics and affiliates
Topics

- **Part 1:** Support services provided to medical students
- **Part 2:** MedEd Web Portal – Class of 2021
- **Part 3:** Student Evaluation System (OASIS)
- **Part 4:** Introduction to Laptop Set-Up & Q/A Session
Part 1: Support Services

1. Configuring laptops for UCSD SOM

   For Technical Support:
   • 619-543-4357 (x3-HELP from campus phones)
   • 3help@ucsd.edu
   • On-line help desk (Service Now login):
     meded.ucsd.edu/go/help

2. Problem solving
   • Installation / use of required software
   • Diagnose hardware problems
   • Connectivity & internet access
   • Referrals for repair services
MedED Tech Support Services

3. **Support for academic projects (ISPs)**
   - Advice on design & development
   - Programming (≤ 20 hrs)
   - Access to survey and quiz tools

4. **Support for individuals & organizations**
   - Research projects, guidance, new ideas
   - Hosting websites for Student Organizations
   - Scheduling rooms for events or study space

5. **Support for classroom activities**
   - AV services
   - Podcasting technologies
Computer Accounts

6. Issue and manage MedED Tech Accounts
   - Medical Education Web Portal
   - OASIS Scheduling / Evaluation System
   - ExamSoft / Examplify Online Exams/Quizzes *
   - Clinical Skills System
   - Podcasts and Video Streaming *
   - Virtual Microscopy server

   * Must use the ‘UCSD Protected’ wireless network

7. Help coordinate campus-issued accounts
   - Active Directory and Email
   - TritonLink (UCSD Single Sign-On)
Web & DB Application Development

- Admissions systems
- MyFinancialAid
- Course Delivery (LMS) and Curriculum Db (CURE)
- Instructional multimedia
- Student Record System
- Faculty / Preceptor Db
- Clerkship ePortfolio
- Electives Db
- MedEd Web Portal
- Dynamic SOM Course websites
Part 2:

MedEd Web Portal

Class of 2021

https://meded-portal.ucsd.edu/
Web Portal

• Forums
  • Two-menu system
  • ForumMail subscription

• Calendars
  • Settings/Categories
  • Synch to Outlook, Google, iPhone and Android

• Class info

• Careers

• Contacts

• My Info
  • My information including IDs
  • Exam results (for paper exams)
  • Advisor / ISP info
  • ForumMail delivery
  • Calendar sync preferences

meded.ucsd.edu/go/portal
Web Portal - Class of 2021

- Core Course Information
  - Human Health & Disease
  - Clinical Foundations
- Webmail
- MedEDTech & HS IS Help
- Course Resources
- Course Evaluations
- MedEd Offices
- Libraries
- Student Resources
Course Websites

• Curricular information
  • Contacts
  • Course Description
  • Policies & Procedures

• Logistical information
  • Events
  • Course Materials
  • My Groups
  • Q&A / Announcements Forums
  • Library Course Reserves
  • Evaluation System
Part 3: Oasis Evaluation System

meded.ucsd.edu/go/oede

Your feedback is a very important to us and is used on many levels. Please complete evaluations in a timely manner.

Questions with log-ins or issues with course/instructor designations:
Contact: oasis-support-medmed@ucsd.edu

• Please log in using your AD credentials
Once logged in, check for any evaluations that need to be completed!
Your timely completion of evaluation before due dates is very important and valuable to us!
OASIS Evaluation System

• Your feedback is very important to us

• Anonymity is always maintained

• Please don’t complete an evaluation if it was incorrectly assigned to you (contact us for help) MedEDTechEval@ucsd.edu

• Please keep you comments and responses professional
Part 4:

Laptop Configuration Q/A Sessions
Computer Configuration
Q & A

• Please note only certain platforms are supported. Check the supported list

• You can leave any time your questions are answered, but please be quiet and courteous to your classmates still here

• If your new computer hasn’t arrived, follow the steps on the Laptop Setup web page

• Topics covered in order of difficulty

   1. Clinical Skills login
   2. View test video
   3. Install Examplify application
   4. Wireless access
   5. Virtual Private Network
   6. Firewall setup/configuration
   7. Email configuration
   8. Anti-Virus software
   9. Operating system updates
  10. Open Q&A (time permitting)
Future possibilities...
We are looking for a few good students...

• Our Current MedEd Tech Representatives Are:
  • 2021 – Please join us!
  • 2020 (2nd yr) Jessica Pourian
  • 2019 (3rd yr.) Jason Compton
  • 2018 (4th yr.) Lillia Cherkasskiy

https://tinyurl.com/mededtechstudentsurvey
| Email | Portal or Oasis down  
Website unavailable  
Can’t log into MedEd systems |
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<td>Call</td>
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| 3Help | https://uchealth.service-now.com/  
For assistance with Email,  
Lecture Capture, Accounts (AD,  
wireless, VPN) and AV Services. |
| 3Help | mededtech@ucsd.edu  
3help@ucsd.edu  
619.543.4357  
(Ext. 34357 on-campus) |
Technical Assistance or Any Questions?

MET 3rd Floor
Suite 330

https://tinyurl.com/mededtechstudentsurvey