OFFICE OF EDUCATIONAL SUPPORT SERVICES

The School of Medicine’s Office of Educational Support Services (OESS) would like to extend a warm welcome to the Class of 2018. The OESS offers a variety of forms of academic assistance in most first-year core courses, starting with Foundations of Human Biology. Our four full-time academic staff members combine expertise in specific subjects with proficiency in helping students develop optimal study strategies:

Nora Laiken, PhD
Director
Lecturer in Medicine and Pharmacology
nlaiken@ucsd.edu
858-534-2131

April Apperson, MS
Assistant Director
Health Sciences Educator
aapperson@ucsd.edu
858-534-6324

Steve Schneid, MHPE
Health Sciences Educator
sschneid@ucsd.edu
858-534-6962

Paul Kingston, PhD
Health Sciences Educator
pkingst0@ucsd.edu
858-534-8599

Carrie Owen, administrative coordinator for the OESS, provides support for the academic staff and assists students who wish to take advantage of the services provided by the OESS:

Carrie Owen
Administrative Coordinator
cnowen@ucsd.edu
858-534-1519

OESS staff members coordinate their support services with the faculty and also act as facilitators for small-group discussion sessions and laboratories in the core courses.
Support services provided by the OESS include:

**Open office hours**  
April, Steve, Paul, and Nora hold regularly scheduled open hours to answer quick questions in their respective areas of expertise:

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Monday</td>
<td>1:00 to 3:00 pm</td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>Thursday</td>
<td>3:00 to 5:00 pm</td>
<td></td>
</tr>
<tr>
<td>Steve</td>
<td>Tuesday/Thursday</td>
<td>1:00 to 2:00 pm</td>
<td></td>
</tr>
<tr>
<td>Paul</td>
<td>Tuesday/Thursday</td>
<td>2:00 to 3:00 pm</td>
<td></td>
</tr>
<tr>
<td>Nora</td>
<td>Tuesday</td>
<td>12:00 to 1:00 pm</td>
<td></td>
</tr>
</tbody>
</table>

These open hours generally are held in the OESS (1208 BSB), although Paul (whose areas of expertise include anatomy and histology) often holds his open hours in the anatomy or histology lab. Additional open hours may be scheduled before exams and at other “challenging” times during the quarter. Students will be notified via the core course Q&A/Announcements Forums when open hours will be held in the lab or when additional open hours are scheduled. Note also that students are welcome to call, e-mail, or stop by 1208 BSB to see April, Steve, Paul, or Nora at any time except during scheduled course sessions; all OESS staff members welcome “drop-ins” and will see students right away if they are available.

**Review sessions**  
In most courses, with the approval of the course director, OESS staff members offer review sessions to facilitate mastery of the course material; these sessions are coordinated with review sessions presented by the course faculty. The sessions will focus on topics that students find most challenging, and students will have an opportunity to submit topics. To avoid conflicts with electives and ACA sessions, the review sessions usually will be held on Friday afternoons. Students will be notified about the scheduling of review sessions via the core course Q&A/Announcements Forums.

**Appointments**  
Individual appointments are available for students whose questions don't get answered during open hours and review sessions or who need additional assistance with the course material; such appointments can be arranged by phone, e-mail, or in person (but please don’t wait until the last minute to schedule an appointment!). If the demand for individual appointments is greater than the time available, students may be asked to come in pairs or small groups.

**Study strategies**  
While students may meet with any OESS staff member for assistance with the development of optimal study strategies and exam strategies, all students are encouraged to attend April’s session on **Study Strategies for Medical School**, which will be held on **Tuesday, September 9** from **12:00-12:50** in **Liebow Auditorium** (second floor auditorium in the BSB).

April also will offer a session on **Study and Exam Strategies for Medical School** on **Thursday, September 25** from **12:00-12:50** in **Liebow Auditorium** (second floor auditorium in the BSB). This session is scheduled after the Foundations of Human Biology midterm, which causes many students to realize that their study and exam strategies could use some fine-tuning (students who are absent on September 25 because of Rosh Hashanah are welcome to schedule an appointment with April or another OESS staff member to discuss strategies; note also that the session will be podcast).

Note that the information in this memo is also available on the OESS website: [http://meded.ucsd.edu/ugme/oess/](http://meded.ucsd.edu/ugme/oess/)