



HLC Accreditation Evidence Document

Title: HSLIC Self-study

Office of Origin: Health and Sciences Center

Description: Excerpts from a self-study done by the UNM Health Sciences Library and Informatics Center (HSLIC).

Date: 2018

8:30 am

Library/Information resources [Domenici West 3110]

Topics for discussion include:

- Element 5.8: Library resources/Staff
- Element 5.9: Information Technology Resources/Staff

5.8 LIBRARY RESOURCES/STAFF

A medical school provides ready access to well-maintained library resources sufficient in breadth of holdings and technology to support its educational and other missions. Library services are supervised by a professional staff that is familiar with regional and national information resources and data systems and is responsive to the needs of the medical students, faculty members, and others associated with the institution.

5.8 SUPPORTING DATA

Table 5.8-1 Student Satisfaction with the Library					
Provide school and national benchmark data from the AAMC Graduation Questionnaire (GQ) on the percentage of respondents who were <i>satisfied/very satisfied</i> (aggregated) with the library.					
GQ 2015		GQ 2016		GQ 2017	
School %	National %	School %	National %	School %	National %
86%	86%	95%	86%	94%	86%

Table 5.8-2 Student Satisfaction with the Library by Curriculum Year				
As available, provide data from the independent student analysis, by curriculum year, on the percentage of respondents who were <i>satisfied/very satisfied</i> (aggregated) with the library and library resources. Add rows for each additional question on the student survey.				
Survey Question	YEAR 1	YEAR 2	YEAR 3	YEAR 4
Ease of access to library resources and holdings	99% “Somewhat Satisfied” and “Very Satisfied”	89% “Somewhat Satisfied” and “Very Satisfied”	96% “Somewhat Satisfied” and “Very Satisfied”	91% “Somewhat Satisfied” and “Very Satisfied”
Hours of operation of HSLIC	77%	74%	81%	86%
Quality of library support staff and services	97%	91%	94%	95%
Availability of library support staff and services	97%	91%	96%	97%
Breadth of reference material and online journal subscriptions available for basic science and clinical years	96%	92%	92%	97%

Table 5.8-3 Medical School Library Resources and Space					
Provide the following information for the most recent academic year. Schools with regional campuses may add rows for each additional library.					
Library/ Campus (as appropriate)	Total current journal subscriptions (all formats)	# of book titles (all formats)	# of databases	Total user seating	# of public workstation
	2,761	33,234	92	379	51

Table 5.8-4 Medical School Library Staffing
Provide the number of staff FTEs in the following areas, using the most recent academic year. Schools with regional campuses may add rows for each additional library/campus.

Professional Staff	Technical and Paraprofessional Staff	Part-time Staff (e.g., student workers)
14.9	15.6	3.29

5.8 NARRATIVE RESPONSE

- a. Provide the title and organizational locus of the individual to whom the library director reports.

Holly Shipp Buchanan, MLn, MBA, EdD, AHIP, FMLA, holds the titles of Professor in the School of Medicine and Executive Director of the Health Sciences Library and Informatics Center [HSLIC]. Dr. Buchanan reports to Richard Larson, MD, PhD, Executive Vice Chancellor and Vice Chancellor for Research for The University of New Mexico Health Sciences Center.

- b. Describe whether the library staff is involved in curriculum planning, curriculum governance (e.g., by participation in the curriculum committee or its subcommittees), or in the delivery of any part of the medical education program?

The UNM Health Sciences Library and Informatics Center (HSLIC) collaborates with major user groups with an envoy (liaison) service. The envoy to the Undergraduate Medical Education, Jonathan Eldredge, MLS, PhD, AHIP, is heavily involved in the curriculum. The medical school curriculum has undergone significant changes and Dr. Eldredge has been fully engaged in this process through his service as a member and now as Vice-Chair of the Curriculum Committee. He also has served on the committee that created the new required three-semester Clinical Reasoning course and he has taught in all three semesters of this course. This course includes several AAMC informatics competencies. Stuart Nelson, MD, BioMedical Informatics faculty member and Patricia Bradley, MLS, Native and Distance Services Librarian, recently began teaching one of these three semesters in this course. Dr. Eldredge previously served as Co-Director of the three-year Evidence Based Practice course and he continues this Co-Director role in planning and teaching in the new required three-semester Quantitative Medicine course. The other AAMC informatics competencies are covered in this course in the context of Evidence Based Practice. Dr. Eldredge teaches in the Health of New Mexico course for all first-year students and teaches throughout the year in the Family Practice Clerkship for all third-year students. Ingrid Hendrix, MLS, AHIP and Sarah Morley, MLS, PhD, AHIP teach a segment of the Doctoring course for second-year students titled Considerations in Caring with Patients with Physical Disabilities. HSLIC faculty members Karen McElfresh, MSLS, AHIP, Laura Hall, MFA, and Jacob Nash, MSLIS orient new medical students to the information resources they will need to succeed during medical school.

All medical students must complete a research or quality assurance project in order to graduate. HSLIC faculty contact their assigned students to offer customized individual research consults to help student complete this research requirement. Some HSLIC faculty also serve as faculty mentors for students' required research projects.

- c. List any other schools and/or programs served by the main medical school library.

The UNM Health Sciences Center offers degree programs through:

College of Nursing
College of Pharmacy
College of Population Health

A full list of academic programs at the UNM Health Sciences Center can be found at:

<https://hsc.unm.edu/students>

The UNM School of Medicine offers degrees through the following programs other than the medical school curriculum or its residencies:

Biomedical Sciences Graduate Program
Dental Hygiene
Emergency Medicine Services
Medical Laboratory Sciences
Occupational Therapy
Physical Therapy
Physician Assistant Program
Radiological Sciences

Graduate Medical Education at the UNM School of Medicine encompasses 55 residency and fellowship programs in a variety of medical specialties. Details can be found at:
<http://som.unm.edu/education/gme/index.html>

- d. Describe medical student and faculty access to electronic and other library resources across all sites, including regional campuses. Are the library collections listed above available to medical students and faculty at sites separate from the medical school campus?

All medical students and contract faculty have password protected access to all HSLIC electronic resources via the Internet from on-campus locations as well as all clinical training sites.

HSLIC Overview

UNM's Health Sciences Library and Informatics Center (HSLIC) (<https://hslc.unm.edu>), located centrally on the HSC campus, uses advanced information systems and a state-of-the-art collection of electronic, print and multimedia materials to serve the needs of all UNM's Health Sciences Center (HSC) students, faculty, staff and health care providers. HSLIC is the only federally designated resource library to serve New Mexico's health information needs, including those of the state's 22 native nations. In addition to offering reference services, online literature searches, Interlibrary Loan and document delivery, HSLIC faculty librarians and staff provide instruction in the use of health-related resources and information technologies.

Overall, 87% of respondents to the Institutional Student Assessment conducted in the fall of 2016 indicated they were satisfied with library space and over 90% were satisfied with ease of access to library resources, textbooks and course reserve materials.

HSLIC Facilities and Educational Technology

The HSLIC is a 40,749 square foot facility open 7 days per week, 94.5 hours per week. Online access to digital resources is available 24 hours a day, 7 days a week. HSLIC is open until 11:00 pm except Fridays and Saturdays when it closes at 6:00 p.m. The HSLIC is comprised of 3 floors; the upper two floors are designated as quiet study areas and have a variety of study spaces, including individual and group study rooms, individual carrels, and reading areas. Within the building are 48 publicly accessible computers, 9 group study rooms, 6 individual study rooms, public seating for 469, a 50-seat classroom, and a 12-seat computer classroom. A second electronic classroom with 26 workstations is located in a building southeast of the library. The classrooms are equipped with an instructor workstation, LCD projector and whiteboard. The workstations have access to the Internet, email, electronic resources, and Microsoft applications. HSLIC also maintains a computerized testing center and two mobile carts with laptops for educational use. Faculty can schedule any of these resources through an online scheduling system. Curricular support software can be loaded and maintained on the workstations by HSLIC staff as needed.

Students can reserve study rooms for up to 3 hours per day using an automated online reservation system. Although HSLIC staff encourages advance reservations for the study rooms, open rooms may be occupied under a first-come first-served system. Statistics for group study rooms in FY2016-17 show

5,152 reservations, a 59% increase over the previous fiscal year. Additional study space is now available nearby in the Domenici Center for Health Sciences Education: the new HEB 3 part of the North Wing that opened Fall 2017 adds 20 small group rooms that may be used for student study when not in use for instructional purposes. In addition, student study is allowed in the Interprofessional Healthcare Simulation Center at designated times. Finally, part of the North Wing is accessible to students 24/7 through badge access which provides student study in conference rooms and the #2410 classroom. Study space is also available 24/7 by badge access in the student lounge of the Domenici Center.

Since the last LCME site visit in 2008, a number of remodeling projects have taken place in the HSLIC building. The interior of the facility was rejuvenated and brought into compliance with ADA regulations. Acting in response to comments gathered from customer satisfaction surveys (2011, 2013 and 2015), the HSLIC purchased new photocopiers, additional workstations and printers (black & white and color), a scanner, a swipe-card system for printing and copying, expanded wireless-enabled seating and quiet study space, and installed two portable-device charging stations, three treadmills, and beverage and snack vending machines. In FY12, the HSLIC remodeled a 3rd floor study room to become a lactation room for mothers. A new suite of modular study rooms with a common lounge area was created. Each of the five study rooms within the suite is capable of seating ten and includes a large wall-mounted monitor to which students can easily connect their laptops, wireless internet access and a white board. In the suite's common area, there is a charging station, and another charging station was installed on the main floor. In FY16 enhanced lighting and furniture reconfiguration took the place of one section of bound journals to make room for open study areas on the 4th floor as well as the 3rd floor (with personal study "pea pod" seating). In FY17, the chairs were replaced throughout the library with adjustable seats that are on wheels, and the 4th floor bathrooms were remodeled.

Workstations and printing

The HSLIC provides 48 workstations in the public computing area and throughout the library for student, faculty, and resident use. All computers have access to HSLIC's and University Libraries' electronic resources as well as to email, the Internet, and web-based courseware. The current Microsoft Office suite of applications and curricular programs are available on the public computing workstations. The public computing area also has a scanner and two multi-function printer/copiers that are capable of printing in black-and-white and color. All HSC students, including medical students, receive a \$10 print credit in the fall and spring that can be used on these printers. There is an additional scanning station on the 3rd floor of the library by the bound journals.

While most respondents to the Institutional Student Assessment were satisfied with printing services, during the assessment administration period, HSLIC noted that some student ID cards did not have the HSC's print credit loaded. HSLIC is working with the UNM Hospital Security badge office, the UNM LoboCard office and UNM Information Technologies to monitor whether this is a recurring issue or an anomaly. As an interim solution, HSLIC staff provides students with temporary copy cards to print their materials for free, when the print credit does not appear on their ID cards. Beginning in Fall 2017, HSLIC is testing use of wireless printing capabilities for students at the Health Sciences Center.

Network access

The HSLIC has two wired Internet connections for students to use with their own laptop computers. Wireless Internet access is available throughout the building and throughout much of the UNM Campus. The ability to access patient records through a secure Citrix ICA client connection is available in two private locations within the library. Each privacy booth includes a table, chair, and laptop for use by medical students, faculty, and residents.

Services

As of November 2016 HSLIC employs 15 professional staff, 16 technical staff and several student employees. Library faculty hold a primary appointment in the School of Medicine. Service Point staff provide services to walk-in, telephone, email and text users, including: library circulation, reference assistance, class and group study room scheduling, troubleshooting public printing and photocopying and checkouts of print materials, room keys, laptops, iPads, adapters, iClickers and anatomic models. Library staff members provide limited over-the-counter technology support to patrons before directing them to the IT support staff in the office adjacent to the Service Point.

Reference services, provided by Service Point staff and librarians, are available in person whenever the building is open, by phone, email (reflib@salud.unm.edu), or text. Individual consultation with a library faculty member is recommended for more in-depth requests. Offerings are provided in individual, small and large group settings in both credit and non-credit courses. These offerings are held during new student orientations, individual consults, informatics labs, and reference sessions. All library faculty engage in liaison activities through the HSLIC Envoy Program <https://hslc.unm.edu/library/envoys.html>. Departmental envoys provide customized instruction, consultation, and support at the request of students, faculty, or staff. Envoys are assisted by various HSLIC staff and faculty as necessary. Ninety percent of respondents to the Institutional Student Assessment indicated satisfaction with the quality and availability of library support staff and services.

A 50-seat classroom on the 4th floor was constructed and opened spring semester 2016. HSLIC also manages the Domenici Center for Health Sciences Education complex. HSLIC schedules meeting room and classrooms, holds demonstrations on how to use the Center's teaching technology and provides technical support for that technology. The northeast building of the complex houses a 28,000-square-foot Interprofessional Healthcare Simulation Center (IHSC). The IHSC contains a mock community pharmacy, simulated in-patient rooms, and drop-in skills lab and exam rooms and is used by all medicine, nursing, and pharmacy students.

HSLIC Collection Services

Health Sciences Center students, faculty, staff and preceptors have access to over 137,000 total volume holdings, 2,438 electronic serials subscriptions, and 92 health related-databases. Over the past three years HSLIC has increased its number of electronic books and journals, while still maintaining a core print collection. To assure reliable and easy access to library resources, link resolver software allowing one-click access to full-text of licensed articles from four major databases was purchased and implemented as was new enhanced software allowing remote access. Major reference texts that can be licensed for multiple users are considered for purchase when they become available electronically. The move towards more electronic holdings has been in response to student and faculty member need to have library resources available 24/7. Since 2013/2014 electronic serials subscriptions have increased 125% while electronic monographs are up 464%. Materials not owned or licensed by UNM may be requested through Interlibrary Loan at no cost to the requester. Over 90% of respondents to the Institutional Student Assessment expressed satisfaction with the breadth of reference materials, databases and online journal access.

Online resources provide readily available information for use in clinical settings and for answering student learning issues. Material from these resources (i.e., multimedia, textbook chapters, guidelines, etc.) may be used by faculty to post curricular content within one of the several course management systems used at the HSC (i.e., SharePoint, Moodle, Bright Space or One45) or as print reserve material. Online self-study examination preparation and review is offered by the library through online resources (e.g., Access Medicine, Access Pharmacy) and print materials (<http://libguides.health.unm.edu/boardreview>). Access to the full range of HSLIC and UNM University Library online resources are available anytime, anywhere to students, staff, faculty, and preceptors by logging in with a NetID and password.

In order to improve collection holdings and respond to student and faculty needs, HSLIC invites participation in selecting new resources. Recommendations may be made electronically via the HSLIC website or through the faculty envoy. The HSLIC endeavors to fill as many of these requests as possible, depending on demand and the availability of funding. The HSLIC Collection Development Manual, revised in 2015, provides information on the scope and coverage of the collection and the decision making process related to managing the collection. (<http://libguides.health.unm.edu/colldevmanual>)

- e. Briefly summarize any partnerships that extend the library's access to information resources. For example, does the library interact with other university and/or affiliated hospital libraries?

The Health Sciences Library and Informatics Center (HSLIC) is a member of numerous consortia, university wide, regionally, and at the national level. At the university level, the HSLIC engages with the UNM University Libraries in collaborative projects such as resource purchasing and maintenance and scholarly communication activities. The HSLIC also participates in the New Mexico Consortium of Academic Libraries (NMCAL) and the South Central Academic Medical Libraries (SCAMeL), Reciprocal interlibrary loan fees and joint resource purchases are available to the HSLIC as members of the SCAMeL and NMCAL consortia. Library resources are available electronically to UNM medical students, residents and faculty who are stationed at the Veteran's Administration Medical Center and other clinical sites around the state. The HSLIC provides article delivery from our collection to clinicians and hospital libraries throughout New Mexico.

- f. List the regular library hours. If there are additional hours during which medical students have access to all or part of the library for study, provide these as well.

Regular HSLIC hours:

Monday-Thursday	7:00am-11:00pm
Friday	7:00am-6:00pm
Saturday	9:30am-6:00pm
Sunday	12:00pm-11:00pm

All medical students additionally have access to a 24-hour study lounge area managed by HSLIC in the adjacent Domenici Center. In addition students have 24x7 access to portions of the Domenici Center and Fitz Hall, thus providing access to small group study rooms and lounge seating. The Library is open 357 days a year for a total of 94.5 service hours per week, with digital access 24/7. University Libraries and the HSLIC provide remote access to online resources through the use of a proxy server as licensing permits. Wireless technologies have been implemented across campus and the HSLIC Service Point staff are available to assist users with accessing network resources on their mobile devices.

While student responses from first and second year students on their independent survey were lower than years three and four with respect to satisfaction with library hours of operation, analysis of actual usage shows a relatively low use of the library facility and of the Domenici Center Student Lounge during late evenings. Given the high cost of renovations necessary to make the library accessible 24x7 along with the low use of the facility during late evenings when the library is open, library leadership believes keeping the Domenici Center Student Lounge and portions of the north wing of Domenici Center open 24x7 are adequate to meet late night study usage demands.

5.9 INFORMATION TECHNOLOGY RESOURCES/STAFF

A medical school provides access to well-maintained information technology resources sufficient in scope to support its educational and other missions. The information technology staff serving a medical education program has sufficient expertise to fulfill its responsibilities and is responsive to the needs of the medical students, faculty members, and others associated with the institution.

5.9 SUPPORTING DATA

Table 5.9-1 Student Satisfaction with Computer Resource Center					
Provide school and national benchmark data from the AAMC Graduation Questionnaire (GQ) on percentage of respondents who were <i>satisfied/very satisfied</i> (aggregated) with the computer resource center.					
GQ 2015		GQ 2016		GQ 2017	
School %	National %	School %	National %	School %	National %
87 %	85%	93%	83%	92%	85%

Table 5.9-2 Student Satisfaction with IT Resources by Curriculum Year				
As available, provide data from the independent student analysis, by curriculum year, on the percentage of respondents who were <i>satisfied/very satisfied</i> (aggregated) with computer/IT resources. Add rows for each additional question area on the student survey. Schools with regional campuses should specify the campus in each row.				
Survey Question (Campus as applicable)	YEAR 1	YEAR 2	YEAR 3	YEAR 4
Accessibility of the IT support desk and services through HSLIC	99% “Somewhat Satisfied” and “Very Satisfied”	89% “Somewhat Satisfied” and “Very Satisfied”	93% “Somewhat Satisfied” and “Very Satisfied”	97% “Somewhat Satisfied” and “Very Satisfied”
Access to printing services at HSLIC	74%	81%	85%	97%
Adequacy and availability of wireless access throughout the North Campus	87%	82%	82%	80%

Table 5.9-3 Medical School IT Resources					
Provide the following information based on the most recent academic year. Schools with regional campuses should specify the campus in each row.					
Campus (if applicable)	How many computer classrooms are accessible to medical students?	How many computers or workstations are in each computer classroom?	Is there a wireless network on campus? (Y/N)	Is there a wireless network in classrooms and study spaces? (Y/N)	Are there sufficient electrical outlets in educational spaces to allow computer use? (Y/N)
UNM	3 Physical	12, 26 and 76	Y	Y	Y*
UNM	4 Mobile	12, 20, 22, 67	Y	Y	Y*

*The library has added charging stations for laptops, phones and other mobile devices on 2 of its 3 floors and there is an additional charging station in the shared student lounge space in the East Wing of the Domenici Center for Health Sciences Education. Recharging stationary bicycle is being piloted in Fitz Hall. The final phase of the Domenici Center that opened in Fall 2017 was intentionally planned to provide additional outlets for students in gathering spaces and classrooms.

Table 5.9-4 Medical School IT Services Staffing			
Provide the number of IT staff FTEs in the following areas, using the most recent academic year. Schools with regional campuses may add rows for each additional campus.			
Total # of IT Staff FTEs	Professional Staff	Technical and Support Staff	Part-time Staff (e.g., student workers)
4 School of Medicine	1	1	2
14 HSC Chief Information Office (CIO)*	3	11	N/A

*Includes those from HSC CIO Tier 1 Technology Support, HSC CIO Tier 2 Technology Support, HSC CIO Classroom Technology Unit, HSC CIO IT Systems Unit. All of these staff support the entire HSC.

5.9 NARRATIVE RESPONSE

- a. If a wireless network is not available in classrooms and study spaces, describe the adequacy of internet access points in educational spaces (e.g., in large classrooms, small classrooms, student study space).

Wireless networks are available in all SOM classrooms and educational spaces. The UNM Health Sciences Center provides two wireless networks that students may use in any location. The UNM Health Sciences Center is currently moving towards a new standard of providing one wireless access point for every ten seats in all classrooms. Study spaces located in various buildings utilize the existing wireless network in the building which they are located. In the event of the loss of wireless Internet access, the UNM Health Sciences Center has a robust wired network in all classrooms and study spaces that can host multiple wired connections. The UNM Health Sciences Center also has a variety of cellular providers with coverage on campus for broadband or hotspot access from broadband or hotspot enabled devices such as smartphones, tablets, or laptops. Additionally, the Health Sciences Library and Informatics Center houses forty-six wired workstations, eight laptops for checkout, and four wired network connections for students to connect their own laptop computers.

During the past 10 years, the HSC has regularly asked users, including students, about the adequacy of wireless access on the HSC campus. This feedback has led to development of standards such as providing one wireless access point for every ten seats. It also led to the creation of a mandatory login on the Health Sciences Center's guest wireless network to reduce congestion due to devices automatically connecting while not in use. According to the Institutional Student Assessment administered in the fall of 2016, 83% of respondents were satisfied/very satisfied with the wireless network. This indicates that previous dissatisfaction with connectivity within Fitz Hall and outdoor spaces as been addressed.

- b. Describe the availability of telecommunications technology that links all instructional sites/campuses and how Information Technology (IT) services support(s) the delivery of distributed education. Describe how medical students, residents, and faculty are able to access educational resources (e.g., curriculum materials) from off-campus sites.

The UNM Health Sciences Center has a number of telecommunications technologies available that support distributed education. These technologies include conference phones, a portable Polycom (H.323) multi-site video conferencing system, Multi-site web conferencing services utilizing Zoom, eighteen classrooms with Sonic Foundry Mediasite recorders for live broadcast, recording and playback,

and one portable Mediasite recorder utilized in classrooms without a dedicated installation. The UNM Health Sciences Center IT supports the installation, setup, use, and maintenance of these technologies. Some of these technologies are installed in the classrooms, some are scheduled and setup by request. Students have remote access to educational resources such as the learning management system directly through any Internet connection and other educational resources through an institutional Virtual Private Network connection.

- c. Provide the title and organization focus of the individual to whom the medical school IT director reports. List any other schools or programs served by the IT services unit(s).

Academic Multimedia Services (AMS), a division of the Office of Undergraduate Medical Education, provides first-line support for the students and staff of UME, responding to their technological and multimedia needs. AMS provides first-tier support for user connectivity issues for UME. AMS is part of the Curriculum Support Center which reports directly to the Associate Dean for Undergraduate Medical Education. This staff is supplemented by the core IT staff of the office of the Chief Information Officer (CIO). The CIO reports to the Executive Vice Chancellor of the HSC and oversees IT for all research, clinical, and educational activities of the HSC. The CIO staff provide installation, maintenance, and support of core IT components such as the infrastructure and access to the wired and wireless networks, the virtual private network access, and all technologies installed in the classrooms.

- d. How does the medical school assess the adequacy of information technology resources to support the educational program?

Evaluations for all clerkships, asked of Phase II (3rd year medical students) at the end of each clerkship block, include questions regarding adequacy of classrooms and conference rooms at clinical sites; computer workstations in clinical areas; wireless technology and conference room technology; and lounge and study spaces available for Phase II students. This is reported after each block as well as in aggregate per clerkship at the 6-month interval and the 12-month interval. Collection of this information started in the 2015-16 academic year and is reported to clerkship directors, the Associate Dean for Undergraduate Medical Education, and the Senior Associate Dean for Medical Education. Evaluation data for the 2016-2017 school year showed improved satisfaction with classroom and conference room technology, computer workstations and wireless technology at clinical sites.

- e. Describe the ways that staff members in the IT services unit are involved in curriculum planning and delivery for the medical school. For example, do IT services staff assist faculty in developing instructional materials, assist in developing or maintaining the curriculum database or other curriculum management applications, or help faculty learn to use the technology for distance education?

IT Staff members at Academic Multimedia Services (AMS) work directly with the curriculum committee members and block chairs to consult and assist with the technology used in the delivery of the curriculum. AMS is responsible for training faculty how to use the available technology and helps setup, prepare, and test the classroom technology prior to classes.

AMS is involved in:

- the development of media for the curriculum;
- design and administration UNM School of Medicine's Learning Management System (Brightspace);
- assisting faculty in the development of on demand learning modules using Office Mix and Camtasia;

- developing and producing videos in support of the medical school curriculum;
- managing the recording and delivery of simulated patient encounters;
- controlling medical school technology equipment inventory;
- making decisions regarding the purchasing of medical school computers and related devices; and
- providing support for low- and high-stakes exams.