



UC San Diego

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I&R SERVICES

Section: 130-1.2

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Issuing Office: Office of Learning Resources

OFFICE OF LEARNING RESOURCES SERVICES

I. INSTRUCTIONAL SERVICES DIVISION

A. General

1. This division is responsible for providing a full range of services to faculty, students, and staff for teaching and learning. Personnel assigned to this division maintain and manage the use of all instructional facilities located in the School of Medicine.
2. Priority for services and use of facilities is given first to medical school core, elective, and graduate course instruction. Beyond this, services and facilities are available to all campus requestors.

B. Organization

The division, under management of the Director, is divided into four working units:

1. Learning Resources Center ([Supplement I-A](#))
2. Multidiscipline Laboratories, (MDL) Anatomical Preparation and Plastination Lab. ([Supplement I-B](#))
3. Lecture Room Scheduling and Audio-Visual Services for School of Medicine ([Supplement I-C](#))
4. Willed Body Program ([Supplement I-D](#))

C. School of Medicine Core Curriculum Support

1. Medical School Basic Science core courses receive direct budgetary support from the Office of the Dean. These funds are used to provide personnel, materials and services, and are allocated by OLR to the various core courses, based on past expense records and current expressed needs.
2. For each course, funds are assigned to cover two general expense categories: laboratory support and lecture support.
3. Each course is assigned a separate four-digit number which may be used by faculty for procurement of teaching materials (xeroxing, slides, illustration services, etc.) or for laboratory support (supplies are ordered by MDL staff).
4. Funds are allocated at the start of each academic year, and course chairs are informed of their allocations by letter.

5. A computer assisted fund control program continuously monitors each course budget, providing data concerning expense trends and balances. This information is transmitted to the faculty.

II. MEDIA PRODUCTION

A. Purpose

This division provides illustration and computer graphics, still photography, and television production. Modern equipment and a systems oriented operation insure rapid delivery of high quality materials. In addition to routine production activities, personnel of this division also work as a team providing consultation and coordination of their individual efforts for large scale multimedia projects. Experience in their respective fields makes members of the production division valuable consultants in the development of unique methods for the presentation of complex information.

B. Organization

1. This division, located in the west wing basement of the Basic Science Building, is divided into three production units:
 - a. Illustration ([Supplement II-A](#)).
 - b. Still Photography ([Supplement II-B](#)).
 - c. Television ([Supplement II-C](#)).
2. Requests for services and pickup are managed at each individual unit. See [Supplements](#) for telephone numbers.

A. Users and Priorities

The Media Production Division operates as a recharge facility and is, therefore, self-supporting. All services must be billed to the requestor. For core course instructional support, labor and materials are charged to accounts maintained by the Office of Learning Resources. Services offered in support of other campus teaching programs and for research related activities are charged either to individual departments or contracts and grants accounts. It is the policy of this division to provide service on a first-come, first-served basis, except when excessive workloads necessitate primary consideration be given in favor of instruction.

III. RESEARCH AND DEVELOPMENT SHOPS

A. Organization

This division is comprised of two units:

1. Machine Shop ([Supplement III-A](#))
2. Electronics Shop ([Supplement III-B](#))

B. Priority and Use

The services of both shops are available to all campus requestors on a first-come, first-serve basis. However, instructional needs will be extended primary consideration in workload scheduling when possible.

C. Costs

Both shops recover their operating costs through recharge.



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SUPPLEMENT I-A

LEARNING RESOURCES CENTER

I. GENERAL

The Learning Resources Center (LRC) is a service unit within the Office of Learning Resources which provides for the central collection, cataloging, and distribution of non-print medical instructional materials. This unit manages the use of audiovisual equipment and specially equipped study carrel spaces, and maintains records of use of media, equipment, and facilities. The LRC is presently equipped with Macintosh and IBM-XT clone microcomputers, dot matrix and laser printers, and a Thunderscan Optical Scanner. A number of software programs are available for use on the premises: computer-assisted educational software including case simulations, knowledge-based programs, tutorials, and drills, as well as utility programs for word processing, spreadsheet, database, and statistics.

Additionally, the LRC provides computer-assisted test scoring and analysis service on a recharge basis. To arrange for these services contact the LRC.

Location : Room 265, Medical Teaching Facility
 School of Medicine

Hours: Monday, Tuesday, Wednesday, Thursday -
 7:30 a.m. to 8:00 p.m.
 Friday - 7:30 a.m. to 4:30 p.m.
 Saturday - 10:00 a.m. to 6:00 p.m.

Telephone Ext. 44123

II. FUNCTION

It is the purpose of this unit to:

- A.** Provide medical school faculty and students with multimedia materials and programs to augment instruction in the classroom.
- B.** Prepare materials for instruction and provide facilities for their distribution and use.
- C.** Provide complete medical motion picture and videocassette catalog library - provide assistance in ordering/renting instructional media and see to receipt, classroom delivery, and return.
- D.** Collect, organize, and maintain records of media, equipment, and instructional facilities use.
- E.** Make available a library of current equipment and material catalogs for use by faculty, students, and staff.

- F. Provide computer-assisted test scoring and evaluation services. (See [Attachment A](#) to this *Supplement*.)
- G. Provide reference service to search appropriate data bases for requested media.
- H. Provide computer-assisted educational software to augment instruction in the classroom.
- I. Provide computer resources, including database management, statistics, and word processing for medical student independent study projects, patient reports, or other written materials.
- J. Increase the computer skills of student, faculty, and staff by providing both individual and small group instruction.

III. CONDITIONS FOR USE OF MATERIALS AND SERVICES

- A. Materials and services are available on campus to:
 - 1. A student requiring materials or equipment to support or augment his/her medical education.
 - 2. A member of the faculty of the School of Medicine requiring equipment or materials for a scheduled "core course."
 - 3. A member of the faculty, staff, or administration requiring materials not reserved for core course use.
 - 4. A member of the faculty, staff, or administration requiring services in support of a University program.
- B. Materials and services are available off campus for UCSD Medical Center or Veterans Hospital sponsored programs, subject to University regulations.
- C. Borrowers are responsible for all materials while in their possession. Material is in the user's possession from the time of check-out until the time of check-in. Borrowers are charged replacement costs of items not returned.
- D. Microcomputer hardware and software cannot circulate outside of this unit.



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SUPPLEMENT I-A ATTACHMENT A

LEARNING RESOURCES CENTER TEST ANALYSIS SERVICE

- I. LRC provides computer-assisted test-scoring and test evaluation services on a recharge basis:**
 - A.** For Medical School core courses.
 - B.** For other campus-wide courses as work load and time permit.
- II. Testing services are primarily for multiple choice exams. Scores from faculty graded essays or short answer type exams can be accommodated by special arrangement (allow extra time).**
 - A.** Maximum of 5 choices per question.
 - B.** Maximum of 240 questions per test.
 - C.** Maximum of 400 students per test.
 - D.** Program is capable of providing a defined range of values for questions, as well as eliminating individual questions from exams at the time of processing.
 - E.** Alternative correct answers can also be allowed for selected questions.
- III. Student performance is indicated on a computer printout.**
 - A. Student scores:**
 1. Listed in decreasing order of performance. Also listed separately, ascending identification numbers.
 2. Raw score, number of responses, percent correct and relationship of score to mean are also given for each student.
 - B. Overall statistics are also presented.**
 1. Number of students present, number of questions asked, number of points possible, as well as mean and median score are given.
 2. The standard deviation of percent scores is given, as is a histogram depicting the class curve for that particular exam.

IV. Test Analysis Section

- A.** Overall item (question) analysis is presented for each question.
 - 1. Shows question number, correct answer, percent of students making correct choice, number of students answering each possible response, the discrimination index for that question and the amount of points given.
- B.** Overall item analysis is also compared with the upper and lower 25% groups showing the same data as for the overall analysis.
- C.** In addition to individual question analysis, three histograms are also presented.
 - 1. Distribution of question discrimination histogram plots discrimination between upper and lower quartiles for each question.
 - 2. Question efficiency histogram indicates a rescaling of discriminability index regardless of proportion responding correctly.
 - 3. Correlation index histogram representing extent to which high scorers answer correctly and low scorers answer incorrectly, using all students as population.

V. In addition to testing analysis services, a course analysis is also offered.

- A.** Overall statistics for all computer-assisted tests scored during any one course are available. Request this service before first test in series.
 - 1. Available to all Medical School core courses on a recharge basis.
 - 2. Limited availability to other recognized UCSD courses on a recharge basis.
 - 3. Overall statistics consist of number of tests given, number of students enrolled in course, greatest number of students present, number of questions given in course and number of points possible for course.
 - 4. In addition, a histogram is presented showing the overall curve.
- B.** Overall statistics are also presented test by test, and student by student.
 - 1. Statistics given test by test are number of students present, number of questions given, number of points possible, mean score, median score, and standard deviation.
 - 2. Statistics given student by student are raw score, percent correct, number of responses, and relationship of percent score to mean.

VI. Scheduling of Test-Processing

- A.** All test dates should be scheduled with the LRC as soon as possible after commencement of quarter.
 - 1. Test-processing can usually be accomplished within 24-48 hours of receipt.
 - 2. Special requests such as surveys, data entry, additional statistical analysis, etc. will require more time.
- B.** If individual test scores are to be combined to create a quarter-end final grade ("Courseanalysis"), this must be requested before the first test is processed.

VII. Recharge Rates for Test-Processing

Please contact the Learning Resource Center, Ext. 44123, for the "per form" or "per card" rate, labor rate, and material charge.



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SUPPLEMENT I-B

MULTIDISCIPLINE LABORATORIES, ANATOMICAL PREPARATION, AND PLASTINATION LABORATORY

I. GENERAL

Multidiscipline Laboratory services are provided primarily for support of School of Medicine instruction with priority extended to the core curriculum. Beyond this, these facilities may be used by other campus units (University Extension, etc.).

Locations: Multidiscipline Laboratories - Room 1112
 Basic Science Building, ext. 44125
 Anatomical Preparation - Room B202
 Basic Science Building, ext. 44126
 Plastination Laboratory - Room 1116
 Basic Science Building, ext. 44126 or 46485

Hours: Monday through Friday
 8:00 a.m. to 4:30 p.m.

II. LABORATORY USE

Specific requests for laboratory space, service, equipment and staff support may be made by contacting the above listed units.

Complete services in order of priority are available to:

- A. Medical School faculty requiring laboratory services in support of core course teaching.
- B. Medical students requiring services for core course teaching or special projects.
- C. Graduate courses.
- D. On a limited basis, the general campus.

III. SPECIAL SERVICES OFFERED

Subject to limitation within the laboratory, the following is offered:

- A. Supply and preparation of cultures, media, reagents, sera, etc.
- B. For all core courses, the laboratory staff will purchase and maintain supplies, chemicals and drugs needed for laboratories.

- C.** Animals for all core courses will be ordered and kept on hand when needed for specific laboratories. When needed, animals will be prepared prior to laboratories.
- D.** Equipment and supplies will be set up according to laboratory protocols and special instructions from the faculty. Technicians will be available in the laboratories to assist faculty members and students as needed.

IV. ANATOMICAL PREPARATION

Requests for use of anatomical specimens may be made by contacting the curator, located in BSB Room B202, ext. 44126. Specimens and services are provided on a recharge basis.

V. PLASTINATION LABORATORY

Modern techniques for preserving by plastinating normal and pathological specimens are provided by this laboratory. This service is available to School of Medicine core course faculty in support of their teaching programs. Those who wish to use this service should contact the curator to discuss possible arrangements (BSB, Room 1116, ext. 44126 or 46485).



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SUPPLEMENT I-C

WILLED BODY PROGRAM (BODY DONATION PROGRAM)

The purpose of this program is to provide anatomical materials for medical education and research. There is no cost involved to donors residing in San Diego County. Costs for transportation from beyond San Diego County limits must be borne by the donor's estate.

Official forms are available from this office for persons who wish to donate their remains. Completed forms are kept in a confidential file.

Location: Room B213, Basic Science Building

Hours: Monday through Friday
8:00 a.m. to 4:30 p.m.

Telephone: 534-4536. There is an answering service on this line for off-duty hours to serve the needs of the Willed Body Program



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SUPPLEMENT I-D

LECTURE ROOM SCHEDULING AND AUDIO-VISUAL SERVICES FOR SCHOOL OF MEDICINE

I. AUDIO-VISUAL SERVICES

A. GENERAL

This unit offers a full range of audio-visual services and equipment for classes in the Basic Science and the Medical Teaching Facility buildings. Services for School of Medicine Core Curriculum Courses and Electives Classes are subsidized. Departmental seminars and meetings will be serviced per request on a recharge basis.

Location: Room 260/262, Medical Teaching Facility

Hours: Monday through Friday
8:00 a.m. to 4:30 p.m.

Telephone: Ext. 42736

II. PROCEDURE

The seven conference rooms and two lecture halls in the Basic Science Building, as well as the eight conference rooms and four classrooms in the Medical Teaching Facility, are controlled by the OLR Scheduling Office.

A. Authorized Users

1. Services are available to faculty and staff of the School of Medicine on a first come first served basis, with priority given to core curriculum classes if necessary.
2. Medical School students may request the services of the audio visual services unit for required classes or presentations which are part of the core curriculum.

B. Responsibility

Users of Audio-Visual equipment are responsible for its care while it is in their possession from the time of check-out or delivery until returned by the user or picked up by an Audio-Visual employee. Users are personally responsible for charges against their budget number, including charges for late cancellations. Due to security considerations, special authorization is required for access to projection booths.

C. Users Priority

1. Requests in direct support of School of Medicine core course curriculum and elective courses will be given first priority in all cases involving both labor and equipment. Course title and number will be required at the time the request is made.
2. Requests in support of administrative, extracurricular or general institutional activities, research grant meetings, Continuing Medical Education post graduate courses or any other University program.

D. Procedures

1. Requests may be placed by telephone (unless written authorization is required), by memo, or in person. All requests must contain requestor's name, user's name, department, budget number, job date, start time, end time, location, equipment needed and services desired.
2. Every effort will be made to fulfill all requests, however, because of the limit of equipment and staff, early notice will assure that the best possible scheduling and service are provided.

III. RATES AND SERVICES

- A.** No charge is made for the use of rooms.
- B.** Please call the Audio Visual office, ext. 42736, for the recharge rates. Equipment available includes projectors, tape recorders, screens, etc. Equipment rates are available upon request from this office.



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SUPPLEMENT II-A

ILLUSTRATION AND COMPUTER GRAPHICS

I. GENERAL

The services of the Medical Illustration Unit are available on a recharge basis to all campus requestors and to UCSD affiliates for University-related business.

Location: Room B302, Basic Science Building
School of Medicine
Room 110, Clinical Teaching Facility
Building C, UCSD Medical Center

Hours: Campus location - Monday through Friday
8:00 a.m. to 4:30 p.m.
UCSD Medical Center location - Monday through Friday
9:00a.m. to 12:00 p.m.

Telephone: Campus - Ext.44131
UCS Medical Center - Ext. 36169

II. AUTHORIZED USERS

Services are available to all UCSD faculty and staff and to those affiliates conducting University-related business. The service is either charged to an authorized budget number provided by the user, or, if for private individuals conducting University related business, it may be billed to them directly.

III. TYPES OF SERVICE

Available services include medical, biological, scientific and general illustrations for publication and design work, television, display, lecture executed in pen-ink, full color, halftone, pencil, airbrush, etc. Also, charts, graphs, brochures, forms, graphic design, logo design, signs, posters, hand lettering, computer graphics, computerized typesetting, exhibits, displays, diagrams, schematics, brochures, handouts and newsletter production are available. If you have a specific need, please call for further information.

To further meet the needs and requests for service of the faculty and staff at UCSD, OLR had developed a complete computer graphics service which includes a Management Graphics Inc. Trimaster computer, camera and thermal printer as well as three Macintosh II graphics computers with a laser printer.

Additionally, the unit serves as an imaging center for computer work produced on personal computers (specifically to date: IBM [35mm Express] and Macintosh [Easy Slider]). The software necessary to produce slides on the IBM and Macintosh can be checked out from the unit.

IV. DEADLINES

Every effort is made to assist you with your special needs. Historically the workload has dictated a four to five working day turnaround. Please understand that the turnaround time is affected by the quantity and complexity of the illustration. Time may be reserved in advance.

V. RECHARGE RATES

The Medical Illustration Division of OLR operates on a cost-recovery basis. Please call ext. 44131 for the current rates.



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SUPPLEMENT II-B

STILL PHOTOGRAPHY

I. GENERAL

- A.** Still photography services are provided on a recharge basis at two locations:
 - 1. UCSD Medical Center - ext. 35929
 - 2. General Campus - Room B303, Basic Science Building, ext. 44132
- B.** Work may be delivered to any location. For most work there is a 3-day turnaround, and every effort is made to meet deadlines.

II. AUTHORIZED USERS

Services are available to faculty, staff, registered student organizations and, upon written approved request, to students who must perform an assignment for a scheduled course.

III. HOURS OF OPERATION

All offices -- Monday through Friday 8:00 a.m. to 4:30 p.m.
Other hours may be arranged whenever necessary.

IV. TYPES OF SERVICES

General photographic services are available and include color or black and white slides, prints, x-rays, Diazo, tinting, slide copying, and passport photographs. Additionally, the UCSD Medical Center photo lab can provide operating room and patient photography service.

V. RECHARGE RATES

Please telephone the photo labs for the current rates.



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SUPPLEMENT II-C

STILL PHOTOGRAPHY

- I. This unit provides consultation, scripting, television production, recording, playback, duplication, broadcast transmission and repair services as well as audio recording, editing and duplication. The same services are provided to the general campus with exception of video playback services. (These services are provided by campus Audio-Visual Services). Television services can be provided in OLR's facilities or on location.

Through a microwave link to a county-wide ITFS system, OLR-TV is able to provide broadcast service to all campus requestors wishing to broadcast into the surrounding community. Teleconferencing via satellite reception is also available. Individual or group instruction on the use of equipment is provided. To arrange for these services, contact the office shown below.

Location: Room B315, Basic Science Building
Hours: Monday through Friday
8:00 a.m. to 4:30 p.m.
Telephone: Ext. 44133 or 44134

II. AUTHORIZED USERS

- A. Services are available to faculty, staff, registered student organization, and, upon written approved request, to students who must perform an assignment for a scheduled course.
- B. Equipment and services are available off campus for any event sponsored by the University, or for any use which is in direct support of a University program.
- C. Student organizations are not eligible for off campus services.

III. RESPONSIBILITY

- A. Users of equipment checked out from OLR-TV are responsible for the loss of, or damage to, that equipment while it is in their possession. Equipment is in the user's possession from the time of check out or delivery until one of the following occurs:
1. The time it is returned to OLR-TV.
 2. The time, specified by the user at least one working day in advance, when it is to be picked up by OLR-TV personnel.
 3. The time it is picked up by OLR-TV personnel.

IV. USER'S PRIORITY

Requests are given priority in the following order:

- A.** Requests in direct support of departmental instruction or non-sponsored research, provided the course title and number or non-sponsored research title is given when the request is made. These requests are referred to as instructional requests.
- B.** All others which are referred to as non-instructional requests.

IV. PROCEDURES

- A.** Requests may be made by telephone or in person, unless written request is required as in paragraph II.A. above. (It is recommended that all requests be followed up by a written request to establish that the request was made.) Written or verbal, the request must include budget number, requestor's name, department and details such as nature of the program, location, format and any other information that will assist OLR-TV in arranging the needed services.
- B.** Please allow at least one working day's notice for video playback within the Medical School.
- C.** Please allow at least three working day's notice for video recording of special events, class activities or off the air.
- D.** Full scale production schedules are established by consultation.

IV. COST OF SERVICES

Please contact the Television Service Unit, ext. 44134, for the professional staff labor rates.



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SUPPLEMENT III-A

MACHINE SHOP

I. GENERAL

This fully equipped facility provides design, fabrication, repair and modification of research instrumentation.

II. SERVICES

The shop has a complete range of equipment and personnel to contribute to the design and construction of research equipment, using various types of metals and plastics, with skills in precision machining, heli-arc welding, silver and soft soldering, spot welding and various other crafts and talents to service the needs of the research community. To arrange for these services contact the office shown below.

Location: Room B234, Basic Science Building

Hours: Monday through Friday
7:30 a.m. to 4:00 p.m.

Telephone: Ext. 44127

III. RECHARGE RATES

Please phone for information concerning current rates for labor, materials, or project cost estimates, etc.