

OFFICE OF MEDICAL EDUCATION TECHNOLOGY ANNUAL
REPORT



ANNUAL REPORT

FY 2023-2024

Ohio University Heritage College of Osteopathic Medicine
Technology

Office of Medical Education

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Heritage College of Osteopathic Medicine Mission Statement

We pride ourselves on our strong focus on our mission: training osteopathic primary care physicians to serve Ohio.

Our medical school educates physicians committed to practice in Ohio, emphasizes primary care, engages in focused research, and embraces both Appalachian and urban communities. Integral to this mission, our college community commits itself to provide a clinically integrated, learning-centered, osteopathic medical education continuum for students, interns, residents, and primary care associates; embrace diversity and public service; and improve the health and well-being of underserved populations.

Heritage College The Road to 2033

The Road
to 2033



MISSION Training osteopathic primary care physicians to serve Ohio

Our medical school educates physicians committed to practice in Ohio, emphasizes primary care, engages in focused research, and embraces both Appalachian and urban communities. Integral to this mission, our college community commits itself to: provide a clinically integrated, learning-centered osteopathic medical education continuum for students, interns, residents and primary care associates; embrace diversity and public service; and improve the health and wellbeing of underserved populations.

VISION A healthier Ohio, empowered by compassionate osteopathic physicians

With our graduates and partners, we advance care and knowledge to improve the health of our communities. Our culture is built upon resiliency, courage and compassion. Our physicians humanize each patient encounter, bridging the gap between therapeutics, medical technologies, health systems, care delivery and disparity.



- Wholeness and balance within each person
- Integrity
- Community of mutual respect
- Acceptance of others
- Embracing diversity
- Pursuit of excellence
- Climate of scholarship
- Commitment to service, generosity and compassion

OUR OVERARCHING GOAL Our graduates are highly sought after and indispensable members of Ohio's healthcare teams

Figure 1: Heritage College The Road to 2033

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Overview of Year

SUMMARY

The Heritage College Office of Medical Education Technology supports the following technology functions for the College:

- Classroom Connectivity for Multisite Support between Athens, Cleveland, and Dublin campuses
- Technology & Telehealth Operations including device, classroom, & infrastructure support services
- Medical Education Curriculum & Administration Systems
- Curriculum & Administrative Operational Efficiencies through Technology

In the past year, our efforts have contributed to the successful technology planning and design for the Heritage Translational Research Center (HTRC). This state-of-the-art facility is poised to become a hub for pioneering research, bridging the gap between laboratory discoveries and clinical applications. We have prioritized the integration of advanced research tools, cutting-edge IT infrastructure, and innovative technology solutions to ensure the HTRC operates at the forefront of translational research. By focusing on fiscal stability and technological reliability, we have created a robust framework that supports both operational efficiency and regulatory compliance. Our commitment to fostering a positive work environment will further enable our researchers to achieve groundbreaking advancements in medical science, ultimately enhancing patient care and outcomes.

We successfully upgraded the announcement system for the Clinical Training Assessment Center (CTAC) across all three campuses, ensuring uniformity and enhanced functionality. The CTAC announcement system automates timed announcements during student training assessments, streamlining the process and reducing manual intervention. This upgrade leverages advanced technology to provide a seamless, real-time communication platform that supports the precise timing and delivery of critical information. By focusing on fiscal responsibility and technological reliability, we have implemented a cost-effective solution that meets the highest standards of performance and security. This enhancement not only improves operational efficiency but also ensures a consistent and effective training environment for our students, thereby advancing our educational mission and supporting the development of future medical professionals.

This year saw the completion of a technology refresh in Cleveland 243, enhancing its functionality and capabilities. The upgrades included new audiovisual equipment, and improved systems. These improvements ensure Cleveland 243 remains an effective environment for learning, collaboration, and innovation, supporting the needs of our faculty and students.

The installation of RiseVision digital signage in the Heritage Hall atrium and the executive dean's suite has significantly enhanced communication by providing dynamic, real-time updates and information to students, faculty, and visitors. The installation in these high-traffic areas ensures that important announcements, event information, and other relevant content are easily accessible, improving overall engagement and information dissemination within our community.

We completed the replacement of cameras and microphones at the Clinical Training Assessment Center (CTAC) on the Dublin and Cleveland campuses. These upgrades have significantly improved the quality and reliability of our audiovisual capabilities, ensuring clear and accurate recording and assessment of student training sessions. By modernizing this essential equipment, we have enhanced the overall training environment, supporting our commitment to providing the highest quality education and assessment for our medical students.

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A significant development this year was the creation of an [OMET knowledge base](#) and training repository using TDX. This comprehensive resource provides faculty, staff, and students with easy access to essential information, training materials, and support documentation. By centralizing these resources, we have streamlined the process of finding and utilizing critical information, enhancing overall efficiency and productivity. The TDX platform ensures that our users can quickly and effectively navigate the knowledge base, fostering a more informed and capable community.

Another significant development this year was the creation of the [OMET Dashboard](#). This dashboard offers college stakeholders the opportunity to review projects OMET is working on, technology roadmap, status reports, project and ticket stats, and eMedley customizations.

The OMET team received recognition of “good assessment practice” in the measuring outcomes phase of the University Administrative & Student Support Unit Review (ASSUR) process.

This year, the team continued to work with the Office of Medical Education on various project efforts to enhance eMedley. The OMET team submitted and implemented 30 customization requests to eMedley. The most impactful project was the development of a unified form to centralize session guide data and curriculum mapping needs. The OMET team contributed to Phase I and Phase II of the Preceptor Capacity Validation Strategic Initiative.

The OMET team configured more processes into our Salesforce system and began leveraging Power BI more with Salesforce. Evaluations review, feedback and escalation process from eMedley to Salesforce. Data automation from Web Admit to Salesforce for Admissions information. Integration with DocuSign for document management and Blackthorn for event management. Several Community Health Program projects; COMCorps, Live Health Kids, Quality Improvement Data Hub, SEO Regional Quality Improvement Hub, and Diabetes Institute Nurse Navigator Program, and automation of AAMC form generation. Various FormBuilder updates; Professionalism, Orientation Survey, Health & Technical Form, Course Registration form, and Records Release Form.

The implementation of Zoomify to replace Aperio was very successful, offering enhanced functionality and better overall performance for both faculty and students to navigate.

Each year, the OMET team is assessed based on an annual survey sent to Faculty, Staff, and Students. According to survey responses, the OMET team was positively regarded for our experience, quality of work, timeliness, and overall friendliness in customer service. In the coming year, the OMET team hopes to continue finding opportunities for training of faculty, staff, and students, improving our faculty and student experience with our classrooms, eMedley and other applications.

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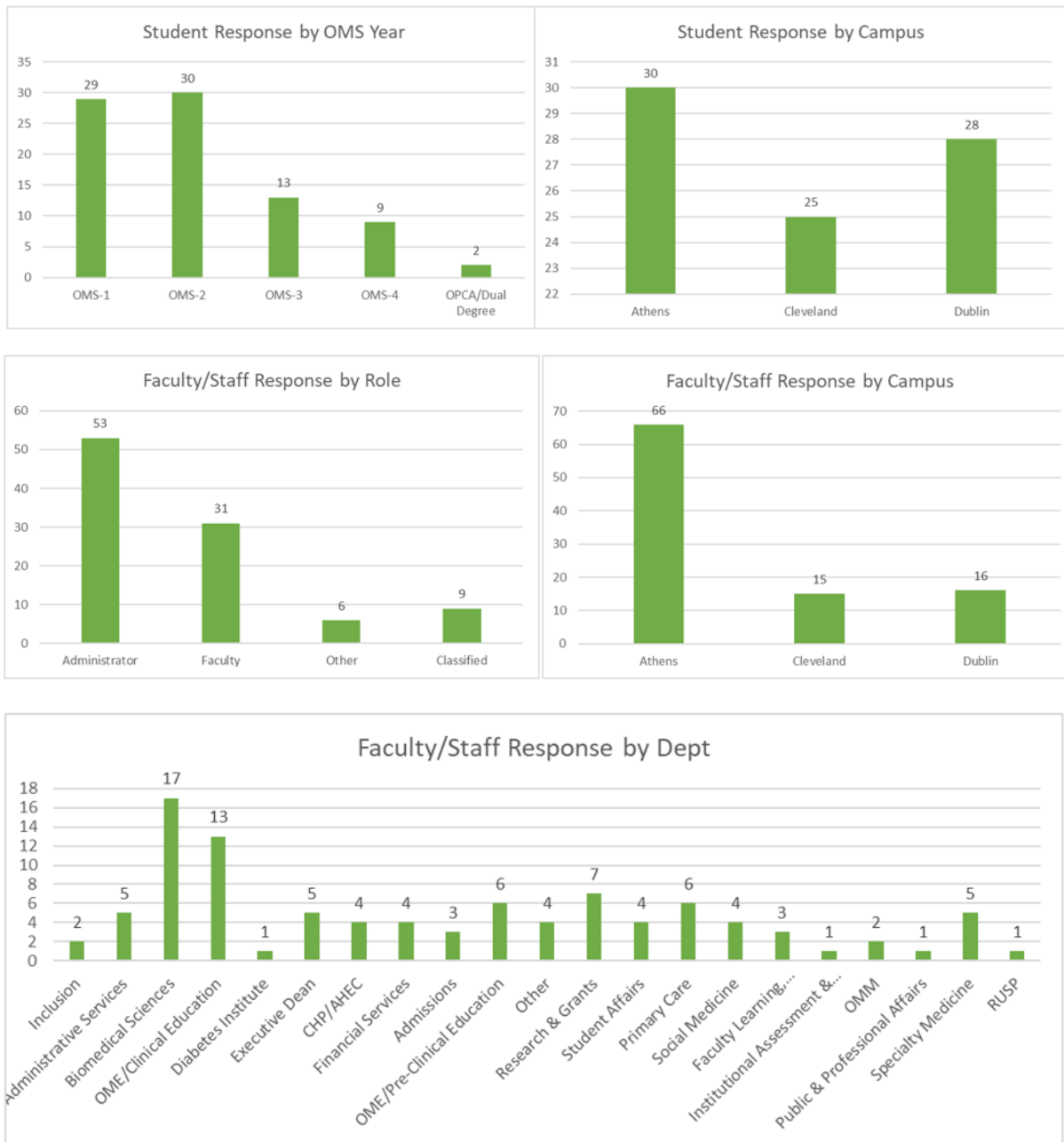


Figure 2: Overview of OMET Service Ratings from Students, Faculty, & Staff

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Ohio University Heritage College of Osteopathic Medicine

Office of Medical Education Technology

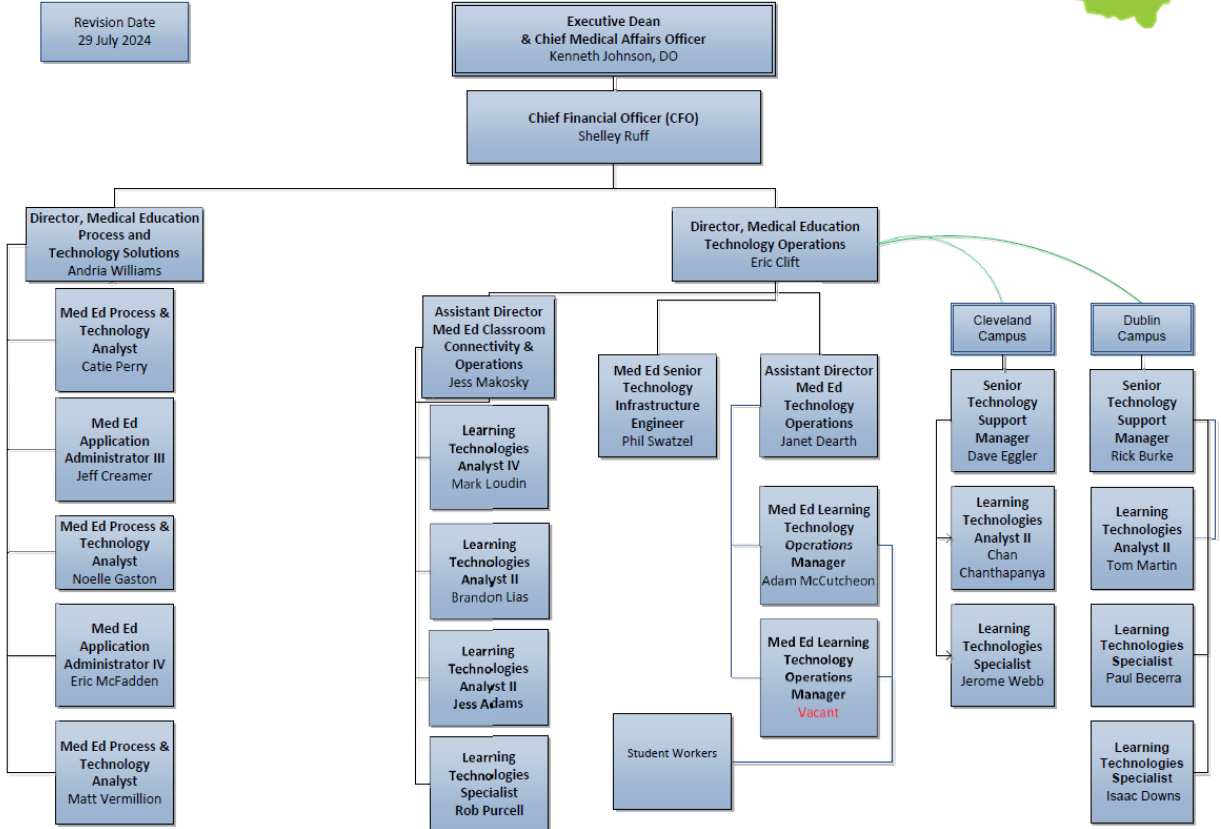


Figure 3 - Heritage OMET Organizational Chart as of July 29, 2024

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Accomplishments

GENERAL

- **Staffing**
 - David Egglar transitioned to Technology Support Manager, Cleveland.
 - Tom Martin was hired as Learning Technologies Analyst II in Dublin.
 - Isaac Downs was hired as Learning Technologies Specialist in Dublin.
 - Jerome Webb was hired as Learning Technologies Specialist in Cleveland.
 - Chan Chanthapanya transitioned to Learning Technologies Analyst II in Cleveland.
 - Adam McCutcheon transitioned to Learning Technology Operations Manager in Athens.
 - Rob Purcell was hired as Learning Technologies Specialist in Athens.
 - Noelle Gaston was hired as Medical Education Process & Technology Analyst
 - Eric McFadden was promoted to an Application Administrator IV
 - Jeffrey Creamer was promoted to an Application Administrator III

- **Committees Served**
 - AACOM Computing & Information Technology (CIT) Council – Eric Clift, Andria Williams
 - Heritage College CAREForce – Mark Loudin
 - Heritage College COCA Self Study Team – Eric Clift, Andria Williams
 - Heritage College Executive Committee – Eric Clift, Andria Williams
 - Heritage College Medical Student Assistance Program (MASP) – Mark Loudin
 - OIT Collaboration Tools Advisory Community – Janet Dearth, Eric Clift
 - OIT Device Support and Software Advisory Community – Rick Burke, Eric Clift
 - OIT Learning Spaces Advisory Community – Janet Dearth, Rick Burke
 - OIT Teaching and Learning Technologies Advisory Community - Rick Burke, Eric Clift

- **Continuing Education/Conferences Attended**
 - InfoComm – Phil Swatzel, Rick Burke
 - Rick Burke represented HCOM OMET as part of a panel discussion at the INFOCOMM 2024 Show in Las Vegas, NV. The panel discussion was titled "On the Edge: Stories from the Front Lines of HyFlex".
 - Ohio Osteopathic Symposium – Eric Clift, Mark Loudin, Isaac Downs
 - Enrollment Rx Building on the Best Summer School– Andria Williams, Eric McFadden
 - Educause – Eric Clift, Andria Williams
 - Society for Simulation in Healthcare Conference – Jeffrey Creamer
 - Salesforce Midwest Higher Education Summit – Andria Williams
 - Supervisory Skill Pathway – Dave Egglar
 - Osteopathic Heritage Foundation (OHF) Endowed Researcher Convening Meeting – Rick Burke, Tom Martin
 - AT Still Techniques Course – Tom Martin

- **Awards, Acknowledgements, Industry Publications, etc.**

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CLASSROOM CONNECTIVITY

- **Active Learning Classrooms**
 - The team consistently monitors classroom equipment to ensure a stable and positive experience for students.
 - During summer and winter breaks, the team collaborates with T1V and ROOT to thoroughly evaluate new software and hardware upgrades, implement customized fixes for the College, and enhance the audio experience across all campuses.
- **Video Conferencing**
 - During FY2023-2024, the team facilitated telehealth calls for Hopewell Health Centers, enabling the provision of mental health services to underserved areas in Ohio.
 - The network load was 42% dedicated to telehealth and 58% to Heritage College video conferencing.
 - Classroom connectivity was distributed as follows:
 - OMS-1 – 34%
 - OMS-2 – 31%
 - OMS-3/4 – 4%
 - TCC – 5%
 - Other – 26%
 - Events described as “others” were non-curricular events that the team supported.
 - Examples of these events include the following: Student Events, Summer Scholars, PreDOC, GME/CME Courses, OMM Workshops and Events, OOA Board Meetings, Points of Pride, CEN Summits, and more.
 - The team also supports the following:
 - Years 3 & 4 monthly 2-hour sessions for OMM Large Group Sessions
 - Faculty/OPCA Pre-Records
 - TCC Zoom Coverage (for outside guests)
 - Special events
 - The Classroom Connectivity team also assists faculty by ensuring that any additional materials or postings, which were not previously uploaded to eMedley, are made available to students.

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HERITAGE COLLEGE CLASSROOM CONNECTIVITY HOURS

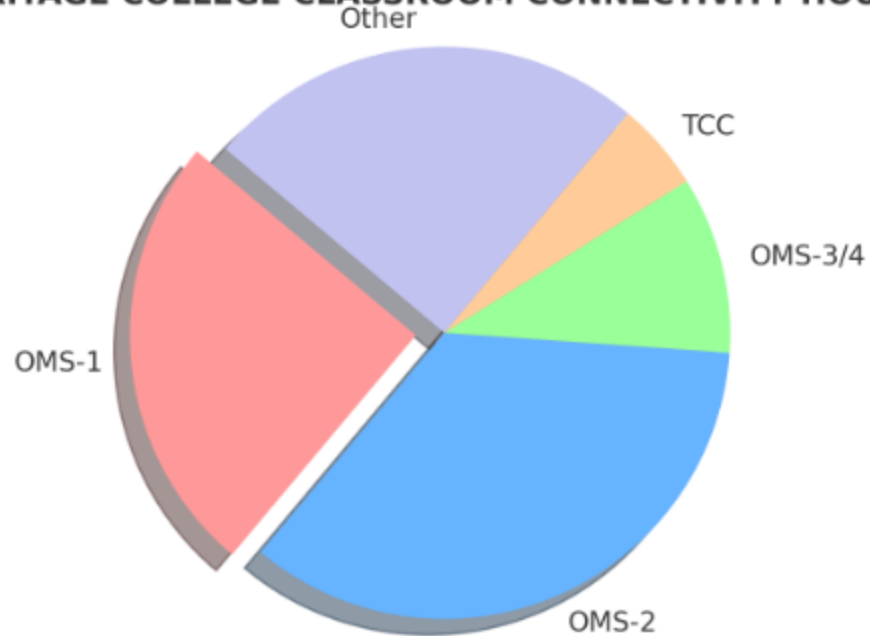


Figure 7 – Heritage College Classroom Connectivity Hours

OMS-1 – 34%

OMS-2 – 31%

OMS-3/4 – 4%

TCC – 5%

Other (i.e., Special events, Student events, etc.) – 26%

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TECHNOLOGY & TELEHEALTH OPERATIONS

- **Heritage College Infrastructure**
 - Finalized testing and implementation on all classroom and conference room spaces in Heritage Hall, as well as the Cleveland and Dublin campuses.
 - Engaged with vendors, T1V and ROOT, to ensure transparent communication and readiness of all classroom and conference room spaces by the start of the Fall 2024 semester.
 - Finalized installations and performed other necessary upgrades and adjustments to equipment and related applications, including Panopto recorders, Crestron touch panels, Polycom bridges and codecs, large displays, and room occupancy sensors.
 - Recorded and edited announcements for the new CTAC announcement system project.
 - Converted SPS-243 to MS Teams only and installed new digital video projectors.
 - Worked in partnership with Root, OU, Karpinski, and KAL Electric for installation and testing of Heritage Hall Atrium technology upgrade project.
 - Upgraded Poly Infrastructure software versions to latest.
 - Upgraded Panopto classroom remote recorders to the latest software version.
 - Upgrade MS Teams software in conference rooms, and provided updated end user instructions in conference rooms for operation of MS Teams connected equipment
- **Desktop Services**
 - Further integration of core technology support tools (i.e., SCCM (System Center Configuration Manager), JAMF, GPO) into the normal operation of the help desk environments.
 - Worked on yearly audit compliance remediation of a GLBA Audit of Admissions & Student Affairs.
 - Collaborated with HCOM HR (Human Resources) to improve processes for HCOM's On-Boarding and Off-Boarding creating greater efficiency for both our Technology team and HCOM's Human Resources office.
 - Collaborated with OIT to remove non-compliant desktops and laptops from service, disconnected devices from the network, or upgraded devices to meet security standards. This measure enhanced overall security of our network, devices, and end users.
- **Computer Replacement Process**
 - Continued migration from multiple devices to a single device per employee as their desktops approached replacement.
 - Collaborate with OIT to implement automatic software update policies in accordance with industry standards to better protect devices.
- **Equipment and Infrastructure**
 - Continued implementation of Crestron XIO cloud monitoring for classrooms and meeting rooms.
 - This will provide timely updates of offline devices, remote access, and available software upgrades.
 - Assisted OIT with troubleshooting MS Teams packet loss that affected the entire Ohio University campus.
 - Worked in partnership with T1V and Planar for support and replacement of failing Planar displays in the ALCs on all campuses.
- **Telehealth**
 - Reviewed and renewed contracts for Hopewell Health Center.
 - Worked in partnership with Hopewell for creation of new videoconference series.

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MEDICAL EDUCATION CURRICULUM & ADMINISTRATIVE SYSTEMS

- **OMET Supported Technologies**
 - **eMedley**
 - Completed thirty system customizations ranging from operational efficiency enhancements, new workflow processes, student experience enhancements, functional system adjustments, and updated reporting functionality
 - Collaborated with the Office of Medical Education to plan and prioritize technology initiatives to support the Office of Medical Education.
 - Development of a unified form to centralize session guide data and curriculum mapping needs.
 -
 - **Salesforce**
 - Working through ongoing development of a Salesforce Data dictionary
 - Developed several Power BI reports with source data from Salesforce
 - Developed an Evaluations review process to track feedback and escalation process from eMedley to Salesforce
 - Integration to automation data from Web Admit to Salesforce
 - Integration with DocuSign for document management
 - Integration with Blackthorn for event management
 - Several Community Health Program projects; COMCorps, Live Health Kids, Quality Improvement Data Hub, SEO Regional Quality Improvement Hub, and Diabetes Institute Nurse Navigator Program, and automation of AAMC form generation
 - **EnrollmentRx**
 - Performed system updates to CORE, FormBuilder, Import Rx and Events Rx
 - Various FormBuilder updates; Professionalism forms, Orientation Survey, Health & Technical Form, Course Registration form, and Records Release Form.
 - **Aperio**
 - Replaced with Zoomify as Histology solution
 - **Zoomify**
 - On premises Histology solution hosted on an Ohio University server and website. This solution offers flexible features such as annotations, narratives, zoom in/out, etc. The performance of this solution has already greatly improve the faculty and student experience.
 - **Learning Space**
 - Working with CTAC Director and Coordinators, evaluated the use of the Standardized Patient Module
 - **Osmosis**
 - Students continue to leverage Osmosis for board preparation and as a supplemental curriculum resource.
 - **Truelearn**
 - Students continue to leverage Truelearn for board preparation

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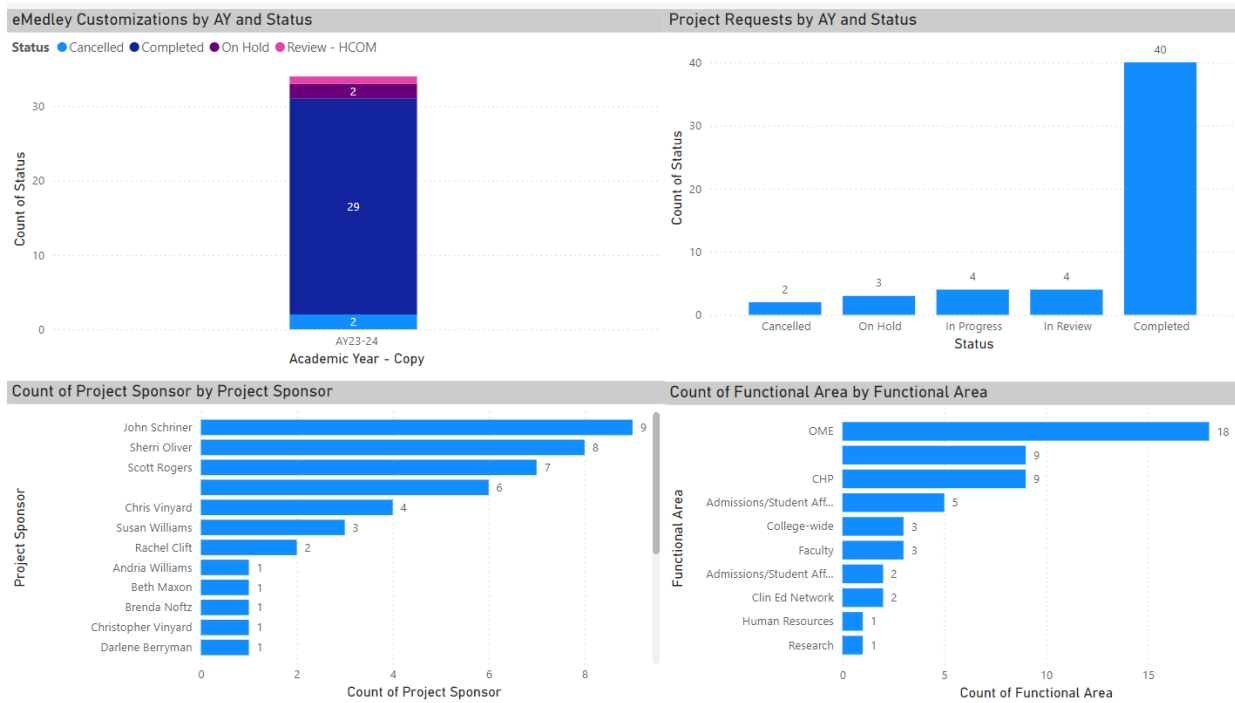


Figure 8 – Projects by status, sponsor and functional area

- **OIT Supported Learning Technologies**
 - **Panopto**
 - Fully leveraging Panopto for instructor pre-recorded content
 - **Top Hat**
 - Fully leveraging Top Hat for instructor led audience response
 - **RedCap**
 - REDCap is leveraged by Heritage College Researchers

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- Student Admissions**
 - Secondary Student Application
 - Admissions Portal & Documentation
 - MCAT Score Reports
- Student Data (OMS I – OMS IV)**
 - Absence & Attendance Portal & Tracking
 - Board Scores
 - Student Exam & RAT Performance
 - Research Activities
 - Student Progress
 - Off Cycle Tracking
 - Retention Review
 - Professionalism
 - Learning Services & Advising
 - Residency Advising
 - Financial Aid (Coming Soon...)
- Faculty Data**
 - Faculty Workload
 - HCOM Contract Information
 - Discipline Tracking
 - AACOM Information
- Preceptor Data**
 - Preceptor Application & Approval
 - Preceptor Re-Appointment
 - Site Agreements (Coming Soon...)



- Student/Curriculum Data (OMS I – OMS IV)**
 - Curriculum Mapping
 - Didactic Scheduling
 - Clinical Scheduling (CCE & Rotation)
 - Rotation Lottery
 - Rotation Requests
 - Case Logs
 - Evaluations
 - Gradebook
 - Exams/Test Bank (Coming Soon...)
 - Documents, Background Check, & Immunizations
 - MSPE (Coming Soon...)
- Faculty Data**
 - Teaching Assignments & Scheduling
 - Student Homework Submissions
 - Gradebook
 - Evaluations
- Preceptor Data**
 - Capacity
 - Evaluations
 - Clinical Site Information
- Other Reports**

Figure 9 –Enterprise System Strategy & Reporting Graphic

MEDICAL EDUCATION TICKET STATS

Tickets by Aging (Created vs. Resolved)

Aging Group	Count of Aging Group
Same Day	965
Within 24 hours	427
Within 1 week	422
Within 2 weeks	266
Within 1 month	194
Within 72 hours	133
Within 48 hours	124
Within 2 months	83
Over 3 Months	80
Within 3 months	18
Total	2712

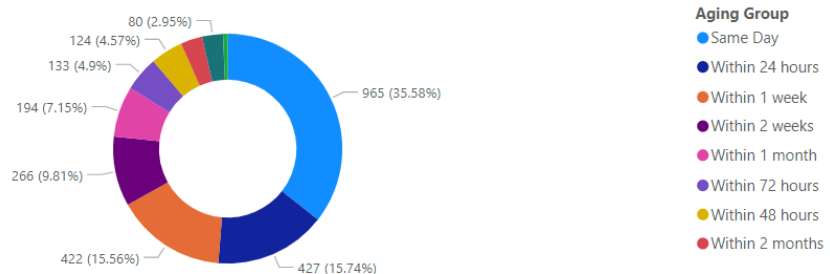


Figure 10 –2023 Calendar year Tickets (Created vs. Resolved aging)

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Tickets Created by Month

Month	Count of Created
January	211
February	224
March	216
April	248
May	189
June	182
July	239
August	338
September	285
October	204
November	209
December	167
Total	2712

Tickets Resolved by Month

Month	Count of Resolved Date
January	218
February	217
March	215
April	221
May	198
June	163
July	221
August	335
September	284
October	186
November	228
December	144
Total	2630

Figure 11 – 2023 Calendar year Tickets by month

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Financial Summary

OMET FINANCIAL OVERVIEW

The Heritage College has centralized all technology related expenses into the OMET budget to include technology salary & benefits, software purchases, licensing costs, computer replacement, equipment needs, etc.

Administrative, classified and student salaries and benefits account for half of the total Heritage OMET budget. An estimated 22% of the Heritage OMET’s budget is dedicated to Cloud Hosted Software subscription fees and software licenses for medical education technology. The Heritage College pays an estimated \$828,000 for software fees annually through subscriptions such as eMedley, LearningSpace, Osmosis, Truelearn, Salesforce, EnrollmentRx, Aperio, and other ancillary applications.

Heritage OMET also oversees computer replacements for classrooms, as well as faculty and staff. Over the past year.

The OMET budget also centralizes all College-related printing needs through its budget. This includes copy paper and COMDOC printing costs and leases for printers across the College’s three campuses. The Heritage OMET does realize a revenue stream from our business partnerships with Hopewell Health Centers. Heritage OMET was paid \$36,000 for services to our Telehealth partners.



Figure 12 –Pathways to Health & Wellness Curriculum (PHWC) Technology Overview

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Figure 13 – Heritage College Students using the Active Learning Classrooms

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Looking Ahead

GENERAL

- **Staffing**
 - As of June 2024, the OMET team has the following open positions:
 - Medical Education Technology Operations Manager – HCOM, Athens
- **Continuing Education/Conferences Planned for Attendance**
 - Eric Clift will be attending Educause in October 2024
 - Jeffrey Creamer will be attending the CAE conference in October 2024 if there is a regional conference offered
 - Eric McFadden will be attending the Salesforce Midwest Regional Summit in April 2025
 - Andria Williams, Noelle Gaston and Eric McFadden will be attending the Salesforce Higher Education Summing in Spring 2025
 - Various members of OMET will be attending the OHECC conference in May 2025
 - Opportunities evaluated for OMET team members to attend continuing education and conferences, as they arise.

SIGNATURE PROJECTS

Details can be found at this link [OMET Projects \(sharepoint.com\)](#) or via the [OMET project dashboard](#).

- **AY23-24**
 - HR Recruitment Solution
 - Rotation Capacity Validation
 - Zoomify – Phase II
 - Curriculum Resources & Mapping Enhancements
 - Dublin MEB 415 one-touch-join
 - Cleveland Anatomy Lab Projector Replacements
 - Cleveland 243 Technology Refresh
 - Assessment Toll Evaluation
 - Translational Research Data Storage
 - Dublin MEB 415 conversion to MS Teams only
 - Faculty Credentials & Qualifications
 - Financial Aid Improvements
 - Central Health and Wellness Clinics
 - Immunization Compliance
 - Preferred Pronouns to PeopleSoft
 - HTRC Building Technology Planning and Design
 - CTAC Announcement System Upgrade – All Campuses
 - CTAC Camera & Microphone Replacement in Dublin
 - CTAC Camera & Microphone Replacement in Cleveland

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- AY24-25
 - HTRC Building Technology Planning and Design
 - All Campus OMM Labs Conversion to MS Teams only
 - Heritage Hall 244/246 conversion to MS Teams only
 - Preceptor Feedback in Salesforce
 - ORUP Clinical Rotation Metrics
 - MSPE Automation
 - Resident Form/Data Updates
 - Blackthorn Event/Cashnet
 - CTAC SP Document Automation
 - Enrollment RX product updates
 - DISIRE Program
 - Faculty Teaching Assignment Import RX
 - eMedley data API
 - Salesforce to eMedley master data integration
 - eMedley curriculum copy forward
- AY25-26
 - HTRC Building Technology Planning and Design
 - Heritage Hall ALCs Conversion to MS Teams only
 - Cleveland ALCs Conversion to MS Teams only
 - Dublin ALCs Conversion to MS Teams only
 - T1V Student Station Monitor Replacement Phase I
 - T1V Instructor/Student Station Hardware Replacement
 - CTAC Laptop Replacements – All Campuses
- AY26-27
 - Cleveland Anatomy Lab Technology Refresh
 - Dublin Anatomy Lab Technology Refresh
 - Athens Anatomy Lab Technology Refresh
 - T1V Student Station Monitor Replacement Phase II
 - T1V Instructor Station Monitor Replacement

ONGOING INITIATIVES

- Continue working with technology integrators to upgrade campus classrooms and upgrade outdated equipment, specifically the CTAC intercom on all three campuses along with the cameras and microphones on the Dublin and Cleveland campuses.
- Ensure all Heritage College technology assets are loaded and managed in the IT Service Management tool, Team Dynamix.
- Identify, procure, and configure all needed computer replacements for the upcoming academic year.

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- Provide high quality customer service to Heritage College faculty, staff, and students for desktop support issues.
- Collaborate with project stakeholders to strategize and design the requisite technology infrastructure for the upcoming HTRC building
- Support data reporting needs at the College, and work with the Office of Medical Education (OME) on establishment of a data governance structure and development of data dictionaries
- Continue to support a governance structure with OME for configuration and customization of Salesforce and eMedley
- Continued improvement to eMedley to support business functions and an improved student experience by redesigning content distribution to be less complex for students
- Provide ongoing support for the Curriculum Inventory Task Force led by OME
- Additional development to Salesforce to support the following business processes:
 - Student Advising and Referrals
 - Dashboards for Clinical Assistant Dean Reporting
 - Retrospectives on previous projects for continuous quality improvement
- Annual evaluation of technology needs assessment survey results for COCA reporting
- In partnership with the OME, there are plans to distribute a Request for Proposal for a new board prep software for Heritage College students

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OMET Organization & Contact Information

GENERAL INFORMATION

- Request technology service through our Virtual Help Desk system:
 - Visit the Heritage Office of Medical Education Technology page on www.ohio.edu/medicine
 - Click the 'Request Technology Assistance' link for general technology service under the "Information for Faculty & Staff" tab
 - For Equipment & User Access requests, utilize the links on the right sidebar of the webpage
 - Visit the Heritage Office of Medical Education Technology Knowledge Base page on [OMET Knowledge Base](#)
- General Technology & Connectivity Requests
 - E-Mail hcomtech@ohio.edu
 - Athens Tech Shop: (740) 593-2169
 - Cleveland IT: (216) 295-7905
 - Dublin IT: (614) 793-5678
 - Connectivity: Phone: (740) 597-7940

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