



MASTER IN MEDICAL EDUCATION

Certificate in Medical Education

STUDENT HANDBOOK



University of Iowa Roy J. and Lucille A.
Carver College of Medicine



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Welcome!

Master in Medical Education/
Certificate in Medical Education

Student Handbook

May 2025

This handbook describes the standards and procedures governing students in the Medical Education Degree program including degree requirements and matters of academic progress. These policies are subject to any overriding collegiate or university policies. The faculty may periodically revise the standards and procedures, but new regulations will not apply retroactively to the disadvantage of students already in the program.

Office of Consultation and Research in Medical Education

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ocrme.medicine.uiowa.edu

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PROGRAM INFORMATION

*Learning is not attained by chance; it must be sought for with ardor
and attended to with diligence.*

Abigail Adams, 1780

Description

The purpose of the Master in Medical Education (MME) and the Certificate in Medical Education is to develop a community of academic medical faculty with formal training in education who will create and sustain a culture of educational excellence within the College of Medicine, UIHC, the University, and the medical education community at-large. The programs are coordinated by the Office of Consultation and Research in Medical Education (OCRME) and directed by Jane L. Miller, Ph.D., Director of OCRME.

Educational Goals of the Program

After completing the requirements for this degree, graduates should be able to:

1. Design evidence-based educational programs and materials with appropriate scope, sequence, and focus for intended learners.
2. Deliver effective instruction to individuals and small or large groups in classroom, laboratory, or clinical settings.
3. Evaluate the effectiveness of educational instruction, using both formative and summative methods.
4. Understand basic principles of educational measurement and be able to apply them to health professions education.
5. Evaluate and choose different assessment methods to promote learning and assess learning progress and outcomes.
6. Understand basic principles of educational research and be able to interpret and use educational research.
7. Apply the fundamental theories, designs, and methods of program evaluation to the health professions environment.
8. Identify current issues in health professions education and resources available for monitoring developments in the field.
9. Develop skills in reflection on past experience (including skills of self-awareness, self-analysis, and self-evaluation) that results in the ability to generate a new perspective or plan of action.
10. Identify the evolving role of technology in health professions education and research.



Admissions

The program determines admissions based on the applicant's academic potential and interest in medical education as demonstrated through the application materials. Deadlines for application are July 15 for fall semester, November 15 for spring semester, April 15 for summer session. For information on how to apply contact the program director or visit the website, <https://medicine.uiowa.edu/ocrme/>.

Coursework and Plan of Study

You must file a plan of study with the program during your first semester. The plan will include a list of the courses you intend to take for each semester of your study towards the degree and identify your intended graduation date. Your advisor and the program director must approve your plan. It must meet the degree requirements listed below and include any requests for transfer of credit (see below for more information on transfer credit and other special circumstances). Revisions to your plan may be made with advisor approval. You must register for at least one class each academic year to maintain satisfactory progress towards the degree.

See the current list of course offerings (available on the OCRME website) for information about course sequencing, available electives, pre-requisites, and other course information.

Degree Requirements

Coursework for the Master in Medical Education includes required courses and 6-9 hours of electives for a total of 30 hours.

| | | Semester Hrs |
|-------------------------|--|--------------|
| Required Courses | | |
| MED:9701 | Instructional Design and Technology | 3 s.h. |
| MED:9712 | Introduction to Educational Measurement | 3 s.h. |
| MED:9711 | Teaching Methods in Medical Education | 3 s.h. |
| MED:9702 | Clinical Teaching in Medical Education | |
| | Students who do not do clinical teaching will be allowed to substitute another course | 3 s.h. |
| MED:9714 | Current Issues in Medical Education | 3 s.h. |
| MED:9703 | Educational Research and Evaluation | 3 s.h. |
| MED:9713 | Assessment in Medical Education | 3 s.h. |
| | *Pre-requisite: MED:9712 | |
| MED:9720 | Portfolio | |
| | Must have completed at least 18 hours of coursework. See chapter on Portfolios for more information. | 3 s.h. |
| Electives | | |
| | Must have approval of advisor. May include electives offered within the MME program or other courses offered in relevant fields, e.g., College of Education, College of Business. Graduate courses are numbered 100 or higher. | 6-9 s.h. |
| MED:9726 | Curriculum Development in Med Education | 3 s.h. |
| MED:9724 | Leadership in Medicine | 3 s.h. |



MASTER / CERTIFICATE IN MEDICAL EDUCATION

| | | |
|----------|---|--------|
| MED:9725 | Simulation in Medical Education | 3 s.h. |
| MED:9721 | Study in Faculty Development | 3 s.h. |
| MED:9727 | Teaching and Assessing Communication Skills | 3 s.h. |
| MED:9722 | Independent Study | 3 s.h. |
| MED:9728 | Educational Research and Evaluation in Practice | 3 s.h. |

Certificate Requirements

Carver College of Medicine offers a 12-credit hour certificate in medical education available to College faculty and professional staff, as well as UI resident physicians and fellows. If students complete the certificate and then decide to apply to the Master in Medical Education (MME) Program, courses taken for the certificate can be applied to the MME degree. Required courses (3 credit hours each) include at least one each from sections 1 and 2 below, with the remaining hours to be a combination of courses listed based on interest of the student. Students can substitute course (up to 2) below with an MME elective.:

1) Methods Courses:

Instructional Design and Technology MED:9701,
Teaching Methods in Medical Education MED:9711, or
Clinical Teaching in Medical Education MED:9702.

2) Research/Measurement courses:

Introduction to Educational Measurement in Medical Education MED:9712 or
Educational Research and Evaluation MED:9703.

3) Other courses:

Current Issues in Medical Education MED:9714,
Assessment in Medical Education MED:9713,

Residence Requirement

Courses offered through our program, even those that employ distance education technologies, are considered on-campus courses. This includes courses we may offer in collaboration with other universities.

Of the minimum of 30 semester hours required for the degree, up to 6 semester hours may be completed for coursework done off-campus, providing you have approval from your advisor, the faculty member at the host institution, and the program director. Examples of acceptable circumstances would be if you enrolled in an elective course offered at another Regents or Committee on Interinstitutional Cooperation institution (an academic consortium of 12 universities) or if you took an independent study course that involved traveling to another location for fieldwork.

Transfer of Course Credit and Substitute Courses

Courses taken at another institution within ten years prior to admission to this program may be counted for credit for the MME degree provided such work is acceptable to program faculty regarding applicability to the degree and satisfactory performance, and any necessary collegiate approval is obtained. Up to 6 hours total may be credited with no more than three hours of credit per course and fewer credit hours may be given if the course is not equivalent in scope and rigor to MME courses.



Requests to consider transfer of courses must be submitted with the original Plan of Study during your first semester. You must have your official transcript showing this course work sent to us through the Office of Admissions and you may be asked to provide additional documentation of what the course entailed.

You may request to substitute an equivalent course if you are unable to enroll in a required course due to a schedule conflict or other extenuating circumstance. The Program must approve substitute courses prior to your enrollment. Most of our courses are unique to medical education so you may not find equivalent courses elsewhere.

Waiver of Courses and Credit

Our courses may not be waived (a waiver is when a student is not required to enroll in the course and does not receive credit for a course) and credit will not be given for non-academic studies or work experience (see also transfer of credit).

Technology

All courses make use of electronic communications, web sites, and e-mail. Students are expected to attend to and respond to electronic communications from their courses and the program. We will seek the most cost-efficient means to provide effective communication with students, however, you are expected to own or have dependable access to a computer that meets University recommendations. Information about recommendations and buying computers may be found on the ITS Help Desk web site <https://its.uiowa.edu/computers-and-devices>.

Grades

Master in Medical Education and Certificate Program

We use the College of Medicine grading system of Honors/Near Honors/Pass/Fail for the master's degree. We do not compute grade point averages or hours of honors. If you take a course in another college that uses the A-B-C grading system, the letter grade will be given.

Other Letter Grades

The letter "I" is used when a course cannot be completed at the close of the semester because of circumstances beyond a student's control such as illness. It may not be used as a temporary grade when a student's performance in the course has been unsatisfactory. You must request the grade of incomplete and must complete the course within the following semester (summer session excluded) or it will be converted to a failure, even if you have not enrolled since the incomplete was posted.

You may be able to take two semesters to complete courses offered through the University's distance education programs. The letter "T" is automatically assigned at the end of the first semester to be replaced by a letter grade at the end of the second semester. Consult the Division of Continuing Education, Distance and Online Education, regarding their current grading policies if you intend to enroll in one of their courses.



Advising

You will be assigned an advisor upon entering the program and you will meet with your advisor before or during your first semester to determine your interests, goals, and develop a plan of study. You should plan to meet with your advisor at least once a semester to review progress and work on your portfolio (for degree students; see section on the portfolio). Your advisor may be re-assigned based on your academic interests and advisory load.

Registration

MME courses are generally not open to students outside of our programs. Under exceptional circumstances students in other UI graduate degree programs may enroll in an MME course with permission of the course director and program director.

Full-time enrollment is 9 hours (3 courses) per fall or spring semester, although most students take 3-6 hours (1-2 course(s)) per semester. You may not enroll for more than 12 hours a semester.

You will determine your semester schedule with your advisor according to your Plan of Study. Program staff will register you for Carver College of Medicine courses.

For courses in other colleges, you will register yourself using the University's MyUI registration system. Instructions for this system can be found on the University's website (<https://myui.uiowa.edu/my-ui/home.page>). You may need to obtain a registration number to use this system.

Adding and Dropping Courses after the Start of the Semester

You must initiate changes to your registration and have approval of your advisor. Dropping a course may delay your graduation as courses are only offered once a year.

The MME Program must comply with procedures and deadlines established by the University. You must consult the Registrar's calendar (<http://www.registrar.uiowa.edu/>) before attempting to add or drop a course after the semester begins. There is a schedule of deadlines, with progressively increasing costs and consequences. After the date noted, to drop a single course, you must withdraw your entire registration and will need permission to be reinstated. If you discontinue a class without dropping it, you will receive a failing grade and will be charged full tuition following University regulations.

To add or drop a course after the start of the semester: 1) Consult the University calendar for applicable deadlines; 2) Consult with your advisor; 3) Then contact the program office for guidance on how to proceed. The procedures vary depending on how many and which type of courses you are currently enrolled.

Auditing

Auditing a course is not an option for the degree or certificate.



POLICIES

Next in importance to freedom and justice is popular education, without which neither freedom nor justice can be permanently maintained.

James A. Garfield, 1880

Academic Standing

To maintain satisfactory academic progress, you must enroll in at least one course each academic year. Failure to do so will result in probation and if you do not enroll in a course within one semester of being placed on academic probation, you may be dismissed from the program. Per University policies, if you do not register for a course for three consecutive semesters, you may need to reapply to the program before registering again.

A course director will notify you and your advisor if your progress within a course becomes unsatisfactory. If you receive a failing grade for any course, you may be provided with an option to remediate. If you do not remediate within the time limits provided to you by the program faculty you may be dismissed from the program. Probationary period will be determined by program faculty and will be a minimum of one academic semester and a maximum of one academic year. If you cancel registration while on probation without approval of your advisor, you may be dismissed from the program.

Petitions to extend probation must be submitted in writing to the program director within 6 weeks prior to the probation end date.

Accommodations

This program complies with university policy in providing academic accommodations to persons with disabilities. The College of Medicine has established specific procedures to ensure that qualified individuals have full access to resources (<https://medicine.uiowa.edu/md/supporting-students/student-handbook/policies-students-disabilities>) and we follow these procedures, with the exception that *forms are submitted to the Executive Dean*, who also oversees any appeals. If you have a disability and would like to request an accommodation, you must do so *within the first week* of class. If during the semester, you experience difficulties that lead you to suspect that you may have a disability, you should follow the procedures outlined for evaluation. Please contact the MME program director for assistance.



Professional Conduct

Professional student conduct includes attendance at course activities (synchronous or asynchronous), preparing for class activities, completing assignments, meeting course deadlines, keeping appointments, and filling out course evaluations. Extensions on course assignments may be granted if requested in writing (via e-mail or letter) but they must be approved before the due date to ensure full credit for assignments. Refer to the individual course syllabi for course policies about attendance, absences, missed deadlines, and incomplete work.

Examples of unprofessional conduct include cheating, plagiarism, falsification, violations of confidentiality, misuse of electronic communication equipment, disruptive classroom behavior, mistreatment of other individuals including simulated students, as well as unlawful activity.

If you commit an act of misconduct, you will be subject to disciplinary action that could include probation or dismissal. If misconduct is suspected, the following process will be followed:

- Your instructor will meet with you as soon as possible to clarify the situation. If you come to agreement on minor sanctions, or that none are needed, the process will be complete, and no reporting will be required.
- If the situation is not resolved to the satisfaction of you and your instructor, or the resulting sanction is not minor, your instructor will bring the matter to the attention of the program director who will appoint a review committee consisting of two or three members of the program and additional members as appropriate. One committee member will be appointed by the Chair.
- Your instructor will provide the Committee with a written description of the misconduct without naming or identifying you. The Committee may request additional information from your instructor. They may convene a meeting to allow you an opportunity to discuss the matter. The Committee will preside over the meeting attended by you and your instructor. The program director will attend to ensure a deliberative and fair process. In the event that the incident involves the program director as instructor, another COM faculty member may be appointed to observe the process.
- The Committee will determine whether misconduct has occurred and the resulting sanction, which may range from no action, re-doing class work, lowering a grade, failure, dismissal, or other action deemed appropriate to the nature and severity of the incident. You will be notified of the decision orally if possible and in writing within one week of the Committee's deliberation. In the event of dismissal, the Executive Dean will be notified.
- Decisions by the Committee may be appealed by following the procedures under "Grievance Procedures" related to decisions by the program or program director.



Withdrawal, Leave of Absence, Dismissal, and Reinstatement

Students who desire to withdraw from the program must request to do so in writing to the program director before the deadline. This program follows the University calendar for graduate students. Generally, the deadline is 5 weeks prior to the end of a regular semester (close of examination week) and 2 weeks prior to the end of a summer session. Failure to withdraw from the program may result in dismissal from the program (see requirements for satisfactory academic standing) and the student record will reflect this.

You may request a leave of absence for up to one year. Except in extenuating circumstances, the request must be made in advance. The decision to grant or deny a leave will be made by program faculty taking into consideration your progress in the program, the purpose for the leave and other circumstances.

You will be dismissed if while on probation for any reason you do not meet probation requirements within the time specified. You may be dismissed for serious misconduct without probation, and you will be notified in writing with the reasons for dismissal. You may appeal the dismissal (see section on grievance procedures).

If you are in good academic standing when you withdraw from the program, you may request reinstatement within five years of withdrawing by applying to the program director at least four months prior to the requested date of readmission. You will not be reinstated within the same semester after the withdrawal date. Reinstatement may be limited or delayed if enrollment has been capped. Program faculty and the Executive Dean will determine reinstatement. Denials may not be appealed. A year must elapse before another request for reinstatement may be made.

Students who withdrew more than five years ago, or were dismissed, must re-apply for admission through the University admissions office. A person re-admitted will be on probation for one semester.

Grievance Procedures

Grievances and appeals concerning your work on this degree are governed by university policies for students.

If you have a dispute with a faculty member, you should first attempt to resolve the issue with the faculty member involved. If you are unable to resolve the dispute, contact the program director. The program director may choose to form an *ad hoc* committee consisting of three CCOM faculty members who have not had direct involvement in the action or dispute to evaluate the circumstances and advise the program director on appropriate action. If the faculty member involved in the dispute is the program director, the Executive Dean may be contacted.



If your complaint concerning a faculty action cannot be resolved through the mechanisms above, you may file a formal complaint that will be handled under the procedures established for dealing with alleged violations of the Statement on Professional Ethics and Academic Responsibility as specified in section III-15 of the University Operations Manual. A description of these formal procedures can be found in the University Operations Manual, <https://opsmanual.uiowa.edu/>.

Complaints involving sexual harassment may be reported through several means. Consult the Operations Manual for more information at <https://opsmanual.uiowa.edu/community-policies/sexual-harassment>.

You may contact the Office of the University Ombudsperson (<https://uiowa.edu/ombuds/>, telephone 335-3608) for questions of procedure or assistance with resolving a dispute.

You may appeal formal actions taken by the program or program director, including disciplinary action or dismissal by the following procedure.

1. Specify the action that is being appealed in a letter to the Executive Dean of the College of Medicine, copied to the program director. This letter must follow within 14 days of notification of the program or program director's decision.
2. The Executive Dean of the College of Medicine will review the written recommendations of the program and will decide within 60 working days and indicate that decision with his/her signature.
3. You may schedule an appointment with the Executive Dean to discuss the program's recommendation prior to the Executive Dean's decision and within the 60 working days referenced above.
4. The program will provide official notification to the student of the Executive Dean's decision within 3 working days of receiving the signed paperwork.

If you are dismissed from a college or from the University for academic reasons you may ask the Office of the Provost to review the matter. The purpose of this review is to determine whether due process has occurred. If you wish more specific information about the review by the Office of the Provost inquire at the office of the Dean or the Office of the Ombudsperson.



PORTFOLIO for MME Degree

Knowledge and timber shouldn't be much used till they are seasoned.
Oliver Wendell Holmes, 1858

The academic portfolio is used in lieu of a thesis or comprehensive exam for the Master's degree to demonstrate your understanding of medical education and your ability to apply concepts and principles in a practical way. It is distinct from a teaching portfolio as it is intended to show competence in the goals of the program as well as your individual academic goals. The portfolio is used in the following ways:

- as a tool to reflect on learning goals and learning gains;
- to show how you have synthesized and applied concepts learned in your courses; and
- to demonstrate your accomplishments.

Process

Below is a brief description of the portfolio process. Specific details about the portfolio can be found on the course web page MED:9720 in the course management system (ICON). Please refer to the course materials for the most up-to-date information.

A working portfolio will be used throughout the course of study to encourage reflection and for advising. As you work towards your degree, you will include illustrative materials accompanied by a written self-reflection on why the work is significant, how the learning activity developed new understanding and insights, or how it provided direction on future study. You may also include critiques of your work by peers and mentors. You should expect to include at least one item from every course. You and your advisor will determine the timeframe for periodic updates to your portfolio.

Toward the end of your study, you will register for the portfolio course MED:9720 where you will reflect on your academic work and revise your portfolio in preparation for submitting it. The course is intended as an exit course, so you must have completed at least 18 credits, be in good academic standing (e.g., no incompletes), and have permission of the instructor to register for the course.



Typically, the core components of the summative portfolio include:

- Teaching philosophy statement
- Teaching and professional goals statement
- Artifacts: Examples of coursework or scholarly products (from at least 3 courses)
- Annotations: Descriptions of each artifact and its relevance to the portfolio
- 7-10 page reflection essay

As part of the course, you will prepare an essay reflecting on your learning and ability to apply the concepts learned in various courses to educational practice. You will also give a presentation of your portfolio to faculty and others. Your portfolio and related work will be evaluated by a three to four-person faculty committee and graded as pass or fail. The committee typically consists of the course director, your advisor, and one or two faculty members outside of the program that you choose.



UNIVERSITY POLICIES

The test of a first-rate intelligence is the ability to hold two opposed ideas in the mind at the same time, and still retain the ability to function.

F. Scott Fitzgerald, 1936

Listed below are important policies governing students and faculty at the University of Iowa. For more information consult the University of Iowa Operations Manual, <https://opsmanual.uiowa.edu/>.

Acceptable use of information technology resources

<http://opsmanual.uiowa.edu/community-policies/acceptable-use-information-technology-resources>

Anti-Harassment Policy

<http://opsmanual.uiowa.edu/community-policies/anti-harassment>

Anti-Retaliation Policy

<http://opsmanual.uiowa.edu/community-policies/anti-retaliation>

Consensual Relationships Involving Students

<http://opsmanual.uiowa.edu/community-policies/consensual-relationships-involving-students>

Parking regulations

<http://opsmanual.uiowa.edu/administrative-financial-and-facilities-policies/parking-regulations>

Sexual Harassment

<http://opsmanual.uiowa.edu/community-policies/sexual-harassment>

Smoking: University of Iowa Health Sciences became smoke free as of January 1, 2007

Student Code of Life

<http://opsmanual.uiowa.edu/students/general-regulations-applying-students>

Treatment of student education records

<http://opsmanual.uiowa.edu/students/treatment-student-education-records>



APPENDICES

Get the facts, or the facts will get you. And when you get them, get them right, or they will get you wrong.

Dr. Thomas Fuller, 1732

A. Faculty and Staff Directory

| PROGRAM FACULTY and STAFF | |
|--|--|
| Jane L. Miller, PhD, Director Associate Professor (Clinical) 335-8901, jane-l-miller@uiowa.edu | Course director for Current Issues in Medical Education, Simulation in Medical Education and co-course director for Portfolio Research Interests: <ul style="list-style-type: none">• Student and trainee assessment and evaluation• Simulation for continuous professional development and interprofessional collaborative practice• Engagement of patients, families, and communities in health science education |
| Patrick Barlow, PhD Associate Professor (Clinical) 384-4291, patrick-barlow@uiowa.edu | Course director for Educational Research and Evaluation and co-course director for Portfolio Research Interests: <ul style="list-style-type: none">• Evaluation and assessment• Survey design and construction• Translational science evaluation |



| | |
|---|--|
| Kashelle Lockman, Pharm D, MA Associate Professor (Clinical) 467-0034, kashelle-lockman@uiowa.edu | Course director for Instructional Design and Technology and Curriculum Development in Medical Education Research Interests: <ul style="list-style-type: none">• Competency-based education and entrustable professional activities• Instructional strategies to teach whole person care• Strategies to foster belonging and wellbeing in health professions education and interprofessional teams |
| Marcy Rosenbaum, PhD Professor 335-8612, marcy-rosenbaum@uiowa.edu | Course director for Teaching Methods in Medical Education, Clinical Teaching, Study in Faculty Development, Teaching and Assessing Communication Skills in Medical Education, and co-course director for Portfolio Research interests: <ul style="list-style-type: none">• Faculty development• Evaluation of medical education• Clinician-Patient communication |
| Kuan Xing, PhD Clinical Assistant Professor kuan-xing@uiowa.edu | Course director for Introduction to Educational Measurement and Assessment in Medical Education <ul style="list-style-type: none">• Assessment methods/Simulation-based assessment• Quantitative research design/Statistical consultation/Data analysis• Validity studies |
| Stephanie Burnett, BA Secretary III 335-8901 (Main office phone) stephanie-burnett@uiowa.edu | <ul style="list-style-type: none">• Medical Education Degree support• Faculty development support• General office support |
| Other OCRME STAFF | |
| Walter Donich, BS Program Coordinator 335-8907, walter-donich@uiowa.edu | <ul style="list-style-type: none">• CCOM Accreditation Team• Clerkship standard exams• Legislation on residency match decision making |
| Donna Lancianese, PhD Program Coordinator 335-9760, donna-lancianese@uiowa.edu | <ul style="list-style-type: none">• Research design and implementation• Program Evaluation |
| Robyn Miessler-Kubaneck, BA Administrative Services Coordinator 335-6588, robyn-kubaneck@uiowa.edu | <ul style="list-style-type: none">• Accounting/grants• Interprofessional Education Program Coordinator |



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B. Important Dates 2025-26

Our program follows the University Schedule for graduate students for significant deadlines, including deadlines for adding and dropping courses after the semester begins. Selected dates are provided below for your convenience. These dates are final dates and incur a fee and/or tuition charge (for dropped courses). Note that the University has established other dates that do not incur a fee for lateness and/or tuition charge. **Please refer to the University's official academic calendar** at: registrar.uiowa.edu/academic-calendar

| | |
|--|--|
| Last day to make changes to fall registration without incurring a fee | August 22 nd |
| Opening of classes Fall semester | August 25 th |
| Labor Day, University Holiday | September 1 st |
| Last day for graduate students to late register or add courses Fall semester* | September 8 th * |
| Application deadline Spring Admission | November 15 th |
| Last day to drop individual semester-length courses or withdraw entire Fall Semester registration* | November 17 th * |
| Thanksgiving Recess | November 22 nd -November 30 th |
| Final Examination Week | December 15 th -December 19 th |
| Last day to make changes to spring registration without incurring a fee | January 16 th |
| Opening of classes Spring semester | January 20 th |
| Last day for graduate students to late register or add courses Spring Semester* | February 2 nd * |
| Spring Break | March 16 th -March 20 th |
| Application deadline Summer admission | April 15 th |
| Last day to drop individual semester-length courses or withdraw entire Spring Semester registration* | April 20 th * |
| Final Examination Week | May 11 th -May 15 th |
| Application deadline Fall admission | July 15 th |

*These dates are final dates and incur a fee and/or tuition charge (for dropped courses). Note that the University has established other dates that do not incur a fee for lateness and/or tuition charge.



C. Resources

CCOM-IT Service Catalog

<https://medicine.uiowa.edu/it/services-administrative-staff>

HCIS Help Desk

<https://medicine.uiowa.edu/it/research/email>

ICON (Iowa Courses online)

<https://icon.uiowa.edu/>

ITS Help Desk

<http://its.uiowa.edu/helpdesk/>

Office of Consultation and Research in Medical Education

<https://medicine.uiowa.edu/ocrme/>

Office of the Ombudsperson

<http://www.uiowa.edu/~ombud/>

Registrar's Office

<http://www.registrar.uiowa.edu/>

University Academic Calendar

<http://registrar.uiowa.edu/academic-calendar>

University of Iowa Division of Student Life (Student Services)

<http://studentlife.uiowa.edu/>

University of Iowa Libraries

<http://www.lib.uiowa.edu/>