Lister Hill Library Computer Lab

Acceptable Use and Support Policy

The University of Alabama at Birmingham (UAB)

Office of the Provost (OP)

Heersink School of Medicine (HSOM)
Undergraduate Medical Education (UME)
Medical Education Information Services (MEIS)

School of Health Professions (SHP)
Learning Resource Center (LRC)

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Lister Hill Library Computer Lab Acceptable Use and Support Policy

By requesting a reservation in the Lister Hill Library Computer Lab, you confirm that you have read and agree to the following Acceptable Use and Support Policy.

1.1   Eligibility

Reservations for the Lister Hill Library Computer Lab (LHLCL) are currently restricted to Heersink School of Medicine and School of Health Professions. Reservations from otherwise unaffiliated Schools, Departments, Units, Divisions, Centers, Institutes, Programs, etc., will not be approved.

1.2   Acceptable Use

Acceptable use of the Lister Hill Library Computer Lab and all technology therein follows the campus *Acceptable Use of Computer and Network Resources* policy.

- [UAB Acceptable Use of Computer and Network Resources](#)

1.3   Reservations

The LHLCL is to be primarily used for administering computer-based examinations and assessments. The SHP LRC is responsible for reviewing and scheduling all reservation requests.

All reservations must be made using the UAB 25Live reservation system linked below.

- https://25live.collegenet.com/pro/uab

After-hours event requests require a two weeks minimum advance notice, are not guaranteed, and require an accompanying approved A/V Support Request <u>prior</u> to being reserved and confirmed in UAB 25Live. (see 1.8 Special Considerations)

a.   Priority Scheduling

Computer-based examinations and assessments will have priority scheduling over alternative uses of the space such as academic classes, training, conferences, etc., which will be allowed on a case-by-case basis if it is determined that other suitable space is unavailable.

1.4   Schedules

LHLCL schedules are available online via the UAB 25Live reservation system. The LRC will also display paper copies of each room's daily schedule near its respective entrance.

1.5   Exam Administration and Proctors

Reserving parties are solely responsible for administering their exams, which includes providing sufficient proctoring services in accordance with any applicable guidelines or requirements. Neither MEIS nor the LRC will be responsible for providing proctoring services.

1.6   Physical Access and Logistics

The Lister Hill Library is located at:
1700 University Blvd
Birmingham, AL

a.   Accessing Lister Hill Library

LHL is generally accessible to most employees and students, Monday - Friday from 7:00 AM – 7:00 PM, via their OneCard. Building access is managed by UAB Physical Security.

b.   Accessing the Computer Lab

The LHLCL remains locked and is not generally accessible.
- The LRC is responsible for unlocking all applicable doors prior to and locking all applicable doors following SHP events.
- Undergraduate Medical Education (UME) and MEIS are responsible for unlocking all applicable doors prior to and locking all applicable doors following HSOM events.

c.   Early Arrival

To limit noise in the testing environment, to facilitate egress of other classes, and ensure safe egress in the event of emergencies, **students may not arrive early nor wait in the hallways nor surrounding areas. Students are permitted to wait on the 1st Floor of LHL.**

d.   Room Configurations and Partition Management

Reserving parties should not try to manipulate the partitions and should contact the LRC should they require adjustments.

1.7   Technical Support

MEIS will provide technical support for all events in the LHLCL. An MEIS technician will be present at each reservation's start time and will remain on-site for approximately fifteen (15) minutes to assist with any technical issues that may arise. The technician will depart only after the successful start of the exam or event. Technicians will not remain to serve in a proctor capacity.

Should a technical issue arise during the exam, instructors or proctors should call the MEIS helpdesk at 205-934-6620 for assistance. A technician will arrive on-site to assist promptly following the call.

a.   Computer Access and Log in Credentials

Computers may be accessed using a valid BlazerID and password. If you require other means of access, a minimum of two weeks advance notice must be given to MEIS.

b. Software Environment

All computers share a common desktop and are equipped with the following software:

- Operating System: Windows 11
- Web Browsers: Microsoft Edge and Google Chrome
- Microsoft Office: Word, Excel, PowerPoint, and Outlook
- Testing: Respondus Lockdown Browser 2 – Lab Edition, Examplify, PCSecure Browser
- Other: IBM SPSS Statistics, Stata 18, EndNote21, Adobe Acrobat, Jatwva

Requests for the installation of additional software titles require a minimum of two weeks advance notice. Compatibility, approval, and installation of additional software titles are not guaranteed and will be on a case-by-case basis.

1.8   Special Considerations

Certain reservation requests require special considerations which deviate from the standard operating procedures outlined above. These considerations and deviations are outlined below.

a. After-hours Events

After-hours event requests require a two weeks minimum advance notice, are not guaranteed, and require an accompanying approved A/V Support Request <u>prior</u> to being reserved and confirmed in UAB 25Live.

Reservation requests for after-hours events that do not have an accompanying approved A/V Support Service Request that includes an account number, estimated costs, and an agreement to pay, will not be supported.

Access to the building after-hours is not guaranteed without an approved A/V Support Service Request.

i.   Normal Business Hours:

Events are considered after-hours if they fall outside of MEIS's normal business hours.
Medical Education Information Services: Monday - Friday, 7:00 AM – 4:00 PM

ii.   Mandatory Technical Support and Fees

For timely technical support and physically accessing the LHLCL after-hours, technical support is mandatory and will be billed to the reserving party or department via GL account string. (Rates and availability may vary)

- A/V Support Service Requests may be submitted here:
  - go.uab.edu/meisservicerequest
- An MEIS technician will provide access to the building, unlock all applicable doors, and move applicable partitions 15 minutes prior to the reservation's start time unless otherwise requested and agreed upon.

- An MEIS technician will lock all applicable doors and move applicable partitions 15 minutes following the reservation's end time.
- An MEIS technician will be present at each reservation's start time and will remain on-site for approximately fifteen (15) minutes to assist with any technical issues that may arise. The technician will depart only after the successful start of the exam or event. Technicians will not remain to serve in a proctor capacity.
- Should a technical issue arise during the exam, instructors or proctors should call the MEIS helpdesk for assistance. A MEIS technician will arrive on-site to assist promptly following the call.

a. Technical support fee:
Technical support is provided at cost based on technician availability. Technician FLSA exemption status and rate varies based on availability. Billable hours are detailed in the table below.

Hours Billed plus Fringe		
	Non-Exempt*	Exempt
hours worked < 4	4	4
4 < hours worked < 8	exact hours worked	8
8 < hours worked < 12	exact hours worked	12
12 < hours worked < 16	exact hours worked	16

*Overtime rate of 1.5 rate may apply.

1.8 Contact Information:

a. Medical Education Information Services:
Monday - Friday, 7:00 AM - 4:00 PM
Call: 205-934-6620
Email: meis@uab.edu

b. Learning Resources Center:
Monday - Friday, 8:00 AM – 5:00 PM
Call: 205-934-5146
Email: shplrc@uab.edu