Policy

Policy Title: Student Feedback
Category: Student Feedback of Training Program

Accountable Dean or Director: Senior Associate Dean of Curricular Affairs
Reviewed By: Curricular Affairs Subcommittee
Approved By: Executive Oversight Committee
Effective Dates: AY2022/23
Review Dates: TBD

RELEVANT LCME STANDARDS:
8.5 Medical Student Feedback

PURPOSE AND SCOPE:
Students have multiple opportunities to reflect on the quality of their medical education program: within course/clerkship feedback sessions, mandatory end of course and clerkship evaluations, focus groups, and school-wide surveys seeking comments on aspects of their medical school experience.

EVALUATION OPPORTUNITIES:

- **Course and Clerkship Evaluations**: All courses and clerkships are evaluated, as well as all faculty and preceptors who teach at the Icahn School of Medicine. These mandatory evaluations occur through our anonymous evaluation system. Your feedback is invaluable as it provides us with data in which to adjust the courses and clerkships and evaluate teaching. To minimize survey burden, only a random sample of 50% of the class is assigned to each evaluation in Years 1 and 2. See below for how evaluation feedback is used.
- **Course and Clerkship Representatives**: Students elect representatives who act as intermediaries between class members and course/clerkship directors.
- **Focus Groups**: We routinely convene focus groups to address curriculum, student life, and other topics.
- **AAMC Questionnaires**: The AAMC conducts an anonymous Matriculation Survey Questionnaire (MSQ), an anonymous Year 2 Questionnaire (Y2Q), and an anonymous Graduation Questionnaire (GQ) that all students are requested to complete. The data is compiled by the AAMC and shared with the School along with national norms.
• **Annual Student Survey**: The School conducts an annual survey among all four classes to obtain students’ perceptions of the curriculum and the learning environment. The results are anonymous.

**MANDATORY EVALUATIONS:**

Completion of course and clerkship evaluations is mandatory. All course and clerkship evaluations are due within 2 weeks of the end of the course/clerkship. The following policy has been implemented to ensure timely, professional, and useful responses from students.

If a student has not completed a mandatory evaluation within two weeks after the last day of the course/clerkship, the student will receive an Incident report. Students must complete all evaluations for all courses and clerkships in order to be promoted to the next academic year or to graduate. This includes evaluations of faculty and preceptors in those courses and clerkships.

**EVALUATION ANOMINIMITY:**

All evaluations are completed online using an outside vendor (One45) and are anonymous. Please know that your feedback is very important to us, is read carefully and taken very seriously. Your identify is tracked only for compliance purposes.

Evaluations include quantitative Likert-scale items as well as free text items regarding aspects such as strengths and suggestions for improvement. These text responses can provide critical information with deeper perspectives than the quantitative items alone. We ask that you thoughtfully complete each of your evaluations. The purpose of students providing feedback can be similar to the ways in which residents and faculty are asked to provide feedback to students:

- Address what can be changed
- Provide facts with examples
- Be constructive, not judgmental

In order to maintain anonymity, no faculty or site-specific data summaries are released unless a minimum of three (3) students have completed the evaluations. Also, faculty do not receive evaluation reports until after the grades for a course have been released, again to ensure students’ anonymity and ability to provide honest and constructive feedback.

Comments that are considered to be unprofessional (i.e., vulgar, threatening, or harassing) will be redacted.

**REPORTING OF DATA COLLECTED:**

As part of the Assessment and Evaluation function within the Department of Medical Education, we maintain a continuous review process of the MD program. This review helps us monitor the implementation of the curriculum, both at the course/clerkship level and overall at the phase and program level. Such a process includes information from multiple sources, including student feedback.

This information provides useful feedback to the individual course/clerkship directors, as well as to the administration and leadership of the Department of Medical Education. The assessment
process includes multiple levels of reporting. All course and clerkship directors receive summaries of their respective program each year, which they share with their faculty. The course and clerkship directors work with Medical Education each year to identify strengths and areas for improvement.

Information generated through the course and clerkship directors is then provided to the Curriculum Steering Committee (CSC), an oversight body that continuously reviews and revises our educational process, as well as Years 1/2 Course Directors Committee and the Clinical Curriculum Committee (CCC), where course and clerkship directors as well as educational leaders share information and lessons learned.

Finally, the course/clerkship directors present this information to the oversight body for the Medical School program, the Executive Curriculum Committee (ECC). The ECC reviews the feedback on each course or clerkship and makes recommendations for changes directly to the course/clerkship director(s) and to the CSC to ensure that the appropriate changes are implemented. The Deans in the Department of Medical Education attend the ECC meetings so they are constantly aware of our successes and of areas in which a need for improvement has been identified.