

Student Mistreatment Plan: Educating Stakeholders and Responding to Student Feedback

EPC approved: March 18, 2009

Effective: July 1, 2009

Introduction: During academic year 2007-2008, at Dean Halperin's request, the EPC added a question about mistreatment to the web-based required student course evaluation survey. For academic year 2008-2009, the results of the student mistreatment question will be used as an indicator for the Dean's Scorecard for department chairs.

A review of student responses to the mistreatment question during 2007-2008 prompted discussions with students and course directors about the need to educate all stakeholders about the medical school's mistreatment policy, the need to create a climate of trust—one that emphasizes strong, positive relationships among learners and their teachers, and the need for procedures that promote prompt action to charges of mistreatment. The following guidelines / timeline are drawn from these discussions.

This plan for educating stakeholders about the mistreatment plan and reporting options becomes effective July 1, 2009.

Educating Stakeholders:

- Course and clerkship directors should include brief summary of mistreatment policy (and link) in all course/clerkship syllabi.
- Course and clerkship directors should discuss this policy (clarifying the definition) at orientation and to describe student options for reporting episodes of mistreatment
- Course and clerkship directors should provide all faculty (including residents and gratis faculty) with a copy of the mistreatment policy and course/clerkship staff (for example, clerkship coordinators)
- GME should include a brief explanation of the mistreatment policy at New Resident orientation
- Faculty Affairs should include a brief explanation of the mistreatment policy at New Faculty orientation
- Student Advisory Deans should discuss the mistreatment policy with students (after being oriented to the policy by Toni Ganzel)
- ICC Course Director should orient ICC mentors to mistreatment policy and options for reporting

Reporting Episodes of Mistreatment: Three guiding principles inform this plan: 1) preserving student anonymity/feeling safe about reporting/no academic penalties; 2) thorough investigation of alleged mistreatment; and 3) prompt investigation of alleged mistreatment.

Several options for reporting alleged episodes of mistreatment should be communicated to students:

- Course/clerkship directors (with assurance that nothing will be done until grade is recorded)
- Student course reps; student leaders (officers); track captains
- Student Affairs: Deans, Academic Support staff
- Advisory Dean
- ICC mentor
- Clerkship Coordinator

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Assuring Timely Responses:

- OME staff will review responses to mistreatment question immediately after evaluation “window” closes for each course and each clerkship rotation; concerns will be reported to clerkship director for action
- Clerkship directors (or their designee) will review responses to mistreatment question immediately after evaluation “window” closes for each clerkship rotation; concerns will be reported to clerkship director for action.
- All episodes reported to ICC mentors, Senior Advisory Deans, class officers/course reps/track captains, and clerkship coordinators will be directed to the course or clerkship director for action

Accountability:

- Course directors will be asked to summarize mistreatment reports/action as part of annual OME course evaluation system
- Clerkship directors will be asked to summarize mistreatment reports/action twice annually (January and as part of OME annual course evaluation system)
- OME staff will report to the EPC and the Dean semi-annually