

## What Happens with my Feedback?

Student feedback can be categorized into these three categories of **person, place, and program**. All the feedback sources in this chart relate to “program”, with the exception of the hot spot survey, which focuses on “place”. Additional feedback sources focus on the “person”, specifically the professionalism and racism reporting processes which are designed to act on the most serious concerns in a timely fashion. More information is available in the MD Program’s [Guidelines and Procedures for Student Opinion Surveys](#).

When I provide feedback through the...	....the MD Program’s Program Evaluation Unit compiles it in...	...that is shared with the following people at these times.	The feedback is discussed and acted upon in the following ways
Course & Course Coordinator Student Opinion Survey (Pre-Clerkship)	A course/clerkship evaluation report	Course Coordinator; Associate Dean, MD Program; and Assistant Dean, Curriculum receive the report about 5 weeks after the end of the course.	The Course/Clerkship Coordinator; Associate Dean, MD Program; and Assistant Dean, Curriculum meet about 8 weeks after the end of the course or academic year (for clerkships) to discuss the feedback included in the evaluation report. The following topics are covered in this meeting: summary of issues raised in the last review and actions taken; strengths identified in the feedback; areas for improvement in the course; learning environment; compliance with accreditation elements (e.g. provision of final grades, etc.) and a confidential discussion about any concerns about individual preceptors. The year curriculum representatives are included in the first 15 minutes of the meeting to discuss feedback provided to the curriculum reps. Actions are documented for follow up by the coordinator and the Curriculum Management Unit.  Associate Dean, MD Program follows up on concerns about individual preceptors with the appropriate stakeholder as necessary (e.g. the individual directly, the department chair or divisional director, the Associate Dean, Professionalism, etc.).
Clerkship Rotation Student Opinion Survey (Clerkship)		<p>Clerkship Coordinator; Associate Dean, MD Program; and Assistant Dean, Curriculum receive the report about 5 weeks after the end of the academic year (May for Year 4; October for Year 3).</p> <p>Department Chair receives the report from the Associate Dean, MD Program after the annual review meeting</p>	
Clinical Preceptor / Resident Student Opinion Survey (Clerkship)	A course/clerkship evaluation report	Report is compiled and shared annually after the end of the course/clerkship (see above for more detail)	Annual review meeting as described above.
Non-Clinical Teaching Student Opinion Survey (Clerkship)	Preceptors who score low (1-2) on a form are flagged for the coordinator to review in MedSIS	<p>MedSIS alerts coordinator for follow up.</p> <p>The TES report is generated about 4-5 weeks after the</p>	Course/Clerkship Coordinator reviews these flags and follows up as necessary, coordinating with the Associate Dean, MD Program and/or Assistant Dean, Curriculum as necessary.

	Individual Teaching Evaluation Score (TES) report (e.g. the instructor's personalized teaching evaluation report that is used for promotion, tenure, and merit decisions)	end of the academic year (for clerkships). These reports are available for individual preceptors to download from MedSIS. Individual teaching reports are also available through academic faculty members' annual reports. This feedback informs decisions about an individual faculty members promotion and/or tenure. Individual TES reports are only released when there are 3 or more evaluations.	Associate Dean, MD Program follows up on concerns about individual preceptors with the appropriate stakeholder as necessary (e.g. the individual directly, the department chair or divisional director, the Associate Dean, Professionalism, etc.).
Large Group Session & Instructor Student Opinion Survey (Pre-Clerkship)	A course evaluation report	Report is compiled and shared annually after the end of the course (see above for more detail)	Annual review meeting as described above.
Small Group & Instructor Student Opinion Survey / Lab Session & Instructor Student Opinion Survey / Team Based Learning Student Opinion Survey (Pre-Clerkship)	Individual Teaching Evaluation Score (TES) report	The TES report is generated about 4-5 weeks after the end of the course. These reports are available for individual preceptors to download from MedSIS. Individual teaching reports are also available through academic faculty members' annual reports. This feedback informs decisions about an individual faculty members promotion and/or tenure. Individual TES reports are only released when there are 3 or more evaluations.	Associate Dean, MD Program follows up on concerns about individual preceptors with the appropriate stakeholder as necessary (e.g. the individual directly, the department chair or divisional director, the Associate Dean, Professionalism, etc.).
Discovery Learning Facilitator Student Opinion Survey (Pre-Clerkship)	A course evaluation report  DL facilitators who score low (1-2) on a form are flagged for the coordinator to review in MedSIS  Individual Teaching Evaluation Score (TES) report	Report is compiled and shared annually after the end of the course/clerkship (see above for more detail)  MedSIS alerts Director, Discovery Learning for follow up.  The TES report is generated about 4-5 weeks after the end of the course. These reports are available for individual preceptors to download from MedSIS. Individual teaching reports are also available through academic faculty members' annual reports. This feedback informs decisions about an individual faculty members promotion and/or tenure. Individual TES reports are only released when there are 3 or more evaluations.	Annual review meeting as described above.  Director, Discovery Learning reviews these flags and follows up as necessary, coordinating with the Course Coordinator, Director, Pre-clerkship and/or Assistant Dean, Curriculum as necessary.  Associate Dean, MD Program follows up on concerns about individual preceptors with the appropriate stakeholder as necessary (e.g. the individual directly, the department chair or divisional director, the Associate Dean, Professionalism, etc.).
Hot Spot Survey (Clerkships)	Hot Spot Survey data are reviewed monthly by the Associate Dean, MD Program, the Assistant	Quarterly (January, April, July, October) reports are generated by the Program Evaluation Unit and sent to	Areas of concern that are identified are actioned as needed by the Associate Dean, MD Program with the Chief Wellness

	<p>Dean, Program Evaluation, and the Chief Wellness Officer who identify potential educational environments of concern.</p> <p>Comments are reviewed and compiled by the Assistant Dean, Program Evaluation as they are submitted and discussed in the monthly meetings.</p>	<p>clerkship coordinators and department chairs. The report is broken down by rotation, and then by site when the threshold met (minimum 10 responses in order to display a site). Reports are emailed and will include a screenshot of questions and explanation of ratings, and explanatory description of purpose. Program Evaluation Unit presents summary at MDCPC on a quarterly basis.</p>	<p>Officer, Associate Dean, Professionalism, the appropriate Department Chair, and other stakeholders (e.g. clerkship coordinator).</p>
Clerkship Feedback Sessions	<p>All of the feedback collected at the end of clerkship feedback sessions is collated in a document and then included in the clerkship evaluation report.</p> <p>In some cases, feedback may be shared with the clerkship coordinator (or other stakeholders, for example, the Assistant Dean, Assessment) sooner if the information could help improve the rotation more immediately. This is done with principles of confidentiality and anonymity in mind.</p>	<p>Clerkship Coordinator; Associate Dean, MD Program; and Assistant Dean, Curriculum receive the report about 5 weeks after the end of the academic year (May for Year 4; October for Year 3).</p>	<p>The Clerkship Coordinator; Associate Dean, MD Program; and Assistant Dean, Curriculum meet about 8 weeks after the end of the academic year to discuss the feedback. The following topics are covered in this meeting: summary of issues raised in the last review and actions taken; strengths identified in the feedback; areas for improvement in the course; learning environment; compliance with accreditation elements (e.g. provision of final grades, etc.) and a confidential discussion about any concerns about individual preceptors.</p> <p>Associate Dean, MD Program shares the report with the Department Chair.</p>
MSA EDI form	<p>MSA EDI representatives compile EDI specific feedback for each block and provide the Program Evaluation Unit with up to 3 action items for each block. These action items will be added to the course evaluation report in a separate section to highlight this feedback.</p>	<p>Course Coordinator; Associate Dean, MD Program; and Assistant Dean, Curriculum receive the report about 5 weeks after the end of the course.</p>	<p>In the annual course review meetings between the Course Coordinator, the Associate Dean, MD Program, and the Assistant Dean, Curriculum, these EDI actions will be discussed and recorded in a document that is used for follow up and accountability. This document is used by the course coordinator and the curriculum team to ensure these actions are completed and we can all use it to help close the loop with students.</p>
MSA Curriculum Representatives	<p>MSA Curriculum Representatives compile feedback from their peers about each course and clerkship. This feedback is shared at the annual course/clerkship review meeting.</p>	<p>Course / Clerkship Coordinator; Associate Dean, MD Program; and Assistant Dean, Curriculum meet about 8 weeks after the end of the course or academic year for clerkships. These meetings include the curriculum representatives for the first 15 minutes.</p>	<p>The curriculum representatives are included in the first 15 minutes of the course/clerkship review meeting to discuss feedback provided to the curriculum reps. Actions required are collected and documented for follow up by the coordinator and the Curriculum Management Unit.</p>