

STANDARD 11
ELEMENT EVALUATION FORMS

STANDARD 11: MEDICAL STUDENT ACADEMIC SUPPORT, CAREER ADVISING, AND ACADEMIC RECORDS

A medical school provides effective academic support and career advising to all medical students to assist them in achieving their career goals and the school's medical education program objectives. All medical students have the same rights and receive comparable services.

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11.1 ACADEMIC ADVISING AND COUNSELLING

A medical school has an effective system of academic advising in place for medical students that integrates the efforts of faculty members, directors of required learning experiences, and student affairs staff with its academic counselling and tutorial services and ensures that medical students can obtain academic counselling from individuals who have no role in making assessment or advancement decisions about them.

Requirement 11.1-1

The medical school has an effective system of academic advising in place for medical students.

Analysis of evidence for requirement 11.1-1

The Student Advocacy and Wellness (SAW) Hub has several resources available to assist students and the Faculty Advisors had 584 (2021) and 651 (2022) and 762 (2023) one-on-one appointments with medical students for academic concerns, study strategies and exams.

The SAW Hub ensures the students have access to the Student Union Wellness Health Clinic on the main campus or their own family physician. The SAW Hub provides Psychological Counselling Services with five Counsellors working on contract. The demand for their services has been steadily increasing. They had 111 (2021) and 215 (2022) and 155 (Jan-Aug 2023) appointments with students. The SAW Hub also works with three Psychiatrists, who are available to see students requiring psychiatric services.

Awareness of the SAW Hub is high at > 95%, and the 2023 ISA noted a great appreciation for the multifaceted support available through the resources provided.

Requirement 11.1-2

The academic advising system integrates the efforts of faculty members, directors of required learning experiences and student affairs staff with its academic counselling and tutorial services.

Analysis of evidence for requirement 11.1-2

Faculty members who teach in the pre-clerkship curriculum, as well as the Associate and Assistant Deans, may access the assistance of the SAW Hub members in supporting students with academic counselling and tutorial services. The SAW Hub staff may also tap into programs such as the SUCCESS Program (Supplemental UME Course for Competence in Educational Skills and Strategies) when they are working with trainees in academic difficulty. In the case where accommodations may be required, the SAW Hub supports the student in getting these in place through the Student Accessibility Services on main campus.

Requirement 11.1-3

The medical school ensures that medical students can obtain academic counseling from individuals who have no role in making assessment or advancement decisions about them.

Analysis of evidence for requirement 11.1-3

There is also a formal policy related to conflict avoidance - *Role Conflict: Physicians as Care Providers and Teachers* (Supplemental Appendix 11.1-3 A) - that informs both teachers and students of their professional expectations. The faculty in the SAW Hub function as student advocates and are not involved in student assessment and advancement decisions. The programs on main campus and the Physician and Family Support Program (PFSP) are not involved in student assessment and advancement. These programs are also physically located in a separate space from UME. All student files related to the SAW Hub, PFSP and the main campus services are inaccessible to UME staff.

11.2 CAREER ADVISING

A medical school has an effective and where appropriate confidential career advising system in place that integrates the efforts of faculty members, directors of required clinical learning experiences, and student affairs staff to assist medical students in choosing elective courses, evaluating career options, and applying to residency programs.

Requirement 11.2-1

The medical school has an effective and where appropriate confidential career advising system in place.

Analysis of evidence for requirement 11.2-1

There is a comprehensive career exploration program that is introduced to students in the orientation week with a one-hour mandatory session that outlines all the resources available to students. Each student is assigned a Career Coach. This formal program involves the students completing the Careers in Medicine questionnaires that explore the disciplines that align with their interests and values, prior to the first mandatory meeting with their Career Coach. They have a minimum of three meetings with their Career Coach over the first 18 months.

Elective counselling is also provided. In addition to the Career Coach, students have access to the SAW Hub Faculty Advisors who offer personal appointments for confidential career advising and other support throughout medical school. Students rate this resource highly with 274, 326 and 464 appointments for 2021, 2022 and 2023 respectively for career counselling.

The SAW Hub is skilled in directing students to appropriate resources related to CARMS including personal letter and CV review in addition to interview preparation. The UME Assistant Deans are also able to provide career advising for students if requested.

ISA data indicate that the vast majority of students are aware of the career advising services available.

Requirement 11.2-2

The career advising system integrates the efforts of faculty members, directors of required clinical learning experiences, and student affairs staff to assist medical students in:

- i. choosing elective courses*
- ii. evaluating career options*
- iii. applying to residency programs*

Analysis of evidence for requirement 11.2-2

The career advising system assists medical students in choosing elective courses. Elective availability is outlined to students during the Orientation Week. The Career Coaches and SAW Faculty Advisors all provide elective counselling. During pre-clerkship, the three Career Development Weeks and the AEBM MD Course 440 (Legacy curriculum) provided elective opportunities that helped to inform subsequent choices in the formalized clerkship. Many of the same sessions from the Legacy curriculum continue in the RIME curriculum, with some integrated in the Professional Role course.

The SAW Hub Faculty Advisors offer personal appointments for confidential elective counselling throughout medical school. This resource is well-accessed with 264, 240 and 312 appointments for 2021, 2022 and 2023 respectively for elective counselling.

The career advising system gives students the opportunity to explore and evaluate their career options. Meetings with the Career Coach and the SAW Faculty Advisors is an iterative process, with opportunities to debrief after career exploration experiences. Emphasis is placed on how the career choice aligns with their strengths and values.

The career advising system assists medical students in applying to residency programs. Students have the opportunity to discuss the process of applying to different residency programs with their Career Coach and with SAW Faculty Advisors. The SAW Faculty Advisors also provide optional sessions on the clerkship lottery and personal appointments to discuss strategies for the clerkship lottery that determines the order of their clerkship rotations. The SAW Hub reviews CaRMS applications including personal letters, CVs and assists with interview preparation, if requested.

ISA data indicate that the vast majority of students are aware that they can obtain assistance with choosing elective courses, evaluating career options, and applying to residency programs.

11.3 OVERSIGHT OF EXTRAMURAL ELECTIVES

If a medical student at a medical school is permitted to take an elective under the auspices of another medical school, institution, or organization, a centralized system exists in the dean's office at the home school to review the proposed extramural elective prior to approval and to ensure the return of a performance assessment of the student and an evaluation of the elective by the student. Information about such issues as the following are available, as appropriate, to the student and the medical school in order to inform the student's and the school's review of the experience prior to its approval:

- a) potential risks to the health and safety of patients, students, and the community;*
- b) availability of emergency care;*
- c) possibility of natural disasters, political instability, and exposure to disease;*
- d) need for additional preparation prior to, support during, and follow-up after the elective;*
- e) level and quality of supervision;*
- f) potential challenges to the code of medical ethics adopted by the home school.*

Requirement 11.3-1

If a medical student at the medical school is permitted to take an elective under the auspices of another medical school, institution, or organization, a centralized system exists in the dean's office at the home school to:

- i. review the proposed extramural elective prior to approval*
- ii. ensure the return of a performance assessment of the student*
- iii. ensure an evaluation of the elective by the student*

Analysis of evidence for requirement 11.3-1

Extramural electives at other Canadian medical schools are assumed to meet educational standards, as they all occur at CACMS accredited medical schools. As such students can apply for extramural electives through the AFMC student portal, and assuming there is availability, students are able to secure an elective experience.

A small number of students perform electives outside of Canada. These electives need specific approval from the UME office, and also need to apply through the office of Risk Management, to ensure the safety to students.

Students distribute an ITER to their preceptor at the end of their elective, and this ITER must be completed by their primary preceptor in order for the elective to be considered complete. Any barriers faced by students in the assessment process are addressed with the CSM UME office.

Students are not required to complete evaluations of their extramural electives; however, they are strongly encouraged to complete evaluations to improve the experience for their classmates and future students.

Requirement 11.3-2

Information about such issues as the following are available, as appropriate, to the student and the medical school in order to inform the student's and the school's review of the experience prior to its approval:

- a) potential risks to the health and safety of patients, students, and the community*
- b) availability of emergency care*
- c) possibility of natural disasters, political instability, and exposure to disease*
- d) need for additional preparation prior to, support during, and follow-up after the elective*
- e) level and quality of supervision*
- f) any potential challenges to the code of medical ethics adopted by the home school*

Analysis of evidence for requirement 11.3-2

For students choosing to do an international elective, they must apply to the UME office and the Department of Risk Management. Electives located in countries of high and extreme risk reviewed on a case-by-case basis, and approval is required from Risk Management and Vice-Provost, International. The protocols in case of emergency, including how to facilitate evacuation, are communicated to all students. Students must also participate in travel briefs, where they are advised about security, travel logistics, crime, other risk, and potential ethical challenges. Prior to their elective, students must have confirmation in writing from a primary

physician preceptor overseas. There was no mechanism to confirm the quality and level of supervision prior to the elective; however, students are asked to complete a post-elective survey, and any concerns regarding the educational experience are brought to the attention of the Assistant Dean. The Visiting Electives Program Coordinator in UME will also now ensure that the primary preceptor is a faculty member of an accredited institution.

For global health electives, students are directly supported by their preceptor. They also need to attend a faculty-led pre-departure training simulation session.

11.4 PROVISION OF THE MEDICAL STUDENT PERFORMANCE RECORD

A medical school provides a Medical Student Performance Record required for the residency application of a medical student only on or after October 1 of the student's final year of the medical education program.

Requirement 11.4-1

The medical school provides a Medical Student Performance Record required for the residency application of a medical student only on or after October 1 of the student's final year of the medical education program.

Analysis of evidence for requirement 11.4-1

The DCI indicates the dates upon which the MD program's Medical Student Performance Record (MSPR) has been released from 2016-2023. All of the dates are after October 1 of the final year.

11.5 CONFIDENTIALITY OF STUDENT ACADEMIC RECORDS

Medical student academic records, unless released by or with the consent of the student, are confidential and available only to the student and duly authorized persons or organizations. A medical school follows procedures based on relevant privacy legislation for the collection, storage, disclosure, disposal, and retrieval of student academic records, and makes these procedures known to medical students.

Requirement 11.5-1

Medical student academic records, unless released by or with the consent of the student, are confidential and available only to the student and duly authorized persons or organizations.

Analysis of evidence for requirement 11.5-1

The Student Files policy clearly outlines the process for the organization, storage and access to student academic and non-academic information. This policy also describes who is able to access the academic and non-academic portions of the student record.

Requirement 11.5-2

A medical school follows procedures based on relevant privacy legislation for the collection, storage, disclosure, disposal, and retrieval of student academic records, and makes these procedures known to medical students.

Analysis of evidence for requirement 11.5-2

The data provided indicate that UME program leadership is aware of and follows the relevant legislation regarding the student records. An explicit description of the duration of maintenance of the files is also described (Appendix 11.5-2 A). It was noted that during the review of policies, a discrepancy between the UME policy and the main campus University of Calgary policy for file retention was identified. Efforts to rectify this discrepancy with the creation of an updated policy to be in compliance with University regulations are ongoing with involvement by senior privacy and legal staff.

The Student Files policy is available on the UME website, which is an open access site and so can be reviewed by students or other interested parties.

The ISA that was administered by the AFMC (in preparation for accreditation) inadvertently excluded several questions, including the relevant question for this section that would allow for an assessment of student knowledge of the policy and processes.

11.6 STUDENT ACCESS TO ACADEMIC RECORDS

A medical school has policies and procedures in place that permit medical students to review and to challenge their academic records, including the Medical Student Performance Record, if the student considers the information contained therein to be inaccurate, misleading, or inappropriate.

Requirement 11.6-1

The medical school has policies and procedures in place that permit medical students to review and to challenge their educational records, including the Medical Student Performance Record, if the student considers the information contained therein to be inaccurate, misleading, or inappropriate.

Analysis of evidence for requirement 11.6-1

The MD program has an established process for students to have access to their student records (both academic and non-academic files) as outlined in the Student Files policy; this policy is available on the MD Program website which is an open access site.

Students can challenge academic assessments as described in the MD Program Reappraisal Policy and the Academic Assessment/Graded Term work policy. Students are reminded of the availability of the reappraisal process when they have unsatisfactory evaluation results; this is included in the letter provided to students with unsatisfactory results in clerkship. Any student who fails examinations meets with the relevant Assistant Dean (Pre-Clerkship or Clerkship) who will also review the reappraisal process.

Students are provided with a copy of their MSPR prior to it being submitted to CaRMS by the school. Students may challenge comments on their MSPR by submitting change requests to the MSPR committee, which meets to review student submissions prior to the finalization of the MSPR for submission. The process and guidelines for the review and/or change of the MSPR is outlined in the MSPR Policy, which is available for review on the open access UME website.