

Student Accountability Policy

Purpose

1. To provide uniform, transparent expectations for students to complete professional responsibilities and respond to communications in a timely fashion, and to provide a consistent response to the rare events when these expectations are not met.
2. To identify and assist students who have consistent difficulties meeting deadlines or other responsibilities for class assignments, other SOM requirements, or sustaining professional communications.
3. To identify and rectify situations in which expectations such as deadlines and assignments are poorly communicated or excessive.
4. To reduce the burden on the staff and faculty who must track and document compliance with course work or other time-critical professional duties.

Introduction

Medical practice is rife with deadlines. These include prompt clinical documentation, required training modules, and timely communication with patients and colleagues. Medical school is also rife with deadlines. While many of these may seem flexible or optional, there are several implications when students miss deadlines or delay compliance until the last possible moment. Behind each deadline, there is a coordinator, administrative assistant, or faculty member tracking this item for the entire class, awaiting its completion or an email reply. If multiple students are missing several deadlines, the staff burden is quickly amplified, and steps dependent upon the uncompleted assignment are delayed. For the student, these missed deadlines may reflect difficulties with organization that, lacking remedy, will only become magnified during clinical rotations and graduate training. They also may reflect life events that are impacting the student, but which could be misinterpreted as irresponsibility. Similarly, when a given course generates many missed deadlines, this may reflect faults in the way the assignments are communicated, their sheer number, or conflicts with other curricular events unknown to the course director. Therefore, this policy describes the way in which deadlines will be communicated to the students, the expectations for their compliance and timely responses to coursework-related emails, and the process undertaken when students fail to meet expectations.

Communications to students

Deadlines and due dates for student assignments or other course requirements will be posted on Oasis and communicated to students as announcements on Blackboard, together with emails to the course enrollees using Blackboard. These will be posted and emailed at least one week before they are due. The original notification may be followed up by no more than two Blackboard reminder emails by course coordinators.

Approved by EPCC June 4, 2015

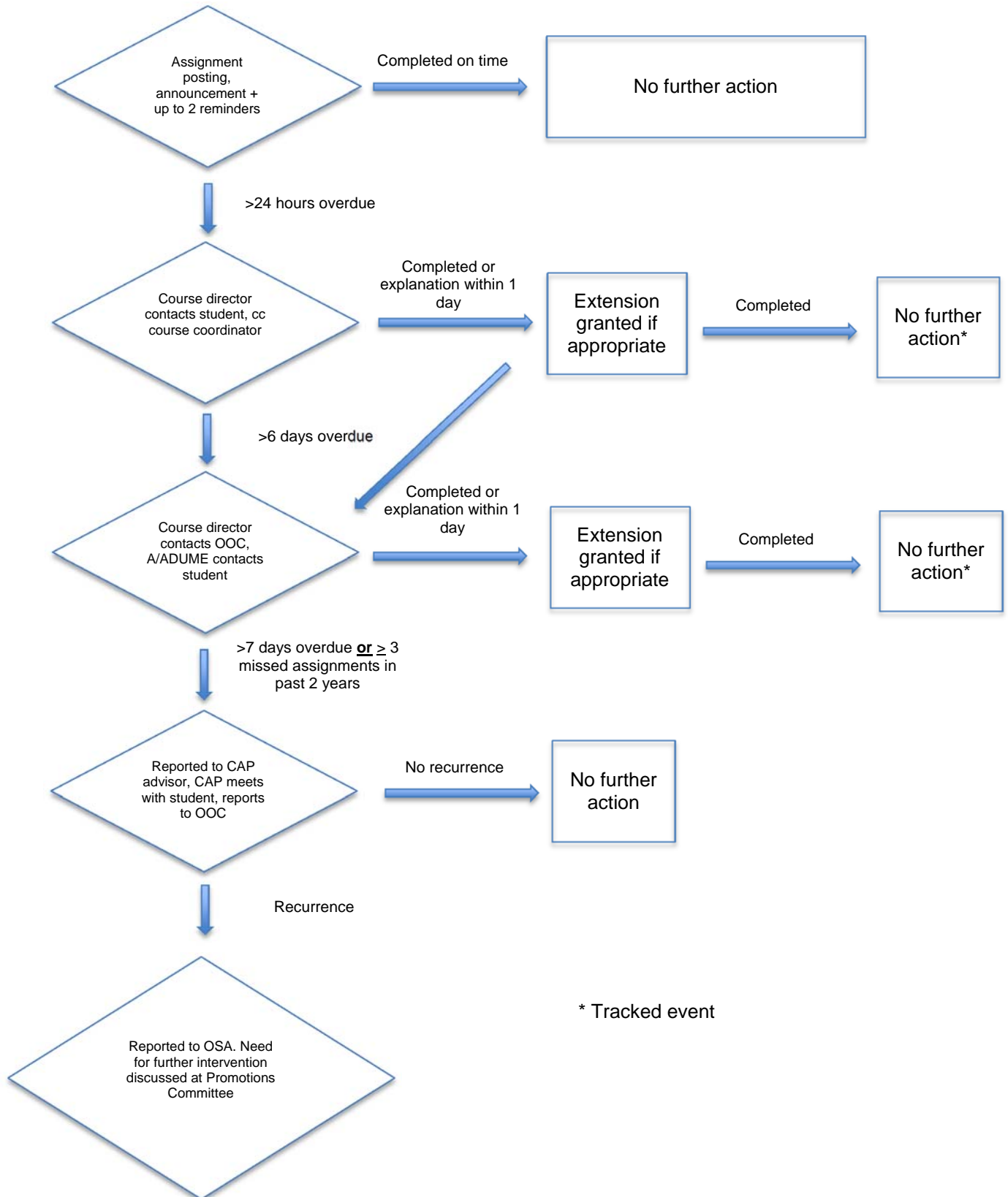
Communications from students

It is expected that students will check email at least daily during the workweek, and at least weekly during school breaks. For course-related emails that indicate a response is expected, students should respond within 48 hours of receipt, except as noted below. If more time is needed to formulate a complete response, a reply noting the expected date of the complete response should be sent within the 48-hour time window.

Process for students who miss deadlines

1. Within one working day of a missed deadline or assignment, the course director will be notified of students who have not completed the assignment or requirement. The course director is responsible for contacting the student via Blackboard email, with copies to the course coordinator. The student is expected to complete the assignment AND reply to the course director (and all recipients) within one additional working day; if that will not be possible due to circumstances beyond their control, they must promptly email the course director and other recipients to provide an explanation and discuss remedies.
2. If the student has not completed the assignment or provided an explanation within 5 working days of their initial notice from the course director (6 days overdue, exclusive of school breaks), the Assistant or Associate Dean of UME will contact the student to remind them of the deadline. The student must complete the assignment, and respond to the ADUME and course director within one working day
3. A database will be maintained of students whose missed deadlines have required the intervention of a course director. Any student who has required course director or ADUME intervention three or more times within any two year period or who has not responded to the ADUME in a timely fashion will be referred to their CAP advisor. The advisor will meet with the student to discuss possible reasons and solutions to the problem. The date of the CAP meeting and resolution plan will be reported to the OOC and noted in the student database.
4. The database will be reviewed annually to determine if some courses are generating excessive numbers of missed deadlines. If so, the course requirements will be reviewed and possibly revised.
5. Following a meeting with the CAP advisor, any new missed deadlines will result in the student being referred to the OSA and discussed by the relevant student Promotions Committee. The Associate Dean for Student Affairs or their designee will make recommendations to the Promotions Committee regarding extenuating circumstances or the need for further intervention.

Process flow diagram



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