



QUILLEN COLLEGE of MEDICINE

EAST TENNESSEE STATE UNIVERSITY

Policy Name/Number: Learning Environment Oversight Policy / ADMIN-1123-32

Policy Owner: Beth Anne Fox, MD, MPH / Vice Dean for Academic Affairs	
Committees, Departments, or Individuals Responsible for Implementation: Offices of Academic Affairs and Student Affairs	
Original Approval Date/ By: 1/17/2024 / Beth Anne Fox, MD, MPH / Vice Dean for Academic Affairs	Effective Date: 3/26/2024
Most Recent Revision Date: 6/5/2024	Policy Advisory Committee Review Date: 6/5/2024
Date of Next Review: 6/5/2027 <i>(All policies are reviewed by the Policy Advisory Committee every 3 years unless circumstances for an earlier review is identified.)</i>	

(A) Policy Statement:

It is the policy of the Quillen College of Medicine to seek student input into the quality of the medical education program.

(B) Purpose of Policy:

To ensure that a process is in place to collect and review student complaints and concerns to improve the learning environment and student experience and to be compliant with/performance in LCME accreditation standards/elements.

(C) Scope of Policy (applies to):

All Quillen College of Medicine students.

(D) Policy Activities:

Several mechanisms exist for soliciting student input into the quality of the medical education program:

- The body responsible for the medical education program, the Medical Student Education Committee (MSEC), has a student voting member elected by each of the four medical student classes.
- The Dean, Vice Dean for Academic Affairs, and Associate Dean for Student Affairs regularly meet with groups of students to discuss any complaints and/or concerns regarding the medical education program students wish to address.
- Students may schedule individual meetings with the dean or members of the dean's staff (assistant and associate deans) to address any complaints and/or concerns.
- Beyond specific course surveys, at the end of each academic year, students participate in a retrospective survey which addresses various issues related to the year as a whole.
- Results from external surveys conducted by the AAMC (Year 2 Questionnaire, Graduation Questionnaire, Resident Readiness Survey) are systematically reviewed annually to identify student complaints and/or concerns.
- The anonymous online [QCOM Concerns System](#) is available for any member of the community to report complaints and/or concerns. These are reported to the QCOM grievance officer who independently investigates such reports. While this system is primarily focused on issues related to student mistreatment and the learning environment, other complaints regarding the medical education program may be reported. Depending on the specific complaint and/or concern, these may be referred to other members of the dean's staff for evaluation.
- As part of the accreditation process, student leadership conducts a formal Independent Student Analysis used in the institutional self-study.
- Beyond these mechanisms, students with complaints and concerns related to compliance with/performance in LCME accreditation standards/elements may report these to the Accreditation CQI Committee.

- The Learning Environment Comprehensive Review Committee will review data from all sources to assess the overall institutional learning environment. This committee will consist of a representative from Student Affairs, Academic Affairs, a third-year (M3) medical student chosen by the Organization of Student Representatives by April 1 to serve for the next academic year, and a faculty member at large. The chair of the committee will be appointed by the Vice Dean for Academic Affairs from the membership, excluding the student member. This group will:
 - meet at a minimum of two times per year to review the data from various sources to include, but not be limited to:
 - AAMC Graduation and Second-Year Questionnaires
 - Pre-Clerkship End-of-Course learning environment questions
 - Wellness Day surveys and feedback
 - Clerkship Evaluations
 - Professionalism Reports de-identified concerns
 - Summary of medical education or learning environment concerns reported to the Grievance Officer
 - Anonymous Suggestion Box Submissions;
 - advise the dean and other appropriate administrators, e.g., associate deans, department chairs, course/clerkship directors;
 - provide a written report of suggested actions to improve the learning environment based on reported challenges or concerns. The committee may also report its findings to other QCOM standing committees;
 - review the previous year's report to assess progress of suggested actions.