**When You Ask, We Respond!**

We heard from you, we listened, and we’ve responded! In January 2022, 84% of the student body responded to the QI Student Satisfaction Survey. This survey is part of our continuous quality improvement system to evaluate the educational program, and medical school leaders have been hard at work to address your concerns.

For more information about the results of the survey, the various recommendations, and their current status, visit the [Student Voice](#) section of our LCME website. In the meantime, here are some highlights:

### FOCUS AREA: FACILITIES

<table>
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<tr>
<th>You asked for . . .</th>
<th>How We Responded</th>
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<tbody>
<tr>
<td>Improvement to the active learning classroom (Room 68) in Duluth</td>
<td>- We are renovating Room 68 with new seating, tables, flooring and IT equipment to enhance active learning. Expected completion, summer 2022</td>
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| Improvements to group study and relaxation spaces in the Twin Cities | - We are giving the Adytum a facelift with new furniture, paint, and new layout to enhance group study and relaxation options  
- We installed keypads on [six 6th floor Mayo conference rooms](#) to increase medical student-only study and group meeting space options |
| Improvement to an existing student lounge and to add additional study and relaxation spaces in Duluth | - We are updating the first floor study lounge in Duluth with new flooring, paint, lighting, furniture, and new cabinets and countertops as well as creating new study spaces  
- 2nd and 3rd floor conference rooms in Duluth are being updated with new lighting, paint, carpet, and seating. Expected completion is early May |
| Better access to secure storage at clinical sites and improved information on what’s already available to you | - UMMS and hospital leadership have verified or added lockers in accessible locations at all major clinical sites  
- A Clinical Space “[Fact Sheet](#)” is added to clerkship resources and distributed to clinical students to make sure students know what’s available to them |
## FOCUS AREA: CURRICULUM & ASSESSMENT

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| **A better way to manage & track Required Clinical Encounters** | • We have reduced the number of required encounters, made them more manageable for students and developed a Required Encounter Policy to clarify expectations  
• We have revised the Patient Encounter Tracking system for an improved logging experience and easier tracking by clerkship administration |
| **More clarity on the results of Feedback Cards you submit** | • We added the ability for students to optionally enter their contact information in the Feedback Card to indicate their desire for communication about the issue. It also maintains anonymity for those who want it |
| **Improved support in dealing with microaggressions during clerkships** | • We are expanding a program that will provide training and mentoring to medical students on addressing patient micro- and macro-aggressions |
| **Improvement to the Better Together Interprofessional Education program** | • The Instructional Designers have met with the 1Health IPE Team and are preparing a report with recommendation |
| **Continued improvement in the quality of formative feedback in clerkships** | • We continue to provide faculty development on giving effective formative feedback during clerkships  
• We have streamlined the Global Rating Scale used by clerkships to provide formative feedback  
• We have improved the process for EPA assessments to make it more efficient for students. |
### FOCUS AREA: ADVISING & WELLBEING

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<th>How We Listened . . .</th>
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| More advising on specialties, especially those outside primary care | • This summer, we’re hiring an additional Academic Advisor reducing caseload and expanding services to Duluth students  
• This summer, we’re hiring a new career advising position focusing on increasing preclerkship career guidance on both campuses  
• We have added a sixth Faculty Advisor in Duluth  
• We provided DU Faculty Advisors with development on non-primary care specialities to improve career guidance to students |
| Improved responsiveness by department-specific specialty experts | • We surveyed Department Heads to confirm or assign Specialty Experts  
• We are updating the Specialty Expert list to ensure students have up-to-date information on Specialty Experts for the best career guidance  
• We are implementing a method for submitting concerns about Experts to ensure issues are addressed quickly |
| Increased programs to support wellbeing and that strengthen community on the Duluth campus | • We met with Duluth students to better understand their needs and have coordinated in-person events promoting community and supporting wellbeing  
• We are hiring a psychologist on the Duluth Campus dedicated learner development and confidential bridge counseling |
| Clarity on accessing health care services after-hours or taking needed time for health care needs | • We disseminated a Fact Sheet with health care service options, improved the Excused Absence policy, and we have implemented an effective online system for requesting absences for TC preclerkship courses |