University of Colorado School of Medicine Feedback Options for Students 2016

1) The multiple ways of providing feedback to teachers:

Timely Feedback/Resolution

Identifiable

Speak directly with the faculty
Contact appropriate student representative*
Contact Block, Clerkship or Course Director
Contact Assistant Dean (Essentials, Longitudinal, Clinical)
Use block, clerkship or course evaluations
Use individual faculty evaluations within block, clerkship or course
Report to Office of Professionalism

Delayed Feedback/Resolution

Confidential

* If the feedback relates to Essentials Core blocks or longitudinal courses, student course representative(s) may be contacted. If the feedback relates to professionalism concerns, the class Student Professionalism Committee representative may be contacted. If feedback relates to advisory and student life concerns, contact your academic College representative.

Anschutz Medical Campus Office of Professionalism

The AMC Office of Professionalism is led by Drs. Barry Rumack, Josette Harris and Abbie Beacham and serves all schools and colleges on the Anschutz Medical Campus. Its mission is to promote a respectful and compassionate learning, clinical care and research environment. The Office provides students and other members of the Anschutz community a confidential, safe, free, “rapid response” resource for reporting any episode of mistreatment or unprofessional behavior by faculty, fellows or residents, no matter what kind or where it occurs (classroom, laboratory or clinical setting). The AMC Office of Professionalism is a “first-choice” for reporting mistreatment.

AMC Office of Professionalism Web Site  www.medschool.ucdenver.edu/professionalism

This site is a comprehensive resource for students, residents and faculty members. It includes a statement of the School’s commitment to building and sustaining a respectful and supportive learning and clinical care environment. It provides direct links to the online mistreatment reporting form. Also, there are links to the Teacher-Learner Agreement, the Student Honor Council, Student Professionalism and the Faculty Professionalism Code of Conduct. The web site also includes documents outlining the definitions of mistreatment and sub-optimal learning environment.

Reporting Options

The professionalism web site includes a list of the options that are available for reporting mistreatment, including an online mistreatment reporting form. Visit the Office of Professionalism web site or go directly to the reporting form at:  https://som.ucdenver.edu/StudentMistreatment. Reports of mistreatment using this online form are delivered by confidential email to Drs. Rumack, Harris and Beacham. Note: Students may continue to report mistreatment using any of the available pathways, including the end-of-block evaluations, but we are encouraging reports to be directed to the Office of Professionalism as the first choice. Direct emails to  Professionalism@ucdenver.edu or telephone calls to 303-724-4PRO (4776). Dr. Rumack can be reached at 303-724-7854 or barry.rumack@ucdenver.edu. Dr. Harris can be reached at 303-724-6224 or josette.harris@ucdenver.edu. Dr. Beacham can be reached at 303-724-8494 or Abbie.Beacham@ucdenver.edu.
2) The multiple ways of providing feedback between students:

**Timely Feedback/Resolution**
- Speak directly with your peer
- Contact appropriate student representative*
- Contact supervising faculty (Classroom, Clinical, College)
- Contact Student Professionalism Committee Chair
- Use peer evaluations if available
- Contact the Ombuds Office

**Delayed Feedback/Resolution**
- Confidential

*If the feedback relates to professionalism concerns, contact the class Student Professionalism Committee representative. If related to Honor Council concerns (e.g., cheating, unfair advantage), contact your Honor Council representative. If feedback relates to advisory and student life concerns, contact your academic College representative.

**Need guidance on selecting a feedback mechanism?** Contact: Dr. Wendy Madigosky (wendy.madigosky@ucdenver.edu or 303-724-6420), Chair of the Student Professionalism Committee or Assistant Deans for Student Life: Dr. Kristina Tocce (Kristina.tocce@ucdenver.edu) and Dr. Jeffery Druck (Jeffery.druck@ucdenver.edu)

**Feedback Tips:** (Adapted from: Berquist & Phillips, A Handbook for Faculty Development, 1975)
- Feedback should be timely: Given to peers as soon as possible after an incident.
- Feedback should be descriptive and not evaluative: describe what actually happened, not stating that something was “bad” or “done wrong”.
- Feedback should be specific: clearly state what actually was problematic, instead of using generalities.
- Consider including something that was positive in addition to raising a concern.

**Example phrasing of constructive peer feedback:**
- “I felt like when you were talking during class this morning, I had a hard time hearing the lecturer,” as opposed to “You should try to not talk during lectures.”
- “I felt uncomfortable when you clarified the plan of care in the room in front of the patient and our team, it would have been more helpful to do so privately”, as opposed to “you shouldn’t say anything negative about my plan of care in front of others.”

The Anschutz Medical Campus Ombuds Office is located on the 7th floor of Building 500 (phone 303-724.2950). The Ombuds Office can provide informal conflict resolution and a forum for prompt, impartial and confidential discussions. The primary goal of the Ombudsperson is to ensure that employees and students receive fair and equitable treatment.  
http://www.ucdenver.edu/about/departments/OmbudsOffice/Pages/OmbudsOffice.aspx