



University of California
San Francisco

Orientation to Clerkship and Teaching Evaluations in Bridges Foundations 2 and Career Launch

School of Medicine
Educational Evaluations

2020

Evaluations

Definition:

Measure of the extent to which a program's or curriculum's objectives are achieved. Evaluation is the process of determining merit, worth, or significance of a program or curriculum.

Purpose:

- Improve Teaching Methods
- Decide on Retaining Faculty for Teaching
- Review for Faculty Promotion Decisions
- Support Ongoing Curriculum Improvements
- Fulfill Institutional and Accreditation Requirements

Similarities to Foundations 1 Evaluations

- Students evaluate courses and educators
- Student names are suppressed on evaluations
- Evaluations are permanent
- Evaluation completion compliance counts towards attainment of the **Professionalism** Competency

Professionalism Competency

Completing >70% of core evaluations contributes to your achievement of the Professionalism Competency. This includes:

- Completing core evaluations
- Completing core surveys
- Participating in core focus groups

See *Student Participation in Curriculum Evaluation* [Policy](#)

Core and Supplemental Evaluations in F2 & CL

- **Core** evaluations (70% completion minimum). Includes:
 - Clinical faculty and resident teaching evaluations
 - Overall clerkship/course evaluations
 - Evaluations with “*Mandatory*” label
- **Supplemental** evaluations (optional; does not count towards Professionalism Competency). Includes:
 - Didactics, special projects, and ad hoc evaluations that are specific to each clerkship and program
 - Evaluations with “*Optional*” label

Note: the timing, number, and type of evaluations assigned will vary depending on the individual course/clerkship

Survey Policy on Medical Students

- Purpose is to minimize the survey burden on UCSF medical students and ensure quality and effectiveness of the surveys required of the student body.
- Surveys compliant with SOM survey policy will bear one of two endorsements:
 - Tier 1: ***“This survey is endorsed by the School of Medicine for the purpose of improving our programs and services.”*** This applies to core curricular programs and student services at UCSF School of Medicine.
 - Tier 2: ***“This survey is endorsed by the School of Medicine.”*** This applies to other surveys developed with the UCSF Office of Medical Education consultation.
- Surveys without SOM endorsements are completed at students’ own discretion.

See Survey on Medical Student [Policy](#)

Differences from Foundations 1 Evaluations

1. MedHub Online System
2. Evaluation Reciprocity
3. Completion of Outstanding Evaluations
4. Special Reporting Instructions
 - Mistreatment
 - Clinical Work Hours Violations

Online MedHub System

- Unlike Foundations 1, clerkship evaluations and student assessments are completed in the online MedHub system.
- MedHub will alert you when you have an evaluation assignment and/or when an evaluation has been completed about you.
- You must login to MedHub to access your evaluations (no evaluation links)
- There are two ways to access MedHub:
 1. [MyAccess](#) Single Sign-On Portal. Search for MedHub. *Tip: Bookmark MedHub as one of your favorite applications for convenient access.*
 2. Go to <https://ucsf.medhub.com/> and click on the white UCSF MyAccess button and login with your MyAccess credentials. *Tip: Bookmark this URL on your browser for convenient access.*



Reciprocal Evaluations

- During clerkships, students and faculty/residents are asked to evaluate each others' performance in a reciprocal relationship. When and to whom evaluations are assigned are based on individual clerkship procedures
- Students and faculty/residents can see their own performance evaluation upon completing a reciprocal evaluation of the other person
 - Students can see individual form and aggregated views of their own performance data upon completing the reciprocal evaluation
 - Faculty and residents can view their performance data in aggregated view only; the release of their teaching evaluations is delayed to enhance student anonymity

For more information, see the Bridges evaluation [procedures](#) in the clinical years

Completion of Outstanding Evaluations

- If an evaluation was assigned to you in error, click on the “Insufficient Contact to evaluate” link to remove it; otherwise, outstanding evaluations may count against your overall evaluation completion compliance.
- *As a reminder, the timing and number of evaluations are assigned based on each clerkship’s individual procedures, but how students access their performance data in MedHub is the same – by fulfilling reciprocity requirements and completing all outstanding evaluations.*

Privacy & Anonymity in MedHub

- Student privacy & identity are tightly controlled through security settings by MedHub and the School of Medicine.
- Student evaluator names are never revealed on evaluations unless students choose to identify themselves in the comments.
- Faculty/Residents cannot see their own evaluations until they have completed a reciprocal assessment of the student; additionally, the release of their teaching evaluation is delayed to enhance student anonymity
- In one-to-one relationships (i.e. longitudinal preceptorship) identity may be apparent even though student name is suppressed.

For more information, see the Bridges evaluation [procedures](#) in the clinical years

Standard of Conduct at UCSF School of Medicine

“All members of the educational community in the UCSF School of Medicine have the right to function in a respectful educational environment. This environment will be conducive to learning, respecting the diversity of opinion, race, gender, religion, sexual orientation, age, disability and socioeconomic status. The environment will be free of belittlement, humiliation, or hostility.”

Special Reporting Instructions: Mistreatment

- Mistreatment of students or others is taken seriously and monitored closely by the School of Medicine educational leadership
- Mistreatment is monitored via two “Respect” questions on the Clinical Educator evaluation form:
 - *I was treated with respect by this individual*
 - *I observed others (students, residents, staff, patients) being treated with respect by this individual.*
- Ratings of **3** or below on the Respect questions must be accompanied with an explanation to help improve the learning environment for students
- Ratings of **3** or below on the Respect questions will trigger alerts to the Student and Curriculum Deans, clerkship director, and program directors with specific oversight
- Some clerkships offer a Confidential Comments box for students to share constructive feedback that they do not feel comfortable sharing directly with the individual. Confidential comments are not visible to the person being evaluated and are routed to the clerkship director and coordinator

For more information, see the Medical Student Mistreatment [Policy](#)

Special Reporting Instructions: Clinical Work Hours Violation

Work hours are defined as all clinical and academic activities related to the rotation. This is defined as patient care (including patient-related administrative duties) and scheduled activities (such as conferences). It does NOT include time spent studying for exams, or preparing for oral presentations or notes, or commute time.

Clinical and educational work hours must be limited to **no more than 80 hours per week**

Students report on work hours compliance on the clerkship evaluation:

Were your work hours for this clerkship less than 80 hours per week?

- Yes (*my work hours were LESS than 80hrs per week*)
- No (*my work hours EXCEEDED 80hrs per week*)
- Work hours violations are monitored by clerkship directors and SOM leadership

For more information, see the Clinical Work Hours [Policy](#)

Supporting a Fair Environment (SAFE)

- In addition to evaluations in MedHub, students can report mistreatment and/or work hours violations, confidentially or anonymously, at anytime on a single SAFE form
- Issues reported on the SAFE form are routed to the appropriate SOM leadership for follow up.
- The SAFE form supports the “Respect” and “Work Hours” questions distributed through the SOM’s course evaluation system and managed by the course curriculum team.
- For more details, visit tiny.ucsf.edu/safe

Other Methods for Student Feedback

- Real-Time Bridges Feedback: for students to report any positive or negative experience in real time as they experience the Bridges Curriculum. Available on Medical Student website and Medical Student Center Email Digest. Feedback is anonymous unless self-identified
- More on methods for students to provide feedback:
<http://tiny.ucsf.edu/methodsforstudentfeedback>

Contact Information for Evaluations

- Your Clerkship Director or Clerkship Coordinator
- Allison Chen, Senior Evaluations Analyst
EdEvals@ucsf.edu
- Arianne Teherani, Director for Program Evaluation and Continuous Quality Improvement (CQI)
Arianne.Teherani@ucsf.edu
- Educational Evaluations Help Desk
EdEvals@ucsf.edu

Standard Clerkship & Clinical Educator Instruments

Clerkship Form (Scale 1-5, Poor to Excellent)

1. Overall quality of faculty teaching
2. Overall quality of resident teaching (IF there are residents at your site)
3. Quality of formal didactics
4. Sufficient direct observation of your patient care skills
5. Quality of feedback you received
6. Positive clerkship learning environment
7. Exposure to key Bridges Curriculum areas
8. Clerkship as a whole
9. Describe the strengths of and potential areas for improvement for this clerkship.
10. Were your work hours for this clerkship less than 80 hours per week?

Clinical Educator Form (Scale 1-5)

1. Extent of Contact
2. Provides enthusiastic and stimulating teaching
3. Directly observed a patient interaction
4. Provides quality on-the-fly and/or formal feedback on your performance
5. Models inclusive patient care
6. Promotes critical thinking
7. Fosters a positive learning environment
8. Treats me with Respect
9. Mistreat Me – Reasons
10. Mistreat Me - Other Reasons
11. Treats Others with Respect
12. Mistreat Others – Reasons
13. Mistreat Others
14. Overall teaching effectiveness
15. Please comment on the strengths and potential areas for improvement for this educator.
16. Confidential Comment (clerkship-dependent)
17. Optional Contact Information (clerkship-dependent)

Clerkship Assessments & Grading

- For an orientation to Core Clerkship Grading and Assessment for Learning, please review this [video](#) from the Associate Dean for Assessment, Karen Hauer.
- Clerkship assessment forms are accompanied by [Evaluation Guidelines](#) for attendings, residents, and fellows.
- For more detailed information regarding clerkship assessments and grading, including sample forms, please visit each clerkship's individual courses on the [F2 CLE](#)
- Contact information for Clerkship Assessments:
 - Clerkship Director or Clerkship Coordinator
 - Associate Dean for Assessment, Karen Hauer: Karen.Hauer@ucsf.edu
 - Student Assessment Manager, Tami Cowell: Tami.Cowell@ucsf.edu



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