

# MUSC UME Coordinator Handbook



**medhub**

Updated: Oct 2023



# Table of Contents

|  |              |
|--|--------------|
| <b>Dean’s Office<br/>Contacts.....</b>                               | <b>3</b>     |
| <b>Coordinator Contact<br/>Information.....</b>                      | <b>4</b>     |
| <b>Educational<br/>Representatives.....</b>                          | <b>5</b>     |
| <b>Coordinator<br/>Responsibilities.....</b>                         | <b>6-12</b>  |
| <b>Additional Clerkship Coordinator Responsibilities.....</b>        | <b>13-16</b> |
| • Proctoring and Ordering Shelf exams.....                           | 13-14        |
| • MSPE Comment Templates.....  | 14           |
| • Mid-Point Attestation, Diagnosis & Procedure Log Instructions..... | 15-16        |
| <b>MedHub: How to Guide.....</b>                                     | <b>17-25</b> |
| <b>MedHub Duties Quick Sheet Guide.....</b>                          | <b>26-29</b> |
| <b>Medhub app instructions.....</b>                                  | <b>30-37</b> |
| • Iphone app instructions.....                                       | 30-34        |
| • Android app instructions.....                                      | 35-37        |
| <b>Web Advisor/Grading Instructions.....</b>                         | <b>38-40</b> |
| <b>VSLO/VSAS Instructions.....</b>                                   | <b>41-43</b> |
| <b>FERPA reminders.....</b>  | <b>44</b>    |
| <b>Brightspace Instructions.....</b>                                 | <b>TBD</b>   |

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# College of Medicine Dean's Office Contacts

## **Associate Dean for Curriculum—Clinical Sciences**

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## **Associate Dean for Student Career Planning and Advising**

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## **Assistant Dean for Student Affairs/Clinical Years**

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## **Assistant Dean, Assessment, Evaluation, and Quality Improvement & MedHub COM Superuser**

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## **Assistant Dean of Educational Technology, Brightspace COM Superuser**

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## **Data Analyst, Office of Assessment, Evaluation, and Quality Improvement**

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## **Data Specialist, Office of Assessment, Evaluation, and Quality Improvement**

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## **Director, Clinical Curriculum and Visiting Student Program, VSAS Superuser**

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## **Manager, LCME Accreditation**

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## **Assistant Dean, Student Affairs and Student Career Planning**

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## **Manager, Integrated Clinical Curriculum and Regional Campus Liaison**

Megan Grinnell.....grinnell@musc.edu/792-7406

## **Clinical Curriculum Coordinator**

Wade Lucas.....lucaswa@musc.edu/792-1184

## College of Medicine UME Coordinator Contacts:

| Department   | Coordinator           | Work Phone   | Email             |
|--|-----------------------|--------------|-------------------|
| Office of Assessment, Evaluation & Quality Improvement                 | Michele Knoll Watson  | 792-5888     | knollm@musc.edu   |
| Dean's Office - Clinical Curriculum / Intern 101 / Accelerated / AnMed | Megan Grinnell        | 792-7406     | grinnell@musc.edu |
| Dean's Office - Clinical Curriculum / Ethics / Space / ICUs            | Wade Lucas            | 792-1184     | lucaswa@musc.edu  |
| Office of Assessment, Evaluation & Quality Improvement                 | Paulina Peralta       | 792-1917     | peraltap@musc.edu |
| Student Affairs  | Gabrielle Redding     | 792-5862     | reddingg@musc.edu |
| Office of Assessment, Evaluation & Quality Improvement                 | Elizabeth Smith       | 792-8248     | smitlaur@musc.edu |
| Dean's Office - Clinical Curriculum / Scheduling / Visiting Students   | Christine Talbot-Bond | 792-2427     | talbotbo@musc.edu |
| AnMed Health campus  | Kathy Barrington      | 864-512-4475 | barringk@musc.edu |
| AnMed Health campus  | Amy McCoy             | 864-512-4312 | mccoyamy@musc.edu |
| Family Medicine  | Sarah McIntyre        | 876-2914     | mcintyrs@musc.edu |
| Family Medicine  | Sierra Goodman        | 876-2910     | goodmasi@musc.edu |
| Internal Medicine  | Mary Ann Snell        | 792-7282     | snellma@musc.edu  |
| Internal Medicine  | Meredith Stafford     | 792-2731     | staffome@musc.edu |
| Neurology  | Michael Watson        | 792-0078     | watsomic@musc.edu |
| OBGYN  | Andrea Shrader        | 792-1241     | shradera@musc.edu |
| Pediatrics   | Emily McGinnis        | 792-8362     | mcginnie@musc.edu |
| Psychiatry   | Mae Laroya            | 792-0343     | laroya@musc.edu   |
| Surgery  | Kris Banks-Small      | 792-2720     | banksasm@musc.edu |
| Anesthesiology   | Kim Bartlett          | 792-4365     | bartletk@musc.edu |
| Dermatology  | Mark Lynch            | 876-5074     | lynchd@musc.edu   |
| Emergency Medicine   | Mel Pigott            | 876-8023     | pigott@musc.edu   |
| Neurosurgery   | Carole Lavender       | 876-5053     | lavendec@musc.edu |
| Ophthalmology  | TBD                   | TBD          | TBD               |
| Orthopaedic Surgery  | Joan Graesch          | 792-0245     | graesch@musc.edu  |
| Orthopaedic Surgery  | Missy Durante         | 792-1249     | durante@musc.edu  |
| Otolaryngology   | Anita Cheslek         | 792-7162     | cheslear@musc.edu |
| Pathology  | Krista Durham         | 792-3804     | durhakri@musc.edu |
| Radiation/Oncology   | Jeffrey Johnson       | 792-3273     | johnsjef@musc.edu |
| Radiology  | Tiana Keener          | 792-2473     | keenerti@musc.edu |
| Urology  | Lisa Kynoski          | 792-4538     | kynoski@musc.edu  |

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## Departmental Educational Representatives

**Anesthesia:** Burke Gallagher, MD; Katie Hatter, MD

**Dermatology:** Richard Marchell, MD

**Emergency Medicine:** Simon Watson, MD

**Family Medicine:** Kristen Hood Watson, MD

**Internal Medicine:** Marc Heincelman, MD; Katie Anderson, MD

### **Division Representatives for Internal Medicine**

**Cardiology:** Valerian Fernandes, MD

**GI:** Heather Simpson, MD; Pooja Elias, MD

**Hematology-Oncology:** Todd Gourdin, MD

**Nephrology:** Natalie Freidin, MD

**Infectious Disease:** Heather Hughes, MD

**Rheumatology:** Faye Hant, MD; Diane Kamen, MD

**Endocrine:** Nicolleta Sora, MD

**Pulmonary:** Eddie Kilb, MD

**Neurology:** Sarah Schmitt, MD

**Neurosurgery:** Alex Vandergrift, MD

**Ob/Gyn:** Gene Chang, MD

**Ophthalmology:** Lynn Poole Perry, MD

**Orthopaedic Surgery:** Sara Van Nortwick, MD

**Otolaryngology:** Lucinda Halstead, MD

**Pathology:** Nick Batalis, MD

**Pediatrics:** Tricia McBurney, MD; Sherron Jackson, MD

**Psychiatry:** Dave Beckert, MD

**Radiation Oncology:** Samuel Cooper, MD

**Radiology:** Jeanne Hill, MD

**Surgery:** Cindy Talley, MD; Matt Wooster, MD

**Urology:** Marc J. Rogers, MD

**College of Medicine (COM) Coordinators** serve as important liaisons between the medical students, faculty members, residents and the Dean's Office. COM Coordinators are appointed by Dean's, Education Representatives, Department Chairs and course directors in their respective areas and assist the Dean's Office with a wide variety of tasks related to medical education. The Dean's Office relies on coordinators to notify them of any and all student concerns (e.g., absences, professionalism problems, schedule changes, etc.) that may affect the student's educational experience.

Coordinators are usually available during regular business hours, 8am – 5pm, but should provide the Dean's Office with the contact information for a back-up coordinator in the event that the coordinator is out for extended leave, on vacation, etc. (Dr. Hood Watson, the Associate Dean for Curriculum –Clinical Sciences, should be notified as soon as possible if a new coordinator is appointed.) Each of the following sections contains instructions, procedures, and contact information relating to the responsibilities below.

**Coordinator responsibilities include and are not limited to the following:**

- Serves as program liaison between the Dean's office and the Departments
- Maintains the course syllabus for each of the assigned rotations
- Updates course catalog descriptions for each of the assigned rotations including contact information, rotation activities, and course availability each year and as needed
- Serves as the point of contact while a student is on rotation and acting as a liaison between the student and the course director
- Reserve rooms for all rotation activities (Live 25)
- Ensures appropriate credentialing of all medical students at multiple locations for the rotations
- Handling Absence Request Forms in Medhub
- Scheduling and monitoring externship logs
- Keeps track of student attendance, tardiness, and professionalism problems and reporting all concerns to the COM Dean's Office
- Ensures all faculty have faculty appointments before teaching and evaluating a student. Works with home department to obtain the faculty appointments.
- Ensures all COM Policies & Procedures are being met
- Maintains current affiliation agreements with all outside hospitals and sites where the students rotate
- Reviews Clinical Performance Evaluations (CPEs) from MedHub and enters final grades into WebAdvisor within 25 days of course completion (Grade Timeliness)
- Ensures Confidentiality of student's data and ensures that a conflict of interest does not occur
- Oversees the MedHub Child Program for the Department.
  - Pulls Roster Reports from MedHub prior to the start of each rotation
  - Schedules evaluations in MedHub for each course including student and attending/resident evaluations
- Maintains the Brightspace site and/or student website for the department
- Oversees VSAS for the department and determining visiting students

**Additional Clerkship Coordinator responsibilities:**

- Proctors standardized exams for students while on rotation/in the department and assisting with OSCE's as needed
- Documents Comments for Dean's Letters (MSPE's)
- Tracks compliance with midpoint feedback, observation of history and physical, diagnosis and procedure logs.
- Attends monthly COM Clerkship Coordinator's Meetings as scheduled by the Dean's Office
- Reports all grades and grade changes to the Director of Clinical Curriculum and the Office of Assessment, Evaluation, and Quality Improvement within 25 days of the rotation.

**This handbook was created by the Medical University of South Carolina College of Medicine Dean's Office. We hope you find it useful. Our sincere THANKS for all of your efforts to assist our students!**

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# MUSC Coordinator Responsibilities

- I. Course Catalog & Syllabus:** Each year, you will be tasked with updating your course syllabus as well as the course catalog descriptions for your assigned rotations. The information in these documents should remain up-to-date at all times as they will be reviewed throughout the year as students make specialty/career choice decisions. Additionally, it's important to remember that these documents can be viewed and requested by external sources like the LCME at any point in time. A link to the course catalog can be found on the MUSC webpage year-round.

## **Catalog Descriptions:**

In November/December of each year, the Dean's Office will send you a copy of your course descriptions in a Word document for editing. The updated forms will include the NEXT academic year's block dates. You will need to indicate your course availability for the next academic year and review all contact information and content to be sure that it's still correct. These course catalog descriptions will be published and reviewed by the students as they make their schedule selections for the upcoming year.

You will likely need to schedule an appointment with your course directors and/or education representative to review this content each year when it's time for updates to ensure that the course's goals/objectives, instructional methodologies, evaluation methods, etc. have not changed.

## **Syllabus:**

You may choose to provide your students with a hard copy of the course syllabus on the first day of the rotation/orientation or it can be uploaded to Brightspace and/or student website permanently.

- II. Point of Contact for Students:** In your role as coordinator, you will serve as the point of contact for students and act as the liaison between students and the Course Directors/Attendings. You will be responsible for letting the students know the initial details and expectations of the rotation and will serve as their contact person for any course/department-specific questions that may arise while on the rotation.

Prior to the start of each rotation, you should pull your course roster from MedHub to see which students will be rotating on your service. You will want to do this for each of your assigned courses. All questions regarding this function should be directed to Michele Friesinger.

At least one week prior to the start date, you should email your students to welcome them to the upcoming rotation and let them know where to go and what to do on the first day. Most rotations hold a brief orientation so if that's the case for your department please give them those details in your email. If there is not an orientation scheduled, you will need to let them know where to report and when to meet their clinical supervisor on Monday morning.

If you don't email them one week in advance, the students will likely get anxious and start emailing you with questions. You should always try to reach out to them first. If you are out of the office or on vacation in the days leading up to the rotation, PLEASE send your welcome email first or arrange for a backup coordinator to be in place so that the student still has a point of contact and knows the expectations for the first day.

**III. Tracking Student Concerns (Professionalism, Attendance, Etc.):** One of your main responsibilities as a COM Coordinator is to keep the Dean's Office apprised of any professional or unprofessional behavior that takes place during your rotation. This includes unprofessional behavior such as excessive absences, rudeness, or major deficits in medical knowledge (reported to you by a preceptor), etc. This applies to anyone the student comes in contact with during the rotation (coordinators, patients, Attendings, residents, etc.). As well as positive feedback, whether it is above and beyond service, professionalism, excellent medical knowledge, efforts, growth, or strength of a student.

The COM Office of Student Affairs conducts academic monitoring and provides academic advising, personal counseling and guidance to ensure that students are meeting academic and professional standards. As the point of contact for the rotation, the Office of Student Affairs will rely on you to keep the office apprised of the student's progress or lack thereof. All clinical or shelf exam failures should be reported to the Office of Student Affairs. If a preceptor approaches you with student concerns, these issues should be relayed to the Dean's Office immediately.

#### **Crisis Management Student Mistreatment – Learning Environment Concerns**

If a student experiences a personal or family related problem that will interrupt their studies or if there is a report of student mistreatment, please contact the Office of Student Affairs for consultation and to identify a plan to address the concern.

Please email the following contacts:

**Myra Haney Singleton**, Associate Dean for Student Affairs

Email: haneymk@musc.edu Telephone: (843) 792-1672

**Christopher Bunt**, Associate Dean for Student Affairs:

Email: buntc@musc.edu Telephone: (843) 876-0337

Learning Environment, Praise and Concern cards can also be completed in MedHub and will go directly to the Dean's Office for immediate review. Consider using this tool for immediate action.

#### **Career Planning and Residency Planning**

As students prepare for Year Four, as a coordinator you will be expected to work collaboratively with the Manager of Student Affairs to ensure that students complete Step 2CK and Step 2CS by the deadline established by MUSC. You also will be expected to provide oversight of student's compliance to the ERAS application process and ensure that they complete all NRMP requirements by nationally established deadlines.

**Gabrielle Redding**, Assistant Dean of Student Affairs and Student Activities

Email: reddingg@musc.edu Telephone: (843) 792-5862

**IV. COM Policies & Procedures:** As a coordinator, you are responsible for being up-to-date and aware of all COM Policies & Procedures and for ensuring that your students and preceptors are complying as well. All suspected violations should be reported to the Dean's Office immediately. A complete list of all COM Policies & Procedures can be found at: <http://academicdepartments.musc.edu/com/hndbk/policies/>.

**V. Grade Timeliness:** COM Coordinators have 40 calendar days from the day of completion of the rotation to enter student grades into WebAdvisor and release evaluations/comments to students via the review and release function. Effective January 1, 2012, all grade submissions became directly linked to Department Chair annual evaluations and incentives. This means that if your rotation grades are not entered within 40 days, the Dean will be notified and this will have a negative impact on your Chair's evaluation.

Grade timeliness tracking is completed centrally by the Dean's Office and regular audits are performed. This information is also disseminated to the Clinical Sciences Planning & Evaluation Committee as well as to the Undergraduate Curriculum Committee.

**VI. Affiliation Agreements:** One of your jobs as a coordinator is to track and maintain current affiliation agreements with all outside hospitals and sites where your students rotate. For example, if you send your students to an off-site clinic as part of their weekly training you should check with the Dean's Office to be sure that an affiliation agreement exists between the site (MUSC) and the practice where the student visits. If an agreement does not exist, you will be responsible for having an agreement signed and maintained for the duration of the student's experience there. Most agreements last 2-3 years.

The COM has a standard agreement that we send to all practices with which we partner, but, on occasion, the practice will want us to sign their agreement instead. That's permissible in cases where it is not a major clinical training site, you will just need to make sure that the MUSC Legal Office signs off on the agreement first before it is signed and returned. The Dean of the College of Medicine is responsible for signing all affiliation agreements. No one else in the College of Medicine can do this.

To execute a new agreement, you will need to send it to the practice manager at the off-site clinic/hospital and have them sign first. Once they return this send it to MUSC legal for approval, legal will stamp it signifying that it's allowable for the Dean to sign. The Dean will not sign anything unless the stamp is there. Once signed, you can return a signed copy to the practice for their records. You will also need to save a signed copy to send to the Dean's Office for central tracking.

Dean's Office Contact for Affiliation Agreements:  
**Christine Talbot-Bond/Megan Grinnel**

## VII. Meetings:

### *For ALL Coordinators:*

**ALL Coordinator Meetings:** You will be required to attend all coordinator meetings that are run by the Dean's Office. These occur on a quarterly basis. These meetings will provide you with essential and important information that affect the Educational Core. These occur on the second Thursday of the month from 10:30am to 11:30am.

**Selectives & Electives Committee (SEC)** You will be asked to attend the Selectives and Electives Committee once every two years for a review of all of the Selectives and Electives in your department. This Committee will review these courses and submit suggestions to your department. You are to help assist with this process and make sure these changes are made. This committee will invite you to the meeting when it is time for your review.

### *For Clerkship Coordinators:*

In addition to attending All Coordinator meetings and SEC meetings (see above), you will be required to attend the **Clinical Science Planning and Evaluation Committee (CSPEC) meetings**, which occurs every month on the second Wednesday of each month from 12pm to 1:30pm. You will also be required to attend **Clerkship Coordinator Meetings** run by the dean's office monthly, these occur on the third Thursday of the month.

## VIII. Confidentiality and Conflict of Interest

With regard to your Coordinator duties, confidentiality can be defined as the preservation of student information shared during the contact with any staff, faculty, student, and/or the public. All information and records shared while providing COM coordinator services must be treated as confidential. Records obtained by COM coordinators must be maintained in a confidential and secure location at all times.

In the event that a COM Coordinator requires additional information from a student, the coordinator should first review the FERPA (Family Educational Rights and Privacy Act) related issues before obtaining that information.

<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

Coordinators are advised to obtain written permission from the student before disclosing any personal or academic information. Disclosing information to an unauthorized person could be interpreted as negligent or reckless misconduct, and not acting within the scope of the COM Coordinator duties.

Examples include and are not limited to: sharing evaluation data, comments, grades, and/or experiences with other individuals besides the designated course director. You must preserve the confidentiality of information shared during the course of your COM coordinator duties. You must keep information obtained from students secure at all times. You should not attempt to promote your personal opinions or views about any student with other faculty, staff, or student. You should not use the information gained during your contact with student and the public for personal or professional gain.

**Externship Logs** - MUSC and Visiting Students scheduled in an externship will be required to fill out and complete an externship log via MedHub. This log will be tied to every externship in MedHub and will go out on the first day of the rotation and will stay open the length of the rotation for students to log their experiences. Coordinators are required to make sure they have scheduled the students to receive the log in MedHub before the beginning of the rotation, and to make sure students submit these logs on the last week of the rotation and that all are submitted before the rotation ends.

**How to for Coordinators to Schedule Externship Logs or ensure scheduled:**

1. Click on the course you would like to send this evaluation in the blue line right-hand drop-down menu
2. Click on the **Evaluations tab** on the top of the screen
3. Click on **+ add Automated evaluations** under Automated evaluations
4. Title **Externship Log**
5. Choose Delivery Method: **By Course Periods**
6. Choose On date, and course period start date
7. Choose expiration date **21 days**.
8. Click **initiate automated evaluation set**
9. Click **+ add delivery rule**
10. Choose **Student self-evaluation** for **Add Evaluation Type**
11. Click **submit**
12. Choose **Externship Log** under **Evaluation Form**
13. Select **Year 4**
14. Click **add delivery rule**

## Additional Clerkship Coordinator Duties:

### IX. Proctoring & Ordering Standardized Exams

Within each rotation, students have to take a standardized exam; all clerkships use the National Board of Medical Examiners (NBME) to administer these exams, called shelf exams. You are required to proctor these exams for the students each rotation. For proctoring instructions, please go to the NBME website <https://wbt.nbme.org/wbtproctor/index.jsp>. If you have any questions on shelf exams or proctoring, please contact Inda Johnson Humes.

#### Ordering NBME Shelf Exams

1. Determine how you will order exams
    - One at a time
    - Half of the year
    - For the whole year
  2. Determine how you will pay for exams
    - Credit Card
    - Check
- Log on to the NBME web site: <https://nsp.nbme.org>
  - Click “Sign In” on the right side of the page with your NBME log-in information
  - Click on “Ordering” on the line of headings.
  - Choose: “Order Web-based Examination”
  - Under the Drop-Down Boxes: Web-Based Exam: Choose your exam under the “Clinical Science” heading
  - Examinee Group: Choose “Medical Students”
  - Location of Testing: Choose “At your local testing site”
  - Graduation Year: (remember this is always the following year)
  - Test Purpose: Choose “End of Course/Clerkship” or “Make-Up Exam”
  - Total Number of Examinees: Enter the number of students you have scheduled for the rotation into the little box. It is always good to order 1 or 2 more exams in cases students get added.
  - Chief Proctor: Make sure your name is checked. Click Continue to the next page.
  - Time Zone: Choose “US Eastern”
  - Exam Date: Choose the date of your exam and the time you start. The End Time should automatically populate.
  - Click Continue to the next page.
  - Review your submission. If it is not ok, click “edit order” and make corrections. If it is ok, click on “Continue”
  - Order Summary Page – Choose how you will pay for the order
  - Click Continue to the next page. Review the Information.
  - Click the little box by the agreement statement. Click “Place Order”
  - If you are ordering more than one exam, go back to the first page and start over with your next exam. Follow the same steps each time until you are done ordering all your exams.

- You will receive a confirmation email, an email with your Chief Proctor information, and an email with a copy of the invoice.
- If you order 24 exams and only have 23 people take the exam, you will receive a credit for that one untaken exam. If you have an available balance, it will automatically use it when you place an order.

## **X. Medical Student Performance Evaluation (MSPE) Dean's Letter**

### **Comments**

Preceptors submit Dean's Letters comments on the Clinical Performance Evaluation in MedHub, when you review these Evaluations in MedHub the MUSC clerkship coordinators will pull comments from the marked boxes on this evaluation and copy these into a word document that is shared on the S protected drive with Student Affairs. Each student has a folder where their comments are stored. Student Affairs will, then, pull these comments and use these comments in the Student's Dean's Letter (MSPE) for the match process. Comments have a certain template for submission of these files. **Comments should be submitted on these files no more than 60 days after the rotation. Grades and comments must be submitted in a timely manner which is stated in Section V. Grade Timeliness.** On the next page are the templates for each clerkship's comments. For access and questions for Dean's Letter Comments, please contact Gabrielle Redding.

### **MSPE Clerkship Comment Template**

The MSPE template is located in the Special Shares drive and if you have any questions regarding this please contact Gabrielle Redding at 843-792-5862 or [reddingg@muscd.edu](mailto:reddingg@muscd.edu) for assistance.

#### **How to pull Individual Student Comments for MSPE:**

Go to the course you would like to pull data and or comments for:

1. Click on the **Reports Tab**
2. Click on **Aggregate Comments Report** on the submenu under **Evaluation Reports**
3. Choose which courses you are trying to review under clerkships\*
4. Choose Students for Evaluation Target
5. Choose Evaluations of Target for Directions\*
6. Click **Go to Step 2...**
7. Choose the time frame data is looking for
8. Leave all items checked
9. Click Go to **Step 3...**

## **XI. Compliance: Mid-Point Feedback, Diagnosis and Procedure Logs, and Externship Logs**

As Clerkship Coordinators, you are required to along with the Clerkship Director ensure that students are receiving mid-point feedback and completing their Diagnosis and Procedure logs.

**Mid-point feedback** – Students should receive mid-point feedback between the end of the 2<sup>nd</sup> week and 4<sup>th</sup> week of the clerkship. You will receive a mid-point feedback attestation via MedHub been conducted by the end of the 5<sup>th</sup> week. Compliance is checked by the Office of Assessment, Evaluation, and Quality Improvement.

**Diagnosis and Procedure logs** – Each student receives a required diagnosis and procedure log at the beginning of the clerkship via MedHub. They are required to fill this log out during the clerkship and then submit this by the end of the 5<sup>th</sup> week of the clerkship. You are, then, required to check this on the first day of the 6<sup>th</sup> week to ensure all students have submitted this log and that all required diagnosis and procedures were seen either Direct or Team Based Care. If your student did not see a diagnosis and procedure either direct or team based care, you will need to try to help that student complete this by the end of the week. Every year in April, the final Required Diagnosis and Procedure logs are set for the next academic year, changes can only be made during the summer break to ensure all students in that year receive the same logs.

### **How to for Coordinators to Schedule Diagnosis and Procedure Logs or ensure scheduled:**

1. Click on the course you would like to send this evaluation in the blue line right-hand drop-down menu
2. Click on the **Evaluations tab** on the top of the screen
3. Click on **+ add Automated evaluations** under Automated evaluations
4. Title **Diagnosis and Procedure Logs**
5. Choose Delivery Method: **By Course Periods**
6. Choose On date, and course period start date
7. Choose expiration date **35 days**.
8. Click **initiate automated evaluation set**
9. Click **+ add delivery rule**
10. Choose **Student self-evaluation** for **Add Evaluation Type**
11. Click **submit**
12. Choose **Diagnosis and Procedure log** under **Evaluation Form**
13. Select **Year 3 for Clerkship diagnosis and procedure log** or **Year 4 for Critical Care logs**
14. Click **add delivery rule**

### **How to for Coordinators to see individual data on Diagnoses and Procedure logs:**

1. Click on **Reports tab**
2. Click on **Aggregate Evaluation Report** under **Evaluation Report**
3. Evaluation Type: **Student Self Evaluation**

4. Locate the **diagnosis and procedure form**, under form
5. Select students in which you are checking, in the target
6. Select Clerkship in course
7. Click **Go to Step 3....**

**How to for Coordinators to see all detailed data on Diagnoses and Procedure logs:**

1. Click on **Evaluation tab**
2. Click on **Export Evaluation Data** under **Evaluation Functions**
3. Click on **Diagnosis and Procedure Log Form**
4. Choose students under Evaluators
5. Click **Submit**



## What is Medhub?

Medhub is MUSC's preferred health professional education management system and has been fully deployed in the College of Medicine since 2021. The system is used primarily to manage the 78,000+ students, faculty and course evaluations that are scheduled every academic year. The Office of Assessment and Evaluation oversees this system, tracks the compliance of completed evaluations, and pulls data reports from the system to access outcomes.

Medical Students evaluate courses, lecturers, activities, small group facilitators, faculty members, attending physicians, residents, and peers (as team members) on a regular basis. A structured feedback evaluation system is in place to ensure that course objectives are taught and examined. Much of the evaluation data is collected through the electronic management system, Medhub. Both quantitative and qualitative comments are collected and analyzed by the Office of Assessment and Evaluation, then, presented to course directors, faculty members, and students to improve the curriculum. College of Medicine Coordinators should pull data from Medhub every 6 months to share with the course directors.

All clinical evaluations have a 2-week timeframe. Evaluations are generated a week before the rotation and are due a week after the rotation ends. Students are not required to complete an evaluation but are highly encouraged to do so as part of their professional duty. Preceptors are required to submit the Clinical Performance Evaluation (CPE) as these evaluations help determine the student's grade. Medhub has an automatic reminder system that notifies the student, resident, and faculty when they are sent an evaluation. This system also sends a reminder notification every Tuesday that until they submit the evaluation.

A student or attending at any time can submit an Ad Hoc evaluation via Medhub. This includes a Praise or a Concern card regarding a peer, attending, or coordinator. Each Praise and Concern card is confidential and is submitted directly to the Office of Student Affairs and handled appropriately. A Praise card for an attending nominates the person for a Dean's Professionalism Award who model professional attributes. Coordinators should encourage both students and Attendings to complete Praise and Concern cards at any point of the course.

**Important: You will have access to very confidential information within Medhub. Please be diligent and careful with whom you share this data. You should only be sharing data with your Program Director, Education Representative, or Chair. All data that is collected is intended solely for the use of the Dean's Office and may contain confidential and/or privileged information. Any unauthorized review, use, disclosure or distribution of this data is expressly prohibited.**

# medhub How-To Guide for Coordinators

*For access to Medhub and help please contact Michele Friesinger*

*To log in, please go to <https://musc.medhub.com/> and login with your NetID and password.*

## I. Helpful medhub Hints:

- You are able to log into medhub simultaneously in two separate browsers.
- Do not add users or edit evaluations, if you need to add a user or edit an evaluation please contact Office of Assessment, Evaluation, and Quality Improvement for assistance.
- Course Admin role is the role for UME student courses administration

## II. Creating Favorites

Medhub allows you to store favorite/frequently used pages in a queue to in the top right-hand side of the screen like many popular browsers.

### **How to Save Favorites in Medhub:**

1. Go to the page you would like to save as a favorite (ie., gradebook page)
2. Copy URL at the top of the page
3. Hover over the ★ star in the top right-hand bar next to your name
4. Click on **manage favorites**
5. Click on **add custom link**
6. Add the **Link Title\*** (whatever you want to call it to remember)
7. Paste the URL in the **Link URL\*** that you copied previously
8. Click submit
9. This will add this page to the favorites in the drop down under the star.

## III. Accessing Pending/Urgent Evaluations

When an evaluation is generated, the recipient will receive an automatic email notification from medhub this will not contain a direct link. The student and/or attending must use the instructions below to access the evaluation instead by logging into medhub using netid and password.

### **How to locate and complete Evaluations and Logs:**

1. Login to <https://musc.medhub.com/>
2. Click on the **incomplete evaluations** link under the **urgent task** section on the right-hand side of the **Home Page**.
3. On the screen you will find all of the pending evaluations and logs you need to complete. Click on the **hyperlink of the evaluation** under evaluation.
4. This will bring you to the evaluation that you need to complete.
5. Once you have entered all the data please hit the **submit button** at the bottom of this evaluation.

## IV. Automatic and Manual Delivering Evaluations

### **How to automatically setup evaluations to generate (Recommended) :**

1. Click on the course you would like to send this evaluation in the blue line right-hand drop-down menu
2. Click on the **Evaluations tab** on the top of the screen

3. Click on **+ add Automated evaluations** under Automated evaluations
4. Title **End of Course (example)**
5. Choose Delivery Method: **By Service Dates**
6. Choose 7 days prior to, and Service End date
7. Choose expiration date (**7 days**)
8. Click **initiate automated evaluation set**
9. Click **+ add delivery rule**
10. Choose **Evaluation Type** for **Add Evaluation Type**
11. Click **submit**
12. Choose **Appropriate Form** under **Evaluation Form**
13. Select **Year applicable to student receiving this form**
14. Click **add delivery rule**

#### **How to manually deliver evaluations**

1. Click on the course you would like to send this evaluation in the blue line right-hand drop-down menu
2. Click on the **Evaluations tab** on the top of the screen
3. Click on **Deliver Evaluations button** at the top of the screen
4. Choose an evaluation from **“evaluation type”** from the drop-down menu.
5. Choose the evaluation form
6. Choose the recipient list (if you click your name)
7. Choose the name of **“Faculty to evaluate”**
8. Choose the **Rotation period** in which this learning environment issue, praise or concern occurred. (Optional)
9. Click **Service if applicable (Optional)**
10. **DO NOT CHANGE Special Options**
11. Click **Immediate** under **Delivery\***
12. Click Submit

## **V. Rosters and Schedules**

#### **How to pull course rosters for upcoming rotations (with email addresses)**

1. Click on the specific course you would like to review the roster for in the blue line right hand drop down.
2. Under Schedule Management click **course rosters**
3. Select a course in **Course (Section)**
4. Choose **Date Period (timeframes)**
5. Choose excel or pdf with or without photos in **Output Type**
6. Click **submit**
7. This report will include email addresses, medical school year, and name.

#### **How to create student groups/teams (services)**

1. Click on the specific course you would like to review the roster for in the blue line right hand drop down.
2. Under Schedule Management click **student groups**
3. Select **Define Groups tab**

4. Click **+** **add student group**
5. Type in **group name**
6. Status **active**
7. Click **submit**

#### **How to add/drop students to student groups/teams (services)**

1. Click on the specific course you would like to review the roster for in the blue line right hand drop down.
2. Under Schedule Management click **student groups**
3. Select **Assign Students tab**
4. Make sure the correct time frame is chosen under **Course dates**
5. Click **Assign Students** button next to the team you want to add students too
6. **To add a student: Click the empty boxes** next to all students names you would like to add, a blue check mark will appear
7. **To remove a student: Click the box with the blue check mark** next to all students names you would like to remove, the box will then be empty
8. Click **Submit**

#### **How to schedule students and preceptors to a service or activity in the schedule (Automated evaluation scheduling)**

1. Click on your **course** you want to view the schedule for or schedule students
2. Click on the **Schedules tab** on the top of the screen
3. View by students or by service
3. Click on the **blue pencil icon** under the timeframe you want to schedule in
4. Click from drop down the student and preceptors you want to add to this schedule

#### **How to create services within courses (Note: Every course has to have 1 service)**

1. Click on the specific course you would like to review the roster for in the blue line right hand drop down.
2. Click **Service Management** under Schedule Management on the home tab
3. Click **+ Add Service**
4. Add **Service Name and Service Abbreviation**
5. Choose **Site** where this service occurs (Optional)
6. Choose **Service Type** (Optional)
7. Check if resident interaction happens, if no residents keep blank.
8. Click **Submit**

#### **How to pre-populate schedule for only 1 service (automatic scheduling)**

1. Click on the specific course you would like to review the roster for in the blue line right hand drop down.
2. Click **Service Management** under Schedule Management on the home tab
3. Click **Service Pre-population tab**
4. Click **+ Add Pre-Population** button
5. Click the service that they will always be on
6. Ensure that the **Pre-populate range** is **Entire Course Period**
7. Click **Submit**

Students and Attendings are encouraged to complete Adhoc Evaluations. This includes Praise and Concern cards and Learning Environment cards on faculty, staff, students, residents etc. This function allows an evaluation to be completed at any time not just when evaluations are generated. This process can also be used to send out manually CPE's or one-off evaluations if needed.

## **VI. Evaluation Data: When, How, and Why to Pull**

Coordinators should pull data on courses and faculty every 12 months and review it with the course director. This helps determine whether or not there are any red flags for the course. This data is also pulled by the Office of Assessment, Evaluation, and Quality Improvement and reviewed by the Associate Deans and by the Department Chair annually.

This data should also be pulled every block to calculate the student's grades. It's critical that this data is reviewed at the end of each block to check for duty hour violations and conflicts of interest, which are both important questions on the clerkship, selective, elective, and externships evaluations students complete.

### **How to pull an Aggregate Data Report for Courses:**

Go to the course you would like to pull data for:

1. Click on the **Reports Tab**
2. Click on **Aggregate Evaluation Report** on the submenu under **Evaluation Reports**
3. Choose the Evaluation Type: **Student evaluation of a course**
4. Click **Go to Step 2...**
5. Choose **Clinical Course** under Form
6. Choose select multiple under list of names
7. Choose all the **faculty or residents names** under Target, by holding down the shift key and choosing
8. Ensure **Date range** is correct
9. Choose **courses** you would like to include with this report under Current Courses\*
10. Click all boxes below
  - Include responses from all evaluation types using this form**
  - Display required comments**
  - Display number of responses per scale option**
  - Display total average**
11. Click **Go to Step 3...**

### **How to pull an Aggregate Data Report for Educators:**

Go to the course you would like to pull data for:

1. Click on the **Reports Tab**
2. Click on **Aggregate Evaluation Report** on the submenu under **Evaluation Reports**
3. Choose the Evaluation Type: **Student evaluation of a faculty or Student evaluation of resident**
4. Click **Go to Step 2...**
5. Choose **Clinical Educator** under Form

6. Choose select multiple under list of names
7. Choose all the **faculty or residents names** under Target, by holding down the shift key and choosing
8. Ensure **Date range** is correct
9. Choose **courses** you would like to include with this report under Current Courses\*
10. Click all boxes below
  - Include responses from all evaluation types using this form**
  - Display required comments**
  - Display number of responses per scale option**
  - Display total average**
11. Click **Go to Step 3...**

#### **How to pull Individual data for Educator evaluations:**

Go to the course you would like to pull reports for:

1. Click on the **Reports Tab**
2. Click on **Aggregate Evaluation Report** on the submenu under **Evaluation Reports**
3. Choose **Student evaluation of faculty** in Evaluation Type
4. Click **Go to Step 2...**
5. Choose **Clinical Educator** under Form
6. Choose **faculty or residents name** under Target
7. Ensure **Date range** is correct
8. Choose **courses** you would like to include with this report under Current Courses\*
9. Click all boxes below
  - Include responses from all evaluation types using this form**
  - Display required comments**
  - Display number of responses per scale option**
  - Display total average**
10. Click **Go to Step 3...**

#### **How to for COORDINATORS to Pull average score on CPE:**

Go to the course you would like to pull data and or comments for:

1. Click on the **Reports Tab**
2. Click on **Aggregate Evaluation Report** on the submenu under **Evaluation Reports**
3. Choose **Faculty evaluation of the student** in Evaluation Type
4. Choose **Clinical Performance Evaluation (CPE)** under Form
5. Choose **students name** under Target
6. Ensure Date range is correct
7. Choose **course** CPE was administered under Current Courses\*
8. Click all boxes below
  - Include responses from all evaluation types using this form**
  - Display total average**
  - Include final evaluations only**
9. Click **Go to Step 3...**

## **VII. Evaluation Compliance:**

Students are HIGHLY ENCOURAGED to complete evaluations, but they are not required. However, Attendings are required to complete them for grading purposes. To find out who has completed evaluations, use the steps below.

#### **How to pull compliance reports for evaluations:**

1. Click on **Evaluations Tab**
2. Click on either **Evaluation Completion by User** under **Evaluation Reports** on the right-hand column
3. Choose the course you are wanting to review for completion
4. **Evaluators Types:** Choose if you want to review students or faculty compliance
5. Choose delivery dates in which you are reviewing compliance
6. Click **Go to Step 3...**
7. Choose Output Format: (excel or pdf)
8. Click generate report

### **VIII. Review of Evaluations:**

Once a preceptor submits a Clinical Performance Evaluation for a student, the coordinator should review the evaluation in the system. The evaluation should be reviewed for the marks given to ensure no failure, comments to ensure there are more than 4 sentences, and conflict of interest statement. If the coordinator has any reservations regarding the CPE, they can reopen this back to the preceptor for editing. If there are no reservations, then, the coordinator will just need to note the grade.

#### **How to Review the students CPE:**

Go to the course you would like to pull data and or comments for:

1. Click on the **Reports Tab**
2. Click on **Aggregate Evaluation Report** on the submenu under **Evaluation Reports**
3. Choose **Faculty evaluation of the student** in Evaluation Type
4. Choose **Clinical Performance Evaluation (CPE)** under Form
5. Choose **students name** under Target
6. Ensure Date range is correct
7. Choose **course** CPE was administered under Current Courses\*
8. Click all boxes below
  - Include responses from all evaluation types using this form**
  - Display required comments**
  - Display total average**
9. Click **Go to Step 3...**

#### **How to Reopen an evaluation back to Faculty:**

1. Go to the course that this evaluation is in that you would like to reopen
2. Click on the **evaluations tab**
3. Click on **View Completed Evaluations** under Evaluation Functions
4. Under the Evaluators filter choose: As Specified
5. Choose the faculties name you want to reopen the evaluation for.
6. Click **submit**
7. Click on the evaluation you would like to reopen to the faculty

8. Click at the top of this evaluation click **Reset evaluation to “Partially Completed”**
9. This will put the evaluation back into the faculties Urgent Task queue.
10. Email faculty to let them know it is now available to edit.

## **IX. Faculty and Residents in Medhub**

If you need to add a new user within medhub please contact the Office of Assessment, Evaluation and Quality Improvement. Faculty and resident accounts will need to be kept up with, and should be reviewed every year.

### **How to View active Faculty in courses:**

1. Click on course in the top right-hand blue line drop-down menu
2. Under **User Management** in the Home tab click under **Faculty**
3. This list will show you all active faculty in this course
4. Change courses in the top right-hand blue line drop-down menu to view faculty in other courses.

### **How to pull Faculty list and demographics from courses:**

1. Click on the course in the top right-hand blue line drop-down menu
2. Click on **Reports Tab**
3. Click on **Ad-hoc Faculty Demographics** under **Demographics**
4. Click how you want their name to appear in **Name Formatting\***
5. Choose what **Demographic information** you would like this report to show
6. Choose what **Contact information** to include
7. Click **Go to Step 3....**
8. Choose **Output format, excel or pdf**
9. Click **generate report**

### **How to add Faculty to courses:**

1. Click on course in the top right-hand blue line drop-down menu
2. Under **User Management** in the Home tab click under **Faculty**
3. Click the faculties name you want to add to that course
4. Click the **Programs/Services tab** on the left-hand column
5. Click the **+ add/modify course** under **Courses:**
6. Check any of the boxes next to all the courses you would like to add that faculty member too, empty boxes mean they are not assigned that course, green check marks next to the names of the course mean they are being added or in that course
7. Click the **green save button** at the top right-hand side of the screen.

### **How to add Faculty to services for scheduling:**

1. Click on course in the top right-hand blue line drop-down menu
2. Under **User Management** in the Home tab click under **Faculty**
3. Click the faculties name you want to add to that course
4. Click the **Programs/Services tab** on the left-hand column

5. Under **courses services**: check any of the boxes next to all the services you would like to add that faculty member too, empty boxes mean they are not assigned that service, green check marks next to the names of the service mean they are being added or in that service
7. Click the **green save button** at the top right-hand side of the screen.

#### **How to add/drop Residents to services for scheduling:**

1. Click on course in the top right-hand blue line drop-down menu
2. Under **Schedule Management** in the Home tab click **Service Management**
3. Click the service name that you want to link residents too
4. Under **Tagged Programs** on the bottom of the page, click tag to program
5. Select **residency program** in drop down menu under Program
6. Click the green **go button**
7. Choose the resident group you want to add and click **+ Tag to Service**
8. To drop residents from service unclick the green check mark next to the tagged programs under select

#### **How Faculty/Residents/Students Self-Initiate Forms:**

1. Login to <https://musc.medhub.com/>
2. Click on the **evaluations tab**.
3. On the right-hand side of screen, you will find all forms you can initiate.
4. Complete choices and click submit
5. This will bring you to the evaluation that you need to complete.
6. Once you have entered all the data please hit the **submit button** at the bottom of this evaluation.
7. Note: In the app you choose the box with a pencil and can self-initiate any evaluation from this instead of logging in.

## **X. Reviewing Absence Request Forms MedHub:**

Students complete all absence request forms in MedHub for any time off during all four years of medical school. The course coordinator is responsible for viewing these requests, speaking with the course director about the requests, and emailing the course director's response back to the student via email. This includes providing a makeup plan if needed. Email responses back to the student should be within 2 weeks of receiving the absence request form in the system. Even if the response just says this is currently being reviewed.

#### **How to View COM Absence Request Form**

1. Once the student completes a COM Absence Request form, an email will be sent to the coordinator for notification
2. Go to the course COM Absence Request Form – (Department or Course you over see).
3. Click on the **Evaluations Tab**
4. Click on **View Completed Evaluations** on the submenu under **Evaluation Functions**
5. Choose **Not Printed** in the drop-down menu next to Print Status (This will show you all of the absence forms that have not been handled yet). If you want to view all do not change print status.
6. Click Submit at the bottom of the page.
7. Click on the hyperlink to the Evaluation next to the student's name (Self-Evaluation-COM

Absence Request Form- Correct)

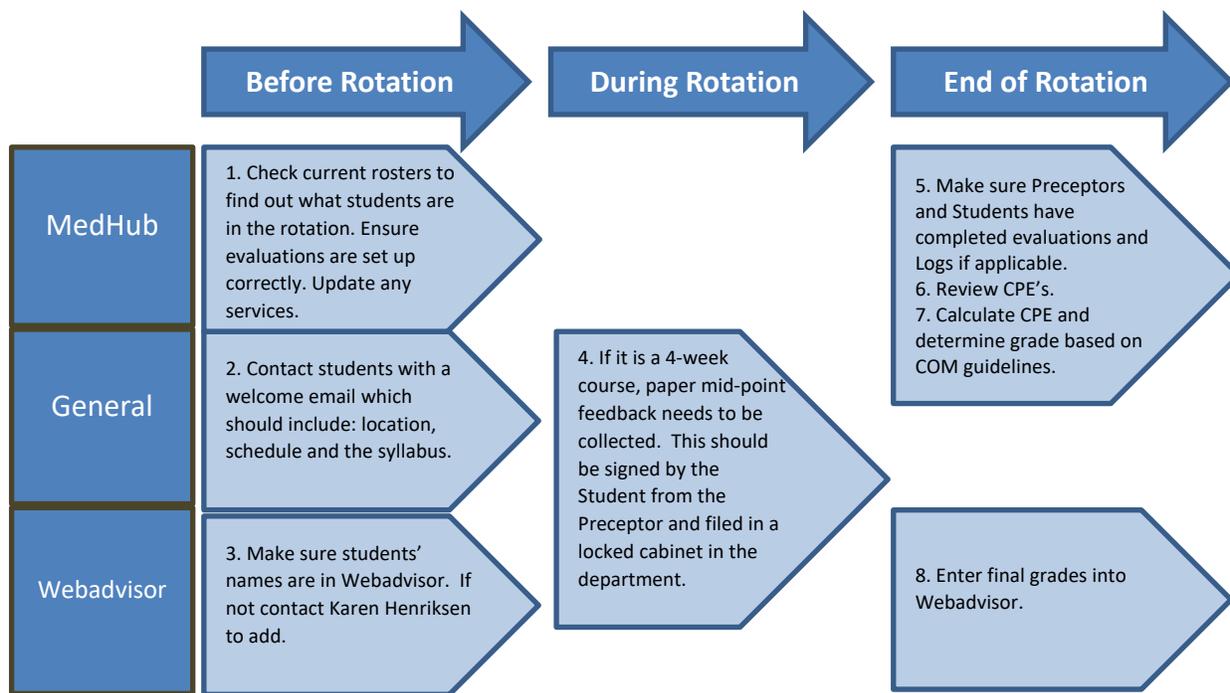
8. This will show you the form and the specifics of the absence.
9. Copy and paste the information into an email to the Course Director, and ask for approval or denial with any required makeup time with specifics.
10. Once the course director responds with the answer please email the student the response with denial or approval with the makeup time requested.

Note: All absences should be responded back to the student via email within 2 weeks. If the course director does not have a response yet due to the timing of the request please email the student letting them know the absence request has been received and that you will be getting them the response once it is determined.

## medhub Duties Quick Sheet

Use the below flow chart and corresponding instructions on this quick sheet to complete all necessary requirements for Grading Students

College of Medicine UME Student Coordinator medhub and Webadvisor Duties Flow Chart



### 1. How to View Students Scheduled in Each Block

#### How to pull course rosters for upcoming rotations (with email addresses)

1. Click on the specific course you would like to review the roster for in the blue line right hand drop down.
2. Under Schedule Management click **course rosters**
3. Select a course in **Course (Section)**
4. Choose **Date Period (timeframes)**
5. Choose excel or pdf with or without photos in **Output Type**
6. Click **submit**
7. This report will include email addresses, medical school year, and name.

**2. Make sure you contact students before the rotation begins and let them know where to come on the first day of the rotation. Also, make sure you provide them their rotation schedule and syllabus prior to the rotation or at orientation.**

**3. Login to Webadvisor (See instructions on page 28) to make sure student is listed in the course, if not please contact Karen Henriksen, at [henrikse@musc.edu](mailto:henrikse@musc.edu) in Enrollment Management to be added.**

**4. If it is a 4-week course, a mid-point feedback form or card is required. Please make sure you collect these from the Student or Preceptor at the end of the 2<sup>nd</sup> week and file in a locked cabinet in the Department.**

### **5. How to View Students and Preceptors Completed Evaluations**

1. Click on **Evaluations Tab**
2. Click on either **Evaluation Completion by User** under **Evaluation Reports** on the right-hand column
3. Choose the course you are wanting to review for completion
4. **Evaluators Types:** Choose if you want to review students or faculty compliance
5. Choose delivery dates in which you are reviewing compliance
6. Click **Go to Step 3...**
7. Choose Output Format: (excel or pdf)
8. Click generate report

### **6. How to Review/Release Evaluations**

#### **How to Review the students CPE:**

Go to the course you would like to pull data and or comments for:

1. Click on the **Reports Tab**
2. Click on **Aggregate Evaluation Report** on the submenu under **Evaluation Reports**
3. Choose **Faculty evaluation of the student** in Evaluation Type
4. Choose **Clinical Performance Evaluation (CPE)** under Form
5. Choose **students name** under Target
6. Ensure Date range is correct
7. Choose **course** CPE was administered under Current Courses\*
8. Click all boxes below
  - Include responses from all evaluation types using this form**
  - Display required comments**
  - Display total average**
9. Click **Go to Step 3...**

### **7. How to for COORDINATORS to Pull average scores on CPE:**

Go to the course you would like to pull data and or comments for:

1. Click on the **Reports Tab**
2. Click on **Aggregate Evaluation Report** on the submenu under **Evaluation Reports**
3. Choose **Faculty evaluation of the student** in Evaluation Type
4. Choose **Clinical Performance Evaluation (CPE)** under Form
5. Choose **students name** under Target
6. Ensure Date range is correct
7. Choose **course** CPE was administered under Current Courses\*

8. Click all boxes below  
    **Include responses from all evaluation types using this form**  
    **Display total average**  
    **Include final evaluations only**
9. Click **Go to Step 3...**

### Grading Policy from website

#### 1. 3<sup>rd</sup> Year Course Failure

A student will fail the CPE if any **one** of the following conditions is met:

A **Clinical Performance Evaluation** noting the following deficiencies regarding a student:

1. Does Not Meet Expectations for **EPA Performance**
  - A majority of evaluations have  $\geq 2$  ratings of “does not meet expectations”
  - $\geq 3$  ratings of “does not meet expectations” in a course that issues only one evaluation
2. Major Concerns noted in **Professionalism or Communication**
  - A majority of evaluations note “major concerns”
  - At least 1 evaluation notes a major professionalism concern that is deemed egregious
3. Does Not Meet Expectations for **Overall Performance**
  - A majority of evaluations have  $\geq 2$  ratings of “does not meet expectations”
4. At the discretion of the course director, a student may fail the clinical performance evaluation when fewer than the majority of evaluations note **significant** concerns in EPA Performance, Overall Performance and/or Professionalism/Communication and are supported with narrative feedback from evaluator(s).

#### 3<sup>rd</sup> Year Clerkship Honors

A student in 3<sup>rd</sup> year will be eligible for **clinical** honors if they achieve a **CPE Overall Performance score of 2.6 or higher** (3 out of 5 “exceeds expectations” on average) *and* have:

- No ratings of “does not meet expectations” on **EPA Performance or Overall Performance**
- No ratings of “major concerns” for **Professionalism or Communication**

## 4th Year Course Failure

A student will fail the CPE if any **one** of the following conditions is met:

A **Clinical Performance Evaluation** noting the following deficiencies regarding a student:

1. Does Not Meet Expectations for **EPA Performance**
  - A majority of evaluations have  $\geq 2$  ratings of “does not meet expectations” or  $\geq 3$  ratings of “building competence”
  - $\geq 2$  ratings of “does not meet expectations” or  $\geq 4$  ratings of “building competence” in a course that issues only one evaluation.
2. Major Concerns noted in **Professionalism or Communication**
  - A majority of evaluations note “major concerns”
  - At least 1 evaluation notes a major professionalism concern that is deemed egregious
3. Does Not Meet Expectations for **Overall Performance**
  - A majority of evaluations have  $\geq 2$  ratings of “does not meet expectations”
4. At the discretion of the course director, a student may fail the clinical performance evaluation when fewer than the majority of evaluations note **significant** concerns in EPA Performance, Overall Performance and/or Professionalism or Communication and are supported with narrative feedback from evaluator(s).

## 4th Year Course Honors

A student in 4th year will be eligible for clinical honors if they achieve an **Overall Performance score of 2.8 or higher** (4 out of 5 “exceeds expectations” on average) *and* have:

- No ratings of “does not meet expectations” on **EPA Performance or Overall Performance**
- No ratings of “major concerns” for **Professionalism or Communication**

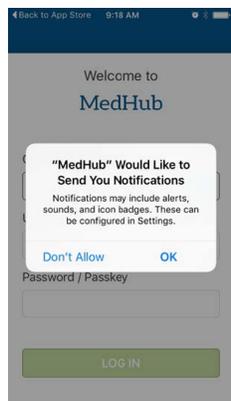
## The MedHub Mobile iPhone App allows Trainees that use an iPhone to:

- View, initiate and complete evaluations
- View and complete logs
- Initiate and complete absence request forms
- View and sync calendars

Push Notifications can be turned on via **Settings > Notifications > MedHub > Allow Notifications**.

## Accessing the MedHub iPhone App

The MedHub Mobile App is available for iPhone users and may be accessed via the App Store. The Trainee will search for the App by typing 'MedHub' in the search field and the MedHub Mobile App will be displayed. When the App is initially opened the Trainee will be asked if they would like to receive notifications from MedHub. When the App is opened the Trainee will select their home institution from the drop-down menu, enter their MUSC username and their netid.



### Push Notifications and Alerts

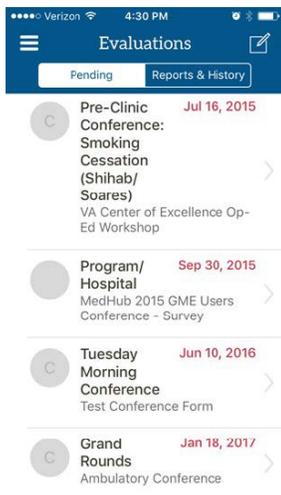
Upon login, the user has the option to allow (or prevent) notifications from the MedHub app. Push notifications pop-up on the screen of the user at first, with a prompt to answer whether they want notifications. These notices will tell a Trainee or Faculty member if an evaluation has been assigned to him or her.



The circular red alert icon, with the number of pending incomplete evaluations (if applicable), will show within the native App when it is open, over the Evaluations icon listed at the bottom of the screen:

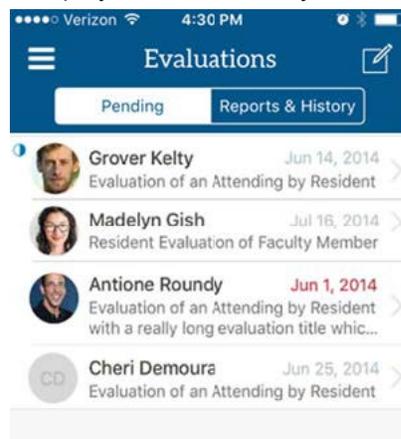


The red alert icon also displays outside the native app icon before the app is selected and opened



## Evaluations in the iOS Mobile App

The Evaluations functionality within the MedHub app allows for a Trainee or Faculty member to complete evaluations. From anywhere inside the app, select the Evaluations icon in the menu bar at the bottom of the screen in order to go to the Evaluations functionality. Within “Evaluations,” the “Pending” area will display all forms already delivered to the user, pending completion. The oldest forms appear at the top of the screen. If the evaluation is about a thing (e.g. a conference or site), a single letter appears. If the target is a person, his or her initials or photo may appear by the form name. Select a form to begin to fill it out.

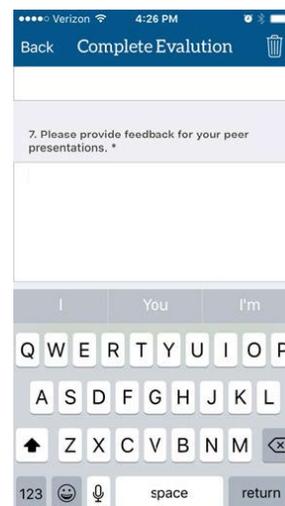


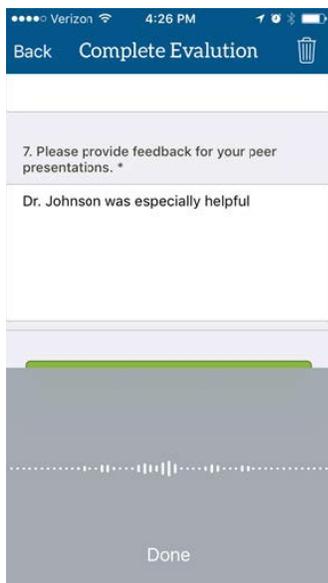
## View Pending Evaluations

When viewing an incomplete evaluation, the name of the target and the evaluation form appears on the list screen, with the service/conference name if applicable, and the request date in red.

## Dictating Comments in Evaluations

When you select a long text field to enter a comment, the device keyboard will appear. Just to the left of the space bar, select the microphone icon in order to activate the iPhone dictation feature.





Comments and punctuation may be dictated into the phone and a transcription will appear immediately on screen. Select “Done” at the bottom of the screen, or select the long text field to return to the field and edit the transcription if necessary, when you are done speaking.

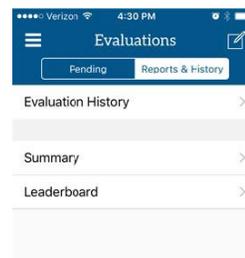
### Submitting Evaluation

- Select “Submit Evaluation” button to turn in the completed evaluation. A notification will display to dismiss that the submission was successful.
- Within a pending evaluation, you have the option to select the trash can icon in the upper right corner, in order to delete the evaluation.
- (Removing an evaluation is a functionality only available for some institutions and programs). Must provide reason for deletion (i.e. “insufficient contact to evaluate”).

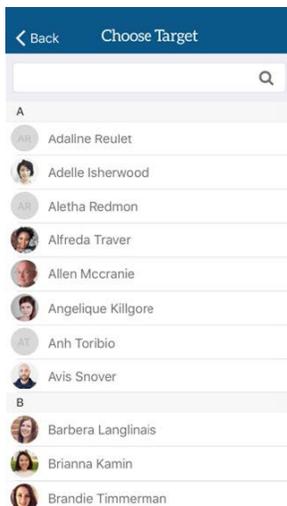
### Reviewing Evaluation Summaries

Within “Evaluations,” select “Reports & History” to arrive at the landing page and select an option. Evaluation History gives the user a reference of what you completed about other people or things in the past.

**Summary** will display aggregate performance data of how the trainee is performing in each Milestones sub competency area for his specialty or subspecialty, if the program has enabled him or her to see this kind of information. If the program has enabled Milestones Element tracking, or EPAs, these are also options for the trainee to view his own aggregate performance. Only questions answered about a Trainee, which the program has tagged as Milestones question, and built with a Milestones scale, will flow to these displays.



**Leaderboard** will display how compliant the others in the user’s program are at completing their evaluations.



## Initiating or Requesting Evaluations

If you are initiating an evaluation, that you will complete about someone else, or “requesting” that a faculty member or educator or your choosing complete an evaluation about you, select the “box with the pencil” icon in the upper right, and then select to “Initiate” or “Request” an evaluation. Choose the program you are associated with in which to initiate or request the evaluation in.

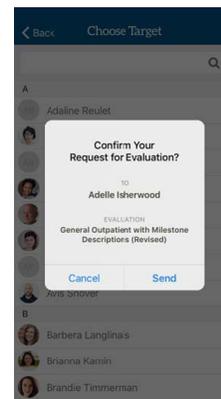
### Initiating an evaluation

- If you are initiating an evaluation, you must then choose the evaluation form (under the type of evaluation) that you wish to complete.
- “Choose a Target” (the person you will evaluate) from a list of available users in the program or institution.
- The Choose Target list is laid out in alphabetical order by First Name, and a search field is also available at the top of the screen.
- Select a target to complete the evaluation, fill it out and then submit it.

### Requesting an evaluation

-If requesting an evaluation, you must then choose the evaluation form that you would like the educator to fill out about you.

-If requesting an evaluation, confirm who the evaluator you have selected will be, the form you selected for him or her to complete about you, and Send.



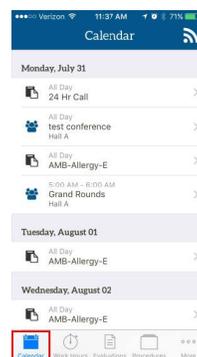
## Using the MedHub iPhone App to View or Sync Calendar

Users have the ability to view their MedHub Calendar in the MedHub Mobile App and to sync their MedHub Calendar with their iPhone. The calendar is located in the menu bar. Users can tap any of the events to view their details. The Calendar allows users to see the next 60 days of events. They can sync all their MedHub events with their personal iOS calendar by clicking the subscribe button. After it has synced, they will see the events on their phone's calendar. The MedHub calendar will update every hour if any details have been changed. Users can pull down on the calendar to refresh.

**Note:** Only future event dates can be seen in the MedHub calendar. Events that have occurred on previous days can be viewed in the iPhone calendar after it has been synced.

### Viewing the MedHub Calendar

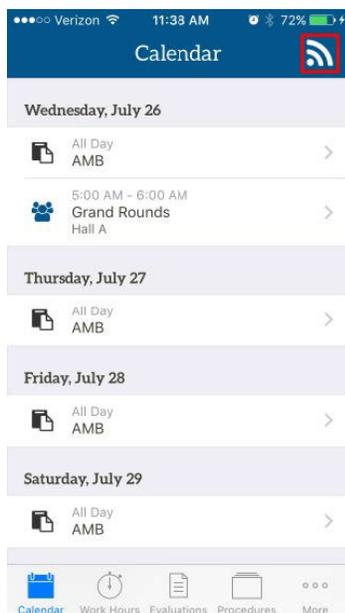
- To view the calendar, tap the **Calendar** bottom left corner.
  - To view the details of an event, tap on the event.
  - When finished viewing the event details, tap Back to return to the Calendar.
- Note:** Details cannot be edited from the mobile app.



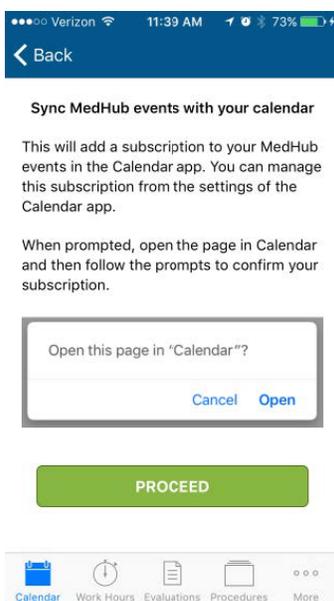
## Sync MedHub Calendar to iPhone Calendar App

To sync the MedHub Calendar to the iPhone Calendar:

1. Tap the Subscribe button.



2. Tap Proceed.



3. Tap Subscribe to sync.

4. Tap View Events to see the events in the iPhone Calendar.

**Unsync from Calendar App**

To unsync the MedHub Calendar:

1. Tap Settings.
2. Tap Calendar.
3. Tap Accounts.
4. Tap Subscribed Calendars.
5. Tap the MedHub URL.
6. Tap Delete Account.
7. Tap Delete Account to confirm unsync.

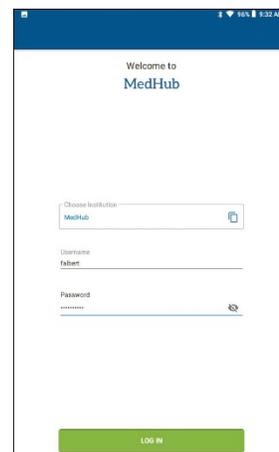
**Note:** The MedHub Calendar can be resynced by following the syncing instructions.

## The MedHub Mobile Android App allows Trainees that use an Android phone to:

- View and complete evaluations
- View and complete logs
- View and complete absence request forms
- View and sync calendars

## Accessing the MedHub Android App

The MedHub Mobile App is available for Android users and may be accessed via the Google Play Store. The Trainee can search for the App by typing 'MedHub' in the search field and the MedHub Mobile App will be displayed. When the App is opened the Trainee will select their home institution from the drop-down menu, enter their username and their netid.

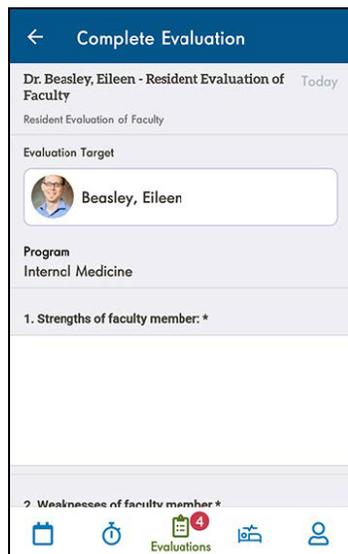


## Using the MedHub Android App to Fill Out Evaluations

The Evaluations functionality within the MedHub app allows for a Trainee or Faculty member to complete evaluations. From anywhere inside the app, select the Evaluations icon in the menu bar at the bottom of the screen in order to go to the Evaluations functionality. Within

“Evaluations,” the “Pending” area will display all forms already delivered to the user, pending completion.

The oldest forms appear at the top of the screen. If the evaluation is about a thing (e.g. a course or site), a single letter appears. If the target is a person, his or her initials or photo may appear by the form name. Select a form to begin to fill it out.



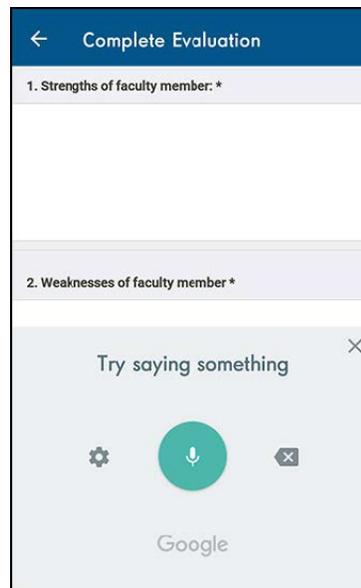
### View Pending Evaluations

When viewing an incomplete evaluation, the name of the target and the evaluation form appears on the list screen, with the service/conference name if applicable, and the request date in red.

### Example displaying a sample evaluation

### Dictating Comments in Evaluations

When you select a long text field to enter a comment, the device keyboard will appear. Just to the left of the space bar, select the microphone icon in order to activate dictation. Comments and punctuation may be dictated into the phone and a transcription will appear immediately on screen. Tap the close icon to return to the field and edit the transcription if necessary.



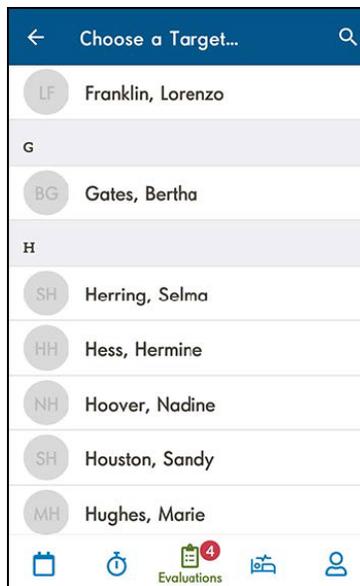
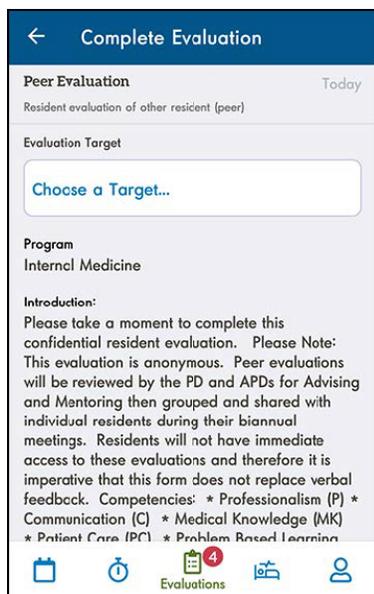
### Submitting Evaluation

- Select “Submit Evaluation” button to turn in the completed evaluation. A notification will display to dismiss that the submission was successful.
- Within a pending evaluation, you have the option to select the trash can icon in the upper right corner, in order to delete the evaluation.
- (Removing an evaluation is a functionality only available for some institutions and programs). Must provide reason for deletion (i.e. “insufficient contact to evaluate”).

### Reviewing Evaluation Summaries

Within “Evaluations,” select “History” to arrive at the landing page and select an option. Evaluation History gives the user a reference of what you completed about other people or things in the past.

- If you are initiating an evaluation, that you will complete about someone else, or “requesting” that a faculty member or educator or your choosing complete an evaluation about you, select the “box with the pencil” icon in the upper right, and then select to “Initiate an Evaluation” or “Request an Evaluation”
- If requesting an evaluation, you must then choose the evaluation form (under the type of evaluation) that you wish to complete.
- If requesting an evaluation, you choose the form that you would like the educator to fill out about you.
- If initiating an evaluation that you will complete, you “Choose a Target” (the person you will evaluate) from a list of available users in the program or institution.

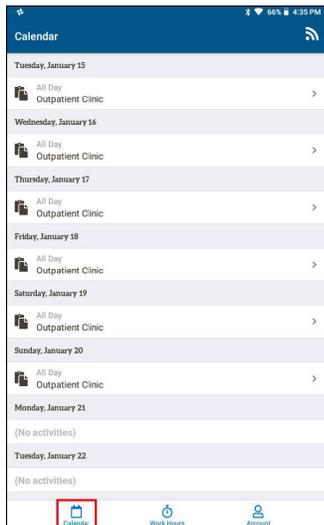


Select a target to complete an evaluation about. Fill it out, then submit it. If requesting an evaluation, confirm who the evaluator you have selected will be, the form you selected for him or her to complete about you, and Send.

### Using the MedHub Android App to View or Sync Calendar

Users have the ability to view their MedHub Calendar in the MedHub Mobile App and to sync their MedHub Calendar with their Android device. The Calendar allows users to see the next 60 days of scheduled events, and users can tap on individual events to see the event details. They can sync their MedHub events with their personal Android calendar by following the Calendar Sync instructions provided in the myCalendar section of the web app, or by clicking the subscribe

button and following the provided instructions. After calendars have been synced, the user will see their MedHub events on their personal Android device calendar. The MedHub calendar will update every hour if any details have been changed. Users can pull down on the calendar screen to refresh. **Note:** Only future event dates can be seen in the MedHub calendar.



### Viewing the MedHub Calendar

- To view the calendar, tap the **Calendar** icon on the left side of the menu
- To view the details of an event, tap on the event.
- When finished viewing the event details, tap Back to return to the Calendar.

**Note:** Details cannot be edited from the mobile app.

### Sync MedHub Calendar to Personal Calendar

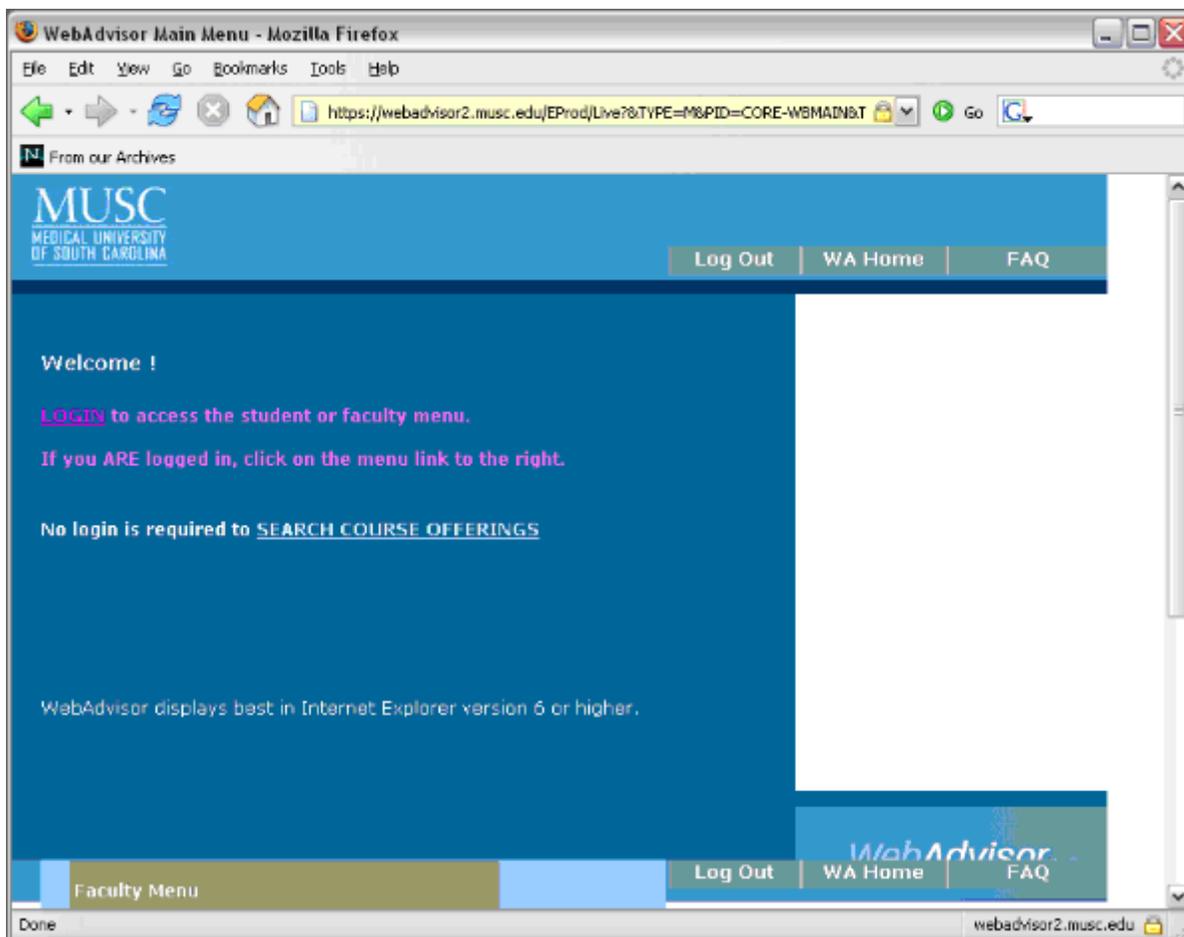
For Android devices, a calendar sync must be done via the MedHub web app and not the Android mobile app. Go to the Personal Calendar section on the Home Page of MedHub and click on the **View myCalendar** button. Click on the **Sync Calendar** or the **Android Icon** button in the Sync Calendar menu. **Note:** Make sure the tab for **Android Phones** is selected on the instructions page. Follow the instructions listed on the MedHub site to connect and sync MedHub events with a personal calendar on the user's Android device. **Note:** When tapping the **Subscribe** button in the Calendar view on the mobile Android device, the Calendar Sync page will only direct users to follow the instructions for syncing calendars via the web app.

# WebAdvisor/Grading Instructions

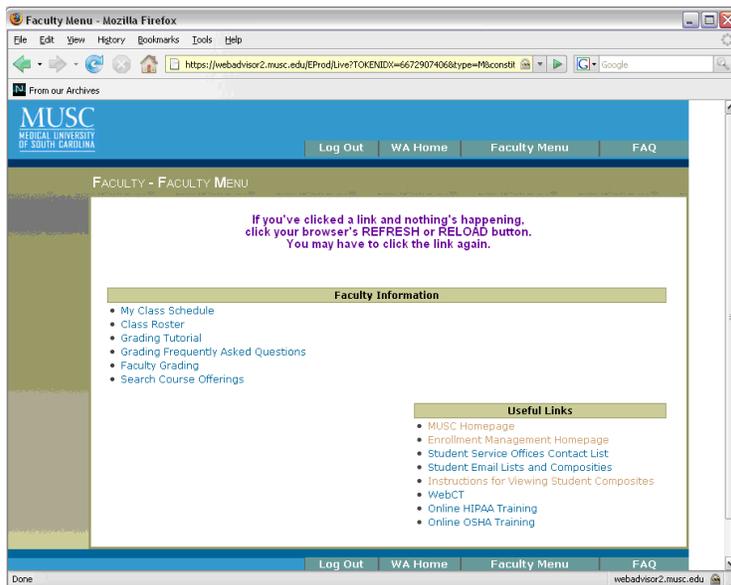
## What is WebAdvisor?

WebAdvisor is the system in which you will enter grades. After the course coordinator and the course director have determined grades using Medhub Clinical Performance Evaluation and other requirements you will enter the final grades into this system. WebAdvisor is overseen by the Enrollment Management office, for access to WebAdvisor and for help with this system, please contact Karen Henriksen (henrikse@musc.edu) in Enrollment Management.

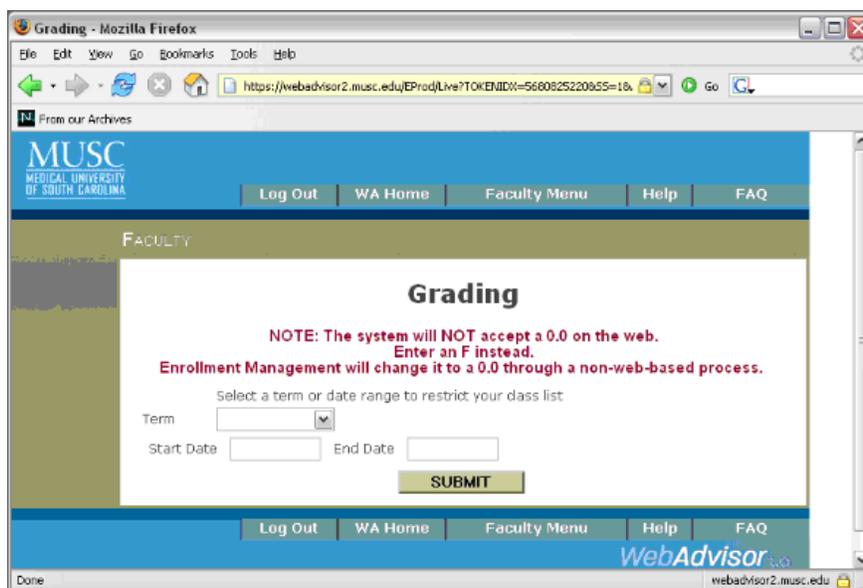
- Go to <https://webadvisor.musc.edu/R18PROD/R18PROD?TYPE=M&PID=CORE-WBMAIN&TOKENIDX=7754758941>
- Click on LOGIN.
- You will now be prompted to login to WebAdvisor. Your login is the same as your MNA e-mail account login (i.e., "smithma" for Michael A. Smith). Your password is the same as well.
- WebAdvisor will then display the following screen. Click on Faculty Menu at the bottom left.



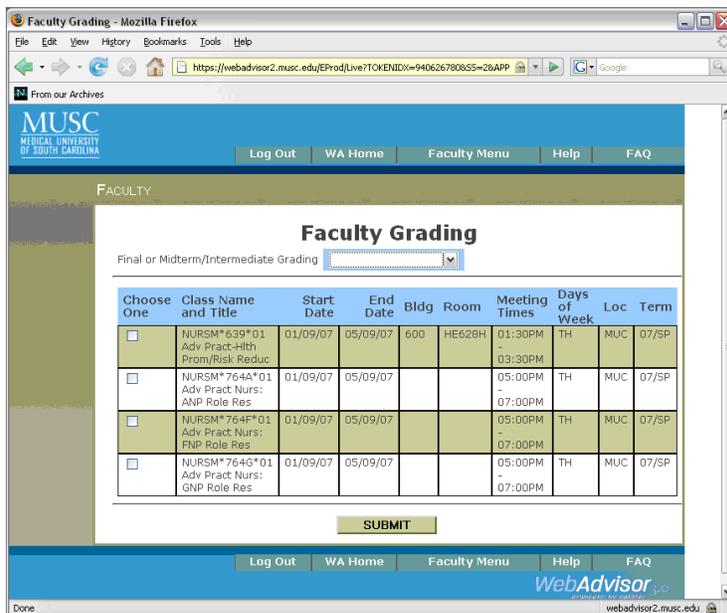
- You will, then, see the following menu. Click on Faculty Grading.



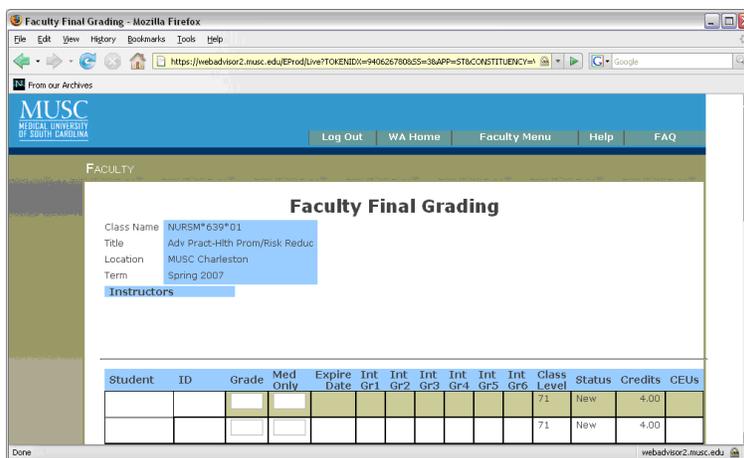
- Choose a term (i.e. 07/SP) you wish to enter grades in from the drop down menu and hit submit. You DO NOT need to enter start and end dates for the term.



- You will now see a list of the course sections you can access to assign grades. First, choose Final or Mid-Term grades from the drop down menu. Almost all courses require Final grades only. Then, click on the checkbox next to the course section you are ready to grade and hit submit.



- You will now see the roster of students assigned to this section.
- In the "GRADE" column, enter a grade of Honors, Pass, No Pass, or Incomplete (H, P, NP, or IN)
- Enter grades and hit Submit. You may leave some students without a grade and come back to the same section later to grade them.



- Timeout will occur 20 to 30 minutes after login so if your student roster is large you may want to hit submit every so often, re-enter the course section and continue grading.
- Please note that students cannot view grades you have submitted via WebAdvisor until Enrollment Management staff verifies the grades. This usually takes place the following morning. You may change grades via WebAdvisor until verification has taken place. After verification, a Grade Change Form must be filled out.

# VSLO/VSAS Instructions

## What is the VSLO™ Program?

The AAMC Visiting Student Learning Opportunities™ (VSLO™) program enables medical and public health students to pursue short-term learning opportunities in the United States and globally. The VSLO program supports students through the process of searching for electives, submitting applications, and completing their resulting educational experience(s). The VSLO program includes:

- Educational opportunities, including pre-clinical, community-based global health, research, and clinical opportunities.
- An application service called the Visiting Student Application Service (VSAS), which allows students to search and apply for opportunities.
- A global and U.S. network of participating institutions.
- The VSLO team, a group of AAMC professionals dedicated to supporting students through the application process.

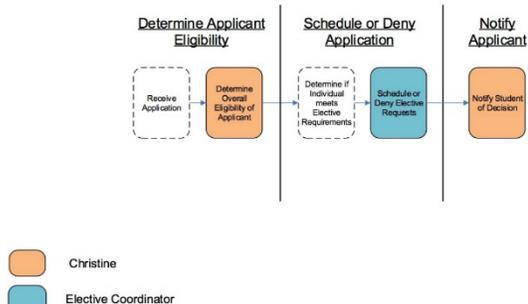
To learn more about VSLO: [view their website](#) and [FAQs](#).

At MUSC, we utilize only the **VSAS** component of this system, and we are both a *host* institution (visiting students apply to rotate with us) and a *home* institution (our students apply to rotate at other participating institutions). Students participate in away rotations in order to gain a better understanding of an institution's residency program and culture, and residency programs invite visiting students to rotate with them as an "audition" prior to or during the residency interview season.

As the student coordinator, you oversee this process for your department by reviewing visiting student applications, approving/denying applications, and scheduling visiting students into available rotations. The process begins in January with the creation of a course catalog in VSAS; you will work with Christine Talbot-Bond to identify appropriate courses in your department and to determine the application requirements for each. Between May and January, you will review all visiting student applications submitted to your department, and using department-determined criteria and paying careful attention to course availability, you will accept or deny each application. Visiting students can be scheduled into rotations between July and February but will not be accepted outside of this period. Please note that MUSC students have priority over visiting students when it comes to available spots on rotations.

For access and help with VSLO/VSAS, please contact Christine Talbot-Bond.

### Medical University of South Carolina COM VSAS Application Processing Steps



## VSAS Rotation Clearance Overview

Use as a general guide while working within the Visiting Student Application Service (VSAS).

### VSAS Application Processing Steps

Department coordinators are responsible for completing Step 2 in VSAS. Step 1 and 3 are provided for context only.

- **Step 1: Determine Eligibility of Applicant** Christine determines if an applicant is “eligible,” “conditionally eligible,” or “ineligible” to rotate based on the institution’s visiting student requirements.
- **Step 2: Schedule or Deny Applications** Once eligible, the applications may be scheduled or denied, based on your criteria. Instructions below. **(YOUR STEP)**
- **Step 3: Notify Applicant** After a decision has been made, the applicant is officially notified of that decision by Christine with the release of standard email messages.

### How to Schedule or Deny Applications

1. From the **Main** dashboard, select the **My Applications** tab and then choose **Schedule**
2. Use the **Filter** to bring up an applicant or group of applicants with which to work
  - Filter by Catalog
  - Filter by Specialty
3. Use the **column headers** to sort applications and make it easier to work with the data
  - Sort by **Date Applied** to review applications on a first-come, first-served basis
  - Sort by **Preferred Date** to review applications by rotation block dates
  - Sort by **Elective Name** to review applications by specific rotation
  - Sort by **Type of Student** to review DO and MD candidates separately
4. To review a student’s application materials (CV, transcript, personal statement, etc.), click on **Show Requirements** under the **Actions** column on the far right. Click on each requirement to open it.

5. Once an application has been reviewed and a decision made, click either the purple **Schedule** or the orange **Deny** button on the right.
- Before scheduling a visiting student, you must verify that the rotation spot you are offering them is available in E\*Value. Student schedules are frequently changing, and you cannot rely on rosters/schedules you may have reviewed even just one day prior. If you choose to **Schedule** an applicant, you then choose the rotation dates you are offering. Most often, you will choose the applicant's preferred dates; do not offer dates that do not align with our standard blocks.
  - If you choose to **Deny** an applicant, you then choose a reason from the dropdown menu. Most often, you will select "No slot available" or "Offered Different Elective."
  - Then click **Confirm**.

## FERPA & CONFIDENTIALITY

-Confidentiality can be defined as the preservation of student information shared during the contact with any staff, faculty, student, and/or the public.

-All information and records shared while providing COM services must be treated as confidential.

-Records obtained by COM personnel must be maintained in a confidential and secure location at all times. This means all data should be secured in locked drawers, locked offices, locked smart phones, and locked computers.

### **Questions regarding Confidentiality and or FERPA please contact The Office of Assessment and Evaluation**

-FERPA (Family Educational Rights and Privacy Act) is overseen by the US Department of Education

-FERPA is just like HIPAA for students and protects student's rights

-All COM Dean's Office faculty and staff should obtain written permission from the student before disclosing any personal or academic information.

-All Coordinators should sign a Confidentiality and FERPA statement which will be kept on file with the OAEQI

-FERPA protects the students against bias, (i.e. from staff talking to other staff about student situations and then creating a bias about that student).

#### ***Examples of information that should not be shared include but are not limited to:***

- Evaluation data and comments
  - Sharing grades
  - Sharing experiences

-Student information should only be given on a NEED TO KNOW basis

-Disclosing information to an unauthorized person could be interpreted as negligent or reckless misconduct, and not acting within the scope of the COM

#### ***Things you should NOT do:***

- Attempt to promote your personal opinions or views about any student with other faculty, staff, or student.
- Share data with parents, spouses, other coordinators, residency directors, or other people in your department.

#### ***Things you CAN do:***

-Share information with individuals that need to know, (i.e. Dean's Office faculty and staff and direct course director or preceptor.)

Please make sure you visit the FERPA website at  
<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

