

# STUDENT & TRAINEE SERVICES

2020- 2021 Annual Report



## Mission and Vision

Baylor College of Medicine's portfolio of student services is designed to support you in achieving success, both as a student and in your professional career. Collectively, our services are designed to assist students successfully navigate through training and into the workforce for the improvement of health through science, scholarship and innovation.

### ACADEMIC EXCELLENCE

Support, resources, professional guidance, awareness

### HEALTH AND WELLNESS

Mental and physical health, wellness services, awareness

### STUDENT ENGAGEMENT

Internal and external engagement, awareness

### ADMINISTRATIVE SUPPORT

Resources, safety and security, awareness

\*Due to COVID-19, the majority of student and trainee services were provided virtually.



Student and Trainee Disability Services launched an electronic accommodation request form to ease processing and implemented new assistive technology for note transcription. In addition, the TMC Library enhanced virtual services and resources to provide increased access for the community. We remain dedicated to the continuous improvement of our services and processes to promote the academic excellence of all BCM students.

## Academic Excellence

In 2020-2021, our goals were to expand academic support offerings, lower wait times, and to increase awareness of academic and career counseling services. With the newly implemented online scheduling platforms, students can now schedule academic or career counseling appointments in real time. Approximately 300 academic counseling appointments were provided by the Academic Success Center. In addition, 606 career counseling appointments were provided to 323 students, trainees, and faculty/staff by the Career Development Center. Both Centers led exciting initiatives this year, including tutoring for health professions students, access to Online MedEd for medical students, a writing workshop series for health professions and graduate students, and the ACTOR teaching observation program for graduate students.



"Blown away by how incredible Lindsey's feedback was. Best writing appointment I've ever had."

"I received my last course grade today and wanted to share with you the great news. I did well in all my courses! Thank you for all your support and for the constant encouragement!"





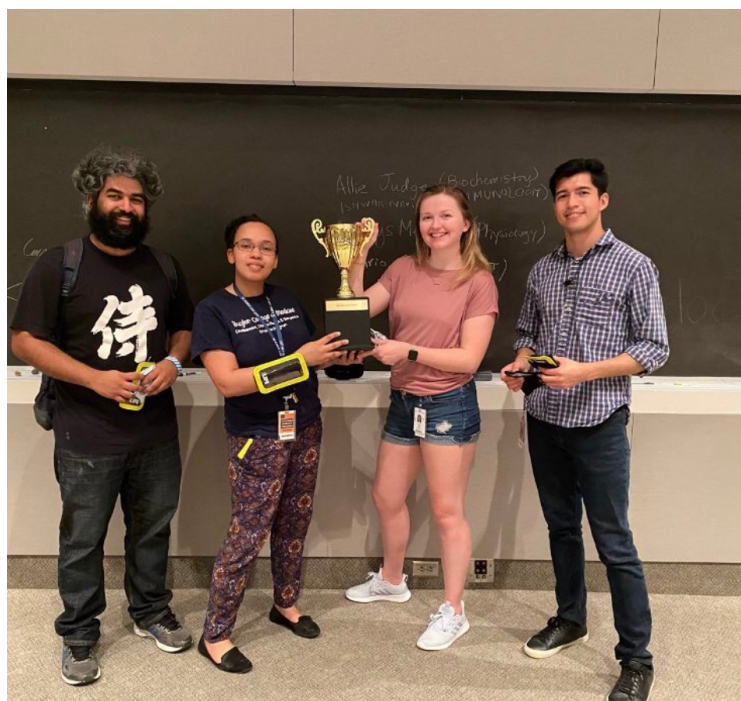
## Health and Wellness

Our goals in 2020-21 were to enhance wellness programming, increase awareness of wellness services and resources, and increase access to healthcare services. OSTs' Office of Well-Being increased programming; 684 people in the Baylor community attended OWB Talks this year! Over 500 students across schools and programs were also enrolled in BCM LIFE's Vitality wellness portal, providing them access to health and wellness resources and activities. To assist with connecting students to health and wellness resources, the Wellness Intervention Team supported students with over 800 encounters. In addition, with the expansion of the Student and House Staff Mental Health Service, access was expanded and wait times were reduced to a week. During the year, the Service met with 368 students across BCM's schools, 170 residents, and 45 fellows for over 3000 mental health appointments.

As we are committed to promoting the health and wellness of our students, BCM LIFE now sponsors student ambassadors to assist with signing learners up for the [Vitality](#) program, lead programming, and encourage higher participation in wellness activities. BCM LIFE also engaged a group of graduate students in an NIH resiliency training program as a way to promote wellness in academia. [Frequently Asked Questions](#) were added to the Student Benefits webpage to enhance awareness.



"I liked how Dr. Yang provided many real options for how to cope with anxiety."



The Academic Success Center and Student Lounge have undergone exciting renovations during the year. The ASC is also launching a Common Reader program next academic year. The Student Services Committee and BCM LIFE remain dedicated to increasing student involvement and participation in College activities and initiatives. Stay up-to-date with BCM LIFE (Twitter @BCM\_Life) on social media!

## Student Engagement

In order to enhance student engagement, the Student Services Committee established a bi-annual application cycle for College-wide organizations with the intention of connecting students across schools and programs. Three College-wide student organizations were established through this process. Baylor COATS (Community Outreach, Action, Training and Service) was established to engage faculty, staff, trainees, and students in advancing BCM's diversity, equity, and inclusion goals. The Provost Cup, a series of spirited competitions, was also launched this year.



"Student Commons is a wonderful resource and I ALWAYS read it. It is the easiest way to find out about most things that are going on. I have definitely acted on the information in Student Commons many, many times."

"Lots of opportunities! ...Faculty/administration are supportive of students' ideas and leadership."





## Administrative Support

The Office of Student Financial Aid provided approximately 80 learners individual debt management counseling this year. Students rated their counseling session as "excellent" or "very good" 100% of the time. To minimize student debt, Student Account Services reduced the interest on BCM student loans to 0% during the pandemic. Additionally, the Office of the Registrar was able to process 97% of requests (e.g. enrollment verification, deferment) at 2 business days or less over the course of the year.

In order to raise awareness and increase transparency for our appeals and grievances processes, actions were taken, including the publishing of report outcomes data (e.g. [Student Appeals and Grievances: 5-Year Summary](#), [Integrity Hotline Outcomes Report FY20](#))

Because our learners are our number one priority, we launched the [Student & Trainee Services Handbook](#) to enhance awareness of the many centralized services and resources we offer to our students and trainees.

Students can report concerns through the [Integrity Hotline](#). The Student Appeals and Grievances webpage has been updated to include [Frequently Asked Questions](#) to enhance awareness of this process. As a result of the concerns brought forward, school and institutional policies and procedures are continuously reviewed for quality and effectiveness.



"I really appreciate the Office of the Registrar. They go above and beyond and have a mammoth task of helping 800+ students navigate the complicated journey of medical school. Thank you!"

"The debt management counseling has been fantastic and should be continued!"