Expected Outcomes: Medical Resignations and Withdrawals

Gather detailed data regarding medical resignations and withdrawals to determine information that may be used to improve the process and reduce the number of medical resignations/withdrawals.

Assessment methods

Method: Quantitative Data

Data for 2011 was collected and analyzed using Microsoft Access.

Findings:

In 2011, our office received 449 requests for medical resignations or withdrawals. Of those, 169 (38%) were considered retroactive, meaning that they were requested after the last class day of the semester.

How did you use findings for improvement?

Due to the large number of retroactive requests and the complicated nature of these types of requests, we formed a Retroactive Resignation/Withdrawal Committee to review the cases and issue a decision. The committee is composed of two health care professionals, one specializing in mental health and the other in primary care, and an Associate Dean. Cases are reviewed with consideration give to the medical documentation, student’s personal statement, and faculty input, as deemed relevant to the discussion.

Additional comments:

We have continued to implement the medical clearance policy and the process of following up with students during the semester immediately following their medical resignation. In Fall 2011, we followed up with 52 students returning from a medical resignation; only 4 received a second, consecutive medical resignation.

Expected Outcomes: Electronic Submission of Accommodation

Student will electronically send accommodation needs directly to each instructor. The instructor will have the opportunity to view the accommodations and document his or her discussion with the student about the accommodations.

Assessment methods

Method: Quantitative Data

Collect data in spring 2012 from Banner generated reports to identify information relevant to accommodations requested by the student.

Findings:

In spring semester, 608 students submitted electronic accommodation requests to instructors. 2,378 instructors received at least one or more request from students for accommodations. 529 instructors documented that they had discussed the accommodation request with the student.

How did you use findings for improvement?
Based on the data collected, we were able to better track when students informed instructors of accommodation needs. This allowed us to address issues quickly with the student and the instructor regarding timeliness of accommodation requests. It also provided notifications, so we could respond quickly to instructors that had questions concerning accommodations.

Additional comments:

The collected data reflected an increase in the students using accommodations in comparison to the data collected in the spring of 2011. It also showed an increase in the number of meetings occurring to discuss accommodations between the instructor and the student. A large number of accommodation requests sent had no record of a meeting occurring between the student and the instructors to discuss their accommodations. The low number of meetings could be related to several factors. 1. The course may have been developed using some of the universal design suggestions we make available to instructors. 2. The course may be naturally setup where the accommodations are not necessary. 3. The student may have chose to drop the course. 4. The instructor did not record the meeting.