

STUDENT & TRAINEE SERVICES

2019- 2020 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 help 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

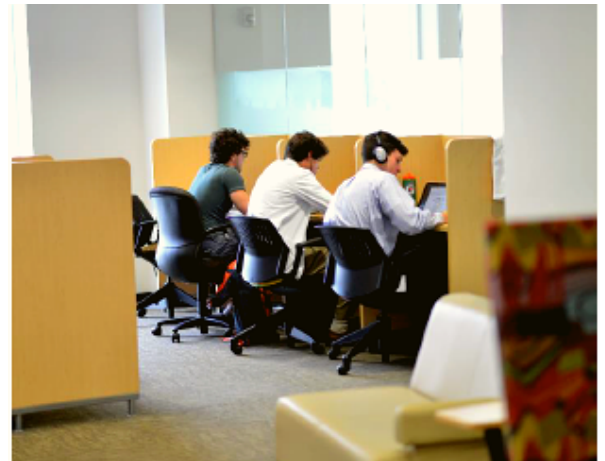
Resources, safety and security, awareness



We are dedicated to constantly improving our processes to better promote the academic excellence of all BCM students. To improve our services, our goals for the next academic year include lowering wait times for academic counseling appointments and further strengthening student awareness of all of the resources available to them.

Academic Excellence

According to the Student Services survey, students report being satisfied with the academic advising services available to them, as well as with their access to the Academic Success Center (ASC) and Career Development Center (CDC). Students are also satisfied with their access to TMC Library resources and technology support through the ASC. Academic support appointment wait times have improved to an average of 3 days over the year. Appointments with a career advisor through the CDC are scheduled quickly, within 2 business days, 94% of the time. Student attendees rated the helpfulness of ASC workshops at an average of 4.87 out of 5 stars. Finally, 485 BCM students received career counseling services this year.



"The Career Development Center team are so welcoming and have provided me with plenty of resources and opportunities to explore my career options."

"My professor liked my paper... I would not have been able to get a 100 without your help. Thank you so much."



Health and Wellness

The results of the Student Services Survey indicated that students largely feel they have access to a wide variety of mental health services, that mental health services are available at convenient times, and that mental health services staff are both professional and helpful. Student and House Staff Mental Health Services met with 315 students across BCM's schools, 160 residents, and 48 fellows for appointments over the year. More and more students are enrolling in BCM LIFE's student Vitality portal (a total of 540 this year), providing them access to health and wellness resources and activities. Of those enrolled students, 42 were able to reach gold or platinum level.

As we are committed to promoting the health and wellness of our students, we are striving to improve wait times for appointments with Student and House Staff Mental Health Services. BCM LIFE is working hard to increase student awareness of resources and activities, particularly those that can earn students Vitality points. Human Resources is also working to ensure students understand all of the benefits attached to their health and dental plan by participating in the BCM Student Health Fair and making announcements during Student Services Committee meetings.

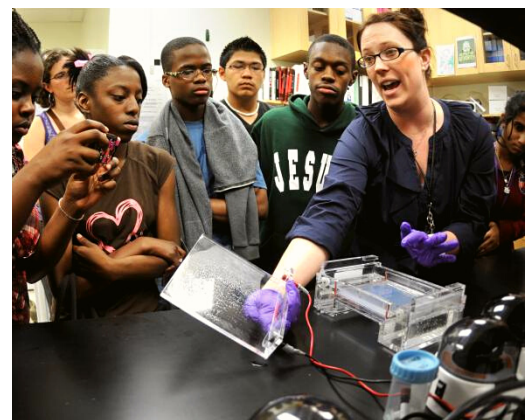




In order to continuously improve student engagement on campus, we will further increase collaborative efforts with leadership across the schools and institution. Additionally, the Student Services Committee is dedicated to increasing student involvement and participation at BCM through the efforts of its' working groups.

Student Engagement

Students believe the orientation process before their first year at Baylor College of Medicine provides useful information and builds a sense of community, according to the Student Services Survey. Once at BCM, students feel strongly that they are provided information about community outreach and volunteer opportunities to participate in. Additionally, students feel BCM does provide leadership opportunities through a variety of standing committees and organizations. BCM's Student Services Committee created a process for establishing college-wide student organizations this year.



"As president of our class, I had many opportunities to interact with students from other BCM programs. I was fortunate to play a role in planning the donor honor ceremony with the presidents of the PA, MD, and DNP programs and enjoyed the many collaborative classes we took throughout the year."



Administrative Support

Overall, students are pleased with the support they receive from the Financial Aid office, with a total of 145 individual debt management counseling meetings having taken place just this year, and believe Student Account Services provides all the necessary information for understanding tuition and fees, as indicated in the results of the Student Services Survey. Additionally, students are pleased with the efficiency and helpfulness of the Office of the Registrar. Students are largely satisfied with the support services we offer to special populations such as Veterans Affairs and Disability Services. In fact, over 60 students contacted the Disability Services office this year for information and assistance.

Because our students are our number one priority, we want to be sure all BCM students are aware of the many support services available to them. We also want to ensure services are accessible in a timely manner. We are working to improve and increase our communication with students, and we are also streamlining our processes to decrease response lags and wait times. Students can report concerns through our Student Appeals and Grievances process (highlights from the last five years are available [here](#)). As the result of the concerns brought forward, school and institutional policies and procedures were modified, and an enhanced communication plan was implemented.



“Quickly had my proof of attendance form signed! (Next day!).”

“The one-on-one loan counseling session was very informative; I should have scheduled a lot sooner.”