I. PURPOSE

A. To provide uniform, transparent expectations for medical students to complete professional responsibilities and respond to communications in a timely fashion, and to provide a consistent response when these expectations are not met.

B. To identify and assist medical students who have consistent difficulties meeting deadlines or other responsibilities for class assignments or other SOM requirements, or sustaining professional communications.

C. To reduce the burden on the staff and faculty who must track and document compliance with course work or other time-critical professional duties.

II. INTRODUCTION

Medical practice is rife with deadlines. These include deadlines related to clinical documentation, required training modules, and communication with patients and colleagues. Medical school is also rife with deadlines. There are implications when students miss deadlines. Each deadline is tracked by a staff or faculty member. When a deadline is missed, particularly if it is missed by multiple students, the burden on the staff or faculty is amplified, and steps dependent upon the deadline being met are delayed.

For the student, missed deadlines may reflect difficulties with organization that, lacking remedy, could become magnified during clinical rotations and graduate training. They also may reflect life events that are impacting the student, but which could be misinterpreted as irresponsibility.

This policy describes the way in which deadlines will be communicated to the students, the expectations for successful completion of coursework, timely responses to coursework-related emails, and the process undertaken when students fail to meet expectations.

Students participating in a medical student course who are members of a different JHU school or educational program will be subject to this policy. Steps in the policy that involve Colleges Advisory Program (CAP), Office of Medical Student Affairs (OMSA), or the Assistant or Associate Dean for Undergraduate Medical Education (A/ADUME) will instead involve the educational program director at the student’s school for purposes of implementing this policy.

III. COMMUNICATIONS TO STUDENTS

Deadlines and due dates for student assignments or other course requirements will be communicated to students in the learning management system and in the syllabus.
IV. COMMUNICATIONS FROM STUDENTS

It is expected that students will check JHUSOM email at least daily during the workweek. Students should attempt to check email weekly during breaks, in case of important communications from the School of Medicine (e.g., registration, deadlines, etc.). If for any reason a student is unable to check their JHUSOM email in a timely manner, they/their proxy should inform OMSA. For course-related emails that indicate a response is expected, students should respond within 2 business days of receipt, except as noted below. If more time is needed to formulate a complete response, a reply noting the expected date of the complete response should be sent within the 48-hour time window.

V. PROCESS FOR STUDENTS WHO MISS DEADLINES

A. Assignments are posted in the learning management system and syllabus, with a clear due date.
B. If assignment is not submitted on the due date, the Medical Training Program Administrator (MTPA) sends the student an email notification of the missed deadline, copying the course director(s). The student is expected to submit the completed assignment and reply to the course director within one business day. If completing the assignment will not be possible due to circumstances beyond their control, the student must reply to the email within one business day and include the course director, to provide an explanation and discuss potential next steps.
C. If the student replies with an explanation and a request for an extension of the deadline, the course director may extend the deadline in consultation with the Assistant or Associate Dean for Undergraduate Medical Education (ADUME).
D. If the student does not reply with a completed assignment or an explanation within one business day, the course director contacts the student, copying the student’s Colleges Advisor. The student’s Colleges Advisor will contact the student and provide guidance or support as needed.
E. If the student does not reply in 2 business days, or if the new deadline is missed, the ADUME contacts the student. If there is no known communication from the student to anyone in the SOM and there is also no proxy communication, the SOM will initiate a wellness check by the local police department out of concern for the student’s well-being at that time.
F. If the student does not reply to the ADUME in 2 business days and the assignment is still not completed, the student will meet with an Office of Medical Student Affairs dean. In conjunction with the course director, a final deadline is established.
G. If the final deadline is missed, and no new circumstances have been identified, the result is a failing grade in the course. The Student Assessment and Formational Committee will determine whether referral to the Promotions Committee is required.