

2016-2017 School Year Comprehensive Evaluation

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Outline

1. Introduce survey and new questions
2. Present section data
3. Summarize

The Survey

- ▶ Developed by medical students, updated each year by departments and students
- ▶ 196 questions long (some differences among years)
- ▶ Separated into distinct sections (e.g. “housing”)
 - Multiple choice
 - Free response
- ▶ Class-specific questions

Question Metrics

- ▶ Most of the percentages presented in this year's report **can** be directly compared to those from the last two years
- ▶ Typical options for multiple choice questions:

Very dissatisfied

Dissatisfied

Neutral

Satisfied

Very satisfied

Cannot Assess

Strongly Disagree

Disagree

Neutral

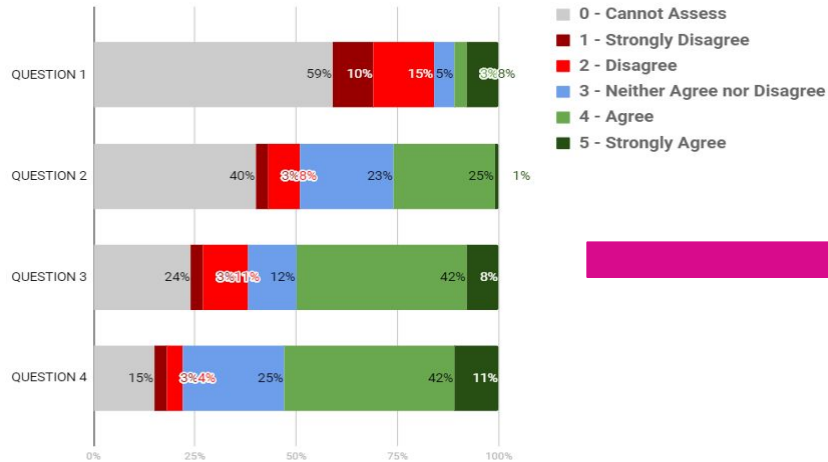
Agree

Strongly Agree

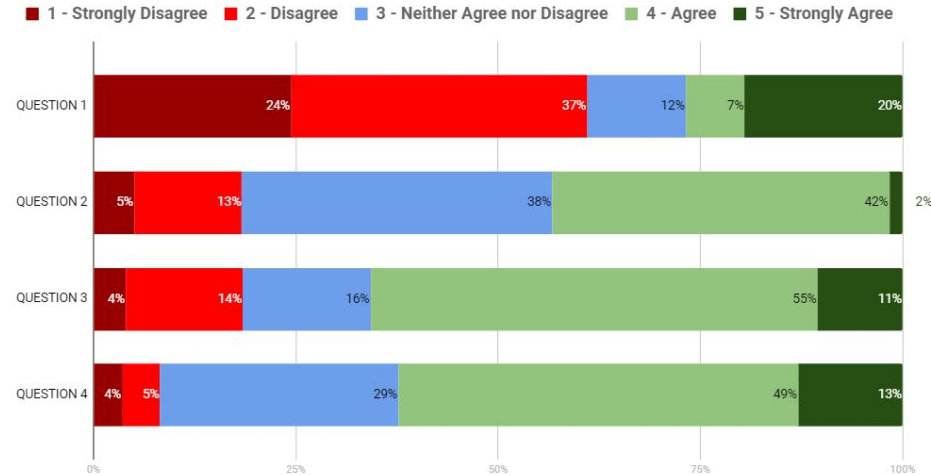
Cannot Assess

In assessing student input, the “Cannot Assess” category was excluded from analysis

Indicate whether the following services were satisfactory:



Indicate whether the following services were satisfactory:



Additional Notes on Data Presentation

- ▶ 5-point scale positive or negative responses were aggregated to broader categories. i.e.:
 - Very Satisfied + Satisfied = “**Satisfied**”
 - Very Dissatisfied + Dissatisfied = “**Dissatisfied**”
- ▶ Unless specified, percentages represent all MS1-MS4 students respondents
- ▶ Free response comments are limited to the most common themes in each section

Statistical Significance

- ▶ All data were compared to the same questions from the 2015-2016 survey (if applicable) and compared statistically using a Mann-Whitney U Test *
- ▶ If the current year data is significantly ($p < 0.05$) improved compared to the previous year, this is denoted with a “(+)”
- ▶ If the current year data is significantly ($p < 0.05$) lower compared to the previous year, this is denoted with a “(-)”

* Derrick B, White P. Comparing Two Samples from an Individual Likert Question. *International Journal of Mathematics and Statistics*. 2017;18(3):1–13.

Survey response rates varied substantially by class



Total Student Count	141	138	145	141	445
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Now, on to the data.
**But first, are there any
questions?**

\$100 Question

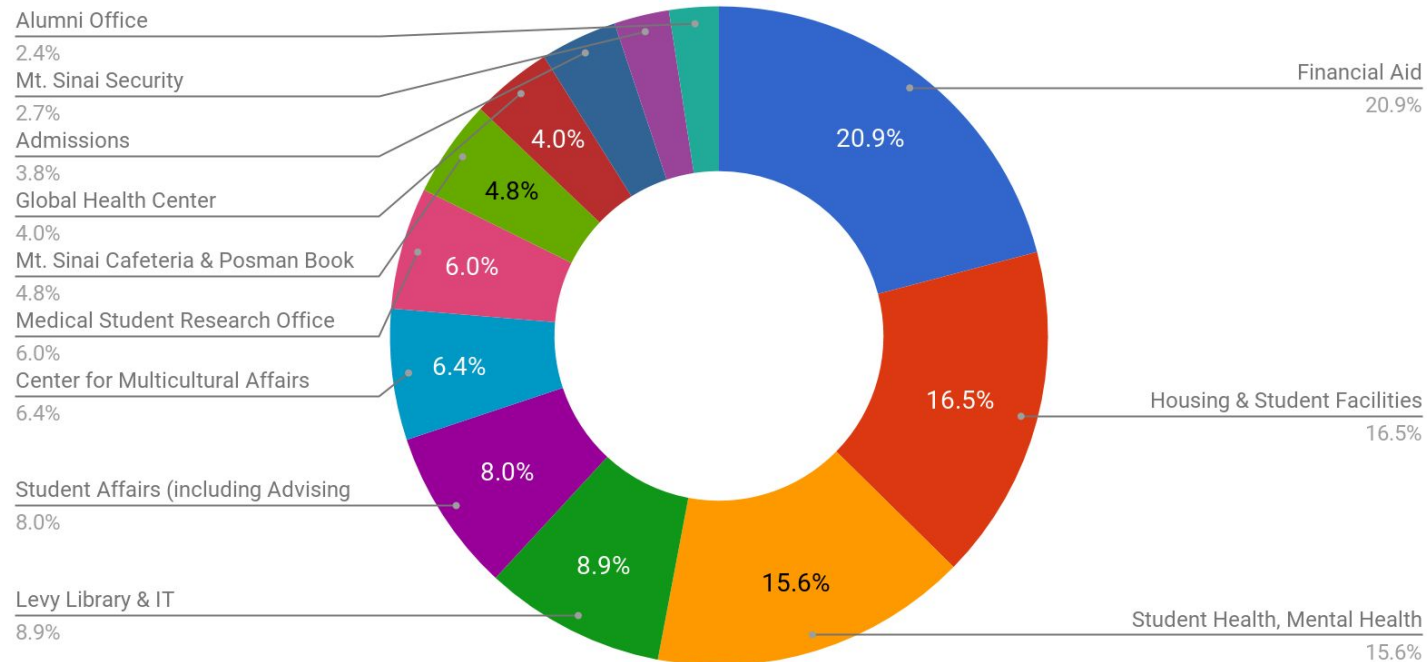
- ▶ Students were asked how they would divide a fictional \$100 amongst the 12 departments and services surveyed

“You have \$100 to fund improvements across all Mount Sinai departments – how do you distribute it?”

- ▶ This allowed us to analyze the importance of each area to the students independent of how favorable
 - Free responses analyzed to get at meaning

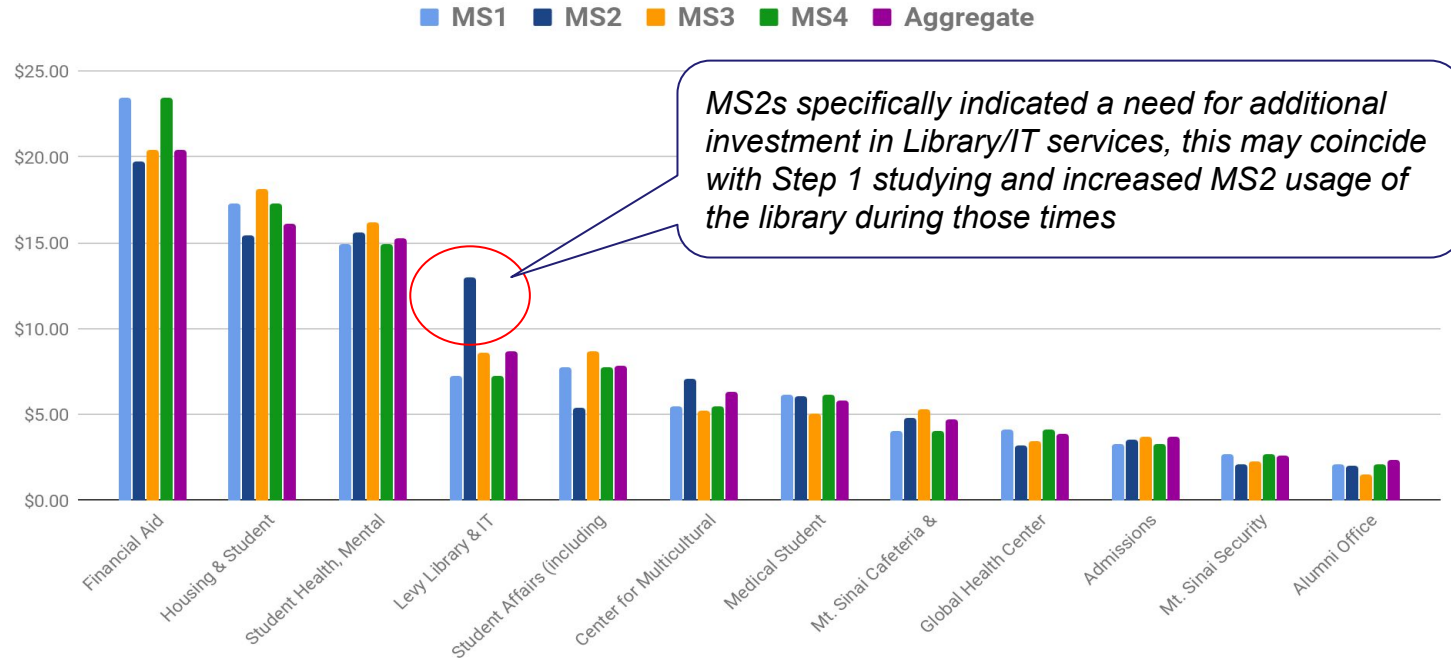
Overall, students believed Financial Aid, Housing, and Student Health/Mental Health were the most important sources to allocate funding

Student Allocation of \$100 (CUMULATIVE 4 YEARS)



When comparing allocation trends by year, only Library/IT services are dramatically different by year

Student Allocation of \$100 by Year



Student Spending: Free Responses

- ▶ **93%** of students distributed money to departments according to perceived need
 - 7% distributed according to preference
- ▶ Department-specific comments, paraphrased:
 - "Medical school is **expensive**" (**30%**)
 - "We need better access to **mental health care**" (**21%**)
 - "We need to **improve our library** facilities" (**16%**)

Curricular and Student Affairs

- ▶ **98%** of students **had met** with their faculty academic advisor at least once
 - Helpful (80%); accessible (88%), informed (80%); compassionate (91%)
- ▶ **63%** of students were **satisfied** with access to tutoring and other resources
- ▶ **40%** of all students were **satisfied** with general career counseling
- ▶ **36%** of all students reported that academic policies on advancing between years and graduation are **clear**

Curricular and Student Affairs

- ▶ **76%** and **82%** of MS3 students were **satisfied** with the 3rd year lottery procedure and consequent schedules, respectively
- ▶ **78%** and **79%** of MS4 students were **satisfied** with the 4th year lottery and their resulting schedules, respectively
- ▶ **65%(+)** of MS4 students were **satisfied** with the board review courses for Step 2
- ▶ **49%(+)** of MS4 students were **satisfied** with the class meetings for Step 2

Curricular and Student Affairs

- ▶ **50%** students reported that adding/dropping electives (including away electives) was **easy**
- ▶ **52%(+)** of MS4 students were **satisfied** with advising and counseling for residency programs by departmental/ specialty advisors
- ▶ **44%(+)** of MS4 students were **satisfied** with residency counseling and advising from faculty advisor
- ▶ **63%(-)** of MS4 students were **satisfied** with the handling of residency application materials

Curricular and Student Affairs

- ▶ In the free response section, **89** comments were recorded:
 - **43%** wanted more information on the next steps of medical education (i.e. Step 1, Step 2, Match, specialty picking)
 - **20%** expressed positive feedback about members of the office and their experience therein
 - **14%** wanted more mentorship
 - **12%** noted that existing resource people were not knowledgeable about their interest
 - **11%** requested increased visibility of the office

Office for Curriculum Support

- ▶ **89%** of MS1 and MS2 students **agreed** that the staff was courteous and friendly
- ▶ **87%(+)** of MS1 and MS2 students **agreed** that OCS was responsive to student concerns
- ▶ **77%(+)** of students were **satisfied** with the timeliness of lecture posting online
- ▶ **51%** were **aware** of the services provided by OCS

Office for Curriculum Support

- ▶ In the free response section, **79** comments were recorded,
 - **37%** reported issues with the **elective signup system** (MS3 predominantly)
 - **28%** were **pleased** with services provided by OCS
 - **14%** requested **better communication** of information related to deadlines and milestones

Admissions

- ▶ **96% agreed** that the staff at admissions is courteous and friendly
- ▶ **91% agreed** that their applications were handled in a time-efficient manner (MS1, MS2 only)
- ▶ **91% agreed** that interactions with Admissions as a prospective student positively influenced choice to attend ISMMS (MS1, MS2 only)
- ▶ **92%(+) agreed** that Revisit Weekend positively influenced decision to attend ISMMS (MS1, MS2 only)
- ▶ **86%(+) agreed** that the ISMMS Admissions website is easy to use
- ▶ **86%(+) agreed** that it gave a positive impression of (MS1, MS2 only)
- ▶ **90% were satisfied** with opportunities to be involved in the admissions process, including housing students, giving tours, etc. (MS1, MS2 only)

Admissions

- ▶ In the free response section, **42** comments were recorded:
 - **83%** provided a **compliment** for the office, with **40%** specifically mentioning **Dr. Parkas**
 - However, **14%** responded that while the Admissions website was aesthetically pleasing, it was **difficult to navigate**
 - **All other** comments touched upon how each student **enjoyed participating** in the application process, whether that be through hosting, tour guiding and interview (MS4)

Medical Student Research Office

- ▶ **80% agreed** that the staff at the MSRO is courteous and friendly
- ▶ **65%(+)** of students were **satisfied** with availability of funding for conferences
- ▶ **60%** were **satisfied** with the counseling they received about research opportunities
- ▶ **60%** were **satisfied** with the clarity of policies
- ▶ **64%** and **66%** of **MS4** students were **satisfied** with the counseling they received regarding a scholarly year before and during the year, respectively

Medical Student Research Day

- ▶ **37%** were **satisfied** with the impact of Medical Student Research Day on presentation skills
- ▶ **41%** on abstract writing
- ▶ **61%** reported Medical Student Research Day kept them in touch with ISMMS Research
- ▶ **34%** of students were **satisfied** with the current level of networking with current researchers during research day; an **equal percent** were **dissatisfied**

Medical Student Research Office

- ▶ In the free response section, **77** comments were recorded
 - **22%** of comments reported a **positive experience** with MSRO
 - **22%** of comments expressed **dissatisfaction** with Medical Student Research Day
 - **21%** of commenters were dissatisfied with guidance in finding a mentor, half of whom requested **better specialty-specific guidance**
 - **14%** asked specifically for more and less restrictive funding for conferences

Arnhold Institute for Global Health

- ▶ **26%** of MS1s, **18%** of MS2s, **20%** of MS3s, and **26%** of MS4s have engaged or tried to engage in Global Health opportunities through the Arnhold Institute
- ▶ 59% were **satisfied** with **advertising** of opportunities
- ▶ 55% were **satisfied** with the **types and variety** of opportunities
- ▶ 54% were **satisfied** with **counseling** provided regarding opportunities
- ▶ 56% were **satisfied** with **faculty mentorship**
- ▶ 60% were **satisfied** with helpfulness of staff with administrative tasks
- ▶ 54% of MS1s were **satisfied** with application process for GH summer projects
- ▶ 49% of MS3/4s were **satisfied** with counseling provided for GH electives
- ▶ 52% of MS3/4s were **satisfied** with application process for GH electives

Arnhold Institute for Global Health

- ▶ In the free response section, **51** comments were recorded.
 - **33%** of commenters reported that they **felt discouraged** by the difficulty of getting involved in global health
 - **22%** of commenters requested **more student engagement** from the Arnhold Institute
 - **18%** of commenters requested **more funding** for students (including summer projects and electives)
 - Notably, those who commented on electives found the cost prohibitively high
 - **14%** of commenters requested **broader coverage** of interests (including policy, surgery, and others)

Center for Multicultural and Community Affairs (CMCA)

- ▶ **81% agreed** that diversity is valued at ISMMS
- ▶ **88% agreed** that the staff at CMCA is courteous and friendly
- ▶ **73%** were **satisfied** with the CMCA journal club.
- ▶ **28% utilized** CMCA support services, **8%** were not aware they existed

Center for Multicultural and Community Affairs (CMCA)

- ▶ In the free response section, **124** comments were recorded:
 - **34%** appreciated CMCA as a **positive influence**
 - **14%** expressed the need for **greater inclusivity** of all types of diversity (religious, economic, political)
 - **14%** expressed that CMCA **needs more resources** (staff, money, system-wide buy in)
 - **10%** expressed that CMCA was a **critical personal support for URM students**
 - **10%** expressed that CMCA is **not visible enough**

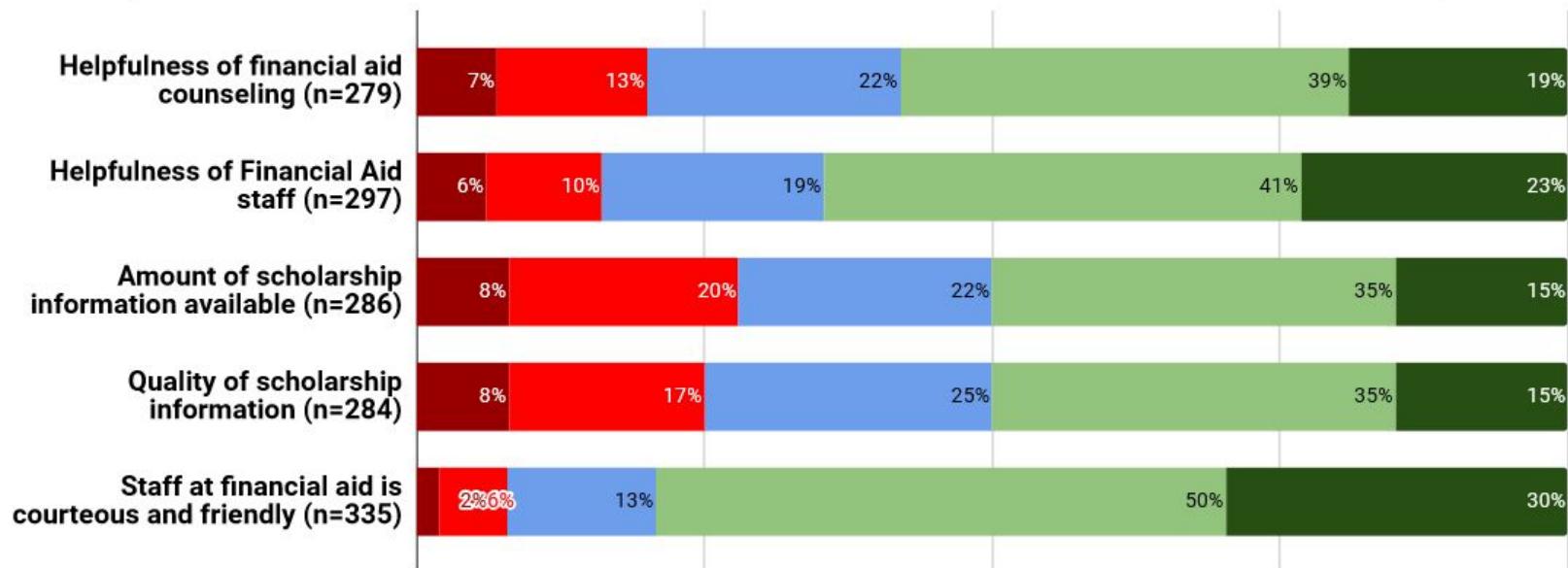
Financial Aid

- ▶ **79% agreed** that the staff was courteous and friendly
- ▶ **58%(-)** were **satisfied** with counseling they received
- ▶ **65%(-) agreed** that the staff was helpful
- ▶ **50%(-) agreed** that there is adequate information for scholarships
- ▶ **50%** were **satisfied** with the quality of scholarship information given to students

Fewer People Were Satisfied with Financial Aid

Indicate how satisfied you are with the following statements about Financial Aid:

■ 1 - Very Dissatisfied ■ 2 - Dissatisfied ■ 3 - Neither Satisfied nor Dissatisfied ■ 4 - Satisfied ■ 5 - Very Satisfied



Depending on the question, between 112-168 students could not assess the Financial Aid office

Financial Aid

- ▶ In the free response section, **81** comments were recorded:
 - **Only 12%** comments expressed **satisfaction** with financial aid
 - **57%** of comments expressed **dissatisfaction** in the financial aid office with disorganization, unresponsiveness, confusion, condescension
 - Many of these comments related directly to a single employee
 - **16%** of comments raised **concern over the cost** of attendance
 - These also contained suggestions on aiding students on financials, such as information sessions, external scholarship information etc.

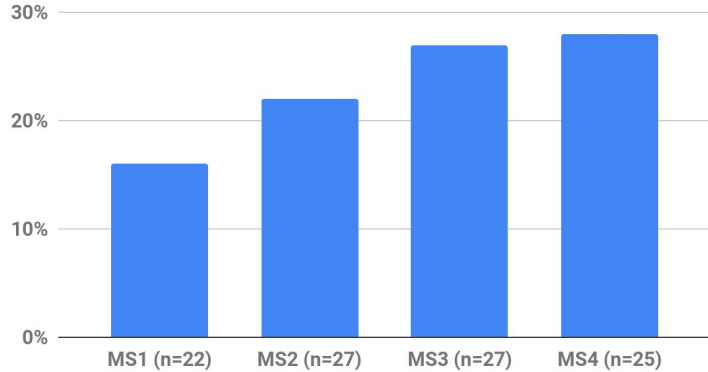
“I would appreciate more information on how to handle my finances...many of the students don’t have a strong financial education and I just feel lost...”

Mistreatment

- ▶ **23%** (n=101) of respondents reported being **mistreated**
 - MS1 = 22, 16%, MS2 = **27**, 22% MS3 = **27**, 27%, MS4 = 25, 28%
 - [Last year's numbers: MS1=22, MS2=25, MS3=19, MS4=31, 97 total]
- ▶ Only 24% (n=25) who indicated that they had been mistreated **reported the incident(s)** to a faculty member or administrator
 - Discrimination based on race/ethnicity was most frequently identified (n=19, 38%)
 - Gender-based discrimination (n=12, 24%)
 - Sexual harassment (n=8, 16%)
 - Being asked to perform personal services (n=7, 14%)

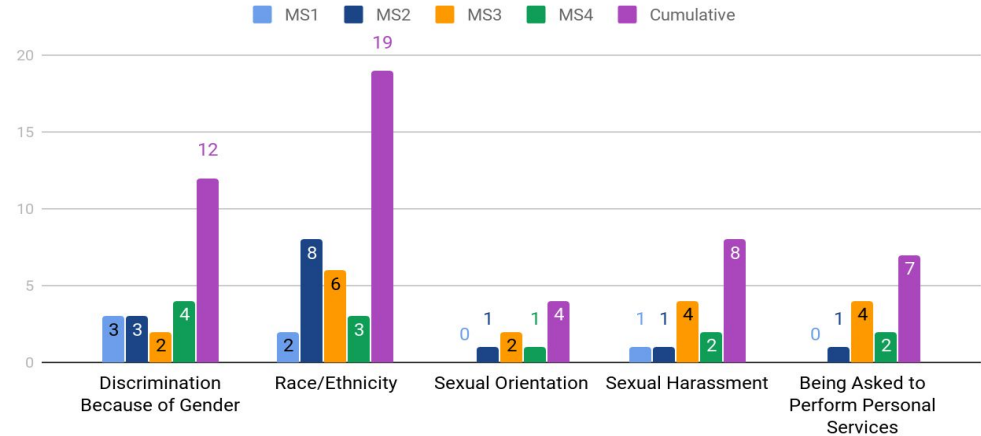
Types of Mistreatment Reported

Have you been mistreated in medical school?



MS3 and MS4s had the largest number of mistreatment complaints while MS1s were the lowest

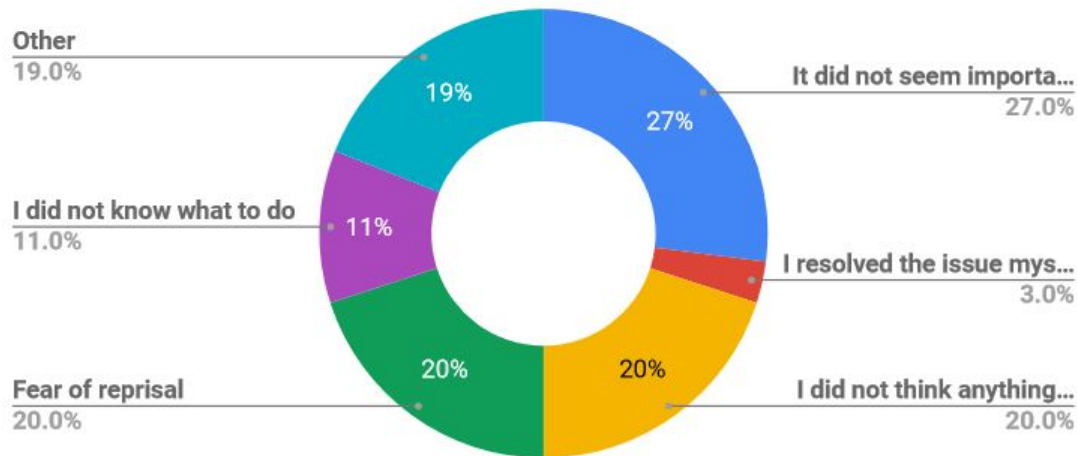
Indicate the type of Mistreatment (choose all that apply)



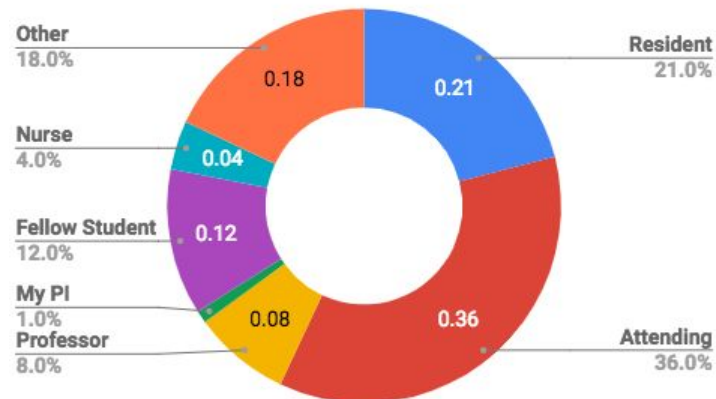
MS3/MS4s reported a larger number of sexual harassment and personal service mistreatments, likely relating to their clerkship experiences as 71% and 92% of MS3/MS4 complaints (respectively), were due to an attending, resident, or nurse

Mistreatment Data

If you did not report the incident(s) of mistreatment, what was your reason for not reporting? (n=64)



Who were you mistreated by?



Mistreatment Perceptions

- ▶ 77% of students **know how to report** mistreatment
- ▶ 75% of students **know where to go to** report mistreatment
- ▶ 75% of students feel comfortable reporting mistreatment to **their academic advisor**
- ▶ 61% of students feel comfortable reporting mistreatment to **one of the Deans**
- ▶ 63% of students feel comfortable **reporting mistreatment that is witnessed**
- ▶ 47% of students found the “**Think About It**” module **helpful** in understanding how to deal with mistreatment
- ▶ 24% of students know **who the Title IX officer** is
- ▶ 95% of students feel comfortable **supporting a peer** who has experienced severe mistreatment

Student Health

- ▶ **82%(+)** of respondents were **satisfied** with the range of services offered
- ▶ **78%(+)** of were **satisfied** with the quality of care delivered
- ▶ **72%(+)** were **satisfied** with lifestyle/nutritional counseling
- ▶ **60%** were **satisfied** with access to specialists
- ▶ **70%(+)** of respondents felt satisfied with the hours and accessibility of the Student Health office

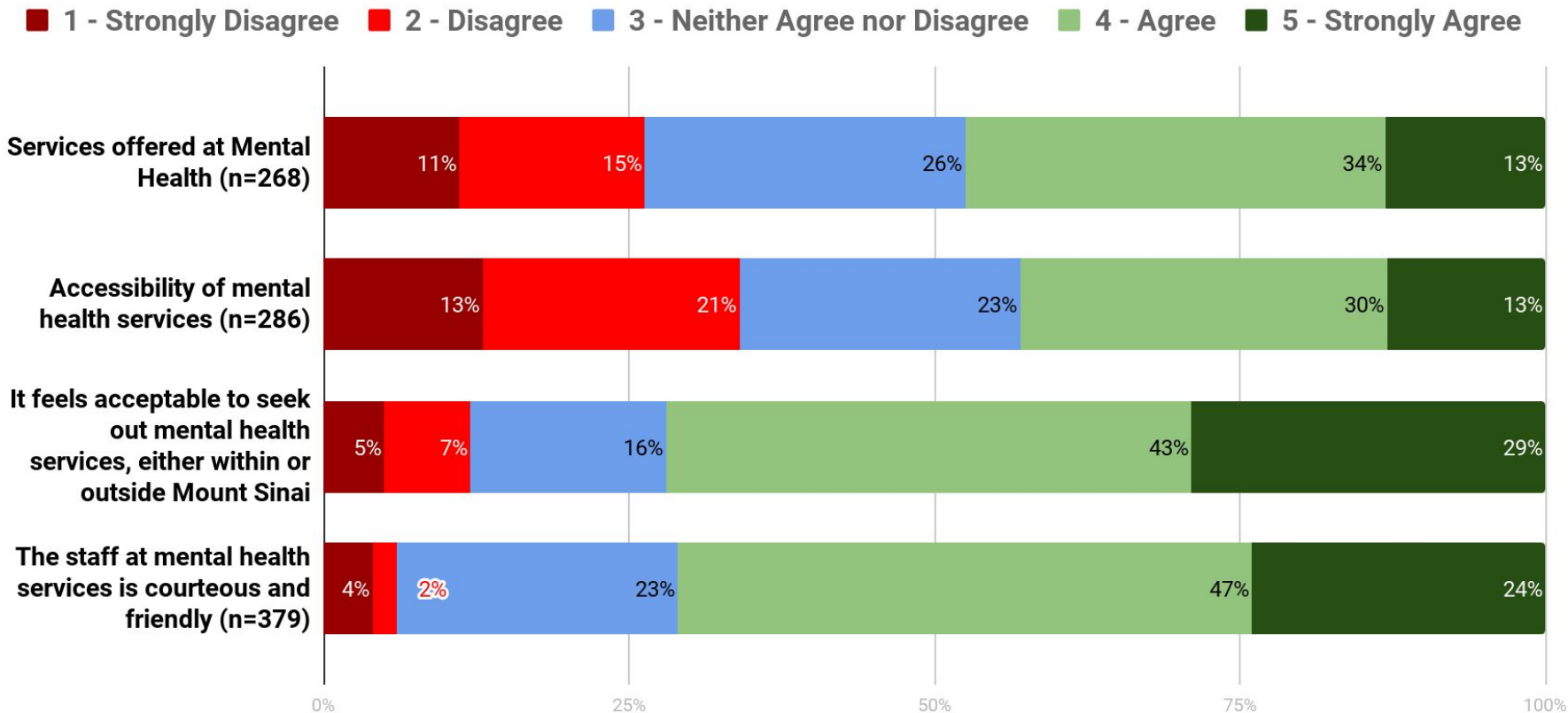
Student Health

- ▶ In the free response section, **95** comments were recorded:
 - **45%** were **satisfied** with Student Health including particular staff
 - **33%** expressed the need for **expanded hours** (especially third and fourth year students) and more staff
 - **17%** expressed **dissatisfaction** with an experience at Student Health
 - **13%** respondents expressed a desire for **expanded services** (i.e. specialists, nutritional counseling, women's health)

Mental Health Services

- ▶ **43%(-)** of respondents were satisfied with the **accessibility** of mental health services
- ▶ **47%(-)** of respondents were satisfied with the **services offered** at Mental Health Services
- ▶ **72%** of students stated that **it is acceptable to seek out mental health** services either within Mount Sinai or from an outside provider
- ▶ **71%** of respondents agreed that the **staff at STMH is courteous and friendly**

Indicate whether the following services were satisfactory:



Mental Health Services

- ▶ In the free response section, **79** comments were recorded:
 - **32%** commented on **issues with availability** (not accessible, understaffed, wait times too long)
 - **18%** explicitly requested improvements to the **appointment service** **In progress*
 - **17%** had **positive comments** about the services
 - **15%** mentioned the need for **more options** of quality therapists, including more diversity among therapists

Cafeteria

- ▶ **91%(-)** were **satisfied** with the free coffee benefit
- ▶ **77%** were **satisfied** with cleanliness of the cafeteria
- ▶ **73%** were **satisfied** with the promptness of service
- ▶ **63%** and **69%(+)** were **satisfied** with the price and variety of food available in the hospital cafeteria, respectively
- ▶ **67%** were **satisfied** with the availability of food in the hospital, when excluding the cafeteria (e.g. vending, Starbucks)
- ▶ **34%** were **dissatisfied** with the cafeteria's hours

Cafeteria

- ▶ In the free response section, **105** comments were recorded:
 - **25%** called for **longer cafeteria hours as well as weekend hours**
 - **22%** requested **healthier/more food options**
 - **23%** were **overall satisfied** with the cafeteria

Posman Book Kiosk

- ▶ **97%(+)** were **satisfied** with the Posman Book Kiosk
- ▶ In the free response section, **149** comments were recorded:
 - **93%** expressed **overall satisfaction**
 - **81%** highly **complimented the staff and especially Andy**
 - **2%** requested a **bigger kiosk**

Academic Technology

- ▶ **86%** were **satisfied** with library resources (including books, journals and online resources)
- ▶ **80%** were **satisfied** with the helpfulness of library staff
- ▶ **60%** were **satisfied** with enforcement of rules (limiting phone use, noisy conversation, etc.)
- ▶ **83%(+)** were **satisfied** with printing and copying facilities
- ▶ **60%** were **satisfied** with available library study space
- ▶ **66%** were **satisfied** with the number of power outlets available in the library
- ▶ **46%(+)** were **satisfied** with climate control in the library
- ▶ **67%(-)** were **satisfied** with convenience of library hours

Academic Technology

- ▶ **67%(+)** were **satisfied** with navigation and data presentation on the Blackboard system
- ▶ **75%(+)** were **satisfied** with the Levy Library Website
- ▶ **70%** and **81%** were **satisfied** with wireless internet access in Aron Hall and the ISMMS campus, respectively
- ▶ **84%** were **satisfied** with the availability of computers
- ▶ **84%** of students who use Gmail as their personal email service were **satisfied**

Academic Technology

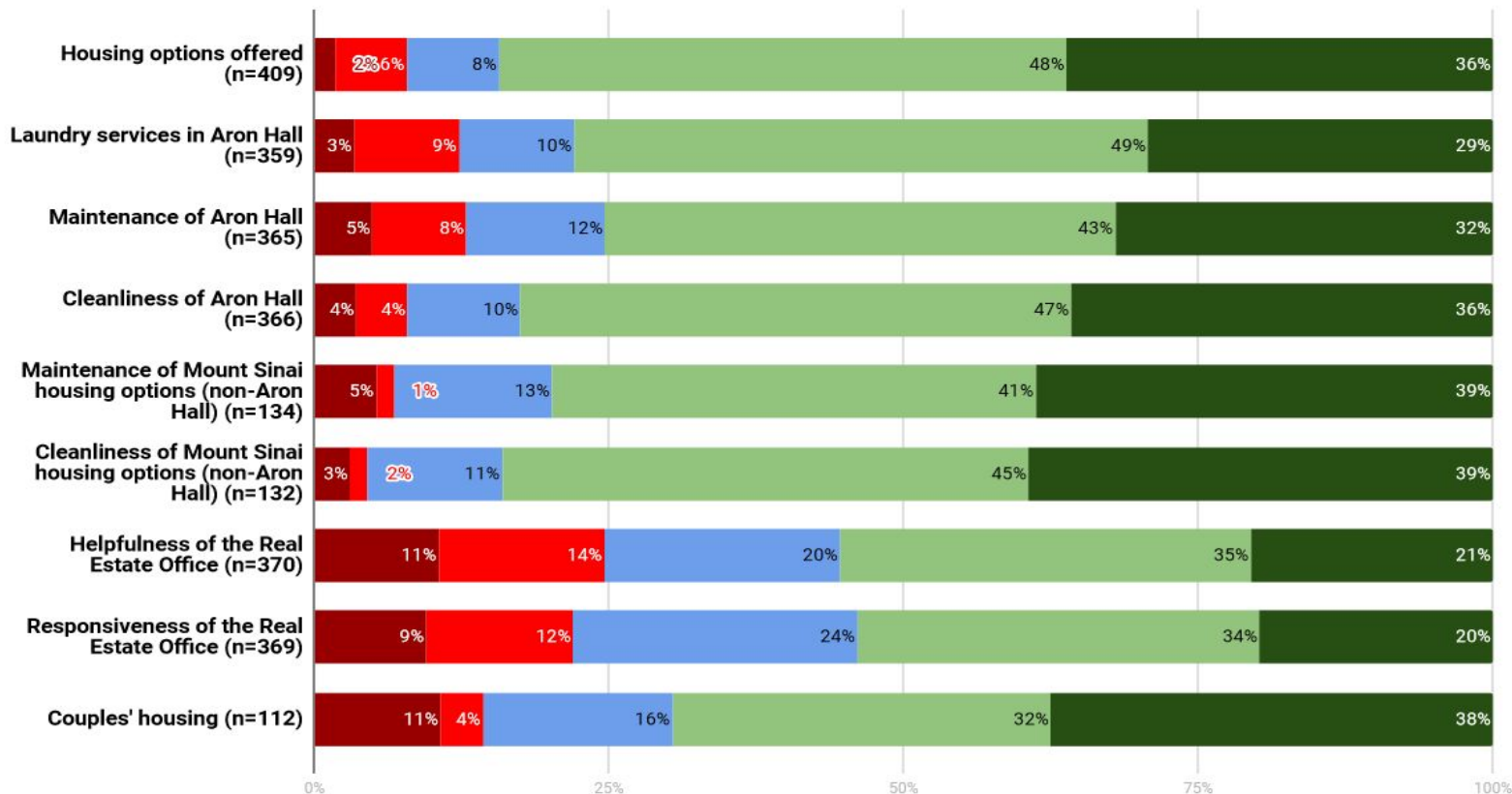
- ▶ In the free response section, **138** comments were recorded:
 - **18%** expressed issues with **climate control**
 - **13%** commented that the **noise** in the library is too high
 - **11%** expressed issues with the library having **too few hours**
 - **11%** requested a **better wifi** connection in Aron Hall
 - **10%** expressed concerns about **insufficient study space** both within and outside the library

Housing

- ▶ **84%(-)** of students were **satisfied** with housing options offered by ISMMS
- ▶ **83%(-)** of Aron Hall residents were **satisfied** with building cleanliness
- ▶ **78%(-)** of Aron Hall residents were **satisfied** with laundry services
- ▶ **75%(-)** of Aron Hall residents were **satisfied** with building maintenance
- ▶ **70%** were **satisfied** with couples housing
- ▶ **68%(-)** of students are **satisfied** with the helpfulness/responsiveness of the housing office

Indicate how satisfied or dissatisfied you were with the following:

■ 1 - Very Dissatisfied ■ 2 - Dissatisfied ■ 3 - Neither Satisfied nor Dissatisfied ■ 4 - Satisfied ■ 5 - Very Satisfied



Housing

- ▶ In the free response section, **136** comments were recorded:
 - **24%** of students feel that the Real Estate office does a **poor job with communication** and **26%** feel that some **housing policies are unfair / unclear**
 - **12%** of student were **satisfied** with student housing and **13%** highly **complimented the Aron Hall Staff**
 - There was **dissatisfaction** with the laundry services (**9%**) and various factors (**13%**) which include flooding, fire alarms, bathroom ventilation, and window screens

Mount Sinai Security

- ▶ **95% agreed** that they felt safe in Mount Sinai buildings at all hours
- ▶ **91%(+) agreed** that they feel safe at all instructional sites
- ▶ **85%(+) agreed** that they felt safe in the surrounding neighborhood at all hours
- ▶ **82%** were **satisfied** with the helpfulness of Mount Sinai security guards and/or the security office.

Student Facilities

- ▶ **61%** were **satisfied** with recreational space
- ▶ **38%** were **satisfied** with leisure space
- ▶ **50%** were **satisfied** with study space
 - *(This was before the new student lounge)*

Student Facilities & Security

- ▶ In the free response section, **87** comments were recorded:
 - **36%** wish that there were **more study spaces** - quiet, group, and 24/7
 - **20%** are **satisfied** with student facilities and security
 - **14%** thought that **more security** is needed around campus, not just the hospital
 - **28%** of concerns were **resolved** by the student lounge renovation

Alumni Association

- ▶ **13% agreed** that they are aware of the programs/services that the Alumni Association is involved in
 - 65% **disagreed**
- ▶ **42%(-)** were interested in **attending** events hosted by the Alumni Relations Office
- ▶ **19%** were interested in **volunteering** at the Alumni Relations office
- ▶ **17%** were **satisfied** with their level of interaction with alumni
 - **33%** were **dissatisfied**

Alumni Association

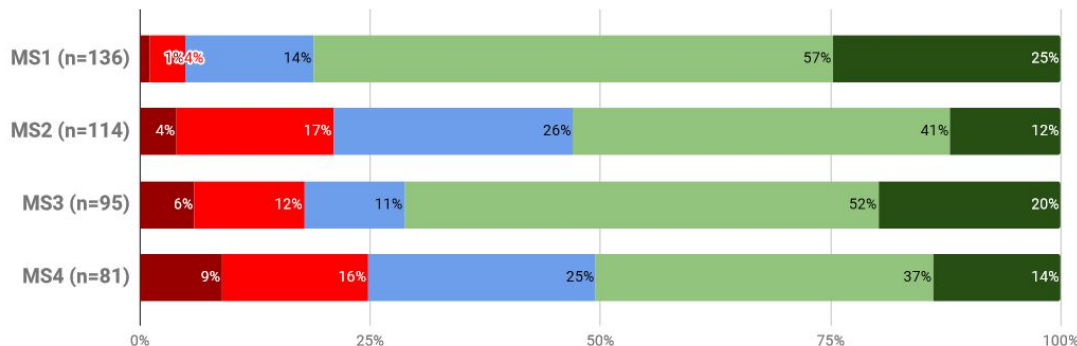
- ▶ In the free response section, **62** comments were recorded:
 - **68%** expressed **lack of awareness** about the Alumni Office (what it does, how to get involved, where it is located)
 - **23%** expressed a desire for **more opportunities to engage** with alumni (mentoring, professional guidance, panels, etc.)
 - **11%** of students were **satisfied** with the office, including the **Mentor database**

Student Community Relationships

- ▶ **67%** reported being **satisfied** with peer relations across the years within the medical school
- ▶ **49%** reported being **satisfied** with graduate and medical school student peer relations
- ▶ **66%(-)** agreed that **student morale is good** at ISMMS

The general student morale at Mount Sinai is good

■ 1 - Very Dissatisfied ■ 2 - Dissatisfied ■ 3 - Neither Satisfied nor Dissatisfied ■ 4 - Satisfied ■ 5 - Very Satisfied



Student Community Relationships

- ▶ In the free response section, **57** comments were recorded:
 - **28%** expressed **satisfaction** with community and student council
 - **26%** called for **more interaction** across medical school years
 - **16%** called for **more interaction** between medical and graduate students

Student Council

- ▶ **77%** agreed that the Student Council was **responsive to their concerns**
- ▶ **69%(+)** agreed that they were **well informed** about the work done by Student Council
- ▶ **78%(+)** agreed that Student Government is **fair in distributing funds**

Student Well-Being

- ▶ **70%** of students express that the ISMMS **administration supports student well-being** (spiritual, emotional, physical, professional, social, financial)
- ▶ **72%** express that the **ISMMS community as a whole supports student well-being**
- ▶ **75%** agreed that over time, one can **become disconnected** from medical work
- ▶ **45%** of students report **having enough energy for leisure** activities in a day of medical school
- ▶ **40%** of students report that **medicine is the only thing they can imagine themselves doing**

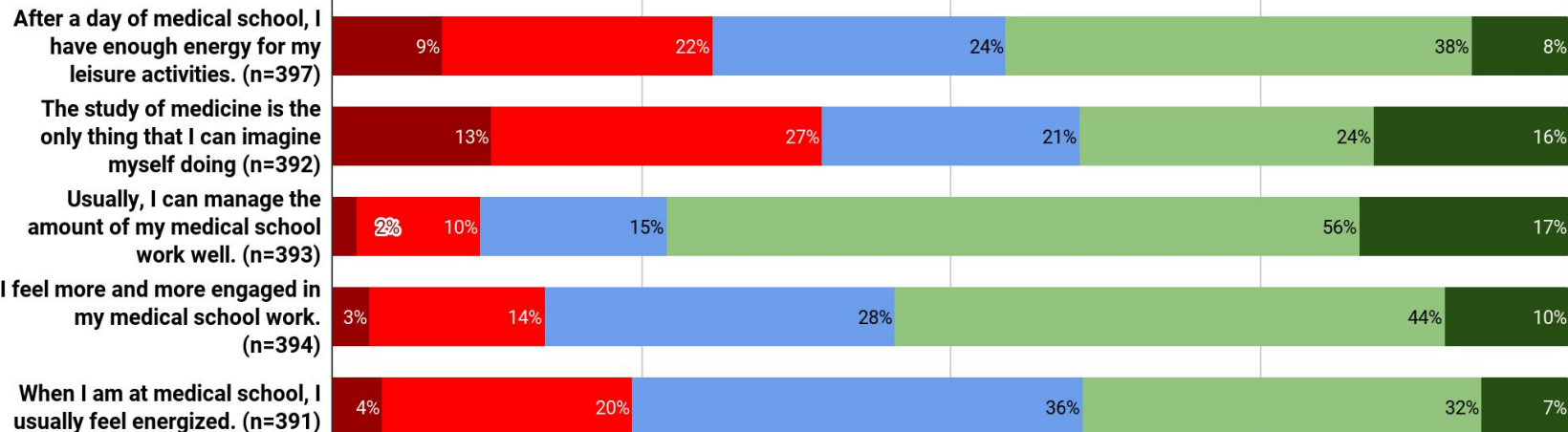
Student Well-Being

- ▶ **73%** agree that they can **manage the amount of work in medical school** well
 - **12%** disagreed
- ▶ **39%** report that they **usually feel energized** while at medical school
 - **25%** disagreed
- ▶ **54%** report that they feel **more and more engaged** in medical school work
 - **18%** disagreed
- ▶ **55%** report that after a day of medical school, they **feel worn out and weary**
 - **23%** disagreed

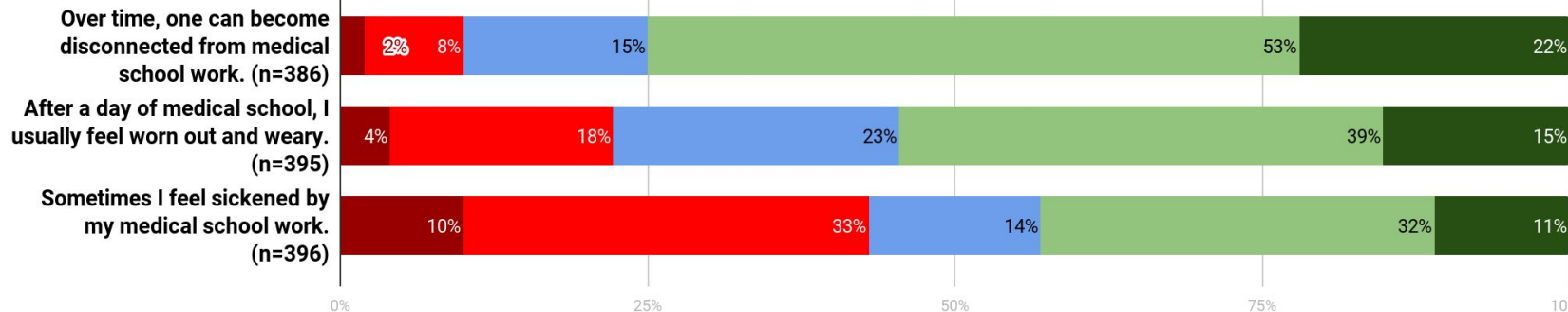
Indicate the degree to which you agree or disagree with the following:

■ 1 - Strongly Disagree ■ 2 - Disagree ■ 3 - Neither Agree nor Disagree ■ 4 - Agree ■ 5 - Strongly Agree

POSITIVE



NEGATIVE



Student Well-Being

“The administration does or does not support your well-being”

- ▶ In the free response section, **68** comments were recorded:
 - **41%** of comments reflect that students **feel supported**
 - **22%** of comments reflect a **mixed bag**
 - **19%** of comments reflect that students **feel unsupported** (lots of new programming this year)

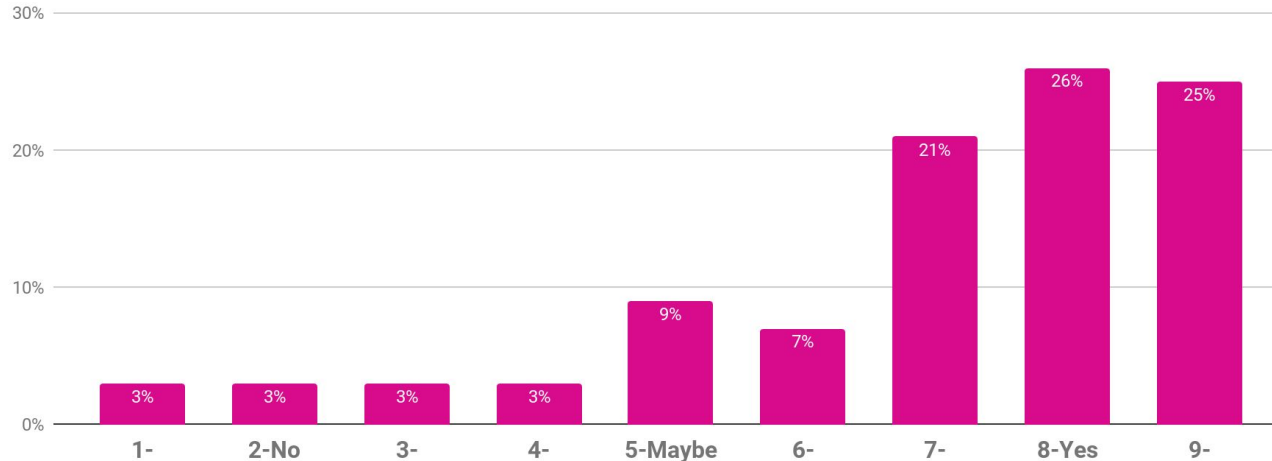
“The ISMMS community does or does not support your well-being”

- ▶ In the free response section, **47** comments were recorded:
 - **57%** of comments reflect that students **feel supported**
 - **40%** of of comments reflect that students **feel unsupported** (lots of new programming this year)

Overall

- ▶ **79%** would **recommend** ISMMS to a friend/family member interested in attending medical school
 - MS1= 97%, MS2 = 72%, MS3 = 76%, MS4 = 65%
 - Net Promoter Score (Yes - (Maybe + No)) fell from 37 to 30

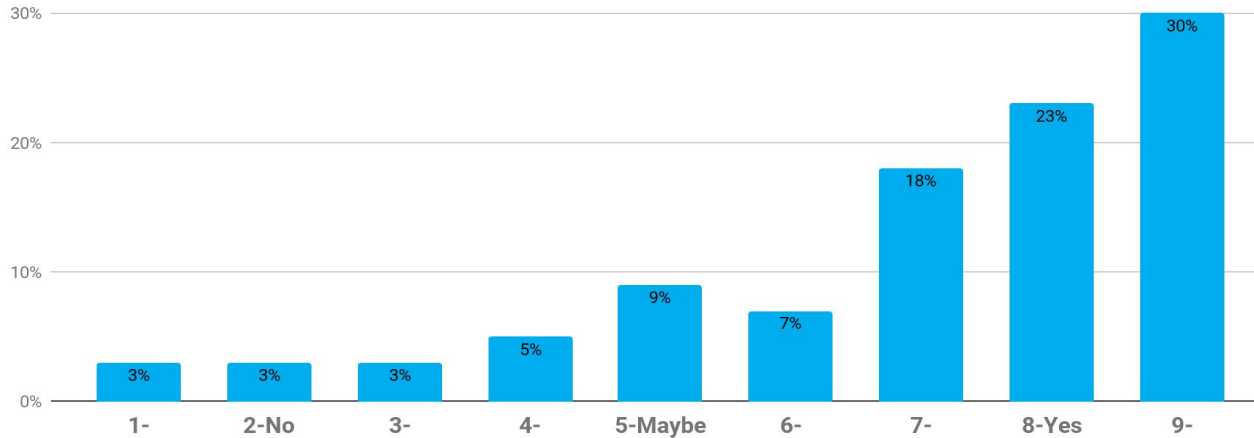
Would you recommend the Icahn School of Medicine at Mount Sinai to a friend/family member interested in attending medical school? (n=442)



Overall

- ▶ **78%** would **choose** ISMMS again
 - MS1= 89%, MS2 = 71%, MS3 = 81%, MS4 = 67%

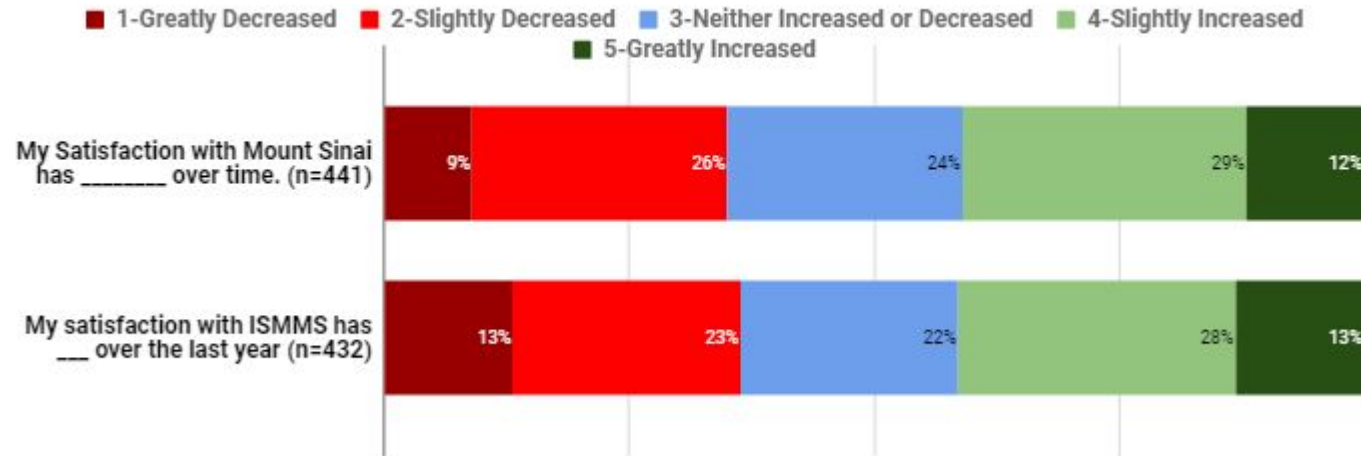
If you could go back and choose again, would you choose to attend the Icahn School of Medicine at Mount Sinai? (n=437)



Overall

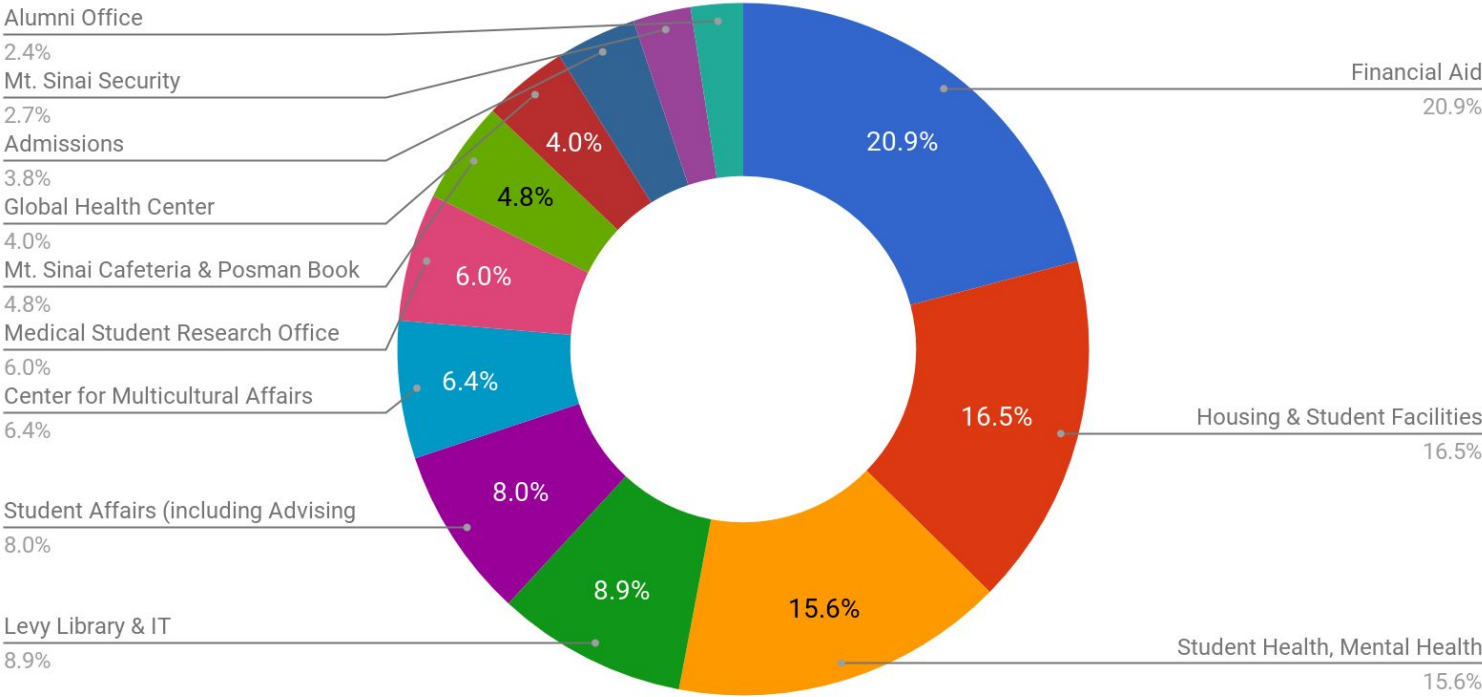
- ▶ “My satisfaction with Sinai has _____ over time”
 - **41% increased** (MS1 = 62%, MS2 = 31%, MS3 = 34%, MS4 = 31%)
 - **24% remained the same**
 - **35% decreased** (MS1 = 21%, MS2 = 42%, MS3 = 35% , MS4 = 48%)

Fill in the Blank: "My Satisfaction at Sinai has _____":



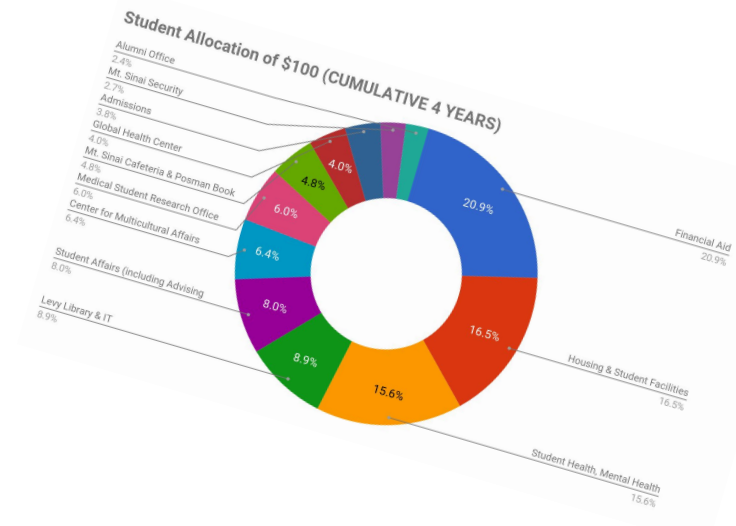
Where do we focus?

Student Allocation of \$100 (CUMULATIVE 4 YEARS)



“High Yield” Improvement Areas

- ▶ Improving availability of services for students
 - **Financial Aid**
 - Health (Physical & Mental)
 - Technology (Levy Library & IT)
 - Housing & Facilities
 - Alumni Office
- ▶ Increased **financial aid** (a persistent theme)
- ▶ Student burnout, opportunities for self-care & connection
 - Interaction **across years of medical school** and between **medical** and **graduate students**; with **alumni**
 - Opportunities to seek Student Health, Mental Health



Conclusions

- ▶ Some areas of improvement, many which are long-term goals
 - Many of these are being addressed
- ▶ Overall, continuing to **support students**, keeping them **engaged** throughout their years at Mount Sinai, and **establishing** paths to remain connected immediately following graduation

Thank you for listening!

Any questions?

**Suggestions for the next
iteration of the survey?**