

Student Rights, Grievances, Complaints, and Concerns

Mistreatment in the Learning Environment

An appropriate student learning environment should foster professional growth, support academic achievement, and encourage the attainment of educational goals. CUSM is committed to maintaining an environment where there is mutual respect among students, staff, faculty, and peers. Examples of inappropriate behavior are:

1. Physical contact, including any physical mistreatment or assaults such as hitting, slapping, kicking, throwing objects or threats of the same nature.
2. Verbal abuse (attack in words, or speaking insultingly, harshly).
3. Comments and jokes of stereotypic or ethnic connotation, visual harassment (display of derogatory cartoons, drawings, or posters).
4. Inappropriate or unprofessional conduct that is unwarranted and reasonably interpreted to be demeaning or offensive.
5. Requiring a student to perform tasks intended to humiliate, control, or intimidate the student.
6. Unreasonable requests for a student to perform personal services.
7. Grading or assigning tasks used to punish a student rather than to evaluate or improve performance.
8. Purposeful neglect or exclusion from learning opportunities as means of punishment
9. Disregard for student safety.
10. Being denied opportunities for training because of gender, race/ethnicity, or sexual orientation.
11. Sexual assault (such as nonconsensual sexual contact and/or nonconsensual sexual penetration).*
12. Sexual harassment (such as quid pro quo (i.e., “this for that”), hostile work environment, dating violence, domestic violence, and/or stalking).*
13. Being subjected to offensive remarks/names directed at you based on gender, race/ethnicity, or sexual orientation.*
14. Receiving lower grades or evaluation based on gender, race/ethnicity, or sexual orientation.
15. Sexual connections between two people when one of them has any expert obligation regarding another’s scholarly performance or professional future.

* For sexual harassment and sexual misconduct matters, please see the TITLE IX SEXUAL HARASSMENT & SEXUAL MISCONDUCT POLICY AND PROCEDURES <https://www.cusm.org/title-ix/about-title-ix.php>.

Resolving Mistreatment Issues

Students who experience mistreatment or observe others experiencing mistreatment are encouraged to address the issue immediately. Students have the option of dealing with other types of mistreatment informally or formally.

Please note: Mistreatment due to sexual harassment or sexual misconduct will be resolved as described within the TITLE IX SEXUAL HARASSMENT & SEXUAL MISCONDUCT POLICY AND PROCEDURES at <https://www.cusm.org/title-ix/about-title-ix.php>.

Informal Resolution

Whenever possible, it is preferred that students who believe they have been mistreated or those who have witnessed others being mistreated, discuss and attempt to resolve the matter with the alleged offender. It is well recognized that this may not always be a comfortable or viable approach.

Formal Resolution

Students formally can report inappropriate behavior in a number of ways and are encouraged to use the process most comfortable for their particular circumstance.

1. Raise concerns personally to one of the following individuals: administrative deans for education and student affairs, student's academic advisor, Course/Clerkship Director, Department Chair, or faculty member. In short, there is no wrong door.

Dr. Mohsin Yakub yakubm@cusm.org 909-954-0390	Dr. Zohray Talib talibz@cusm.org 909-490-5931
Dr. Gordon Green greeng@cusm.org 909-490-5927	Dr. Maegen Dupper dupperm@cusm.org 909-566-2654

2. Submit a Formal report to the Student Academic Standards and Promotion Committee through the Associate Dean of Student Affairs.
3. Submit an Anonymous Report to the Student Academic Standards and Promotion Committee through the Associate Dean of Student Affairs.

Note: Students who are requesting complete anonymity should be made aware that doing so may interfere with CUSM's ability to investigate the concern and their ability to receive information about the follow-up investigation(s).

1. **Responding to Concerns of Mistreatment:**
 - a. Every effort will be made to respond to concerns of mistreatment in a timely and professional manner to minimize the risk of harm and retaliation.
 - b. The level of corrective response is in the hands of the student whose confidentiality at this first stage is nearly absolute until the student says otherwise; the CUSM administrator or faculty member that has been contacted is available to help the student think through his/her concerns.
 - c. If given permission from the student, the complaint will be fully investigated, and measures will be taken to reach an appropriate resolution.

Note: Except in cases of an anonymous complaint, students will be provided with clear and timely feedback concerning the status and resolution of their complaint.

Check through Faculty and Teaching Evaluations

At the end of each course in the pre-clerkship curriculum and clinical rotation during the clerkship phase, students are asked to evaluate each faculty and resident whether the instructor treated the student with respect. The Associate Dean for Student Affairs reports faculty or residents who receive low scores (1 or 2) on a scale of 4. These reports are also sent to the course/clerkship director. To protect the confidentiality, students' names are not associated with teaching evaluations.

These low scores are also brought to the attention of the course/clerkship director to provide feedback to individual residents and faculty and to determine whether these instructors are the appropriate individuals to be interacting with medical students.

Annual Data and Summary Reports

1. The Associate Dean of Student Affairs will provide a de-identified annual summary of reported mistreatment concerns to the Dean of the school. The Dean will present this annual review for discussion and comment by the department heads.

Annually, campus security reports will be created and submitted to the Department of Education within the constraints of The Jeanne Clery Disclosure of Campus Security Police and Campus Crime Statistics Act ("Clery Act"). This is a federal law that requires federally funded campuses to report certain crimes through unidentifiable information. For more information visit CUSM's Title IX website (<https://www.cusm.org/title-ix/clery-annual-report.php>).

Retaliation

CUSM strictly forbid retaliation against any community member who reports, in good faith, any instances of mistreatment or conduct that does not comply with or appears not to comply with this policy, local regulations, and/or federal and state laws. Individuals who believe that they are experiencing retaliation are strongly encouraged to contact the school's administrative dean for Education or Student Affairs so that the situation can be addressed immediately.

Dr. Mohsin Yakub yakubm@cusm.org 909-954-0390	Dr. Zohray Talib talibz@cusm.org 909-490-5931
Dr. Gordon Green greeng@cusm.org 909-490-5927	Dr. Maegen Dupper dupperm@cusm.org 909-566-2654

Note: Those reporting inappropriate behavior have the right to remain anonymous and to use confidential mechanisms to disclose non-compliant activity without fear of retaliation.