



## **Remediation Policies and Procedures**

### **Remediation**

Any student who struggles in a class or does not meet a required academic standard will have the opportunity, and may be required, to complete remedial work to address deficiencies in knowledge and skills. Students may request a meeting with the Progress & Remediation (P&R) Committee at any time for assistance with knowledge and/or skills. Students who are referred to the P&R Committee will work with their committee members to identify areas of deficiency and create a plan to address deficiencies. The P&R Committee will document this plan, including the committee member responsible for monitoring the student's progress throughout the plan. Each plan will also include the measurable outcome that will demonstrate that a student has acquired the necessary knowledge and/or skills, and the designated committee member will document when that outcome has been achieved. Refer to the P&R Committee and Process below for additional information.

Remediation of an assessment in a course will result in the student's grade on that assessment being raised, with a maximum recorded score of the minimum passing grade for that assessment. For example, if a student remediates a Clinical Medicine exam and scores 77% on a re-evaluation, their score will be recorded as 75%, which is the minimum passing grade for the exam.

If a student obtains a score >10% below the minimum passing grade for that assessment, remediation of the assessment will result in the student's grade being raised a maximum of 10% from the originally obtained score. For example, if a student scores 58% on an assessment, following remediation the student's grade will be recorded as 68%.

If a student fails to accomplish any remedial work requirements within the timeframe set by the instructor and/or P&R committee, they will fail the associated course and will be suspended from the program (see Academic Probation and Suspension Policy). A student will be allowed to remediate up to two exams within a single course. If a student fails a third exam within the course, they fail the course and will be dismissed from the program. Individual instructors may choose to limit the number of assignment remediations that they will allow and will communicate that with students as well. Refer to the Levels of Academic and Professional Performance Review for additional information.

### **Progress and Remediation Committee and Process**

The Progress and Remediation (P&R) Committee is comprised of PA program faculty, staff, the program director, and the medical director. The committee meets regularly to review any student issues and actions taken. Subgroups of the committee are convened to address any academic or professionalism concerns as needed. When a student concern arises, the student(s) involved will be referred to meet with a subcommittee, made up of two or three program faculty and/or staff members. The committee's job is to listen to the student's presentation of the situation, review referral documentation provided, communicate identified deficiencies, review pertinent policy and handbook information, pray with the student, and work with the student to define clear expectations for progress moving forward in the program. A recommendation will be given to the PA program director regarding next steps for the student if defined expectations are not being met by the student.

The program director, in consultation with administration if needed, will make the final decision and plan to address a student issue. Decisions must comply with all college, state, federal, and program policies, with consideration of the interests of both the student and the program. Possible plans include, but are not limited to, remediation, deceleration, dismissal from the program, professionalism training, and/or a formal apology. The

program director will provide a final decision in writing, which will remain permanently in the student's file, unless otherwise specified. The student may appeal any decision according to college policies and procedures.

Student concerns processed through the P&R Committee will include the following documentation:

1. The chair of the assigned subcommittee will document a formal recommendation to the program director, to be placed in the student file.
2. A formal report will be generated by the program director containing the plan, which will be shared with the PA faculty and student involved and subsequently placed in the student file.
3. A "Contract Form" (Appendix D) signed by the subcommittee chair, student, and program director will detail the timeline and requirements for remediation.
4. A committee member will monitor student progress throughout the plan and will document student completion for the student's file.

During each academic term:

1. At the beginning of each term, each faculty advisor will meet with their student advisees to review the previous term. They will complete an Advisory Encounter Form, review student performance on program milestones, and complete a professionalism evaluation (Appendix F). A copy of each of these evaluation forms will be placed in the student's file following the encounter.
2. The P&R Committee will review student concerns as outlined above.
3. Weekly, the committee meets and reviews P&R actions to ensure that proper documentation and data analysis is completed.

### **Levels of Academic and Professional Performance Review**

The following constitutes how unsatisfactory academic or professional performance is managed during didactic and clinical study in the Physician Assistant Program. **A student may progress through every Review Tier within the period of one semester.**

NWC PA Program levels of academic and professional performance review

1. Level I Academic or Professionalism Review: Check- In
2. Level II Academic or Professionalism Review: Warning
3. Level III Academic or Professionalism Review: Probation

#### **Level I Academic or Professional Performance Review: Check-In** **Circumstances resulting in Academic Check-In**

- Student obtains <75% on a major assessment. Within the didactic semester, students must achieve ≥75% unless otherwise indicated in the course syllabus.
  - Action(s):
    - Course/module leader directed remediation
    - Referral to appropriate on campus support services (e.g. academic support, disability services, counseling services), if applicable
  - Outcomes & Resolution:
    - If course/module leader directed remediation demonstrates acquisition of knowledge, the student will continue in the program in good academic standing
    - Insufficient performance on remediation or a second incidence of failure of major assessment in the same course will result in referral to Level II Performance Review
- Student obtains a score >10% below the minimum passing benchmark score on any major course assessment
  - Action(s):
    - Course/Module leader directed remediation
    - Referral to appropriate on-campus support services (e.g. academic support, disability services, counseling services), if applicable
    - Reassessment (benchmark must be achieved)

- Outcomes & Resolution:
  - If course/module leader directed remediation demonstrates acquisition of knowledge and benchmark is achieved on reassessment, the student will continue in the program in good academic standing. The assessment grade will be raised by a maximum of 10% from the originally obtained score.
  - Insufficient performance on remediation, not achieving benchmark score on reassessment, or a second incidence of failure of major assessment in the same course will result in referral to Level II Performance Review
- Clinical student obtains <3.0 on any preceptor evaluation or <75% on EOR exam
  - Action(s):
    - Clinical coordinator directed remediation
    - Referral to appropriate on-campus support services (e.g. academic support, disability services, counseling services), if applicable
    - Successful remediation and reassessment (benchmark must be achieved) will result in the student's grade on that assessment being raised, with a maximum recorded score of the minimum passing grade for that assessment
  - Outcomes & Resolution:
    - If clinical remediation demonstrates acquisition of knowledge and benchmark is achieved on reassessment, the student will continue in the program in good academic standing
    - Insufficient performance on remediation, not achieving benchmark score on reassessment, or a second incidence of failure of major assessment in the same course will result in referral to Level II Performance Review
- Unsatisfactory Professional Performance
  - Action(s):
    - Professional behavior review with faculty/staff/program director
    - Professionalism remediation and reassessment
    - Referral to appropriate on-campus support services (e.g. academic support, disability services, counseling services), if applicable
  - Outcomes & Resolution:
    - If professionalism remediation and reassessment demonstrate acquisition of knowledge and demonstration of appropriate professional behavior, the student will continue in the program in good standing. Progress will be monitored on the PA Professionalism Evaluation Rubric (Appendix F)
    - Insufficient performance on remediation, not achieving benchmark score on reassessment, or a second incidence of unprofessional behavior will result in referral to Level II Performance Review

### **Level II Academic or Professional Performance Review: Warning**

\*Note: an Academic Warning does not become part of the student's permanent record.

### **Didactic Year: Circumstances resulting in Academic Warning**

- Circumstances:
  - Failure of a second exam in an individual course
  - Insufficient performance on remediation activity
  - Failure to achieve benchmark score on reassessment
  - Failure of 3 or more major assessments in a single semester (i.e. in multiple courses)
- Action(s)
  - P&R Committee Oversight (refer to Progress and Remediation Committee and Process above)
  - Mandatory weekly academic support
  - Mandatory attendance at all faculty/student-led tutoring sessions
  - Referral to appropriate on-campus support services (e.g. academic support, disability services, counseling services), if applicable

- Establish and document plan for improvement and benchmarks for ongoing success
- Delineate the next steps if the student cannot successfully meet established benchmarks within the specified period
- P&R Committee representative will continue to meet with student on a regular basis
- A student on Academic Warning may not act as a student representative for student government or any other PA association
- Outcomes & Resolution
  - A student will remain on Academic Warning for current and subsequent semester
  - The P&R Committee will make a recommendation to the program director based on student's attitude toward learning, progress in acquisition of program competencies (i.e. medical knowledge, clinical and technical skills, interpersonal skills, professionalism, and clinical reasoning and problem solving), and academic and professional behavior progress. Recommendations may include the following:
    - Removal of Academic Warning and return to good academic standing after one full semester of meeting/exceeding benchmarks. An Academic Warning does not become part of the student's permanent record
    - Referral to Level III Academic Probation
      - Students who achieve a Level II review (Academic Warning) and have further failed assessments or fail to show sufficient improvement and progress in the acquisition of program competencies, or have significant decline in attitude toward learning and growth, will be referred to a Level III Performance Review (Academic Probation)
    - Deceleration (refer to Deceleration Policy)
    - Withdrawal (refer to Withdrawal Policy)
    - Program dismissal
      - Additionally, failure of 3 exams in a single course will result in a failing overall course grade, which may result in program dismissal

### **Clinical Year: Circumstances resulting in Academic Warning**

- Circumstances:
  - Failure of 2 or more major assessments below benchmark in the clinical year:
    - EOR exam <75%
    - Average <3.0 on clinical preceptor evaluation
    - Failure to achieve a passing score on summative assessments (Step 1 and Step 2)
- Action(s):
  - Progress and Remediation Committee Oversight (refer to Progress and Remediation Committee and Process above)
  - Clinical Coordinator/clinical team directed remediation and reassessment (benchmark must be achieved)
  - Referral to appropriate on-campus support services (e.g. academic support, disability services, counseling services), if applicable
  - Establish and document plan for improvement and benchmarks for ongoing success
  - Delineate the next steps if the student cannot successfully meet established benchmarks within the specified period
  - P&R Committee representative will continue to meet with student on a regular basis
  - A student on Academic Warning may not act as a student representative for student government or any other PA Association
- Outcomes & Resolution
  - A student will remain on Academic Warning for the current and subsequent semester
  - The P&R Committee will make a recommendation to the program director based on student's attitude toward learning, progress in acquisition of program competencies (i.e. medical knowledge, clinical and technical skills, interpersonal skills, professionalism, and clinical

reasoning and problem solving), and academic and professional behavior progress.

Recommendations may include the following:

- Removal of Academic Warning and return to good academic standing after one full semester of meeting/exceeding benchmarks. An Academic Warning does not become part of the student's permanent record
- Recommendation to repeat clinical rotation, which may delay graduation for the student
- Referral to Level III Academic Probation
  - Students who achieve a Level II review (Academic Warning) and have further failed assessments or fail to show sufficient improvement and progress in the acquisition of program competencies, or have significant decline in attitude toward learning and growth, will be referred to a Level III Performance Review (Academic Probation)
- Deceleration (refer to Deceleration Policy below)
- Withdrawal (refer to Withdrawal Policy below)
- Program dismissal

### **Professionalism: Circumstances resulting in Professionalism Warning**

- Circumstances:
  - Second lapse of expected PA professional behavior standards
  - Repeat absences ( $\geq 2$ ) on exam or assessment days
- Action(s):
  - P&R Committee Oversight (refer to Progress and Remediation Committee and Process above)
  - Remediation and reassessment (benchmark must be achieved)
  - Referral to appropriate on-campus support services (e.g. academic support, disability services, counseling services), if applicable
  - Establish and document plan for improvement and benchmarks for ongoing success
  - Delineate the next steps if the student cannot successfully meet established benchmarks within the specified period
  - P&R Committee representative will continue to meet with student on a regular basis
  - A student on Academic Warning may not act as a student representative for student government or any other PA Association
- Outcomes & Resolution
  - A student will remain on Academic Warning for current and subsequent semester
  - The P&R Committee will make a recommendation to the program director based on student's attitude toward learning, progress in acquisition of program competencies (i.e. medical knowledge, clinical and technical skills, interpersonal skills, professionalism, and clinical reasoning and problem solving), and academic and professional behavior progress.

Recommendations may include the following:

- Removal of Academic Warning and return to good academic standing after one full semester of meeting/exceeding benchmarks. An Academic Warning does not become part of the student's permanent record
- Recommendation to repeat clinical rotation, which may delay graduation for the student
- Referral to Level III Academic Probation
  - Students who achieve a Level II review (Academic Warning) and have further failed assessments or fail to show sufficient improvement and progress in the acquisition of program competencies, or have significant decline in attitude toward learning and growth, will be referred to a Level III Performance Review (Academic Probation)
- Deceleration (refer to Deceleration Policy below)
- Withdrawal (refer to Withdrawal Policy below)

- Program dismissal

### **Level III Academic or Professional Performance Review: Probation**

\*Note: Academic Probation is recorded in a student's permanent record and must be reported for PA state licensure when requested

### **Circumstances resulting in Academic or Professionalism Probation**

- Circumstances:
  - Failure of any 2 additional didactic assessments or 1 additional clinical assessment while on Academic Warning
  - A course failure (<75% as the final grade) or second failure of a repeated clinical rotation
  - Cumulative GPA at semester falls below the expected level of achievement (<3.0)
  - A third lapse of expected PA professional behaviors
  - An egregious lapse of PA professional behavior at any time that compromises patient privacy, safety, and/or dignity
  - Any legal or ethical misstep that may impact the relationship of Northwestern College and its community and clinical partnerships or violates state or federal laws
  - Repeat absences (≥3) on exam or assessment days
- Action(s):
  - Progress and Remediation Committee Oversight (refer to Progress and Remediation Committee and Process above)
  - Mandatory attendance at all faculty/student-led tutoring sessions
  - A student on Academic Probation may not act as a student representative for student government or any other PA Association
- Outcomes & Resolution
  - A student will remain on Academic Probation for the current and subsequent semester. If a student is placed on probation during the program's last semester, graduation may be delayed
  - A student may be released from Academic Probation upon meeting/exceeding benchmarks; the student will then return to a Level II Academic Warning for continued P&R supervision for an additional semester
  - Failure of one additional major assessment or failure to successfully complete remediation activity and reassessment for academic or professionalism circumstance while on Academic Probation will trigger further action by the P&R Committee. The P&R Committee will make a recommendation to the program director, which may result in program dismissal
  - A course failure (<75% at the final grade) will result in dismissal from the program