

21.6. Students

21.6.1. Complete Tables A, B, C, and D, and analyze trends.

See Appendix 6-1 for Tables A, B, C, and D.

DVM student numbers have remained constant over the last five years. The College is planning an increase in class size to 80 for the class of 2011, but any further increase would require laboratory classroom renovations or additions. The number of interns and residents has gradually increased from 45 in 2001-2002 to 57 in 2005-2006. This gradual increase will likely continue as we have continued to add new specialties, and these specialties are expected to grow once the new hospital is built.

21.6.2. Provide a listing of student services. These services must include, but are not limited to, registration, testing, mentoring (advising), counseling, tutoring, peer assistance, and clubs and organizations.

The Student Services office is under the direction of the Associate Dean and Director of Academic Affairs. It is staffed by a Director, Assistant Director, the Clinical Counselor, the Director of Diversity, and two full time support staff.

Recruitment: Members of the Student Services office and the Director of Diversity participate in recruitment of applicants to the various CVM programs and provide guidance to applicants during the application process. They also mentor unsuccessful candidates to the program in ways to improve the applicants' success in future applications.

Registration: The Student Services office registers all DVM students for both core and elective classes. Veterinary students do not interact with the university registration system. Graduate students register for courses through the university registration process (on-line or telephonic registration).

Testing: Faculty supervise testing within courses. If the office of Disability Services for Students indicates that accommodations are required for particular students, the course leader is responsible for making those accommodations.

Disability Services: The Disability Services for Students office evaluates students to determine appropriate accommodations for any disabilities. For some accommodations, such as an isolated testing environment, the DSS office will proctor the examination at their facilities. More commonly, individualized testing is done in CVM conference rooms.

Mentoring: The CVM has mentored students for many years in a two-tier system. Students are informed of faculty members' areas of interest during first year orientation and select a faculty mentor. By their junior year, they are required to select a focus area, and at that time, a focus area mentor is assigned. Prior to the 2005-2006 academic year, the mentoring relationship was an informal one. Beginning in 2006, mentors were given more responsibility with respect to approval of any external clinical experiences (selectives in years 1-3 and externships in year 4). In 2008, a new Student Information System (Peoplesoft/Oracle) will be operational and the CVM mentors will have access to academic records of their mentored students (similar to undergraduate advisors) so they can more closely monitor the students' progress.

Counseling: The Counseling Center in the Student Health Center on the main NCSU campus provides counseling for students. In January 2006, the CVM hired an on-site Clinical Counselor. In addition to providing counseling for students, the counselor also provides initial counseling for hospital clients, faculty and staff, and makes referrals as appropriate. The counselor also works with clinical teams that may be having difficulties. A counselor intern began in August 2006 to provide additional services in the teaching hospital.

Tutoring: The office of Academic Affairs pays for tutoring services for students in academic difficulty. Students from the preceding class who were successful in the course in which the student is having difficulty are recruited for this purpose. Occasionally graduate students are hired as tutors.

Student Clubs and Organizations: The CVM currently has 24 student clubs, including student chapters of most national veterinary organizations. See Appendix 6-2 for a list of CVM clubs and organizations.

Drug and Alcohol Programs: The North Carolina Wellness Committee in conjunction with NCSU College of Veterinary Medicine oversees a substance abuse program for students that provides three seminars on substance abuse issues: one during first year orientation and two in their fourth year. The fourth year seminar introduces the Physicians Health Program to students which oversees substance abuse issues for veterinarians after graduation. Also, when student substance abuse issues arise, the Chairman of the Committee meets with the student, directs and oversees a substance abuse evaluation, and helps with out patient and/or inpatient treatment options. Student interaction with the coordinator of these programs is confidential. If treatment is necessary, a recovery program is initiated including follow up drug screen monitoring and weekly meetings with the student that helps insure that the student has available all necessary tools for a successful recovery.

Legal Services: All students attending NC State University pay a legal services fee that supports Student Legal Services. A wide range of services is provided. One of particular value to veterinary students is review of employment contracts. More information on Student Legal Services is available at http://www.ncsu.edu/stud_affairs/legal_services/.

Medical: Veterinary students have full access to the University’s student health care system. Full information on services can be found at http://www.ncsu.edu/student_health/

Reduced Cost Veterinary Care: Students can use the Veterinary Teaching Hospital for their own pets. They receive a 20% discount on any services received.

Educationally Related Travel Support: The Academic Affairs office provides financial support for educationally related travel through three allocations. \$10,000 is allocated to SCAVMA to distribute to students who are going on trips related to their DVM education. SCAVMA has a well-organized structured process for application for these funds. An additional \$5,000 is provided to SCAVMA to support students attending the SAVMA Symposium. The CVM Spring Break is scheduled to coincide with the SAVMA Symposium to allow student attendance without missing classes. Finally, students can apply for funds to support international travel through the Veterinary International Programs Office. A faculty committee determines funds distribution.

Veterinary International Programs (VIP): The CVM’s Veterinary International Programs has faculty assigned to oversee student activities in various parts of the world (Europe, Australasia, Africa, Central and South America). The faculty members work with the International Programs office on the NCSU campus to meet the various requirements for student international travel. In the last three years, programs have included:

Asia	July/August 2003	Thailand	4 students
	December 2005	Japan and Thailand	8 students
Africa	May 2004	South Africa	8 students
	May 2005	Cameroon	2 students
Europe	December 2000	Netherlands	9 students, 1 resident
	December 2002	Copenhagen, Denmark	7 students
	Summer 2003	Barcelona, Spain	1 student
	Summer 2005	Lohmar, Germany	1 student
	March 2006	Friedrich-Loeffler-Institute for Animal Health, Germany	2 students
Central and South America	June 2003	Bolivia	6 students
	June 2004	Nicaragua	6 students
	June 2005	Ecuador	4 students
	July 2006	Mexico	1 student

In addition to programs conducted by VIP, there are clinical rotations that involve international travel (Veterinary Clinics in Thailand – Chang Mai University) that occur under inter-institutional agreements with the host colleges. Students who wish to participate in international programs are required to take a selective to prepare them for such travel (Health and Safety in Third World Countries).

Emergency Loan Program: The Office of Academic Affairs manages an Emergency Loan program, funded by the auxiliary of the NCVMA. Students can apply for up to \$500 for up to 90 days to cover short-term financial needs. There is a 1% administrative fee associated with these no-interest loans.

PDA and Computer support: The College has had a PDA program for many years. The Director of Web Based Education assists students with PDA related problems and provides guidance on configuration of personal computers so they function optimally in the CVM wireless network computing environment. He is also responsible for development of new programs for the PDA initiative, assisting faculty with course web sites, and developing tools to assist in outcomes assessment (on-line teacher evaluations).

Biomedical Communications: The office supports students in development of research posters and presentations, including the required senior clinical conference presentations.

21.6.3. Provide a summary of college activities in support of placement of graduates.

The College provides career placement services to students in several ways. The Student Services office provides individualized resume and cover letter review and preparation. The Colleges' "career planning" website provides answers to frequently asked questions for students beginning their search as well. Employers can send position announcements to the Student Services office for posting on the website. The College hosts an annual career fair in conjunction with the North Carolina Veterinary Conference. Student Legal Services will review initial employment contracts at the student's request.

21.6.4. Provide a description of the testing/grading system (scoring range, pass levels, pass/fail).

North Carolina State University uses a letter graded, plus minus system. Each gradation is associated with a 1/3 quality point increment. While an A+ has a quality point of 4 1/3, no student can have a GPA greater than 4.0. Faculty members are responsible for determining the grading scale for individual courses. Examples of eight, nine, and ten-point grading scales are included in the Student/Faculty Handbook. The Handbook also includes a more in-depth discussion of the current grading system and academic progress policies (<http://www.cvm.ncsu.edu/academicaffairs/handbook/>). Selectives (see section 21.9.1 for more information) are graded on a satisfactory/unsatisfactory basis. The fourth-year clinical rotations are also graded on a satisfactory/unsatisfactory basis.

21.6.5. Provide academic catalogue(s) (or an electronic address for this resource) and freshman/upper-class orientation materials.

The NC State Course Catalogue is available on-line at http://www2.acs.ncsu.edu/reg_records/crs_cat/directory.html. While it includes the CVM courses, it is not used by the veterinary students, as the student services office registers them for their appropriate courses.

The CVM Student/Faculty Handbook is available on-line at: <http://www.cvm.ncsu.edu/academicaffairs/handbook/>

See Appendix 6-3 for orientation schedules for first and fourth year students.

21.6.6. Describe the system used on an ongoing basis to collect student suggestions, comments, and complaints related to the standards for accreditation.

The academic affairs office reminds students annually of the availability of a suggestion box in the student services office where they can anonymously place suggestions, comments, and complaints related to the standards for accreditation. None have been received for at least 10 years.

21.6.7. Describe current plans for improvement.

The University is presently changing its legacy student management system to a commercial system (PeopleSoft/Oracle Student Information System). With this implementation, several things will be changed in the management of student records. One change (invisible to students) will be batch processing of registration for classes with fixed enrollment by the CVM (rather than having to make such requests through the registrar's office). This will improve operational efficiency of the student services office.

The PeopleSoft implementation will allow College specific grading systems. The CVM faculty had voted against the plus/minus grading system prior to its implementation at NCSU. After it was implemented, it was voted to change the clinical rotations to pass/fail grading, in part because 13 gradations of student performance in a clinical environment were thought to be excessive and plus/minus letter grading or pass/fail were the only two options available within the NCSU system. With the implementation of the new system, we plan to increase the number of gradations within the senior rotation grading scheme to four (Honors, Pass, Marginal and Fail) from the current two-tiered system. This will more accurately portray student performance levels to other universities evaluating our students for postgraduate programs, as well as providing an incentive for hard work to those students who are grade motivated. Marginal grades will be treated as D's in our academic standards documents.

We are changing our informal mentoring system to a system closer to the undergraduate advising model, whereby the advisors keep closer track of their advisees progress and have responsibilities related to their advisees selection of selectives and senior rotations. This should improve the mentoring process.

The College is developing a 360-degree evaluation system for faculty, house officers and students within the VTH, referred to as CRESS (Clinical Rotation Evaluation and Scheduling System). Obtaining feedback (student grades, faculty teaching evaluations) in the VTH environment has been difficult due to the wide distribution of students, the fact that student, house officer and faculty rotations in the clinical environment are not synchronized, faculty travel to locations where they didn't have access to student evaluation forms and the difficulty of receiving, compiling and distributing the results of the numerous evaluation systems. The new system (modeled, in part, on the VOLES system at the CVM, University of California at Davis) puts these evaluation systems in one program that can be accessed via the internet from any location. It includes automated email reminders to each of the groups when they have not completed evaluations by a set date, notification of course leaders and department heads if faculty don't complete student evaluations on time, and incentive for students (early access to grades) if they complete faculty evaluations. Implementation is scheduled for May 2007 with the class of 2008.

We are changing the approval system for external student activities (selectives, senior externships) so that the focus area leaders approve these activities. In the past, these activities were only approved at the associate dean level. Focus area leaders are more likely to interact directly with the practitioners offering these types of experience, and can provide better guidance to students when planning their external experiences.