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 Faculty of Pharmaceutical Sciences

Faculty and Student Collaborative Efforts to Enhance the Experience of First Year Entry-to-Practice PharmD Students

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 Stephanie Garland and Brooke Caruth, Pharmacy Students 2016 B.Sc.(Pharm)

Faculty of Pharmaceutical Sciences
 University of British Columbia
 June 2, 2016

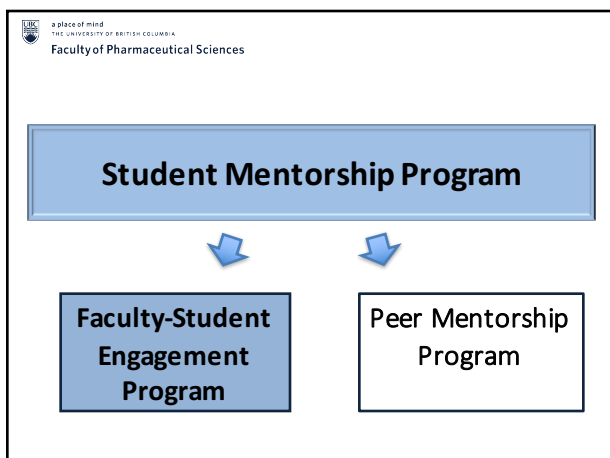
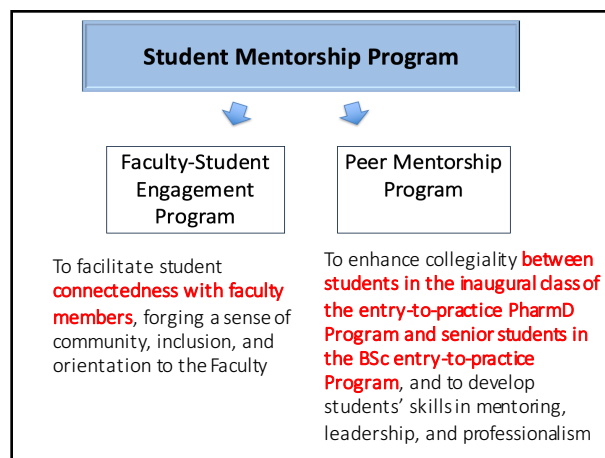

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Objectives

- Describe our experience designing and launching a Student Mentorship Program for first year entry-to-practice PharmD students
- Inform attendees on how they could implement similar initiatives in their own faculties.
- Provide students with an opportunity to speak of their experiences designing and launching the program.

Why a Student Mentorship Program

- Promote connectedness within the student body
- Address the perceived increase in first year students' feelings of isolation
- Enhance student leadership, professionalism, and mentoring skills



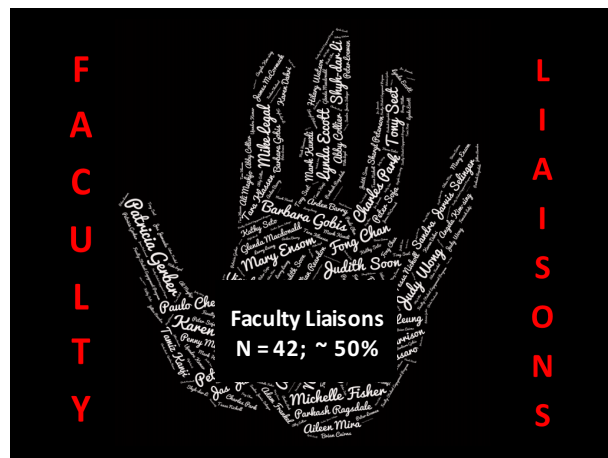

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FSEP Goals

- Enhance student connectedness and engagement with faculty members (i.e., "Faculty Liaisons")
- Enhance student overall experience in the entry-to-practice PharmD Program
- Connect students with role models who exemplify professionalism, thereby contributing to the overall culture of professionalism in the Faculty

Program Structure

- Volunteer faculty members (“**Faculty Liaisons**”) randomly matched with 5 – 6 students for the duration of the year.
- Tasked with having at least 1 face-to-face meeting with their assigned group in each of the 2 academic terms
 - Encouraged to have additional activities and/or meetings, but not a requirement
 - To connect in a welcoming, low-stakes fashion
- **The Faculty Liaison is not an academic advisor or a career/personal/professional counsellor**

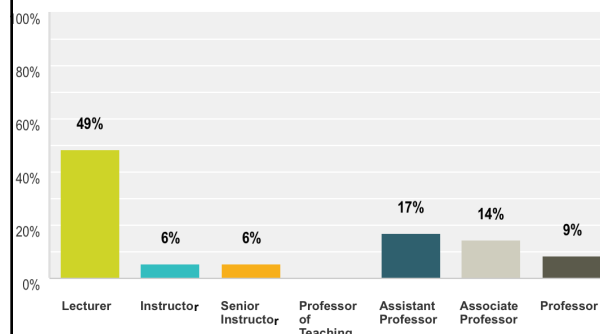


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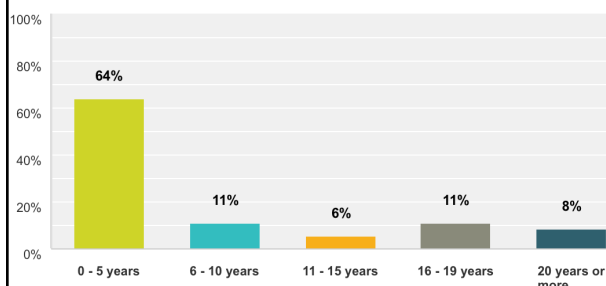
Supports available to Faculty Liaisons

- FSEP Guide with suggestions (topics to cover, activities)
- Email reminders to engage with student group
- Pre-booked rooms for group meetings

Faculty Liaisons' Profile: Ranks

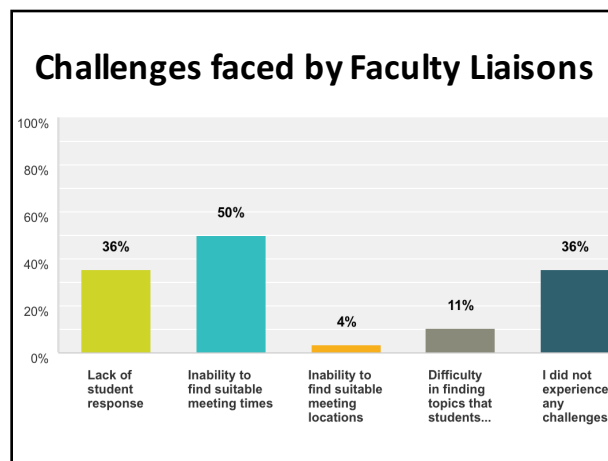
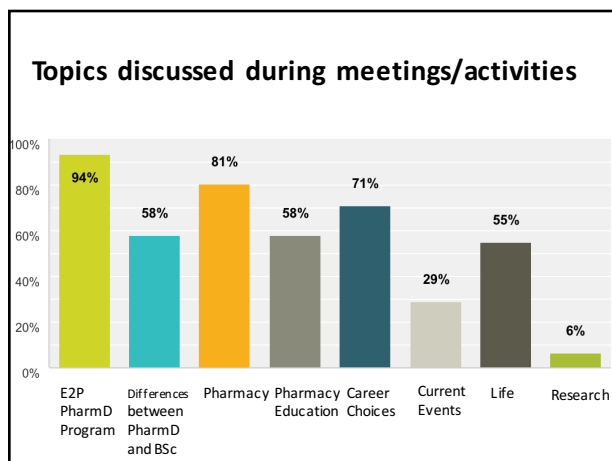
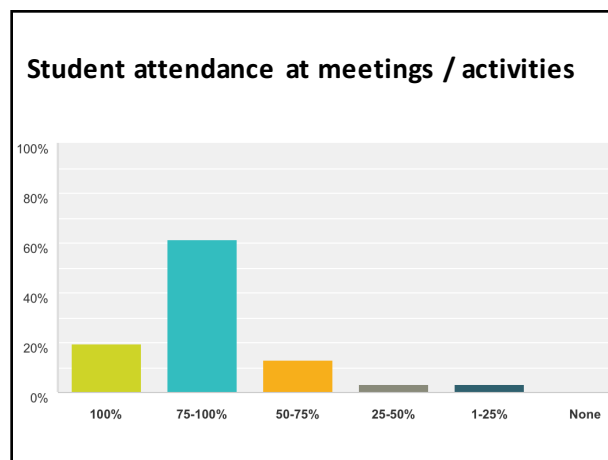
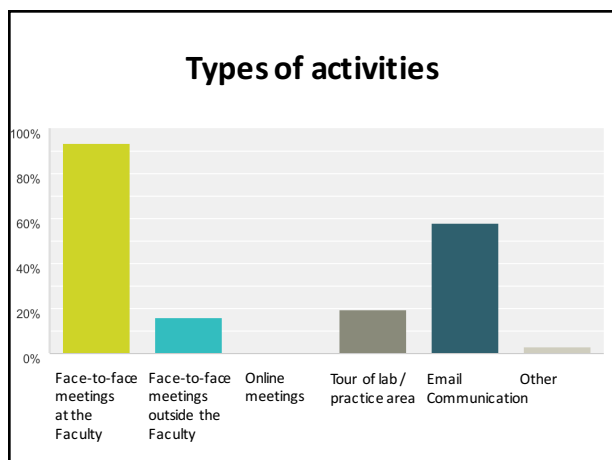
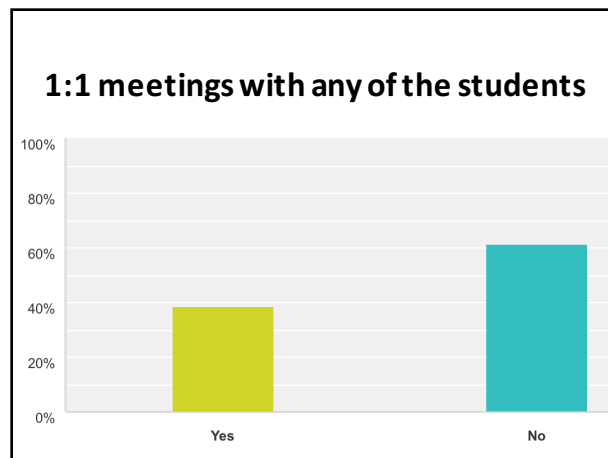
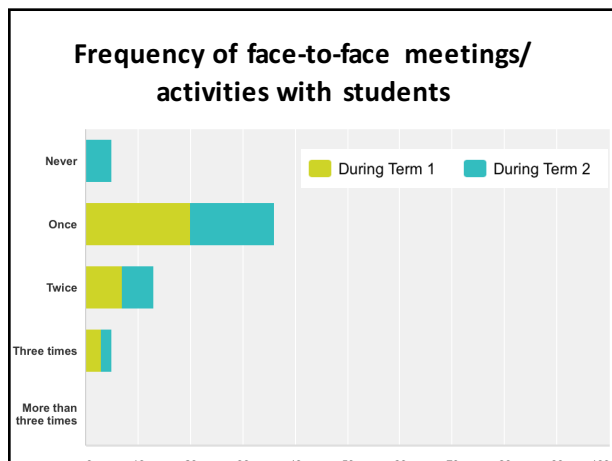


Faculty Liaisons' Profile: Years in the Faculty

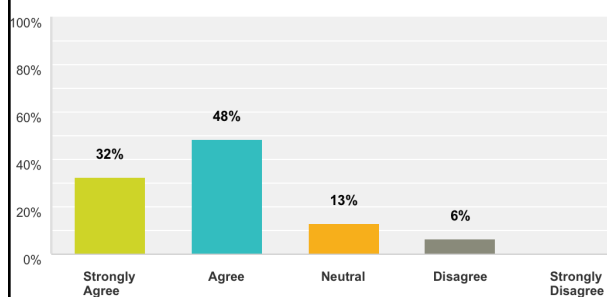


Feedback from Faculty Liaisons

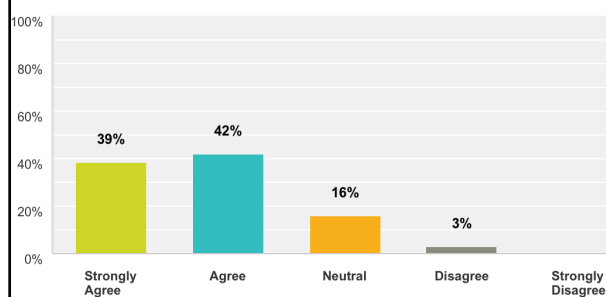
- Obtained via online survey
- Response rate N = 38 (90.5%)



"The FSEP is a valuable program for students"



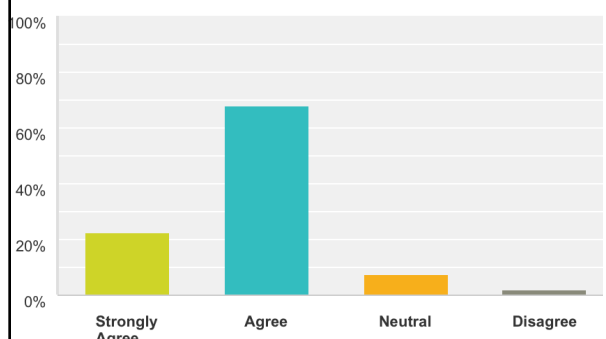
"I would consider participating again"



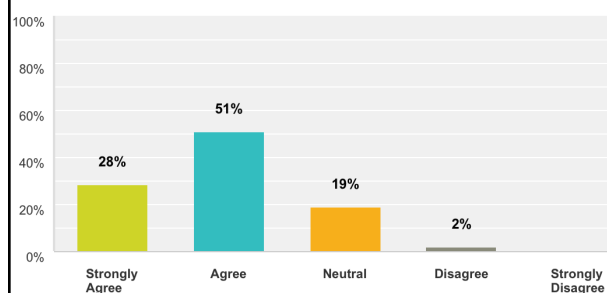
The Students' Experience

- Each first year student matched with a Faculty Liaison
- Response rates
 - In-person feedback (cue-cards) 174 / 221 (78.7 %)
 - Online survey 56 / 221 (25.3%)

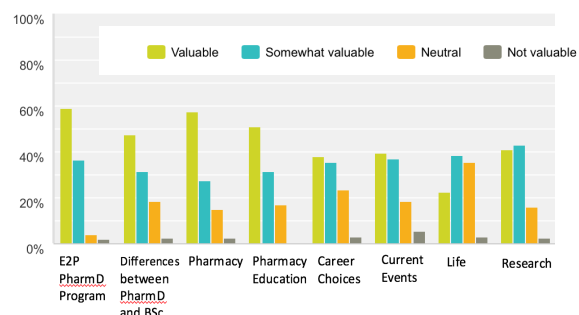
"The size of the student group assigned to a Faculty Liaison was acceptable"



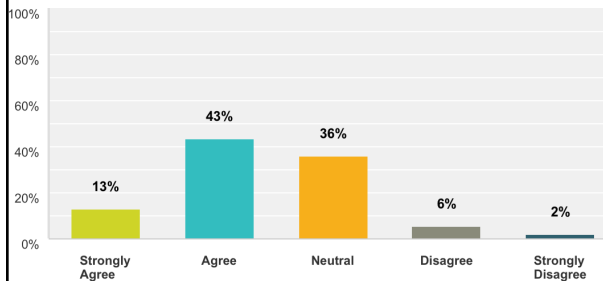
"The nature of the relationship between Faculty Liaison and students was acceptable"



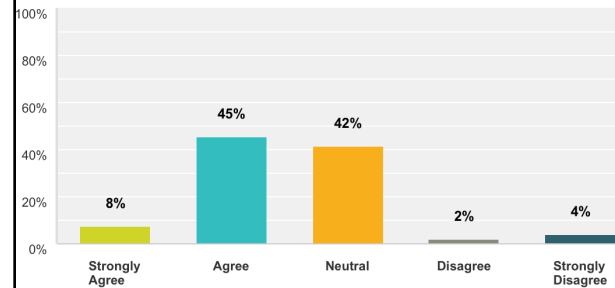
Student perception of the value of topics discussed during meetings/activities



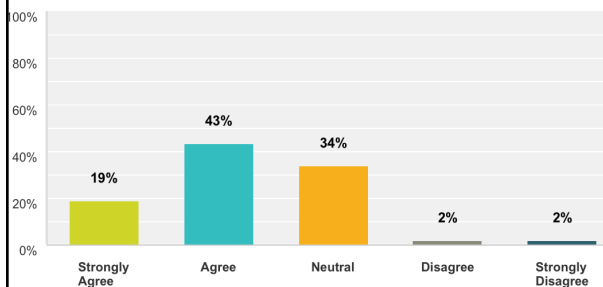
The FSEP help me feel more connected with the Faculty



The FSEP help me feel more oriented to the Faculty



"My participating in the FSEP was a valuable experience for me as a student"



"My Faculty Liaison..."

- Was helpful / supportive / caring / receptive / honest / open / approachable / easy to talk to / cool / friendly / amazing / wonderful / an outstanding individual (x 37)
- Made me feel welcome / engaged / more comfortable / showed concern, interest, connected with me / took the time to listen (x 17)
- Was informative / knowledgeable / had so much experience / was a great resource (x 9)
- Was a friendly face to say hi to and to greet in the hallways / nice to have faculty who knows me by my name (x 2)

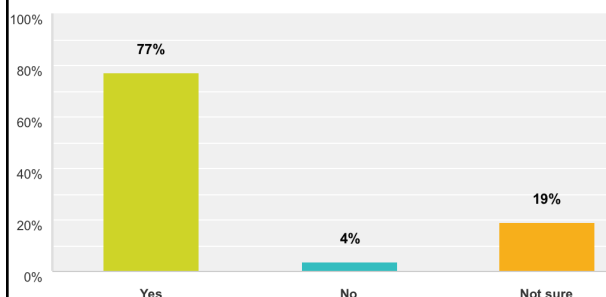
I enjoyed / liked...

- Developing **connections** outside classes / getting to know profs personally & informally / talking about non-school related things / feeling connected / feeling more comfortable and welcomed into the faculty / meeting other people (x 34)
- Learning about various **career options** (pharmacy, research) / talking with working pharmacists about the field (x 18)
- **Networking** / having a support network / immersing us into the faculty / using these support systems to improve our student life (x 5)
- Meeting faculty members to talk in **small casual** groups (x 5)

I would have liked / preferred:

- **More frequent meetings** with my FL (x 21)
- **Participation not required** (already too busy in the curriculum / make it optional (x 13)
- More **clarity about the role** of the FL (x 6)
- Connect with **other FL's** / larger groups (x 4)

"I encourage the Faculty to keep the FSEP"



Plans for September (2016-2017)

- Offer the FSEP again!
- Recruit Faculty Liaisons early (now!) so that groups can form and meet early in September
- Match all in-coming students (versus an opt-out option)
- Emphasize the role of the FSEP / Faculty Liaisons to clarify expectations

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Student Mentorship Program

Faculty-Student
Engagement
Program

Peer Mentorship
Program

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The Peer Mentorship Program (PMP): By Students, For Students

Renée Dagenais
Pharmacist, PMP Student Lead (Pilot Project 2014-2015)

Stephanie Garland and Brooke Caruth
Pharmacy Students, PMP Student Leads (2015-2016)

The PMP Pilot (2014-15)

- Prompted by:
 - Perceived increase in 1st and 2nd year students accessing our Office of Student Services with feelings of isolation (class size of 224)
 - Desire to promote connectedness within the student body
 - Need to enhance development of mentoring, leadership and professionalism skills in students

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• Goals:

- To develop a resource for 1st and 2nd year students seeking mentorship and to support them in achieving a personal goal
- To facilitate students in building intra- and inter-year connections
- To provide students with the opportunity to gain experience with peer mentoring

• Development and Design:

- Literature review on various models and benefits of peer mentorship
- Survey to gather insight into demand and interest of student body

Development of a "Guide"	• To clarify roles and responsibilities, outline resources, suggest activities and discussion topics, etc.
Target mentees	• 1 st and 2 nd year students (<i>N</i> =31)
Target mentors	• 3 rd and 4 th year students (<i>N</i> =15)
Structure	• 1 mentor to 2 mentees (1:2)
Minimum number of expected interactions	• 6 during the academic year
Support for mentors	• Program Managers • Online discussion forum
Formal Kick Off Event	• Ice-breaker • All mentors and mentees

• Mentee and Mentor marketing and recruitment

- Email and in-class announcements, information session
- Application indicating motivation to participate

• Mentor training

- Foundational principles of mentoring and coaching
- Strategies to support mentees in reaching a personal goal(s)
- Mentor roles and responsibilities and resources of support

• Matching of Mentees and Mentors

- Mostly randomly
- Some mentees expressed preference for mentor gender

Successes	Challenges and Suggestions
Mentees valued the initiative: <ul style="list-style-type: none"> - More clear on expectations of Pharmacy Program and potential career paths - Better equipped with strategies to set and achieve goals 	<ul style="list-style-type: none"> - Barriers to in-person interactions - Social media and email sufficient and more convenient - Unclear whose responsibility it was to "drive" the relationship
Mentors valued the initiative: <ul style="list-style-type: none"> - Rewarding to impart advice and contribute to mentees' growth - Developed confidence and mentoring skills - Helped prepare them to precept students in the future 	<ul style="list-style-type: none"> - Create online forum (e.g. Facebook) to enhance connections, encourage community - More scheduled social activities - Make structure and relationships less 'formal' - Create variety in group sizes??

Based on the feedback...

- Grow the student Leadership Team
- Design and implement an expanded PMP **for ALL 224 incoming 1st year entry-to-practice PharmD students**
- Make PMP more about **social connections and engagement** than about students' goal attainment
- Launch in September 2015

The Peer Mentorship Program (PMP): By Students, for Students

Renée Dagenais

Pharmacist, PMP Student Lead (Pilot Project 2014-2015)

Brooke Caruth and Stephanie Garland

Pharmacy Students, PMP Student Leads (2015-2016)

The Peer Mentorship Program: Our experience (2015-16)

- Brings Pharmacy students together!
- Creates a sense of intra- and inter-year community within the Faculty
- Helps mentees meet new people, get involved, and find support
- Helps mentors develop mentorship skills and contribute to Faculty culture

The Student Leadership Team

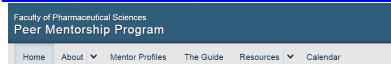
- Two Program Co-Leads (4th year)
 - Facilitate the logistical aspects of the program
 - Liaise between Faculty, Leadership Team and 3rd party sponsorship
- Two Lead Mentors (2nd year, 4th year)
 - Support the Co-Leads in program logistics and event-planning
 - Liaise between the program participants and the Leadership Team
- Faculty and Alumni Advisors
 - Provide support and guidance to the PMP Leadership Team
 - Help ensure continuity of the program

Video and Website

- Promotional video
- Website provided resources to Mentors and Mentees
 - Mentor Profiles
 - Leadership Team description and contact
 - Guide
 - Resources for students available through the Faculty or through UBC

PMP Website

www.peermentorship.pharmsci.ubc.ca



Welcome to the program site for the Peer Mentorship program!

The Peer Mentorship Program is an initiative for students by students which aims to promote a sense of connection between the students of the UBC Faculty of Pharmaceutical Sciences. Our hope is that the Peer Mentorship Program will foster a sense of community within the faculty such that students may all be brought together in helping one another towards becoming successful health care professionals.

The Peer Mentorship Program was developed with the goal of facilitating students' transition into the Pharmacy Faculty, as well as to provide each student with a peer support network spanning across all pharmacy classes. This program may bring the faculty together to make up one big Pharmacy!

The purpose of this site is to provide students in the program with one-stop access to all the information and resources they require to understand and navigate through the Peer Mentorship program.

Have a comment, suggestion, or question about this site or the Program? Send it to us at ubcpemmentorship2015@gmail.com

Peer Mentorship Program Guide

1. The Peer Mentorship Program

What is the Peer Mentorship Program?

The Peer Mentorship Program is a way to bring the students of the Pharmacy Faculty together! The Program provides 1st year students with an exciting opportunity to meet and mingle with peers within their own class, as well as with peers from the upper-year classes.

What you will find in the guide

1. The Peer Mentorship Program

Purpose of the Program
Potential Benefits of the Program
Mentees/Mentors
Faculty
Overview of Program Timeline
Available Support

Mentors Training

- 1 hour lunchtime workshop
- Review program structure and expectations of program participation
- Describe Kick-Off Event
- Provide "Tips and Tricks" of Mentorship
- Direct Mentors to available support resources

Program Structure

- Every 1st year student (**mentee**) was matched with a student **mentor** in 2nd, 3rd or 4th year
- **Mentors** were paired with two or three 1st year students (**"Covey"**)
- **"Pods"** were also formed: 3 mentors and 6 mentees

Expectations of Students

- **Openness** and **Honesty** in discussions between mentors and mentees
- **Confidentiality**
- Awareness of **"boundaries"** and need for **referral**
- **Active engagement** in the mentoring relationship (**"driving"** communication)

Events and other things in the M&M relationship

- | | |
|--|---|
| <ul style="list-style-type: none"> • Formal Events <ul style="list-style-type: none"> – Kick-Off Event – Study Sessions – Skating Event – Wrap-Up Mini-Golf Event | <ul style="list-style-type: none"> • Student-Organized Events <ul style="list-style-type: none"> – Movie night – Bowling night – Coffee Dates – Tour of the Pharmacists Clinic – Electronic communication |
|--|---|

Successes:

- Program-wide events were well received
- Held a Wrap-Up Event for the first time
- Secured sponsorship through a variety of sources

Challenges:

- Varied levels of mentee enthusiasm for the program
- Student engagement during second term and attendance at events
- Manpower for events

Feedback

- Online surveys
- Participation
 - 12% overall response rate in baseline and final surveys
 - 19% of Mentors Participated
 - 10% of Mentees Participated
 - 47% of mentors completed midpoint survey

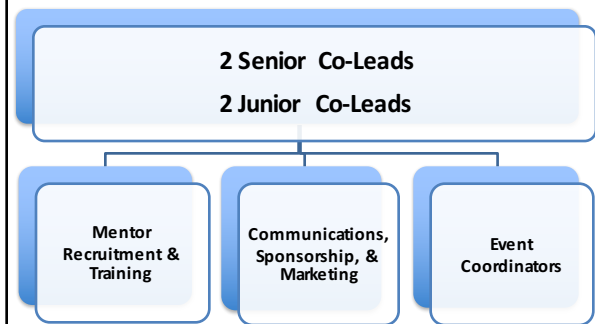
• Main themes

- Primary method of communication was Facebook
- Strong preference for making involvement in the Program on a voluntary basis
- More structured mentoring relationship
- Beginning events earlier in the term
- Challenges in scheduling connections due to the two Entry-to-Practice Programs

Testimonials – Andrea

“...the Peer Mentorship Program has helped me develop my own working definition of “what it means to be a mentor.” In my experience, it has been about being present, and helping our future colleagues achieve their goals by anticipating their needs, and understanding how we, as mentors, fit into that picture. I have nothing but positives to say for this program, as well as working with the leadership team this past year. “

New Student Leadership for 2016-17: Team of nine (2nd, 3rd, 4th year students)



Student Mentorship Program

Faculty-Student
Engagement
Program

Peer Mentorship
Program

Closing Remarks

The FSEP and the PMP demonstrated that:

- Connecting 1st year students with faculty members and peers in **non-academic endeavours** establishes **important connections** that may contribute to **students' well being and academic success**.
- This initiative provided senior students with non-academic opportunities to develop **mentorship and leadership skills**.
- It's been incredibly rewarding to work with these **remarkable young leaders**.

THANK YOU!!



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