

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

COMLEX-USA Failure Notification and Remediation Procedure		SOP #: SA.028.04
Effective Date	8.14.2019	
Last Revised	5.06.2024	

1. Purpose

To outline and define the processes of notifying and remediating a student who has received a failing score on

COMLEX-USA® Level 1 or Level 2 CE.

2. Related Policy/Authority

COMLEX-USA® Exams

3. Faculty/Staff Responsibilities

Senior Associate Dean of Academic Affairs

--Manage student scores on NBOME

The Office of Student Affairs

--Monitor student scores on NBOME

Registrar

--Send formal communication about failure to student/CAMS

Office of Clinical Education (Director of Clinical Education, Clerkship Coordinators)

--Coordinate rescheduling of core rotations, as needed

--Pull students from rotations as needed

Communicate the Status Change timing to the Registrar

Career Counselor

--Work on individualized plans for career planning

Educational Specialists

--Assist with academic advising for students

Chair, Student Performance Committee

--Compose NBOME notification letters and send (via a secure, shared Burrell folder) to

Registrar

4. Definitions/Abbreviations

NBOME – National Board of Medical Osteopathic Examiners

OCE – Office of Clinical Education

SPC – Student Performance Committee

5. Procedural Steps

- 1.1. Upon release of board scores from NBOME, the Director of Academic Support Services notifies the Chair of SPC, who then sends a formal letter to the Registrar to add to the students CAMS portal.

- 1.2. The COMLEX-USA Score Notification letter from the Chair of SPC will contain the following information:
 - Indication of whether student is eligible to remediate the failed board exam
 - Requirements for remediation of failed board exam, including the time-frame
 - Resources which may be available to assist with studying for next attempt of board exam
 - Next steps the student should take in order to reschedule rotations (if needed)
 - Contact information for assistance with rescheduling of rotations

- 1.3. The COMLEX-USA Score Notification letter will be sent by the Registrar, via the CAMS student portal, to the student. The student will receive an email from the Registrar notifying them to view a letter in their CAMS portal.

- 1.4. The Educational Specialists will provide academic advising for a student sitting for their board exam. The Career Counselor will work on individualized plans for career planning.

- 1.5. COMLEX-USA Level 1 Failure -
 - a. First-time failure
 - i. Upon release of board scores from NBOME, Student Affairs will inform the Chair of SPC of the failure who will then provide a letter to the Registrar for the student portal.
 - ii. The Registrar will email the student to alert them of the letter in CAMS. In this email, OCE and Student Affairs is CC'd.
 - iii. After the Registrar notifies the student about the SPC letter, student will contact the OCE.
 - iv. The student will be allowed to continue and finish their current rotation
 - v. The next clinical rotation will be re-scheduled, and the student will be enrolled into a non-clinical elective course "COMLEX Level 1 Preparation Independent Study."
 - vi. The student will retake the exam at the end of the non-clinical elective block.

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

- vii. The student will resume the clinical rotations after completing the prep-course and before receiving the score for the second attempt of the board exam.
 - viii. The student will need to provide a confirmation of a rescheduled COMLEX Level I exam date before the OCE can make any changes to the student's schedule; The OCE will update the student's schedule to reflect the non-clinical board prep. Elective course (rescheduling the exam for the start of the block following the scores release works best).
- b. Second-time failure
- i. Upon release of board scores from NBOME, Student Affairs will inform the Chair of SPC of the failure who will then provide a letter to the Registrar for the student portal.
 - ii. The Registrar will email the student to alert them of the letter in CAMS. In this email, OCE and Student Affairs is CC'd.
 - iii. Student will be placed on academic suspension.
 - iv. The student will be allowed one additional retake of the exam. If successful, the student may return the next academic year and repeat the third year in its entirety.
 - v. The time of return of the students to clinical rotations, along with their rotation schedule and RAC location will be determined at the discretion of the College administration as outlined in the SPC determination letter.
 - vi. The OCE will communicate with the student that they are allowed to complete the day of the rotation.
 - vii. The OCE will notify the preceptor/Clinic that the student will no longer be on a rotation starting the next day with no reason other than schedule change given to the preceptor/office.
 - viii. The OCE will notify the Registrar that the student has been officially pulled off of a rotation and they may proceed to update the student's status.
 - ix. When the student status notification comes through from the registrar, the OCE will inactivate the student in New Innovations system, only after the payment has been processed for that particular preceptor/facility.
 - x. The OCE will delete the remainder of the student's schedule in NI.
- c. Third-time failure
- i. Upon release of board scores from NBOME, Student Affairs will inform the Chair of SPC of the failure who will then provide a letter to the Registrar for the student portal.
 - ii. The Registrar will email the student to alert them of the letter in CAMS. In this email, OCE and Student Affairs is CC'd.
 - iii. Student will be Administratively withdrawn from the College.

1.6 COMLEX-USA Level 2 (CE) Failure

- a. First-time failure
 - i. Upon release of board scores from NBOME, Student Affairs will inform the Chair of SPC of the failure who will then provide a letter to the Registrar for the student portal.
 - ii. The Registrar will email the student to alert them of the letter in CAMS. In this email, OCE and Student Affairs is CC'd.
 - iii. Student will be allowed to continue on clinical rotations.
 - iv. The student must schedule and retake the failed board exam at a time that allows sufficient study time.
- b. Second-time failure
 - i. Upon release of board scores from NBOME, Student Affairs will inform the Chair of SPC of the failure who will then provide a letter to the Registrar for the student portal.
 - ii. The Registrar will email the student to alert them of the letter in CAMS. In this email, OCE and Student Affairs is CC'd.
 - iii. The student will be allowed one additional retake of the exam.
 - iv. Student will be allowed to continue on clinical rotations.
 - v. The student must schedule and retake the failed licensing exam at a time that allows sufficient study time.
- c. Third-time failure
 - i. Upon release of board scores from NBOME, Student Affairs will inform the Chair of SPC of the failure who will then provide a letter to the Registrar for the student portal.
 - ii. The Registrar will email the student to alert them of the letter in CAMS. In this email, OCE and Student Affairs is CC'd
 - iii. Student will be Administratively Withdrawn from college. The OCE will communicate with the student that they are allowed to complete the day of the rotation. The OCE will notify the Registrar that the student has been officially pulled off of a rotation and they may proceed to update the student's status.
 - iv. The OCE will notify the preceptor/Clinic that the student will no longer be on a rotation starting the next day.
 - v. When the student status notification comes through from the Registrar, the OCE will inactivate the student in New Innovations system only after the payment has been processed for that particular preceptor/facility.

6. Reports/Charts/Forms/Attachments/Cross References

7. Maintenance

The policy will be maintained by the office of Student Affairs and reviewed as needed.

8. Signature

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Department Head of Student Affairs

Date

9. Distribution List

10. Revision History

Revision Date	Subsection #	Summary of Changes	New/Cancellation/ Replacement Procedure? (if applicable)	Approval Date
11.12.19	7b	Clarification regarding a second COMLEX failure and date of return and rotation information.		11.12.19
11.17.2020	5	Changed information on delivery method for the notification letter. The letter will be sent through CAMS Student Portal.		11.17.2020
8.19.2021	3 6.b.	Changed the name to Assistant Dean of Evaluation and Assessment Clarified the process after a 2 nd level 1 failure to ensure that students are removed from rotation prior to being		8.19.2021
9.14.21	5	Clarified the process after failure to ensure the preceptor notification process is included.		9.14.2021
12.9.2021	5	Updated information about second and third time failures.		12.9.2021
5.9.2022	all	Removed OCE from main communicators with students of failing grade. Updated titles, and procedural steps. Reclassified SOP from CE to an SA numbering.		5.10.2022
8.8.2022	5	Updated grammatical errors. Added Chair of SPC to responsible parties.		8.8.2022

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

5.11.2023	5	Added clarification about who within Student Affairs will make contact with SPC upon learning of any failure.		5.19.2023
8.30.2023	1, 5	Added Carrer Counselor duties, Changed "Hub" to "RAC" Removed OCE from communicating failed grade with students.		8.30.2023
2.27.24	5	Added clarity regarding SPC notification to student and clinical education		2.27.24