



February Pipeline Agenda

Date & Time: Tuesday, February 11th, 12:00 PM

Zoom Link: <https://ubc.zoom.us/j/66714878342?pwd=WEz5b07jK5MuEfgCw7nQmnA9b2bYy.1>

Meeting ID: 667 1487 8342

Passcode: 20250211

Attendance:

VP Academic	Mina Rim	P	Year 1	Ahmed Makhlof	P	Kimia Mirzaei	P
AVP Academic	Rachel Jung	P		Alyssa Burrows	A	Soeun Chang	R
1 <sup>st</sup> Year Rep	Goodnews Mayom	P		Daniel Gee	P	Sujin Lee	A
1 <sup>st</sup> Year Rep	Miffia Huang	P		Katherine Li	P		
1 <sup>st</sup> Year Rep	Pasley Merritt	P	Year 2	Amy Lee	P	Navreet Grewal	A
2 <sup>nd</sup> Year Rep	Grace Du	P		Edwin Wen	P	Pouya Pasha	P
2 <sup>nd</sup> Year Rep	Kat Su	P		Esther Lu	P	Ryan Johnson	P
2 <sup>nd</sup> Year Rep	Mitchell Mah	R		Jenny Kang	P	Susanna Zhong	P
3 <sup>rd</sup> Year Rep	Christina Feng	P	Year 3	Allison Jung	A	Patricia Jarin	A
3 <sup>rd</sup> Year Rep	Man Ting Xu	P		Carmela Sangalang	A	Rosemary Xue	P
3 <sup>rd</sup> Year Rep	Ryan Kwok	P		Daisy Ye	P	Sonia Plaha	P
4 <sup>th</sup> Year Rep	Allan Ma	R		David Qi	P	Sungmin Huh	A
4 <sup>th</sup> Year Rep	Harry Po	R		David Wang	R	Sunny Qin	A
Faculty	Dr. Kathy Seto	P		Jeevan Gill	R	Tam Nguyen	P
				Matthew Lee	P	Thazin Maung	P
				Meghan MacLaren	A	Tracy Shu	P
			Natalie Wu	P	Yolanda Sun	P	
			Year 4	Kaitlyn Lee	P	Sarah Kim	R
				Mark Seo	R	Sophia Sung	R
				Mimi Nguyen	R	Trevor Chan	R
				Philip He	R		

P (present) | A (absent) | R (regrets) | L (late)

Guests:

Meeting called to order at 12:02 PM

Approval of Minutes: N/A Standing Business: N/A





## Introduction

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- **Dr. Seto and Mina (VPA) to Co-Chair the Pipeline and lead discussion**
  - **Rachel (PhUS AVPA) will be the secretary and taking minutes**
  - **Purpose of Pipeline: Liaise information and concerns between pharmacy students & faculty**
    - Our Goal: To provide an opportunity to effectively communicate areas of concern with Faculty
    - Work together to create positive change
    - Two-way street: Faculty can also initiate feedback requests
  - **Pipeline Process:**
    - Official requests generated by students or faculty via google form or email
    - 2 meetings per term to discuss concerns/ideas/suggestions via Zoom
    - For meeting preparation, pipeline members consult peers (~10students/PY), and summarize concerns
    - PhUS year reps to finish summary (shared document) 1-2days prior to meeting
    - Meeting minutes will be approved via FB group chat (ideally) within 4 days of the meeting adjourned
    - Meeting minutes will be uploaded on UBC PhUS website
    - Unresolved issues will be noted in the shared document and addressed at the next meeting
    - VPA and AVPA will provide updates to pipeline members when developments for ongoing issues occur
  - **PhUS Year reps have filtered through the Yearly concerns forms and will present the topic**
    - Dr. Seto and Year Specific Pipeline Members will have the opportunity to respond
    - If you agree with a certain concern you can feel **free to comment in chat or use the react functions**
  - **General rule of thumb:**
    - Be respectful to each other
      - Dr. Seto and other Faculty members are here to help and provide insight to the concerns that we have, so please be kind!
    - Be collaborative, professional, engaged, and mindful of our limited time
      - Agenda items may need to be tabled for later discussion if time does not permit
    - Equity, Inclusion, Diversity. This is a SAFE SPACE!
      - Please be kind and empathetic to everyone (your peers, Dr. Seto, guests and other stakeholders)
      - One person speaking at a time
        - Use raise hand function on Zoom
        - Mute mic when not talking
      - Use people's preferred pronouns
    - Remember to refer people to Office of Student Services: Ms. Jennifer Chatterton is the go to for difficulties students are experiencing (Acute and Chronic, Mental, Health Conditions). Cassie Smith is our in-house Counsellor ([https://ubc.ca1.qualtrics.com/jfe/form/SV\\_73UWZD2PTx9DKo6](https://ubc.ca1.qualtrics.com/jfe/form/SV_73UWZD2PTx9DKo6))
- **Attendance will be taken, send your regrets to VPA or AVPA beforehand! Questions?**



## Discussions

\*'note' refers to comments left prior to the meeting

### 1. Courses/IAs

- a. **Concern: Handling of MAP notifications lacks empathy and constructive communication; students felt they were disciplined harshly for seeking clarification. [PY1]**

- i. **Solution:** Consider revising MAP notifications and responding to MAP inquiries with empathy, focusing on guidance rather than chastisement.

KS note: Appreciate this feedback, will bring this back to the MAP group. The MAP process/system will be undergoing a refresh in the coming months and this is helpful feedback as we determine how to best improve the process. There will be opportunities for students to provide constructive feedback to this refresh in the coming months. Please stay tuned!

PY1 rep- Feedback from students mostly ask for more empathy and mindfulness of how their communication comes across to students.

KS- strict rules with mapping and punctuality is meant to reflect real life and practicum scenarios. More for students who are consistently late, one time situation is not meant to be punitive.

VP- students may call ahead of time to avoid being mapped

PY1 rep- main concern is regarding IA team who is conducting the responses and mapping to be more empathetic

KS- will speak to team.

- b. **Concern: IID module is taught by multiple professors with conflicting information, which leads to confusion. [PY1]**

- i. **Solution:** Each antibiotic class should be taught by the same professor across different subjects (e.g., med chem, pharmacology) to ensure consistency.

KS note: Will follow up with the course coordinator, but students who share this opinion, please share this in your course evaluations.

- c. **Concern: Delayed posting of lecture capture especially ahead of major assessments (quiz/EOB) causing stress and diminished ability to study for students who were ill or otherwise unable to make it to class [PY2]**

- i. **Solution:** Ensure timely posting of lecture capture, especially ahead of assessments.

KS note: Our educational technology team aims to have lecture capture recordings posted within 2 business days.

However, there can be extenuating circumstances beyond the program's control that can delay posting. Students are warned of this possibility during beginning-of-term orientation and are advised to continue to plan accordingly, particularly in advance of assessments.

PY2 rep- understand that the technology team are doing their best but would be preferred to upload the student captures ahead.

- d. **Concern: The cases are often topics that we only learned the day before and recordings are not posted soon enough to watch before cases for us to review. So we often have to go to cases without sufficient review of the new information [PY2]**

- i. **Solution:** Students would prefer at least 1 week between learning the content in lecture and applying the content in IA. Potentially could delay cases by one week/alter IA schedule.

KS note: The IA and module schedules are created with this in mind, however depending on many factors (e.g. guest contributor availability, the University schedule, scheduling of program assessments, etc), it is not always possible to have lectures scheduled this far in advance of IA sessions addressing that topic. As per above, I will reinforce that you are encouraged to come to class - your instructors are eager to meet you!

KS- Continuing to work with the IA team for the assessment placements for the material to be provided for the students to have ample amount of time to study and look through the material. This may not always be the case if the session does not have an assessment.





## 2. Exams/Assessments

### a. **Concern: Insufficient practice questions for EOB, and quizzes, limiting effective study opportunities. [PY1]**

- i. **Solution:** Implement Peerwise; where students can create, share and discuss assessment questions.
- ii. Create Question banks with faculty-approved sample questions that reflect exam formats
- iii. Facilitate Peer-Generated Question Banks
- iv. Review sessions with practice questions

KS note: Students are provided with Checkpoint questions for the purpose of providing practice for EOBs and quizzes; these Checkpoints serve as "faculty-approved" sample questions meant to reflect the exam. Students sharing the desire for dedicated review sessions for specific modules are encouraged to share this in your course evaluations. I have not heard of "Peerwise", and would be interested to hear more about what this is and how it is used.

VP- Peerwise: students are able to submit self-created practice questions on a platform similar to Piazza.

KS- Will check back with OETLD team regarding budget, monitoring staff resources, and availability of platform.

PY1 rep- review sessions were helpful (MSK) and gave the students to be able to gauge the understanding of the material and questions that are potentially examined as well.

KS- important to note the course evaluations for the feedback.

### b. **Concern: Last ENDO lecture is on Wednesday Feb 12th from 1-5PM. ENDO EOB is on Friday Feb 14th at 1PM. Students are concerned about the lack of time to study and ask questions on Piazza [PY2]**

- i. **Solution:** In future years, schedule ENDO EOB to after reading break to allow for more time to study OR
- ii. Post the recording and content for last year's lecture well ahead of time to allow students to self-study in preparation for the EOB

KS note: This is an issue from prior years. Do you have access to old Pipeline meeting notes? Historically, the ENDO EOB was scheduled after Reading Week. If I recall correctly, a student consultation/vote was done in a prior year and students preferred for the EOB to be scheduled before Reading Week to allow them downtime during the break.

KS- understand the student body responses are split at 50/50

PY2 rep- I think that the consensus is that people are happy with the timing but would like lecture content to be posted well ahead of time so that it would be possible to self study

PY2 student- Echo that the timing is good

PY2 rep- Request that lecture slides be posted ahead of time. If possible, provide previous year lecture capture.

KS- Will request for lecture slides to be posted

VP- Pipeline members to submit a course evaluation for these concerns as well

## 3. Financial Concerns

a.

## 4. Practicum

### a. **Concern: Students feel hesitant to provide honest feedback on E-Value for their practicums and preceptors, as they will see it before evaluating the student as pass/fail [PY4]**

### b. **Solution:** Implement a system such as:

- i. UBC Med: Preceptors cannot access their evaluations until they have received a certain number, making it anonymous
- ii. UT: Staff physicians do not see their feedback until 3 years of data collected (unless there is a concerning issue)



KS note: I will advance this feedback to OEE. Appreciate the solutions of how the other faculties function with the practicum evaluations. Understand and aware for the different solutions and redirect to Janice Yeung (OEE director) and circle back with updates

## 5. Mental Health

a.

## 6. Miscellaneous

a. **Concern: The program's rigid attendance, make-up policies, and scheduling inflexibility create barriers for students registered with the Centre for Accessibility (CFA). The demanding make-up work, inability to reschedule labs or exams, and CFA exam scheduling conflicts, make the program inaccessible for students with chronic conditions. [PY1]**

- i. **Solution:** Makeup assignments should align with the session content instead of entirely new assignments
- ii. Implement flexible rescheduling for CFA students in ways that meet accessibility needs.
- iii. Gather feedback from students registered with CFA to review the program and improve program delivery

KS note: Appreciate this feedback. Would help knowing which specific make-up assignments are not aligning with session content, so this can be taken back to the appropriate faculty member(s). CFA scheduling can be challenging due to the variety of individualized accommodations each student has and we are working with deadlines set out by UBC CFA; would appreciate learning more about what flexibility students are seeking and how the program can better support CFA students' needs.

KS- regarding CFA, we would require specific scenarios and experience from the student to provide proper feedback to the IA team. Will circle back to the IA team. Students are encouraged to reach out to faculty as well when these incidents happen. Please contact Ali or Fong if hesitant to contact the IA team directly. Would like more context from the CFA student. As CFA is external, their deadlines are more strict.

VP- Pipeline reps, please redirect any concerns or further context if available to VPA, Dr. Seto, or your year reps

b. **Concern: Pharmacy students pay tuition equivalent to medical and dentistry students but receive fewer hands-on learning opportunities and have significantly lower expected salaries [PY1]**

- i. **Solution:** Provide a transparent breakdown of tuition costs, including comparisons with other healthcare programs, to justify pricing and ensure cost-effectiveness

KS note: Will investigate!

c. **Concern: Study rooms on the upper floors of the PharmSci building are not accessible for booking, making it challenging for students to find a quiet, reliable study space. [PY1]**

- i. **Solution:** Implement a booking system for students, allowing them to reserve study rooms in advance through an online reservation system.

KS note: This was raised in Pipeline last term, please refer to meeting minutes.

d. **Concern: Medical students and janitorial staff have been reportedly removing pharmacy students from CBL rooms outside of CBL hours while they are quietly studying. There is no signage about use of the rooms being reserved for med students exclusively outside of CBL hours. Students find it unfair that they are being removed from CBL rooms, but medical students use our study space and facilities in the pharmacy building without being kicked out. [PY2]**

- i. **Solution:** Clarify CBL room use rules with the Faculty of Medicine and encourage them to implement signage if the use is restricted to med students. If there is no rule, liaise with the Faculty of Medicine to ensure no pharmacy students get kicked out outside of CBL hours.
- ii. Google form with incident reports (message Mitchell if there are any issues):  
[https://docs.google.com/forms/d/e/1FAIpQLScYBdMSIlwG\\_Hae\\_5vOKuJb0r\\_h92ObmWpHtRip0D91M2ykng/viewform?usp=sharing](https://docs.google.com/forms/d/e/1FAIpQLScYBdMSIlwG_Hae_5vOKuJb0r_h92ObmWpHtRip0D91M2ykng/viewform?usp=sharing)





1. **Summary:** 8 recorded incidents occurred Jan 22, Jan 29 or Feb 4 ranging from 3:30pm-5:00pm (outside of CBL hours). Most incidents resulted in medical students or janitorial staff telling security to kick non-medical students out while they were studying quietly.

KS note: This was raised at PhUS. Dr. Pearson will be looking further into this once provided with details on specific student incidents.

VP- If any student has an incident, please report it to your year rep or VPA. We will circle back with concrete instructions once we can confirm with Med faculty. Understand that this is frustrating for pharmacy students.

KS- Our current understanding is that CBL rooms are not open to the public for non-faculty students but will confirm.

Senator- Tried contacting med student senator but no reply. Will update once response is received.

**e. KS: Update on IA “Midpoint” Communication**

- i. The program thanks students for engaging. We received 169 responses. 84% preferred to be informed during Reading Week; the remainder were split equally between “after” the break and “no preference”.
- ii. Students with an average standing below 60% can expect an email notification via Workday as below. For students who prefer a mental health break during Reading Week, please be mindful of these dates when you are checking your Workday email.
  1. PY1s: Mon Feb 24th (noting there are no PBAs the first week back from the break)
  2. PY2s: Tues Feb 18th
  3. PY3s: Thurs Feb 20th
- iii. The Faculty is open during Reading Week. The IA team is available (in-person and online) and the Office of Student Services is available online ([pharmsci.advising@ubc.ca](mailto:pharmsci.advising@ubc.ca)). Students are encouraged to reach out directly to your IA team and/or OSS as needed.

**f. KS: Update on regalia**

- i. Dr. Sandra Jarvis-Selinger (Associate Dean, Academic) requested and was declined to be a guest at the Tributes meeting (they are the sub-committee of Senate that deals with regalia). David (student Senate rep) and Ronak also requested and were declined to be guests. Tributes voted it down, therefore it does not go to Senate. Dr. Sandra has reached out to Senate secretariat to see if we have other options, but has not heard back yet.

Student senator: Have worked together with Ronak and faculty. Also reached out to Dr. John Gilbert (head of tributes) but was denied guest entry. Talked to Tony (student senator on tributes) to speak on our behalf but motion did not go through for several reasons: UBC would like to reduce # regalia options from 80 -> 25. All degrees are pending review and simplification. Budget issues as well. Currently, it does not seem viable but we may be able to revisit after the simplification.

Please reach out to the senator for more information if needed.

**Meeting Adjourned: 12:54PM**

**Moved: Mina Rim; Seconded: Kat Su**

