Texas A&M College of Medicine
Student Services Guide

Updated: 8/11/2020
COM Student Services Guide

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Health Insurance Requirements

The College of Medicine **requires all students to have health insurance coverage with significant health and mental health benefits.** The following is an excerpt from your Student Handbook which you will receive at orientation:

All Texas A&M Health Science Center medical students are required to carry and maintain health insurance coverage with significant health and mental health benefits. Students are **strongly** encouraged to provide coverage for all dependents. Students who presume they are still covered on their parents’ policies are well advised to confirm this with their insurance carriers. Some policies automatically delete coverage for family members who: reach a certain age, become married, no longer reside with parents, etc. Knowing these conditions in advance will permit time to obtain coverage elsewhere.

All students are required to sign a document verifying they have coverage and signing that they understand they will be responsible for any medical expenses incurred beyond what their insurance will pay. Although the Office of Student Affairs does not endorse any specific carrier, it does have information on various health insurance policies available to medical students. As information becomes available, it is added to this resource.

**The following benefits are strongly recommended to provide minimum coverage:**

<table>
<thead>
<tr>
<th>BENEFITS</th>
<th>COVERAGE</th>
</tr>
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<tbody>
<tr>
<td>Overall lifetime minimum (for you and each dependent)</td>
<td>$1,000,000 for all causes</td>
</tr>
<tr>
<td></td>
<td>$25,000 for mental, psychoneurotic, personality disorders, and chemical dependency</td>
</tr>
<tr>
<td>Hospital Bills</td>
<td>All customary hospital services and supplies - 70%</td>
</tr>
<tr>
<td></td>
<td>Maximum deductible of $500</td>
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<tr>
<td>Clinical Bills</td>
<td>All customary clinic services, supplies, and physician fees - 70%</td>
</tr>
<tr>
<td>Other services</td>
<td>Diagnostic x-ray, radiotherapy, and lab tests</td>
</tr>
<tr>
<td></td>
<td>Rehabilitation services including physical/speech/occupational therapy</td>
</tr>
<tr>
<td></td>
<td>Home health care</td>
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</table>

We encourage you to consider insurance coverage in excess of the minimum listed above for several reasons, not the least of which is that you may become ill or injured and have bills that could present an unexpected burden. You may currently be on your parents’ insurance and wish to remain so; however, you should determine if their policy will permit you to continue; e.g., there may be limitations regarding age.

**You must upload a copy of your insurance card to Complio (see attached Complio Compliance Packet for instructions) by July 24th**

Providing proof of insurance must be done annually (even if your insurance does not change).

If you have questions about insurance requirements, you may contact Rachel Hohlt at rkhohlt@tamu.edu.
Insurance Options

All Texas A&M College of Medicine students are required to have and maintain health insurance for themselves at all times. It is strongly recommended that you have insurance for any dependents, as well. You are welcome to provide your own health insurance (such as if you are on your parents’ plan). The health insurance listed below is available to Texas A&M students if you need to find a provider on your own.

Academic Health Plans

Enrollment Information: 877-624-7911
Website: https://tamu.myahpcare.com

Scott & White Health Plan

Support: 800-299-8640
Website: https://tamu.swhp.org/home

Student Dental Coverage Plan

Customer help line: 877-624-7911
Website: https://tamu.myahpcare.com
Disability Insurance Options

Disability insurance is optional for medical students, but some may wish to consider it, particularly if you have dependents who depend on your income. Texas A&M does not offer student disability insurance, however, below are two outside providers who students have used in the past.

American Medical Association (AMA) Insurance

Contact: 888-627-5883
Website: https://www.amainsure.com/insurance-products/disability/student-disability-income-insurance.html

American Medical Student Association Insurance

Contact: 800-282-8626
Website: https://amsa.memberbenefits.com/long-term-disability/
Students are welcome to use any provider or facility of their choosing. For an expanded list of nearby same day health care facilities on each campus and other walk-in clinics that take the A&M Student Health Insurance, see adjacent pages.
Texas A&M College of Medicine
Same Day Health Care Providers

**Bryan/College Station**
Student Health Services
A.P. Buetel Health Care
Texas A&M University
College Station, TX 77845
Hours of Operation: Mon-Fri, 8:00 am - 5:00 pm
979-458-8316
Appointments: 979-458-8250 or [https://shs.tamu.edu/appointments/](https://shs.tamu.edu/appointments/)

**Dallas**
MedProvider-(non-faculty physicians)
Students should directly contact Ashley Januta or Freddie Tomblin by calling or emailing to arrange for a same day appointment. When calling, please mention that you are an A&M medical student. If you are unable to reach Ashley or Freddie via phone, please send them an email and put “Student” in the subject line so that they will know what it is in regards to.

3417 Gaston Ave Ste 1000 & 1100
Dallas, TX 75246
Hours of operation: Mon-Fri, 7:30 am – 4:30 pm
Ashley Januta - 469-509-4475 - [Ashley.Januta@BSWHealth.org](mailto:Ashley.Januta@BSWHealth.org)
Freddie Tomblin - 214-629-9852 - [Freddie.Tomblin@BSWHealth.org](mailto:Freddie.Tomblin@BSWHealth.org)

**Round Rock**
Lone Star Circle of Care
Same-Day Health Services
Hours: Mon-Fri 8:00 am - 6:30 pm

Procedure to access:
1) Call (512) 524-9291. This is the LSCC Referral Specialist and Managers. Alternate # (512) 595-0031
2) Tell them that you are a Texas A&M Med student and that you need to make an appt.
3) You will be scheduled with an open slot or work in appointment. The physicians participating in this program are not physicians that work with students.
4) Your insurance will be charged as for any regular clinic visit.

**Temple**
Scott & White Westfield Clinic
7556 Honeysuckle
Temple, TX 76502
Hours of Operation: Mon-Friday 8:00 am - 5:00 pm; Extended Hours Sat 8:00 am - 4:00 pm, Sunday 12:00 pm - 4:00 pm
(254)742-7400

Must call for appointment. Mention you are an A&M Medical Student.

**Houston**
Houston Methodist Primary Care Group - Same Day Clinic
713.394.6724
This is the main PCG call center number. When you call, you will then obtain a same day appointment at one of our medical center locations. If you have trouble making a same day appointment, please call Ruth Sanchez at 713-441-4707.
Health Care Providers that accept the Texas A&M Student Insurance

**Bryan/College Station**
Brazos Valley Urgent Care  
2911 Texas Ave. S Ste 103  
College Station, TX 77845  
979-764-2882  
Premier Urgent Care Plus  
3201 University Dr. E Ste 135  
Bryan, TX 77802  
254-399-0740  
Baylor Scott & White Clinic  
1700 University Dr E  
College Station, TX 77840  
979-691-3300

**Houston**
AFC Urgent Care  
107 Yale St Ste 200  
Houston, TX 77007  
281-320-2338  
Medspring Urgent Care  
1101 Heights Blvd  
Houston, TX 77008  
832-539-4707  
Baylor College of Medicine – Upper Kirby  
3701 Kirby Dr, Suite 100  
Houston, TX 77098  
713-798-7700

**Temple**
Premier Urgent Care Plus  
7010 W Adams Ave Ste 100  
Temple, TX 76502  
254-399-0755  
Doctors Express of Temple Area  
3614 SW Hk Dodgen Ste F  
Temple, TX 76504  
254-295-0117  
Baylor Scott & White Clinic – Temple Northside  
409 W Adams Ave  
Temple, TX 76501  
254-742-3700

**Round Rock**
Medspring Urgent Care  
1820 Gattis School Rd  
Round Rock, TX 78664  
512-861-8050  
Carenow Urgent Care Center  
4810 Gattis School Rd Ste 100  
Hutto, TX 78634  
512-265-8980  
Baylor Scott & White Clinic  
302 University Blvd  
Round Rock, TX 78665  
512-509-0200

**Dallas**
Medspring Urgent Care Center  
2404 Mckinney Ave  
Dallas, TX 75201  
888-980-0505  
Carenow Urgent Care Center  
2221 Abrams Rd  
Dallas, TX 75214  
972-674-8510  
Baylor Scott & White Family Medical Center  
3600 Gaston Ave  
Barnett Tower, Ste 1109  
Dallas, TX 75246  
972-817-6930

For more In-Network Providers, visit:  
https://tamu.myahpcare.com/
Student Counseling Services

Temple

Gary Brooks, Ph.D.
2027 S. 61st Street, Temple, TX 76504
(254) 778-6922

Linda Chupik, LMFT
3010 Scott Blvd., Ste. 103
Temple 76504
(254) 773-4022, ext. 204

Frank A. Pugliese, Ph.D., P.C.
2027 S. 61st Street, Suite 126
Temple, TX
(254) 774-8272

Scott & White Mental Health Clinic
2401 S. 31st Street
Temple, TX
Contact (254) 724-1184 for appt. You MUST take your COM student ID when checking in for Appointment.

Bryan/College Station

Brian Stagner, Ph.D.
408 Tarrow, College Station, TX 77840
(979) 268-1111

Karen Belter, LP, Ph.D.
408 Tarrow, College Station, TX 77840
(979) 268-1111

TAMU Student Counseling Service
757 West Campus Blvd.
College Station, TX 77843
(979) 845-4427
http://scs.tamu.edu/

Student Counseling Helpline
4:00pm – 8:00am (Weekdays)
24hrs (Weekends)
(979) 845-2700

Dallas

Carlos W. Davis, Jr., Ph.D., P.C.
6301 Gaston Avenue, #620
Dallas, Texas 75214
Tel. 214-824-4244

Angelica M. Tratter, Ph.D.
6330 Lyndon B Johnson Fwy #234
Dallas, TX 75240
Tel 214-350-5980

Eli Mandel, LCSW
Program Manager - Wellness
Baylor University Medical Center
Roberts - 6th Floor
eli.mandel@bswhealth.org
214-820-2576

Round Rock/Georgetown

Norma Perez, PhD
Mind, Body, Life Connection
1213 RR 620 South, Suite 203
Lakeway, TX 78734
Cell: (512) 365-4278
Email: mindbodylifeconnection@gmail.com

Linda Chupik, LMFT
8140 N. Mopac Expy., Bldg 1, Ste. 135
Austin, TX 78759
(512) 201-4006

Danielle Witchel, LCSW
(512) 627-4109
daniellewitchel@gmail.com

Houston

The PRISM Center
6750 West Loop South, Suite 950
Bellaire, TX 77401
Phone: 832.778.6750
http://theprismcenter.com

Premier Psychological Services
3730 Kirby Dr., Suite 800
Houston, TX 77098
Phone: 713.521.7575
http://www.premierpsychservices.com/home.html

**Contact Lera Fisher to schedule appt.

Students Outside of the College Station Area
The University of Texas Employee Assistance Program (UTEAP) — Student Assistance Program.
Houston area: 713-500-3327
Outside of Houston area: 800-346-3549
As a Texas A&M medical student, you have many sources for seeking help and answers to questions. All of the following are individuals or groups you might consider, depending on the nature of the issue you wish to discuss.

- **Student Advocates** – These individuals are elected by your class to serve as ombudsmen, confidants, and someone you can go to privately with concerns. They can help or act as a go between for you.

- **Individual Faculty/Course Leaders** – You will find that most welcome talking with students about a multitude of subjects, not just pure academics.

- **Academic Support Staff** – Angie Hairrell, Chris Diem, Erica Chance and Mary Ellen Santerre are available in person, via phone, Zoom, and FaceTime to talk about any issue, whether purely academic or not.

- **Student Affairs Deans** – You feel free to come in and talk with the student affairs dean assigned to your campus, or from any other campus, if you prefer. All are happy to take both students by appointment, Zoom, and walk-ins when they are able. They welcome providing a safe place for you to talk, ask questions, and get help or advice.

- **Office of Diversity & Inclusion** – The Dean and staff of this office are very willing for any student to come and speak with them.

- **Office of Medical Education** – In particular, our Academic Affairs deans (Drs. Gibson & Pritchard) and our Interim Dean (Dr. Waer) welcome student interaction.
# Fitness Facility Options

Below is a list of fitness facilities on or near each campus that students may use.

## Temple

**Anytime Fitness**  
5418 W Adams Ave  
Temple, TX 76502  
254-780-3131  

**Gold's Gym**  
4501 S. General Bruce Dr  
Temple, TX 76502  
254-598-4494  
[https://www.goldsgym.com/temple-golds-gym-express/](https://www.goldsgym.com/temple-golds-gym-express/)

## Round Rock

**Anytime Fitness of Round Rock**  
1150 Satellite View  
Round Rock, TX 78665  
512-813-2380  

**Gold's Gym**  
4201 Sunrise Rd  
Round Rock, TX 78665  
512-535-6423  

## Bryan/College Station

**Texas A&M University Rec Center**  
TAMU West Campus  
979-845-7826  
[https://recsports.tamu.edu/](https://recsports.tamu.edu/)

## Houston

**Houston Methodist Fitness Center**  
6565 Fannin St  
Houston, TX 77303  
713-363-7007  
[https://www.houstonmethodist.org/wellness/](https://www.houstonmethodist.org/wellness/)

## Dallas

**Baylor Tom Landry Fitness Center**  
411 N Washington Ave, Ste 1900  
Dallas, TX 75246  
214-820-7872  
[https://www.bswhealth.com/locations/landry-fitness-center/](https://www.bswhealth.com/locations/landry-fitness-center/)
CONTACTING TAMU FINANCIAL AID

All financial aid at the COM is handled by the main university through their Office of Scholarships & Financial Aid. Because the needs of medical students are often very different from that of undergraduates, and even from conventional graduate students, a team has been formed within their office to specifically handle the needs of all HSC students.

To contact Financial Aid about any issues or questions you have, please do NOT access them via their main phone number or main email address. You may encounter first line counselors who are not as knowledgeable about professional school students. Access Financial Aid first via the specific email below or call one of two financial aid counselors below. The email will go to those below who best know medical students, and will also ensure that their backup will answer their emails when they are out. If a phone call is needed, they will be happy to set up a time to call you.

Your main contact person: Andrea Patterson (458-5367)
Backups: Zach Smith (458-5348)

Contact email: hscfinancialaid@tamu.edu
DEBT MANAGEMENT AND BUDGETING HELP

Texas A&M has a well-developed group within the Office of Scholarship & Financial Aid to help any student with personal finance, debt management, and budgeting issues. This is the TAMU Money Education Center. This group has online resource sheet to answer basic questions surrounding topics like Buying a Car or House, Identity Theft, Eating on a Budget, Student Loan Repayment, Money Management, etc.

In addition to their online resources, they will meet one-on-one with any student from any location give you help with your individual situation. They are happy to do meetings in person, via phone, WebEx, Skype, etc.

This group will be delivering a financial wellness curriculum on topics of interest to medical students which will be delivered once or twice a semester over the four years of school.

See their webpage at: http://money.tamu.edu
PERSONAL FINANCE & DEBT MANAGEMENT HELP FROM THE AAMC

The AAMC has a robust division to help medical students and residents with their financial needs and issues. It is the AAMC Financial Information, Resources, Service & Tools (FIRST) program. This is specifically tailored to the unique needs of students like you.

This website has many articles that are very specific to your life such repaying loans in residency, how to budget for interviewing during year 4, etc.

In addition to the articles, the AAMC FIRST program does periodic webinars on topics of interest to you. Many of these are recorded so they can be viewed later. A sample list of recorded webinars include:

You are encouraged to peruse the resources as you need help in this area. As webinars for the future are announced, the Office of Student Affairs will send out email notices to allow you to sign up to participate in them live.

See what they have to offer at:  http://www.aamc.org/first

Previously Recorded FIRST Friday Webinars

- Repayment Strategies: How to Manage Student Loans After Medical School
- Financial Planning for Medical Residents
- When Postponing Payments Is - and is NOT - a Good Idea
- The Best Income-Driven Repayment Plan During Residency (PAYE or REPAYE)
- Public Service Loan Forgiveness (PSLF) - A Road Map for Medical School Graduates
- Home Financing for Graduating Medical Students and Residents
- How to Improve Your Credit During Medical School and Residency
- AAMC’s Financial Wellness Program
- The Cost of Applying to Residency
- How Long Will It Take to Pay Your Student Loans
- The Current State of Public Service Loan Forgiveness (PSLF)
- Loan Repayment and Financial Testimonies of Medical Residents
- How MedLoans Organizer & Calculator is Helping Married Physicians Better Manage Their Student Loans
- Behavioral Economics and Financial Wellness
- 7 Steps to Increasing Your Credit Score
Career advising is coordinated through the Office of Student Affairs. All Student Affairs Deans participate in career advising, and Dr. Jennifer Friedman is specifically the one who handles career advising-related programming. The basic timeline and major tasks can be broken down into three major time segments, each with a different emphasis.

Preclinical years  Exposure to different specialties and assessment of one’s own strengths and desires.
Clinical clerkships  Further specialty exploration and early prep for residency.
Fourth year  Preparation for residency

You should visit the COM Career Advising Website frequently as material is being added there monthly.

**Preclinical years – Exposure to different specialties and assessment of one’s own strengths and desires.** This is done through the following activities:
- Monthly Doc Talks – Two physicians per month doing a talk on their specialty
- Specialty Interest Groups – With guest speakers and related activities
- Career-related class seminars emphasizing AAMC Career in Medicine materials
- Access to specialty FAQ sheets made by our faculty on COM Career Advising Website
- Access to Core Specialty Advisors for specific questions via email
- One-on-one visits with Student Affairs deans as needed

**Clinical Clerkship Years – Further specialty exploration and early prep for residency.** This is done through the following activities:
- Class seminars including use of Careers in Medicine self-assessment instruments, talks on use of VSAS, introduction to timelines ahead and fourth year scheduling
- USMLE prep sessions by Office of Academic Support
- Continued access to Core Specialty Advisors and one-on-one visits with Student Affairs deans
- Assignment of and meetings with a specialty-specific advisor in fall of the M3 year (mandatory)
- One-on-one meeting with a Student Affairs dean to sign off on fourth year schedule and personalized career advising session (mandatory)

**Fourth Year – Preparation for residency.** This is done through the following activities:
- Class seminars on pertinent subjects such as ERAS, MSPE’s, interview season
- Meetings with specialty-specific advisor and consultation of core specialty advisors as needed
- MSPE meeting with Student Affairs dean which doubles as another personalized career advising session (mandatory)
- Hints and Tips emails approximately twice a month during interview season
- Individual meetings with Student Affairs deans for those deemed at risk for being in SOAP to set up action plans (mandatory)
- Financial aid group exit interview about student loans done by TAMU Office of Financial Aid & Scholarships. (mandatory)
WHERE DO I GO FOR CAREER ADVISING HELP?

There are 3 groups who should be your primary sources for career advising at the school, and there is a plethora of online resources to help, as well. Regardless of what is listed below, you are encouraged to gain insight and input from multiple resources beyond these. Asking attending physicians, preceptors, and residents can yield a wealth of excellent information.

Below are major groups tasked with helping you with descriptions of how they fit into the process.

**Student Affairs Deans**
- Serve as your primary advisors and referral point during your pre-clinical years
- Serve as backup and secondary advisors during the remainder of your time in school
- Are available to advise from before day one through long after graduation
- HOW TO CONTACT: Set up an appointment, drop in, or email them

**Core Specialty Advisors**
- A small group of experts in their specialty that have agreed to take specific questions about their specialty from any student, any campus, any year.
- During your pre-clinical years, they are who you should ask specific questions about a specialty after talking to your student affairs dean, or in addition to them.
- During your clinical years serve as backup and a second opinion source to your specialty-specific advisor
- HOW TO CONTACT: Email them (see COM Career Advising webpage for the list of core advisors and emails)

**Specialty-Specific Advisors**
- Advisors in your specialty that have agreed to meet with students one-on-one and help you through the process
- These are assigned during your clinical years. If you change specialties, we will switch you to a different advisor.
- This is your primary specialty advisor for your clinical years.
- Particularly good to have them review your personal statement & c.v., discuss where you are applying, look over your rank lists, if you wish
- HOW TO CONTACT: Email initially and have an in person meeting with them. Agree in that meeting how you will continue to access them as needed.

**Who to Contact by Years**
- **Pre-clinical:** 1) Student Affairs Deans  2) Core Specialty Advisors
- **Clinical:** 1) Specialty-specific Advisor  2) Core Specialty Advisor  3) Student Affairs Deans
CAREER ADVISING - HELPFUL RESOURCES FROM THE AAMC

AAMC Careers In Medicine
Career advising at Texas A&M is closely patterned off of the AAMC Careers In Medicine program. The Careers in Medicine (CIM) website should always be one of your first stops for nearly anything related to career and specialty planning. You will need your AAMC ID and password to logon. It is accessed at: http://www.aamc.org/cim

Some of the materials that will be of special interest include:

Choosing Your Specialty
- CIM Assessments – Tests you can take to see what strengths you have map to certain specialties
- Medical Specialty Info – What the hours, compensation, and typical activities are for each specialty. Has a very extensive section on scores you need, how many places people apply to in the specialty, etc.
- Good single source of weblinks to various specialty websites
- Decision-Making Strategies
- Database of research opportunities

Preparing for Residency
- Tips on applying and the application process
- How to write a good personal statement and prepare a c.v. Includes good samples.
- Interviewing tips and questions
- Match and how it works
- Couples matching

Shaping Your Career
- Different kinds of clinical practice (academic medicine, clinical, etc)
- Alternative to clinical practice with an MD degree
- Networking opportunities

AAMC Diminishing Returns Data
When you are at the point of asking, “How many programs should I apply to?”, you should get input from your Student Affairs deans and your specialty advisors. The AAMC has done some research on this that may prove helpful showing graphs for each specialty of number of applications vs probability of matching. It is also subdivided by Step 1 score ranges. View these graphs here: https://students-residents.aamc.org/applying-residency/article/apply-smart-data-consider/

Residency Explorer
Residency Explorer is a new free resource run jointly by the AAMC & NRMP that allows applicants to research individual residency programs in 11 specialties and to compare themselves to applicants who previously matched at those programs. Residency Explorer offers verified data from reputable organizations as an alternative to crowdsourced resources that may not be reliable or trustworthy. Go to: http://www.residencyexplorer.org
Various specialty organizations, societies, and other medical schools have an abundance of resources for medical students that can be helpful. Below is a partial list of resources that may be useful to you. Visit the COM Career Advising Website for many additions over time.

**General FAQ's About Specialties**

**COM** – List of common questions asked answered by our own faculty about their specialty. See COM Career Advising website at:  [https://medicine.tamhsc.edu/academics/students/career-advising/index.html#tab-panel-3](https://medicine.tamhsc.edu/academics/students/career-advising/index.html#tab-panel-3)

**Augusta** – The Medical College of Georgia at Augusta has a group of video interview with program directors at their school answering questions similar our FAQ's. Each is about 10 minutes long and help give you another perspective.  [https://www.augusta.edu/mcg/students/careers.php](https://www.augusta.edu/mcg/students/careers.php). See Career Advising Videos.

**Good Summaries by Specialty Regarding What is Important**

These lists assembled by faculty from various schools cover topics like what to do if you are an M1 interested in Specialty X, if away rotations or research is important or not in that specialty, etc. The ones below are some that we particularly like.

**UWash** Good document list relative importance of various things like research, types of letters of rec, etc in the opinion of faculty in those departments.  
[https://www.uwmedicine.org/education/Documents/Career%20Advisors%20FAQ%202018%20-%20FINAL.pdf](https://www.uwmedicine.org/education/Documents/Career%20Advisors%20FAQ%202018%20-%20FINAL.pdf)

**Northwestern** Feinberg School of Medicine list of commonly asked questions by specialty. Resources for both pre-clinical and clinical students.  
[https://www.feinberg.northwestern.edu/md-education/current-students/career-development/career-advising-specialties/index.html](https://www.feinberg.northwestern.edu/md-education/current-students/career-development/career-advising-specialties/index.html)

**Some Good Specialty-Specific Resources**

**Family Medicine**  

**Pediatrics**  
[https://www.aap.org/en-us/professional-resources/Path-to-Pediatrics/Pages/Pediatric-Residency-Application-Process-FAQ.aspx](https://www.aap.org/en-us/professional-resources/Path-to-Pediatrics/Pages/Pediatric-Residency-Application-Process-FAQ.aspx)

**Radiology**  
NOTE: This is also an excellent, detailed guide to interviewing in general. I would suggest that ALL read it.  

**Urology**  
[https://www.urologymatch.com/](https://www.urologymatch.com/)
Academic Advising & Resources

Who Do I Go to for Help & How to Make an Appointment?

All of the following are appropriate sources for help and all are encouraged to reach out early and as much as is needed.

- *Course instructor or director* – Always best to start with the person who did the teaching if your question is specific to a class. Email the instructor or director directly to ask questions or set up a time to come by. Most welcome drop-ins if they are free at the moment.

- *Academic Support Services* – Our academic support team meets with students about individual study skills, does studying seminars, and can also help in doing post-mortems on a test that did not turn well to help you spot trends. Many students who are not struggling go to see them. The team is happy to meet in person, via phone, or via Skype/FaceTime. A member of the team is physically present on each campus at least once a week. Depending on where you are, the following are who the primary person is that covers each campus:
  
  BCS – Angie Hairrell, Mary Ellen Santerre  
  Houston – Erica Chance  
  Dallas – Chris Diem  
  Round Rock – Chris Diem  
  Temple – Chris Diem

  Beside the primary coverage above, some of the other team members visit campuses on a routine basis to provide extra coverage. To schedule an appointment, use the Symplicity program, as has been covered with you, or contact a team member directly:

  https://medicine-tamuhsc-insight.symplicity.com/

- *Academic Navigators* – A group of academic advisors have been added to assist you in scheduling issues and to keep up with your academic progress. Use them to help with routine scheduling tasks, especially as you are adding, changing, and deciding on electives. The current navigators by campus are:

  BCS – Rosanne Goertz, Terri Toler  
  Houston – Liz Stacker  
  Dallas – Kelley Park  
  Round Rock – Chris Diem, Sarah Sanders  
  Temple – Rose Mastrangelo
• Student Affairs Deans – The student affairs deans who cover your campus are happy to talk with you about any academic issues you are having and can give general guidance and make sure you are connected with all available resources. Schedule an appointment with any of them directly.

USMLE Resources

USMLE prep seminars are held on multiple occasions by Academic Support Services. They will also be happy to meet with you one-on-one to devise an individual study plan, if you would like. For the last three years, about 97% of the class has met with a team member to do so. Schedule such a meeting through the Symplicity program above. The COM provides a subscription to the Kaplan Q-bank questions and also holds a 3 week prep session interval near time for Step 1. Details are emailed out as they are available.

Tutoring Resources

Tutoring resources are available on an as needed basis and as tutors are available. While most tutoring requests come during the pre-clinical curriculum, some M3 and M4 tutors are available in the clinical years, as needed. For further information, contact our Academic Support Team and schedule an appointment to discuss your needs.
Reporting Behaviors – The Good & The Bad

*Mistreatment Policy*

The COM has a mistreatment policy that can be found in the COM Student Handbook. A current copy is always uploaded to the Current Students section of the COM website. The college is very committed to having the best learning environment possible, and as such, will not tolerate mistreatment. At the same time, part of having a good environment is also recognizing those who have exhibited exemplary behavior. All such behaviors can be reported anonymously and go to a committee who screens them and deals with them appropriately. This includes use of the COM Cup of Coffee Program for some behaviors, or investigation of behaviors deemed to be mistreatment. More information about the COM Learning Environment Awareness System can be found on the COM website at:

https://medicine.tamhsc.edu/about/professionalism/conduct-awareness.html#tab-panel-5

*Reporting Behaviors – Good & Bad*

You are welcome to speak personally with any of the Deans in the Office of Students Affairs or Academic Affairs, as well as any course directors or faculty member if you would like. To make a more formal report, fill out an Aggie Conduct Awareness Form for both Exemplary behavior and Concerning behavior. The form is located at:

https://medicine.tamhsc.edu/about/professionalism/conduct-awareness.html#tab-panel-5

Reports can be turned in confidentially, if desired, and no one, including the reviewing learning environment team, will know who submitted it.

The easiest way to find the reporting webpage for just about anything is to Google “Aggie Awareness” and your top result should be our page.