

## OSR Listserve Questionnaire Results, April 2014

### Letters of Recommendation in ERAS

In 2013 did your school use the quality assurance module?	Does your school have another mechanism to review letters?	What offices performs these reviews?	What type of feedback do they provide students?
Yes		Registrar's office	I he only thing checked for is that the letter writer has uploaded the correct letter, that the name is correct and that they haven't accidentally uploaded a letter for someone else.
Yes		Other dean who helps with residency applications	They quality check the letters for errors such as name spelling, student name, gender, etc., no major changes - just minor details to ensure accuracy.
No	Yes	Student Affairs Dedicated Staff Member	None to students, but the dedicated staff member ensure quality of letter and communicates with letter writer.
No	Yes	Registrar's office	Our registrar will review letters prior to submission onto ERAS. She will alert students if she feels that the letter may be of poor quality or will not be helpful to the applicant. This allows students to request other letters. We are never told why the letter is deemed poor, and we are not allowed access to view the letters.
No	No		
Yes		Registrar's office	students can call/email/stop by the office to check if they think there is an issue with their LoRs. I spoke with someone in the registrar's office who said that they upload peoples' letters and then check random ones to make sure that they can be viewed properly (or if someone calls with a concern).
Yes		Registrar's office	<p>None to students. They do not alert students of anything regarding the letters (content, quality, accuracy, etc.).</p> <p>They do, however, contact our letter writers directly if there are problems (ie. writers who didn't electronically sign their letters had their letters nullified and had to resubmit them).</p>
Yes		Student Affairs Office	<p>None</p> <p>She checks whether student is right, the gender is right, and the AAMC ID is right.</p>
No	Yes	Other dean who helps with residency applications	Academic advising deans "go over the ERAS fields and review applications with many seniors who are applying for residency, but I am not sure our students actually go through formal quality assurance training"

Yes	Student affairs dean	We let student know if there are spelling errors in the student's name, confusing grammatical issues, if letters are addressed incorrectly, and the big one has been that letter writers using the online LoR Portal are uploading cover sheets, CVs and Personal Statements along with the letters...
Yes	staff in the office of medical education	
Yes	Registrar's office	Only feedback if something is wrong/amiss and needs to be corrected, I believe
Yes	Other dean who helps with residency applications	None
Yes	Other dean who helps with residency applications	Feedback is not provided in detail. ERAS Quality Assurance was a positive step in matching names, desired program of application, etc..