

BIDMC Office of Student Engagement and Experience (OSEE)

Year One Goals

Goal 1- Position OSEE to effectively support research student strategies, programs, and hiring goals across the current BIDMC landscape

Objectives:

- Develop and execute foundational, central, scalable structures to present BIDMC as an accessible option for students interested in conducting research, and external institutions and programs interested in building pathways for students into research opportunities
- Position OSEE as resource to support current departmental student research programs and hiring as requested, and help Departments/Research Labs execute new research student programs by exploring resources and navigating BILH/BIDMC policies and processes affecting execution of programs

Goal 2- Create foundation for centralized, scalable structure to support and gather proactive feedback from research students at BIDMC through all aspects of the student experience

Objectives:

- Set and execute baseline mission of OSEE and approach to student services
- Oversee introductory communication of students as they begin research roles at BIDMC, introducing OSEE, answering questions, and handling onboarding challenges
- Conduct meetings with BIDMC stakeholders (PIs, Program Administrators, etc.) and host focus groups with students to gather insight into needs and services
- Pilot feedback evaluation process to gather crucial insight into student experiences two weeks into role, and end-of-experience feedback form from students hired through goal one strategic partnerships
- Conduct focus groups with current research students to learn more about experiences at BIDMC and areas that they believe support and offerings from OSEE would be helpful; begin conversations/find solutions to low-hanging items that students present as able and appropriate
- Develop and execute 3-4 events (professional development topics and social events) for all Summer 2025 research students based on feedback
- Collaborate with Center for Career Development to learn and engage in current post-doc/faculty mentorship initiatives, and identify and plan future opportunities for research student support and mentorship
- Revamp research student orientation- update current materials, build out orientation on OSEE webpage, add new content dedicated to student support, and develop new policy and assets for tracking completion of material to ensure compliance amongst students and supervisors

Goal 3- Review current processes and develop structure for improved data quality and centralized oversight of research student programs and positions across BIDMC

Objectives:

- Conduct systematic review of student research positions and hiring trends at BIDMC; use data to map out current research student positions by job code at BIDMC, identifying the types of work/lengths of time

students are hired in each role for further review and setting the stage for development of guidelines moving into year 2

- Study current onboarding/offboarding processes and pain-points, and identify and support improvements to these processes with relevant teams across the BIDMC/BILH System
- Begin taking over research student operational processes from Human Resources and Research Administration as appropriate
- Pilot automating administratively heavy processes related to research student operations and initiatives that can be rolled out to larger-scale initiatives in coming years (including research student onboarding/offboarding processes) using REDCap

Goal 4- Present Office as resource for Departments/Research Labs throughout BIDMC

Objectives:

- Socialize office with BIDMC Departments/Research Labs, documenting OSEE vs. Departmental responsibilities and oversight
- Develop centralized, easy to access documentation outlining updated research student administrative processes and student support best practices that will be continuously updated
- Develop OSEE-led Committee of PIs, Program Managers, and students, dedicated to development of infrastructure for interdepartmental collaborations on best practices for supporting research students, and advising on centralized process initiatives
- Position office as “consultant” and advocate for Departments around topics on student experiences including potential partnerships, compliance, process issues and challenges with students