To Whom It May Concern:

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The objective of this study was to assess the impact of simple innovations on three identified program gaps (attendance and engagement, understanding of the program, issue identification and resolution) within the Vertical Mentorship Program (VMP) run by the Student Affairs Office. These gaps were identified upon reviewing an End-of-Year survey from the 2014-2015 academic year. Simple innovations were adapted to address each of the above domains, and results of the 2015-2016 surveys were compared against the previous year.

Survey response rates and attendance at program wide events were compared to assess program engagement and student attendance. Reasons for not attending provided by students were also taken into account. Level of understanding of the VMP was assessed by looking at mentors and second year coordinators’ knowledge of available resources, groups’ social media engagement, and subjective analysis of survey comments and content of award nominations. Issue identification and resolution was assessed by quantifying the issues identified on *mid-year* surveys, as well as knowledge of available resources for groups to access. Finally, subjective observations and assessments of student comments, questions, and concerns provided us with more information concerning the functioning of groups as well as the program as a whole in relation to the three gaps investigated.

Results indicated an improvement in program function or satisfaction within each of the three investigated domains, with limitations of the methodology and study discussed. These results could be significant for any program looking to participate in a quality improvement initiative, as it shows the benefits that can be gained in program function from simple innovations.

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Thank you very much for your consideration of our manuscript,

Christopher Russell