Streamlining Residency Admissions

at UofT's Department of Family & Community Medicine

Family & Community Medicine
UNIVERSITY OF TORONTO

1000+ participants

8 interview sessions

1 integrated system

4.67 ★★★★★
from candidates*

4.83 ★★★★★
from reviewers and interviewers*

> Plank easily surpassed our expectations in designing an efficient online system to streamline our complex and dynamic Residency Admissions Process. The system is **comprehensive**, **user-friendly**, with **exceptional features** that have been instrumental in improving the **precision** and **efficiency** of The Department of Family Medicine at the University of Toronto.

Dr. Vanessa Rambihar
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Admissions, Awards and Recruitment
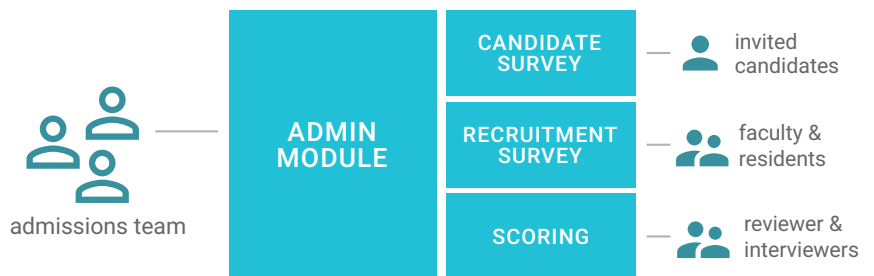Department of Family & Community Medicine
University of Toronto

Challenges

Each year, the DFCM's Residency Admissions team faces the challenge of facilitating hundreds of file reviews and interviews, involving over a thousand candidates, residents, and faculty.

scheduling Existing survey solutions caused problems with double registrations, overbooked sessions, and missing confirmation emails. It was also difficult to identify candidates who might not have received the initial invitation email.

efficiency Many hours were spent manually updating spreadsheets, assigning file reviews, scheduling interviews, and mail-merge mass emailing — laborious and prone to human errors.

privacy The file review feature of CaRMS online does not limit view — all file reviewers are given access to all applicants' files, a privacy concern.

Solution

Plank worked closely with the DFCM to design and implement an intuitive online system that integrates interview sign-up, automatic file review assignment and interview scheduling, secure scoring, and mass emailing.

admissions team — **ADMIN MODULE** — **CANDIDATE SURVEY** — invited candidates

RECRUITMENT SURVEY — faculty & residents

SCORING — reviewer & interviewers

Results

Clear insight into the process

The system allows the DFCM to monitor in real-time: interview session signups, who has viewed or completed their survey, as well as who has started or completed their assigned file reviews.

Better engagement

The mass-email feature provides tokens for a personalized touch and extensive recipient filters that allows the DFCM to easily send engagement emails (for example, reminder emails).

Faster, smarter assignments

The system uses mathematical optimization to automatically and optimally assign file reviews and match interviewers to interviewees, saving the staff hours of work cross-referencing in spreadsheets.

More time for what matters

The system takes care of tedious tasks like generating nametags, sign-in sheets, etc. so that the DFCM can focus on attracting and selecting the best candidates.

Staff feedback

"I definitely wouldn't want to go through another admissions season without Plank!"

"... a huge time saver and I knew that I was avoiding human errors since I was using the system."

Candidate feedback

▶ What did you like **best** about the application process?

"The ease of interview selection, and how the process was quick and efficient"

"Online system worked very well"

"The online sign up system was an efficient and fair way to pick the date & time. I wish other programs would adopt it too"

"Everything was transparent and easy to use"

"Well organized with reminder emails and system signup"

Faculty & resident feedback

▶ What did you like **most** about participating in the admissions process?

"Really well organized - online + email"

"Online system"

"Efficient system"

"Great that it's all online"

"The whole process was very well organized"

"...reminder emails were sent - very engaged!"

What's next?

Plank is now launching the Plank Admissions System to other residency programs. Our goal is to help programs become more efficient and provide a better experience to candidates and reviewers.

Your admissions process is unique?
We can customize the system to meet your needs!

Learn more about how Plank Admissions can help your team become more efficient and attract top candidates.

🔗 www.planwithplank.com/admissions

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