

Student Handbook





Dear Students:

Welcome to the Bill Gatton College of Pharmacy at East Tennessee State University!

First, let me offer my congratulations to you for advancing to this point in your professional education. Being accepted to the Gatton College of Pharmacy was a very competitive undertaking. You should be proud of your accomplishment.

The academic expectations of pharmacy school are rigorous. This is by design, not to make your life difficult for four years, but to prepare you for the responsibility entrusted to you. That responsibility relates to protecting and advancing the health and well being of the public we serve. This cannot be accomplished alone. You will need the help and support of your classmates, professors, and preceptors.

You are charged with setting expectations of pharmacy classes that follow you. Take this responsibility seriously. This is not only to model professionalism in pharmacy school, but more importantly, set the tone for Gatton College of Pharmacy graduating Pharmacists committed to life-long learning and “giving back” to your profession. You will have many opportunities to participate in pharmacy organizations while in school and it is our hope that you will continue this commitment as a practicing pharmacist.

This student handbook contains those guidelines, policies, and procedures that most directly impact our students. It is intended to supplement and to help you consolidate the information and advice you will receive from our faculty and staff. Please familiarize yourself with the contents.

Thank you for choosing the Gatton College of Pharmacy and for putting your trust in us. I look forward to working with each of you in the coming year.

A handwritten signature in black ink that reads "Larry D. Calhoun". The signature is written in a cursive, flowing style.

Larry D. Calhoun, PharmD
Dean and Professor

Vision

The vision of the Bill Gatton College of Pharmacy is to achieve excellence in innovative pharmacy education, scholarly research, service to society and the profession, and thus improve the health care of the rural Appalachian community.

Mission

The mission of the Bill Gatton College of Pharmacy is to provide a comprehensive and progressive education that promotes pharmacists to assume an active role in providing skilled, ethical, and compassionate patient care that improves the health and quality of life of residents in Northeast Tennessee and rural Appalachia. The College achieves its mission by maintaining a community of active and creative scholars devoted to the discovery, integration and dissemination of knowledge in the clinical and pharmaceutical sciences.

Values

The Bill Gatton College of Pharmacy embraces the educational philosophy and values of East Tennessee State University and is committed to the following core values:

Academic Excellence

We strive to achieve excellence in teaching, scholarship, and service to the university, local, and professional communities.

Professionalism, Integrity, and Character

We aim to create an environment that instills professionalism, integrity, empathy, a high standard of ethical behavior, and the highest professional commitment to the patient, the community, and the employer.

A Caring Community

We endeavor to create a caring community characterized by mutual respect, patience, kindness, and generosity; and one that respects, values, and promotes the dignity and diversity of faculty and students.

A Culture of Service

We strive to create a culture that values and promotes service to our patients, school, community, and profession.

Life-long Learning

We pursue a passion for life-long learning and a commitment to personal and professional growth as we serve our patients, community, and profession.

Guiding Principles and Goals to Achieve the Mission

Improving Care Through Excellence in Education

- Provide students with the knowledge, skills, judgment, professional attitudes, and values to deliver contemporary patient care in a changing health care environment;
- Promote the development of teaching excellence, innovation, continuous quality improvement, and creativity in the context of interdisciplinary patient-centered care;
- Develop and enhance students' skills in problem solving, critical thinking, and individual and group communication;
- Facilitate and encourage the development of mature, independent, and life-long learners in a diverse student body with different learning styles.

Improving Care Through Excellence in Scholarship

- Recognize, value, and promote scholarly inquiry and outcomes assessment, clear reasoning, and the application of evidence-based practices as a means of improving the health outcomes of patients, especially the care of a rural underserved population;
- Contribute to the advancement of the clinical and basic medical and pharmaceutical sciences through independent and collaborative research, presentation and publication;
- Embrace the scholarship of teaching to optimize educational effectiveness.

Improving Care Through Excellence in Clinical and Professional Service

- Provide and teach pharmacist-delivered patient care, including medication therapy management services, to further advance an evolving profession that benefits society today and in the future;
- Foster a culture of service to the community and profession;
- Advance healthier lifestyles through health promotion, preventive healthcare, and education of the public;
- Promote active student involvement in the profession, community service projects, and volunteer activities;
- Collaborate with the professional community to serve as an agent of positive change, advancing the level of pharmaceutical care practiced within the community, thereby improving healthcare and enriching the lives of patients in the region.

Improving Care Through Professional Development

- Support and mentor faculty in their pursuit of scholarly activity and service recognizing that these activities are essential for continued professional growth;
- Encourage a commitment to and passion for lifelong learning and develop and equip students for postgraduate training;
- Encourage students, faculty, and preceptors to grow as professionals and to optimize their skills and capabilities in providing excellent patient-centered care;
- Support continuing professional development of alumni thereby fostering a positive and continuing relationship with graduates.

Improving Care Through Interdisciplinary Collaboration

- Cultivate an educational environment of inter-professional teamwork and collaboration among students, faculty, staff and administration within the Division of Health Sciences;
- Partner with local practitioners, health-care facilities, organizations, and patients to maximize the professional and educational experiences of our students;
- Create an interdisciplinary and collaborative learning experience as a fundamental model that prepares students for collaborative practice and shared responsibility.

Adopted April 5, 2006

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GENERAL INFORMATION

All Gatton College of Pharmacy students are subject to the rights, rules and regulations governing East Tennessee State University students in all matters not specifically covered in the Gatton College of Pharmacy documents.

I. STUDENT COMPLAINT POLICY

A. General Concerns/Complaints

East Tennessee State University and the Gatton College of Pharmacy are committed to respecting all members of the university community and providing fair treatment regarding complaints by students. The objective of the Student Complaint Policy is to ensure that concerns and complaints of students are addressed fairly and are resolved promptly. Complaints usually involve actions affecting students that are alleged to be unjust, inequitable, or create unnecessary hardship.

Pharmacy students who have general concerns or complaints about any aspect of their pharmacy education are strongly encouraged to bring them to the attention of the proper individuals at the College. Students with complaints are entitled to an independent review of the alleged offense followed by corrective action, if appropriate. This policy does not apply to instances in which a student has been recommended for suspension or dismissal, grade appeals, or actions taken by the Honor Code Committee, Academic Judicial Committee or the Academic Progression Committee.

Students should note that complaints related to Sexual, Racial, and Other Harassment and Hate Crimes and Bias-Related Incidents are governed by specific university policies and should be filed with the Special Assistant to the President for Equity and Diversity/Affirmative Action Director (Dossett Hall, Room 205) or, if the charge is by one student against another student, with the University's Dean of Students (Office of Student Affairs, Third Floor, D.P. Culp Center) according to the procedures described in those policies.

Additionally, complaints about or dissatisfaction with a university policy of general application to all students should be made in accordance with the ETSU Student Complaint Policy and Procedures (<http://www.etsu.edu/students/spectrum/pbc.htm>).

Students should be aware that the College's Office of Student Affairs is available to all students to discuss any troublesome matter of university or college concern and frequently helps expedite resolution of such matters.

The procedure for filing student complaints governed by this policy is as follows:

1. To submit an official complaint a student must complete the official *Student Complaint Form* and submit to the department chair or administrator of the area most directly involved with the complaint (if the complaint is directed against the

chair or administrator, it should be referred to the Dean or the next level administrator). The chair or administrator will attempt to determine the validity of the complaint, and in the case of a valid complaint, seek resolution, including administrative action. He or she will communicate his or her decision on the *Student Complaint Form* and make every effort to do so within fourteen working days from the conclusion of this process.

2. If a student wishes to appeal the decision made in Step 1, he or she must submit the *Student Complaint Appeal Form A* and a copy of the *Student Complaint Form* (with the response included) to the Dean (or Vice President for Health Sciences in the event the original complaint was submitted to the Dean) within fourteen working days of the decision. The Dean (or Vice President) will investigate the matter to determine the validity of the complaint and to suggest a resolution as may be appropriate. He or she will communicate his or her decision on the *Student Complaint Appeal Form A* and make every effort to inform the student within fourteen working days of the conclusion of the appeal.
3. If the student believes that he or she has not been afforded due process, the student must submit *Student Complaint Appeal Form B* together with the *Student Complaint Form* and the *Student Complaint Form Appeal Form A* (with the responses included) to the Vice President of Health Science (or to the President in the event the original appeal was submitted to the Vice President) within fourteen working days from the date of the decision. The Vice President will make the final determination about the matter and communicate his or her decision on *Student Complaint Appeal Form B* and make every reasonable effort to submit his or her decision to the student within fourteen working days from the conclusion of this appeal. The determination will include reasons for the decision and direct a remedy, if any, to the student complaint.

B. Complaints related to ACPE Standards

The Gatton College of Pharmacy has been granted Candidate status by the Accreditation Council for Pharmacy Education (ACPE), 20 North Clark Street, Suite 2500, Chicago, IL 60602-3575, (800) 533-3606; FAX 312/664-4652. The granting of Candidate status denotes a developmental program that is expected to mature in accord with stated plans and within a defined time period. Reasonable assurances are expected to be provided that the program may become fully accredited as programmatic experiences are gained, generally, by the time the first class has graduated. Graduates of a class designated as having Candidate status have the same rights and privileges as graduates of an accredited program. The Gatton College of Pharmacy will have a site visit in spring 2010 and will be considered for full accreditation at the June 2010 meeting of the ACPE Board.

Any student may file a legitimate complaint against the university or pharmacy program relating to accreditation standards, policies and procedures (available at the ACPE website www.acpe-accredit.org). Students are encouraged to address all complaints related to the ACPE standards to the Dean of the College of Pharmacy.

Complaints should be in writing and sent directly to the Dean. The student shall have the right to meet with the Dean to discuss the complaint within 15 working days. The Dean will consider the complaint as appropriate and respond to the student in writing within 15 working days of receipt of the complaint or the personal meeting, whichever occurs later. Should a student prefer, he or she may send complaints against the College related to standards directly to the Executive Director of the ACPE at csinfo@acpe-accredit.org.

If a student is not satisfied with the response from the Dean, the student may address his or her complaint to the entire faculty by submitting a written request to the Secretary of the Faculty Council within fourteen working days of receipt of the initial response from the Dean. The student may also request to appear in person before the Faculty Council. The Faculty Council will hear the student and/or consider the complaint within 30 working days of receipt of the request, and respond through the Faculty Council Secretary within 10 working days of consideration. A complainant may request of the Dean and/or the Faculty Council Secretary that their identity be kept confidential. This request will be honored as much as possible within the constraints of resolving the complaint itself.

C. Protection of Complainant

All complaints, concerns and suggestions made by students and their resolution are handled in the spirit of continuous quality improvement. No retribution against any individual complainant may be taken by any faculty member, staff member, college committee or the faculty as a whole because of a legitimate complaint. A file will be maintained for inspection by ACPE of all complaints and responses related to ACPE standards and the procedures involved to ensure the complainant fundamental procedural due process.

D. Documentation

A record of all complaints and their resolution will be documented and maintained by the College within the Office of Student Affairs for inspection by ACPE and other accrediting bodies as appropriate.

E. Student Feedback/Input

The College highly values the opinion of students and encourages students to avail themselves of all opportunities to provide comment, feedback and suggestions through existing channels, including class officers, faculty members, course coordinators, department chairs, as well as the Office of Academic Affairs, the Office of Student Affairs, or the Office of the Dean. Student input and reaction through class representatives is regularly solicited through the Dean's Student Advisory Committee and periodic class meetings with the Dean and/or other members of the College's leadership. In addition, student representatives serve as members of several college committees. Input is requested directly from each student through orientation evaluations, course evaluations during and at the end of each semester, year-end assessments at the end of each academic year, and program assessments near

graduation. All suggestions, complaints, or concerns are considered carefully and efforts are made to keep students informed of decisions made as a result of their input.

II. Confidentiality and Disclosure

The Family Education Rights and Privacy Act of 1974¹ (better known as FERPA or the Buckley Amendment), provides basic privacy rights to students in regard to their academic transcript. Under FERPA provisions, a student has the right to have his or her academic record kept separate and confidential unless he or she consents in writing to have it released. However, FERPA also permits the College of Pharmacy to disclose the student's academic record without the student's consent under certain conditions as outlined in federal law (<http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>).

Questions concerning this law and the University policy concerning release of academic information may be directed to the Office of Student Affairs at (423) 439-6338.

III. Disabilities (Physical, Mental, and/or Learning)

The Gatton College of Pharmacy is committed to meeting its obligations pursuant to Section 504 of the Rehabilitation Act of 1973, as amended; and the Americans with Disabilities Act of 1990, as amended. An individual with a disability is defined as someone who has "a physical or mental impairment that substantially limits one or more of the major life activities of such individual." PharmD. graduates must have the knowledge and skills to function in a broad variety of clinical situations and to render a wide spectrum of patient care. While acknowledging Section 504 of the 1973 Vocational Rehabilitation Act and the Americans with Disabilities Act of 1990, students enrolled in the doctor of pharmacy program must be able to meet the established minimum technical standards with reasonable accommodations.

Any student who has such a disability and seeks accommodations must contact the ETSU Disability Services Office (423-439-8346) to initiate the procedure for accommodations. Students are encouraged to contact the College of Pharmacy Office of Student Affairs if they need assistance in this process.

IV. Equal Educational Opportunities

All applicants to Gatton College of Pharmacy meeting the appropriate academic requirements and technical standards shall be considered equally for admission to any academic program thereof regardless of race, color, national origin, religion, gender, veteran status, sexual orientation, age or disability.

¹ The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. Further information is available on the ETSU website at <http://www.etsu.edu/reg/ferpa.htm> and on the federal government website at <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.

V. Diversity

The Gatton College of Pharmacy and East Tennessee State University strive to develop an environment where the value of diversity among students, faculty and staff is accepted, encouraged and embraced. Diversity encompasses differences in race, creed, color, gender, religion, age, national origin, disabilities, veteran status or sexual orientation. The individual characteristics, talents and contributions of all people are valued and recognized for the unique contribution they make to the college.

VI. Technical Standards

The following technical standards specify those attributes the faculty considers necessary for completing pharmacy training, enabling each graduate to subsequently enter clinical practice, residency or fellowship training. These standards describe the essential functions students must demonstrate in order to fulfill the requirements of a general pharmacy education, and thus, are prerequisites for entrance, continuation, and graduation from the Gatton College of Pharmacy.

The Gatton College of Pharmacy will consider for admission any applicant who demonstrates the ability to perform or to learn to perform the skills listed in this document. Applicants are not required to disclose the nature of their disability(ies), if any, to the Admissions Committee. However, any applicant with questions about these technical standards is strongly encouraged to discuss the issue with the Assistant Dean for Student Affairs prior to the interview process. If appropriate, and upon the request of the applicant/student, reasonable accommodations will be considered in consultation with the ETSU Disabilities Office.

Certain chronic or recurrent illnesses and problems that interfere with patient care or safety may be incompatible with pharmacy training or practice. Other conditions that may lead to a high likelihood of student illness should be carefully considered. Deficiencies in knowledge base, judgment, integrity, character, or professional attitude or demeanor, which may jeopardize patient care, may be grounds for course/rotation failure and possible dismissal.

Technical standards for admission to pharmacy education require that the accumulation of scientific knowledge be accompanied by the simultaneous acquisition of skills and professional attitudes and behavior. PharmD. graduates must have the knowledge and skills to function in a broad variety of clinical situations and to render a wide spectrum of patient care. While acknowledging Section 504 of the 1973 Vocational Rehabilitation Act and the Americans with Disabilities Act of 1990, the Admissions Committee asserts the following minimum technical standards must be present in prospective candidates.

A candidate for the PharmD. degree must have aptitude, abilities, and skills in five areas:

- Observation
- Communication

- Motor
- Conceptual, integrative and quantitative
- Behavioral and social

Technological compensation can be made for some disabilities in certain areas but a candidate must be able to perform in an independent manner.

Candidates for the PharmD. degree must have somatic sensation and the functional use of the senses of vision and hearing. Candidates' diagnostic skills will also be lessened without the functional use of the senses of equilibrium, smell, and taste. Additionally, they must have sufficient exteroceptive sense (touch, pain, and temperature), sufficient proprioceptive sense (position, pressure, movement, stereognosis, vibratory) and sufficient motor function to permit them to carry out the activities described in the section above. They must be able consistently, quickly, and accurately to integrate all information received by whatever senses employed, and they must have the intellectual ability to learn, integrate, analyze, and synthesize data. The Admissions Committee considers any applicant demonstrating the ability to perform or learn to perform the skills listed. These skills and abilities are assessed during the interview and throughout the PharmD program. Students are judged not only on their scholastic accomplishments, but also on their physical and emotional capacities to meet the full requirements of the school's curriculum, and graduate as skilled and effective pharmacy practitioners.

DOCTOR OF PHARMACY DEGREE PROGRAM

I. Purpose

The Gattton College of Pharmacy's professional program leads to a Doctor of Pharmacy degree (PharmD). The accreditation manual of the Accreditation Council for Pharmacy Education (ACPE)² states that the PharmD Curriculum is intended to prepare pharmacists who will be able to:

- *provide patient-centered care*, through the ability to:
 - design, implement, monitor, evaluate, and adjust pharmacy care plans that are patient-specific; address health literacy, cultural diversity, and behavioral psychosocial issues; and are evidence-based
 - manage a successful patient-centered practice (including establishing, marketing, and being compensated for medication therapy management and patient care services rendered)
- *provide population-based care*, through the ability to develop and implement population-specific, evidence-based disease management programs and protocols based upon analysis of epidemiologic and pharmaco-economic data, medication-use criteria, medication use review, and risk-reduction strategies
- *manage human, physical, medical, informational, and technological resources*, through the ability to ensure efficient, cost-effective use of these resources in the provision of patient care
- *manage medication use systems*, through the ability to apply patient- and population-specific data, quality improvement strategies, medication safety and error reduction programs, and research processes to minimize drug misadventures and optimize patient outcomes; to participate in the development of drug use and health policy; and to help design pharmacy benefits
- *promote the availability of effective health and disease prevention services and health policy* through the ability to apply population-specific data, quality improvement strategies, informatics, and research processes to identify and solve public health problems and to help develop health policy

To be capable of the above, pharmacy graduates also must be able to:

- communicate and collaborate with patients, care givers, physicians, nurses, other health care providers, policy makers, members of the community, and administrative and support personnel to engender a team approach to patient care
- retrieve, analyze, and interpret the professional, lay, and scientific literature to provide drug information and counseling to patients, their families or care givers, and other involved health care providers
- demonstrate expertise in informatics
- carry out duties in accordance with legal, ethical, social, economic, and professional guidelines

² Accreditation Standards and Guidelines for the Professional Program in Pharmacy Leading to the Doctor of Pharmacy Degree. Adopted January 15, 2006. Accreditation Council for Pharmacy Education.

- maintain professional competence by identifying and analyzing emerging issues, products, and services

II. Professional Outcomes and Abilities

Approved by the Faculty Council on January 22, 2008

Upon graduating from this professional program, the students will be able to competently:

A. Patient-centered care

1. Identify and assess the medical problems of patients.
2. Design a plan to address each of the medical problems of patients.
3. Work with healthcare providers and patients to implement a plan to address the medical problems of patients.
4. Monitor and evaluate patients and their medical problems and, when necessary, adjust the plan to address each problem.
5. Consider patients' health literacy, cultural diversity, economics, healthcare access and behavioral psychosocial issues when communicating with patients or when designing, evaluating or modifying therapeutic plans.
6. Counsel and provide information to patients, their caregivers and other health care providers on medications and other medical issues.
7. Document patient care activities.
8. Compound drugs in appropriate dosage forms.
9. Coordinate the accurate, safe and efficient distribution and dispensing of medications.
10. Administer vaccines and/or other medications to patients as appropriate.

B. Population-based care

11. Participate in the development of medication policies, health policies and pharmacy benefit programs.
12. Promote effective health and disease prevention services.
13. Identify and contribute to the interdisciplinary resolution of public health problems.
14. Develop, conduct and analyze medication use reviews.
15. Interpret epidemiologic, pharmaco-economic and medication use reviews data.
16. Develop and implement population-specific disease management programs and protocols.

C. Resource Management

17. Develop, market and manage a patient-centered pharmacy practice.
18. Seek compensation for medication therapy management and patient care services rendered.
19. Manage human, physical, medical, financial, informational and technological resources to provide patient care.
20. Use quality improvement strategies, medication safety programs and research processes to minimize drug misadventures and optimize patient outcomes.

D. Professional behavior and essential skills

21. Apply basic knowledge and principles of pharmaceutical sciences, clinical sciences and socio-behavioral sciences to engage in critical thinking and solve problems.
22. Use technology to enhance the practice of pharmacy.
23. Identify, retrieve, analyze and interpret the professional and scientific literature.
24. Make healthcare decisions that are based on the evidence in the professional and scientific literature.

25. Communicate and collaborate with patients, caregivers, health care providers and members of the community to improve health care.
26. Understand the needs of the Appalachian patient and the unique challenges of rural healthcare.
27. Carry out duties in accordance with legal, ethical, social, economic, and professional guidelines.
28. Maintain professional competence through lifelong learning and by identifying and analyzing emerging issues, products, and services.
29. Be a lifelong educator of patients, students, colleagues and other health care professionals.

III. Curriculum and Program Requirements

The current curriculum outline leading to the PharmD degree may be found on the web at www.etsu.edu/pharmacy.

A. Elective Courses

Only courses which appear on the Approved Electives list may be used to fulfill the didactic elective requirements for the PharmD program (refer to the College's website for the current list). Student pharmacists taking elective courses should be aware that elective courses may not adhere to the exam schedule currently in place for the required core sequences in the College of Pharmacy. Elective course instructors may schedule exams at their convenience, with the exception that College of Pharmacy elective courses will administer a final or last exam the week prior to final exam week. In addition the College of Pharmacy will have a semester schedule that may differ from that of the University. Students should be aware of potential scheduling conflicts when registering for approved electives taught outside of the College of Pharmacy.

Research or internship experiences may be utilized to meet elective requirements if approved by the Curriculum Committee.

B. Professional Experience Program

Students are required to participate in the Professional Experience Program (PEP) during all four years of the curriculum. Many of these experiences are offered in practice sites away from Johnson City. The student should be prepared to incur additional expenses while on PPEs. Assignments will normally be made as early as possible, giving the student time to secure housing and make plans for off-campus experiences. In addition, enrollment in experiential education courses requires appropriate immunization status and verification of such status.

Professional practice experiences are developed by the responsible faculty member and are approved by the College's Curriculum Committee. Students may recommend clinical sites for experiential rotations but cannot make arrangements with individual practitioners or agencies. All clinical experiences must be undertaken at sites with formal contracts between the affiliate and the College of Pharmacy, and with preceptors who hold formal appointments in the College or have some formal relationship with the College. Contracts or appointments, and preceptors and sites,

need to be consistent with the philosophy and objectives of the educational program. This involves an assessment of the affiliate and/or potential faculty member to ensure a quality learning experience for the student.

Given that the necessary contracts and appointments are legal documents they often require several months to finalize before a student may be assigned to a site. If a student wishes to recommend a particular clinical site or practitioner for a rotation, please contact the Director of the Experiential Education. Please remember there are site and practitioner requirements that limit where and when students may be assigned, and not all sites may qualify. Students cannot be placed at an experiential site until all paperwork is completed and formal approval is given by the Director of Experiential Education.

Students will not be placed in sites where there is a conflict of interest in evaluating student performance. Such conflicts include, but are not limited to, assignment to a relative or close family friend, assignment to a site where the student has previously or is currently employed, and assignment to a preceptor who has a business or financial relationship with the student or a family member of the student.

C. Course Credit and Student Compensation Policies/Procedures

1. Students on pharmacy practice experiences may **not** be paid for their activities by the site to which they are assigned. This is an accreditation standard and **cannot** be waived. Students may receive housing, meal and travel allowances from the experiential site for off-campus educational experiences.
2. Students who work on research projects with faculty or in summer internship experiences with off-campus pharmaceutical companies, regulatory agencies or professional societies/associations, may either receive Independent Study course credit or payment for their work, **but not both**.
3. The following conditions should be met in order to receive Independent Study course credit for unpaid summer internship experiences at off-campus locations.
 - a) The work consists of a specific supervised project involving College of Pharmacy faculty.
 - b) Independent Study course approval is obtained prior to beginning the internship and post-experience paperwork as may be required is submitted.
 - c) Any remuneration provided by the off-campus organization/agency is limited to housing, meals and/or travel.
4. Two exceptions to the compensation policy exist.
 - a) A student who obtains a competitive scholarship/fellowship from a national professional organization may receive any stipend that accompanies the award, and receive Independent Study course credit for the work described in the award, provided:
 - (1) the course is under the direction of Gatton College of Pharmacy faculty, and

- (2) Independent Study course approval has been obtained prior to beginning the internship and post-experience paperwork as may be required is submitted.
- b) Students may work in laboratories or other environments under the supervision of Gatton College of Pharmacy faculty either collecting data or working in general support of a research project and then subsequently participate in analyzing the data and preparing posters, presentations, publications or other reports on that project. These can be considered two different activities and handled differently. For example, the activity of the former could be paid on an hourly basis and not eligible for course credit (compensation/no credit). The activity of the latter could then be on a non-paid Independent Study course credit basis (credit/no compensation).

D. BLS Certification

The College of Pharmacy requires that all student pharmacists be certified in an approved basic life support (BLS) training program. Students are required to maintain certification throughout their entire pharmacy education program. All trainings are at the expense of the individual student. Documentation of current certification is maintained by the Office of Student Affairs. Documentation must be submitted to the Office of Student Affairs by the specified deadline prior to initial matriculation and at the appropriate interval subsequent to enrollment. It is the student's responsibility to ensure documentation is submitted in a timely manner.

E. Immunization Certification

Students will be required to participate in and complete the American Pharmacists Association (APhA) Immunization Certification training during the first month of the first professional year. Training will be scheduled as part of the Introductory Pharmacy Practice Experience (IPPE). This certification consists of a self-study exam, a didactic lecture, a final exam and a practicum. Universal precautions are observed during the practical portion of the certification. During the practicum the student will participate as both the immunizer and the patient.

This certification will be at the expense of the individual student. The certification will be active as long as the individual maintains active BLS certification. The student may be involved in immunization programs and clinics during the school year, either at practice sites or with national organizations. The time that the student spends in such activities will be documented and maintained as part of the PPE program as service learning activities.

F. OSHA Certification

Students are required to complete an online occupational safety and health (OSHA) training to prepare them for participation in PPEs. The training is completed via an independent study program and must be completed before a student will be allowed to begin their introductory PPE. Annual training is required. There is no cost to the student for the training.

G. Sexual Harassment Training

Consistent with the University's mission and vision, the Gatton College of Pharmacy is committed to treating people with dignity and respect. This ideal involves all employees and students as we strive to work together in an atmosphere conducive to building relationships on honesty, integrity, and trust. Toward this end, student pharmacists are required to complete training in Preventing Sexual Harassment upon initial enrollment in the College. The training is completed online as a self-study program and there is no cost to the student. Students are required to submit a copy of the certificate of completion to the Office of Student Affairs.

IV. Graduation Requirements

The Doctor of Pharmacy degree is awarded to students upon successful completion of the curriculum as established by the Faculty Council. All courses and practice experiences, required and elective, must be completed with a minimum passing grade of C. The PharmD degree is conferred by the Tennessee Board of Regents upon certification by the faculty that the student has successfully completed all requirements.

V. Graduation Participation

The faculty and administration of the Gatton College of Pharmacy believe that attendance at graduation exercises is a testimony of the student's belief in the important role of pharmacy in the professional and academic communities. The Gatton College of Pharmacy holds a hooding and recognition program for its graduates, their families, friends and faculty prior to the University commencement exercises in the spring semester. Gatton College of Pharmacy students are required to attend and participate in both ceremonies of the spring semester of the year in which they complete their degree requirements. Students with exceptional circumstances may be excused from participation with the prior approval of the Dean or the Dean's designee.

Only students who have met degree requirements will be permitted to participate in graduation ceremonies.

ACADEMIC REQUIREMENTS AND POLICIES

I. Academic Affairs Office

The Office of Academic Affairs is responsible for all academic aspects of the PharmD program. This includes curriculum issues, notification of students achieving the “Dean’s List”, graduation requirements and certifications, compilation, distribution and oversight of the semester examination schedule, and implementation of recommendations from the Academic Progression Committee. The office is located in Room 204 of Building 7 on the J.H. Quillen Veterans Administration Medical Center campus (VA). Students can also reach the office by calling 423-439-6334.

II. Academic Performance

Students are required to pass all courses applicable toward the PharmD degree with a minimum grade of “C” and are expected to maintain a minimum overall GPA of 2.000 within the pharmacy professional curriculum. Students failing to meet these standards shall be subject to the action of the Academic Progression Committee (APC) as described in section VI below.

III. Grading System

The College of Pharmacy utilizes a standard letter grading system of A, B, C, D and F. Faculty for an individual course may elect to augment the grading system through use of the plus/minus system; however, the grades of C-, D+, and D- may not be used.

The method by which letter grades are assigned is determined by the course coordinator for each course and is included in the course syllabus. The grading scale for a course can be altered provided the scale is not made more difficult.

Grades of D and F are not considered passing grades and require that a student receiving such a grade remediate the course (see subsection E of the Academic Progression policy below for definition of remediation).

Other grades utilized by the College of Pharmacy are P (pass), I (incomplete) and W (withdraw). A grade of P is assigned to students successfully completing a course graded on a Pass-Fail basis. A grade of P does not carry any quality points and as such has no bearing on the grade point average (GPA). A grade of I is a temporary grade that may be assigned in cases in which a student, for acceptable reasons, is unable to complete all the requirements of a course. An I grade has no bearing on the GPA. A student must make arrangements to complete the course within twelve months or the grade of I automatically becomes an F. A grade of W will be assigned in cases in which a student has been granted permission to withdraw from a course according to the following. A student approved to withdraw from a course up to one-quarter of the course’s duration will receive no penalty (i.e., no record of enrollment). Approved withdrawals occurring between one-quarter and

three-quarters of the course's duration will result in a grade of W. Withdrawal after three-quarters of the course has elapsed is not allowed except under documented extenuating circumstances. In such a case, a grade of W will be assigned.

The College also utilizes grading symbols of + and * on the transcript. A "+" symbol indicates that a course continued beyond the current semester. An "*" symbol indicates that additional work was required by a student to obtain the specified course grade.

All grading policies also apply to any elective course taken outside of the College of Pharmacy.

The GPA is the weighted average of quality points earned relative to the number of credit hours attempted on a 4.000 scale. To calculate a GPA, the point value of the grade received in a course (see below) is multiplied by the number of credit hours the course is worth to determine the quality points for a course. The sum of quality points earned is then divided by the sum of credit hours attempted.

Letter grade point-values are as follows.

A	4.000
A-	3.700
B+	3.300
B	3.000
B-	2.700
C+	2.300
C	2.000
D	1.000
F	0.000

The GPA is calculated utilizing grades received in all courses attempted. Exceptions are grades of P, I and W as noted above. A class rank based upon grade point values will be calculated and used for internal purposes.

IV. Grade Appeal Process

The grade appeal process affords students the opportunity to pursue a formal course of action to dispute a final course grade. This process does not apply to erroneous grades that result from mistakes in transcription, data entry, simple calculations or other unintentional causes. Changes of erroneous grades are handled quickly and informally, without the need for a grade appeal.

A. Basis for Appeal

A student may appeal a final course grade if the student has evidence that the grade was assigned in a malicious, capricious, or arbitrary manner. The following steps provide a guideline for the appeals process. All persons concerned with this process should adhere to the time schedule outlined herein. Note that the timeframe may be

adjusted due to extenuating circumstances, such as university closings or holidays, at the discretion of College of Pharmacy administration.

B. Appeal to the Faculty Course Director for Review of the Assigned Grade

Within 21 calendar days of when the final course grade is reported to the registrar, the student should, in writing, notify the Office of Academic Affairs (OAA) of the grade appeal. The OAA will arrange for a presentation of the appeal by the student to the faculty course director in the presence of an OAA representative.

If the faculty course director is no longer with the University, the OAA will confer with the department chair, who will make a reasonable effort to receive written input concerning the matter from the former faculty member. If it is not possible to receive information from the former faculty member regarding the grade, then the student may appeal the grade as described in section C (below); the department chair will represent the interests of the faculty course director who issued the grade.

Within 14 calendar days of the presentation of the appeal, the OAA will inform the student, in writing, of the decision of the faculty course director.

If in the judgment of the faculty course director it is found that the assigned grade should be changed, then he/she will initiate the change with the registrar and the matter is concluded.

C. Appeal to the Department Chair

If the question of the assigned grade cannot be resolved between the student and the faculty course director, the student may appeal in writing through the OAA to the chair of the department in which the course was taught. The written appeal to the department chair must be made within 14 calendar days of the date the student receives notification from the OAA of the decision of the faculty course director. The student should include all known information relating to the appeal with the written request. After receiving such an appeal in writing from the student, the department chair shall review with the faculty course director the substance of the student's appeal and seek to determine its validity.

If the faculty course director is also the chair of the department, the department vice-chair or his/her faculty designee will act as department chair for this portion of the appeals process.

If the department chair determines that the assigned grade, in his/her judgment, should be changed, he/she should recommend to the faculty course director that the grade be changed. The faculty course director may or may not agree, and will advise the department chair of his/her decision within three calendar days. The chair will notify the OAA of the decision as well as his/her opinion, in writing, within three calendar days.

The OAA will notify the student, in writing, within 14 calendar days of the student's written appeal to the department chair whether or not the assigned grade will be changed by the faculty course director. If the grade is changed to the student's satisfaction, the matter is concluded. If the grade will not be changed, the OAA will advise the student of the right of appeal to the Dean of the College of Pharmacy.

If the student pursues an appeal to the Dean, copies of all written communication mentioned above will be sent by the OAA to the Dean of the College as described below.

D. Appeal to the Dean

If the grade is not changed to the satisfaction of the student at the departmental level, the student may appeal to the Dean of the College of Pharmacy. The written appeal to the Dean shall be prepared by the student and submitted to the Dean through the OAA within 14 calendar days of the date the student receives notification from the OAA of the decision of the department chair.

Within 21 calendar days of the appeal from the student, the Dean shall appoint an *ad hoc* committee comprised of three members of the Faculty Council of the College of Pharmacy, three pharmacy students, and a committee chair from the administrative leadership of the college, all of whom have voting privileges. The student will be informed of the committee composition and will have the right to request alternate committee membership if the student feels any committee member has a conflict of interest. This request may or may not be honored by the Dean.

The committee shall hold a hearing concerning the appeal. At this hearing, all materials relevant to the appeal shall be presented by the student, the faculty course director, the department chair, the OAA representative, the Dean of the College of Pharmacy, and any others who may be called to assist the committee. The student has the right to be present at the hearing to state his/her case; however, the student may not be present during deliberation.

E. Appeals Process Following Committee Review

Within 21 calendar days of its constitution, the committee will submit to the Dean a written report containing a recommendation for a specific course of action regarding the student's appeal; a copy of this report will be submitted to the OAA. The Dean will, in turn, review the committee's recommendation and reasoning. The Dean may also confer with any of the parties involved. After consideration of all appropriate information, the Dean shall accept, reject, or modify the recommendation within 14 calendar days. The Dean shall notify the OAA of his/her decision concerning the appeal; the OAA will then notify the student, the faculty course director, the chairperson of the appeals committee, the department chair, and any other appropriate individuals. If the Dean determines that the grade should be changed, the OAA will instruct the registrar to initiate the change on the Dean's behalf.

A written appeal of the decision of the Dean may be submitted to the Vice President for Health Affairs (VPHA) within 14 calendar days from the time the Dean reports his/her decision to the appropriate individuals; a copy of this document should be sent to the College of Pharmacy OAA. This appeal may be initiated by the student or the faculty course director who assigned the grade.

Within 21 calendar days, the VPHA will review the Dean's report and the other grade appeal documentation and endorse the Dean's decision, reject the decision, or modify the decision. The VPHA shall notify the College of Pharmacy OAA of his/her decision; the OAA will then notify student, the Dean, the faculty course director, the chairperson of the appeals committee, the department chair, and any other appropriate individuals. If the VPHA recommends that the grade be changed, the OAA will convey this information to the registrar.

F. Appeal to the President

If either the student or faculty course director believes that due process (the right to have your concerns reviewed by an impartial third party) has not been afforded, a written appeal may be made to the President (and copied to the College of Pharmacy OAA); otherwise, the decision of the Vice President for Health Affairs is final.

V. Academic Honors

A. Dean's List

The Academic Affairs office publishes an honor roll each semester (Dean's List), consisting of students who demonstrated academic excellence by achieving a 3.5 GPA or better (with no grade below a B-) while enrolled full-time with at least twelve hours taken for a standard letter grade. For each semester in which this is accomplished, the student will receive a letter of recognition signed by the Dean. The student's name may also be published in the College newsletter or other publications.

B. Graduation Honors

The Gatton College of Pharmacy confers three academic distinctions at graduation which will appear on student diplomas:

Summa Cum Laude - students graduating with a pharmacy GPA of 3.900 to 4.000

Magna Cum Laude - students graduating with a pharmacy GPA of 3.750 to 3.899

Cum Laude - students graduating with a pharmacy GPA of 3.500 to 3.749

VI. Academic Progression Policy

A. Philosophy

The culture to which we aspire is one in which we expect a reasonable effort by the faculty beyond the boundaries of the classroom to enhance the learning of the student in ways that bring advancement up to an acceptable level of progress. The academic remediation process has a role for each party in the process: the student, the faculty teaching the course, the student's academic advisor and the faculty and administration of the College of Pharmacy.

It is the responsibility of the student to work to their capacity in each course, and to realize potential problems as they arise and address them with the instructor, the course coordinator and their academic advisor. The following guiding principles will be used to set the culture and more clearly define the responsibilities of students, faculty, and administration in order to ensure successful student learning and progression within the curriculum.

- It is the responsibility of the student to work to their capacity in each course, and to realize potential problems as they arise and address them with the instructor, the course coordinator and their academic advisor.
- It is the responsibility of the academic advisor to become knowledgeable about the student, and aid them in discerning the true nature of the problem, particularly if it lies outside of the classroom, while serving as a conduit for effective communication with the instructor, course coordinator, and the deans.
- It is the responsibility of the instructor to communicate academic problems to the student directly, the academic advisor and to the course coordinator, based on monitoring of all aspects of classroom performance.
- It is the responsibility of the course coordinator to communicate with the student, the academic advisor, the instructors, and the deans to ensure that all information concerning student achievement is clear and consistent. The course coordinator is responsible for defining the nature of extra work or academic assistance needed for a student during the semester, typically in consultation with the other course coordinators and with the deans.
- It is the responsibility of the Office of Academic Affairs to assist the student, the advisor, the instructors, and the course coordinators in any way possible to help students achieve their potential in every class. The Office of Academic Affairs will facilitate regular meetings of the course coordinators during the semester, and will coordinate the Academic Progression Committee meeting at the end of each semester.

B. Academic Progression and Promotion

1. Academic Progression Committee

- a) Purpose - The Academic Progression Committee (APC), in consultation with the Office of Academic Affairs, is charged with monitoring students' performance during each semester and progress throughout the curriculum. The APC acts on behalf of the faculty as an advocate for student learning, faculty teaching and academic integrity. The committee serves to mediate and facilitate student remediation and retention issues, within the boundaries of academic standards. The emphasis is on learning, understanding and applying the material and skills that are taught throughout the curriculum. In addition to the responsibilities detailed below, the APC becomes involved in academic issues when a student's academic performance falls below the level needed for the successful completion of one or more courses.

- b) Responsibilities - The APC makes decisions regarding each student's progression in the curriculum. According to the definitions outlined below, the APC will decide one of the following: normal progression, academic probation with remedial action, continued academic probation with remedial action, removal from probation or other action (see section B for definitions). Recommendations for graduation are made by the APC to both the Dean and faculty since graduation requires approval by the Faculty Council. Recommendations for academic dismissal are made by the APC to the Dean.

When academic performance falls below the level needed for the successful completion of one or more courses, the committee first makes a determination about whether the student should be recommended for retention in the program. A recommendation for dismissal is forwarded to the Dean, who is the only pharmacy administrator who can officially authorize a dismissal from the College of Pharmacy. For students retained in the program, the committee makes a decision on the best course of action for the student's successful completion of the academic program. Depending on circumstances of each individual case, the APC may require the student to repeat a course, repeat a semester, undertake a modified curriculum, or the committee may require other action that the APC determines to be in the best interest of the student. When a modified curriculum is recommended, the objective is the alteration of the student's curricular schedule with the addition of no more than one extra academic year. In addition, for those students in academic difficulty early in the program, the typical modified curriculum allows the student to return, whenever possible, to a full-time schedule for the P3 year so that the student will be better prepared for the rigor of the P4 year.

- c) Membership - The membership of the APC is defined by the Gatton College of Pharmacy Faculty Council By-Laws. This membership consists of a core group appointed by the Dean plus at least two *ad hoc* committee members. The core group will consist of 5 faculty members. The chair of the committee will be appointed by the Dean and will be a member of the faculty or administration. The Dean will appoint two regular (clinical or tenure track) faculty members from each academic department. These members should be course coordinators from each of the P1, P2 and P3 years. Committee members will serve two-year terms that are staggered such that each year one member from each department is replaced. Committee members may serve two consecutive terms.

The *ad hoc* committee members will include the course coordinator of the course(s) for which the student finds him/herself in academic difficulty and a student advocate selected by the student. If one of the affected courses is an IPPE or an APPE, the Director of Experiential Education will be the designated course coordinator and will be added to the committee. The student advocate (and an alternate if necessary) will be selected by the

student from the College of Pharmacy faculty or administration. For purposes of deliberations and decisions about an individual student, the *ad hoc* committee members are full voting members of the committee. The *ad hoc* committee members may designate another faculty member to serve in their place, e.g., for reasons of unavailability or when another faculty member teaching in the course may be more appropriate to serve on the committee than the course coordinator.

2. Progression Definitions

- a) Normal Progression - In order for a student to progress through the curriculum, the student must maintain a College of Pharmacy cumulative GPA of 2.000 or greater and must successfully complete all courses with a grade no lower than a "C".
- b) Academic Probation - Academic probation is the initial official action of the Academic Progression Committee for a student failing to make satisfactory academic progress by not meeting the requirements for normal progression. Depending on the nature of the academic deficiencies and the overall academic record, a student placed on academic probation may or may not be permitted to continue in the regular sequence of the professional curriculum and may be required to repeat a course or courses during the next term in which it is offered. The committee will stipulate a course of action that is necessary to remediate the academic deficits (see part 5(b) below). Students may not be removed from probation until the remedial action has been satisfactorily completed.
- c) Continued Academic Probation - A student may be placed on continued academic probation for failure to make satisfactory progress during a period of academic probation. A student placed on continued academic probation may be required to take a reduced course load (modified curriculum). A remediation plan for continued academic probation will be created by the Academic Progression Committee (see part 5(b) below). As long as the student makes satisfactory progress, the student will remain on continued academic probation until all academic deficiencies are corrected.
- d) Academic Dismissal - A student may be subject to academic dismissal as stated in the Academic Standards section. Students dismissed from the College may seek readmission by applying through the normal admissions process. A student will be subject to academic dismissal from the Gattton College of Pharmacy when one or more of the following conditions are met:
 - (1) The student fails to make satisfactory progress while on continued academic probation;
 - (2) A period of academic probation is imposed for a third time; and/or
 - (3) The student fails to complete didactic requirements within five academic years of initial enrollment at the Gattton College of Pharmacy.

3. **Academic Standards**

The following academic standards will be used to evaluate students' progression through the curriculum. Although the APC considers the overall record of the student in making decisions, the APC will rely on the following standards:

- a) All students must maintain a minimum GPA of 2.000 and earn a minimum grade of "C" in each course taken during the time they are students in the College of Pharmacy.
- b) Any student with a GPA less than 2.000 in a single semester or with a College of Pharmacy cumulative GPA less than 2.000 will be placed on probation and may be subject to dismissal from the College.
- c) Students who fail to earn a minimum of "C" in one or two courses within a single semester may be placed on probation and will not be allowed to progress without remediation.
- d) Students who fail to earn a minimum of "C" in three or more courses within a single semester may be subject to dismissal from the College of Pharmacy.
- e) A failure in a pass/fail course will be considered a grade less than "C".
- f) Students on academic probation may have a restricted academic schedule as dictated by the APC.
- g) Students placed on academic probation must meet remediation requirements or other requirements stipulated by the APC before being eligible for removal from probation.
- h) Students who satisfactorily complete the remediation requirements for probation will be removed from probation.
- i) Students who are on probation and fail to meet the requirements for remediation or fail to meet the requirements needed to remove them from probation as determined by the APC will be placed on continued academic probation and may be subject to dismissal from the College.
- j) Students required to go on probation on a second occasion may be subject to academic dismissal from the College.

4. **Academic Progression Committee Procedures and Guidelines**

During the academic semester, the Office of Academic Affairs monitors students' performance in all courses. Student issues and performance deficits are brought before the APC as needed during the semester and within ten working days of the end of each academic term.

Any student with a course grade lower than a C and those already on academic probation will be reviewed by the APC for retention and promotion in the professional program. These students will be informed of the APC meeting time and invited to provide any written or verbal information or comments prior to committee deliberations. The student may request to appear before the committee; however the student will not be present during committee deliberations. During APC deliberations, the committee will consider the student's overall academic performance as well as specific course grades, student input, and any written comments that may be provided by faculty not on the APC. After a decision to require remediation has been made, the student will be

informed of the decision by the Chair of the APC. Decisions of the APC (except for recommendations for dismissal) are communicated to the student, in writing, by the Chair of the APC Committee.

A student may request within 10 working days of this notification to appear before the committee concerning their situation; this request will be promptly granted. However, students subject to dismissal will be invited to appear before the APC prior to the final committee recommendation. Recommendations for dismissal are sent to the Dean of the College of Pharmacy for final action before student notification by the Office of Academic Affairs.

The Office of Academic Affairs will notify each student who is placed on academic probation or continued academic probation. Notification will be by letter and e-mail. The notification will outline current academic deficiencies and the course of action required by the APC. This may include, but is not limited to, adjustment of academic load, repetition of curricular segments, specific remediation (as determined by the course coordinator), and participation in counseling sessions. Moreover, students who are on academic probation, unless given permission by the Office of Academic Affairs, will not be permitted to:

- a) Take an independent study elective;
- b) Serve as officers or committee members in any campus organization;
- c) Participate in University organizations or extracurricular activities, particularly if participation requires a significant commitment of time.
- d) Be eligible for college paid travel;
- e) Be employed by any department or college of the University.

Students on any level of academic probation will not be permitted to register for the next semester without consultation with the Office Academic Affairs. Students removed from academic probation will be notified by letter and email by the Office of Academic Affairs and instructed to consult with their advisor concerning their future academic schedule.

5. **Remediation**

- a) **Definition** - The Gatton College of Pharmacy defines remediation as the act, process or attempt at correcting an academic deficiency in order to permit the student to continue in the program either through normal progression or a modified schedule.
- b) **Policy** - It is recognized that not all evaluation methods are perfect measures of student knowledge and skills. To minimize the impact on student advancement, and to provide the student an opportunity to demonstrate a sufficient level of knowledge and skill, the Gatton College of Pharmacy permits remediation for its didactic courses.
 - (1) Students who receive an F in a pharmacy course will not be permitted to remediate a course immediately at the conclusion of a semester but will typically repeat that entire course during its next offering. Exceptional

- circumstances may allow other alternatives, as determined by the APC in consultation with the affected faculty and the Dean of the College of Pharmacy.
- (2) For a student who receives a D in a course, the course coordinator, who is a member of the APC, will determine whether remediation will be permitted by re-examination after a defined period of focused study or whether the knowledge deficit is significant enough to warrant repeating the course at its next offering. If a student has more than one D within a semester, the APC may recommend repeating all of the D grade courses.
 - (3) For students who must remediate a course within the same semester, he/she will work with the course coordinator/instructors to determine a course of focused study in order to remediate the knowledge deficits.
 - (4) Remediation at the conclusion of a semester will ordinarily be assessed by examination or specific assignment, as determined by the course coordinator with input from the APC. A remediation exam/assignment will be administered once, typically within 4 weeks after the conclusion of the semester in which a final grade of D or less was earned, at a time and location to be determined by the course coordinator. If possible, remediation should be completed prior to the beginning of the next academic semester. The remediation examination may be composed of new questions and may include essay, short answer, multiple choice, matching, oral or any other format, as determined by the course coordinator. The examination/assignment may be specific to certain aspects of the course or may cover the entire course, as determined appropriate by the course coordinator. Course coordinators are responsible for establishing the minimum score necessary to pass a remediation examination. If the minimum score is achieved on the remediation examination, the final course grade will be changed to C*. If the minimum score is not achieved, the student's original grade remains as the grade for the course. The final grade cannot be greater than C*, regardless of the score on the remediation exam. No student will have the assigned grade decreased by the remediation exam. If the student does not pass the remediation exam, as determined by the course coordinator, the student will be referred back to the APC for further action.

6. **Appeals Process**

Decisions of the APC, except for the method of remediation, may be appealed to the Dean of the College of Pharmacy. The appeal shall be prepared in writing by the student and shall be submitted within 10 working days of notification of the APC's decision. The Dean will respond with a decision within 5 working days. Students dissatisfied with the decision of the Dean may further appeal the decision to the ETSU Vice President for Health Affairs within 10 working days of notification of the Dean's decision. In the case of dismissal, the initial appeal shall be made to the Vice President for Health Affairs within 10 working days of

notification. In either circumstance, the Vice President for Health Affairs will respond within 5 working days.

Extension of Timeframe - Should some event or events occur that could significantly affect the notification timeframe listed above, the student or administration may be granted an extension by the Office of Academic Affairs. Such extension may be prospective or retrospective.

VII. Withdrawal

Students who wish to withdraw from the College of Pharmacy may do so at any time by completing an official withdrawal form. Withdrawal constitutes the termination of a student's academic status with the College. As such, a student desiring to withdraw is advised to consider the matter carefully and to consult with his or her advisor, and the Office of Student Affairs or the Office of Academic Affairs prior to initiating any action. A student should consult the College's Financial Aid Office for information regarding the impact upon financial aid, tuition refunds, and loan repayment.

Withdrawn students who desire to be readmitted may request such by completing an application for readmission no later than sixty (60) days prior to the start of the semester for which readmission is sought. Such requests shall be considered by a committee composed of the Associate Dean for Academic Affairs, Assistant Dean for Student Affairs, Director of Experiential Education, Chair of the Academic Progressions Committee, and the requesting student's former faculty advisor. There is no assurance that the request will be granted. The Office of Academic Affairs shall determine the academic standing of a student who has been readmitted, including determination whether prior credits earned by the student will be applicable towards the degree.

VIII. Leave of Absence

A leave of absence is a period of time during which a student is not actively enrolled in coursework. The student's academic status with the College is maintained and the student is not considered withdrawn. A leave of absence may be granted by the administration for medical, personal or academic reasons. A leave of absence is granted for no more than one academic year and does not change the time limit for completing the curriculum. A student seeking a leave of absence should consult with his or her advisor, and the Office of Student Affairs or the Office of Academic Affairs prior to initiating any action. A student should consult the College's Financial Aid Office for information regarding the impact upon financial aid, tuition refunds, and loan repayment.

GENERAL COURSE POLICIES

Unless otherwise specified in a course syllabus, the following policies will be in effect for all Gattton College of Pharmacy courses.

I. Procedures for Examinations

- A. Prior to the beginning of each semester, the Office of Academic Affairs, with the input from all course coordinators, will establish the exam schedule for each class of students. This schedule will be followed during the remainder of the semester; with the possible exception of College initiated changes and student initiated changes (see Section III below).
- B. All pharmacy exams will be administered during regularly scheduled class or exam time. The general guidelines stated in Section II shall be observed or as otherwise specified by the course coordinator.
- C. Students shall conduct themselves in accordance with the College Honor Code, as well as any additional pertinent policies that may be developed.

II. Minimum Examination and Quiz Guidelines

All examinations and quizzes are given in accordance with the College of Pharmacy Honor Code. Students are expected to behave in a manner that will not cast doubt on their academic integrity and must follow guidelines imposed by the faculty member. Generally, students should:

- Space themselves evenly in the exam room, sit in pre-assigned seats or arrange as directed by the course coordinator;
- Place all books, papers, coats, purses, etc. in their lockers prior to beginning the exam, unless the exam is open-book;
- Leave the test area quietly, remembering that congregating and loud conversation is distracting to those still taking the exam/quiz;
- Have student ID in their possession and available;
- Not share calculators (if calculators are allowed) nor use a calculator that can store text in its memory;
- Not bring any electronic communication device into the testing area; such as cell phones, pagers, beepers, PDAs, computers, etc.;
- Wear appropriate attire as defined in the student handbook.
- Refrain from making sounds that may be distracting to other students (e.g. gum popping, tapping)

III. Class and Exam Schedule Change Requests

In preparing the class and exam schedules for each semester, the Office of Academic Affairs consults with students and faculty to ensure that the published schedules are educationally sound. If members of the class feel there is a compelling reason to make a

change in the regularly scheduled time of a class or exam, the guidelines below should be followed to initiate such a change. Should a vote be held to determine the consensus of the class prior to initiating the process, the vote shall not be conducted by a show of hands.

- The President/Class Representative should check the event calendar with the Office of Student Affairs and the exam calendar with the Office of Academic Affairs to ensure that no other outside parties will be affected by the change.
- The President/Class Representative should contact the Course Coordinator for approval to proceed.
- The Course Coordinator may reject the request to change the class time or exam schedule based on the merit of the request. In general, student requests based solely on convenience or preference will not be granted. If the Course Coordinator endorses the request, the Course Coordinator will contact the Office of Academic Affairs (OAA) to assist in coordinating the change.
- The OAA will provide suggestions to the Course Coordinator and the President/Class Representative regarding the logistics of the request, including details concerning the facilities available if the proposed change is implemented.
- If approved to proceed, the President/Class Representative will announce the proposal to the class both verbally and via email. The announcement must be made during two consecutive classes. Any student who disagrees with the proposed change should contact the Course Coordinator within five business days of the electronic announcement. Students must object to the change privately by calling or sending an email to the Course Coordinator or by speaking with the Course Coordinator directly.
- The Course Coordinator will consider the information provided by the class and decide whether the class or exam will be moved. If the Course Coordinator decides to move the class or exam, then he/she must independently accommodate each student who voiced opposition to the move. The Course Coordinator will inform the President/Class Representative of the decision and also send out a confirmatory email to the entire class and the OAA.

IV. Attendance

A. Class Attendance

Every student is expected to attend all class sessions, including laboratories and other activities outside the classroom as deemed necessary by the course instructor, **and to take all examinations**. Instructors determine their individual policy for class attendance, completion of assigned work, absences at announced and unannounced examinations and excused absences. The attendance policy will be included in the syllabus.

B. Professional Experience Program Attendance

Attendance during PEP activities is required. The required hours of attendance will be set by each preceptor and may range from 8-10 hours per day. Generally, attendance will be required during weekday daytime hours (between 7am and 6pm); however some experiential sites may require attendance during alternate times, including

evenings and/or weekends. Students are encouraged to contact preceptors in advance to discuss the required schedule.

On University holidays, students are expected to abide by the holiday schedule of the experiential site and accordingly, attendance will be determined by the preceptor. Anticipated student absences from PEP activities must be approved by the preceptor in advance. Preceptors must be informed as soon as possible when a student is too ill to report to the experiential site. Students may be sent home by the preceptor if a student's illness may compromise the health of patients. Preceptors will be encouraged to work with students to allow students to attend appropriate professional meetings and to interview for postgraduate training experiences. Students with such excused absences will still be held accountable for the learning outcomes of the clinical experience and may be required to make up some or all of the time missed from clerkship. In general, students should not miss more than 10% of scheduled PPE days. Preceptors will determine whether learning outcomes have been achieved and whether absences need to be made up.

C. Excused Absences

The following are defined as excused absences (though not an exhaustive listing):

- Student illness or illness of a student's immediate family. (Instructors have the right to request appropriate verification of illness.)
- Death of a member of student's immediate family. (Instructors have the right to request appropriate verification.)
- Travel for participation in intercollegiate athletic events; travel to professional meetings for members of student professional organizations recognized by the College of Pharmacy; travel for College of Pharmacy classes, travel by individual students representing the College of Pharmacy in special circumstances. Instructors may request documentation from appropriate College of Pharmacy personnel to verify the student's participation in the event.
- Major religious holidays: Students are responsible for notifying the instructor in writing of anticipated absences for their personal religious holidays before the end of the second week of the semester.

In all cases, the student bears the responsibility for notifying the instructor before the absence and for making up any missed work. If feasible, the instructor should allow the student an opportunity to make up the missed work or examination due to an excused absence during the semester in which the absence occurred. Exceptions are made in cases of emergency such as hospitalization of the student or hospitalization or death of an immediate family member. In these cases, students may call the Office of Academic Affairs--or other administrative office--which will notify the faculty of the initial absence. However, students must make arrangements to complete all missed assignments and notify their instructors of additional days of absence.

V. Missed Exams/Makeup Exams

Students who miss an examination due to an excused absence will be given a reasonable opportunity for a make-up exam. (Excused absences are defined in Section IV.C above.) For absences not defined as excused in the Handbook, the course coordinator will make the determination of "excused or not" based on their judgment of the student's individual circumstances. It is the responsibility of the student to contact the course coordinator as soon as possible if an exam is going to be missed or has been missed. Make-up exams may be scheduled, at the discretion of the course coordinator, either before the scheduled examination, after the scheduled examination, or at the end of the semester, depending on the circumstances, and may be administered in a different format than the original exam, i.e., the make-up exam may be given as an essay or oral exam. Any student missing the final exam will receive an incomplete grade (I) for the course, pending resolution of the absence. A student who misses an examination due to an unexcused absence will receive a failing grade on the missed examination.

VI. Teacher/Course Evaluations

Evaluation of instructors is an important part of the Gatton College of Pharmacy's assessment program and facilitates continuous quality improvement and compliance with accreditation standards. The goal is that teacher and course evaluation will occur for all courses. The College strives to continually improve its curriculum and teaching. Course evaluations are used as part of the information for faculty evaluations, assignments for courses and curricular changes. Information is collected from students each semester, compiled and shared with individual faculty members, Department Chairs and the Dean. Students should take this opportunity to provide serious and constructive input as inappropriate or disrespectful comments will not be given any credence.

VII. Communication Devices in Class

All cell phones and other audible communication devices must be placed in the "silent mode" during class and experiential education. Cell phones and other communication devices may not be used during class for any reason (not even text messages or as calculator). This includes using email on a "blackberry", laptop or tablet computer or other similar device. In addition, students should not be "surfing the web" during class. Accessing class related websites as directed by the instructor is an appropriate activity.

If there is a situation where a student may need to be notified of an emergency during a class period, that student should leave the telephone number of the Office of Student Affairs, 439-6338, with the person who may make the emergency call. Student Affairs will give the student the message as appropriate. This procedure is to be used only for emergencies where the student must be notified immediately and would have to leave before the end of class. If situations exist where the student could take the message after class, then the caller should leave a message on the cell phone and the student can check for messages between or after classes.

OTHER POLICIES AND INFORMATION

I. Computing Technology

A. Computer

All entering student pharmacists are required to have access to a personal computer with a high-speed internet connection appropriately configured to be compatible with ETSU facilities. Desire2Learn (D2L) is a web-based teaching and learning tool utilized by the faculty for course development, delivery, and management. Computers will be used for retrieving course materials, including syllabi and handouts, for retrieving primary medical literature and conducting internet searches, taking notes in class, if permitted by the instructor, and for projects and writing assignments. Class handouts are posted to D2L or other web sites; students are responsible for having access to the necessary technology to access this information.

The minimal recommended configuration is listed below. It is highly recommended that the student own a laptop or tablet computer to maximize mobility and utility during the program. The classrooms and study areas in the College of Pharmacy allow for wireless access to the ETSU network. Students are expected to provide their own printing hardware and supplies.

Minimum recommended computer specifications can be found on the web at www.etsu.edu/pharmacy/enrolledstudents.asp.

B. Handheld Devices

Fourth-year students are required to purchase a handheld device (commonly referred to as a PDA) for use during APPEs. The College does not specify the type of device you must purchase; however, the device must be able to run Lexi-Comp drug and clinical information software as this is the required textbook for the fourth-year. Additionally, it is recommended that students purchase a device that is compatible with the E*Value Advanced Informatics system utilized by the Office of Experiential Education. This software provides students with the ability to access personal and program information pertinent to their practice experience. To assist students, the Medical Library has formulated a list of buying recommendations which can be found on the web at www.etsu.edu/pharmacy/enrolledstudents.asp. The Library will also assist students in configuring their devices.

II. Immunization Requirements

As a prerequisite for enrollment, Gatton College of Pharmacy students are required to demonstrate receipt of appropriate immunizations and/or testing for protection against exposure to certain infectious diseases as detailed below. Requirements are to be met no later than the date immediately preceding initial matriculation as specified by the Office of Student Affairs.

A. Measles, Mumps, Rubella (MMR)

Proof of immunity to measles (rubeola), mumps and rubella is required of all students. The first dose must have been given on or after the first birthday. MMR vaccinations must be given at least 30 days apart.

Proof of immunity may be met by:

1. Documentation of two MMR's after one year of age; or
2. Documentation of positive rubeola, mumps and rubeola titers.

B. Hepatitis B

Proof of immunity against hepatitis B is required of all students. Students are required to complete the vaccination series which consists of three injections given at recommended intervals. Additionally, students are required to obtain a blood serum titer test that demonstrates the student has developed an adequate level of antibody protection to indicate immunity. The titer should be received 1-2 months after completing the series of three injections.

If the hepatitis B titer is negative following completion of the initial series of three injections, the student will be required to repeat the series and have a repeat titer drawn. If the titer remains negative, the student will be required to receive appropriate clinical consultation.

C. Tetanus-Diphtheria

A current tetanus-diphtheria booster is required for all students. Students must provide documentation of receipt of a booster vaccine within 10 years of their expected graduation date. Effective October 2005, the CDC recommends administration of the Tdap in place of Td to promote protection against pertussis.

D. Varicella (chickenpox)

Students must demonstrate immunity to varicella. Proof of immunity may be met by:

1. Documentation of receipt of the varicella vaccination series; or
2. Documentation of a blood serum titer indicating immunity.

E. Tuberculin (TB) Screening

Documentation of testing for tuberculosis is required of all students. Annual TB screenings are required while the student remains enrolled. If a student receives a positive test or has a history of testing positive, he or she will be required to provide documentation of a chest x-ray and the results thereof, including recommendations regarding any therapy.

F. Acknowledgement of Information about Infectious Diseases

The General Assembly of the State of Tennessee mandates that all students, upon initial enrollment in a postsecondary education institution, be informed of the risk factors and dangers of certain infectious diseases. Tennessee law requires that students complete and sign a form provided by the institution that includes detailed information about hepatitis B (HBV) and meningococcal meningitis.

G. Acceptable Documentation

All medical documentation submitted must include the date of each immunization and/or titer as well as the results of the titer. Acceptable documentation may include a statement or progress notes from a health care provider; copy of immunization record; or copy of laboratory reports, as appropriate.

III. Insurance Requirements

A. Professional Liability Insurance

The College of Pharmacy requires all PharmD students to carry professional liability insurance. Low cost coverage specifically designed for pharmacy students is available through Pharmacists Mutual Insurance Company. The premium is charged to the student's account upon registration.

B. Medical Insurance

Medical insurance is required of all PharmD students. Students will automatically be enrolled in the Tennessee Board of Regents student insurance program unless proof of medical insurance is provided by the student to the Office of Student Affairs. The cost of this insurance will appear on the student's fee bill for the semester.

C. Disability Insurance (Recommended)

Students are encouraged to carry disability insurance. An optional policy is available through Pharmacists Mutual Insurance.

IV. Licensure Requirements

A. Tennessee Board Of Pharmacy

The Tennessee Board of Pharmacy ensures that the pharmacists of Tennessee are providing competent pharmaceutical care in accordance with state and federal laws. To this end, the Board determines the competency of graduates of recognized schools or colleges of pharmacy applying for licensure, ensure compliance with the Pharmacy Law, and take disciplinary action and conduct hearings when appropriate. The State Board of Pharmacy is located at French Landing, Suite 300, Nashville, TN 37423. (615) 741-2718; <http://health.state.tn.us/Boards/Pharmacy/index.shtml>

B. Application For A Pharmacist License

Student pharmacists seeking to obtain initial licensure within Tennessee shall submit an application for examination for a license (with the proper application fee) at least forty (40) days prior to the date of the examination. No applicant shall be eligible for a license if the applicant has engaged in conduct or suffers a condition which would constitute grounds for revocation or suspension of a license under unless the applicant can show cause as to why a license should be issued.

C. Pharmacy Internship

An applicant for an initial pharmacist license by examination in Tennessee must show, as prescribed by the board, that the applicant has acquired a minimum of one thousand

five hundred (1,500) hours of pharmacy internship (practical pharmacy experience) under the instruction of a pharmacist in good standing, subject to all of the following conditions. (Prior registration as pharmacist intern is not required.)

1. The one thousand five hundred (1,500) hours must be acquired after enrollment in a recognized college or school of pharmacy; one thousand one hundred (1,100) of these hours may be acquired in pharmacy programs or demonstration projects structured by the college or school. Student pharmacists should note that acceptance to pharmacy school does not constitute enrollment. As such hours obtained prior to student pharmacist's first semester of pharmacy school cannot be counted toward the total hours required.
2. Pharmacy internship may be acquired in another state, provided that the preceptor's qualifications are certified by the appropriate authorities of such state.
3. Four hundred (400) of these hours may be acquired in non-traditional pharmacy internship programs which have received prior approval of the board.

D. Licensing Examinations

Applicants for an initial license as a pharmacist shall take a jurisprudence examination and the NABP North American Pharmacy Licensing Examination (NAPLEX), which are administered on the nationally scheduled dates as approved by the board. The passing grade on the jurisprudence examination shall be seventy-five percent (75%) and the passing grade on the NAPLEX shall be as established and nationally accepted. Any applicant who fails either the NAPLEX or the jurisprudence examination shall be entitled to retake the examination as specified by the relevant board of pharmacy. If an applicant should fail the NAPLEX or jurisprudence examination three (3) times, the applicant may be required to take review courses as approved by the board prior to reexamination. This requirement shall apply to the third and each subsequent failure.

E. Licensure in States other than Tennessee

Student pharmacists desiring to obtain licensure in a state other than Tennessee should contact the board of pharmacy in that state as soon as possible after matriculation to find out requirements for licensure. Note: registration as an intern may be required.

V. Personal Appearance Standards

In order to prepare student pharmacists to enter the profession, the Gatton College of Pharmacy expects students to present an image of cleanliness, orderliness, modesty and professionalism. Proper professional attire signals to patients and other health professionals a student's self-confidence, knowledge level, and willingness to participate in responsible decision-making processes. Professional attire is encouraged upon entrance to the program and required in all clinical experience settings.

In the clinical setting (PEP settings), student pharmacists are required to wear an approved white lab jacket with College of Pharmacy logo and name badge. Men will wear shirt and tie with khaki or dress slacks. Women will wear skirts, khaki or dress slacks with blouses or sweaters. Shoes should be close-toed, neat, clean and in good condition. No denim clothing, sandals, or flip-flops should be worn in the clinical setting.

Dress for the classroom setting (non-PEP) can be casual but modest. Blue jeans in good condition and appropriate shorts are acceptable. Examples of unacceptable attire include hats/caps, tank tops, scrubs, sweat pants and garments with words or illustrations which are obscene, offensive or unprofessional.

Visible body piercing (other than earrings) is strongly discouraged and may be unacceptable in clinical settings. Students should avoid extremes in hairstyles, tattoos, cosmetics (particularly perfume and cologne) and jewelry as these may not be allowed in clinical settings and may be considered offensive to patients.

While participating in off-campus experiential activities, the dress code of the off-campus site should be followed. More prescriptive attire may be required for certain laboratory classes. The Office of Student Affairs will be responsible for resolving questions of appropriateness should they arise.

VI. Statement on Employment and Schedules

Due to the academic rigor of the curriculum, the College discourages employment while courses or experiential clerkships are in session. The College does not take into account employment or external activities when scheduling classes, examinations, reviews, field trips or individual course functions or special projects.

Due to curricular requirements, course functions and/or examinations outside the normal Monday through Friday, 8 am to 5 pm class schedule may occur. Clinical responsibilities may occur on evenings and weekends.

VII. Severe Weather Policy/Class Cancellations

Students are to follow University policy when inclement weather occurs. East Tennessee State University and its branch campuses normally remain open during bad weather. The President of the University, under extreme conditions, may choose to officially close or suspend selected activities of the university or branch campuses. The decision to close the University or to cancel some or all classes will be made and announced as soon as possible to accommodate students who must commute. An official statement of closing will be posted on the University's web page, broadcast over several area radio and television stations, including the University's radio station, WETS-FM. The Center for Adult, Commuter and Transfer Services hotline may also be called regarding school closings. The hotline number is 439-5641.

Students are to attend classes unless otherwise notified by local media. If a student cannot attend class, the student is to contact the appropriate instructor(s) if possible. If not, the student must contact the instructor(s) immediately upon returning to the campus to negotiate an excused class absence and make up any missed work. If a student is stranded on campus due to inclement weather, facilities are available in university residence halls for an overnight stay. Students should report to the campus security building on the east side of campus.

STUDENT CONDUCT, PROFESSIONALISM AND HONOR CODE

Student pharmacists enrolled in the Gatton College of Pharmacy are responsible for compliance with all College of Pharmacy, University and VA Campus policies. Student conduct falls into three general areas: academic, professional and personal. Misconduct in any of these areas subjects the student to disciplinary action by one or more of these bodies and in some cases, courts of law.

Gatton College of Pharmacy and select University policies are presented here as the foundation for student conduct. Student pharmacists are expected to familiarize themselves with University policy as found in the *University Telephone Directory and Student Handbook* and on the ETSU website at <http://www.etsu.edu/students/spectrum/spectrum.htm>.

I. East Tennessee State University Institutional Disciplinary Rules

Student Pharmacists are governed by the University's student disciplinary rules. They can be found in the University's Student Handbook (the Spectrum) which is published annually as part of the University Telephone Directory and made available to each student through the Office of Student Affairs. These policies are based upon the Tennessee Board of Regents (TBR) policy 3:02:00:01 entitled General Regulations on Student conduct and Disciplinary Sanctions and the TBR policy 3:02:01:00 entitled Policy Insuring Student Due Process Procedure. These policies can be found on the TBR website (www.tbr.state.tn.us) under Student Policies. Student disciplinary matters will be referred to the University in cases in which there is no specific Gatton College of Pharmacy policy.

II. General University Conduct Policies

A. Tobacco-Free Environment

ETSU is a Tobacco-Free Campus, with smoking and all other tobacco usage permitted only in private vehicles. This policy applies to all university buildings/grounds; ETSU-affiliated off-campus locations and clinics; any buildings owned, leased or rented by ETSU in all other areas; and ETSU facilities located on the campus of the James H. Quillen Veterans Affairs Medical Center at Mountain Home. Tobacco use is also prohibited in all state vehicles. This tobacco-free policy is in effect 24 hours a day year-round. The policy in its entirety may be found on the internet at <http://www.etsu.edu/humanres/ppp/PPP-53.htm#new%20policy>.

B. Sexual Harassment

East Tennessee State University desires to maintain an environment which is safe and supportive for students and employees and to reward performance solely on the basis of relevant criteria. Accordingly, the university will not tolerate sexual harassment of students or employees.

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic standing; or
2. Submission to or rejection of such conduct by an individual is used as a basis for employment or academic decisions affecting an individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile or offensive working or academic environment.

Complaints of sexual harassment within the College of Pharmacy should be reported to Mary V. Jordan, ETSU Special Assistant to the President for Equity and Diversity & Affirmative Action Officer (Room 206 Dossett Hall, 439-4211) or in the case of student to student harassment, to Joe Sherlin, Vice of Provost for Student Affairs and Dean of Students for the University (Third Level of the D.P. Culp Center, 439-6129).

The University Sexual Harassment Policy is available on the ETSU website at <http://www.etsu.edu/legalaffairs/SexualHarassmentpolicy.htm>.

C. Drug-Free Institution

The Drug-Free Workplace Act of 1988 and the Drug-Free Schools and Communities Act Amendment of 1989 set a standard of behavior that affect students who are on University owned or controlled property, on University business, and or at University-sponsored events. These laws and University policy define conduct related to the unlawful possession, use, dispensation, distribution or manufacture of alcohol or illicit drugs. Students found in violation are subject to disciplinary action up to and including suspension or termination. The policy can be found on the ETSU web site at <http://www.etsu.edu/humanres/ppp/PPP-26.htm>.

III. Gatton College of Pharmacy Conduct Policies

A. Drug Testing and Criminal Background Checks

Drug tests (blood/urine screens) and criminal background checks are becoming standard requirements for employment, especially at health care facilities. Such requirements are also often in place for students who rotate through health facilities as part of required educational experiences. Students can expect and should be prepared for them. In addition, drug tests and/or criminal background checks may be required prior to granting certain licenses or permits for practice by regulatory boards, some of which are required for participation in required PEP courses.

In order to comply with mandates of our PEP affiliates, all student pharmacists are required to undergo a background check (BC).

1. General Provisions
 - The expense for the test and/or background check shall be borne by the student.
 - The particular tests and background checks required, and related costs, are subject to change and are beyond the control of the University or the College of Pharmacy.

- If a student fails to pass a drug test and/or a criminal background check he/she may be ineligible for enrollment in experiential courses, continued enrollment and/or graduation. Additionally he/she may be ineligible for registration as a pharmacy intern or for licensure as a pharmacist.
 - The College of Pharmacy does not accept responsibility for any student being ineligible for coursework, continued enrollment in the college, or subsequent license as a pharmacist for reasons associated with drug testing or criminal background checks.
 - Students who provide any false information regarding drug use or criminal offenses in any documents relating to their attendance at the Gatton College of Pharmacy are subject to immediate dismissal from the College. Failure to disclose correct information at any time also may be the basis for professional discipline and/or denial of licensure.
2. Background Check Content and Evaluation

The background check shall, at minimum, include the following:

- A local, state and national criminal background check;
- Verification that the individual's name does not appear on the abuse registry maintained by the Department of Health pursuant to title 68, chapter 11, part 10; and
- Verification that the individual's name does not appear on the sexual offender registry maintained by the Tennessee Bureau of Investigation pursuant to title 40, chapter 39, part 2.

In order to successfully complete the BC, additional information may be required of students. Students are required to cooperate fully with the College, or other authorized/approved investigative agency in granting permission/authorization for the BC to be completed in a timely manner. The Office of Student Affairs will provide students with instructions for initiating the BC.

The Assistant Dean for Student Affairs (ADSA) and the Director of Experiential Education (DEE) shall review the results of all BCs. If adverse information deemed relevant is obtained through the BC, the ADSA will notify the student in writing and the DEE shall forward a copy of the report to the clinical affiliate at which the student is scheduled to complete a PEP rotation. The clinical affiliate will evaluate all information relative to the finding and determine the individual's suitability to participate in the rotation. The clinical affiliate may request additional information from the student.

The clinical affiliate will report the results of its evaluation to the DEE. In the event the student is denied placement by the clinical affiliate, the DEE shall make all reasonable efforts to secure an alternate placement for the student; however, the College bears no liability in the event a student becomes ineligible for participation in practice experiences and/or continued enrollment due to the results of the BC.

3. **Release of Results**
The results of the BC may be forwarded to affiliated institutions for which a BC is required for the student's participation in educational/patient care activities. The affiliated institution will be required to identify the individual to receive a BC. The affiliated institution shall make reasonable efforts to keep the BC confidential.
4. **Confidentiality**
All reasonable efforts will be made to ensure that results of BCs are kept confidential.
5. **Additional Background Checks**
Students should be aware that in addition to the BC required by the College that certain clinical affiliates may require students to undergo a background check specific to that affiliate. Students will be expected to comply with such requirements.

Currently, the VA requires all student pharmacists to undergo and successfully pass a fingerprint based background check, at no cost to the student, in order to participate in a PEP rotation at a VA site.

B. Use and/or Abuse of Drugs or Alcohol

As future health care providers, student pharmacists are expected to adhere to a higher standard of behavior in their professional and personal life, even when not specifically engaged in curricular activities. The unlawful use, manufacture, possession, distribution or dispensing of alcohol or illegal drugs, the misuse of legally prescribed or nonprescription drugs, or being under the influence of alcohol or drugs while engaged in any portion of the pharmacy curriculum is strictly prohibited. This includes any incident in which the student's judgment or motor coordination is impaired due to the presence of use of any chemical substance, including alcohol and prescription or nonprescription medication.

With the approval of the Dean of the College or his designee, student pharmacists may be requested to undergo a breathalyzer test or blood/urine screening for drugs and alcohol at any stage of the curriculum if reasonable suspicion exists to indicate that the student is using or is under the influence of drugs or alcohol. A student so identified may be summarily removed from their pharmacy practice experience site or from the classroom, and may not be allowed to return until approved to do so by the Dean or designee. Such a student who refuses to undergo testing will not be permitted to participate in pharmacy practice experiences.

A confirmed, positive test result may lead to disciplinary and academic penalties, up to and including suspension or expulsion. Refusal to submit to substance abuse screening may result in similar disciplinary and academic penalties. All consequential disciplinary action taken by the College and University will comply with student disciplinary procedures as outlined in the Spectrum and will be pursuant to the advice of the Dean of the Gatton College of Pharmacy, the University's Chief Judicial Officer and the University General Counsel.

C. Impaired Student Policy

1. Responsibilities and Assumptions

It is the responsibility of the Pharmacy profession to protect the safety of patients as well as to promote the well-being of pharmacists. As such, behavioral standards extend to the personal life of pharmacists. In this context, the Gatton College of Pharmacy extends this responsibility to student pharmacists. A student with a substance abuse or addiction problem may have impaired judgment and skills and be unable to provide safe and competent care of patients. Therefore, all members of the academic community must address abuse and addiction as it affects students in the College of Pharmacy. This policy is based on the following assumptions:

- a) Students impaired by substance abuse or addiction compromise their educational experience, the safety of patients, and the integrity of the profession.
- b) Students impaired by substance abuse or addiction compromise their health but can be successfully treated and can return to a productive level of functioning.
- c) The Gatton College of Pharmacy is committed to the identification of abuse, intervention, referral for treatment, and monitoring of recovering individuals.
- d) Students impaired by substance abuse or addiction should receive an opportunity for treatment in lieu of, before, or in concert with disciplinary action.

2. Purpose

The purpose of this policy is to provide a procedure to assist student pharmacists with impairment due to substance abuse or addiction. The role of the college is to identify students with these problems and refer them to the Tennessee Pharmacists Recovery Network (TPRN; www.tnpharm.org/TPRN/tprn.html) for intervention, assessment, and treatment by knowledgeable and experienced substance abuse professionals.

3. Procedures

Each case will be addressed on an individual basis and coordinated by the Office of Student Affairs in concert with the Office of Academic Affairs. In consultation with University Counsel, the University's Chief Judicial Officer and the Program Director of the Tennessee Pharmacists Recovery Network (TPRN), a course of action will be recommended to the Dean of the College of Pharmacy.

Upon assessment, depending on the degree of impairment and the impact on performance, a treatment plan will be developed which may impact the student's participation in the academic program. A student who is identified early and addresses the problem on an outpatient basis may have no interruption in his/her education while another student may need significant inpatient treatment requiring a period of time away from the academic setting. Time frames for completion of student academic programs may have to be adjusted depending on the treatment plan.

The administration and faculty of the Gatton College of Pharmacy will provide support for the recovering student by making a concerted effort to accommodate the recommendations made by the treatment provider. Every effort will be made to reduce stigma that the recovering person may experience due to any necessary restriction or actions that may be instituted. Standards of confidentiality will apply to all phases of the process.

If the student does not consent to participate, or once evaluated does not fully comply with the terms of the student treatment plan/contract, the student may be dismissed from the College.

4. Due Process and Appeals

All disciplinary action taken by the College and University will comply with student disciplinary procedures as outlined in ETSU Institutional Student Disciplinary Rules³, including attention to students' rights to procedural due process and appeals. All action taken will be in consultation with the University's Chief Judicial Officer and the University General Counsel.

IV. Professionalism

(Introductory statement adopted from the University of Mississippi School of Pharmacy Student Handbook)

A hallmark of the pharmacy profession is the trusting relationship between the pharmacist and his or her patients. That relationship is sustained by a commitment to the highest levels of professionalism. All students enrolled in the School of Pharmacy are expected to adopt and reflect the characteristics of a professional, which include integrity, empathy, fairness, responsibility, and a commitment to ethical behavior. In addition, students will demonstrate respect for peers, faculty, and staff of the school and exhibit a high level of maturity that reflects their status as a member of the greater pharmacy community. To further emphasize the commitment to professionalism, the school conducts a White Coat Ceremony for entering Doctor of Pharmacy students signifying their transition to a health sciences campus.

A. Oath of a Pharmacist

"I promise to devote myself to a lifetime of service to others through the profession of pharmacy. In fulfilling this vow:

- I will consider the welfare of humanity and relief of suffering my primary concerns.
- I will apply my knowledge, experience, and skills to the best of my ability to assure optimal outcomes for my patients.
- I will respect and protect all personal and health information entrusted to me.
- I accept the lifelong obligation to improve my professional knowledge and competence.
- I will hold myself and my colleagues to the highest principles of moral, ethical and legal conduct.
- I will embrace and advocate changes that improve patient care.

³ ETSU Telephone Directory and Student Handbook or <http://www.etsu.edu/students/spectrum/spectrum.htm>

- I will utilize my knowledge, skills, experiences, and values to fulfill my obligation to educate and train the next generation of pharmacists.

I take these vows voluntarily with the full realization of the responsibility with which I am entrusted by the public.”

Adopted by the American Association of Colleges of Pharmacy House of Delegates in July 2007.

B. Code of Ethics for Pharmacists

Pharmacists are health professionals who assist individuals in making the best use of medications. This Code, prepared and supported by pharmacists, is intended to state publicly the principles that form the fundamental basis of the roles and responsibilities of pharmacists. These principles, based on moral obligations and virtues, are established to guide pharmacists in relationships with patients, health professionals, and society.

1. A pharmacist respects the covenantal relationship between the patient and pharmacist.
Considering the patient–pharmacist relationship as a covenant means that a pharmacist has moral obligations in response to the gift of trust received from society. In return for this gift, a pharmacist promises to help individuals achieve optimum benefit from their medications, to be committed to their welfare, and to maintain their trust.
2. A pharmacist promotes the good of every patient in a caring, compassionate, and confidential manner.
A pharmacist places concern for the well being of the patient at the center of professional practice. In doing so, a pharmacist considers needs stated by the patient as well as those defined by health science. A pharmacist is dedicated to protecting the dignity of the patient. With a caring attitude and a compassionate spirit, a pharmacist focuses on serving the patient in a private and confidential manner.
3. A pharmacist respects the autonomy and dignity of each patient.
A pharmacist promotes the right of self determination and recognizes individual self-worth by encouraging patients to participate in decisions about their health. A pharmacist communicates with patients in terms that are understandable. In all cases, a pharmacist respects personal and cultural differences among patients.
4. A pharmacist acts with honesty and integrity in professional relationships.
A pharmacist has a duty to tell the truth and to act with conviction of conscience. A pharmacist avoids discriminatory practices, behavior or work conditions that impair professional judgment, and actions that compromise dedication to the best interests of patients.
5. A pharmacist maintains professional competence.
A pharmacist has a duty to maintain knowledge and abilities as new medications, devices, and technologies become available and as health information advances.
6. A pharmacist respects the values and abilities of colleagues and other health professionals.
When appropriate, a pharmacist asks for the consultation of colleagues or other health professionals or refers the patient. A pharmacist acknowledges

that colleagues and other health professionals may differ in the beliefs and values they apply to the care of the patient.

7. A pharmacist serves individual, community, and societal needs.
The primary obligation of a pharmacist is to individual patients. However, the obligations of a pharmacist may at times extend beyond the individual to the community and society. In these situations, the pharmacist recognizes the responsibilities that accompany these obligations and acts accordingly.
8. A pharmacist seeks justice in the distribution of health resources.
When health resources are allocated, a pharmacist is fair and equitable, balancing the needs of patients and society.

Adopted by the membership of the American Pharmaceutical Association October 27, 1994

V. Gatton College of Pharmacy Honor Code

The Gatton College of Pharmacy Honor Code outlines the expectations of all student pharmacists and is reproduced in the Appendix. Gatton College of Pharmacy students will not lie, steal, cheat, plagiarize or attempt to gain unfair advantage, and will report any incident(s) to appropriate faculty if they become aware of such activity. Cheating, plagiarism or attempting to gain unfair advantage will be handled in accordance with the Academic Misconduct Policy below. Other misconduct will be handled in accordance with Honor Code and/or University policies as may be appropriate.

VI. Academic Misconduct

Academic misconduct will be subject to disciplinary action. Any act of dishonesty in academic work constitutes academic misconduct. This includes, but is not limited to, plagiarism, the changing or falsifying of any academic documents or materials, cheating, and the giving or receiving of unauthorized aid in tests, examinations, or other assigned school work. Penalties for academic misconduct will vary with the seriousness of the offense and may include, but are not limited to a grade of "F" on the work in question, a grade of "F" for the course, reprimand, probation, suspension, and dismissal from the College.

When a member of the Gatton College of Pharmacy community has reasonable cause to believe a student has engaged in academic misconduct, he or she should report the suspected behavior to a member of the Honor Code Committee, to the faculty member responsible for the course in which the suspected misconduct occurred, or to the Dean's designees. The Assistant Dean for Student Affairs and the Associate Dean for Academic Affairs shall serve as the Dean's designees for matters related to academic misconduct.

- A.** If the suspected misconduct is reported to an Honor Code Committee member, the Honor Code Committee member shall make a written account of the report and submit it to the Dean's designees.
- B.** If the suspected misconduct is reported to the faculty member responsible for the course in which the suspected misconduct occurred, or should said faculty member have reason to believe a student has committed academic misconduct in his or her course, the faculty member is required to act as outlined below.

1. The faculty should discuss the matter with the student, and then take disciplinary action as deemed appropriate. The prescribed penalty may be anything up to, but not including, suspension or dismissal. The faculty may also choose to take no action; however, the incident must still be reported to the Dean's designees as stated in section B2.
 2. The faculty member shall submit a written report of the incident, including the disciplinary action taken, to the Dean's designees.
- C. If the suspected misconduct is reported directly to the Dean's designees, the Dean's designees shall make a written account of the report and proceed as outlined in section D below.
- D. Upon receipt of a report, the Dean's designees shall meet with the accused student to discuss the circumstances associated with the report. The student shall also be informed of his or her rights and be required to sign an acknowledgement of such. The identity of the accuser shall be held in confidence unless the matter is referred for a formal hearing.
1. In instances in which the report originated from a faculty member, the Dean's designees shall consider the circumstances of the incident (including disciplinary action already taken and whether the student has prior reports of academic misconduct) to determine whether a formal hearing is warranted.
 - a. Should a formal hearing be deemed unwarranted, the Dean's designees shall have the authority to take action as may be appropriate, excluding suspension or dismissal. A report shall be completed and placed in the student record with a copy submitted to the Dean.
 - b. Should a formal hearing be deemed warranted the Dean's designees shall prepare a summary report of the charge and submit it to the Chair of the Academic Judicial Committee (AJC) for initiation of hearing procedures. A description of the AJC and the hearing process appear in sections E and F below.
 - c. Should prior disciplinary action taken by the faculty member result in the lowering of the student's grade on an assignment or in the course, and the student believes he or she is not guilty of the alleged misconduct, the Dean's designees shall investigate the matter and attempt to resolve it through consultation with the faculty. The student shall be notified in writing within fourteen (14) calendar days of the outcome.
 - i. Should the Dean's designees be unable to reach a satisfactory resolution, the student may request a formal hearing before the AJC. In such cases, the AJC hearing shall serve as a grade appeal to the Dean. The request shall be submitted in writing to the Dean's designees within fourteen (14) calendar days of the student being notified of the outcome of the Dean's designees' investigation.
 - If the student is found not guilty, the AJC has the authority to recommend to the Dean that the grade assigned by the faculty be changed.

- If the student is found guilty, the disciplinary action of the faculty member shall stand and the student may be subject to additional penalty as recommended to the Dean by the AJC.
 - ii. The student has the right to appeal the decision of the Dean as explained under the Grade Appeal policy.
2. In instances where the suspected academic misconduct was reported to an Honor Code Committee member or directly to the Dean's designees, the Dean's designees shall investigate the matter to determine if academic misconduct occurred.
- a. Should it be determined that academic misconduct did not occur the case shall be dismissed.
 - b. Should it be determined that academic misconduct occurred, the Dean's designees, in consultation with the faculty member responsible for the course in which the academic misconduct occurred, shall determine the appropriate disciplinary action, which may include grade reduction and/or referral to the AJC for a formal hearing. A summary report shall be prepared and placed in the student record with a copy submitted to the Dean.
- E.** The Academic Judicial Committee (AJC) will conduct formal hearings in matters of academic misconduct as required under this policy. The AJC will consist of four (4) Faculty Council members appointed by the Dean, and three (3) ad-hoc Honor Code Committee members selected by the Dean prior to a hearing. The Dean shall appoint one of the Faculty Council members as Chair, who shall vote only the case of a tie. The Honor Code Committee members shall be representative of all classes excluding the class of which the accused is a member. The Dean shall select ad hoc members of the AJC as appropriate should any Faculty Council or Honor Code Committee members be unable or otherwise ineligible to participate in the hearing. The Office of Student Affairs shall provide administrative and technical support to the AJC.
- F.** The student shall be informed in writing of the time and place of the hearing, and the reasons for the hearing, including the identity of the accuser(s). The student shall also be advised of his or her rights, including the right to object to the participation of any member of the AJC because of perceived conflict of interest. Notification shall be given at least seven (7) calendar days in advance of the hearing.
- 1. All proceedings of the hearing shall be closed and a record made.
 - 2. The accuser is expected to attend the hearing and testify before the committee. The signed written testimony of the accuser may be accepted at the discretion of the AJC.
 - 3. The accused:
 - a. Shall be allowed to have an individual of their choice present during the hearing for support and advice; however, the individual may not address the AJC. An attorney shall not be permitted to attend the hearing without University Counsel being present.
 - b. Shall have the opportunity to review any written statements against the student prior to the hearing.

- c. Shall be given the opportunity to testify, to present relevant evidence and witnesses, and to question any witnesses present.
4. Witnesses shall appear to offer testimony as requested, but shall otherwise not be present during the hearing.
5. In the absence of written guidance, the Chair of the AJC shall have the authority to set the rules for the conduct of the meeting, and to determine admissibility of evidence.
6. After all evidence has been presented, the AJC shall meet in executive (closed) session to decide the guilt or innocence of the student. The vote shall be by simple majority. The decision of the AJC should be communicated to the student by the Chair of the AJC following the deliberation and vote.
 - a. Should the student be found guilty of academic misconduct, the AJC shall recommend appropriate disciplinary action to the Dean.
 - b. Should the student be found not guilty, the AJC has the authority to recommend that any grade lowered as a result of the charge of academic misconduct be changed.
 - c. The Dean has the sole authority to accept, reject or modify the recommendation. A letter from the Dean shall serve as the official notice of judgment and action. The student has the right to appeal as described in the Grade Appeal policy.

- G.** All records associated with an accusation of academic misconduct shall be secured and maintained by the Assistant Dean for Student Affairs.
1. The student has the right to review the records upon written request in accordance with the Federal Educational Rights and Privacy Act (FERPA).
 2. Records shall be destroyed following a student's separation from the College as allowable by Tennessee Board of Regent policy.

STUDENT SERVICES AND RESOURCES

The education of students in the College of Pharmacy is not limited to the classroom; students in the PharmD curriculum find a world of opportunity available outside of formal classes as there is a diverse array of activities, organizations and programs available through the College as well as the University at large. Located in Room 212 of VA Building 7 (Pharmacy building), the College of Pharmacy Office of Student Affairs coordinates a number of services for students, including academic advising, tutorial assistance, financial aid, and assistance with personal issues. The office also provides support for the College's student organizations and coordinates special events and programming for students. Information about pertinent services and programs is detailed below. Student Affairs may be reached at 423-439-6338.

I. Academic and Personal Resources

Resources available to students include, but are not limited to academic skills consultations, counseling services and tutor referrals. The Office of Student Affairs is a clearinghouse for academic resource referral information within the College.

A. Faculty Advisors

Pharmacy students are assigned a faculty advisor upon matriculation. This individual serves as a student's primary academic advisor for the full four years unless a student requests a change in advisor. The role of the advisor is to serve as a resource. Advisors maintain an open door policy and exist to offer guidance in such matters as surviving in pharmacy school, geographic orientation, accessing resources to address personal issues and other issues as necessary. Ideally, the relationship will develop into one in which the student will seek out the advisor for advice and counsel. Students are encouraged to have regular contact with their advisor.

B. Counseling Services

Confidential personal counseling for situational and psychological problems will be coordinated by the Office of Student Affairs which will refer students to the appropriate professional resource, ensuring that such resources are confidential and separate from academic decisions affecting students. Students are strongly encouraged to ask for help when help is needed.

1. The **ETSU Counseling Center** is located on the third floor of the D.P. Culp Center, room 340. The phone number is (423) 439-4841. The ETSU Counseling Center offers the following resources:
 - Emergencies - 24-hour crisis-intervention services to ETSU students experiencing mental health emergencies (e.g. psychological trauma, thoughts of harming self or others).
 - Helping Someone Else - consultation to students, faculty, staff, or community members who are concerned about a student.
 - Mental Health Info – a library of self-help books on a variety of subjects (e.g. overcoming depression, stress management, improving relationships, recovery from substance abuse). ETSU students, faculty and staff are

welcome to pick up free copies of pamphlets or to check out a self-help book. On-line, confidential mental health screening is also available.

- Outreach - informational and educational programs about services as well as programs on a wide variety of mental health topics.
- Alcohol Program - The Alcohol and Other Drug Program (AOD) is dedicated to helping people make healthy lifestyle choices about alcohol and drug use. The AOD program helps foster a campus atmosphere that encourages people to make healthy lifestyle choices by sponsoring alcohol and drug free events, conducting educational outreach programs, and by participating in National Alcohol Screening Day. The AOD Program provides assistance for students with substance abuse concerns.
- Sexual Assault - Campus Advocates against Sexual Violence is a program designed to raise awareness of and to promote change concerning sexual violence within the campus community. CAASV addresses the prevalence of sexual violence by conducting educational presentations, sponsoring guest lectures and hosting programs such as "Take Back the Night."
- Personal Counseling – short-term, personal counseling by license, professional counselors. All currently enrolled ETSU students are eligible for services, which are free and confidential. In some situations referrals may be made to more appropriate agencies or providers (e.g. presenting problem is beyond the expertise of available staff or is of a long-term nature).
- Psychiatric Services - limited psychiatric services to supplement the personal counseling services. These services are provided by third-year resident physicians of the Quillen College of Medicine who are supervised by the Department of Psychiatry faculty. The residents are available to provide the following services: psychiatric evaluation and assessment; medication management; consultation; short-term psychotherapy
- The Doc Is In - an online, mental health question and answer service for ETSU students. Throughout the week, Counseling Center staff review the questions submitted and provide responses.

The **Community Counseling Clinic** is a free counseling clinic operated by the Human Development and Learning Department of the Clemmer College of Education. The clinic offers counseling services to ETSU students and members of the community. Individual counseling for adults, adolescents, and children is available, as well as couples counseling and family therapy. Appointments can be made by calling the clinic at 423-439-7679 and leaving a message. Someone will contact you regarding an appointment time or to answer any questions regarding services. In order to maintain confidentiality, individuals contacting clients do not leave answering machine messages or reveal the reason for calling to anyone other than the original caller.

The clinic is staffed by master's level Counselors-in-Training who are individually supervised by a doctoral Counseling faculty member. Counselors and marriage and family therapists are prepared to deal with a broad array of

individual, couple, and family problems. Problems commonly addressed in counseling sessions include issues regarding:

- personal relationships
- marital and partner issues
- family issues and relationships
- sexual, physical and psychological abuse
- personal life decisions
- career decisions
- divorce and separation decisions
- loneliness
- habit control
- personal growth
- social skill development
- anxiety
- depression
- child problems
- sexual orientation and identity
- grief, loss of loved ones

C. Tutors

Students experiencing academic difficulty should first seek assistance from faculty; however, a peer tutoring program is available to provide students with an additional source of assistance to facilitate learning and mastery of the academic material. Students who have excelled academically and who are identified by the course coordinators are encouraged to serve as peer tutors. These peer tutors work with their peers and underclassmen individually or in groups (when appropriate) on content and test preparation for a specified amount of time as agreed upon by the tutor and the student. Students seeking a tutor or students interested in becoming peer tutors should contact the Office of Student Affairs. If more intensive help is required, students should contact the Office of Student Affairs which will assist in developing a support plan utilizing available university services.

D. Library Resources

The Charles C. Sherrod Library is the central university library on the main campus. This state-of-the-art facility is a great place to study and do research. Filled with natural light, it has comfortable seating, a 24-hour study room, lots of network connections, laptop computers for checkout, used paperbacks for leisure reading, and a friendly and helpful staff. A medical library which serves the Division of Health Sciences is located in Building 4 on the VA campus. The two libraries currently have over 10,800 full-text electronic titles of which nearly 4,000 are health-related. All electronic texts and journals are available from remote as well as on-campus sites.

The libraries share a single Online Public Access Catalog (OPAC) of library materials and databases. Holdings of the Johnson City Medical Center are included in the OPAC. There is an agreement through the Sherrod Library to share all library holdings and database subscriptions with all University-affiliated personnel. Anyone

with an ETSU e-mail address may access this information through the Medical Library World Wide Web portal. The portal offers faculty, staff, and students the opportunity to personalize the Library web page for their own most efficient use. Users may contribute to the content of the page, which enable them to share useful websites and other resources with their colleagues.

A consortium, which includes the Medical Library, Mountain States Health Alliance in Johnson City and the Wellmont Health Systems in Bristol/Kingsport, enables faculty, staff, and students of all three institutions to share MD Consult, a full-text peer-reviewed online database of textbooks and journals. The Medical Library is also a member of a state-wide resource-sharing group called TennShare. Members of the TennShare may access the following publications

- Science Direct, one of the world's largest providers of scientific, technical, and medical literature;
- Interscience, the John Wiley & Sons electronic database access to full text journals;
- StatRefl, full-text medical and drug information for healthcare professionals available online, on CD-ROM and PDA; and
- Tennessee Electronic Library (TEL) that gives member libraries access to 16 electronic databases.

As a member of the Consortium of Southern Biomedical Libraries (CONBLS) the Medical Library provides and receives interlibrary loan services from member institutions at no charge. The Medical Library is a member of the National Library of Medicine's Regional Library System. This affiliation gives the users (both on campus and in remote locations) access to the Loansome Doc system to enable them to order articles from MEDLINE. ETSU is also a member of the OCLC Online Computer Library Center, Inc. Through this system the University has access to more than 49 million cataloging records created by libraries around the world.

Study rooms in the Medical Library are available for pharmacy student use during regular library hours.

II. Financial Aid and Payment Information

Pharmacy students are served by the College's Financial Aid office. The office makes every effort to assist students in securing the financial resources to attend the College. Financial aid is awarded on the basis of demonstrated need, which is the annual cost of attendance less the expected family contribution (EFC) as calculated by the federal government from information provided on the Free Application for Federal Student Aid (FAFSA).

Financial aid available to student pharmacists consists of federally sponsored programs and limited scholarships. Students may only borrow up to the cost of attendance (tuition, fees, living expenses, transportation, and personal and miscellaneous expenses). Student budgets are based on the expected educational expenses of the student; as such it is increased only under extenuating circumstances.

In order to apply for any of the federal aid programs, a student must submit a FAFSA and indicate the Gatton College of Pharmacy as the college he or she plans to attend (Federal School Code E01254). Students eligible for the Tennessee Educational Lottery Scholarships should submit the FAFSA no later than April 1 of each year in order to be considered for the lottery. Students submitting the FAFSA after April 1 will be considered only for the Federal Family Education Loan Program (FFELP) at that time. The FAFSA may be completed online at <http://www.fafsa.ed.gov/>.

When completing the FAFSA, first year student pharmacists will answer questions about their student status differently depending upon how many semester credit hours they will have earned prior to beginning the PharmD program. Student pharmacists who have earned less than 72 undergraduate semester credit hours will be considered undergraduates for the entire academic year for financial aid purposes. All other students will be considered professional students. Students who are considered professional students are no longer eligible for federal and state grants (e.g., Pell grant); however, students categorized as such are eligible for higher annual and aggregate loan amounts under the FFELP. Additionally, the professional classification allows students to be considered “independent” from their parents for most federal aid programs thus eliminating the requirement to report parental income on the FAFSA. The federal government has the authority of selecting students for verification of information on the FAFSA. If selected, a student must submit a signed copy of the base year income tax form, W-2 form and the verification worksheet to the Office of Financial Aid.

Questions regarding financial aid for student pharmacists should be directed to Office of Financial Aid which may be reached by email (copfa@etsu.edu), phone (423-439-6238) or in-person (VA Building 7, Room 214).

A. Satisfactory Academic Progress

Students are required to maintain satisfactory progress toward their degree in order to be eligible for federal financial aid programs. The Gatton College of Pharmacy’s Policy of Satisfactory Academic Progress requires students to meet both a qualitative and a quantitative standard. All students must complete the curriculum of each year and receive a grade of “C” or better in all required courses before advancing to the next professional year of study or graduating. Students must complete all didactic requirements within five academic years. This time limit may be extended for interruption by military service where enrollment is resumed immediately upon release from service.

The APC makes the determination for Satisfactory Academic Progress. The committee is responsible for reviewing the progress of students at the end of each semester. Continued enrollment, remedial work and/or repeat of one or more courses, must be approved by the APC; which approval implies the student is making satisfactory academic progress. Therefore, the continued enrollment as a student serves as indication the student is maintaining satisfactory academic progress. Financial Aid is notified of significant actions of the APC for monitoring purposes to ensure compliance with Title IV regulations.

B. Grants, Scholarships, and Leadership Awards

The Gatton College of Pharmacy continues to explore the creation of grants, scholarships and leadership awards. The most current information is maintained by the Office of Financial Aid.

C. Veterans Education Benefits

The College of Pharmacy is approved for the training of veterans and other eligible persons under education benefit programs of the U.S. Department of Veterans Affairs. ETSU Veterans' Affairs can provide information and application assistance in 101A Burgin E. Dossett Hall (administration building) on the main campus. The office can be contacted at 423.439.6819 or va@etsu.edu

D. Tuition and Payment

All students attending classes at ETSU must pay fees. Students in the Doctor of Pharmacy program at the Gatton College of Pharmacy attend on a full-time degree seeking status and as such pay the prevailing tuition and fees as established by the College for the current academic year. In rare situations in which a student may be enrolled as a part-time student (less than 9 credit hours) due to failure to meet normal academic progression standards or some unforeseen circumstance, tuition will be charged at pro-rated amount.

Students who have loans, grants, scholarships, state or federal vocational rehabilitation, or any other type of financial aid covering all fees will have these funds applied to their student fees; all others should make payment through the Bursar's Office by cash, check or credit card.

The Bursar's Office does not send bills to students for their tuition and fees. The university has taken this step in order to increase operating efficiencies by making full use of available technology. The best way for students to know their current financial obligation for the term is by viewing their account through GoldLink. Students who need a printed copy of their account statement may print a statement from GoldLink.

E. Tuition Refund Policy

The University's refund policies for maintenance fees, tuition, and debt service fees are as follows:

1. Change of a student's status which may permit a refund
 - a) Change in schedule which results in reclassification from full-time to part-time status;
 - b) Change in a part-time student's schedule which results in a class load of fewer hours.
2. Situations which may permit a refund
 - a) Dropping a course or courses;
 - b) Withdrawing from the institution;
 - c) Cancellation of a class by the institution;
 - d) Death of the student.

3. Refund Procedures

The refund amount for students not receiving Title IV aid and for those students who are not first-time students receiving Title IV aid is based upon the stated policy listed below.

- Refunds are defined as the portion of maintenance and/or tuition and university housing charges due as a rebate when a student withdraws or is expelled from the university. The amount of the refund is determined according to the schedule below.
- For first, second and third-year students, 75 percent of maintenance and other required fees will be refunded for drops or withdrawals within 14 calendar days beginning with and including the first official day of classes or within a proportioned period for short-term courses. Twenty-five percent of maintenance and other required fees will be refunded following the 14th calendar day through the expiration of one-fourth (25 percent) of the time covered by the term. No refund will be made thereafter. These refund procedures are also applicable to dormitory rent. For fourth-year students, refunds will be based on the portion of pharmacy practice experiences completed during each semester.
- One hundred percent of fees will be refunded for classes canceled by the institution. One hundred percent of fees will be refunded for drops or withdrawals prior to the first official day of classes for the regular academic terms and prior to the beginning of summer term. One hundred percent of fees will be refunded in case of student's death.

4. Return of Title IV Federal Student Aid

This requirement applies to the student ONLY if the student receives federal student aid, AND the student withdraws prior to completing 60 percent of the period for which the aid was provided.

- The federal law requires federal aid recipients to “earn” the aid they receive by staying enrolled in college. Students who withdraw prior to completing 60 percent of the semester for which they received federal student aid may be required to return some or all of the aid they were awarded.
- The law assumes that the student used the Title IV student aid to pay his/her institutional charges—tuition, fees, dorm room, and board; thus, if the student withdraws prior to completing 60 percent of the semester for which aid was awarded, a pro-rata amount of that aid must be returned to the federal government.
- The university will restore to the appropriate federal fund source a proportional share of the institutional charges that the student paid. In general, the effect of the “return of Title IV aid” by the institution will be to reduce the student's outstanding loan balance. If the amount returned by the university is not enough to repay the entire “unearned” amount of student aid according to the length of enrollment, the student will be required to return portions of the federal student aid received to pay non-institutional charges.
- Amounts that must be returned to federal aid sources (whether by the university or by the student) will first be applied to federal loans. With respect to any amount the student owes after the university has returned its

share, the student will be permitted to repay loans based on the original terms of the loan agreement. In the case of “unearned” portions of federal grants or scholarships, the student will be expected to pay 50 percent of the “unearned” portion immediately.

- Any refund due to the student from the University for payment to cover institutional charges will first be applied to obligations to return “unearned” aid. Thus, portions of institutional refunds may be applied on the student’s behalf to outstanding Stafford or Perkins loan or to the federal portions of grants or scholarships and not actually refunded to the student. (This policy is based on 34 CFR, Section 668.22 of Title IV of the Higher Education Act of 1965, as amended.)

III. Student Activities and Involvement

A. Class Officers

Each class of students elects officers on an annual basis. In addition to providing general leadership for the class, the officers serve as the official representatives of the class to the administration of the College. Elections are conducted under the general guidance of the Office of Student Affairs. Below is the list of positions available along with its general duties.

- President
 - Presides at class meetings
 - Represents the interests and concerns of the class to the faculty and administration
 - Member of the Student/Faculty Relations Committee (may designate another student to serve in this capacity)
 - Member of the Dean’s Student Advisory Committee
- Vice-President
 - Presides at class meetings in the absence of the President
 - Represent the class when the class President is unavailable
 - Member of the Dean’s Student Advisory Committee
- Secretary/Treasurer
 - Maintain record of all class meetings
 - Conduct general correspondence for the class, including meeting notices
 - Maintain records of funds
 - Make arrangements with Student Affairs Office for the deposit of funds
 - Member of the Dean’s Student Advisory Committee

B. College Committees

1. Admissions Committee

The Admissions Committee is responsible to the Dean for the selection of students for admission into the College of Pharmacy. The Committee operates under the auspices of the Office of Student Affairs with guidance and direction provided by the Faculty of the College.

The Committee shall include members of the College of Pharmacy faculty and student body, and individuals who are representative of the college's various stakeholders. All members of the Committee are appointed by the Dean in consultation with the Office of Student Affairs. College of Pharmacy faculty members shall have no term limitation; however, their continued participation is subject to the approval of the Dean. Pharmacy student appointments shall be made annually with the term of appointment being one year and eligibility limited to the P-2, P-3, and P-4 classes. The term of appointment for all other members shall be three years and shall be limited to no more than two consecutive terms without a break in service of at least one year.

2. Assessment Committee

The Dean shall appoint members of the Assessment Committee. On the Committee there shall be at least two faculty members from each department. In addition, the Committee should consist of two students and two practicing local pharmacists, one community based and one institutional based. The Dean will appoint the Chair from among the faculty members. An Associate/Assistant Dean for Academic Affairs, a Director of Assessment, and the Department Chairs will serve on the committee as non-voting *ex officio* members.

The Assessment Committee is responsible for ensuring that the College's efforts toward teaching, service, scholarship, and practice are assessed and that the results of those assessments are being addressed. The Committee will work with the Curriculum Committee, the Department Chairs, Associate and Assistant Deans, Directors, and the Dean to carry out its mission. The Committee will help direct the efforts of a Director of Assessment if one exists. The Committee will maintain and be governed by the College's evaluation plan.

3. Curriculum Committee

The Curriculum Committee is composed of the following voting members: five Faculty Council members to be appointed by the Dean, at least two from each academic department to be recommended by the Department Chairs; four students, one from each of the P-1, P-2, P-3, and P-4 classes; and two practitioners, one community and one institutional. The Dean will appoint the Chair from among the five Faculty Council members. An administrative representative from Academic Affairs would serve on the committee as a non-voting *ex officio* member.

It shall be the duty of this Committee to review and act upon any proposed changes, additions, and/or deletions to the academic curriculum. Proposals for changes can originate from any member of the Faculty Council or from an academic department. The Committee is charged with maintaining and updating the curricular map for the pharmacy program. It is the responsibility of the Committee to periodically review the curriculum, often in conjunction with the Assessment Committee, and the Committee has authority to conduct such review.

The Committee shall submit to the Faculty Council for its action all recommended curricular changes.

4. Dean's Student Advisory Committee

The Dean's Student Advisory Committee (DSAC) will be composed of the president, vice president, and secretary/treasurer of each of the four classes of the College of Pharmacy. The Dean will set the agenda for each meeting in consultation with the presidents of each of the four classes. The purpose of the Committee is to provide a conduit for input into any decisions affecting student life, including policy development. The Committee will meet at least quarterly. The Associate/Assistant Dean for Student Affairs will serve on the Committee.

5. Experiential Education Committee

The Experiential Education Committee is responsible for the coordination of experiential programs of the College of Pharmacy. The Committee is advisory to the Dean, Chair of Pharmacy Practice, and Director of Experiential Education regarding policies and procedures for all experiential programs of the College. Membership includes at least two representatives from the Faculty Council as appointed by the Dean; the Chair of the Department of Pharmacy Practice; an Institutional Pharmacy Preceptor; a Community Pharmacy Preceptor; a student representative from each of the professional years; and the Director of Experiential Education, who shall serve as Chair of the Committee. Unless designated by position, members of this Committee shall be appointed by the Dean.

6. Honor Code Committee

There will be a standing Honor Code Committee (HCC). The HCC will be comprised of two faculty members, appointed by the Dean and eight student members. Two students will be elected by each class. The Dean will appoint two faculty members to serve as alternates. The chairman will be elected by the HCC from the P3 student representatives of the HCC. The Office Coordinator for the Office of Academic Affairs will serve as secretary, and will serve as a non voting member of the committee.

The HCC will have the charge of influencing the culture of the institution by regularly reviewing the Code and educating incoming students about the Code and re-educating students, faculty and staff about the Code. The HCC will develop materials and fair procedures as necessary.

7. Library Committee

The Library Committee is responsible for reviewing and updating the library's print and electronic holdings pertinent to educational and research programs of the College of Pharmacy. Membership of this Committee shall consist of the Associate/Assistant Dean for Academic Affairs (non-voting, *ex officio*); one representative from each department appointed by the Department Chairs; one representative from the Quillen College of Medicine Medical Library appointed

by the Dean; and two students. The Dean will appoint the Chair from among the faculty members.

8. Student Organization Coordinating Committee

The Student Organization Coordinating Committee (SOCC) will be composed of the president of any Bill Gatton College of Pharmacy student organization/club approved through the ETSU Student Affairs process. The Committee will be chaired by the Associate/Assistant Dean for Student Affairs and will meet at least quarterly. The purpose of the SOCC is to provide an avenue for the coordination of activities related to student organizations within the College of Pharmacy. The faculty advisors may be asked to attend this committee meeting, as determined by the Associate/Assistant Dean for Student Affairs.

9. Student/Faculty Relations Committee

The Student/Faculty Relations Committee provides a mechanism for communication concerning opportunities to improve the relationship between students and faculty. Membership of the Committee shall consist of the two Department Chairs and a representative from each Department as appointed by the Chairs. The President of each pharmacy class, or other officer designated by the President, shall serve as student representatives to this Committee. The Chair of the Committee shall be elected from the faculty representatives.

10. Technology Committee

The Technology Committee is responsible for monitoring the College of Pharmacy's utilization and implementation of technology in the educational and research programs of the College of Pharmacy. Membership of this Committee shall consist of the Associate/Assistant Dean for Academic Affairs (non-voting, *ex officio*); one representative from each department appointed by the Department Chairs; one representative from ETSU's Office of Information Technology (OIT) appointed by the Dean; and two students. The Dean will appoint the Chair from among the faculty members.

C. Student Organizations

The Gatton College of Pharmacy encourages students to become involved in professional organizations and fraternities. The following represents the organizations and fraternities that exist within the College.

1. Professional Organizations

- Academy of Student Pharmacists (APhA-ASP)

APhA-ASP is the student branch of the American Pharmacists Association and has been designed exclusively to provide student pharmacists with opportunities to develop leadership, earn valuable patient care experience, access career and professional resources, as well as venues to network with practitioners and other student pharmacists from across the country. With nearly 30,000 members at pharmacy schools across the nation, APhA-ASP represents the entire scope of the pharmacy profession.

Website: <http://ww.aphanet.org/students>

- Student Society of Health-System Pharmacists (SSHP)
SSHP is a national professional association that represents student pharmacists who aspire to practice in hospitals, health maintenance organizations, long-term care facilities, home care, and other components of health care systems. American Society of Health-Systems Pharmacists (ASHP), the parent organization, has a long history of medication-error prevention efforts and believes that the mission of pharmacists is to help people make the best use of medicines. Assisting pharmacists and student pharmacists in fulfilling this mission through efforts to reduce medication errors and promotion of pharmacists as providers of clinical and cognitive services is our primary objective. Membership in SSHP is especially important for students interested in doing a residency after graduation or a career in institutional or clinical practice. Website: <http://www.ashp.org/>
- Christian Pharmacists Fellowship International (CPFI)
CPFI is a worldwide ministry of individuals working in all areas of pharmaceutical service and practice. Its mission includes providing fellowship among like-minded professionals, encourage the advancement of knowledge and ethics in the practice of pharmacy, and encouraging integration of faith into practice. Website: <http://www.cphi.org>
- National Community Pharmacists Association (NCPA)
NCPA is dedicated to providing a voice for pharmacists in community practice and is especially important for students who plan to own their own pharmacy or develop an innovative community practice. With its many career resources, legislative advocacy efforts, and education and outreach initiatives, NCPA provides the tools necessary to succeed in independent and community practice. Website: <http://www.ncpanet.org/>

2. Pharmacy Fraternities

Pharmacy fraternities provide student pharmacists with opportunities to unwind and socialize, away from the everyday stresses of pharmacy school. Although fraternities host a number of social events throughout the year, they also promote the profession through service projects and community outreach. Three fraternities exist at the Gatton College of Pharmacy, each of which has its own unique mission and goal. Students are encouraged to visit the websites for these organizations to learn more about them.

- Kappa Epsilon (www.kappaepsilon.org),
- Kappa Psi Pharmaceutical Fraternity (www.kappapsi.org)
- Phi Delta Chi (www.phideltachi.org),

3. Honor Society

The Rho Chi Society – (to be chartered) is the academic honor society for pharmacy that recognizes students for their intellectual and academic achievements and promotes high standards of professional conduct. Membership in the Rho Chi Society is a privilege accorded the very few who distinguish themselves by their academic and professional achievements and who aspire to the mission and vision of the Society. Members may be elected as professional or

graduate students in Pharmacy, as members of faculties of schools and colleges of pharmacy, as alumni who distinguish themselves in the Profession, or as honorary members by special action of the Society's Executive Council. Website: www.rhochi.org/

Phi Lambda Sigma – (to be chartered) is a pharmacy leadership society that recognizes individuals who have contributed much of their time and effort toward the advancement of pharmacy. Membership in Phi Lambda Sigma is by invitation only and consists of pharmacy students, faculty, alumni and honorary members. Prospective members are nominated on the basis of their demonstration of dedication, service and leadership in the advancement of pharmacy. Website: www.philambdasigma.org

4. Starting New Student Organizations

Students may initiate the development of additional organizations provided that such organization complies with T.B.R. policy 3:01:01:00 which governs student organizations. The types of organizations that may be registered to operate on campuses include the following: (a) honors and leadership organizations and recognition societies; (b) departmental organizations and professional fraternities and sororities; (c) social fraternities and sororities; and (d) special interest groups (political, religious, athletic, etc.). Additionally, organizations shall not deny membership to any person on the basis of age, race, sex, religion, handicap or national origin, provided that social fraternities and sororities may have sex restricted membership. Further, registration of a student organization by an institution or school shall neither constitute nor be construed as approval or endorsement by the institution or school of the purposes or objectives of the organization. Students wishing to start a new pharmacy organization should contact the Office of Student Affairs for guidance.

D. Athletic Events

East Tennessee State University is a member of the NCAA Division I Atlantic Sun Conference and fields teams in men's baseball, basketball, cross country, golf, tennis and track and field. The women participate in basketball, cross country, golf, soccer, softball, tennis, track and field and volleyball. Full-time students are admitted free with a valid student ID to all university sponsored athletic events. One additional companion ticket may be purchased at a discounted rate for all men's basketball games. For information on ticket prices for non-students, please contact the Athletic Ticket Office located on the west side of the Mini-Dome. Office hours are 8:30 a.m. to 4:30 p.m. Monday through Friday. The phone number is 439-5371. More complete information and the schedules for the ETSU teams are available on the ETSU athletics website at <http://www.etsubucs.com/>.

E. Campus Recreation

Campus Recreation offers a wide variety of physical activities and recreational sports for the entire ETSU community - students, faculty, and staff. Programs are offered in five areas: fitness, intramurals, non-credit instruction, outdoor adventure, and sports

clubs. The Center for Physical Activity (CPA) and Basler Challenge Course serve as the foundation for these programs.

The CPA contains an indoor climbing wall, weight room, aerobic/martial arts studio, indoor swimming pool, three basketball courts, two racquetball courts, 1/8th mile track, locker rooms, and equipment rental center. Campus Recreation also offers a personal training service that includes a weight room orientation, fitness testing, exercise prescription, and supervised workouts. Hours of operation for basic building services during the fall and spring semesters are 7 a.m.-10 p.m., Monday-Friday, Saturday 10 a.m. - 4 p.m., and Sunday 4 p.m.-6 p.m. Pool hours are 7 a.m. - 9 a.m., 11 a.m. - 1 p.m., 4 p.m. - 7 p.m. Mondays through Fridays; Saturday 10 a.m. - 4 p.m.; Sunday 4 p.m. - 6 p.m. Hours are subject to change during breaks and holidays.

Intramural sports are popular programs for people that enjoy competition. Team sport leagues include flag football and volleyball each fall, and basketball and softball each spring. Each year's individual sports schedule includes the Labor Day Road Race, golf, Buccaneer Road Race, bench press competition, racquetball, and tennis.

The Outdoor Adventure Program consists of a schedule of weekend trips and a Spring Break Trip along with "free climb" hours at the Basler Challenge Course and the Indoor Climbing Wall. Individuals interested in camping may rent equipment (backpacks, sleeping bags, and tents).

Campus Recreation also administers non-credit instruction and sports club programs. Non-credit instruction programs have previously been offered in mountain biking, hiking, and kayaking. Sports clubs are student organizations that are formed by students, for students. The number and types of sports clubs are dependent on the interests of the ETSU community.

Spouses and dependents interested in participating in Campus Recreation programs may purchase membership to the CPA. One year membership costs are \$120 (spouse) and \$75 (per dependent). Campus Recreation periodically schedules "Family Time" at the CPA during the year. "Family Time" is designated for immediate family members and does not require the purchase of a pass. During the fall and spring semesters, "Family Time" is scheduled for Saturday mornings.

To obtain more information on Campus Recreation's program and services call 439-7980, or visit <http://etsu.edu/students/intramur>. Other campus opportunities can be explored on the campus website at <http://www.etsu.edu/etsu/campuslife.asp>.

F. Publications

1. *Mockingbird* - is a forum for student intellectual and creative talent. Students from any field of study are encouraged to submit their work for publication. The magazine, which has won numerous National Collegiate Press Association awards, is produced by the departments of Art and English.

2. *East Tennessean* - is the student newspaper for the University. It is published twice weekly during the fall and spring semesters. The *East Tennessean* office is located on the upper level of the Culp University Center, phone (423) 439-5363.
3. *All About Pharmacy* – is the official newsletter of the College of Pharmacy and is made available to students, faculty, staff and friends of the College.

IV. Computer Labs

ETSU provides a wide range of computer resources in support of instructions, research, and public service. The Office of Information Technology maintains four computer labs on the main campus that contain Dell PCs and Macintosh computers. The labs are located in the D.P. Culp Center, Sherrod Library, Sam Wilson Hall and Rogers-Stout Hall. A number of additional labs that are maintained by specific departments, including the Medical Library on the VA campus, are located throughout the campus. A listing of computer labs can be found at www.etsu.edu/oit. The labs provide students with access to a variety of popular and software including Microsoft Office, Microsoft Visual Studio.net, SAS, SPSS, and Minitab, Photoshop, PageMaker, QuarkXpress, and Macromedia Freehand. When not in use as classrooms, computer labs are available for walk-in use by any registered student.

The OIT computer labs are staffed by Lab Monitors (student workers) at all times. While the lab monitors can provide assistance they are not tutors in the use of the computers and software.

V. Student Information

A. Directory Information

The Gatton College of Pharmacy does not routinely make lists of students, addresses, phone numbers, e-mail addresses and the like available to individuals outside of the College. Students and faculty are requested to adhere to this practice as well and should refer any requests received to the Office of Student Affairs.

The ETSU Telephone Directory provides directory information (name, address, phone number, email, major) for students, as well as a directory of University service providers. This information is also available from the ETSU home page. Each student will annually be provided a printed copy of the directory. This and other information (e.g., dates of attendance, classification, previous institution(s) attended, awards, honors, degrees conferred, and sports participation information) may be released upon request to individuals outside the University unless expressly instructed to withhold by the student. Students who prefer not to have these items released must complete a non-disclosure form annually. This form is available through the Office of Student Affairs and must be submitted no later than the last day to add a course for the fall term. A new form for must be completed each academic year. A form submitted the last term a student enrolls will remain in effect until the student re-enrolls. Students are required to make changes in their telephone and/or address listings with the Admissions and Records Office in a timely manner. Student wishing to change

their names must submit a name change report along with the appropriate documentation to the Admissions and Records. For more information, contact the Office of Student Affairs at (423) 439-6338.

B. E-mail and Listservs

ETSU assigned email addresses will be used by the College of Pharmacy for communication. Students are expected to be diligent about checking their email. Students who do not check their ETSU email regularly should set it up to forward to their most frequently checked email account. Official university email addresses and class-specific listservs are provided to students to facilitate their education and communication with faculty and fellow students. Please note: *Official listservs are for the express use of college-related business and should not be used as a joke list, invitation list for private parties, business or political endeavors.*

Students may report problems with their email address to the Office of Information Technology (OIT) in Room 425, Roy S. Nicks Hall; by phone On-campus at 3-4OIT (3-4648); Off-campus Phone: 439-5648 or by email at shdesk@imail.etsu.edu.

C. ID Cards and College of Pharmacy Name Badge

All students admitted to the Gatton College of Pharmacy are expected to obtain an ETSU Student ID card and a College of Pharmacy name Badge. Cards and badges may be obtained during Orientation or any time after registering for classes. Lost, stolen, misplaced or abused cards may be replaced at the ID Services Office at a cost of \$10 to the student. The ID Services Office is located on the 2nd level of the D.P. Culp Center (423-439-8316; hours M-TH 8 am - 7 pm and Friday 8 am - 4:30 pm).

The ETSU ID card is necessary for full access to all university facilities and services, and can be used to create a debit account called ID BUC\$. ID BUC\$ may be used to pay for a variety of University services including many vending machines. The ID card also provides access to the College of Pharmacy building outside normal business hours. Students are expected to wear their College name badge at all times and are required to do so while at experiential education sites.

VI. Miscellaneous Services

A. Copying

The Gatton College of Pharmacy does not have copying facilities available for student use; however, photocopy machines are available in the Medical Library and the Sherrod Library. Copies are \$0.05 each. Students are expected to observe the copyright law posted at each machine. A copy card or student ID (loaded with BUC\$) is need to utilize the copier machines. More information is available at <http://sherrod.etsu.edu/svcs/copyprint.html>.

B. Housing

Students, who want to live on-campus, will probably find the following residencies more conducive for professional studies. Buccaneer Ridge has fully-furnished 2 and 4

bedroom units. Buccaneer Village has efficiencies, one bedroom, and two bedroom units for families. More information on university housing is available at <http://www.etsu.edu/students/housing/housing.htm>.

Off campus housing in the Johnson City area is plentiful. The College of Medicine maintains a web page with helpful information. It is available at http://com.etsu.edu/default.asp?V_DOC_ID=1136. Additional off campus housing information is available at the Adult, Commuter, and Transfer Services website. (http://www.etsu.edu/students/acts/off_campus_housing.asp)

C. Lockers

Lockers are assigned to each student by Student Affairs for use during the first three years of the professional education program. Lockers are located on the ground floor of VA Building 7. A fee will be charged to replace a lost locker key. The lockers also have a mail slot and serve as the student mailbox for any communication from the College that cannot be sent electronically.

D. Diversity/Multi-Cultural Affairs

East Tennessee State University commits itself to creating and perpetuating an environment in which diversity of people and thought is respected. We embrace the belief that differences should be celebrated, and we believe that intolerance poses the single most dangerous threat to the continued existence of the race. Toward this end, the ETSU Office of Multicultural Affairs works to create and foster a campus wide climate of respect, advocating for the promotion of a culturally diverse and non-discriminatory campus community. The office offers year round programs to expose students, faculty, and staff to other cultures and ethnicities. More information can be found at <http://www.etsu.edu/students/central/mult.htm>.

In recognition of the importance of diversity within health care, the Division of Health Sciences has established the Office of Cultural Affairs (OCA). The Office of Cultural Affairs is committed to working collaboratively with the five health sciences colleges to develop division wide initiatives that enhance the cultural environment and the diversity of the student body, faculty and staff, as well as to facilitate the development and implementation of curricula that will prepare students to work effectively with diverse populations and communities. Additionally, the OCA offers resources to promote awareness, knowledge and discussion on issues concerning culture and diversity in health and health care, and publishes a monthly flyer known as the *Cultural Link*, and collaborates with several community groups to facilitate cultural experiential learning opportunities for our students. More information can be found at www.etsu.edu/oca.

E. Parking

Motor vehicles operating on the campus of ETSU or the Veterans Affairs Medical Center are subject to all rules and regulations as put forth by the institution. All

student pharmacists are required to obtain and properly display appropriate parking identification as issued by the institution.

All student pharmacists are required to have a VA parking permit to park on the VA property. Permits are provided at no cost and are issued during orientation. Student pharmacists are to park in the parking lot to the west of Stanton-Gerber Hall during scheduled school hours. Additional parking is available in lot M5 near the VA post office. Students may choose to purchase an ETSU campus parking permit and encouraged to do so in order to facilitate access to campus services. Permits are purchased through the Parking Office located on Maple Street on the ETSU campus.

F. Post Offices

The ETSU campus post office, located on the lower level of the Culp University Center, is a full service federal contract station including post office boxes. Business operating hours are 8:30 a.m. to 4:30 p.m. Monday through Friday. No service is provided on the weekends. Students desiring to obtain a campus post office box should contact the post office at 439-4232. Mail services are also available at the U.S. Post Office on Memorial Avenue, adjacent to Stanton-Gerber Hall on the VA campus.

G. University Health Service

East Tennessee State University students enjoy the benefits of a modern health care service that helps make the most of their time at ETSU. The Student Health Clinic is part of the Faculty Practice Network through the College of Nursing at ETSU. There is no cost for the professional services of the staff; however, students are required to pay any medicine, labs, testing or other ancillary services provided.

ETSU Student Health Services provide a variety of services to maintain and promote the health of students. Student Health Clinic Services include:

- Women's Health (appointment necessary)
- Men's Health
- Acute and episodic care
- Sexually Transmitted Infection detection and treatment
- Referral Service
- Family Planning
- Allergy injections
- Immunizations and titers
- Health Counseling and Consultation

The Student Health Clinic is located in room 106 Roy S. Nicks Hall. Hours are Monday through Friday, 8:00am to 4:30 p.m. and same day appointments are available. Additional information is available online at <http://www.etsu.edu/nursing/shserv/> or by calling (423) 439-4225.

Appendix

Gatton College of Pharmacy Honor Code

I. Introduction

The College of Pharmacy Honor Code is an ethic intended to address matters of appropriate academic and professional behavior. The effectiveness of the Code depends solely on the individual integrity, honesty and courage of the students and faculty as they embrace the highest goals of personal and professional responsibility.

A. Recognition of Responsibility

Students of the East Tennessee State University College of Pharmacy recognize that members of the pharmacy profession should subscribe to a set of ethical standards that recognize our primary obligation to the patient and which foster integrity and honor within our profession. We recognize our responsibility to society, other health professionals, and ourselves. Furthermore, we recognize the great trust society bestows on us as we administer to the health care needs of our patients. Because of this responsibility, we do hereby affirm and accept the privileges and duties accorded us and required by this Code.

B. Scope

The Honor Code supplies the structure under which the College of Pharmacy operates and minimizes the possible implication of an innocent individual.

1. When a member of the faculty, staff or student body suspects an Honor Code violation, they must choose one of three options
 - a) Immediately report the suspected violation to a member of the Honor Code Committee;
 - b) Discuss the incident with the suspected offender and report the suspected violation to a member of the Honor Code Committee;
 - c) Discuss the incident with the suspected offender and, if it appears that no violation was committed, take no further action
2. Any member(s) of the faculty, staff or student body that suspects an honor code violation is obligated to take whatever action, as described above, they believe to be most effective to stop the academic misconduct or to prevent its recurrence. Not reporting instances of academic dishonesty represents a fundamental break with honor code policy, and although this offense is not punishable, reflects a callous disregard for yourself, your classmates, and your professors.
3. In relation to the Honor Code, the faculty of the College of Pharmacy has the responsibility to:
 - a) Support the Honor Code.
 - b) Avoid placing the students in situations where violations of the Code may unintentionally occur.
 - c) Indicate conditions for carrying out the examination, such as, but not limited to, use of scratch paper, tools, appropriate seating arrangements and time allotment.
4. Students should remember that

- a) They are enrolled in the University as well as in the College, and therefore are subject to University rules and the Tennessee Board of Regents Policies and Procedures.
- b) The faculty shares with students the responsibility of maintaining academic integrity.

The University has outlined faculty responsibilities in regard to cheating and plagiarism. If a faculty member suspects a breach in academic integrity, the faculty member may proceed under the University Rules

II. Honor Code Committee Composition

There will be a standing Honor Code Committee (HCC). The HCC will be comprised of two faculty members, appointed by the Dean and eight student members. Two students will be elected by each class. The Dean will appoint two faculty members to serve as alternates. The chairman will be elected by the HCC from the P3 student representatives of the HCC. The Office Coordinator for the Office of Student Affairs will serve as secretary, and will serve as a non voting member of the committee.

Any student member of the HCC who does not advance successfully in all courses may be removed by the Dean. A new student representative shall be elected by the class affected. Once elected, students will remain on the HCC until graduation, resignation by the student or removal of the student from the HCC by majority vote of the HCC.

During the first four years of the College's existence, the number of student members for each class will be modified as follows.

- First year: 4 student members elected by the P1 class
- Second year: 2 student members elected by the P1 class
4 student members from P2 class (elected during their P1 year)
- Third year: 2 student members elected by P1 class
2 student members from P2 class (elected during their P1 year)
4 student members from P3 class (elected during their P1 year)
- Fourth year: 2 student members elected by P1 class
2 student members from P2 class (elected during their P1 year)
2 student members from P3 class (elected during their P1 year)
4 student members from P4 class (elected during their P1 year)
- Fifth year and all subsequent years:
2 student members elected by P1 class
2 student members from P2 class (elected during their P1 year)
2 student members from P3 class (elected during their P1 year)
2 student members from P4 class (elected during their P1 year)

III. Honor Code Committee Function

The HCC will have the charge of influencing the culture of the institution by regularly reviewing the Code and educating incoming students about the Code and re-educating

students, faculty and staff about the Code. The HCC will develop materials and fair procedures as necessary.

IV. Specific Misconduct

A. The following descriptions can be used as examples of misconduct subject to sanctions. Further information is contained in the TBR policy 3:02:00:01 entitled General Regulations on Student Conduct and Disciplinary Sanctions (Appendix II).

1. Lying

A pharmacy student must not deliberately misrepresent the truth. Lying includes gross disregard for the truth or intentional misrepresentation within the academic setting. Students must deal honestly with patients and colleagues, and strive to expose those student pharmacists deficient in character or competence, or who engage in fraud or deception.

If an individual lies concerning some matter but, later on his or her own initiative, tells the truth concerning the same matter before the individual is confronted with committing a breach of honor, this will be considered a mitigating factor in the case.

2. Cheating

A pharmacy student must not cheat. Cheating is defined, but not limited to, the wrongful giving, taking or presenting of any information or material by a student with intent of aiding the student or another in any academic work. Cheating can also include a student intentionally listening to or participating in a discussion of an examination which the student has yet to take. It is understood that because of the nature of the pharmacy curriculum at the Gatton College of Pharmacy, a certain amount of teamwork and sharing of information is necessary for completion of assignments; collaborations authorized by the course instructor are not considered cheating.

Cheating on an examination can take a variety of forms including:

- a. Discussing the examination with anyone who has not taken the exam;
- b. Giving, receiving, or soliciting unauthorized aid during any examination, take-home exam, or make-up exam before or after the regularly scheduled exam has been administered;
- c. Using materials in any examination except those that are specifically authorized by the instructor;
- d. Exchanging materials with another student during the examination unless authorized to do so by the written exam instructions; or
- e. Violating any rules that the instructor has established for an examination period.

3. Plagiarism

All academic work, written or otherwise, submitted by students to their instructors or other academic supervisors, is expected to be the result of their own thought, research, or self-expression. In cases where students feel unsure about a question of plagiarism involving their work they are obliged to consult their instructors on the matter before submission.

When students submit work purporting to be their own, but which in any way borrows ideas, organization, wording or anything else from another source without appropriate acknowledgment of the facts, the students are guilty of plagiarism.

Plagiarism includes reproducing someone else's work, whether it is a published article, chapter of a book, a paper from a friend or some file, or wherever. Plagiarism also includes the practice of employing or allowing another person to alter or revise the work that a student submits as his/her own, whoever that other person may be. Students may discuss assignments among themselves or with an instructor or tutor, but when the actual work is done, it must be done by the student, and the student alone.

When a student's assignment involves research in outside sources or information, the student must carefully acknowledge exactly what, where and how he/she has employed them. If the words of someone else are used, the student must put quotation marks around the passage in question and add an appropriate indication of its origin. Making simple changes, while leaving the organization, content and phraseology intact, is plagiaristic. However, nothing in these Rules shall apply to those ideas that are so generally and freely circulated as to be a part of the public domain.

4. Stealing

A pharmacy student must not intentionally take or acquire any property without permission. Stealing includes, but is not limited to:

- a. Theft or conversion of property belonging to someone else;
- b. The misappropriation or destruction of property needed by other students.

B. Violations

1. When members of the academic community know or suspect an Honor Code violation, they must do at least one of three things:
 - a. Immediately report the suspected violation to a member of the Honor Code Committee;
 - b. Discuss the incident with the suspected offender and report the suspected violation to a member of the Honor Code Committee;
 - c. Discuss the incident with the suspected offender and, if it appears that no violation was committed, take no further action
2. A complaint or concern may be forwarded to the HCC by a student, faculty, staff or administrator in writing or by appearance at the committee meeting.
3. When a complaint or concern is received by the HCC, the following procedure will occur, except in the case of academic misconduct. In the case of academic misconduct, the HCC member shall follow the procedures outlined under the Academic Misconduct Policy found in the Student Handbook.
 - a. Prior to a meeting of the HCC, the accused will receive notification of the alleged violation(s). The accused will have two working days to respond in writing to the allegations and to object to the participation of any member of the HCC in the deliberations because of perceived conflict of interest.

- b. The committee with a quorum present (majority of members) will consider the charge. At least one faculty member of the committee must be present. All members may participate in the discussion. Any member who perceives a conflict will announce the conflict to the remaining members but may participate in the discussion after this announcement unless the Chairperson deems such participation to be inappropriate. The chair, with a two-thirds majority of those members present, may remove individual members of the HCC at any time during the proceedings if deemed appropriate.
- c. All actions of the HCC must be kept in complete confidence to ensure the protection of all participants. Any member breaching confidentiality may be subject to removal from the HCC.
- d. The HCC may seek information regarding the suspected infraction from any legal source deemed necessary.
 - (1) The HCC will interview all concerned parties.
 - (2) To be considered guilty, the accused student must be found guilty by at least two-thirds vote of the total HCC membership present.
 - (3) If a student is found not guilty by the HCC, the case is dismissed and the records of the proceedings will be destroyed by the Associate Dean for Student Affairs in accordance with the TBR guidelines for retention of documents.
 - (4) If the student is found guilty, a written report of the proceedings and a recommended penalty will be submitted to the Dean of the College.
 - (5) If the student is found guilty, written records, including the name of the violator, will be kept on file in the Associate Dean for Student Affairs' office
 - (6) If a member of the HCC is charged with an infraction of the Honor Code, the member will remove him or herself for the duration of the hearing. The Chair of the HCC will appoint a replacement from the same class as the member removed.
 - (7) If an infraction occurs in a class instructed by a faculty member on the HCC, that member will step down from the HCC and assume only the role of the involved instructor during the proceedings. The Dean will appoint a faculty alternate.
- e. All records will be secured and maintained by the Associate Dean for Student Affairs.

V. Penalties

A. Academic and Classroom Misconduct

1. The instructor has the primary responsibility for control over classroom behavior and maintenance of academic integrity, and can order the temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or conduct that violates the general rules and regulations of the University or College of Pharmacy. Extended or permanent exclusion from the classroom or further disciplinary action can be effected only through the Academic Judicial Committee (AJC) or University action.

2. Plagiarism, cheating, or other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be recommended by the AJC as a result of academic misconduct, the instructor has the authority to assign a grade of F for the exercise or examination.

If the student believes that he or she has been erroneously accused of academic misconduct, and if his or her final grade has been lowered as a result, the student may appeal the case through the AJC.

B. Disciplinary Sanctions

The penalty for violations of the Honor Code should reflect the degree of both the intention and the infraction. A range of penalties is necessary to cope with the myriad of possible situations, including:

1. Minimum Penalty for Cheating: assignment grade of “F”.
2. Maximum Penalty: Dismissal from the College
3. Additional penalties will be at the discretion of the HCC, e.g., failure of the course, essays on professionalism, academic and professional integrity, etc...
4. Any student who is assigned a course grade of “F” as a result of Honor Code violation will be subject to academic probation.

When an agreement on a recommended penalty has been reached by the HCC, the recommendation is forwarded to the Dean for final action.

VI. Appeals

Actions of the Dean can be appealed within five business days to the Vice President of Health Affairs and if dissatisfied with the decision of the Vice President of Health Affairs, can appeal within five business days of notice to the President of the University.

Finalized January 5, 2007