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 your in the coming year.

Larry D. Calhoun, PharmD
Dean and Professor
Vision
The vision of the Bill Gatton College of Pharmacy is to become a recognized leader of pharmacy education in the Southeast

Mission

The mission of the Bill Gatton College of Pharmacy is to develop progressive pharmacists that improve healthcare, focusing on rural and underserved communities

The College accomplishes this mission by:
- Providing outstanding education with emphasis on interprofessional training
- Developing and delivering exceptional direct patient care
- Conducting innovative research and scholarship
- Engaging and serving the university, community, and profession

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.
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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 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://catalog.etsu.edu/content.php?catoid=6&navoid=171#Complaint_Policy_and_Procedure_for_Students)

Students should be aware that the College of Pharmacy’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 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 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 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

East Tennessee State University Bill Gatton College of Pharmacy's Doctor of Pharmacy program is fully accredited by the Accreditation Council for Pharmacy Education (ACPE), 135 South LaSalle, Suite 4100, Chicago, IL 60603, 312/664-3575, fax 312/664-4652, website www.acpe-accredit.org. The ACPE accredits Doctor of Pharmacy programs offered by Colleges and Schools of Pharmacy in the United States and selected non-US sites.

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 are 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 1974 (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.” Pharm.D. 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

The educational programs and student services provided by the Gatton College of Pharmacy are made available to all eligible persons without regard to age, gender, color, race, religion, national origin, disability, veteran status, or sexual orientation. Additionally, academic and other policies of the College are applied without consideration of any of the above listed attributes.

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. Pharm.D. 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 Pharm.D. 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 Pharm.D. 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. Degree Offered and Purpose

The PharmD degree\(^2\) 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 pharmacoeconomic 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

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

II. Directed Educational Aspirations and Markers of Success (DREAMS)  
Approved by the Faculty Council on November 272, 2012

Consistent with the above, the Gatton College of Pharmacy curriculum prepares graduates to demonstrate the following professional competencies and outcomes, which emphasize good science,* self-directed lifelong learning,† and individualized training. Graduates are expected to apply learning to both the present practice of pharmacy and the advancement of the profession, serving as leaders and agents of change.8 To this end, faculty members aspire to develop graduates that:

1. Display a mastery of fundamental knowledge and skills1  
   1.1. Demonstrate knowledge of and accept responsibility for knowledge of commonly used medications, formulations and drug products.†  
   1.2. Apply principles of biomedical, pharmaceutical, social/behavioral/administrative, and clinical sciences to critically solve problems.1,5  
   1.3. Utilize pharmaceutical and pharmacokinetics mathematics to perform accurate medication calculations.1  
   1.4. Retrieve, analyze, and interpret the literature.1,2,3,5  
   1.5. Evaluate the quality of basic science and clinical research evidence to appropriately apply study results to practice decisions.1  
   1.6. Demonstrate competency in informatics and emerging technologies.1,5  
   1.7. Compound drugs in appropriate dosage forms using appropriate safety measures.5  
   1.8. Identify physicochemical properties that affect drug solubility, stability, and pharmacokinetics.  
   1.9. Predict drug action based on physiological and biochemical concepts.

2. Demonstrate professional attitudes and values1  
   2.1. Carry out duties in accordance with legal, ethical, social, cultural, economic, and professional guidelines.1,2,3,5  
   2.2. Work with individuals of other health professions to maintain a climate of mutual respect and shared values.4  
   2.3. Use the knowledge of one’s own role and those of other professions.4  
   2.4. Communicate with patients, families, communities, and other health professionals.1,2,4,5  
   2.5. Apply relationship-building values and the principles of team dynamics.4  
   2.6. Maintain professional competence by identifying and analyzing emerging issues, products, and services.1,2,4,5  
   2.7. Reflect critically on personal skills and actions to make improvements, as necessary.3  
   2.8. Accept and respond to constructive feedback.3  

3. Provide excellent patient-centered care1  
   3.1. Identify and assess subjective and objective patient data to define health and medication related problems.1,3,5  
   3.2. Design, implement, monitor, evaluate, and adjust pharmacy care plans that are patient-specific and evidence-based.1,2,3,5
3.3. Provide patient care in cooperation with patients and other healthcare providers as part of an interprofessional health care team.1,2,3,4,5
3.4. Addresses health literacy, cultural diversity, and behavioral psychosocial issues when communicating with patients and when designing, evaluating, or modifying therapeutic plans.1,5
3.5. Counsel patients, caregivers, and other health care providers regarding care plans.1,5
3.6. Demonstrate accurate and appropriate documentation of pharmacy care activities.3,5
3.7. Apply knowledge, skills, attitudes, and values to manage a successful patient-centered practice.1,5

4. Promote health improvement, wellness, and disease prevention1,3
4.1. Identify and mitigate public health problems.1,3,5
4.2. Interpret epidemiologic data relevant to specific diseases and their management.3,5
4.3. Interpret economic data relevant to treatment of disease.3
4.4. Develop and implement population-specific, evidence-based disease management programs and protocols.1,2,5

5. Effectively manage health care resources1,3
5.1. Address the unique needs of rural and underserved communities.5
5.2. Manage and use human, physical, financial, informational and technological resources in the provision of patient care.1,2,5
5.3. Provide high-quality, cost-effective healthcare.3
5.4. Provide, assess, and coordinate safe, accurate, and time-sensitive medication distribution.1,2,3,5
5.5. Identify and use risk reduction strategies to minimize medication errors.2,3,5
5.6. Assist patients and caregivers to obtain their medications and related parapharmaceuticals in an affordable manner that meets their health care needs.1
5.7. Interpret and apply drug use policy and health policy.1,2,3,5

Definitions and References
*Good science implies having the following characteristics: evidence-based, logical, convincing, explanatory, honest, testable, and systematic1
†Lifelong learning entails continuously building upon existing knowledge and skills throughout one’s lifetime
1Accreditation Council for Pharmacy Education. Accreditation Standards and Guidelines for the Professional Program in Pharmacy Leading to the Doctor of Pharmacy Degree Version 2.0. 2011.

III. Curriculum and Program Requirements

A. Curriculum
The PharmD curriculum is a fixed curriculum designed to be completed over four academic years of full-time study. The first three years provide foundational knowledge in pharmaceutical sciences and pharmacy practice while the final year is
devoted to advance practice experiences. The current curriculum leading to the PharmD degree may be found on the web at http://www.etsupharmacy.com/academics/pharmd/curriculum.

B. Elective Courses
The curriculum includes the opportunity for students to individualize their studies through the selection of elective courses. The minimum number of elective courses and elective credits required varies according to the year a student entered the PharmD degree. Three courses totaling at least six credit hours is the minimum requirement for students entering the program prior to the fall 2013. For the students entering in the fall 2013 and thereafter, the minimum is four courses totaling at least eight hours. All required didactic elective courses must be completed prior to the start of Year 4. Only courses that appear on the Approved Electives list may be used to fulfill this requirement. Research or internship experiences may be utilized to meet requirements if approved by the Curriculum Committee (see catalog for course listings and descriptions).

Students enrolled in 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. Additionally, the College of Pharmacy’s semester calendar differs 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.

1. Enrolling in More than One Elective/Semester
   Students may enroll in no more than one elective in any one term unless granted permission, in writing, by the Executive Executive Associate Dean (EAD) or designee. Students may request permission to enroll in additional electives by completing a request form, available in the Office of Academic Affairs. Requests for the upcoming semester (spring/fall) will be accepted no later than the last day of classes in the current semester (spring/fall). Decisions will be based in part on the availability of space in the additional course and the academic preparedness of the student. Instructors of the requested courses may be consulted for course information, and the student’s faculty advisor may also be consulted. The student will be notified of the decision in writing prior to the first day of pharmacy classes for the affected semester (spring/fall).

2. Completing Electives Out-of-Regular Sequence
   Students are expected to enroll in electives as sequenced in the current Curriculum Outline (posted on the GCOP website); however, students may request permission to enroll in electives out of regular course sequence by completing a request form, available in the Office of Academic Affairs. Requests will be accepted no later than ten (10) business days (not including university closures) prior to the first day of classes for the term. Decisions will be based in
part on the availability of space in the requested course and the academic preparedness of the student (e.g. student must meet course pre-requisites.) The Executive Associate Dean (EAD) or designee will approve or deny the request, and the student will be notified of the decision in writing prior to the first day of classes.

3. **Enrolling in Electives Above Requirements**  
   Students can enroll in only one elective in any one term unless granted permission, in writing, by the EAD or designee. Students may complete additional electives in excess of the requirements with written permission of the EAD or designee; such courses become part of the student’s academic record and the grade assigned will be calculated in the student’s GPA.

   Students also may enroll in an additional elective APPE during their P4 year on a space-available basis. Students should first inquire about rotation availability with the Office of Experiential Education. If the opportunity exists, students may then submit their request by completing an application form, available in the Office of Academic Affairs. Requests will be processed on a first-come-first-served basis after the normal spin has occurred and all students have been assigned a full complement of rotations. Applicants will be notified about the status of their application in a timely manner. Once enrolled in the additional APPE, the student must complete the rotation with a grade of C or above. The additional APPE becomes part of the student’s curriculum, and the grade assigned will be calculated in the student’s grade point average (GPA). Students who fail to achieve a passing grade (C or above) will be subject to the action of the Academic Progression Committee (APC).

4. **Changing Electives**  
   A student may request a change in elective course enrollment. Requests are to be submitted in writing to the Office of Academic Affairs no later than ten (10) business days (not including university closures) prior to the first day of classes. The request should include the originally selected course, the newly selected course, and the reason for the change. The Executive Associate Dean (EAD) or designee, in consultation with appropriate faculty and administration, will approve or deny the change and will notify the student and affected course coordinators in writing prior to the first day of classes. The decision to approve the request will be based in part on space availability in the newly selected course and whether the request negatively affects the viability of the originally selected course. If the change is approved, the Office of Academic Affairs will also notify the Admissions and Records Office of the change.

C. **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.

D. 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 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) while the activity of the latter could then be on a non-paid Independent Study course credit basis (credit/no compensation).

E. 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.

F. 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 valid 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.

G. 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.

H. 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. Degree Requirements

The Doctor of Pharmacy degree is awarded to students upon successful completion of the curriculum as prescribed. All required courses, practice experiences, and elective courses applied toward the degree must be completed with a minimum passing grade of C or its equivalent. The PharmD degree is conferred by East Tennessee State University upon certification by the faculty that the student has successfully completed all requirements.

In addition to completing the prescribed curriculum and meeting the scholarship requirements of the program, students must have satisfied all financial obligations to the College or University in order to qualify for graduation and receipt of the degree.

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 College holds a hooding and commencement separate from the University at the end of each spring semester. Gatton College of Pharmacy students are required to participate in commencement unless excused by the Dean. Only students with exceptional circumstances may be excused.

Only students who have met all degree requirements will be permitted to participate in hooding and commencement. Students failing to complete requirements for the degree prior to the May graduation date may be allowed to participate (“walk”) in the ceremonies with the permission of the Dean, provided that degree requirements can be met prior to the
start of the fall semester. Should a student be granted permission to walk, he or she will not receive a diploma until all requirements have been met. The diploma will reflect the date on which all requirements were successfully completed.
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”. 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 or repeat the course (see Academic Progression policy below).

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.

<table>
<thead>
<tr>
<th>Grade</th>
<th>Point Value</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>4.000</td>
</tr>
<tr>
<td>A-</td>
<td>3.700</td>
</tr>
<tr>
<td>B</td>
<td>3.000</td>
</tr>
<tr>
<td>B+</td>
<td>3.300</td>
</tr>
<tr>
<td>B-</td>
<td>2.700</td>
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<tr>
<td>C</td>
<td>2.000</td>
</tr>
<tr>
<td>C+</td>
<td>2.300</td>
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<tr>
<td>D</td>
<td>1.000</td>
</tr>
<tr>
<td>F</td>
<td>0.000</td>
</tr>
</tbody>
</table>

The GPA is calculated utilizing grades received in all courses attempted. Class rank based upon GPA is determined at the end of each semester, and is used for internal purposes only.

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 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 automatically becomes an F. A grade of W is assigned in cases in which a student has been granted permission by the Office of Academic Affairs to withdraw from a course. Withdrawals are granted only under documented extenuating circumstances. 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 after one-quarter of the course’s duration will result in a grade of W. Grades of P, I, and W carry no quality points and have no bearing on the GPA.

Grading symbols of + and * are also utilized. A “+” symbol indicates that a course continues beyond the current semester. An “*” symbol indicates that additional work was required by a student to obtain the specified course grade.

Grading policies also apply to elective courses taken outside of the College of Pharmacy.

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 Coordinator 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 College of Pharmacy 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 coordinator in the presence of an OAA representative.

If the faculty course coordinator 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 coordinator 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 coordinator.

If in the judgment of the faculty course coordinator 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 coordinator, 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 coordinator. 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 coordinator the substance of the student's appeal and seek to determine its validity.

   If the faculty course coordinator 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 coordinator that the grade be changed. The faculty course coordinator 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 coordinator. 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 coordinator, the department chair, the OAA representative, the Dean, 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.

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 coordinator, 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.

E. Appeal to Vice President for Health Affairs

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 OAA. This appeal may be initiated by the student or the faculty course coordinator 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 OAA of his/her decision; the OAA will then notify student, the Dean, the faculty course coordinator, 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 coordinator 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 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 learning and understanding up to an acceptable level for progress. The academic remediation process has a role for each party in the process: the student, the faculty member teaching the course, the student’s academic advisor and the faculty and administration of the College of Pharmacy.

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 the student as is reasonably possible, while facilitating effective communication with others.
• It is the responsibility of the course coordinator to communicate academic problems to the student directly, and to the Office of Academic Affairs, in a timely fashion.

• 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 also facilitates and supports the Academic Progression Committee meetings.

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.
      b) Membership
         The APC consists of faculty representation from each academic department. The Assistant/Associate Dean for Professional Education and Academic Affairs and the Assistant Director of Academic Affairs serve as non-voting, *ex officio* members. Additional stakeholders may be invited to attend specific meetings in a non-voting, *ex-officio* capacity.
      c) Responsibilities
         i The APC makes decisions regarding each student’s progression in the curriculum. The APC will determine student status regarding: normal progression, academic probation, and remediation.
         ii The APC makes recommendations for graduation to both the Dean and faculty since graduation requires approval by the Faculty Council.
         iii The APC makes recommendations for academic dismissal to the Dean.
      d) Procedures
         The APC will meet at the end of each semester following the submission of final grades by the faculty. As part of its regular duties, the APC will vote on the progression of each class of students to the subsequent semester. Students who earn a minimum grade of “C” or the equivalent in all courses can expect normal progression through the program.

When the academic performance of any student falls below the level needed for the successful completion of one or more courses, the APC first makes a determination about whether the student should be recommended for retention in the program. Any recommendation for dismissal is forwarded to the Dean who has sole authority for dismissing a student. For students retained in the program, the APC makes a decision on the best course of action for the student’s successful completion of the academic program through individualized plans for remediation.
Any student whose academic performance during the semester fails to qualify for normal progression will be considered by the APC. Such students will be invited to address the APC with any written or verbal information or comments prior to committee deliberations. The students may elect to address the APC during the committee meeting, or they may choose to provide the APC with information and documentation by other means. Furthermore, students may engage a member of the faculty to act as their advocate before the committee. Students 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 other information deemed to be relevant. Depending on the circumstances of each case, the APC may require the student to repeat an entire course or a portion of a course, repeat a semester, undertake a modified curriculum, or the APC may require other action determined to be in the best interest of the student.

Decisions of the APC will be communicated to the student in writing. Students may appeal remediation decisions of the APC to the Dean of the College (as described below).

The APC reserves the right to hold irregular and ad hoc meetings, during which student-related issues may be discussed.

2. Progression and Academic Probation
   a) Normal Progression - In order for a student to progress normally 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 official action of the APC for a student failing to make satisfactory academic progress by not meeting the requirements for normal progression but who is retained in the program. Students on academic probation will not be registered for the next semester until cleared by the Office of Academic Affairs. All students placed on academic probation will be notified by the Office of Academic Affairs. Students will be removed from academic probation as determined by the APC and will receive written notification by the Office of Academic Affairs.

Students on academic probation are prohibited from involvement in activities listed below unless granted permission from the Office of Academic Affairs.
   i. Take an independent study elective;
   ii. Serve as officers or committee members in any campus organization;
   iii. Participate in University organizations or extracurricular activities, particularly if participation requires a significant commitment of time;
   iv. Be eligible for college-paid travel;
   v. Be employed by any department or college of the University.
c) Academic Dismissal - A student who is not progressing normally through the curriculum may be subject to a recommendation for academic dismissal.

3. Remediation
   a) Definition - The Gatton College of Pharmacy defines remediation as the act, process or attempt to correct an academic deficiency in order to permit the student to continue in the program, which may include being placed on a modified schedule.
   b) Policy - Within limits, the Gatton College of Pharmacy permits individualized remediation for its didactic courses, without the student having to repeat the entire course.
      i. Students who receive an F in a pharmacy course will not be permitted to remediate a course by any method other than repeating the course. Exceptional circumstances may allow other alternatives, as determined by the APC in consultation with others. When courses are repeated, both the original grade and the replacement grade are calculated in the cumulative GPA.
      ii. For a student who receives a D in a course, the APC in consultation with the course coordinator and relevant department chair will determine whether remediation will be permitted by a process other than repeating the course.
      iii. For a course remediation other than repeating a course, the course coordinator/instructors will determine a clearly defined plan of focused study in order to bring the student’s knowledge and understanding up to an acceptable level.
         a. Remediation plans must be completed within a reasonable timeframe. The format of the remediation plan will be determined by the course coordinator; however, the APC reserves the right to reject the remediation plan if deemed to be unacceptable.
         b. Once the remediation plan has been completed successfully, the course coordinator will submit a “change of grade” form, noting that the final course grade will be removed from the student’s academic transcript and replaced with a C*, which has a GPA value of 2.000.
         c. If the student does not pass the remediation plan, the student will be referred to the APC for further action.

4. Appeals Process
   a) Decisions of the APC, except for a recommendation for dismissal, may be appealed to the Dean of the Gatton College of Pharmacy through the Office of Academic Affairs. The appeal shall be prepared in writing by the student and shall be submitted to the Office of Academic Affairs within five working days of notification of the APC’s decision. The Dean will respond with a decision within ten working days.
   b) Recommendations for dismissal are forwarded to the Dean for review and action. The Dean has the authority to accept the recommendation of the APC or take other action has deemed appropriate. The Dean’s review of
the recommendation constitutes an automatic appeal of the APC’s decision. The Dean will meet with the student as part of the review process. The Dean will also review the student’s record and all pertinent material, and consult with members of the APC as appropriate. The Dean will notify the student, the chair of the APC, and other appropriate individuals of the decision upon completion of the review.

c) If after receiving the Dean’s decision, the student believes the college has not appropriately followed the academic progression policy, he/she may appeal to the ETSU Vice President for Health Affairs; otherwise, the decision of the Dean shall be final. Such an appeal must be in writing within ten working days of the notification of the Dean’s decision and identify how the college failed to follow process.

d) 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. 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.

VIII. Withdrawal

Students who wish to withdraw completely from the College of Pharmacy may do so at any time by completing an official withdrawal form available in the Office of Student Affairs. 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 Executive Associate Dean, Assistant Dean for Student Affairs, Director of Experiential Education, Chair of the Academic Progression 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.
GENERAL COURSE POLICIES

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

I. Examination Schedule

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).

Pharmacy exams are customarily administered during regularly scheduled class or exam time. The general guidelines stated in Section II below shall be observed at all times or as otherwise specified by the course coordinator.

II. Minimum Examination and Quiz Guidelines

All examinations and quizzes are given in accordance with the Gatton 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.
• The President/Class Representative will meet with the EAD or designee in the Office of Academic Affairs to gain approval to move forward taking into account the exam calendar, event calendar, room availability, and various other considerations.

• The President/Class Representative will contact the Course Coordinator for approval to proceed as outlined below.

• 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. Students must object to the change privately by calling or sending an email to the Course Coordinator or by speaking with Course Coordinator directly. Consensus of the class must be reached (as determined by the Course Coordinator). 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 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. Didactic Classes

Every student is expected to attend all class sessions, including laboratories and other activities outside the classroom as deemed necessary by the Course Coordinator or instructor, and to take all examinations. Course Coordinators 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. (Course coordinators have the right to request appropriate verification of illness.)
- Death of a member of student’s immediate family. (Course coordinators 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 Course Coordinator before the absence and for making up any missed work. If feasible, the Course Coordinator shall 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 or 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. Technology Use in the Classroom and on Pharmacy Practice Experiences

The College embraces the use of technology in the classroom and on pharmacy practice experiences as a means to facilitate student learning. Conversely, off-task technology use can be disruptive to classmates, faculty members, preceptors, and patients. Furthermore, multitasking may adversely affect individual learning.

Appropriate technology use in the classroom and on pharmacy practice experiences falls under the College’s student conduct, professionalism, and honor code. Compliance with expectations put forward in this guideline is a shared responsibility between students, faculty members, and preceptors. The instructor or preceptor determines appropriate technology use, which varies based on the learning environment (e.g., didactic vs. experiential). Students should seek clarification if there is any doubt regarding proper use, especially on pharmacy practice experiences.

Students may use computers, smart phones, and similar devices in the classroom and on pharmacy practice experiences as guided by the instructor or preceptor. All devices must be in the “silent mode.” Certain technology use is encouraged during classroom time including taking notes, accessing online course websites (Desire2Learn), completing in-class projects and assignments for the present course, consulting online textbooks, retrieving primary medical literature, and using drug information databases. On the contrary, specific activities are unacceptable in the classroom and on pharmacy practice experiences including accessing social media sites, “surfing” the web, shopping, entertainment, and similar off-task behaviors. All other technology use (e.g., emails, text messages) must be non-disruptive, discrete, and infrequent.

VII. 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.
OTHER POLICIES, REQUIREMENTS AND INFORMATION

I. Computing Requirements

A. Laptop Computer

All entering student pharmacists are required to have a personal laptop computer appropriately configured to be compatible with ETSU network facilities including Desire2Learn (D2L) and ExamSoft. D2L is a web-based teaching and learning tool utilized by the faculty for course delivery. ExamSoft is testing software utilized by some faculty of the college to administer in-class examinations.

Laptop computers are necessary for: retrieving course materials, including syllabi and handouts; accessing online resources (e.g., textbooks); retrieving primary literature and conducting internet searches; taking notes in class, if permitted by the instructor; taking in-class exams and quizzes as required; and other projects and writing assignments. Students must own a laptop computer for maximal mobility and utility in accessing this information at home or at school. Large classrooms have wired internet access; all areas in the college have wireless access to the ETSU network.

Computer standards can be found on the web at http://www.etsupharmacy.com/wp-content/uploads/2013/05/New-Laptop-configs.pdf. It is the student’s responsibility to ensure their laptop computer meets these requirements. Students are expected to provide their own printing hardware and supplies. Other devices may suffice for many tasks, but the student is responsible for having functional and personal computing equipment for use with any in class quiz, exam, or exercise.

B. Handheld Devices

Fourth-year students are required to purchase a handheld device 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, 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. 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. Health 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 Information

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. Tennessee Licensure Application
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. Tennessee Internship Requirements
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 the North American Pharmacy Licensing Examination (NAPLEX) and a jurisprudence examination (Multistate Pharmacy Jurisprudence Exam is the most common). The passing grade on the examinations is determined by the individual state in which licensure is sought (currently 75% in most states). 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, especially internship requirements.

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, and distributed via the ETSU GoldAlert Messaging System. (Students may sign up for GoldAlert by going to https://etsuis.etsu.edu/goldalert/login.aspx.) Students are responsible for monitoring these sources for announcements.

A. Didactic Class Attendance Expectations

Students are to attend classes unless notified that the University is closed. 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.

B. Professional Experience Attendance Expectations

In cases of University closure due to inclement weather, pharmacy students should report to experiential education practice sites as they are able. Students should contact their preceptor who, in consultation with the student, will determine if the student should report to their site. In all cases, students should use their judgment and should not travel if conditions are too dangerous.

Students who anticipate arriving late, or not arriving at all, should notify their preceptor of this fact as soon as possible.

Students are responsible for work that they miss as a result of inclement weather. Any absences due to inclement weather should be reported by email to the Director of Experiential Education. Make up of missed time at practice sites will be determined by the preceptor, the student and the Director of Experiential Education once pharmacy practice experiences resume on a normal schedule.
STUDENT CONDUCT AND PROFESSIONALISM

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 Student Handbook.

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 student trainees 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 prerequisite 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) prior to initial enrollment.

   • 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 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 take 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 Rules, 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 from that of an undergraduate student to a future health provider.

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 our profession’s moral, ethical and legal conduct.

I will embrace and advocate changes that improve patient care.

I will utilize my knowledge, skills, experiences, and values to prepare 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.”

B. Code of Ethics for Pharmacists

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

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.

V. **Gatton College of Pharmacy Conduct Code**

   The Academic and Professional Conduct Code (Conduct Code) is a code of behavior intended to promote ethical and professional behavior associated with the profession of pharmacy. The effectiveness of the Code depends solely on the individual integrity, honesty and courage of the students, faculty, and staff, as they embrace the highest goals of personal and professional responsibility.

   The Conduct Code specifies behavior expected of members of the GCOP community and shall be used to guide students in their interactions with fellow students, faculty, staff, health care professionals, patients, and the general public. The Conduct Code applies to all learning, research, service activities, and social activities sponsored or endorsed by the GCOP both on campus and off, as well as situations where it can be construed that a student is representing the College.

   The entirety of the Conduct Code appears in the Appendix of this document. Students are expected to read and familiarize themselves with it.
Matters of academic misconduct (e.g., cheating, plagiarism or attempting to gain unfair advantage) are handled in accordance with the Academic Misconduct Policy below.

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.

An accusation of academic misconduct may be made by a student, staff member, faculty member, or other person engaged in the learning experience of a pharmacy student.

A. Should the alleged misconduct be suspected by a faculty member responsible for the course, said faculty member shall discuss the matter with the student, and invoke disciplinary action as deemed appropriate. Disciplinary action may include failure on the assignment or failure in the course. The faculty member shall submit a written report of the incident, including any disciplinary action taken, to one of the Dean’s designees. The Assistant Dean for Student Affairs and the Executive Associate Dean serve as the Dean’s designees for matters related to academic misconduct.

B. Academic misconduct suspected by an individual other than the faculty member responsible for the course may be reported to said faculty member (who shall respond as defined under section A), a member of the Honor Code Committee (who shall draft a written account and submit it to the Dean’s designee) or reported directly to one of the Dean’s designees.

C. Upon receipt of a report, the Dean’s designees shall investigate the report. The Dean’s designees shall interview the accused student as part of the investigation. (The identity of the accuser, when the report does not originate from the faculty member responsible for the course, shall be held in confidence unless the matter is referred for a formal hearing.)
   1. Based on the information obtained in the investigation, the Dean’s designees shall determine whether the allegations have been substantiated.
   2. Should the allegation be substantiated, the Dean’s designees shall determine whether a formal hearing is warranted. The egregiousness of the infraction and any prior reports of academic misconduct shall be considered when making this determination.
   3. The Dean’s designees shall meet with the student to convey the outcome of the investigation and proposed course of action.
a. Should a formal hearing be deemed unwarranted, the Dean’s designees shall determine the appropriate sanctions, if any. Recommended sanctions may consist of a variety of things including probation but not suspension or dismissal. The student may accept the proposed sanction or elect to have a hearing as described in section D. Should the student choose to accept the sanction, he or she shall be required to sign a waiver of hearing, and the case shall be considered closed.

b. Should a formal hearing be warranted, the hearing shall be conducted by the Academic Judicial Committee as described in section D.

D. Academic Judicial Committee Hearing Process

The AJC will consist of four (4) Faculty Council members appointed by the Dean, the Chair of the Honor Code Committee, and two (2) additional 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 in the case of a tie. The Honor Code Committee members shall be representative of all classes of students excluding the class of which the accused is a member. The Dean shall select a Faculty council member or Honor Code Committee member as appropriate to replace any member of the AJC who is unable or deemed ineligible to participate in the hearing. The Office of Student Affairs shall provide administrative and technical support to the AJC.

The student shall be informed in writing of the time and place of the hearing, and the charges, 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 unless otherwise requested by the student

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 his or her choice present during the hearing for support and advice; however, the individual may not address the AJC. If the accused brings an attorney, University Counsel must be available also to attend the hearing.
   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 not guilty, the AJC has the authority to recommend that any grade lowered as a result of the charge of academic misconduct be changed.
   b. Should the student be found guilty of academic misconduct, the AJC shall recommend appropriate disciplinary action to the Dean.
   c. The Dean has the sole authority to accept, reject or lessen the recommendation. A letter from the Dean shall serve as the official notice of judgment and action. The student may accept the proposed sanction or elect to appeal as described in section E. Should the student choose to accept the sanction, he or she shall be required to sign a waiver of appeal, and the case shall be considered closed.
   d. Should the AJC recommend suspension or dismissal and the Dean concurs the student shall have the right to have a hearing conducted according to the Tennessee Uniform Administrative Procedures Act (TUAPA) unless waived to accept the sanction of the Dean or to appeal as described in section E. TUAPA procedures are described in the ETSU Student Handbook. Should the student choose to accept the sanction, he or she shall be required to sign a waiver of hearing, and the case shall be considered closed.

E. Appeals.
   Once notified of the Dean’s decision, the student shall have 14 calendar days to submit a written appeal to the Vice President for Health Affairs, else the decision becomes final. The Vice President, within 21 calendar days, shall notify the student and the Dean of his or her decision. The decision of the Vice President shall be final.

   Appeal to President is available only if the student believes he or she was not afforded due process (dissatisfaction with the decision is not grounds for an appeal.) The student shall submit a written appeal explaining how he or she was denied due process.

F. Records
   All records associated with an accusation of academic misconduct shall be secured and maintained by the Office of Student Affairs in accordance with state law and Tennessee Board of Regents policy. The student has the right to review the records upon written request in accordance with the Federal Educational Rights and Privacy Act (FERPA)
STUDENT SERVICES AND RESOURCES

The education of students in the College of Pharmacy is not limited to the classroom. A variety of opportunity is available outside of formal classes via the diverse array of activities, organizations and programs available through the College and 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 lifestyles 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, peer tutoring can be arranged 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;
- StatRef, 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 ensure consideration for the lottery scholarship. 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 Federal Direct Lending Program. 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. 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

**C. 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 12 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.

**D. 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
  - Serve as a member of the Student/Faculty Relations Committee (may designate another student to serve in this capacity)
  - Serve as a 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
  - Serve as a 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 for the deposit of funds
  - Serve as a 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. 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.

6. 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.

7. 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.
8. **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.

9. **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://www.aphanet.org/students](http://www.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.cpfi.org

- College of Psychiatric and Neurologic Pharmacists (CPNP)
  The mission of CPNP is to promote excellence in pharmacy practice, education and research to optimize treatment outcomes of individuals affected by psychiatric and neurologic disorders. The student chapter aims to provide information and tools that prepare pharmacy students to evaluate and prepare for a career in psychiatric and neurologic pharmacy. Website: http://cpnp.org

- Gatton Historical Society
  The purpose of the Gatton Historical Society is to document the history of the college through publication of an annual yearbook.

- 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/

- Student National Pharmacists Association (SNPhA)
  SNPhA is an educational service association of pharmacy students who are concerned about pharmacy and healthcare related issues, and the poor minority representation in pharmacy and other health-related professions. The purpose of SNPhA is to plan, organize, coordinate and execute programs geared toward the improvement for the health, educational, and social environment of the community. Website: http://www.snpha.org

- International Society of Pharmaceutical Engineers (ISPE)
  ISPE works to keep industry professionals informed of the latest technological and regulatory trends that are occurring in the marketplace. ISPE is committed to the advancement of the educational and technical efficiency of its members through forums for the exchange of ideas and practical experience. Website: http://ispe.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 Societies
The Rho Chi Society – 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 – 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/domestic partner and dependents interested in participating in Campus Recreation programs may purchase membership to the CPA.

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.

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. Students wishing to change their names must submit a name change report along with the appropriate documentation to the Admissions and Records office. For more information, contact the Admissions and Records at (423) 439-6300.

B. Student Photos (Permission for Photos of Students)
The College and University provides information to news organizations about pharmacy students’ accomplishments and activities during their enrollment and at the time of graduation, which may include the provision of photographs and other visual images of students. As a regular practice, photographs of students, faculty, staff, and visitors to campus are used in publications produced by the College and University for recruitment and general information. Any student who does not wish to appear in any photos used for these purposes must notify the College of Pharmacy Office of Student Affairs prior to the start of classes for the term in which the student desires the restriction to go into effect. Please note that the restriction does not apply to the use of photographs taken of general scenes, events, or classes in session where groups of students may appear.

C. 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.

D. 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 and Information

A. Copying
Multifunction printers are available in the college of pharmacy building for GCOP student use. The machines are provided as a courtesy to facilitate the learning process and should be utilized for educationally related purposes. Use of the machines for printing and copying should comply with copyright laws. Additional machines for student use at a nominal cost are available in the university libraries.

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](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](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](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 an ETSU parking permit and to park in designated areas on the VA property. Permits are issued during orientation for newly matriculating students. Continuing students should utilize the Office of Parking Services electronic system to obtain permits. Student pharmacists should park in the parking lot to the west of Stanton-Gerber Hall or the lot adjacent to JCMC property during scheduled school hours. Limited additional parking may be available in lot M5 near the VA post office.

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
Code of Academic and Professional Conduct
Approved 4/22/2010

I. Introduction

The Bill Gatton College of Pharmacy (GCOP) Academic and Professional Conduct Code (hereafter referred to as Conduct Code) is a code of behavior intended to promote ethical and professional behavior associated with the profession of pharmacy. The Conduct Code specifies behavior expected of members of the GCOP community and shall be used to guide students in their interactions with students, faculty, staff, health care professionals, patients, and the general public. The effectiveness of the Code depends solely on the individual integrity, honesty and courage of the students, faculty, and staff, as they embrace the highest goals of personal and professional responsibility.

A. Recognition of Responsibility

Students of the Bill Gatton College of Pharmacy recognize that as members of the pharmacy profession we 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, the GCOP community, 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 obligations accorded us and required by this Code.

B. Scope

The Conduct Code provides the structure by which students of the GCOP are expected to operate.

1. When a member of the faculty, staff or student body suspects a Conduct Code violation, they are expected to act in one of the following three manners:
   a. immediately report the suspected violation to a member of the Honor Code Committee or the Assistant Dean for Student Affairs (ADSA);
   b. discuss the incident with the suspected offender and report the suspected violation to a member of the Honor Code Committee or ADSA;
   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 a Conduct Code violation is obligated to take whichever of the actions described above they believe to be most effective in eliminating or preventing the recurrence of the misconduct.

3. Failure to take action when one has knowledge of a suspected violation represents a fundamental break with Conduct Code policy, and although this offense is not
punishable, it reflects a callous disregard for yourself, your classmates, your professors, and the profession.

4. In relation to the Conduct Code, GCOP faculty members have the responsibility to:
   a. support the Conduct Code;
   b. strive to avoid placing students in situations where violations of the Code may unintentionally occur;
   c. indicate conditions for taking examinations, such as, but not limited to, use of scratch paper, tools, appropriate seating arrangements and time allotment, as well as, make clear when collaborative work is appropriate.

5. Students are reminded that they are enrolled in the University as well as in the College, and are therefore subject to policies and regulations of the University as well as the Tennessee Board of Regents.

C. Applicability of Conduct Code
   1. The Conduct Code applies to all learning, research, service activities, and social activities sponsored or endorsed by the GCOP both on campus and off. This includes the classroom, University facilities, facilities of clinical affiliates, community settings and any other setting where students may engage in professional activities.

   2. The Conduct Code is also applicable in situations where it can be construed that a student is representing the College. Specific examples of such instances are any time the student is wearing the white coat with the GCOP insignia attached, and when attending professional conferences or events.

   3. Students accused of violating criminal or civil laws shall be subject to the appropriate legal system; however, the Honor Code Committee (described below) has the authority to recommend sanction to the Dean for any student who pleads guilty or is found guilty by the court. Additionally, in cases that have bearing upon a student’s fitness to attend GCOP or become a pharmacist, the College reserves the right to invoke immediate sanction pending adjudication of the case.

II. Honor Code Committee

   1. The Honor Code Committee (HCC) is comprised of eight student members, two from each class, a faculty member appointed by the Dean, and the ADSA. Student members are elected by each class during the P1 year. Once elected, students will remain on the HCC until graduation, resignation, or removal.

   2. Additionally, each class shall elect one student to serve as an alternate to the HCC. Alternate members shall formulate the ad hoc committee that investigates allegations of misconduct (described under Section V, Reporting Violations).
3. The Dean shall appoint a faculty member to the HCC who shall serve as an ex-officio, non-voting member. Additionally, the ADSA shall be an ex-officio, non-voting member.

4. The officers of the HCC shall be a Chair and a Vice-Chair. The duties of the Chair are to convene meetings of the HCC, coordinate the activities of the HCC, and serve as a member of the Academic Judicial Committee (AJC), which is the college’s joint faculty/student judicial committee responsible for hearing cases of academic misconduct. (See the policy on Academic Misconduct for a description of the AJC). The Vice-Chair shall serve in the absence of the Chair, and shall carry out other responsibilities as may be required. The Vice-Chair shall be a P2 member of the HCC and shall be elected by a vote of HCC membership. The Vice-Chair shall ascend to the position of Chair during his or her P3 year.

5. Any member of the HCC who does not advance successfully in all courses may be removed from membership on the HCC. Additionally, a member who commits an infraction of the Conduct Code shall be removed from the HCC.

6. Should a regular member of the HCC resign or otherwise be removed from the HCC, the alternate for that class shall automatically be appointed to occupy the vacant seat and serve the remainder of the term. The class affected shall elect a new alternate.

7. Should the Chair resign or be removed from membership, the Vice-Chair shall automatically ascend to Chair and shall serve the remainder of the term in addition to his or her normal term as Chair. The remaining member from the P2 class shall automatically be appointed as Vice-Chair to serve the remainder of the term if for any reason the Vice-Chair becomes vacant.

III. Honor Code Committee Function

The HCC shall have the charge of influencing the culture of the institution by regularly reviewing the Code, educating students about the Code, and modifying the Code as necessary, and shall be responsible for administering the Conduct Code.

Specifically, the HCC shall conduct a presentation of the Conduct Code at the start of each fall semester to orient new students to the Conduct Code; communicate as necessary, but at least annually, with the student body to foster continual commitment to the Conduct Code; review reports of non-academic violations, hear cases of professional misconduct and make recommendations to the Dean as appropriate; and participate in cases of academic misconduct as described in the Academic Misconduct Policy.

IV. Conduct Code Violations

A. Academic Violations

Cheating, plagiarism, and academic theft are considered violations of the Conduct Code with respect to academic matters, and should be reported as such to the HCC.
1. Cheating
Cheating is defined as, but not limited to, the giving or receiving of unauthorized aid on an examination or assignment, or otherwise failing to adhere to the assignment instructions as provided by the professor. Examples of cheating include but are not limited to:
   a. unauthorized use of prior years’ exams as study guides;
   b. possessing or having unauthorized materials in proximity during an examination;
   c. listening to or participating in a discussion regarding an examination which the student has yet to take;
   d. looking at another student’s exam;
   e. falsifying documents such as laboratory results, and patient data;
   f. unauthorized communication between students during an examination or non-group assignments.

2. Plagiarism
Plagiarism is generally defined as the submission of another’s work by a student as his or her own. Students should be aware that individual faculty members may have specific definitions, and it is each faculty member’s responsibility for making students aware of the definition. Examples of plagiarism include but are not limited to:
   a. reproducing someone else’s work, whether it is a published article, chapter of a book, a paper from another individual, or an internet source;
   b. making simple changes, while leaving the general organization, content or phraseology intact, without proper citation,
   c. and employing or allowing another person to alter or revise the work that a student submits as his/her own.

In cases where students are unsure about a question of plagiarism involving their work they are obliged to consult their instructors on the matter before submission.

3. Academic Theft
Academic theft is defined as the removal, destruction or acquisition of academic materials or information in order to gain an advantage, assist another student, or deprive another student of access to a learning opportunity. Examples of academic theft include, but are not limited to:
   a. removing a study guide from its designated location;
   b. obtaining a copy of an examination by any means in advance of an exam;
   c. and unauthorized imaging or recording of an examination during or after the examination has been administered.

B. Non-Academic Violations
Pharmacy students should understand that as future health care professionals they are expected to conduct their personal and professional lives in a manner that shows respect for others, and brings honor to themselves, the college and the profession. Examples of behavior that shall be consider violations include but are not limited to:
1. Purposely falsifying documents or otherwise furnishing false information;
2. Consistently engaging in behavior that disrupts, obstructs, or otherwise interferes with the teaching and learning process in the classroom or practice site;
3. Consistently failing to adhere to GCOP appearance standards or other GCOP policies and regulations pertaining to enrollment, classroom, or pharmacy practice experience behavior;
4. Making false accusations or providing false information about a member of the University faculty and staff, a GCOP faculty, staff or student, or other individuals who may be associated with the college;
5. Committing or threatening violence or harm against a member of the University faculty and staff, a GCOP faculty, staff or student, or other individuals who may be associated with the college;
6. Misusing or misrepresenting one’s status as a pharmacy student, or engaging in any unauthorized practice of pharmacy;
7. Unauthorized or inappropriate use of University or GCOP property or resources, which includes the property and resources of preceptor sites;
8. Stealing, damaging or defacing University or GCOP property, or the property of others, including faculty, staff, students, and citizens of the community;
9. Use, possession or distribution of illegal drugs or substances, or improper use of prescription drugs not prescribed for the user;
10. Accessing or revealing confidential information about faculty, staff, fellow students, or patients without proper authorization;
11. Treating patients with disrespect;
12. Violations of University or TBR policies and regulations pertaining to student conduct;
13. Violations of local, state, and/or federal law;
14. Retaliation by any member of the GCOP community against a person for reporting a possible Conduct Code violation.

V. Reporting Violations

A. Academic Violations
   Suspected academic violations of the Conduct Code shall be handled in accordance with the Academic Misconduct Policy found in the Student Handbook. HCC participation in such matters is described therein.

B. Non-Academic Violations
   Charges of non-academic violations of the Conduct Code can be reported to a member of the HCC (or ADSA) by any member of the GCOP community. The charges shall be reported in writing. The HCC shall adjudicate the matter as outlined below.

   In instances where a student’s actions may seriously impact the safety, health or general welfare of others or the student, the ADSA in consultation with the Dean or others as appropriate, has authority to take immediate action as deemed necessary, including suspending the student.
1. Upon receipt of a report, the HCC Chair, HCC faculty member and ADSA shall meet with the accused to discuss the charges and to determine the appropriate course of action.

2. Should the accused student admit to the charges, the HCC Chair, HCC faculty member and ADSA shall determine the appropriate disciplinary action, which may include any of the sanctions listed below excluding suspension. The action shall be made as a recommendation to the Dean.

3. Should the accused student dispute the accusation, the HCC Chair shall assign an ad hoc investigative committee to investigate the charges. The ad hoc committee shall submit a written report to the HCC Chair within two weeks. The HCC Chair, HCC faculty member, and ADSA shall meet and based upon the report shall determine whether sufficient evidence exists to substantiate the charges.
   a. If sufficient evidence does not exist, the charges shall be dismissed.
   b. If sufficient evidence exists, the HCC Chair, HCC faculty member and ADSA may administratively recommend the disciplinary action to be taken or recommend a hearing before the full HCC.
   c. If administrative action is taken, the accused student must agree to the disciplinary action, or else a hearing shall be held.
   d. If the matter is referred for a hearing, the ADSA shall notify the student in writing of the date and time for the hearing.

4. The ad hoc investigative committee shall consist of at least two alternate members of the HCC; however, the alternate HCC member from the same academic class as the accused shall be prohibited from serving on the investigative committee.

C. Sanctions for Non-Academic Violations
The range of sections the HCC may recommend to the Dean as disciplinary action for students found guilty of a non-academic violation of the Conduct Code are listed below. The Dean has the sole authority to accept, reject or modify the recommendation.
1. Warning – written notice that student has violated the Conduct Code;
2. Probation – written reprimand that could result in further action if an additional infraction occur during the period of probation;
3. Loss of Privilege – denial of specific privileges for a period of time;
4. Restitution – required compensation for losses or damages caused by the student;
5. Discretionary Sanction – creative sanctions such as community service or special assignments;
6. Suspension – separation of the student from GCOP for a specified period of time which may include specific conditions that the student must meet prior to resuming studies;
7. Dismissal – termination of the student’s enrollment as pharmacy student with the GCOP. Possibility for readmissions would only be possible through the normal admission process.
A copy of any sanction imposed against a student shall be placed in the student’s file. Refer to Section VII below for information about record maintenance.

D. Hearing Procedures for Non-Academic Violations

The HCC will conduct formal hearings to consider reported violations of nonacademic misconduct as defined under this policy. The Office of Student Affairs shall provide administrative and technical support to the HCC.

The student shall be informed in writing of the time and place of the hearing, and the reason 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 HCC 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 HCC.

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 HCC. 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 rebut testimony provided by others.

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 HCC, in consultation with and approval of the ADSA, shall have the authority to set the rules for the conduct of the meeting.

6. After all testimony and evidence has been presented, the HCC shall meet in executive (closed) session to decide the guilt or innocence of the student based on the preponderance of the evidence presented. The vote shall be by simple majority with the HCC Chair voting only in event of a tie. The decision of the HCC shall be communicated to the student by the Chair of the HCC and ADSA following the deliberation and vote, unless extenuating circumstances exist.
   a. Should the student be found guilty of nonacademic misconduct, the HCC shall recommend disciplinary action from among the sanctions listed in section V.C. above to the Dean.
b. Should the student be found not guilty, the HCC the charges shall be dismissed.
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.

VI. Appeals

The student has the right to appeal the decision of the Dean following the procedure described in the Grade Appeal policy.

VII. Records

All records associated with an accusation of nonacademic misconduct shall be secured and maintained by the ADSA.
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.

VIII. Revisions to Conduct Code

Recommended revisions to the Conduct Code may be submitted to the HCC by any member of the faculty, administration or student body. The HCC shall consider the revision and shall take a preliminary vote as to whether the recommendation should be accepted. If the vote is to accept the recommendation, the HCC shall inform the student body and faculty of the proposed change and include rationale for the change. Students and faculty shall be afforded at least 7 calendar days to provide feedback regarding the proposed change prior to taking a final vote on the recommendation. A majority vote of the HCC shall be required to adopt the recommendation. Final adoption of the recommendation shall require approval of the Dean.