



2020 - 2021

COP STUDENT HANDBOOK

Rev. 2020

Student Handbook
The University of Arkansas for Medical Sciences
College of Pharmacy

2020-2021



This College of Pharmacy Student Handbook is intended to furnish as much information as possible concerning the College of Pharmacy at the University of Arkansas for Medical Sciences (UAMS) policies and procedures. It will answer most questions or help find the proper person to answer questions. All statements contained herein reflect policies in existence at the time this Student Handbook went to release. The College reserves the right to change policies at any time and without prior notice. Every attempt will be made to update the handbook in a timely manner when policy changes are made. Some sections of this Student Handbook may become obsolete or change before subsequent revisions are published. Students will be notified of any significant changes in a timely manner. The current Student Handbook should be considered the most up-to-date reference on policies and procedures.

The Student Handbook contains important information regarding rules and regulations that will affect you during your time in the College of Pharmacy. Each pharmacy student is urged to contact a faculty member, or the Dean's office whenever the need arises for either academic or non-academic advice or counsel. Information for prospective students concerning admission requirements, registration fees, curriculum, degrees granted, and course descriptions can be found in the UAMS Academic Catalog. (<https://registrar.uams.edu/academic-catalog/>)

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College Leadership

Executive Committee

Cindy D. Stowe, PharmD	Dean
Scott Warmack, PharmD	Associate Dean Northwest Campus
David Caldwell, PharmD, AAHIVE	Associate Dean of Academic Affairs
Lanita White, PharmD	Assistant Dean for Student Affairs
Katrina Owoh, BS, MBA	Assistant Dean for Administration
Seth Heldenbrand, PharmD	Associate Dean for Experiential Education
Martin Hauer-Jensen, MD, PhD, FACS	Associate Dean for Research
Jeffrey Cook, PharmD, MS, MBA	Assistant Dean for Health-System Pharmacy
Amy Franks, PharmD	Chair, Department of Pharmacy Practice
Peter Crooks, M.Sc., Ph.D., D.Sc. (Manc), FRSC, FRPharmS, CSci, CChem	Chair, Department of Pharmaceutical Sciences
Marjan Boerma, PhD	Director, Division of Radiation Health
Jacob Painter, PharmD, MBA, PhD	Director, Division of Pharmaceutical Evaluation and Policy

Full listing of the College of Pharmacy faculty and staff [click here](#).

Policy Statement

Procedures stated in this Student Handbook require continual evaluation, review, and approval by appropriate University officials. All statements contained herein reflect policies in existence at the time this Student Handbook went to release, and the University reserves the right to change policies at any time and without prior notice. UAMS fully supports, both in spirit and practice, Titles VI and VII of the Civil Rights Act of 1964 (as amended), Title IX of the Education Amendments of 1972, Executive Order 11246, the Rehabilitation Act of 1973 (Sections 503 and 504), the Age Discrimination in Employment Act, the Americans with Disabilities Act of 1991, U.S. Federal Court Decree in the Adams Cases of 1973 and Acts 99 and 962 of the Arkansas General Assembly, and Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974, which prohibit discrimination on the basis of race, sex, color, national origin, religion, age, marital status, ethnic origin, disability and/or disabled veterans and veterans of the Vietnam Era. Specifically, UAMS will not discriminate on the basis of race, color, gender, age, sexual orientation, religion, national origin, or disability status as a criterion in deciding against any individual in matters of admission, placement, transfer, hiring, dismissal, compensation, fringe benefits, training, tuition assessment, and other personnel or education-related actions. Student complaints concerning any policy, procedure or practice prohibited by these Acts should be addressed to the Assistant/Associate Dean for Student Affairs in the College of Pharmacy Dean's Office (501-686-5433) for assistance in addressing such concerns. The UAMS Office of Human Resources (501-686-5650), is also available to assist with these concerns.

College of Pharmacy Vision, Mission, and Core Values

Vision

Transforming healthcare throughout Arkansas and beyond

Mission

The UAMS COP mission is to improve health of culturally diverse populations by:

- Educating pharmacy leaders to address community health needs;
- Advancing scientific discovery to produce innovations in healthcare;
- Fostering progressive pharmacy practice through service to the profession

Core Values

- Integrity – We foster, encourage and expect honesty and the highest ethical standards in all that we do.
- Respect – We embrace a culture of professionalism with respect for the dignity of all persons, honoring the unique contributions provided by a diversity of perspectives and cultures.
- Teamwork – We seek to create interdisciplinary, synergistic and collegial relationships characterized by collaboration, inclusiveness and flexibility.
- Creativity – We encourage and support innovation, imagination, ingenuity, resourcefulness and vision.
- Excellence – We strive to achieve, through continuous improvement and adherence to institutional policies and best practices, the highest quality and standards in a

Campus Policies

IMPORTANT:

All campus policies can be found at: https://registrar.uams.edu/wp-content/uploads/sites/17/2020/08/UAMS-Academic-Catalog-2020-2021-CURRENT.red_8-4-2020.pdf

All academic affairs policies can be found at: <http://academicaffairs.uams.edu/policy-search/>

Student and Employee Health Service (SEHS)

New students' pre-enrollment physical examination, TB test, and immunizations

New student pre-enrollment physical examination results are to be completed on UAMS forms and submitted to Student and Employee Health Services (SEHS) thirty (30) days prior to registration. The completed forms may be mailed, faxed or brought to SEHS. All forms should include proof of TB screening within the last two (2) months and immunizations. Students are responsible for the costs associated with pre-enrollment physical examinations, TB tests, and immunizations. Requirements are:

Two (2) MMR vaccines after first birthday (at least one month apart) or documentation of physician- diagnosed measles or laboratory evidence of positive measles, mumps, rubella titers.

Tdap vaccine or Td booster given in the last ten (10) years. If the Td booster was given more than two (2) years ago, a Tdap booster is strongly recommended to prevent the spread of pertussis.

Three (3) Hepatitis B vaccines or positive titer for Hepatitis B. New students may receive the second and third shots at no cost through Student and Employee Health Services.

Students must show documentation of two (2) doses of Varicella vaccine, or a varicella titer showing immunity, or documentation from a health care provider of varicella disease or herpes zoster.

TB skin test within the last six (6) months of the anticipated date of enrollment.

Continuing students' immunizations and TB tests

Annual medical screenings will minimally consist of a TB screening for all students whose college has indicated they will work in patient care areas. Student and Employee Health Services will provide all TB screening and immunizations at no charge to returning students who were compliant at their initial registration into UAMS.

Influenza: Seasonal influenza vaccine (or novel influenza vaccine if so, recommended by the Center for Disease control) (INACTIVATED) will be required annually for all students.

SEHS Little Rock is located in the Family Medical Center at 521 Jack Stephens Dr., across from the Jones Eye Building. SEHS has a separate entrance off the parking lot. The clinic is open 8:00 a.m. to 4:30 p.m., Monday through Friday. A satellite clinic is located on the ground floor of the central hospital room G605 (across from Human Resources). The satellite clinic is open 7:00 a.m. to 12:00 noon and 1:30 p.m. to 3:30 p.m., Monday through Friday. Both locations are closed on holidays. Call 501- 686-6565 or 501-686-8810 if you have questions regarding services.

SEHS Northwest Campus is located in the UAMS Family Medical Center-Fayetteville in the UAMS NW building. The clinic is open 8:00 a.m. to 4:30 p.m., Monday through Friday. The clinic is closed on holidays. Call 479-521-8260 if you have questions regarding services.

Student Clinic Services

Little Rock

The SEHS is located on the UAMS campus in the Family Medical Center at 521 Jack Stephens Drive, Little Rock, AR 72205. The office hours are 8:00 a.m. to 4:30 p.m. Monday through Friday (closed on all UAMS observed holidays). For an appointment call 501-686-6381.

The SEHS offers medical assessment and treatment of common acute illnesses and injuries, some laboratory services, men's health & women's health (including pap smears). Information and referrals are available for students who require services beyond the scope of the clinic. Only students who have paid the clinic fee at registration will have access to the SEHS. Students MUST present their student ID before services are rendered.

SEHS provides wellness and health services to students and employees only. The SEHS does not bill insurance or accept payments. Identify yourself as a UAMS student when making an appointment.

The Little Rock FMC is conveniently located on the UAMS campus 521 Jack Stephens Drive. The FMC offers medical care to students and their families who choose one of our Family Practice Physicians as their PCP. The FMC offers a full range of Primary Care including women's health, newborn, pediatric and adult care. Appointments may be made by calling 501-686-6565. When calling, please identify yourself as a UAMS student to receive preference in scheduling. Students and their dependents are responsible for any deductibles or co-payment associated with their insurance. Call 501-686-6565 and ask to speak with a manager if you have questions regarding service or billing.

North West Campus – Fayetteville

The NW Campus SEHS Clinic is located in the UAMS Family Medical Center-Fayetteville. The clinic can be accessed in the UAMS NW Campus building.

The SEHS on the Northwest Campus offers medical assessment and treatment of common acute illnesses and injuries, and some laboratory services. Information and referrals are available for students who require services beyond the scope of the clinic. Only students who have paid the clinic fee at registration will have access to the SEHS. Students MUST present their student ID before services are rendered.

SEHS provides wellness and health services to students and employees only. The SEHS does not bill insurance or accept payments. Identify yourself as a UAMS student when making an appointment.

The UAMS Family Medical Center-Fayetteville is conveniently located on the UAMS NW campus on the corner of College and North streets. The UAMS Family Medical Center-Fayetteville offers medical care to students and their families who choose one of our Family Practice Physicians as their PCP. The FMC offers a full range of Primary Care including women's health, newborn, pediatric and adult care. Appointments may be made by calling 479-521-8260. When calling, please identify yourself as a UAMS student to receive preference in scheduling. Students and their dependents are responsible for any deductibles or co-payment associated with

their insurance. Call 479-521-8260 and ask to speak with the office manager if you have questions regarding service or billing.

Student Wellness Program

The UAMS Student Wellness Program (SWP) is a preventative service created to provide short term, confidential assistance for students who are actively enrolled at UAMS. The purpose of this service is to provide the necessary tools for students to achieve their fullest potential.

<https://studentwellness.uams.edu>

Students seek help for depression, anxiety, grief, relationship conflicts, academic difficulties and numerous other issues interfering with their maximal functioning. Seeking care through the service is absolutely confidential. The only exceptions to the strict code of confidentiality (as required by law) include homicidality (planning to kill someone else or being so severely impaired that patients in your care are in jeopardy), suicidality (planning to kill self) and child abuse. Record keeping is also strictly confidential within the student mental health clinic (not entered into the campus wide UAMS electronic medical record).

Emergency Phone Numbers and Code Information

Little Rock Emergency Phone Numbers

- Medical Emergency: 911 (except from University Hospital and the Ward Hospital Tower)
- UAMS Campus Police: 501-686-7777 (give detailed information)
 - For more information [click here](#).
- Fire: 501-686-5333
- SEHS: 501-686-6565
- University Hospital Emergency Room: 501-686-6333
- Arkansas Poison and Drug Information Center: 1-800-3Poison (1-800-376-4766) or 501-686-6161
- National Poison Control Center: 1-800-222-1222
- Arkansas Department of Health: 501-661-2000

Emergency telephones have been installed on campus for immediate access to the Police Department Dispatch Office at any time of the day or night. Revolving blue lights mark the phones. If you need help or want to report any unusual situation, open the phone box door and lift the receiver and a Police Department employee will answer.

NW Campus Emergency Phone Numbers

University of Arkansas Fayetteville Campus Police: 479-575-2222 (give detailed information)

Fire and Medical Emergency: 911

SEHS Center: 479-521-8260

Washington Regional Medical Center Emergency Room: 479-463-1000

Arkansas Poison and Drug Information Center: 1-800-3Poison (376-4766)

Arkansas Department of Health: 501-661-2000

General Campus Services

ID Badges

A picture identification card will be made during orientation. It should be worn at all times while on campus and when participating in off campus activities for academic credit or with a UAMS professional organization. Replacement badges may be obtained at UAMS Creative Services. Call 501-686-5570 to obtain a new badge. Current photos for passports, National Board Examination applications or personal use can be obtained from this office for a minimal fee.

Merchant Discounts

Many businesses offer discounts to UAMS students, faculty and staff. For an up-to-date listing of available merchant discounts [click here](#).

Classrooms and Laboratories

Classrooms for all UAMS colleges are located primarily in the EDII and RAHN buildings on the Little Rock campus and in the College of Pharmacy area of the NW Campus. Laboratories located on the eighth and ninth floors of the EDII building are shared by all colleges on campus.

Lockers: Student lockers are available from the Office of Academic Services, EDII building, Room 8/141. Lockers are located on the eighth or ninth floor of the EDII building on the Little Rock campus only.

College of Pharmacy

Academic Calendar

For the most current [academic calendar](#).

Governance

The Bylaws of the Faculty of the College of Pharmacy of the University of Arkansas for Medical Sciences is the governance document for the College. These Bylaws are on file in the Dean's Office of the College of Pharmacy.

Right to Address the Faculty

Students, practitioners, and others with an interest in the College have the right to address a Faculty meeting on matters pertinent to the policies and operation of the College. Individuals with a desire to address the Faculty should direct a written request to the Secretary of the Faculty. The request should state the substance of the address, the person who shall address the Faculty, and any action suggested. The Secretary of the Faculty will place the item on the agenda for the next regular meeting of the Faculty.

Curriculum Changes

Changes in the curriculum, either course content or new courses, can occur at any time. A student repeating a year or returning to the College after a leave of absence will be required to meet the new curriculum requirements in the semester or year they return to the College of Pharmacy.

Standing Committees

The purpose of committees is to facilitate informed decision making. Committees are expected to engage in "fact finding," develop alternatives, and provide recommendations to the faculty or Dean for consideration and disposition. The faculty or Dean may delegate to a committee the responsibility for the implementation of adopted academic or administrative policies, etc. In addition to faculty members, students also serve as members of various standing committees. Members of standing committees are normally appointed or elected by July of each year and announcement of such membership is sent to faculty, staff, and students.

The Standing and Special Committees of the College are:

1. Admissions Committee
2. Assessment Committee
3. Awards Committee
4. Campus Assignment Committee
5. Curriculum Committee
6. Promotion and Tenure Committee
7. Scholastic Standing Committee
8. Student Research Committee
9. Educational and Technology Support Advisory Committee
10. Honor Council

Student Conduct

A College of Pharmacy student is considered to be a mature adult whose attitude, conduct, and morals are compatible with the functions and missions of the University of Arkansas as an educational institution, and with the ethical standards of the profession of pharmacy. Each student is expected to comply with requests of University officials in the performance of their duties; to obey the laws of the city, state and nation; and to refrain from conduct which would demean the ethics and integrity of the profession of pharmacy. Dishonest work will not be tolerated. Infractions are to be referred to the Honor Council or Scholastic Standing Committee for judgment. A recommended action shall be communicated to the Dean of the College for review and action. Complete information concerning procedural steps for the review of misconduct may be reviewed in the Honor Code and Scholastic Non- cognitive evaluation sections of this Student Handbook.

Pharmacist Licensure

Under Arkansas law, authority for the regulation of the practice of pharmacy is vested in the Arkansas State Board of Pharmacy. The Board is empowered to issue regulations it deems necessary for the legal practice of pharmacy, is the licensing agency for pharmacies, pharmacists and interns and sets the requirements for various licenses.

The Board periodically offers an examination for licensure as a pharmacist in Arkansas. To be eligible to take the examination, an applicant must be at least 21 years of age, of good moral character, and a graduate of an accredited college of pharmacy.

Intern Licensure

Arkansas State Board of Pharmacy: Under Arkansas law, authority for the regulation of the practice of pharmacy in this state is vested in the Arkansas State Board of Pharmacy. Of immediate concern to the pharmacy student is the regulation concerned with the requirements and standards for qualification for registration by examination and internship training requirements.

Intern License: All students are required to be licensed as an intern with the Arkansas Board of Pharmacy. Specific questions concerning licensure may be sent to the Executive Director.

Arkansas State Board of Pharmacy 322 South Main Street, Suite 600 Little Rock, AR 72201

Phone: 501-682-0190

Fax: 501-682-0195

<http://pharmacyboard.arkansas.gov>

An intern license from the Arkansas State Board of Pharmacy is necessary in order to progress in the curriculum. Students new to the College will apply for their intern license in the Fall of their P1 year. There will be no annual renewal of an intern license routinely with the Board. However, the College will confirm for the Board on at least an annual basis the student status of each licensed intern. Students may be asked periodically to provide proof to the College of intern license status. The intern license is valid up to 6 months following graduation. Internships outside the state of Arkansas require an intern license in that state as well as Arkansas.

Criminal Background Checks: The Arkansas State Board of Pharmacy performs mandatory criminal background checks on all applicants for a technician, intern or pharmacist license. College of Pharmacy students applying for

an intern license from the Arkansas State Board of Pharmacy will undergo a mandatory criminal background check as part of the intern licensing process. Students obtaining an intern license in other states for summer internships or senior advanced pharmacy practice experiences may be subject to a criminal background check as part of that process as well.

Student Status: If a student is not eligible to be licensed as an intern, has the license revoked by or surrenders the intern license to the Arkansas State Board of Pharmacy, the student will be administratively withdrawn from the UAMS College of Pharmacy and cannot progress in the curriculum. If subsequently the student is able to obtain an intern license from the Arkansas State Board of Pharmacy, the student's return and progress in the professional curriculum is dependent upon review by the Scholastic Standing Committee.

Arkansas Pharmacy Support Group: The Support Group is sanctioned by the Arkansas State Board of Pharmacy (Regulation 10). The Group administers a program to review licenses referred for diversion in lieu of or in addition to other disciplinary action and to be a source of treatment or referral for pharmacists who on a strictly voluntary basis, desire to avail themselves of its services. Impaired interns are offered the same opportunity as pharmacists to participate in this program. Participation in this program does not supersede or prevent Board action.

Distinction between Degree and License

The College of Pharmacy, through the University of Arkansas for Medical Sciences, grants the Doctor of Pharmacy degree to those students who successfully complete its requirements. However, in order to practice pharmacy, a license to practice must then be obtained. The license to practice is issued by the Arkansas State Board of Pharmacy, an entity separate and distinct from the University of Arkansas for Medical Sciences. The issuance of the academic degree does not confer upon the recipient any guarantee of licensure.

For Graduation Rates [click here.](#)

North American Pharmacist Licensure Examination (NAPLEX)

Pass rates for graduating seniors taking the NAPLEX on first examination can be [found here.](#)

Salary and Placement Rates

In May of each year, graduating senior students complete the College's salary survey. This survey addresses salaries, job placement, and post-graduate opportunity uptake in the graduating class. For salary survey results [click here.](#)

Student Life

COP Student Facilities

There are areas identified for student use within the spaces on both campuses.

Gifts: All students are strongly encouraged to refrain from giving gifts to the Faculty or Staff of the College. The

Faculty of the College of Pharmacy feels that this practice is inappropriate.

COP Student Professional Organizations and Fraternities

UAMS College of Pharmacy full list and student organization/class officer handbook, [click here](#).

State Professional Organization

Arkansas Pharmacists Association (APA): The objectives of the APA are to promote the public health and welfare; to unite the eligible practitioners of pharmacy for mutual encouragement, assistance, and improvement; to develop, maintain, and enforce a Code of Ethics, and Code of Professional Conduct which will serve as a guide for the professional conduct of the membership and provide for the delivery of a professionally acceptable level of comprehensive pharmaceutical services; to provide for the continuing education of the membership; to assist the UAMS College of Pharmacy in its efforts to achieve and maintain academic excellence; to establish viable liaisons with other health related professions and organizations in order to provide for mutual assistance; and, unless it is contrary to good public policy, to serve the best interest of the membership. The APA is one of the most active and influential of the 50 state pharmacists' associations in the nation. It has been responsible for many changes and innovations that have benefited the public health through better pharmaceutical care as well as elevating the prestige of the profession. The Executive Vice-President, officers, and members of the Association actively participate in local, state, and national activities, thereby enhancing not only the professional role of the pharmacist, but also the role of a responsible member of society.

Students who choose to join the Academy of Student Pharmacists (ASP) automatically become members of the Arkansas Pharmacists Association. Students may also serve on the Policy Standing Committees of the APA. The president of ASP holds an ex-officio position on the Board of Directors of the APA. Further information concerning the Association may be obtained from:

The Arkansas Pharmacists Association

417 South Victory Street Little Rock AR 72201 Telephone: 501-372-5250 www.arpharmacists.org

Special Test-Taking Accommodations Policy

The College of Pharmacy through the UAMS ADA/Disability Services Office will provide reasonable and appropriate accommodations for students with documented disabilities who demonstrate a need for accommodations in accordance with the Americans with Disabilities Act (ADA) as set forth in campus policy. Any questions can be addressed to the UAMS ADA/Disability Services office ([website](#)).

COP Campus Assignment and Swap Policies:

Even Swap and Reassignment requests based on extenuating circumstances may be accepted as outlined below.

Even Swap Procedures

After the assignment process for admitted students is complete, students that wish to change campus assignment may arrange a "swap" with a classmate. When a student identifies someone to swap with, both students wishing to swap must

Write a letter requesting a swap.

Letter must contain the name of the student you are swapping with.

Letter must be emailed from the student's UAMS email account to the Assistant/Associate Dean of Student

Affairs or their Designee.

*Even swap requests will be permitted until July 1st prior to the P3 year.

Reassignment Requests

Extreme extenuating circumstances may be the basis for a campus reassignment. Students must submit the College of Pharmacy Reassignment request form to the Assistant/Associate Dean for Student Affairs with all appropriate documentation for making a request to change campuses. The Assistant/Associate Dean for Student Affairs will forward these requests to the Campus Assignment Committee for review. The committee will be composed of at least 7 voting members, including at least 4 Faculty members appointed by the Dean and 3 student members (the President of the P2, P3, and P4 classes with the Vice-President serving as alternates). The committee will decide whether campus reassignment will be granted and will forward this decision to the Assistant/Associate Dean for Student Affairs within ten working days of receipt of the request. The Assistant/Associate Dean for Student Affairs or Designee will notify the student in writing of the committee's decision within five days of notification of the committee's decision. Appeals related to this process will be handled as outlined under the Student Grievance and Appeal section of the Student Handbook.

Students Not Progressing on Time: Students failing to progress on time may be reassigned to meet goals for campus balance.

COP Attending Class on the Unassigned Campus Procedures

Students wishing to attend class on a one-time basis on their unassigned campus must make an email request to the Assistant/Associate Dean for Student Affairs and the Assistant/Associate Dean for the NW Campus at least one week prior to the date the student wishes to attend class on the opposite campus. If approved, the Assistant/Associate Dean for Student Affairs or Designee will notify the student via email at least 24 hours prior to the class date requested. In case of exceptional circumstances, requests can be made less than one week before the date of attendance, but circumstances must be significant enough to warrant approval outside these written guidelines.

Special Student Status

An individual who wishes to take a course for credit but who does not intend to enroll for a degree program may be admitted to the College by permission and on a space available basis. Admission as a special student does not require the submission of transcripts but the student must be in good standing at the college of last attendance. If a special student decides to work toward a degree in pharmacy, the individual must satisfy all entrance requirements and apply for admission in the manner required for all regular applicants.

Student Confidentiality

Disclosure of Personal Information

Federal regulations and University policy require an annual notice that informs students of their rights regarding release of personally identifiable records. The student will be asked to sign to permit or deny release of such information during orientation for new students. Permission may be changed in the Registrar's office.

Student Inspection of Academic Records

STUDENT RIGHTS UNDER THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT:

The Family Educational Rights and Privacy Act (FERPA, 20 U.S.C. § 1232g) and University of Arkansas policy require an annual notice that informs students of their rights regarding education records. A student at UAMS has the following rights with regard to his/her education records:

The right to inspect and review the student's education records, with some exceptions under the Act, within 45 days of the day the University receives a request for access.

Students should submit to the appropriate official written requests that identify the record(s) they wish to inspect. The appendix to University-wide Administrative Memorandum 515.1 provides a list of the types and locations of education records, the custodian of those records, and copying fees for each individual campus. The University official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the University official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

The right to seek amendment of the student's education records that the student believes to be inaccurate, misleading, or otherwise in violation of the student's privacy rights.

Students may ask the University to amend a record that they believe is inaccurate, misleading or otherwise in violation of the student's privacy rights. Students should submit to the appropriate University official a written request that clearly identifies the part of the record they want changed and specifying why it is inaccurate, misleading, or in violation of the student's privacy rights. A sample from which may be used in making this request is contained in the appendix to University-wide Administrative Memorandum 515.1.

If the University decides not to amend the record as requested by the student, the University will inform the student of the decision and of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedure will be provided to the student when notified of the right to a hearing and is also contained in University-wide Administrative Memorandum 515.1.3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent FERPA authorizes disclosure without consent.

One exception which permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the University in an administrative, supervisory, academic, or research role, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the University has outsourced institutional services or functions (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks.

A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

The University forwards education records to other agencies or institutions that have requested the records and in which the student seeks or intends to enroll or is already enrolled so long as the disclosure is for purposes related to the student's enrollment or transfer.

The right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office US Department of Education
400 Maryland Avenue, SW Washington, DC 20202-4605

The right to withhold consent of disclosure of directory information. This information will be subject to public disclosure unless the student informs the Registrar in writing by one week following registration that the student does not want any or all of directory information disclosed.

Directory information includes, but is not limited to, the student's name; address; telephone listing; electronic mail address; photograph; date and place of birth; major field of study; grade level; enrollment status (e.g., undergraduate or graduate, full-time or part-time); dates of attendance; participation in officially recognized activities and sports; weight and height of members of athletic teams; degrees, honors and awards received; and the most recent educational agency or institution attended.

Directory information also includes a student ID number, user ID, or other unique personal identifier used by the student for purposes of accessing or communicating in electronic systems, but only if the identifier cannot be used to gain access to education records except when used in conjunction with one or more factors that authenticate the user's identity, such as a personal identification number (PIN), password, or other factor known or possessed only by the authorized user. Directory information does not include a student's social security number.

Release of Academic Records for Deceased Students and Graduates

When the College of Pharmacy becomes aware that a student or graduate has died, either through the presentation of a death certificate or other verifiable means, the College will release the academic records of that individual upon the written request of the immediate family or executor/executrix of the estate, for a period of five years following the death of the student or graduate. After five years, the academic records may be released upon the written request of any of the deceased individual's heirs. The College will release the records at any time as required by law.

Contact Information

It is the responsibility of each student to make sure the Office of the University Registrar always has his/her most current home address and telephone number. This should be updated through the Gateway for UAMS Students (GUS) https://gus.uams.edu/psp/GUS/EMPLOYEE/EMPL/h/?tab=PAPP_GUEST Students are responsible for all official mailings from the College. If a notification of a policy change, scholastic standing notification, grades or other information from the College is mailed to an incorrect address, the student is still responsible for the information.

Likewise, all students are provided with an email address. Students are responsible for information sent out to them via their UAMS email address. It is the student's responsibility to check their email account frequently. All email traffic through the UAMS system is tracked electronically, so it is easy to determine if an email message was delivered to a particular account.

Registration and Financial Information

Registration Information

Students are expected to register during the regularly designated times for each semester. In the event of emergency situations, registration at an alternate time must have the approval of the Office of the Dean. A student may not register in a new course after the 12th day of classes of a semester. A student who registers as an auditor in a course may not change the registration to credit after the 12th day of classes of a semester. A student who has registered for credit may not change registration to audit after the 9th week of the semester. Audit status does not count towards financial aid credit hours but does count towards tuition.

Expenses and Fees

A student is classified as an “in-state” or an “out-of-state” student for tuition and fee purposes on the basis of legal domicile of the student or that of the parents if the student is a minor. The College of Pharmacy also offers two tuition exceptions: Border County (Cass and Bowie counties in Texas) and a Non-Resident Regional (LA, MO, MS, OK, TN, TX) tuition rate. Residents of the Border Counties receive the in-state tuition rate and residents of states included in the Non-Resident Regional receive a tuition rate of 125% of in-state tuition. Classification for tuition purposes at any other college does not imply classification for the purpose of admission to the College of Pharmacy. Complete regulations and forms for requesting a change in classification for this purpose may be obtained shall the UAMS College of Pharmacy.

UAMS College of Pharmacy Tuition and Fees

For current tuition rates and fees, [click here](#).

Financial Aid

The College of Pharmacy does not administer financial aid programs on the campus. The Awards Division of the UAMS Student Financial Services Office processes financial aid applications for all pharmacy students.

Student financial aid programs are intended to remove financial barriers to education for those who are unable to pay and to ease the financial burden for those who are more able to pay. Since financial aid resources are limited, these resources must be coordinated and delivered to students in a manner which best fits their needs and the institution’s resources. Therefore, a combination of types of aid is offered to students as a financial aid package. Generally, financial aid is divided into the following categories:

Scholarships are awarded to students based on academic standing and/or financial need and/or major area of study and usually are not repayable.

Grants are not repayable and usually are awarded to students who have exceptional financial need.

Loans must be repaid. Principal and interest are usually deferred until the student ceases to be enrolled at least half time; however, certain loans require interest and/or principal payments while students are in school.

Since items such as loan limits and program eligibility change annually, the Awards Division prepares an updated

UAMS Financial Aid Brochure each year that outlines the financial aid process, defines eligibility requirements, and gives a complete detailed description of the various financial aid programs available.

The Awards Division uses an application form prepared by a uniform need analysis service to evaluate the need of students who are applying for financial assistance. This application, along with the above-mentioned brochure, may be obtained from the Awards Division of the UAMS Student Financial Services Office. The packet and brochure may be picked up at the Office or requested by telephone at (501) 686-5451. The office is open from 8:00 a.m. to 4:30 p.m. Monday through Friday and is located in the Administration West Building, 1st floor, Room 1.120.

The Awards Division will provide an award letter to each student who is awarded aid. This letter will state the cost of attendance, the student's family contribution, the student's financial need, the aid awarded, and the unmet need. Although every attempt is made to meet the student's financial need, limited resources means that most students will have an unmet need amount. An unmet need figure does not mean that a student is entitled to that amount of remaining funds.

All students receiving financial aid are required to keep the Awards Division informed of any change in their status such as change of address or receipt of additional financial aid from outside sources. The Awards Division provides an information sheet that is included with the initial award letter that provides the details of this requirement.

Students leaving the College of Pharmacy via graduation, withdrawal, or dismissal, must complete the online clearance process through Student Financial Services Office, both divisions, Awards and Disbursement/Billing. Leaving the College during a semester may result in a proportional loan repayment based on the type of loan and length of time in class. Please contact Student Financial Services, Awards Division with questions.

Any student in the College of Pharmacy may visit the Awards Division to review any aspect of their financial aid award. An appointment is not necessary, but it is suggested that a call is made to be sure a financial aid officer is available. Telephone conferencing is also available for students on the Northwest Campus. The UAMS Student Financial Services Office, Awards and Disbursement/Billing Divisions exist to serve students' needs. Any student in the College of Pharmacy who has unusual financial circumstances or a dramatic change in their financial situation during the semester can visit with the Director of Financial Aid at any time.

Students pursuing the PharmD degree are classified for financial aid purposes as follows:

P1 Graduate/Professional Student ** Please note ** An admitted student must have earned 72 semester credit hours of combined preprofessional and graduate coursework to be eligible to receive graduate level federal financial aid. Applicants with less than 72 hours will be designated at the undergraduate level for financial aid purposes until they acquire 72 credit hours.

P2 Graduate/Professional Student

P3 Graduate/Professional Student

P4 Graduate/Professional Student

The College of Pharmacy informs the Awards Division of the proper classification. The above arrangement for classification is designed to provide the maximum dollar amount of aid for the maximum number of pharmacy students. It also serves the purpose of providing accurate data for federal reporting purposes.

To be considered full time, students must be enrolled in courses for \geq nine (9) hours in the fall and spring semesters and five (5) hours in the summer. To be considered half-time, \leq five (5) hours in the fall and spring semesters and three (3) hours in the summer.

Students are encouraged to apply for financial aid between January and March of the academic year they plan on attending. For entering students, it is not required to be accepted for admission in order to apply for financial aid, but no award will be made until the College of Pharmacy notifies the Awards Division that the student has been accepted. Although students are encouraged to apply as early as possible, students may apply for aid at any time during the year. However, there are deadlines for various programs. These deadlines are published on the Financial Aid website.

Please visit the Student Financial Services website <http://studentfinancialservices.uams.edu/> for additional information or contact their offices:

Awards Division 501-686-5451
Disbursement/Billing Division 501-686-6128

When a student completes a Free Application for Federal Student Aid, FAFSA, for financial aid, various documents are sent to the student and the Awards Division. In many cases the Awards Division will request additional information such as financial aid transcripts, income tax information, etc. Written requests are mailed directly to the student requesting additional information. No action is taken on a student's file until that information is received. To avoid delays in processing, students are strongly encouraged to answer any inquiry from the Awards Division immediately.

Special Awards and Scholarships

Through the generosity of various organizations, companies and alumni, numerous awards are made to students with high scholastic records or other achievements worthy of recognition such as leadership, professional attainments and participation in extracurricular activities.

COP IT Requirements

PC Requirements

***Students must have access to a personal device that is compatible with the ExamSoft suite of products, including ExamID and ExamMonitor. At this time, iOS devices such as the iPad are not compatible. Students may choose to use an iOS device for personal work, but a compatible device is required for testing.**

Operating system, 32-bit and 64-bit versions of Windows Vista, Windows 7, and Windows 8
Windows 10 is NOT supported

Only genuine, U.S.-English, French, Portuguese, Swedish, and British versions of Windows Operating Systems are supported

ExamSoft does not support Tablet devices other than Surface Pro as detailed below

CPU processor, Intel i3, i5, i7 or comparable AMD processor

RAM, 4GB minimum, 8GB or more recommended

Hard drive, highest recommended for the operating system or 250GB

Internet connection for Examplify Download, Registration, Exam Download and Upload

Screen Resolution must be 1024x768 or higher
Adobe Reader (Version 9 or 11) is required for exams containing PDF attachments
Administrator level account permissions (instructions)

For instructions on how to check your computer's specifications, [click here](#).

Surface Pro Requirements

Surface Pro 1, 2 & 3 (Non-Pro Surface devices are NOT supported)
External keyboard (USB or Bluetooth) required
Bluetooth keyboards must be paired prior to launching exam
Hard drive, 1GB or higher available space
Adobe Reader XI is required for exams containing PDF attachments
Internet connection for Examplify download, registration, and exam download and upload
Screen Resolution must be 1920x1080
Administrator level account permissions

Mac Requirements

Operating system, OS X 10.7 (Lion), OS X 10.8 (Mountain Lion), 10.9 (Mavericks) & 10.10 (Yosemite).
Only genuine versions of Mac Operating Systems are supported
CPU, Intel i3, i5, i7 or comparable AMD processor
RAM, 4GB minimum, 8GB or more recommended
Hard drive, 250GB or higher available space
Server version of Mac OS X is not supported
Internet connection for Examplify download, registration, and exam download and upload
Administrator level account permissions (instructions)

For instructions on how to check your computer's specifications, [click here](#).

Software

Microsoft Office 365 (Provided by UAMS)
Adobe Reader (version 9 or 11)

If you have a laptop computer that is less than two years old and meets these minimum requirements, you do not have to purchase a new computer to begin pharmacy school. Tablet computers (Apple, Android, etc.), netbook computers, and e-readers may be useful devices for study but will not meet the minimum computer requirements.

It is your responsibility to maintain your computer. You might want to consider an extended warranty to cover it while a student.

There is student support IT Technician available in the Library Learning Resource Center (LRC) to help local and distant students on various technology issues that range from connecting to the wireless network to troubleshooting possible hard drive issues. They are available on the 3rd floor of the Library Monday – Friday, hours vary so check <https://studentsuccess.uams.edu/> for hours. If you are off campus and need assistance, please call 501-526-6003.

Doctor of Pharmacy Program

Six academic years of college work are required to fulfill the requirements for the Doctor of Pharmacy degree. The first two years of college encompassing the pre-pharmacy courses may be taken at any accredited college or university. A pre-pharmacy advisor is available on the campus of each of the major four-year colleges in the state to assist in planning the pre-pharmacy program.

The last four years of the curriculum include the professional courses offered in the College of Pharmacy at UAMS. A student's admission to the College of Pharmacy will be considered after the successful completion of the prescribed pre-pharmacy course work. The College reserves the right to revise the pre-pharmacy and professional curriculum at any time it deems necessary for the improvement of pharmacy education.

Most of the Experiential portion of the curriculum is structured with 3-4-week courses taught in hospitals, clinics and community pharmacies. Each free-standing experience is an intensive course that requires a full-time effort by PharmD students in the practice area. The student may be required to take these courses in practice sites away from their assigned campus. The student should be prepared to incur additional expenses during the period he or she is assigned to practice sites away from their assigned campus. Assignments will normally be made 2-4 months prior to starting of an experience, giving students time to secure housing and to make plans for the off-campus course. The Experiential portion of the curriculum is a required component of the curriculum. Each student must sign a statement during the application processes acknowledging that he/she understands that he/she is responsible to provide travel, room, and board expenses to complete the Experiential portion of the curriculum.

Graduate Programs

The faculty of the College of Pharmacy, through the UAMS Graduate School, has developed programs of study leading to the Master of Science and Doctor of Philosophy degrees in the Pharmaceutical Sciences and the Division of Pharmaceutical Evaluation and Policy. Further information and application requirements are available from the UAMS Graduate School or by contacting the Office of the Dean of the College of Pharmacy. Information is also available on the UAMS campus website: <https://pharmacy.uams.edu/prospective-students/graduate/>. Inquiries for admission information should be directed to the UAMS Graduate School (4301 W. Markham, #601; Little Rock AR 72205).

Graduate School Student Handbook

The Graduate School at the UAMS publishes a Student Handbook which contains information for graduate students on Campus rules and regulations, various campus services and academic policies. Copies of the Graduate School Catalog and Handbook are available from the Graduate School Office or online at <https://pharmacy.uams.edu/prospective-students/graduate/>

Status Reports

Support and advice for students in academic difficulty is always available through the Dean's Office. Students with academic difficulty (poor performance on any of two exams in the first round of exams) in the Fall semester of the P1 year will be asked to meet with an Assistant/Associate Dean prior to the Midterm Status Reports. Students in the P1, P2, & P3 classes will receive notification of unsatisfactory academic progress in each of their courses at the mid-point of the semester (weeks 8-10 of Fall and Spring semesters). This mid-term status report

is not part of their permanent academic record but is intended to notify students of unsatisfactory progress and encourage students to seek assistance in improving their academic performance.

Grading Information

Please see the UAMS Academic Catalog. [Click here.](#)

The College of Pharmacy cumulative grade point average is based on all course work completed after admission to the College and is exclusive of pre-pharmacy coursework and grades required for entrance into the College. If a student repeats a course, the grade received in the most current semester will be used to determine satisfactory completion of the course, graduation requisites and grade point average.

Grade Point System

A = 4 points

B = 3 points

C = 2 points

D = 1 point

F = 0 points

AU = 0 points

The grade "A" is given only for outstanding achievement in a course. The grade "B" represents good achievement. The grade "C" is given for average achievement and the grade "D" for poor achievement. The grade "F" denotes failure and is given for unsatisfactory work.

"I" (Incomplete) is assigned when the student, for reasons sufficient to the instructor, has not been able to complete some vital portion of the work. If the incomplete work is not made up within four weeks following the end of that semester, or if arrangements for completing the work are not made within four weeks following the end of that semester, the grade will become an "F" unless extension of time is granted by the Dean.

"W" indicates withdrawal from the College of Pharmacy. There are three mechanisms by which a student may be considered for withdrawal. A student may be withdrawn administratively or medically, and a student may withdraw voluntarily. Administrative withdrawal can result from violation of school policies and/or failure to meet the professional and technical standards listed in this handbook.

Consideration for a medical withdrawal requires written documentation from a physician caring for the student. Consideration for voluntary withdrawal requires written documentation from the student and consultation with the Assistant/Associate Dean for Student Affairs and Faculty Development on the Little Rock Campus or the Assistant/Associate Dean on the Northwest Campus. No withdrawals from individual courses are allowed. Return to the College following medical withdrawal requires a statement from the physician caring for the student indicating that the student has recovered to the extent necessary to provide a reasonable expectation of completion of the academic and experiential requirements of the curriculum. The point where the student will reenter the curriculum will be determined by the Scholastic Standing Committee.

If a student withdraws voluntarily or is administratively withdrawn, then the student will be required to provide a written request for return to the College, the Scholastic Standing Committee will review the circumstances of the particular case and determine if a return to the College is appropriate. If appropriate, the point in the curriculum where the student will reenter will be determined by the Scholastic Standing Committee. If return to

the College is deemed inappropriate, the student must reapply for admission through the Admissions Committee. Readmission is not guaranteed.

“AU” Audit (AU) indicates the student has enrolled in a course, paid tuition, and successfully completed the attendance and testing requirements of the instructor.

If a student receives a grade of “D” or “F” at the UAMS College of Pharmacy and repeats the course at the UAMS College of Pharmacy, the most recent grade is used for final calculation of the student’s grade point average. If a student repeats a grade of “D” or “F” earned at the UAMS College of Pharmacy with an approved course offered at another institution, the most recent grade is transferred in but is not used in the calculation of the student’s overall grade point average. Grades of “D” or “F” do not transfer to the UAMS College of Pharmacy. (See Summer School)

Grade Challenge

If a student wishes to challenge a test grade or a final class grade, the student should first consult the course syllabus for information on time frames for challenge. Generally, students should have one week after the test is returned to challenge an exam grade. Students should also challenge a final class grade within one week after the grade is posted. The student should consult the College grievance procedure if the situation cannot be resolved with the instructor.

Student Initiated Examination Change Policy

Requests to move an exam must occur within the first 15 days after the first official day of class as per the academic calendar. The new proposed change in date/time of the exam must be: Approved by the course coordinator. Approved by the dean’s office

The change must be unanimous among the students. To assure this, 48 hours must be allowed for any student to express to the course coordinator any desire not to change the exam. If one student expresses that he/she is not in support of the change then the change is defeated, and the exam is not moved.

Scholastic Rules and Regulations

To be eligible for graduation from the College of Pharmacy, a student must demonstrate to the Faculty that he/she is adequately and satisfactorily prepared to enter the profession of Pharmacy. To guarantee accomplishment of this goal, the student must make satisfactory progress toward completion of requirements for the degree sought while attending this College. Failure to meet these requirements for scholastic progression will result in academic dismissal from the College of Pharmacy.

General Rules of Progression

- No credit hours with a grade of “F”
- A GPA of 2.0 or better
- All courses in one professional year must be successfully completed within no more than two calendar years
- No course may be attempted more than two times and only courses with a grade of “D” or “F” may be repeated

- A student on a first attempt of any given professional year must enroll in all required coursework he/she is eligible to take
- If a student repeats a course at UAMS, the most current grade will be used to determine satisfactory completion of the course, graduation requirements, and compliance with Scholastic Rules and Regulations. All work attempted will be recorded on the student's transcript
- Progression examinations occur at the end of the didactic course work of the P2 year and during the P4 year. Successful completion of these examinations is required. The P2 exam allows three attempts and the P4 exam allows two attempts. If a student is unsuccessful on the final attempt, he/she will be reviewed by the Scholastic Standing Committee to determine progression.

Student Status

A student enrolled in the UAMS College of Pharmacy shall be considered in good standing as long as they are making progress towards the degree of Doctor of Pharmacy according to the Scholastic Standing Rules of the College.

Scholastic Rules Didactic Coursework

Students who do not meet the requirements for progression on the first attempt of the P1, P2, or P3 year must follow the following rules to progress to the next professional year.

If a GPA of less than 2.0 without any grades of "F": the student may attend summer school, if available, to achieve a GPA of greater than or equal to 2.0. If the student repeats the current professional year, the student is required to repeat all courses in the current professional year in which he/she made a grade of a "D".

If a student who has never received a grade of "F" in previous professional year's didactic course work receives a grade of "F" in one course: the student may attend summer school, if available, to achieve a GPA of greater than or equal to 2.0. If the student repeats the current professional year, the student must repeat all the courses in the current professional year in which he/she made a grade of "D" or "F".

If a student who has never received a grade of "F" in previous professional year's didactic course work receives a grade of "F" in greater than one course and fewer than 50% of the credit hours: the student must repeat the current professional year. The student is required to repeat all courses in the current professional year in which he/she made a grade of a "D" or "F"

If a student receives a grade of "F" in greater than or equal to 50% of the didactic credit hours of a current professional year: the student shall be academically dismissed from the college.

If a student who has successfully removed the grade of "F" in a didactic course of a previous professional year receives the grade of "F": the student shall be dismissed from the College of Pharmacy.

Summer School

Summer school for repeating students may be offered at the discretion of the appropriate departmental chairman and the Dean of the College. Repeating students may repeat courses at other institutions in order to progress to the next professional year provided that each course is approved by the faculty course coordinator for the UAMS College of Pharmacy course. Financial aid may not be available for summer courses.

The following rules of progression pertain to summer school:

- Students may only repeat one course each summer if that course could allow them to progress to the next professional year.
- Taking a course in summer school constitutes a second attempt of that course.
- A grade of “F” in a UAMS COP summer school course and a grade of a “D” or “F” in a summer school course from another institution for transfer credit will result in academic dismissal from the College.
- If at the end of summer school, the student’s grade point average is less than 2.00 the student must repeat all the courses in the current professional year in which he/she made a grade of “D”.
- Grade Forgiveness: The most recent grade is used for the calculation of the student’s grade point average if the repeated course is taken at the UAMS College of Pharmacy.
- Transfer academic credit is only earned with a grade of “A”, “B”, or “C” of approved summer school courses offered at other institutions. A course where transfer credit is earned will not count in the student’s grade point average but will change the student’s overall grade point average when the hours and/or quality points for the UAMS course being replaced are removed from the calculation.
- For students who are eligible for progression and repeating course work in which a grade of “D” was given, a grade of “D” in a repeated summer course results in progression to the next professional year with the original grade point average.

Experiential Coursework

Experiential coursework is composed of introductory pharmacy practice experiences (IPPEs) and advanced pharmacy practice experiences (APPEs). IPPEs occur between January of the First Professional Year and May of the Third Professional Year, while APPEs occur during the Fourth Professional Year. Experiential coursework included as part of a didactic course will follow the rules of progression for didactic coursework.

Access to Confidential Patient Information: In practice experiences and often as part of work experiences as a pharmacy technician and/or intern, students will have access to the records and information of patients and former patients. Such records and information are confidential and must be treated accordingly and must not be discussed with any persons other than those involved directly in-patient care or teaching related to that patient.

Each student must fulfill each of the following criteria before entering an experiential activity:

The student must hold a current professional liability insurance policy (minimum insurance limits of (\$1,000,000/\$3,000,000). Insurance is provided through Pharmacists Mutual insurance and is paid from student fee collections at each semester registration. To apply, go to <https://www.phmic.com/>.

The student must possess the current American Heart Association (AHA) Healthcare Provider Cardiopulmonary Resuscitation (CPR) Certification. Proof of certification must be presented at orientation to experiences.

The student must have a valid and current intern license issued by the Arkansas State Board of Pharmacy. If the student does an experience outside of Arkansas, the student must obtain an intern license in that state as well.

Students must have proof of a two-step TB skin test placement on file with SEHS or be in compliance with current CDC guidelines.

The student may be required to provide proof of physical examination and current immunization records depending on experiential site. Upon admission into the College, students are required to have on file with the EH/SPHS proof of a physical examination and current immunization record.

To be eligible for entry into free-standing experiential coursework, the student must demonstrate that he/she is adequately and satisfactorily prepared to advance to the experiential portion of the curriculum. The scholastic standing of all students will be reviewed prior to their entry into the experiential coursework. The student must be eligible to advance to the next Professional Year by meeting the following criteria:

- Cumulative grade point average (GPA) of 2.0 or better
- Successful completion of ALL prior coursework in the previous Professional Year(s) and current Professional Year as it relates to the IPPE.

Eligibility to enter an IPPE: If a student is eligible to progress to the next academic year by way of successful remediation of the necessary coursework from the current Professional Year during the summer, the student will be allowed to enter into an IPPE if he/she provides the IPPE coordinator with a feasible plan for completion of the necessary coursework prior to planned start date of IPPE.

If the assignment of “I” (incomplete) is made during any prior coursework of the current Professional Year, the student may enter an IPPE once the remaining coursework is completed and the student’s scholastic standing is determined to allow progression.

P1 and P2 Introductory Pharmacy Practice and Advanced Practice Experiences (IPPEs/APPEs)

The faculty adopted the use of the Achievement Based Student Assessment Procedure for P1 Community and P2 Institutional IPPEs and APPEs on 5/14/2015. The procedure utilized by the Experiential Education Office in the implementation of this process is outlined below:

Experiential Scholastic Rules

Students will participate in an orientation process prior to the initiation of the experiential courses to outline their purpose, organization, and assessment; to explain the achievement-based assessment process; and to review the procedure by which academic progress will be monitored.

All students receive performance assessments from their preceptors at the midpoint (excluding P1 IPPE) and the end of each experience. Performance assessments are managed within the experiential education electronic management system. All performance assessments are available for review by assigned preceptors and experiential education office staff. These assessments are used to direct students’ learning in subsequent experiences.

Experiential Proficiency Scores

5 – Exceeds expectations

4 – Meets expectations

3 – Progressing

2 – Needs significant improvement

1 - Does not meet expectations

0 - Opportunities existed, student did not engage; therefore, not able to assess NA – Not applicable to experience or not observed

Global Assessment (overall performance): [] Clear Pass [] Borderline Pass [] Clear Failure

Students must achieve a target competency score on each item on the achievement-based assessment, fulfill the course requirements as outlined in the course syllabus/manual, and complete all other required

documentation prior to receiving credit for the IPPE and APPE programs. The Assistant/Associate Dean of Experiential Education, Experiential Director, or Dean's designee will formally review the achievement-based assessments for each student after the Final assessments are submitted.

- IPPE Target Score: Students must achieve a score of 3 on each item on the IPPE achievement-based assessment.
- APPE Target Score: Students must achieve a score of 4 on each item on the APPE achievement-based assessment.
- Maintaining Competency (APPE): Following achieving competence (4 or more) on any competency item, a student who achieves lower than a 4 on a final evaluation during multiple clerkships may be contacted by the Assistant/Associate Dean of Experiential Education and be required to have Consultation*.

IPPE/APPE Clerkship Grades:

- Clear Pass: Good job!
- Borderline Pass: Students who receive a "Borderline Pass" at the end of an IPPE or APPE clerkship may be required to attend a Consultation with the Assistant/Associate Dean of Experiential Education.

Students who receive multiple borderline passes in the same competency area/domain (i.e. patient care, communication, professionalism, etc.) may be required to complete an Individualized Education Plan (IEP)* to improve their skills in the identified competency area/domain.

Clear Failure: Students will fail an experience if a preceptor indicates "Clear Failure" at the end of an experience. He or she must repeat and pass that type of experience (e.g., Acute care, Ambulatory care, etc.). No experience may be attempted more than twice. In the event that a student receives a "Clear Failure" at the end of an APPE, the Assistant/Associate Dean for Experiential Education may develop and assign an Individualized Educational Plan (IEP)* and forward to the Scholastic Standing Committee. The Scholastic Standing Committee will review the IEP. The student may address the committee regarding the IEP. The student must successfully pass the IEP as well as repeat and pass another rotation of that experience type before moving forward in the curriculum.

Competency Scores: Students who receive a competency score of 0,1, or 2 at the end of an IPPE or APPE clerkship may be required to attend a Consultation* with the Assistant/Associate Dean of Experiential Education.

Students who commit academic dishonesty or professional misconduct during an IPPE or APPE may be given a "Clear Failure" for the experience in which the violation occurred, may be given a non-cognitive evaluation, and the matter forwarded to the Honor Council and/or Scholastic Standing Committee for review.

Preceptors may request that a student be removed from a practice site as a result of behavior or performance. Students who are removed from an IPPE/APPE will receive a "Clear Failure" and may be assigned an IEP.

Students who are removed from an IPPE/APPE by a College administrator will receive a "Clear Failure" and may be assigned an IEP.

Individualized Educational Plan: IEPs may involve the completion of activities to develop knowledge, skills, and/or attitudes and may incorporate the completion of additional experiential clerkships. The Scholastic Standing Committee will review all IEPs developed by the Assistant/ Associate Dean of Experiential Education. The student is invited to address the committee regarding the IEP. Upon Scholastic Standing review of an IEP, a course of "IEP" will be assigned to the student in need of remediation. The student must successfully complete

the IEP before moving forward and attempting a repeat “for credit” IPPE/APPE clerkship. IEPs are customized experiences designed to improve student performance and are NOT eligible to count as credit for IPPE/APPE clerkships.

The Assistant/Associate Dean of Experiential Education will monitor the student’s progress on a regular basis during remediation. The frequency of this monitoring will vary depending on the length and nature of the IEP. Successful completion of the IEP will occur once the student demonstrates competency.

At any time, students may be reassigned to alternative APPEs to maximize opportunities to enhance skills development for identified areas of weakness. Reassignment will occur at the discretion of the Office of Experiential Education and according to practice site availability.

Tuition may be charged for additional or repeated IPPE/APPE courses and/or IEP experiences.

IPPEs must be successfully completed before a student may progress to the next academic year.

Experiential Programmatic Assessment:

Ongoing Programmatic Assessment (APPE):

At any time in the IPPE or APPE program, a student who is not consistently performing at the expected level of proficiency (3 for IPPE, 4 for APPE), or receives one or more “Borderline Pass” results on a final evaluation will be called in for a Consultation* by the Assistant/Associate Dean for Experiential Education or Director of Experiential Education.

Between months 5 and 7 of the APPE curriculum, students who have not had the opportunity to demonstrate competence on an item will be contacted by the Assistant/Associate Dean of Experiential Education for a Consultation. The student may be asked to submit a plan to achieve expected levels of performance on those competencies. The student will be advised of the procedure that will be followed if competency has not been demonstrated by the end of the final APPE.

Programmatic Failure:

IPPE: Following a grade of “Clear Failure” for an IPPE, a second “Clear Failure” during the IPPE program (P1, P2, P3) will result in IPPE programmatic failure and the student being academically dismissed from the College.

APPE: Following a grade of “Clear Failure” for an APPE, a second “Clear Failure” during the APPE portion of the curriculum will result in APPE programmatic failure and the student being academically dismissed from the College.

Final Program Assessment (IPPE/APPE): At the end of the IPPE (P1+P2+P3) and APPE (10 APPEs) Programs, the Assistant/Associate Dean for Experiential Education will review students’ performance assessments to determine whether competency requirements have been met (≥ 3 for IPPE; ≥ 4 for APPE). In the event that a student does not achieve the expected programmatic competency requirements, the Assistant/Associate Dean for Experiential Education will make a recommendation to the Scholastic Standing Committee that no credit be granted for the IPPE/APPE program along with a programmatic IEP which must be completed successfully for programmatic credit. The student is invited to address the Scholastic Standing Committee to discuss the programmatic IEP. The committee will review the Assistant/Associate Dean for Experiential Education’s recommendations including the programmatic IEP and may request additional information from student or the student’s preceptors. Credit will be granted for the IPPE/APPE program if the committee determines that the student has demonstrated competency in the identified items. If the committee determines that the student has not yet demonstrated competency, the student will begin the programmatic IEP.

For a programmatic IPPE IEP, the student must Pass the programmatic IEP to progress to the P4 year.

For a programmatic APPE IEP, the student must Pass the programmatic IEP in order to graduate.

All of the ten month-long APPEs in the fourth professional year must be successfully completed within no more than two calendar years.

Student appeals must be handled based on the policies and procedures in the Catalog and Student Handbook.

*Consultation: The intent of the Consultation is to aid the student in identifying opportunities to demonstrate or strengthen his/her skills in the identified competency areas. Consultations may involve past and/or future preceptors, Experiential Directors, College administrators and other individuals that could be beneficial to the process.

*Individualized Educational Plan (IEP): An (IEP) may include development, practice, and/or demonstration of competency. An IEP may involve the completion of activities to develop knowledge, skills, and/or attitudes and may incorporate the completion of additional IPPEs or APPEs. Clerkship IEPs must be successfully completed prior to attempting a repeat "for credit" IPPE/APPE clerkship.

IEPs are customized experiences designed to improve student performance and are NOT eligible to count as credit for IPPE/APPE clerkships.

Scholastic Non-Cognitive Performance Evaluation

Each student is expected to comply with requests of University officials in the performance of their duties; to obey the laws of the city, state and nation; and to refrain from conduct that would demean the ethics and integrity of the profession of pharmacy. Scholastic non-cognitive performance is evaluated on the basis of certain demonstrated characteristics that are important to individuals preparing for a career in pharmacy. Characteristics included in these evaluations are attentiveness, demeanor, maturity, cooperation, inquisitiveness, responsibility and respect for authority. Students shall receive a grade of "Outstanding" or "Inadequate" when appropriate. The lack of either grade indicates that the student has been judged to possess the demonstrated characteristics or that contact with the student has been insufficient to allow evaluation. Evaluations must be submitted by a member of the faculty.

If the student receives two (2) or more grades of "Outstanding," the Assistant/Associate Dean for Student Affairs will notify the student in writing of the fact and will place a letter of commendation in the student's file.

If the student receives the grade of "Inadequate" in two (2) or more separate situations or incidents, the Assistant/Associate Dean for Student Affairs or the Assistant/Associate Dean of the NW campus (for students on that campus) will undertake the following action (in the case of a serious violation, a single grade of "Inadequate" will suffice).

Notify the student in writing that he/she has received an excessive number of "Inadequate" evaluations;

Require the student to arrange a formal interview within one week with the individual(s) submitting the written report(s); and

Forward to the Scholastic Standing Committee the results of this interview, including the student's explanation for his/her behavior.

The Scholastic Standing Committee may choose any or several of the following:

- Take no further action;
- Counsel the student in writing only;
- Interview and counsel the student;
- Interview and counsel the student and place him/her on leave of absence for an interval to be recommended by the Assistant/Associate Dean for Student Affairs (in consultation with the Assistant/Associate Dean for the NW campus for students on that campus) and approved by the Scholastic Standing Committee;
- Interview and counsel the student and place him/her on scholastic non-cognitive probation for an interval to be recommended by the Assistant/Associate Dean for Student Affairs (in consultation with the Assistant/Associate Dean for the NW campus for students on that campus) and approved by the Scholastic Standing Committee;
- Interview the student and recommend the student repeat the entire academic year; or
- Interview the student and recommend his/her dismissal from the College. Recommendations of the Scholastic Standing Committee are forwarded to the Dean for action.

Graduation Requirements

The PharmD will be conferred upon the candidate who has met the following additional requirements:

- The student must have completed a minimum of eight semesters, in an accredited college or school of pharmacy, the last four of which (including a minimum of 60 semester hours) must be in residence at the UAMS College of Pharmacy.

The student must have satisfied the professional curriculum requirements and have earned a minimum of 143 approved semester hours (for Spring 2021 graduates), exclusive of the pre- professional hours required for admission.

- The student must have successfully completed all the course work (didactic and experiential) with a cumulative grade average of 2.00 or greater on all work completed in the College of Pharmacy and offered in fulfillment of the requirements for the degree. No student may graduate if he/she has a current grade of "F" in any course in the College of Pharmacy.
- The student must complete the three phase Quadruple Aim Interprofessional Education (IPE) curriculum requirements as developed and implemented by the Office of IPE and relevant curriculum governing bodies. (Applies to students matriculating Fall 2015 and after).
- The student must have paid all obligations and fees due and payable to UAMS and to the College of Pharmacy.
- The student must possess and give evidence of satisfactory professional and moral qualifications.
- The student must have received a recommendation for the degree by the faculty of the College of Pharmacy.
- The student must have fulfilled all regulations of the UAMS and the College of Pharmacy, relating to the granting of degrees.

Graduation with Honors:

Information regarding graduation with the following honors can be found in the [UAMS Academic Catalog](#) (starting at page 455)

Honors

Honors in Research

Honors in Experiential Education

Campus Clearance / Withholding of Grades and Transcripts

Any student who withdraws or is dismissed from the UAMS College of Pharmacy must clear campus. All graduating seniors must clear campus as well. Transcripts, both financial and academic, will not be released until the completed clearance form is returned to the Registrar.

The Registrar is authorized to withhold grades and transcripts and refuse registration to any student or former student who fails to return athletic, military, library, or other University property entrusted to his or her care, or who fails to comply with rules governing the audit of student organization accounts, or who has failed to pay any fees, tuition, room and board charges, fines, or other charges assessed against him or her by a University official or by the campus judicial system. This policy does not apply to students or former students if the University has received from a bankruptcy court a notice and order that a bankruptcy petition has been filed in their behalf or that the debt has been discharged in bankruptcy. In the event the notice of bankruptcy has been dismissed, the policy applies.

In order that the above policy is applied to all students on this campus in an equitable manner, this College has implemented the following actions:

Refuse registration to any student or former student who fails to return UAMS property entrusted to his/her care, or who fails to comply with rules governing the audit of student organization accounts, or who has failed to pay any fees, tuition, room charges, fines, or other charges assessed against him/her by a University official or department.

Withhold grades and transcripts to any student or former student who fails to return UAMS property entrusted to his/her care, or who fails to comply with rules governing the audit of student organization accounts, or who has failed to pay any fees, tuition, room charges, fines, or other charges assessed against him/her by a University official or department. The following officials will submit lists of students who have charges against them:

Public Safety
Student Housing
Library
Office of Academic Services
Academic departments
Treasurer's Office (tuition and fees)

The College will attempt to notify students individually if their name is on a list.

Commencement and Honors Convocation

All senior students must attend the Senior Honors Convocation and Commencement activities. A student may not participate in Commencement activities unless all requirements for the degree have been completed.

Professionalism, Conduct and Appeals

Professionalism: Professionalism is an expected behavior of students, staff, faculty, and volunteer faculty who

work for or are affiliated with the UAMS College of Pharmacy. All members of the College of Pharmacy community are considered to be mature adults whose attitude, conduct and morals are compatible with the functions and missions of UAMS as an educational institution, and with the ethical standards of the profession of pharmacy. Expected behaviors are defined in this Student Handbook and Honor Code at: https://pharmcollege.uams.edu/wp-content/uploads/sites/6/2013/05/honor_code.pdf

Personal Appearance and Attire

The following represents the minimally acceptable appearance and attire during regular College hours (7:30 AM to 5:00 PM) Monday through Friday. Any after-hours activity representing the COP or a professional organization should follow the requirements listed below unless otherwise stated. Care should always be taken to represent the profession and College well. A UAMS name badge should be worn at all times while on campus or when participating in professional College activities.

- Acceptable personal appearance should include good personal hygiene to include regular bathing, use of deodorants, etc. Hair should be neat and clean and kept out of the eyes. Cologne and perfume are not recommended in the patient care setting and in moderation in all others. Cosmetics should be used in moderation. Nails should be well groomed and manicured to short or medium length. Jewelry and accessories should be non-distracting and jewelry in exposed pierced areas other than ears is not permitted. Tattoos must be covered.
- At minimum, acceptable attire in the didactic portion of the curriculum should be clean, neat, and conservative in nature. Students should be fully dressed, with clothing completely covering the trunk of the body, shoulders and legs down to the knees. Casual clothing including blue jeans, shorts, t-shirts is acceptable. Unacceptable clothing includes any which reveals breasts/cleavage, abdomen, buttocks, or underwear; see-through clothing; strapless tops; and pajamas.
- At minimum, professional dress should include: shirts with tails tucked in, dress pants, dress shoes (close toed with dress socks/hose). Women should wear skirts and dresses no shorter than just above the knee when seated. Professional dress requires that the student be fully dressed without revealing breasts/cleavage, abdomen, buttocks, or underwear.
- COP Student's white coat is required to be waist-length, clean, neat, with name badge. In general, anytime a student wears his/her white coat he/she should exhibit an acceptable personal appearance and be professionally dressed.

More stringent dress codes outlined in an individual course syllabus will supersede the one above. Staff and faculty are expected to comply with the same minimum expectations for personal appearance and attire.

Use of Social Networking Sites

The University of Arkansas for Medical Sciences recognizes that social networking websites and applications such as Facebook, Snapchat, Twitter, etc. are important and timely means of communication. Students who use these websites and applications must be aware of the critical importance of privatizing these websites and applications so that only trustworthy "friends" have access to the sites. They must also be aware that posting certain information is illegal. Violation of existing statutes and administrative regulations may expose the offender to criminal and civil liability, and punishment for violations may include fines and imprisonment. Offenders also may be subject to adverse academic actions that range from a letter of reprimand to probation to dismissal from the University. View the UAMS social networking policy. The following actions are strictly forbidden:

- Students may not report the personal health information of patients. Removal of an individual's name does not constitute proper de identification of protected health

information. Furthermore, inclusion of data such as age, gender, race, or date of evaluation may still allow the reader to recognize the identity of a specific individual;

- Students may not report private (protected) academic or financial information of another student or trainee. Such information might include, but is not limited to: course grades, narratives evaluations, examination scores, adverse academic actions, or financial aid information;
 - In posting information on social networking sites, students may not present themselves as official representatives or spokespersons for the University of Arkansas for Medical Sciences or their college, department, or program;
 - Students may not represent themselves as another person;
 - Students may not utilize websites and/or applications in a manner that interferes with educational or work commitments. In addition to the absolute prohibitions outlined above, the following actions are strongly discouraged and may be considered a violation of moral, ethical, and/or professional standards of the individual, the healthcare profession, program, department, college, and the University of Arkansas for Medical Sciences possibly resulting in dismissal from the UAMS College of Pharmacy program;
 - Display of vulgar language
 - Display of language or photographs that imply disrespect for any individual or group because of age, race, gender, ethnicity, sexual orientation, or disability.
 - Presentations of photographs that may reasonably be interpreted as condoning irresponsible use of alcohol, substance abuse, or sexual misconduct.
- The following actions are strongly encouraged:
- Students should use privacy settings to limit the unknown or unwanted access to the student's profile or application.
 - When listing an email address on a social networking site, students should use a personal email address (not a uams.edu address) as the primary means of identification.

When using these social networking sites, students are strongly encouraged to present themselves in mature, responsible, and professional manners. Discourse should always be civil and respectful. No privatization measure is perfect and undesigned persons may still gain access to the site. Once an item is posted on a networking site, it may not be easily removed. Future employers (e.g., residency or fellowship program directors, representatives of employers) may review these sites when considering potential candidates for employment.

Online Communication

Another critical part of campus communication is online communication, especially email or messaging. You are expected to practice good email etiquette. Use UAMS email for email communications with faculty or staff. All electronic communication should be short, positive, and professional in tone. Always put a subject in your message and include a brief greeting (salutation). Do not write anything that you would not want to be seen by someone else. If you need to attach a file do not forget to do so and be sure to proofread and run spell check. Allow your professors time (24-48 hours) to read your emails and to respond to you.

Two other types of online communication are discussion boards and chat rooms. If you need to use a discussion board or chat room, keep in mind any guidelines and directions for posting that your instructor provides. In general, you should stick to class topics only and use appropriate language and tone. Do not use the discussion

board to voice complaints about your professor or classmates. Be sure to proofread before you post, and if you use an outside source, be sure to give credit.

Use good “netiquette” for online communication such as:

- Check assigned discussions and email frequently and respond appropriately and on subject.
- Focus on one subject per message and use pertinent subject titles.
- Capitalize words only to highlight a point or for titles.
- Be professional and careful with your online interaction.
- Cite all quotes, references, and sources.
- When posting a long message, it is generally considered courteous to warn readers at the beginning of the message that it is a lengthy post.

We strongly recommend that all issues, questions, and problems be dealt with as a face-to-face (on location or via video) interaction with the instructor. Students can feel free to call instructors regarding issues.

Students demonstrating unprofessional or disruptive behaviors towards other learners or the faculty in the classroom or through electronic communications are subject to receipt of an inadequate scholastic non-cognitive evaluation and/or an honor code violation.

Policy on Class Recordings

The College of Pharmacy records certain class sessions that can be downloaded as video or audio files. These recordings and any individual recordings are not to be shared outside the confines of the COP. It is expressly forbidden to place these recordings on the web or for use outside of the COP.

Failure to abide by this policy may constitute a copyright infringement and may subject the student to legal consequences. Furthermore, failure to abide by this policy may result in dismissal from the UAMS COP or other disciplinary measures.

Classroom Technology

The use of the technology in the classroom is a privilege. It is designed to facilitate learning and is not there for personal use. Cellular phones should be turned off; they disturb others in the classroom and interfere with learning. Individuals in the classroom must remember that the learning environment extends beyond their personal space. Talking and unnecessary movement at one learning site are distractions to all learners, regardless of site.

For Class Sessions

- Arrive on time or early as it is distracting when people come in and out of the room once a session has started;
- Please set all phones/pagers to off or mute;
- Keep microphones muted when not speaking unless told;
- Avoid unnecessary movement, side conversations, emailing, texting, game playing, or the creation of other distracting noise during class sessions;
- Students must obtain the faculty member’s permission before recording on their own any

- classroom activities;
- Consider yourself viewable at all times by all other participating sites. If you are saying or doing anything that you would not do in front of the instructor face-to-face, do not do it!
 - Allow the on-screen site to finish speaking before answering. Be aware that there may be a slight delay, so be sure the person is finished speaking before you speak.
 - Announce your name and the location prior to speaking.
 - To speak in a classroom with desktop microphones, wait for your turn to speak, activate your microphone by pressing the button, and speak in your normal tone as you would in a face-to-face meeting.
 - Classroom technology Assistant/Associates should respond one way or the other if your site is asked "Do you have any questions?" You might respond, "(name of site) has no questions, thank you".
 - Remain for all scheduled classroom activities.
 - Leave the classroom in as good if not better condition as you found it.

Class Attendance:

Students are required to be diligent in their studies and regular in their attendance at classes. They will be held responsible for making satisfactory arrangements with their instructors regarding absences.

Students will not be permitted to be absent from a class in excess of the semester hours of credit for that course. Repeated absences will be reported to the office of the Dean. Absences should be reported to the Dean's office. Absences must be phoned in (501-686-5557), not emailed, to the Dean's office on the day classes will be missed.

Extended Absence from Class Policy

Regular attendance at lecture, laboratory and other didactic exercises is fundamental to successful completion of the Doctor of Pharmacy degree. Failure to attend two or more consecutive meetings of any class constitutes "Extended Absence". Any student who is compelled to be absent for an extended period must notify the Assistant/Associate Dean for Student Affairs before any reasonably predictable absence commences. If an emergency (e.g. serious illness of student or immediate family member, extreme family hardship, disability) leads to extended absence, the student is responsible for notifying the Assistant/Associate Dean Student Affairs as soon as practicable after the absence begins.

The Assistant/Associate Dean Student Affairs, in consultation with the student, course coordinator, and the instructors involved, shall determine the proper means for the student to make up any extended absence. It is not sufficient for the student to make arrangements with the course coordinators, individual instructors, or to arrange to receive class notes and other information from students in attendance. Class participation is a key element of the Doctor of Pharmacy curriculum. A student who fails to notify the Assistant/Associate Dean for Student Affairs in a timely fashion of foreseeable extended absence, or who delays in notifying the Assistant/Associate Dean for Student Affairs of an unexpected extended absence, shall be liable to immediate administrative withdrawal from all coursework. The Assistant/Associate Dean for Student Affairs may also recommend to the Dean administrative dismissal of a student for unapproved extended absence.

Participation in Research Studies

Students who consider giving consent to participate in research studies must complete and have signed the "Notification of Student Participation in Research Study" form available in the Registrar's office prior to consenting to participate in the study. The purpose of this form is to notify the student's instructors of the student's participation in the study. Any absence that may result from such participation is not excused. The student should consider class obligations and possible research study conflicts before agreeing to participate in the study. In the event of a conflict that arises after consent to participate in research has been provided the student may seek to resolve the conflict by making alternative arrangements with the research principal investigator, or by exercising his/her right to withdraw from the study. Participation in a research study does not excuse a student from a scheduled/unscheduled exam or quiz, class presentation or other class obligation, nor is it an excuse for poor performance.

Inclement Weather Policy

Little Rock Campus

UAMS recognizes that transportation problems result from inclement weather and hazardous road conditions. However, by virtue of the mission of UAMS, the Little Rock campus never closes. There are times at which the inclement weather policy is declared in force. In severe weather or hazardous road conditions, the Chancellor or his designated representative will declare the inclement weather policy in effect. This will be broadcast on radio station AM 920 KARN, and FM 94.1, FM 98.5, and channels KARK-Channel 4, KATV-Channel 7, and LRTV-Channel 11 television broadcasting. The College of Pharmacy inclement weather phone number is 501-686-7700. Students are advised to call this number for information about College of Pharmacy classes.

Northwest Campus

In severe weather or hazardous road conditions, the Vice Chancellor of the NW Campus or his designated representative will declare the inclement weather policy in effect. This will be broadcast on KHOG40/29-Channel 7, KNWA-Channel 9, KFSM-Channel 5, and KLRC Radio-101.1.

Classes and Examinations when One Site is Unavailable:

The UAMS College of Pharmacy operates as one college on two geographically separate campuses. The goal is to connect classrooms on both campuses 100% of the time with classes occurring at their regularly scheduled times. However, on the rare occasion, circumstances may prevent a synchronous connection. During times when one site is unavailable due to weather closure or a connection is unavailable due to technology downtime, the following will occur:

Originating campus is open and remote campus is closed: The class will occur as scheduled and be archived and posted for viewing by the remote site.

Originating campus is closed and remote campus is open: If the originating campus is closed and the faculty member can safely make it to the campus, he/she may conduct the class as scheduled to the remote site and archive the materials for the closed campus.

If the originating campus is closed and the faculty member has access to Wimba from home, he/she may archive the materials and post for students on both campuses.

If the originating campus is closed, and the faculty member cannot make it to the campus, the class will be canceled.

Both campuses are open but connection and archiving are unavailable (equipment failure): The class will be canceled. Makeup activities will be coordinated by course coordinators & faculty.

Make-Up Sessions

Missed class time will be scheduled by the Dean's office in consultation with the course coordinators as necessary.

Examinations and Quizzes

When any one campus is closed and there is a scheduled examination, quiz or activity that contributes to course grade in class, it will be rescheduled for all students. This may include scheduling in the evening.

IPPE & APPE Students

During inclement weather conditions (regardless of activation of the UAMS inclement weather policy), please contact your assigned experiential preceptor to receive information about site hours of operation and function. If you are unable to travel during inclement weather any absence requires that you contact your preceptor and the Experiential Education Office.

Drug Testing Policy

The UAMS College of Pharmacy seeks to provide a professional environment that is safe and drug-free for our students. As members of the health care community, we have the additional responsibility to provide high quality patient care. The understanding of and compliance with the following policy is important for every student.

The College of Pharmacy explicitly prohibits:

The use of illicit substances;

Being impaired or intoxicated by alcohol or prescription medication without a prescription while on university premises and/or during introductory or advanced pharmacy practice experiences. Possession, solicitation, or sale of illegal drugs (or legal drugs outside the usual scope of pharmacy practice).

The College may require a student to provide a sample for drug testing analysis at any time there is reasonable cause to suspect that the student is impaired or under the influence of drugs or alcohol, including, but not limited to:

- Observed impairment of performance (negative performance patterns, excessive and unexplained absences);
- Abnormal conduct or erratic behavior;
- Evidence of drug tampering in the student's practice environment (evidence of drugs or alcohol on or about the student's person or in the general vicinity, eyewitness testimony);
- Arrest or conviction on an alcohol or drug-related offense

An important part of your education involves clinical experience in hospitals and other health care facilities. Use of these facilities in training is essential for students to complete their assigned practice experiences. Nationwide, many hospitals and health care facilities have or are developing procedures to do drug testing of employees and potential employees. Because the use of these health care facilities is essential to a pharmacy student's education, students should be aware that these policies exist. Students must comply with the drug testing policies and procedures at any facility where they engage in practice experiences.

Students who refuse for-cause testing or to participate in training in facilities because they do not want to submit to drug testing, who refuse to submit to drug testing required by these facilities' policies, or who are terminated from training in these facilities because they violate the drug testing or drug use policies of the facilities, are subject to administrative dismissal from the College of Pharmacy. All costs associated with drug testing are the responsibility of the student. The type of testing, location, and required time to complete the drug test will be provided to the student.

Impaired Student Policy

Any student known to the College of Pharmacy Dean's Office to have a substance abuse problem or to be engaged in substance abuse must abide by the following regulations in order to continue to matriculate in the College. The faculty of the College of Pharmacy has approved the following pharmacy student impairment policy for pharmacy students.

The problem of impairment resulting from alcohol or drug use produces a significant negative influence on the educational and professional development of any student pharmacist. Therefore, the UAMS College of Pharmacy has established procedures to be implemented through the Assistant/Associate Deans to respond to instances of substance abuse. The goal of the policy is to provide appropriate and timely assistance to pharmacy students impaired as a result of alcohol or drug use that may interfere with a student's educational process.

Ideally, a student will self-identify their impairment to a faculty member. Otherwise, when an incident occurs which appears to be a dysfunction related to alcohol or drug use, this should be reported to the Assistant/Associate Dean for Student Affairs on the Little Rock Campus or the Assistant/Associate Dean on the Northwest Campus.

The appropriate Assistant/Associate Dean may immediately refer the student for assessment (SWP, counseling, etc.) and notify the Arkansas Pharmacy Support Group if referral includes a substance impairment assessment; If the situation is non-emergent the Assistant/Associate Dean will refer the student to the Scholastic Standing Committee. The Scholastic Standing Committee will meet to review the incident, talk with the student and guide the actions to be taken. The Scholastic Standing Committee may refer the student for assessment (SWP, counseling, etc.) and notify the Arkansas Pharmacy Support Group if referral includes a substance impairment assessment.

As long as the student maintains compliance with the Committee decisions, the student will generally retain eligibility to return to student status at the College of Pharmacy. If this assessment includes the Arkansas Pharmacy Support Group then as long as the student maintains compliance with the assessment, treatment and aftercare programs and by way of Board action an internship license is maintained, the student is eligible to continue their education if the decision of the Scholastic Standing Committee allows such action. Failure to complete the treatment or aftercare process or failure to comply with the decisions of the Scholastic Standing Committee is grounds for dismissal from the College.

Plagiarism

Plagiarism is adopting or appropriating for one's own use and/or incorporating in one's own work, without acknowledgment, passages from the writings or works of others or presenting parts of passages of others' writings as the products of one's own mind. The COP faculty considers plagiarism an example of dishonest work. Faculty of the COP may use specialized computer software to assess plagiarism of student assignments. Infractions are to be referred to the Scholastic Standing Committee for judgment. Dishonest work will not be tolerated.

Use the following guidelines when referencing material: The use of exact words from the source requires direct quoting and an appropriate reference using scientific notations. Paraphrasing is defined as the restatement of text, passage or entire work, i.e. not the use of the original writer's exact words. Paraphrasing also requires the use of an appropriate reference using scientific notation. Tables, photographs, models, figures, and illustrations and written text constitute the "works of another" and must be footnoted and referenced appropriately. Inaccurate information in footnotes, while not falling within the definition of plagiarism, constitutes questionable writing methods and is negatively sanctioned in grading. The UAMS Library has a web page on "Avoiding Plagiarism" for additional information and is designed especially for students.

Check the webpage at <http://uamslibrary.webfactional.com/scholarly-resources/avoiding-plagiarism/>.

Conduct Expectations of Staff, Faculty, and Volunteer Faculty

Staff, faculty, and volunteer faculty are expected to obey laws of the city, state and nation and refrain from conduct that would demean the ethics and integrity of the profession of pharmacy. Staff and Faculty are expected to comply with UAMS rules and regulations in the performance of their duties as employees of the University. Misconduct on the part of an employee of UAMS shall be reviewed by the employee's immediate supervisor. UAMS Administrative Guide 4.4.01 Employee Basic Code of Conduct serves as a basis as well as this Student Handbook. Reports of misconduct of staff, faculty, and volunteer faculty should be made to the following appropriate line of communication

Staff: reports should be made to the direct supervisor and if the supervisor is unknown then a report should be made to the Assistant/Associate Dean for Administration for the College.

Faculty: reports should be made to the appropriate Department Chair and if the report is regarding the Department Chair the report should be made to the Dean.

Volunteer Faculty – Clinical Faculty and Preceptors: reports should be made to the Assistant/Associate Dean for Experiential Education

Volunteer Faculty – Adjunct Faculty: reports should be made to the appropriate Department Chair.

Evaluation of these reports will be the responsibility of the identified supervisor. Consequences of misconduct will be determined within the confines of the job descriptions of the individuals. The process outlined in the UAMS Administrative Guide 4.4.02 Employee Disciplinary Notice may be followed. Appeals will be handled through staff and faculty procedures outlined in the UAMS Administrative Guide <http://www.uams.edu/AdminGuide/> or UAMS Faculty Handbook.

Administrative Actions Policy

In the College of Pharmacy, certain individuals have the authority to impose interim administrative actions in order to protect the safety and welfare of members of the University community. These “authorized individuals” include the Dean and/or his/her designees. As defined below, the Dean and/or his/her designee are permitted, when necessary, to take the following interim administrative actions:

(A) interim actions; (B) interim suspensions; and/or (C) referrals for psychological or psychiatric evaluations.

Interim Actions

In special circumstances the authorized individuals named above may impose “interim actions” to ensure the safety and welfare of members of the University community, including, but not limited to, student restrictions from certain activities or locations and changes in class schedules. Any restrictions outlined in the interim action will be clearly presented in a written notice to the student.

Appeal of Interim Administrative Action: In the event that interim action is invoked, the student may appeal the action through the College’s non-discriminatory grievance policy as further explained in the “Student Grievance Procedure and Appeal”. See next section for more information.

Violation of Interim Action: Any violation of an interim action will result in an inadequate Scholastic Non-Cognitive Evaluation. The Scholastic Standing Committee will then meet to consider the student’s status with the College of Pharmacy.

Academic Progression Review and Appeals Procedure

The Scholastic Standing Committee meets to review the records of all students approximately within two weeks after final grades are assigned by the faculty. When a student does not meet scholastic standards the Scholastic Standing Committee will review that student’s record in detail and determine the appropriate application of the College of Pharmacy Scholarship Rules and Regulations.

The Scholastic Standing Committee determination will be made after careful and deliberate discussion, based upon the professional judgment of the Committee members. The Chair of the Scholastic Standing Committee will notify the student of the determination in writing.

Academic Review Appeal: Within seven (7) working days of the date of the determination notice, the student may appeal, in writing, to the Chairman of the Committee that a substantial mistake of fact occurred, a fundamental misinterpretation of official policies is evident, or a significant procedural defect took place. These are the only bases for appealing the determination. If a student appeals the decision to the Scholastic Standing Committee, the Scholastic Standing Committee will reconvene to review the student’s contentions. If the Committee concurs with the student, it will correct the procedural defect, reinterpret the policy as appropriate, or review the fact which was originally presented in error, and then review its determination and revise it if appropriate. The Committee’s final determination will be forwarded to the Dean or the Dean’s designee after the seven (7) day period for appeal has passed, or at the conclusion of an appeal.

Final Decision by the Dean or Dean’s Designee: After receipt of a determination from the Scholastic Standing Committee resulting from an academic procedure, the Dean or Dean’s designee may accept the determination

or refer it back to the Scholastic Standing Committee for additional consideration.

The decision of the Dean or the Dean's designee shall be final, and there shall be no further appeal. The Chair of the Scholastic Standing Committee will notify the student in writing of the final decision.

Scholastic Non-Cognitive Progression Review Procedure and Appeals

When a student does not meet academic honesty or minimal scholastic non-cognitive standards the Scholastic Standing Committee will review that student's record in detail and make a determination. If the class syllabus for a particular class states a specific academic honesty policy different from the College policy, the class policy takes precedence. The Scholastic Standing Committee may meet at any time during the calendar year.

The members of the Scholastic Standing Committee and student(s) whose situation(s) will be considered in detail will be notified, in writing, of the meeting by the Chair of the Scholastic Standing Committee. The notice will be hand delivered to the student(s) or delivered by mail to his/her last known address. The notice will include the date, time, and place of the meeting, the issues that will be considered, and the possible consequences.

The student may submit a written statement to the Chair of the Scholastic Standing Committee prior to the meeting that sets out reasons why the determination of the Committee should be in his/her favor. The student may also submit written statements from others on his/her behalf, and may appear before the Committee, make an oral statement, and answer questions from members of the Committee. This interaction shall be in the nature of an informal give-and-take rather than a formal evidentiary hearing. The student may have legal counsel present, but said counsel may only participate if a student faces a possible suspension of 10 days or more or withdrawal from the college. The student may not present witnesses without prior consent of the Chair.

The determination of the Scholastic Standing Committee will be made after careful and deliberate discussion, based upon the professional judgment of the Committee members. The Scholastic Standing Committee shall not reconsider a determination made by the Grievance Panel concerning a student. Students may not be present during the Committee deliberations. The Chair of the Scholastic Standing Committee will notify the student in writing of the determination.

Scholastic Non-Cognitive Review Appeal: Within seven (7) working days of the date received of the determination notice, the student may appeal, in writing, to the Chair of the Committee that a substantial mistake of fact occurred, a fundamental misinterpretation of official policies is evident, or a significant procedural defect took place. These are the only bases for contesting the decision. If a student appeals the determination of the Scholastic Standing Committee, the Scholastic Standing Committee will reconvene to review the student's contentions. If the Committee concurs with the student, it will correct the procedural defect, reinterpret the policy as appropriate, or review the fact which was originally presented in error, and then review its determination and revise it if appropriate. The Committee's final determination will be forwarded to the Dean or the Dean's designee after the seven (7) day period for appeal has passed, or at the conclusion of an appeal.

Final Decision by the Dean or Dean's Designee: After receipt of a determination from the Scholastic Standing Committee resulting from a scholastic non-cognitive procedure, the Dean or Dean's designee may accept the determination or refer it back to the Scholastic Standing Committee for reconsideration. The decision of the Dean or the Dean's designee shall be final, and there shall be no further appeal. The Chair of the Scholastic Standing Committee will notify the student in writing of the final decision.

Student Grievance Procedure and Appeals – Non-Discriminatory

Purpose

The Student Grievance Procedure is used as due process by a student who believes that a rule or ruling, procedure, or policy has not been followed or has been applied in an unfair or inequitable manner. To submit a grievance, a student must provide evidence of unfair or inequitable treatment, defined as: 1) the occurrence of a substantial mistake of fact; 2) a fundamental misinterpretation of official policies; or 3) the occurrence of a significant procedural defect. The Grievance Procedure shall not be used to question a rule or ruling, procedure or policy established by an authorized faculty or administrative body.

Definitions

Grievance: An expression of dissatisfaction when a student believes that a rule or ruling, procedure, or policy, has been applied in an unfair or inequitable manner. Alleged situations not covered by this policy include discrimination prohibited by other specific policies of the University of Arkansas for Medical Sciences (see UAMS policy 2.2.1: Grievance Procedure for Students Alleging Discrimination). **Grievance Panel:** Those members of the College of Pharmacy Faculty selected by a drawing to hear a grievance and make a determination.

Grievant: Any student submitting a grievance as defined above.

Respondent: A person or persons alleged to be responsible for the violation(s) alleged in a grievance. The term may be used to designate persons with direct responsibility for a particular action or those persons with supervisory responsibility for procedures and policies in those areas covered in the grievance.

Working Days: Monday through Friday, excluding official UAMS holidays.

Policy

When an incident forming the basis for a grievance arises, the grievant must follow the procedure outlined below.

Each grievance shall be handled promptly and impartially, without fear of coercion, discrimination, or reprisal. Each participant in a grievance shall do his or her part to protect this right. It is understood that the respondent will not retaliate against the grievant in any way.

No student, faculty member, member of the Grievance Panel, administrator, or witness shall suffer loss of compensation or leave time for the time spent in any step of this procedure.

Records shall be kept of each grievance process. These records shall be confidential to the extent allowed by law, and shall include, at a minimum: the written grievance complaint filed by the grievant, the written response filed by the respondent, documents presented during the hearing, the written determination of the Grievance Panel, the results of any appeal, the decision of the Dean, and any other material designated by the Dean or the Dean's designee.

A file of these records shall be maintained in the office of the Assistant/Associate Dean for Academic Affairs. For purposes of the dissemination of grievance precedents, separate records may be created and kept which indicate only the subject matter of each grievance, the resolution of each grievance, and the date of the resolution. These records shall not refer to any specific individuals, and they may be open to the public in accordance with the Arkansas Freedom of Information Act or pertinent Federal laws.

Procedure

Step I: Initial Attempt to Resolve Grievance

The grievant must submit a written statement specifying the complaint of inequitable or improper treatment, defined as: 1) the occurrence of a substantial mistake of fact; 2) a fundamental misinterpretation of official policies; or 3) the occurrence of a significant procedural defect. The grievant shall also provide the following information: name and address of the grievant; nature, date, and description of the alleged violation(s); name(s) of person(s) responsible for the alleged violation(s); the reason for the grievant's belief that he/she is aggrieved; the remedy sought; and any background information the grievant believes to be relevant.

This written statement must be received by the respondent's department chair and the Assistant/Associate Dean for Student Affairs and the Assistant/Associate Dean for the Northwest Campus (where applicable) within three (3) working days following the incident which forms the basis for the grievance (e.g., three days after grades are posted).

Within three (3) working days of receipt of the written statement, the department chair will notify the respondent and provide him/her with the grievant's written statement. The department chair will attempt to resolve the grievance by discussions with the grievant and/or the respondent and may elect to consult others as appropriate in an effort to resolve the grievance.

If the grievance is satisfactorily resolved by these discussions, the terms of the resolution shall be reduced to writing and shall be signed by the grievant, department chair, and the respondent.

This initial attempt of resolution must conclude within ten (10) working days of the receipt of the grievant's written document. If the grievance cannot be resolved, the grievant can immediately proceed to Step II, presentation of a formal grievance to the Dean.

Step II: Formal Grievance to the Dean

The grievant's written statement, as described in Step I above, must be submitted to the Dean within three (3) working days of the completion of the initial attempt of resolution, outlined in Step I above.

Within three (3) working days of his/her receipt of a formal grievance, the Dean will give the respondent a copy of the grievance and direct the respondent to submit to the Dean a written response to the charges within three (3) working days.

Following receipt of the respondent's written response, the Dean may elect to review and decide the issue, or the Dean may refer the issue to a Grievance Panel for a hearing. If the Dean decides the issue, the decision shall be final, and there shall be no appeal. If the Dean refers the issue to a Grievance Panel, the grievance will be heard pursuant to the Pre-Hearing Procedures and Hearing Procedures listed below. The Dean will decide or refer the issue within three (3) working days of the receipt of the respondent's written response.

Pre-Hearing Procedures:

Selection of Grievance Panel: The process for selecting a Grievance Panel of six faculty members will be as follows: the grievant, respondent, and the Dean (or designee) will review the College of Pharmacy's voting faculty list, removing from consideration the respondent, the Dean, the department chairs, Assistant/Associate

deans, any faculty member directly involved in the issue being grieved, and any other faculty member, in the opinion of the Dean, who has a significant conflict of interest. The names of the remaining members will then be written on tabs of paper, folded, and randomized by mixing. The grievant will draw names from the container. The first six (6) names will constitute the Grievance Panel, provided that they are available to serve. The seventh name drawn is the first alternate, the eighth name drawn is the second alternate, etc., until 6 alternates are listed in a sequence of priority.

Scheduling of the Hearing: The Hearing is to take place no sooner than five (5) days and not later than ten (10) days after the drawing unless there is a specific reason why another time must be selected (e.g., inability of an attorney to be present within the prescribed period).

Charge to the Grievance Panel and Election of the Chairperson: At a prearranged time prior to the Hearing, the six (6) members of the Grievance Panel will meet briefly with the Dean, the grievant, and the respondent to be given the charge (i.e., whether the grievant has been treated improperly or inequitably, defined as the occurrence of: 1) a substantial mistake of fact; 2) a fundamental misinterpretation of official policies; or 3) a significant procedural defect) by the Dean. All parties will be supplied with the written statements previously submitted to the Dean and the date of the hearing will be confirmed.

The Dean, grievant, and respondent will then withdraw, and the Panel will elect a chair to preside at the subsequent hearing. The Grievance Panel should convene briefly for the sole purpose of electing a faculty member as chairperson and deciding whether the Grievance Panel requests the assistance of University counsel. The substance of the grievance shall not be discussed at this initial meeting, and neither the grievant, the respondent, nor their respective representatives are permitted to attend.

Hearing Procedures:

Privacy: The hearing will be conducted in a private setting. Panel deliberations will take place out of the presence of the parties and witnesses.

Representation: The grievant and respondent may each have one (1) person, who may be an attorney, to assist in the initiation, filing, processing, or hearing of the formal grievance. However, this person may not address the Grievance Panel, speak on behalf of the grievant or respondent, question witnesses, or otherwise actively participate in the hearing. If the grievant chooses to have an attorney present, a University attorney may also attend the hearing to provide counsel to the respondent or to represent the interests of the College or University. The Grievance Panel may also be assisted and advised by University counsel at its discretion.

Witnesses: Witnesses will be admitted for testimony only at the discretion of the Panel and then will be asked to leave. Witnesses shall not be present during the testimony of any party or other witness. The grievant and the respondent may hear and question all witnesses testifying before the Grievance Panel.

Commencement of the Hearing: At the beginning of the hearing, the Dean (or designee) will announce the date, time, place, and purpose of the hearing and will repeat the charge for the Grievance Panel. Members of the Grievance Panel will then identify themselves by name and department. The grievant will identify himself or herself by name and year in school and the respondent will then identify himself or herself by name and department. The Dean (or designee) will then withdraw from the room.

Presentation of Case: The grievant and respondent must appear in person, make an oral statement, and answer questions from members of the Panel. The grievant and respondent shall be afforded reasonable opportunity

for oral opening statements, closing arguments, their own testimony, and pertinent documentary evidence. At any time during the hearing process, the Panel may request additional information from the grievant or respondent to be submitted within a specified timeline.

Grievance Panel Rights: The Grievance Panel shall have the right to question any and all witnesses, to examine documentary evidence presented, and to summon other witnesses or review other documentation as the Grievance Panel deems necessary. The Grievance Panel has the right to limit testimony and presentation of other evidence to that which is relevant to the violation(s) alleged and to further limit testimony and other evidence that is cumulative and unnecessary.

Grievance Panel Deliberation: After the hearing is concluded, the Grievance Panel shall convene to deliberate in closed session and arrive at a majority determination. The Grievance Panel shall make its determination whether the grievant was subjected to inequitable or improper treatment, defined as the occurrence of: 1) a substantial mistake of fact; 2) a fundamental misinterpretation of official policies; or 3) a significant procedural defect; based upon the evidence presented at the hearing which is relevant to the issue(s) before the Grievance Panel. Neither the grievant, respondent, nor their representatives may be present during the Grievance Panel deliberations.

Grievance Panel Determination: No later than two (2) working days following the conclusion of the hearing, the Grievance Panel will provide their written letter of determination to the Dean. Upon receipt of the Grievance Panel's determination letter, the Dean will provide to the grievant and respondent a copy of the written Grievance Panel determination.

Appeal of Grievance Panel Determination and Resolution by the Dean

After the Dean has provided to the grievant and respondent a copy of the written Grievance Panel determination, the grievant or respondent may appeal the Panel's decision. If either the grievant or the respondent wish to appeal the Grievance Panel determination, the grievant or respondent shall, within three (3) working days of the receipt of the determination, submit a written appeal to the Dean. The appeal shall be based on the occurrence of one of the following: 1) a substantial mistake of fact; 2) a fundamental misinterpretation of official policies; or 3) a significant procedural defect. These are the only grounds for contesting the determination of the Grievance Panel. Within five (5) working days of receipt of an appeal of the Grievance Panel's final determination, the Dean shall make a final determination. The Dean may accept the original determination, reverse or amend the determination of the Grievance Panel. The decision of the Dean shall be final.

If the Dean receives no appeal of the Grievance Panel's determination, by either the grievant or the respondent, within three (3) working days, the Dean will provide to the grievant and respondent a written copy of his/her plan for resolution. The Dean may accept, amend, or reverse the determination of the Grievance Panel. The decision of the Dean shall be final, and there shall be no appeal.

Final Decision by the Dean

After receipt of a determination from the Panel and after the seven-day period has elapsed, the Dean may accept it, reverse it, or refer it back to the Panel for reconsideration. The student shall be notified in writing of the Dean's decision. The decision of the Dean shall be final, and there shall be no further appeal.

Student Grievance Procedure and Appeals – Alleging Discrimination

For the full policy and procedures, [click here](#).

Student Complaint Policy (ACPE Standards 2016)

The UAMS College of Pharmacy will respond fairly and impartially to any written complaint related to standards of the Accreditation Council of Pharmacy Education (ACPE) according to the process established by the faculty.

Standards of ACPE accreditation shall be published on the College of Pharmacy website in order to make them easily accessible to students. The College of Pharmacy shall update information posted on the website whenever ACPE amends the standards. The procedure for responding to written complaints from a student or group of students related to a Standard established and published by ACPE shall be:

The written complaint shall be directed to an Assistant/Associate Dean for Student Affairs of the College of Pharmacy.

The Assistant/Associate Dean for Student Affairs shall acknowledge in writing to the author(s) of the complaint the date of its receipt and the schedule for action

The Assistant/Associate Dean for Student Affairs shall bring the complaint to the next regular meeting of the Executive Committee of the College for advice in directing the complaint to the appropriate Standing Committee of the College.

The Assistant/Associate Dean for Student Affairs shall transfer the complaint to the Chair of the appropriate Standing Committee for action.

The Standing Committee receiving a written complaint related to an ACPE Standard shall meet to consider the complaint within five (5) working days of delivery of the complaint to its Chair. The Standing Committee shall recommend action to resolve the complaint within five (5) working days of this meeting. The Chair shall direct the recommendation to the Dean.

The Dean may accept, reject or modify the advice of the Committee. The Dean shall notify in writing the decision about the Committee's advice to the Chair of the Committee and to the author(s) of the complaint within three (3) working days of receiving the Committee's advice.

The decision of the Dean shall be final. If the author(s) of the complaint disagree, the matter shall be handled in accordance with the College of Pharmacy Grievance Process.

The Dean's Office shall establish a file containing the original of each complaint received relating to ACPE Standards, the advice of the Standing Committee receiving the complaint, and a copy of the Dean's letter stating final action on the complaint. The file shall be maintained permanently. Contents of the file shall be available only to the Dean or Dean's Designee, and to authorize officers of ACPE.

For more information on unresolved issues on a complaint related to the accreditation standards please see <https://www.acpe-accredit.org/complaints/>.

If you wish to file a complaint, please use the following email: csinfo@acpe-accredit.org (regarding a professional degree program) or ceinfo@acpe-accredit.org (regarding a continuing education provider).