

North Dakota State University

College of Health Professions

School of Pharmacy Policy Manual

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PHARMACY FACULTY RECOGNITION AWARDS

The pharmacy program has established the following awards to recognize individual faculty for achieving excellence in the area of teaching. These faculty recognition awards will be selected annually according to the following process:

TEACHER OF THE YEAR

The Teacher of the Year is selected by students in the didactic portion of the professional program to recognize an instructor who has demonstrated excellence and innovation in the classroom. The process for selection will be as follows:

1. Nominations for Teacher of the Year will be solicited from the P-1, P-2, & P-3 student body in early March by the Secretary for Academic Affairs.
2. Two weeks prior to nominations, selection criteria, procedure, and the date for in-class nominations will be communicated to the student body.
3. P-1 students will nominate a P-1 instructor; P-2 students will nominate a P-2 instructor; and P-3 students will nominate a P-3 instructor. Faculty having won the Teacher of the Year Award within the previous academic school year will be ineligible to receive the award.
4. Ballots will be collected and counted by the Secretary for Academic Affairs. The names of the instructors who score the most votes from each of the three classes will be forwarded to the Associate Dean for Student Affairs and Faculty Development (or a designee from the administrative council not nominated for the award) who shall serve as the Chair of the student selection committee. In the event of a tie among nominees, names of each "tied" nominee will be forwarded.
5. The Associate Dean for Student Affairs and Faculty Development will solicit, by class announcement or email, two student volunteer representatives from each of the P-1, P-2, P-3, & P-4 classes (for a total of 8 members) to serve on the student selection committee. In the event more than two students from a class volunteers to serve, their names will be placed in a hat and two names shall be drawn.
6. The Associate Dean for Student Affairs and Faculty Development (or designee) will convene the student selection committee to evaluate each of the nominated candidates using the following selection criteria:

Criteria	Evidence: The instructor -
Expertise	Demonstrates a command of the subject material.
Communicates effectively	Presents information with clarity and provides clear well organized handouts.
High standards	Establishes and communicates high standards/ expectations for students.
Enthusiasm	Demonstrates enthusiasm for the subject matter.
Student Engagement	Encourages student participation.
Focus on higher order thinking skills	Encourages critical thinking.
Prompt feedback	Provides prompt feedback to students.
Accessible	Is available and willing to assist students.
Motivates	Motivates students academically and professionally.
Empathetic	Displays empathy and respect for students.

7. An open discussion of the nominees followed by student vote will be facilitated by The Associate Dean for Student Affairs and Faculty Development (or designee).
8. Each student on the selection committee will vote by written ballot for their preferred nominee by ranking them in order of preference and point value (e.g. if Dr. Bob is their top choice out of 5 candidates, they will assign him 5 points followed by 4 points to their next choice and so on). The Associate Dean for Student Affairs and Faculty Development (or designee) will tabulate the total assigned points and announce the nominee receiving the highest number of points.
9. The student selection committee will review the tabulated points and verify the final decision in discussion.
10. The Associate Dean for Student Affairs and Faculty Development (or designee) will inform the Dean of the selected candidate.
11. The selection process for Teacher of the Year must be completed by April 15th to ensure time for awards to be processed.

PRECEPTOR OF THE YEAR

The Preceptor of the Year Award is selected by students in the experiential portion of professional program and recognizes preceptors who have demonstrated a commitment to and excellence in their approaches to student learning. One faculty preceptor and one volunteer preceptor will be selected each year for the award. The process for selection will be as follows:

1. P4 students may submit written or e-mail nominations to the Director of the Experiential Program at any time during the year. The Director of the Experiential Program will send a final reminder to students during the 7th rotation, encouraging them to submit nominations if they have not done so.
2. The committee of P4 students will be selected by the rotations committee. The students will come from a volunteer pool established through the response to the email noted in item # 1. These students, along with the Experiential Director in attendance, will meet and select the award recipients.
3. The selection will be based on the nominations and recommendations from the entire class, and will not necessarily be based on raw numbers of votes.
4. The award recipient results will be forwarded to the Dean for final approval by March 15 of each year to ensure time for the awards to be processed.
5. Award winners are not eligible for consecutive year awards.

Approved: 5/5/99

Revised: 12/10/03, 8/11/04; 12/16/04; 1/28/09

Housekeeping: 12/3/14

Source: Faculty Meeting Minutes

REPETITION OF PRE-PHARMACY CORE COURSES

The total number of pre-pharmacy core courses which may be repeated shall be limited to three.

The grade received during the student's final attempt for any core pre-pharmacy course will be used in evaluation for admission.

A withdrawal is not considered an attempt.

A core course is one that is included in the GPA for admission purposes.

Approved: 4/26/95

Revised: 9/5/96; 4/2/97; 11/12/03; 3/26/12

Housekeeping: 12/3/14

Source: Faculty Meeting Minutes

MINIMUM GRADE POINT AVERAGE

A minimum cumulative GPA of 3.0 is required for consideration for admission review into professional pharmacy program.

Approved: 10/27/93

Revised: 4/13/94; 5/8/03

Housekeeping: 12/3/14

Source: Faculty Meeting Minutes

POINT SYSTEM FOR EVALUATION OF ADMISSION TO THE PHARM.D. PROGRAM

Students will be given information regarding general admissions criteria (grades, PCAT, essay/interview) as well as averages of the last admitted class. Evaluation of qualified candidates shall remain confidential within the admissions committee.

Approved: 3/3/99

Revised: 6/28/99; 5/9/00; 6/12/01; 12/18/02; 2/12/03; 11/12/03; 9/2/04; 11/30/05; 3/26/12

Housekeeping: 12/3/14

Source: Faculty Meeting Minutes

PROGRAM CAPACITY

Eighty five students are accepted into the pharmacy program; and up to eight of those slots may be specifically dedicated to enhancing the diversity of the pharmacy program.

Approved: 2/21/92

Revised: 3/3/99; 3/23/00; 3/06/02, 5/8/03, 11/30/05; 3/26/12

Housekeeping: 12/3/14

Source: Faculty Meeting Minutes

RE-APPLICATION

A student who has made application to the professional program but is not accepted, fails to complete the application procedures, or fails to enroll after being accepted, may reapply for admission to the professional program. Students may apply to the program twice. All academic and admission requirements in force at the time of his/her application must be met.

Students who desire to utilize previous scores on the PCAT must notify the Admissions Secretary in writing prior to the deadline for applications.

PCAT scores will be accepted up to three years from the date the test was written.

Approved: 10/27/93

Revised: 2/17/99, 12/10/03

Housekeeping: 12/3/14

Source: Faculty Meeting Minutes

READMISSION

Any student desiring readmission must file a petition with the Chair of the Academic Affairs Committee of the College of Health Professions at least 60 days prior to the beginning of the semester in which readmission is sought. Students must seek readmission to the professional program in Pharmacy through the Admissions Committee.

Any professional student who is not enrolled in the College of Health Professions for a period of one calendar year must file a petition with the Chair of Academic Affairs Committee within the College of Health Professions 60 days prior to the beginning of the program.

Approved: 10/27/93

Revised: 3/3/99

Housekeeping: 12/3/14; 4/29/15

Source: Faculty Meeting Minutes

CURRENT COMPETENCY IN COURSEWORK

Coursework in the areas of science and mathematics must be no more than seven years old at the time of application to the professional program.

Coursework presented in these areas that is older than seven years must have current competency demonstrated.

Current competency may be demonstrated by:

- A. Retaking a portion of the series in question, i.e. 122 of 121/122 Chem series;
- B. Enrolling in a formal audit that is indicated on a student's official transcript;
- C. Challenging coursework through the department in question; or
- D. Meeting with faculty in the areas of Science or Mathematics and having them determine current competency.

The means by which current competency is met must be approved by the Chair of the Pharmacy Admissions Committee. Students who intend to meet current competency requirements using item C or D must receive approval from the Chair of Pharmacy Admissions Committee prior to undertaking the current competency.

Approved: 12/10/2003

Revised: 11/28/2012

Housekeeping: 12/3/14

Source: Faculty Meeting Minutes

PHARM.D. STUDENT TRANSFER

Circumstances may warrant that a student enrolled in an ACPE-accredited college or school of pharmacy may seek to transfer to North Dakota State University's (NDSU's) Doctor of Pharmacy (Pharm.D.) program. Any individual seeking to transfer into NDSU's Pharm.D. Program must follow the procedures outlined below.

1. Students must currently be enrolled in an ACPE-accredited Pharm.D. Program. Students enrolled in non-pharmacy degree programs, or those enrolled in bachelor or masters-level pharmacy programs (ACPE-accredited or otherwise) are not eligible to transfer into NDSU's Pharm.D. Program. Those students must apply directly to the entry level Pharm.D. Program using the NDSU Pharm.D. Supplemental Application.
2. The student must submit a formal application to both North Dakota State University, and be accepted to study at the University. Applications to the University as a whole must be completed according to the guidelines established by the University (www.ndsu.edu/admission).
3. Students accepted to study at NDSU may subsequently submit a formal transfer request to the NDSU College of Health Professions, Pharmacy Admissions Committee. A formal request will contain (at a minimum) the following information:
 - i) A formal letter or equivalent written statement outlining the reasons for requesting the transfer;
 - ii) Documented evidence from the student's current institution (typically a formal letter on university letterhead written by the Dean of the current institution) demonstrating that the student is currently in good academic and professional standing;
 - iii) Documented evidence (including, but not limited to include official transcripts of all college work including pharmacy transcripts, PCAT scores and three letters of evaluation/reference from faculty members of a professional pharmacy program) that the student meets all admission requirements for NDSU's Pharm.D. Program.
4. The Pharmacy Admissions Committee will review transfer applications twice per year. Individuals wishing to transfer and begin classes in the fall semester must submit the entirety of their application materials by June 1 of that academic year. Students intending to transfer and begin classes in the spring semester must submit the entirety of their application materials by October 15 of the preceding semester/calendar year.
5. The Pharmacy Admissions Committee will convene to evaluate completed transfer applications within 30 days of the application deadline in question. If, upon review of the application materials, the Pharmacy Admissions Committee believes that the student's application merits further consideration, the Admissions Committee will schedule an interview with the applicant. The interview will be conducted within 45 days of the application deadline in question. The Pharmacy Admissions

Committee may exercise discretion in choosing the medium (in-person, telephone, video-conferencing, etc.) for, and the content of, the interview.

6. All decisions on transfer applications are made exclusively by the Pharmacy Admissions Committee. Decisions will be based on factors which include, but are not limited to: the student's academic record, an evaluation of the circumstances leading to the transfer request, the student's performance during the interview (if granted by the Pharmacy Admissions Committee), available space in the Pharm.D. Program, and the admission standards currently used to evaluate traditional Pharm.D. applicants. The Pharmacy Admissions Committee will generally not accept transfer applicants whose credentials fall substantially below those of the 85 students admitted to the entry-level Pharm.D. Program in the previous year. The Pharmacy Admissions Committee will generally not admit any transfer students if such admissions increase class sizes beyond the maximum capacity identified under College Policy 2.24.
7. The Associate Dean for Student Affairs and Faculty Development (who serves as Chair of the Pharmacy Admissions Committee) will notify the student in writing within 60 days of the application deadline regarding the outcome of the application.
8. In the event that the student's request for a transfer is granted, the Pharmacy Admissions Committee will forward the student's academic transcript and contact information to the Senior Associate Dean. The Senior Associate Dean will review the student's transcript and collect other relevant information in order to assess whether (and if so, how much) credit may be granted for courses which are applicable to the courses outlined in the curriculum of the NDSU Pharmacy Program. This assessment will be completed at least one week prior to the start of the semester in which the student is set authorized to attend classes.

Students should be aware that not all ACPE-accredited Pharm.D. Programs have the same curricula. As a result, student should anticipate that some courses may not transfer and/or that remedial coursework may be necessary.

Students are responsible for ensuring that all information necessary to complete the assessment is provided to the Senior Associate Dean in a timely fashion. Failure to do so will result in fewer credits accepted for transfer and additional coursework to be completed by the student at NDSU.

9. The student must complete and submit a copy of the NDSU Student Conduct Policy prior to registering for any coursework at NDSU. The student must also provide documented evidence of health insurance, apply to the North Dakota Board of Pharmacy for a Pharmacy Intern License, successfully pass a multi-state background check and complete all other relevant paperwork/tasks expected of incoming Pharm.D. students (transfer or otherwise) prior to registering for any coursework at NDSU. Failure to do so will automatically lead to a revocation of the student's admittance. The student also is made aware the academic, professional and time-limit standards outlined in the College Policy Manual (www.ndsu.edu/healthprofessions/college_information/policy_manual/) which govern the student's continued participation in the NDSU Pharm.D. Program.

Approved: 10/21/2010

Housekeeping: 12/3/2014; 4/29/15

Source: Faculty Meeting Minutes

ACADEMIC REMEDIATION

Remediation is available to professional pharmacy students failing to achieve a minimum grade of "C" in a graded course or "P" in a pass/fail course and is at the discretion of the course instructor and existing college policies. Remediation will be tailored to the individual student and may include, but is not limited to, one or more of the following in conjunction with academic advising: repetition of course or pharmacy practice experience, re-examination, additional course work, reduced course load, independent study, and campus tutoring. If the course instructor deems remediation appropriate, the course instructor will notify the Senior Associate Dean with the student's name and proposed plan of remediation.

The Senior Associate Dean will be responsible for tracking remediation opportunities offered to all professional students, with the understanding that some students may be remediating multiple courses, which may signal insufficient development of competencies related to program level Ability Based Outcomes. In the event that a single student remediates multiple courses, the Senior Associate Dean may require an additional intervention to ensure that the student has the competencies both within and across courses within the curriculum. Students must successfully complete the additional intervention before progression to new coursework occurs.

Approved: 9/21/2011, 5/7/2014

Housekeeping: 12/3/2014

Source: Faculty Meeting Minutes

MINIMUM GRADE REQUIREMENT FOR PHARMACY COURSEWORK

A grade of C or better is required in **all** required courses in the pre-pharmacy and professional curricula (courses listed by name or number).

The College does not permit any course required with name and number to be taken pass/fail, with the exception of labs offered only this way. Course work utilized for NDUS general education credits must be taken for a letter grade.

Approved: 5/28/91

Housekeeping: 12/3/14

Source: Faculty Meeting Minutes

MAXIMUM TIME FRAME FOR COMPLETION OF ENTRY-LEVEL AND POST-B.S.

Eight (8) years is the maximum time frame to complete all requirements for the professional Pharm.D. Program. This policy does not apply to students enrolled in Pharm.D. dual degree programs.

Approved: 4/16/92

Revised: 3/3/99; 5/08/03; 2/23/10

Housekeeping: 12/3/14

Source: Faculty Meeting Minutes

PREREQUISITES FOR PROFESSIONAL COURSES

Prerequisites for all courses taught in the professional curriculum are to be established by the faculty and any changes made in prerequisites for professional program must be approved by the faculty.

All prerequisite course work in the professional program, whether offered from within or without the College of Health Professions, must be completed with a minimum grade of C in order for the student to progress.

It is the responsibility of individual course instructors to check and enforce their own course prerequisites.

Approved: 5/8/92

Revised: 2/18/94, 8/26/94 (as corrected 9/16/94), 12/10/03

Housekeeping: 12/3/14; 4/29/15

Source: Faculty Meeting Minutes

REPETITION OF PROFESSIONAL COURSES

The total number of professional pharmacy course repeats due to failure (i.e., grade less than a C) is limited to three (3).

Withdrawal (for reasons other than extenuating conditions*) from a professional pharmacy course with a grade less than a C is considered the same as a failure.

A fourth occurrence of receiving a grade less than a C (or withdrawal due to a grade less than a C) in a professional pharmacy course will result in termination from the pharmacy program.

*All extenuating circumstances must be approved by the Senior Associate Dean before the withdrawal takes place.

Approved: 10/27/93

Revised: 5/2/01, 12/10/03, 11/28/12, 12/13/12

Housekeeping: 12/3/14

Source: Faculty Meeting Minutes

ADVANCED PHARMACY EXPERIENCE (APE)

1. Students will consider all information and activities relating to a pharmacy and patients as confidential and, under no circumstances, will knowledge so acquired be disclosed to unauthorized persons. Failure to comply with the rule will result in automatic dismissal from the program.
2. Students will be expected to be engaged in purposeful, learning activities for a minimum of 40 hours per week.
3. Students will not request or accept pay or remuneration. With the prior approval of the Experiential Program Director, students may accept from the preceptor/pharmacy reimbursement for room, and/or board and/or commuting expense.
4. Students are required to carry at least minimal limits of professional liability insurance and health/medical insurance coverage. Copies of this information will be kept in the Office of Experiential Programs.
5. During the Advanced Pharmacy Experience a maximum of 3 credits of elective coursework may be taken provided the course(s) are in the evening or otherwise pose no conflict.
6. Students may accept jobs not related to rotation experiences provided that such employment **does not** interfere with Advanced Pharmacy Experiences.
7. Students will not be assigned a Community/Hospital Pharmacy Experience Rotation in a pharmacy where the student has previously worked for a salary.
8. Students will be limited to no more than three 5-week Advanced Pharmacy Experiences out of the tri-state area (ND, SD, and MN).
9. Students are limited to no more than one 5-week Advanced Pharmacy Experience for which the College provides a stipend. Students must fill out a "Study Abroad Form" for the International Rotations.
10. Prior to the start of their next rotation, students are required to forward a copy of their resume and a cover letter to the preceptor by the Thursday or Friday of the second to the last week of the prior rotation. A phone call, the week prior to the next rotation, is also recommended so that questions such as where to report, what time, where to park, proper attire, are answered.
11. Students will present a neat, professional appearance at all times. Dress will be in conformation with the regulations of the institution/pharmacy. While on duty students will display their name badge provided by the College.

12. The student will comply with all regulations and practices specified by the pharmacy/institution. The student shall be punctual, perform all assigned tasks willingly and cheerfully, and maintain a friendly and professional relationship with employer(s), patients, and other health care providers.
13. Students must receive active immunization against Hepatitis B. If this immunization cannot be completed, the student must sign and submit to the Experiential Director, a "Waiver of Liability" form. A TB test is required on a yearly basis.
14. A criminal background check, on each student, will be completed prior to the start of rotations. Records will be kept on each student in the Experiential Programs office.
15. The College of Health Professions retains the right to remove a student from an Advanced Pharmacy Experience site and reassign the student if, in the opinion of the Experiential Program Director, and through consultation with the Dean or Pharmacy Practice Department Chair, an incompatibility exists between the student and the preceptor or other personnel.
16. Students must be registered interns in North Dakota as well as in the state(s) in which they practice.
17. Students may complete no more than two "like" rotations, i.e. no more than 2 elective psychology rotations or no more than 2 Community Advanced Pharmacy Experience rotations.
18. Students will be limited to one non-clinical rotation as part of the 45 week Advanced Pharmacy Experience.
19. The Rotations Committee has final authorization regarding the student's rotational selections and evaluation of new rotation sites. All recommendations for new sites will be forwarded to the Department of Pharmacy Practice for final approval.
20. The Annual Leave Form will be utilized for all time off (sick, personal, professional). A student is allowed 5 personal days during the 45 weeks, with no more than 2 days occurring during a 5 week rotation.
21. Students are responsible for the completion of the Advanced Pharmacy Experience evaluation forms. These forms are required for the processing of the semester grade.
22. Personal phone calls should be scheduled during break times. Avoid making or receiving personal telephone calls, especially in the prescription work designated area.
23. Upon failure of one or more rotations in the experiential year, a student will be required to successfully complete a remediation that will be designed to meet the individual student needs. All components of remediation must be successfully completed before return to rotations. Each plan will be based on the student's needs and stipulate a time line based on plan criteria. If the student does not successfully complete the mediation plan, College policy 3.03, Right to Terminate Enrollment, will be considered.

24. If a student is unsuccessful in completing the requirements of any three Advanced Pharmacy Experience rotations, the student shall be permanently dismissed from the College of Health Professions.
25. During any Advanced Pharmacy Experience rotation, if a student puts patients, preceptors or the practice at risk, that student may be immediately dismissed from the rotation and given a failing grade for that rotation.

Eligibility Requirements

To be eligible for Advanced Pharmacy Experience registration all students must have completed all Pharm.D. third year coursework, earning a grade of "C" or better. Students must also hold licensure either as a registered pharmacist or registered intern in the state of North Dakota, as well as in any state where all or any part of the Advanced Pharmacy Experience will be completed.

Rotation Changes

If a student wishes to make a change in the established schedule, the student must submit a completed "Schedule Change Request". This form requires the approval and signature of both preceptors involved in the change. A copy of the completed form must be sent to the Experiential Program Director.

Annual Leave Form

The "Annual Leave Form" will be utilized for all time off (sick, professional and personal). A student is allowed 5 personal days during the 45 weeks, with no more than 2 days occurring during a 5 week rotation. Preceptors have discretion to approve or deny requests for personal leave. A copy of the form requires the signature of the preceptor.

Holidays

All students are allowed time off during official University holidays and spring break. Official University Holidays are as follows:

New Year's Day	Independence Day
Martin Luther King, Jr., Day	Labor Day
Presidents' Day	Veteran's Day
Good Friday	Thanksgiving Day
Easter Monday	Thanksgiving Friday
Memorial Day	Christmas Day

Storm Days

In the Fargo-Moorhead area, students are not expected to report to Advanced Pharmacy Experience sites if classes at the University have been cancelled due to inclement weather conditions. Students located outside the F-M area shall follow the local public school policy, and in case of closure, shall contact their preceptor directly for instructions.

Preceptor Evaluation

The "Student Evaluation Form", to be completed by the preceptor. The preceptor is required to:

1. Provide the student with verbal constructive feedback, midway and throughout the rotation.
2. Provide a written "Student Evaluation" and constructive feedback at the conclusion of the rotation.
3. Provide a copy of the written "Student Evaluation" to the student.

4. Email, mail or fax a copy of the written "Student Evaluation" to the Director of Experiential Programs within one week following the completion of each rotation.

Student Evaluation

A Student Evaluation must be completed for all nine (9) rotations and emailed, mailed or faxed to the Director of Experiential Program within one week following the completion of each rotation.

It is recommended that this evaluation be discussed with the preceptor during the feedback session at the conclusion of the rotation, as comments and observations will provide the preceptor with invaluable feedback regarding his/her site, service, and individual performance as a preceptor.

Grading System

The Grading System used to monitor academic performance for the Advanced Pharmacy Experience consists of:

P (Pass): Indicates that the student has successfully completed the work of the Advanced Pharmacy Experience.

F (Fail): Indicates either that student performance was unsatisfactory or that the student did not complete the work of the Advanced Pharmacy Experience.

Approved: 8/11/04

Housekeeping: 12/3/14; 4/29/15

Source: Faculty Meeting Minutes

PHARM.D. PROFESSIONAL ELECTIVES

A minimum of 6 professional elective course credits, that permit exploration of and/or advance study in areas of professional interest, are required for graduation with the entry-level Pharm.D. degree. Professional elective courses are subject to the following rules:

1. Professional elective courses must be taken while enrolled in the entry-level Pharm.D. program (e.g. beginning Fall Semester P1 year). These courses must be completed prior to the beginning of the P4 year.
2. Professional elective courses must be taken for a letter grade, and a grade of C or better is required to meet the requirements.
3. The Pharm.D. handbook contains a list of pre-approved professional elective courses.
4. A student may take a professional elective course that is not included in the pre-approved list only after (1) consultation with his/her academic advisor, AND (2) approval of the course by the Pharm.D. Curriculum Committee.

The necessary steps to take a course that is not included in the pre-approved professional elective course list is as follows:

1. The student must meet with his/her advisor and demonstrate that the course "permits exploration of and/or advance study in areas of professional interest". This request must be made to the advisor by December 1st for upcoming spring semester courses, and April 1st for upcoming summer and fall semester courses.
2. If the advisor supports the student's elective course choice, then the advisor shall petition to the chair of the Curriculum Committee to approve the course.
3. Curriculum Committee will obtain a syllabus for review and contact the instructor to address other criteria as needed.
4. Upon receipt of all required information, the Curriculum Committee shall review the information, determine the status of the request, and inform the student, and advisor, of the outcome of the petition.
5. If the Curriculum Committee approves the course, the course shall be included in future revisions of the pre-approved professional elective course list.

Faculty approval March 10, 2004

Revised & approved: December 13, 2005; November 1, 2006; May 3, 2017

Housekeeping: 12/3/2014

DOUBLE COUNTING OF CREDITS

A maximum of nine (9) semester credits which are required in the BS in Pharmaceutical Science/Pharm.D. degree may be double counted from any other degree program. This policy shall apply to students who have obtained a previous graduate degree or are in process of obtaining a graduate degree and then choose to pursue the Pharm.D. degree. It shall not apply to students enrolled in the joint Pharm.D./Ph.D. Program.

Any credits beyond this limit must be fulfilled with additional elective courses in compliance with the Policy on Electives. A plan of study must be filed with the Curriculum Committee and the Office of Registration & Records for any student who deviates from the standard curriculum. The plan must fulfill all curricular and credit requirements. A copy of the plan of student for the graduate degree will also be filed with the Curriculum Committee.

Approved: 3/10/04

Housekeeping: 12/3/14

Source: Faculty Meeting Minutes

STUDENT COMPLAINT PROCEDURES

The Accreditation Council for Pharmacy Education (ACPE), at the behest of the U.S. Secretary of Education, requires all accredited pharmacy programs to establish, implement and assess a formal complaint policy for students. More specifically, all accredited colleges or schools of pharmacy must establish a comprehensive policy with a simple set of procedures whereby all students enrolled in the College (and the pharmacy program in particular) can submit and resolve a complaint about the educational process. While such procedures do not always produce an outcome that meets the student's preferences, they do ensure that students have access to an equitable and efficient means to remediate their complaints. The complete set of ACPE standards regarding student complaint policies can be found on pages 32-33 (Standard 20) of the following website http://www.acpe-accredit.org/pdf/ACPE_Revised_PharmD_Standards_Adopted_Jan152006.pdf.

The NDSU School of Pharmacy takes student complaints very seriously. Our goal is to ensure that students have access to transparent, due process in a manner that leads to an appropriate resolution of the complaint. To that end, a copy of the NDSU School of Pharmacy policy relating to this issue is available on its website at www.ndsu.edu/pharmacy. Students who have difficulty accessing this webpage may also obtain a copy of the complaint policy in the Dean's Office (Sudro Hall, Room 123). A discussion of this policy shall take place annually during the orientation process for first professional year students.

Each student complaint will be appropriately documented and investigated. A chronological record of each complaint, including the nature of the complaint, written records of the complaint procedure and the final outcomes of the resolution process shall be maintained in the Office of the Dean, and shall be available for review by ACPE or its representatives upon written request or in the process of an on-site evaluation visit.

Student complaints generally fall within two major categories: complaints about unfair grading and all other, non-grade-related complaints. Student complaints about grades are generally handled at the level of the University, since grades are usually administered through the NDSU Office of Registration and Records. Other student complaints remain under the purview of the individual colleges within NDSU.

Student Complaints Regarding Grades *University Grade Appeal Policy*

NDSU has an established policy regarding complaints about grading, otherwise known as "grade appeals". The full grade appeal policy (section 337), which includes hearing procedures, is available at www.ndsu.edu/fileadmin/policy/337.pdf. While students actively considering a grade appeal are referred to the aforementioned website for the specific details of the policy, a summary of the policy is outlined below.

With the exception of incomplete grades, a course grade is considered final unless an appropriate appeal is filed by the student. Grade changes are also considered only for those students who have not yet earned a degree for which the course in question was applied.

For a student who has reason to believe that they have been issued an incorrect or inappropriate grade, he/she must initiate a request for a change of a grade with the instructor within fifteen (15) instructional days of the first day of the semester immediately following the semester in which the grade was awarded. For Spring Semester courses, the request may be made within fifteen (15) instructional days of the start of Fall Semester, if the student is not enrolled for a Summer term in the same academic year.

A grade appeal is formally initiated when the student presents the Grade Appeal Form to the instructor. If there is an unsatisfactory decision, the student must consult the Department Head, and the Dean or a designated college committee, proceeding from one level to the next only after an unsatisfactory decision of the conflict at that level. In the event that the instructor is also the Department Head or Dean, he

or she need only be consulted in the capacity of instructor. In the event of an unsatisfactory decision within the college, the student may submit a formal written appeal to the Grade Appeals Board Chair. Such an appeal shall be made within fifteen (15) instructional days after conclusion of the college proceedings as stated above.

Non-Grade Student Complaints

Pre-professional and professional pharmacy students who have a non-grade-related complaint can seek resolution of that complaint through the following procedures. It is important to note that these procedures represent the sole avenue for student complaints regarding non-grade-related issues, including (but not limited to) ACPE standards, policies and procedures. Additionally, because the pharmacy program spans multiple departments, the non-grade complaints are handled through the Dean's Office, rather than by the departments themselves.

1. The student(s) or, in cases where student anonymity is required, their advocate (also known as the "plaintiff(s)") will file a formal written complaint (delivered through the postal service or NDSU email) to the Dean's Office in the NDSU School of Pharmacy.
2. The written complaint must include a description of the issue, policy, procedure or ACPE standard in question. It must also summarize the argument of the plaintiff (including the grounds for the appeal or complaint) and provide a reasonable amount of evidence supporting the claim.
3. Upon receipt of the written complaint, the complaint will be assigned to either the Senior Associate Dean (as the Chair of the College Academic Affairs Committee) if the complaint is primarily academic in nature, or the Associate Dean for Student Affairs and Faculty Development (as the Chair of the College Student Affairs Committee) if the complaint is primarily non-academic. The plaintiff(s) will receive email notification (via NDSU email) within forty-eight hours of the receipt of the complaint concerning the identity of the Associate Dean handling the complaint.
4. The Senior Associate Dean or Associate Dean for Student Affairs and Faculty Development or, if a non-academic issue, Student Affairs, shall convene a meeting of College Academic Affairs or, if a non-academic, Student Affairs Committee to review the complaint. Because the procedures for both Associate Deans and Committees are similar in procedure, they will henceforth be referred to generically as "Associate Dean" and "Committee", respectively. The Committee meeting shall occur within thirty days from the time that the Associate Dean receives the written complaint.
5. Once the Committee has met, the Associate Dean shall prepare and submit a formal, written reply to the student(s) based on the recommendation of Committee. The reply shall include an evaluation of the complaint, a description of any violations, and a proposal for any necessary corrective action. The reply will be sent through official NDSU delivery methods (i.e., the postal service, campus mail and/or the NDSU email system) within fifteen business days from the time that the Committee makes a decision.
6. Decisions of the Committee that demonstrate arbitrary and capricious treatment, or that are fundamentally inappropriate in the eyes of the plaintiff(s) may be appealed to the Dean of NDSU School of Pharmacy. In such cases, the student(s) file an appeal using steps one through three outlined above, except the written complaint would be addressed directly to the Dean. The written complaint would also identify and provide evidence indicating that the Associate Dean and/or the Committee acted in an arbitrary, capricious or otherwise inappropriate manner.
7. If unsatisfactory resolution occurs after the appeal to the Dean, a final appeal may be made to the Provost. Once again, the student(s) must file an appeal using steps one through three outlined above, except the written complaint would be addressed directly to the Provost, rather than the Dean, and would provide evidence substantiating the claim of unfair treatment at prior procedural levels.

Approved: 4/21/2011

Housekeeping: 12/3/2014; 4/29/15

Source: Faculty Meeting Minutes

DOCTOR OF PHARMACY (PHARM.D.) STUDENT TECHNICAL STANDARDS

The North Dakota State University College of Health Professions' (NDSU CHP) mission is to educate students and advance research and professional service in pharmacy, nursing, allied sciences, and public health. As a corollary to this mission, the Doctor of Pharmacy (Pharm.D.) program seeks to train students who have the ability, interest and work ethic necessary to be eligible for licensure, and embark upon a successful career as a health care professional. Thus, the Pharm.D. professional program requires students to undertake the full set of activities that are necessary to complete their program of study.

The goal of every licensed pharmacist is to provide safe and effective care to patients. In order to provide that care, individuals must have the physical, cognitive and social skills necessary to learn, practice and master each of the competencies of one's profession. Failure to demonstrate these competencies not only endangers the patients under the pharmacist's care, but also impacts the ability of other providers to provide safe and effective patient care.

Therefore, the following technical standards represent competencies necessary to complete the Pharm.D. professional program and provides additional guidance to the College Student Technical Standards Policy 3.11 for students. Students must be able, with or without reasonable accommodations, to consistently demonstrate these competencies. Students who fail to demonstrate these competencies are ineligible for admission or progression in the NDSU Doctor of Pharmacy (Pharm.D.) professional program. The technical standard competencies are organized into five general categories:

1. Perception/observation
2. Communication
3. Motor/tactile function
4. Intellectual, conceptual, integrative, and quantitative abilities
5. Behavioral and Social Attributes

1. Perception/Observation Competencies

Students must be able to utilize their senses and mental abilities to perceive and observe information presented through:

- Written material
- Audiovisual material
- Demonstration
- Large-group lectures
- Small group discussions and presentations
- One-on-one interactions
- Laboratory experiences
- Patient encounters (at a distance or close at hand)
- Procedures

2. Communication Competencies

Students must be able to communicate effectively and efficiently (in English) using nonverbal, verbal, and writing strategies with faculty members, other members of the healthcare team, patients, families, and other students, in order to:

- Produce written and oral communication
- Elicit information
- Convey information
- Clarify information
- Create rapport
- Work collaboratively
- Develop therapeutic relationships
- Demonstrate computer literacy

3. Motor/Tactile Function Competencies

Students must have sufficient motor function, skills, and tactile ability to execute basic tasks in the training and provision of patient care. This includes coordination of both gross and fine muscular movements, equilibrium, and functional use of the senses of touch and vision in order to:

- Attend and participate in classes, groups, and activities which are part of the curriculum.
- Conduct basic laboratory procedures and tests.
- Perform basic, non-sterile compounding.
- Demonstrate aseptic technique.
- Examine patients (including inspection, auscultation, palpation, percussion, and other diagnostic maneuvers).
- Administer immunizations, perform cardiopulmonary resuscitation, perform palpitation, auscultation, and percussion.
- Provide patient care appropriate to the circumstances.
- Perform in a reasonably independent way in potentially high speed/high demand/emergency environments.

4. Intellectual, Conceptual, Integrative & Quantitative Competencies:

Student must be able to demonstrate higher-level cognitive abilities, which include:

- Memory
- Rational thought
- Visual-spatial comprehension
- Conceptualization
- Application
- Measurement
- Calculation
- Analysis
- Representation (oral, written, diagrammatic, three dimensional)
- Organization
- Synthesis
- Clinical reasoning
- Ethical reasoning

5. **Behavioral and Social Competencies**

Students must consistently demonstrate attributes of professionalism, including:

- Empathy, compassion, integrity, and respect for others.
- Preparation, initiative, and accountability consistent with a commitment to excellence
- Commitment to legal and ethical principles pertaining to the provision of patient centered care.
- Mindfulness of the environment, recognizing that one's professionalism is constantly evaluated by others.

Reasonable Accommodations under the Americans with Disabilities Act (ADA)

The College strongly encourages any student who suspects that he or she may have a disability to contact the NDSU Office of Disability Services for guidance concerning the steps that are necessary to document and verify the nature and extent of the disability. Consistent with NDSU and Federal policies, students with documented evidence of disabilities may request reasonable accommodations. However, such requests are not reasonable if they disrupt, are detrimental to and/or endanger patients, students, co-workers and/or instructors, or otherwise cause a fundamental alteration to the program.

Failing to Meet, Reporting and Adjudicating Technical Competencies

Applicants and students of the Pharmacy Doctorate professional program who consistently fail to demonstrate the competencies identified above are ineligible for admission or progression in the program. Students who are admitted to the Pharmacy Doctorate professional program and who **realize** (either through their own efforts or as demonstrated by a licensing board, a preceptor or a faculty member in the program) that they do not (or no longer) **consistently** demonstrate the requisite technical competencies to be eligible for licensure have an ethical obligation to self-report that information to the College's administration (i.e., the appropriate department chair, the Senior Associate Dean and/or the Associate Dean for Student Affairs and Faculty Development). **Once realized** (through own awareness or as reported to them by a licensing board, faculty, or preceptor), failure to self-report a **consistent** lack of technical competencies represents a violation of the Student Conduct Policy (College Policy Manual, Policy 3.01).

Approved: 2/17/15

Housekeeping: 4/29/15

Source: Pharm.D. Instructional Faculty Meeting