

Student Handbook



BILL GATTON
COLLEGE *of* PHARMACY

EAST TENNESSEE STATE UNIVERSITY

Dear Students:

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

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

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

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

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

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

A handwritten signature in black ink that reads "Debbie Byrd". The signature is written in a cursive, flowing style.

Debbie C. Byrd, PharmD, MBA
Dean and Professor

Vision

The vision of the Bill Gatton College of Pharmacy is to become a recognized leader of pharmacy education.

Mission

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

The College accomplishes this mission by:

- Providing outstanding education with emphasis on interprofessional training
- Developing and delivering exceptional direct patient care
- Conducting innovative research and scholarship
- Engaging and serving the university, community, and profession

Values

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

Academic Excellence

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

Professionalism, Integrity, and Character

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

A Caring Community

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

A Culture of Service

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

Life-long Learning

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

TABLE OF CONTENTS

GENERAL INFORMATION

I. COMPLAINT POLICY	8
A. General Concerns/Complaints	8
B. Complaints Related to ACPE Standards.....	9
C. Protection of Complainants.....	9
D. Documentation.....	9
E. Student Feedback/Input	9
II. CONFIDENTIALITY AND DISCLOSURE.....	10
III. DISABILITIES	10
IV. EQUAL EDUCATIONAL OPPORTUNITIES	11
V. DIVERSITY	11
VI. TECHNICAL STANDARDS	11

ACADEMIC OFFERINGS

I. DOCTOR OF PHARMACY DEGREE	13
II. PROGRAMMATIC OUTCOMES.....	13
III. PHARMD CURRICULUM	14
A. Curriculum Description	14
B. Elective Course Requirements.....	14
C. Experiential Education.....	14
D. Certification and Training Requirements.....	15
IV. PHARMD DEGREE REQUIREMENTS	15
V. MAXIMUM TIME TO COMPLETE DEGREE.....	16
VI. COMMENCEMENT CEREMONY PARTICIPATION	16
VII. ARTICULATED JOINT DEGREE PROGRAMS	16
A. Degrees Offered.....	16
B. Benefits.....	17
C. Application Process	17
D. Retention Standards	17
E. Program Withdrawal.....	17
F. Other Policies	18
VIII. BACHELOR OF SCIENCE IN PHARMACY STUDIES.....	18
A. Application Process	18
B. Curriculum and Graduation Requirements	18
C. Progression Requirement.....	18

FINANCIAL AID AND TUITION

I. FINANCIAL AID	19
A. Satisfactory Academic Progress.....	19
B. Veterans Education Benefits.....	21
II. TUITION AND PAYMENT	21
III. TUITION REFUND POLICY	22
A. Change of Student Status.....	22
B. Specific Situations	22
C. Refund Procedures.....	22
D. Return of Title IV Aid	22
IV. TUITION FOR REPEAT COURSES	23

ACADEMIC POLICIES

I.	ACADEMIC AFFAIRS OFFICE.....	24
II.	ACADEMIC PERFORMANCE STANDARD.....	24
III.	GRADING SYSTEM.....	24
IV.	GRADE APPEAL PROCESS.....	25
	A. Basis for Appeal.....	25
	B. Appeal to Course Coordinator.....	25
	C. Appeal to the Department Chair.....	26
	D. Appeal to the Dean.....	26
	E. Appeal to Provost & Sr. Vice President Academic Affairs.....	27
V.	ACADEMIC HONORS.....	27
	A. Dean's List.....	27
	B. Graduation Honors.....	27
VI.	ACADEMIC PROGRESSION POLICY.....	27
	A. Policy.....	27
	B. Academic Progression.....	28
	C. Committee Procedures.....	28
VII.	LEAVE OF ABSENCE.....	28
VIII.	WITHDRAWAL.....	29
	A. Drop A Course.....	29
	B. Program Withdrawal.....	29

GENERAL COURSE POLICIES

I.	EXAM SCHEDULE.....	30
II.	EXAM SCHEDULE CHANGES.....	30
	A. Faculty Initiated Changes.....	30
	B. Student Initiated Changes.....	30
III.	ATTENDANCE.....	31
	A. Didactic Classes.....	31
	B. Practice Experiences.....	31
	C. Excused Absences.....	31
IV.	MISSED EXAMS/MAKE-UP EXAMS.....	32
V.	TECHNOLOGY USE IN CLASSROOM & PHARMACY PRACTICE EXPERIENCES.....	32
VI.	TEACHER/COURSE EVALUATIONS.....	33

OTHER POLICIES AND REQUIREMENTS

I.	ETSU INSTITUTIONAL POLICIES.....	34
	A. Tobacco-Free Institution.....	34
	B. Sexual Harassment.....	34
	C. Drug-Free Institution.....	35
II.	COMPUTING TECHNOLOGY.....	35
	A. Laptop Computers.....	35
	B. SmartPhone.....	35
III.	IMMUNIZATION REQUIREMENTS.....	36
	A. Measles, Mumps and Rubella.....	36
	B. Hepatitis B.....	36
	C. Tetanus-Diphtheria.....	36
	D. Varicella.....	36
	E. Tuberculin Screening.....	36
	F. Acknowledgement of Infectious Diseases.....	37
	G. Acceptable Documentation.....	37

- IV. CRIMINAL BACKGROUND CHECK AND DRUG TESTING37
 - A. Background Check..... 37
 - B. Drug Testing 39
- V. COURSE CREDIT AND STUDENT COMPENSATION40
- VI. INSURANCE REQUIREMENTS40
 - A. Professional Liability..... 40
 - B. Medical Insurance..... 41
- VII. INTERNSHIP LICENSURE.....41
- VIII. PERSONAL APPEARANCE STANDARDS41
- IX. STATEMENT ON EMPLOYMENT AND SCHEDULES41
- X. SEVERE WEATHER POLICY/CLASS CANCELLATION41
- XI. STUDENT INFORMATION42
 - A. Directory..... 42
 - B. Student Photos 42
 - C. Email and Listservs..... 42
 - D. ID Cards and College of Pharmacy Name Badge..... 43

STUDENT SERVICES AND RESOURCES

- I. ACADEMIC AND PERSONAL RESOURCES44
 - A. Faculty Mentors 44
 - B. Counseling Services..... 44
 - C. Assistance For Impaired Students..... 45
 - D. Tutors 46
 - E. Library Resources 57
- II. STUDENT ACTIVITIES AND INVOLVEMENT47
 - A. Class Officers..... 47
 - B. College Committees..... 48
 - C. Student Organizations..... 50
 - D. Athletic Events..... 52
 - E. Campus Recreation..... 52
 - F. Publications 53
- III. SHERROD LIBRARY COMPUTER LAB53
- IV. MISCELLANEOUS SERVICES53
 - A. Copying 53
 - B. Lockers 54
 - C. Parking..... 54
 - D. Post Offices..... 54
 - E. University Health Service..... 54

PROFESSIONALISM AND THE HONOR CODE

- I. PROFESSIONALISM55
 - A. Oath of a Student Pharmacist..... 55
 - B. Code of Ethics for Pharmacists..... 55
- II. THE HONOR CODE57
 - A. Honor Code Violations - Academic..... 57
 - B. Honor Code Violations - Nonacademic 58
- III. APPLICABILITY OF THE HONOR CODE59
- IV. STUDENT ACKNOWLEDGEMENT AND PUBLICITY OF THE HONOR CODE60
- V. PERSONAL AND PROFESSIONAL DEVELOPMENT COMMITTEE60
 - A. Student Development Subcommittee 60
 - B. Judiciary Council Subcommittee..... 61
 - C. PPDC Chair 61

VI.	REPORTING STUDENT PROFESSIONALISM AND CONDUCT CODE VIOLATIONS	62
A.	Process for Reporting Violations.....	62
B.	Report Form.....	62
C.	Accessing and Reviewing Reports.....	62
VII.	JUDICIAL PROCESS FOR HONOR CODE VIOLATIONS	63
A.	Referral to Faculty Mentor	63
B.	Meeting with PPDC Chair and/or Dean for Student Affairs	63
C.	Meeting with Judiciary Council.....	63
D.	Formal Hearing.....	63
VIII.	FORMAL HEARING PROCESS	64
IX.	SANCTIONS FOR HONOR CODE VIOLATIONS.....	67
X.	PROCEDURES TO AMEND HONOR CODE AND JUDICIARY PROCESS	68

GENERAL INFORMATION

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

I. STUDENT COMPLAINT POLICY

A. General Concerns/Complaints

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

Students with complaints are entitled to an independent review of the alleged offense followed by corrective action, if appropriate. Pharmacy students who have general concerns or complaints about any aspect of their pharmacy education are strongly encouraged to bring them to the attention of the proper individuals at the College. Students may choose to do so by informal means or by filing an official [Student Complaint Form](#) within 10 days of the precipitating event. The appropriate chair or department head will seek a resolution to the matter and communicate said resolution to the student. Students shall have the right to appeal the outcome as described in the [University Catalog](#). This policy does not apply to instances in which a student has been recommended for suspension or dismissal, grade appeals, or actions taken by the Personal and Professional Development Committee or Academic Progression Committee.

Complaints regarding sexual, racial, and other harassment and hate crimes, and bias-related incidents are governed by specific university policies, and should be filed with the Chief Equity Compliance Officer (223 Burgin Dossett Hall, 423-439-8544) or to the ETSU Dean of Students(423-439-4210) when a charge is by one student against another student, according to procedures described in those policies. Direct complaints or concerns also may be made to the Office of Equity and Inclusion, 230 Burgin Dossett Hall, (423) 439-4445.

Additionally, complaints about or dissatisfaction with a university policy of general application to all students should be made in accordance with the [ETSU Student Complaint Policy and Procedures](#).

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

B. Complaints Related to ACPE Standards

East Tennessee State University Bill Gatton College of Pharmacy's Doctor of Pharmacy program is fully accredited by the Accreditation Council for Pharmacy Education (ACPE), 190 S LaSalle St, Suite 2850, Chicago, IL 60603-3499, 312/664-3575, fax 866/228-2631, website www.acpe-accredit.org. The ACPE accredits Doctor of Pharmacy programs offered by Colleges and Schools of Pharmacy in the United States and selected non-US sites.

Any student may file a legitimate complaint against the university or pharmacy program relating to accreditation standards, policies and procedures (available at the [ACPE website](#)). Students are encouraged to address all complaints related to the ACPE standards to the Dean of the College of Pharmacy. Complaints should be in writing and sent directly to the Dean. The student shall have the right to meet with the Dean to discuss the complaint within 15 working days. The Dean will consider the complaint as appropriate and respond to the student in writing within 15 working days of receipt of the complaint or the personal meeting, whichever occurs later. Alternately, a student can complete the official ACPE [complaint form](#) to send the complaint directly to ACPE.

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

C. Protection of Complainant

All complaints, concerns and suggestions made by students and their resolution are handled in the spirit of continuous quality improvement. Retribution against any individual complainant may not be taken by any faculty member, staff member, college committee or the faculty as a whole because of a legitimate complaint.

D. Documentation

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

E. Student Feedback/Input

The College highly values the opinion of students and encourages students to avail themselves of all opportunities to provide comment, feedback and suggestions through existing channels, including class officers, faculty members, course coordinators, department chairs, as well as the Office of Academic Affairs, the Office of Student Affairs, or the Office of the Dean. Student input and reaction through class

representatives is regularly solicited through the Dean's Student Advisory Committee and periodic class meetings with the Dean and/or other members of the College's leadership. In addition, student representatives serve as members of several college committees. Input is requested directly from each student through orientation evaluations, course evaluations during and at the end of each semester, year-end assessments at the end of each academic year, and program assessments near graduation. All suggestions, complaints, or concerns are considered carefully, and efforts are made to keep students informed of decisions made as a result of their input.

II. Confidentiality and Disclosure

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

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

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

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

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

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

IV. Equal Educational Opportunities

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

V. Diversity

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

VI. Technical Standards

Pharmacy education requires that the accumulation of scientific knowledge be accompanied by the simultaneous acquisition of professional skills. PharmD graduates must have the knowledge and skills to function in a broad variety of clinical situations and to render a wide spectrum of patient care.

The Admissions Committee considers any applicant demonstrating the ability to perform or learn to perform the skills listed below. These skills and abilities are assessed during the interview and continuously throughout the PharmD program. Students must possess the scholastic, cognitive, physical and emotional capacities to meet the full requirements of the school's curriculum. These standards describe the essential functions students must demonstrate in order to fulfill the requirements of a general pharmacy education, and thus are prerequisites for entrance to and continuation at Bill Gatton College of Pharmacy. The Admissions Committee asserts that the following minimum technical standards must be present in prospective candidates and students continuing in the program.

Technological compensation can be made for some disabilities in certain areas, but a candidate should be able to perform in an independent manner. Bill Gatton College of Pharmacy, in conjunction with ETSU Office of Disability Services and in compliance with Section 504 of the 1973 Vocational Rehabilitation Act and the Americans with Disabilities Act of 1990, will make appropriate accommodations to facilitate enrollment and program participation of qualified individuals with temporary or permanent disabilities. It is the student's responsibility to notify ETSU Office of Disability Services in a timely manner to determine if he or she is eligible to receive accommodations.

Observation

Candidates should be able to use visual and other sensory modalities to observe demonstrations and experiments in the class-based setting and to make observations in practice-based activities. They should be able to observe a patient accurately. They must be able to note and interpret verbal and non-verbal communication cues displayed by the patient.

Communication

Effective communication skills include the ability to ask questions and to thoughtfully receive, record, and disseminate information. Candidates should be able to employ speech, reading, writing, and computer literacy skills to communicate effectively in the English language with patients, caregivers, faculty and staff, peers, and all members of the healthcare team.

Sensory and Motor

Candidates should have functional use of the senses of equilibrium, smell, and taste, as well as sufficient motor function (gross and fine) and coordination to execute movements required to carry out functions necessary to the practice of pharmacy. They must also have somatic sensation and the functional use of the senses of vision and hearing; sufficient exteroceptive sense (touch, pain, and temperature); and sufficient proprioceptive sense (position, pressure, movement, stereognosis, vibratory).

Cognitive, Integrative, and Quantitative

Candidates' intellectual skills and learning techniques must allow them to complete a rigorous and complex didactic and experiential curriculum. They must be able to learn through a variety of modalities including, but not limited to, classroom instruction, small group activities, individual study, preparation and presentation of reports, and use of computer technology. Candidates must be able to consistently, quickly, and accurately integrate information regarding patient assessment and therapeutic planning, as appropriate for each stage of their education. They must be able to convey this information in a manner and speed appropriate to the situation. When appropriate, they must be able to identify and communicate the limits of their knowledge to others and be able to recognize when the limits of their knowledge indicate that further study or investigation is necessary before participating in decision-making.

Behavioral and Social

Candidates must possess the emotional and mental health required for full utilization of intellectual abilities. They must cultivate and maintain a professional demeanor that is able to tolerate workloads that are physically, mentally, and emotionally taxing, and to function effectively under stress or with distractions. They must exercise good judgment and maintain professional ethical standards. Candidates must possess compassion, integrity, interpersonal skills, and motivation to excel in the practice of pharmacy. They must be able to modify their behavior in response to constructive criticism.

ACADEMIC OFFERINGS

I. Doctor of Pharmacy Degree

The Doctor of Pharmacy degree (PharmD) is designed to prepare pharmacists who possess the knowledge, skills, abilities, behaviors and attitudes necessary to:

- apply the foundational sciences to the provision of patient-centered care provide patient-centered care, manage medication use systems, promote health and wellness, and describe the influence of population-based care on patient-centered care;
- solve problems; educate, advocate, and collaborate, working with a broad range of people; recognize social determinants of health; and effectively communicate verbally and nonverbally.
- demonstrate self-awareness, leadership, innovation and entrepreneurship, and professionalism.

II. Programmatic Outcomes – Center for Advancement of Pharmacy Education (CAPE)

Adopted May 4, 2020 by Faculty Council

Domain 1 – Foundational Knowledge

- 1.1. Learner (Learner)** - Develop, integrate, and apply knowledge from the foundational sciences (i.e., *pharmaceutical, social/behavioral/administrative*, and *clinical sciences*) to evaluate the scientific literature, explain drug action, solve therapeutic problems, and advance population health and *patient-centered care*.

Domain 2 – Essentials for Practice and Care

- 2.1. Patient-centered care (Caregiver)** - Provide *patient-centered care* as the medication expert (collect and interpret evidence, prioritize, formulate assessments and recommendations, implement, monitor and adjust plans, and document activities).
- 2.2. Medication use systems management (Manager)** - Manage patient healthcare needs using human, financial, technological, and physical resources to optimize the safety and efficacy of medication use systems.
- 2.3. Health and wellness (Promoter)** - Design prevention, intervention, and educational strategies for individuals and communities to manage chronic disease and improve health and wellness.
- 2.4. Population-based care (Provider)** - Describe how *population-based care* influences *patient-centered care* and influences the development of practice guidelines and evidence-based best practices.

Domain 3 - Approach to Practice and Care

- 3.1. Problem Solving (Problem Solver)** – Identify problems; explore and prioritize potential strategies; and design, implement, and evaluate a viable solution.
- 3.2. Educator (Educator)** – Educate all audiences by determining the most effective and enduring ways to impart information and assess understanding.
- 3.3. Patient Advocacy (Advocate)** - Assure that patients’ best interests are represented.
- 3.4. Interprofessional collaboration (Collaborator)** – Actively participate and engage

as a healthcare team member by demonstrating mutual respect, understanding, and values to meet patient care needs.

3.5. Cultural sensitivity (Includer) - Recognize *social determinants of health* to diminish disparities and inequities in access to quality care.

3.6. Communication (Communicator) – Effectively communicate verbally and nonverbally when interacting with an individual, group, or organization.

Domain 4 – Personal and Professional Development

4.1. Self-awareness (Self-aware) – Examine and reflect on personal knowledge, skills, abilities, beliefs, biases, motivation, and emotions that could enhance or limit personal and professional growth.

4.2. Leadership (Leader) - Demonstrate responsibility for creating and achieving shared goals, regardless of position.

4.3. Innovation and Entrepreneurship (Innovator) - Engage in innovative activities by using creative thinking to envision better ways of accomplishing professional goals.

4.4. Professionalism (Professional) - Exhibit behaviors and values that are consistent with the trust given to the profession by patients, other healthcare providers, and society
PharmD Curriculum

III. PHARMD Curriculum

A. Curriculum Description

The PharmD program is a structured curriculum designed to be completed in four academic years of full-time study. The first three years provide foundational and applied knowledge and skills in pharmaceutical sciences, pharmacotherapeutics and pharmacy practice, while the final year is devoted to advanced practice experiences. The current curriculum leading to the PharmD degree appears on the web at http://www.etsu.edu/pharmacy/academic_programs/curriculum.php.

B. Elective Course Requirements

The curriculum includes the opportunity for students to individualize their studies through the selection of elective courses. The minimum number of electives required is four courses and at least eight credit hours. Only approved electives may be used to fulfill this requirement (see [catalog](#) for course listings and descriptions). Students enrolling in elective courses offered through the University at-large should be aware of potential scheduling conflicts when registering for approved electives taught outside of the College.

Requests to enroll in electives exceeding the graduation requirement or offered out of regular sequence must be approved in advance by the Office of Academic Affairs.

C. Experiential Education

Students participate in required Pharmacy Practice Experiences (PPEs) during all four years of the curriculum. Experiential education has two components, Introductory Pharmacy Practice Experience (IPPE) and Advanced Pharmacy Practice Experience (APPE). Both types of experiences are designed to give pharmacy students real world experience inside a pharmacy or pharmaceutical lab. A student will rotate through a

variety of experiences in order to become familiar with and understand the many different facets of the pharmacy field. The number of rotations and the scheduling of rotations vary based on student's academic year. Participation in experiential education courses requires students to be compliant with all immunization, and background check requirements, as well as any site-specific requirements. Students should consult the Experiential Education Handbook for Policies and procedures governing the experiential education program.

D. Certification and Training Requirements

1. Basic Life Support Certification

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

2. Immunization Certification

Students are required to complete the American Pharmacists Association (APhA) Immunization Certification training during the first professional year. This certification consists of a self-study exam, didactic lectures, a final exam and a practicum. Universal precautions are observed during the practical portion of the certification. Students will participate as both the immunizer and the patient during the practicum portion of the training. The certification is valid as long as BLS certification is maintained.

3. OSHA Training

Students are required to complete occupational safety and health (OSHA) training to prepare them for participation in PPEs. The training must be completed before students begin an Introductory PPE. Annual training is required. There is no cost to the student for the training.

4. Sexual Harassment Training

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

IV. PharmD Degree Requirements

The Doctor of Pharmacy degree is conferred by East Tennessee State University upon certification by the faculty that the student has successfully completed all academic and professional requirements. All required courses, practice experiences, and elective courses

applied toward the degree must be completed with a minimum passing grade of C or its equivalent.

In addition to completing the prescribed curriculum and meeting the academic requirements of the program, students must have satisfied all financial obligations to the College or University in order to receive the degree and qualify for participation in the commencement ceremony.

V. Maximum Time to Complete Degree

Students must complete the entirety of the curriculum within six (6) successive academic years from initial enrollment. This time limit may be extended for interruption by military service where enrollment is resumed immediately upon release from service. Other exceptions to the time limit may be granted by the Dean for extenuating circumstances. The maximum time for transfer students to complete the program shall be the difference between six years and the academic year into which the transfer student is placed at matriculation.

VI. Commencement Ceremony

Gatton College of Pharmacy holds a hooding and commencement ceremony separate from the University at the end of each spring semester. Faculty and administration of the Gatton College of Pharmacy believe that participation in commencement exercises is a testimony of the student's belief in the important role of pharmacy in the professional and academic communities. As such, graduating students are required to participate in commencement unless excused by the Dean.

Only students who have met all degree requirements are permitted to participate in the hooding and commencement ceremony. Students failing to complete requirements for the degree prior to the commencement date may be allowed to participate ("walk") in the ceremony upon permission of the Dean. With rare exception, permission is granted only to students who are anticipated to complete requirements prior to September 1. Such students must submit a written request to the Office of Academic Affairs no later than March 15 or immediately upon learning that graduation will be delayed (when the delaying event occurs after March 15). The request should explain what caused the delay and should include a detailed plan for completing outstanding academic requirements. The student will be notified of the Dean's decision by the end of March (or as soon as possible for late requests as described above).

Students granted permission to walk, will not receive a diploma until certified by the faculty that all requirements have been met. The diploma will reflect the date on which all requirements were successfully completed.

VII. Articulated Joint Degree Programs

A. Degrees Offered

Gatton College of Pharmacy, and the College of Public Health and the College of Business and Technology, respectively, have developed articulation agreements that allow students the opportunity to simultaneously earn a Masters of Public Health

(MPH) or Masters of Business Administration (MBA) degree while enrolled in the Doctor of Pharmacy program. Pharmacy students should contact the Office of Academic Affairs for additional information.

B. Benefits

Benefits of enrolling in an articulated degree program include the following:

- Pre-identified articulated courses
- Abbreviated timeframe for concurrently completing both degrees
- In-state tuition rate for the master's degree programs
- Tuition remission on core MPH courses and field experience

C. Application Process

Students apply for admission during the spring semester of the first year of pharmacy school. Students must meet admission requirements and be accepted for admission by the appropriate college--there is no assurance of admission. Priority application deadline is March 1 for both programs. Application is made online through the School of Graduate Studies. A completed application consists of:

- A School of Graduate Studies articulated program [application](#)
- Payment of the School of Graduate Studies application fee
- A personal essay of 150-300 words detailing the applicant's reasons for pursuing the PharmD/MPH or PharmD/MBA, as appropriate.
- Letters of recommendation*
- Official transcript(s) of all prior coursework completed*

*The School of Graduate Studies has agreed to utilize the recommendations that were submitted for pharmacy school admission, and to accept copies of the transcripts on file with the Office of Student Affairs. The Office of student Affairs will submit these items on behalf of the student.

D. Retention Standards

Students in the articulated joint-degree program must meet the retention and graduation standards of each respective program. To be awarded both degrees, the students must complete the graduation requirements of both programs within the articulated degree. Students who have chosen to enroll in an articulated degree program commit to extra credit hours, summer work, and a different course sequence than those completing the PharmD degree.

Students must earn a grade of B or better in pharmacy courses articulated in the graduate program in order for those credits to count toward the graduate degree. Grades lower than a B may result in students being required to complete additional graduate courses at the full tuition rate.

E. Program Withdrawal

Students who wish to withdraw from or suspend participation in the joint degree program may do so at any time by submitting a written request to the Office of Academic Affairs. Students should understand that withdrawing will terminate the student's academic status with the College of Public Health or College of Business and Technology. As such, a student desiring to withdraw is advised to consider the matter carefully and to consult with the appropriate program coordinator prior to initiating any action. Withdrawal from the joint degree program does not affect the student's status with the College of Pharmacy.

F. Other Policies

For other degree specific policies, students should consult the respective handbook for the College of Public Health, or the College of Business and Technology.

VIII. Bachelor of Science in Pharmacy Studies Program

Gatton College of Pharmacy and East Tennessee State University have partnered to offer an articulated degree program in pharmacy studies wherein a student who begins the Doctor of Pharmacy degree program without an existing baccalaureate degree can earn a bachelor's degree. Foundational pharmacy courses comprising the first year of pharmacy school apply toward the credits for both the undergraduate and the professional degree. These credits serve as the major for the undergraduate degree. Interested students should contact the Office of Student Affairs to obtain information about program requirements.

A. Application Process

Students may apply for admission at any time following acceptance to the PharmD program but are encouraged to do so no later than the conclusion of the first semester of enrollment. Application is made online through the [Undergraduate Admissions Office](#). Students apply as a returning applicant and select Pharmacy Studies as the major. No application fee is required. Student Affairs will forward copies of official transcripts that are on file in order to complete the application.

B. Curriculum and Graduation Requirements

The curriculum is designed to maximize use of courses taken to satisfy admission pre-requisites in order to meet university general education requirements in order to limit the number of credits required beyond those included in the PharmD curriculum. The curriculum outline for the program can be found in the ([ETSU undergraduate catalog](#)). In addition, to satisfying the academic component, students must also meet the following university requirements for the baccalaureate degree.

1. Completion of at least 50 total credit hours as a senior-level institution. Students earn 34 credits through the P1 year courses. Should the student lack sufficient pre- pharmacy course work to satisfy the remaining hours, course work from the P2 year can be utilized as elective hours to meet this requirement.
2. Demonstrate computer proficiency by completing CSCI 1100 – Using Information Technology or passing the UIT proficiency exam.
3. Complete the California Critical Thinking Skills Test as part of the University's program assessment process (waived if the student has already earned an associate's degree).
4. Achieve a minimum GPA of 2.0 on all coursework applying to the degree.

C. Progression Requirement

Be in good standing as a student in the PharmD program. Exceptions may be granted by the Dean in cases of students who withdraw or are dismissed.

FINANCIAL AID AND TUITION

I. Financial Aid

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

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

Students must submit a FAFSA and indicate the Gatton College of Pharmacy as the college of attendance (Federal School Code E01254) in order to apply for federal aid programs. Students eligible for the Tennessee Educational Lottery Scholarships should submit the FAFSA no later than April 1 each year in order to ensure consideration for the lottery scholarship. The FAFSA may be completed online at <http://www.fafsa.ed.gov/>.

Student pharmacists are enrolled in a qualifying health profession program. As such, all students are considered independent professional-level students and are therefore eligible for higher annual and aggregate loan amounts under the Federal Direct Lending Program. The professional classification also allows students to be considered "independent" from their parents, eliminating the requirement to report parental income on the FAFSA. Professional students are ineligible for federal and state grants (e.g., the Pell Grant).

The U.S. Department of Education has the authority to select students for verification of FAFSA information. Selected students are required to complete the verification process and provide acceptable documentation to Financial Aid, as allowed under 34 CFR 668.57.

Questions regarding financial aid for student pharmacists should be directed to the Financial Aid Office (Room 216, VA Building 7, 423-439-6338).

A. Satisfactory Academic Progress

Federal regulations require Gatton College of Pharmacy to establish standards for monitoring whether students maintain satisfactory progress (SAP) toward their degree in order to receive aid under federal financial assistance programs authorized by Title IV of the Higher Education Act.

Determination of whether a student is making satisfactory progress is made by the Associate Director of Financial Aid based on the below criteria. These criteria pertain to federal financial aid only and should not be confused with standards employed by

the Academic Progressions Committee to evaluate students' continued enrollment in the PharmD program.

Criteria for assessing SAP include qualitative and quantitative components. Qualitative refers to academic performance and quantitative refers to the rate of program completion. Gatton College of Pharmacy uses the following satisfactory academic progress policy.

1. Academic Performance Assessment (Qualitative)
Students in the PharmD program follow a prescribed curriculum. As such, they are expected to progress normally from one year of the degree program to the next, with normal progression being defined as achieving at least a grade of C (or equivalent) in all courses comprising an academic year. Failure to progress normally shall be considered as not making satisfactory progress.
2. Rate of Program Completion Assessment (Quantitative)
The normal time frame for completion of the PharmD program is four academic years. There are times when, for personal or academic reasons, a student may require additional time to complete the degree. In recognition of this, the following standards shall apply.
 - a) Students must be on pace to complete the entire degree program within 6 years of initial enrollment. This is also the maximum amount of time for which federal aid shall be awarded.
 - b) Periods of time during which a student is on an approved leave of absence shall be excluded from the above time frame when determining federal financial aid eligibility.
3. Evaluation Process
 - a) SAP will be checked at the end of each academic year. The evaluation shall include all grades received (including I, W, and repeat courses).
 - b) A student must meet both standards of SAP.
 - c) Any student deemed as not making SAP shall be notified in writing by the Associate Director of Financial Aid.
4. Financial Aid Warning, Probation and Suspension
 - a) The first time a student fails to meet SAP standards, the student will receive a Financial Aid Warning. A student who receives a Warning is eligible to receive financial aid; however, the student is expected to take corrective action regarding his or her academic progress.
 - b) The second time a student fails to meet SAP standards, the student will be placed on Financial Aid Probation. A student who is placed on Financial Aid Probation is eligible to receive federal financial aid; however, the student is expected to take corrective action regarding his or her academic progress. If the student successfully meets the conditions of the academic plan of study,

s/he shall be deemed as making SAP at the next evaluation period and removed from probation.

- c) The third time a student fails to meet SAP standards, the student will be placed on Financial Aid Suspension. A student who is placed on Financial Aid Suspension is ineligible to receive federal financial aid and shall be required to pay for educational expenses using non-federal aid resources. The student shall remain ineligible until SAP has been restored by removing all academic deficiencies while also meeting the required rate of program completion or through successful appeal. If the student successfully meets the conditions of the academic plan of study, s/he shall be deemed as making SAP at the next evaluation period and removed from Suspension.

5. Transfer Students

Transfer students accepted into the PharmD program shall be deemed as making SAP at the time of matriculation and shall be subject to the same SAP standards as students who initially enrolled at college. The following exception applies: the total number of years allowed to receive financial aid shall be the difference between the maximum allowable years of aid (6) and the academic year into which the transfer student is placed at matriculation.

6. Appeal

Students who lose eligibility for financial aid can appeal that decision to the Financial Aid office. Appeals will be considered for mitigating circumstances such as:

- a) Serious illness or accident on the part of the student;
- b) Death, accident, or serious illness in the immediate family;
- c) Other documented extenuating circumstances.

7. Financial Aid Status of Withdrawn Students/Students on Leave of Absence

A student on leave of absence or who withdraws from the college for any reason and subsequently re-enters shall resume the financial aid status s/he had at the time of separation.

B. Veterans Education Benefits

The College of Pharmacy is approved for the training of veterans and other eligible persons under education benefit programs of the U.S. Department of Veterans Affairs. Students with questions should contact the ETSU Veterans' Affairs office located on the first floor of Yoakley Hall on the university campus (423-439-6819, va@etsu.edu).

II. Tuition and Payment

All students attending classes at ETSU must pay tuition and fees. Students in the PharmD program attend on a full-time degree seeking basis and pay the prevailing tuition and fees established by the College for the current academic year. Tuition is pro-rated in the rare cases where a student is enrolled as a part-time student (less than 12 credit hours).

Funds received from loans, grants, scholarships, state or federal vocational rehabilitation, or any other type of financial aid shall be applied to their student fees; all others should make payment through the Bursar's Office by cash, check or credit card.

The Bursar's Office does not send bills to students. Students are expected to utilize GoldLink to keep abreast of financial obligations. Students who need a printed copy of their account statement may print a statement from GoldLink.

III. Tuition Refund Policy

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

A. Change of a student's status which may permit a refund

1. Change in schedule which results in reclassification from full-time to part-time status;
2. Change in a part-time student's schedule which results in a class load of fewer hours.

B. Situations which may permit a refund

1. Dropping a course or courses;
2. Withdrawing from the institution;
3. Cancellation of a class by the institution;
4. Death of the student.

C. Refund Procedures

The refund amount for students not receiving Title IV aid and for those students who are not first-time students receiving Title IV aid is outlined below.

1. Refunds are defined as the portion of maintenance and/or tuition and university housing charges due as a rebate when a student withdraws or is expelled from the university.
2. For first, second and third-year students, 75 percent of tuition and other required fees will be refunded for drops or withdrawals within 14 calendar days beginning with and including the first official day of classes or within a proportioned period for short-term courses. Twenty-five percent of maintenance and other required fees will be refunded following the 14th calendar day through one-fourth (25 percent) of the time covered by the term. No refund will be made thereafter. These refund procedures also apply to dormitory rent. For fourth-year students, refunds will be based on the portion of pharmacy practice experiences completed during each semester.
3. One hundred percent of fees will be refunded for classes canceled by the institution and for drops or withdrawals occurring prior to the first official day of classes for the regular academic terms.
4. Students may request full refund in cases of medical emergency.

D. Return of Title IV Federal Student Aid

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

- Federal law requires federal aid recipients to “earn” the aid they receive by staying enrolled in college. Students who withdraw prior to completing 60 percent of the semester for which they received federal student aid may be required to return some or all of the aid they were awarded.
- The law assumes that the student used the Title IV student aid to pay his/her institutional charges—tuition, fees, dorm room, and board; thus, if the student withdraws prior to completing 60 percent of the semester for which aid was awarded, a pro-rata amount of that aid must be returned to the federal government.
- The university will restore to the appropriate federal fund source a proportional share of the institutional charges that the student paid. In general, the effect of the “return of Title IV aid” by the institution will be to reduce the student’s outstanding loan balance. If the amount returned by the university is not enough to repay the entire “unearned” amount of student aid according to the length of enrollment, the student will be required to return portions of the federal student aid received to pay non-institutional charges.
- Amounts that must be returned to federal aid sources (whether by the university or by the student) will first be applied to federal loans. With respect to any amount the student owes after the university has returned its share, the student will be permitted to repay loans based on the original terms of the loan agreement. In the case of “unearned” portions of federal grants or scholarships, the student will be expected to pay 50 percent of the “unearned” portion immediately.
- Any refund due to the student for payment to cover institutional charges will first be applied to obligations to return “unearned” aid. Thus, portions of institutional refunds may be applied on the student’s behalf to outstanding Stafford or Perkins loan or to the federal portions of grants or scholarships and not actually refunded to the student. (This policy is based on 34 CFR, Section 668.22 of Title IV of the Higher Education Act of 1965, as amended.)

IV. Tuition for Repeat Courses

Students failing to progress normally due to academic reasons shall pay tuition at the prevailing rate when repeating courses in order to remove an academic deficiency. Occasionally, the Academic Progression Committee (APC) may require students who have experienced academic difficulty to repeat courses previously passed if it is deemed to be in the student’s educational and professional interest. In such cases, a student shall not be charged tuition for said course(s).

ACADEMIC POLICIES

I. Academic Affairs Office

The Office of Academic Affairs (OAA) is responsible for all academic aspects of the PharmD program. This includes curriculum issues, notification of students achieving “Dean’s List”, compilation, distribution and oversight of the semester examination schedule, and implementation of recommendations from the APC. The office is located in Room 204 of VA Building 7. Students can also reach the office by calling 423-439-6334.

II. Academic Performance Standard

Students are required to pass all courses applicable toward the PharmD degree with a minimum grade of “C”. Students failing to meet this standard shall be subject to review and action of the APC as described in section VI below.

III. Grading System

The College of Pharmacy utilizes a standard letter grading system of A, B, C, D and F. Faculty for an individual course may elect to augment the grading system through use of the plus/minus system; however, the grades of C-, D+, and D- may not be used. Grades of D and F are not considered passing grades and require that a student receiving such a grade remediate or repeat the course (see Academic Progression policy below). The method by which letter grades are assigned is determined by the course coordinator for each course and is included in the course syllabus. The grading scale for an in-progress course can be altered provided the scale is not made more difficult.

The GPA is the weighted average of quality points earned relative to the number of credit hours attempted on a 4.00 scale. To calculate a GPA, the point value of the grade received in a course (see below) is multiplied by the number of credit hours the course is worth to determine the quality points for a course. The sum of quality points earned is then divided by the sum of credit hours attempted. The GPA is calculated utilizing grades received in all courses attempted. Class rank based upon GPA is determined at the end of each semester and is used for internal purposes only.

Letter grade point-values are as follows.

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

Other grades utilized by the College of Pharmacy are P (pass), I (incomplete) and W (withdraw). A grade of P is assigned to students successfully completing a course graded on a Pass-Fail basis. A grade of I is a temporary grade that may be assigned in cases in which a student, for acceptable reasons, is unable to complete all the requirements of a course. A student must complete the course within twelve months or the grade automatically becomes an F. A grade of W is assigned in cases in which a

student has been granted permission to withdraw from a course. Grades of I, P, and W have no bearing on the GPA.

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

IV. Grade Appeal Process

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

A. Basis for Appeal

A student may appeal a final course grade if the student has evidence that the grade was assigned in a malicious, capricious, or arbitrary manner. The following steps provide a guideline for the appeals process. All persons concerned with this process should adhere to the time schedule outlined herein. Note that the timeframe may be adjusted due to extenuating circumstances, such as university closings or holidays, at the discretion of College of Pharmacy administration.

B. Appeal to the Faculty Course Coordinator

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

Should the faculty course coordinator find that the assigned grade should be changed, then he/she will initiate the change with the registrar and the matter shall be considered concluded.

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

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

C. Appeal to the Department Chair

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

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

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

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

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

D. Appeal to the Dean

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

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

The committee shall hold a hearing concerning the appeal. At this hearing, all materials relevant to the appeal shall be presented by the student, the faculty course coordinator, the department chair, an OAA representative, and any others

any others who may be called to assist the committee. The student has the right to appear at the hearing; however, the student may not be present during deliberation.

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

E. Appeal to Provost and Sr Vice President for Academic Affairs

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

V. Academic Honors

A. Dean's List

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

B. Graduation Honors

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

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

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

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

VI. Academic Progression Policy

A. Policy

1. A comprehensive academic progression policy is located online at: [Academic Progression Policy 2023 07 31.pdf](#)
2. Students should review this policy for a complete understanding of academic progression and the role of the Academic Progression Committee (APC). A summary of pertinent information is below but is not a substitute for the formal policy.

B. Academic Progression in the Doctor of Pharmacy program

1. The minimum passing grade for the Doctor of Pharmacy program is a letter grade of C or P/Pass for pass/fail courses. Students who do not earn the minimum passing grade will be reviewed by the APC following the policies and procedures in the academic progression policy.

2. Academic Probation

Academic probation is a mechanism to align students with academic success resources in the college and university. It is not intended to be punitive, rather the intention of probation is to create awareness of factors that may inhibit student success. The APC may place a student on academic probation for not meeting the minimum academic requirements for normal progression, and all students placed on academic probation will be notified by the Office of Academic Affairs. To ensure continued academic success, students on probation will be limited in their ability to participate in non-curricular activities.

C. Committee Procedures

1. Committee Decisions

In most cases, initial decisions of the APC will be made based on the policy referenced above. Students will receive a written notification from OAA of the initial APC outcome. Students may choose to appeal the decision at a committee meeting and request a different decision. The appeals process is outlined in the academic progression policy.

2. Regular Meetings

- a. The APC typically meets the first Wednesday immediately following the administration of final exams. Students wishing to appeal an initial APC decision should submit their appeal to OAA as soon as possible.

VII. Leave of Absence

A leave of absence is a period of time during which a student is not actively enrolled in coursework; however, the student's academic status with the College is maintained and the student is not considered withdrawn. A leave of absence typically does not exceed more than one academic year and does not change the time limit for completing the curriculum. A student may request a leave of absence for medical or personal reasons. Requests owing to poor academic performance are not typically granted in the absence of mitigating factors.

Students desiring a leave should submit a request to the Office of Student Affairs indicating the reason for the leave and anticipated semester of return. Students approved for leave during the semester shall receive course grades of W provided the request was received prior to $\frac{3}{4}$ of the course being completed. In cases where a student is approved for leave on or after $\frac{3}{4}$ of the course has been completed, the student shall receive a grade

of W if the student is passing the course at the time of the leave; otherwise, the course coordinator may assign a non-passing grade as appropriate.

Students desiring a leave of absence are encouraged to consult with their mentor, and the Office of Student Affairs or Academic Affairs prior to initiating any action. A student should also consult the College's Financial Aid office for information regarding the impact upon financial aid, tuition refunds, and loan repayment. A leave of absence may also be initiated by the administration for medical, personal or academic reasons, as well as upon the recommendation of the APC.

For a student returning from leave, Office of Academic Affairs, in consultation with the APC, as appropriate, shall determine the student's academic course of study, which may include repeating courses previously passed.

VIII. Withdrawal

A. Dropping A Course

Student pharmacists are required to follow the curriculum as delineated in the catalog and may not drop or add individual courses during a semester. Office of Academic Affairs may grant permission for a student to withdraw from an individual course(s) under documented extenuating circumstances; *poor academic performance is not considered such a circumstance*; however, a student may not be allowed to drop a course once $\frac{1}{4}$ of the course has been completed. A student approved to drop a course will receive a grade of W. Office of Academic Affairs may approve a request to add an elective course.

B. Program Withdrawal

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

Students withdrawing from the program shall receive a grade of W in all in-progress courses provided withdrawal occurred prior to $\frac{3}{4}$ of the course being completed. For withdrawals occurring on or after $\frac{3}{4}$ of the course has been completed, the student shall receive a grade of W (if passing), else the course coordinator may assign a non-passing grade as appropriate.

Withdrawn students who desire to be readmitted may petition for such within one (1) year of withdrawal from the college. There is no assurance that the request will be granted. Academic Affairs shall determine the academic course of study for any student who is readmitted, which may include repeating courses previously passed or restarting the program.

GENERAL COURSE POLICIES

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

I. Examination Schedule

Prior to the beginning of each semester, the Office of Academic Affairs (OAA), with the input from course coordinators, establishes the exam schedule for each class of students. This schedule is followed during the semester with the possible exception of faculty-initiated changes and student-initiated changes (see Section II below). Pharmacy exams are customarily administered during regularly scheduled class or exam time.

II. Exam Schedule Changes

A. Faculty Initiated Changes

Faculty members reserve the right to move an exam under certain provisions, as follows: 1) Students shall be given reasonable advance notice. 2) The exam change cannot conflict with an exam already scheduled at the proposed new time or cause another exam to be moved. Students with concerns over an exam change should contact the course coordinator.

NOTE: if the University is closed due to inclement weather, exams will be rescheduled at the discretion of the faculty and administration.

B. Student Initiated Changes

Students may request a change in a regularly scheduled exam time, provided there is a compelling reason to do so. The following outlines the process for students requesting an exam change:

- The President/Class Representative will meet with the Course Coordinator to request an exam change.
- The Course Coordinator may reject the request to change the class time or exam schedule based on the merit of the request. In general, student requests based solely on convenience or preference will not be granted. If the Course Coordinator endorses the request, the Course Coordinator will contact OAA to confirm room availability.
- If approved to proceed, the President/Class Representative will announce the proposal to the class both verbally and via email. The verbal announcement must be made during two consecutive classes. Students must object to the change privately by contacting the Course Coordinator directly. Consensus of the class must be reached (as determined by the Course Coordinator). Should a vote be held to determine the consensus of the class prior to initiating the process, the vote should be anonymous and not conducted by a show of hands.
- The Course Coordinator will consider the information provided by the class and decide whether the class or exam will be moved. If the Course Coordinator decides to move the class or exam, then he/she must

independently accommodate each student who voiced opposition to the move. The Course Coordinator will inform the President/Class Representative of the decision and also send out a confirmatory email to the entire class and OAA.

III. Class Attendance

A. Didactic Classes

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

B. Practice Experiences

Attendance during IPPE/APPE activities is required. The required hours of attendance will be set by each preceptor and may range from 8-10 hours per day. Generally, attendance will be required during weekday daytime hours (between 7am and 6pm); however, some experiential sites may require attendance during alternate times, including evenings and/or weekends. For more specific information relative to attendance, refer to Experiential Education Handbook.

C. Excused Absences

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

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

In cases of emergency, students may call the Office of Student Affairs which will notify the faculty of the initial absence. Students remain responsible for making

arrangements with the Course Coordinator to complete all missed assignments and to notify their instructors of additional days of absence.

IV. Missed Exams/Makeup Exams

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

V. Technology Use in the Classroom and on Pharmacy Practice Experiences

The College embraces the use of technology in the classroom and on pharmacy practice experiences as a means to facilitate student learning. Students may use computers, smart phones, and similar devices in the classroom and on pharmacy practice experiences as guided by the instructor or preceptor. All devices must be in the "silent mode." Certain technology use is encouraged during classroom time including taking notes, accessing online course websites (Desire2Learn), completing in-class projects and assignments for the present course, consulting online textbooks, retrieving primary medical literature, and using drug information databases. Instructors may choose to use lecture capture technologies in the classroom and as such students should expect that they may be captured on both audio and video in these recordings and therefore conduct themselves accordingly. In addition, computer-based testing may be used in the classroom and at home for assessment under the direction of the course coordinator.

Conversely, the College acknowledges that off-task technology use can be disruptive to classmates, faculty members, preceptors, and patients. Furthermore, multitasking may adversely affect individual learning. Students are expected to refrain from inappropriate technology use, including accessing social media sites, "surfing" the web, shopping, entertainment, and similar off-task behaviors. All other technology use (e.g., emails, text messages) must be non-disruptive, discreet, and infrequent.

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

VII. Teacher/Course Evaluations

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

OTHER POLICIES, REQUIREMENTS AND INFORMATION

I. East Tennessee State University Institutional Policies

Student pharmacists are governed by the University's student disciplinary rules. They can be found in the University's Student Handbook. Student disciplinary matters will be referred to the University in cases where there is no specific Gatton College of Pharmacy policy.

A. Tobacco-Free Environment

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

B. Sexual Harassment

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

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

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

Complaints of sexual harassment within the College of Pharmacy should be reported to the Chief Equity Compliance Officer (223 Burgin Dossett Hall, 423-439-8544) or to the Dean of Students when a charge is by one student against another student (423-439-4210).

The University Sexual Harassment Policy is available on the ETSU website at https://www.etsu.edu/human-resources/documents/ppps/ppp80_discrimination_and_harassment.pdf

C. Drug-Free Institution

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

II. Computing Requirements

A. Laptop Computer

All student pharmacists are required to have a laptop that is appropriately configured to be compatible with ETSU network facilities including Desire2Learn (D2L) and ExamSoft. D2L is a web-based teaching and learning tool utilized by faculty for course delivery. ExamSoft is testing software utilized by the college to administer in-class examinations. Wireless access to the ETSU network is available in all areas of the college and the large classrooms have wired access.

[Computer standards](#) can be found on the web. It is the student's responsibility to ensure their computer meets these requirements. Students are expected to provide their own printing hardware and supplies. Other devices may suffice for many tasks, but the student is responsible for having personal and functional computing equipment for use with any in-class quiz, exam, or exercise.

B. SmartPhone

Fourth-year students are required to have a SmartPhone or similar device for use during APPEs. The College does not specify the type of device you must purchase; however, the device must be able to run Lexi-Comp drug and clinical information software, the required textbook for the fourth-year. Additionally, it is recommended that students purchase a device that is compatible with the E*Value Advanced Informatics system utilized by the Office of Experiential Education. This software provides students with the ability to access personal and program information pertinent to their practice experience. To assist students, the Medical Library has formulated a list of buying recommendations. The Library will also assist students in configuring their devices.

III. Immunization Requirements

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

A. Measles, Mumps, Rubella (MMR)

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

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

B. Hepatitis B

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

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

C. Tetanus-Diphtheria

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

D. Varicella (chickenpox)

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

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

E. Tuberculin (TB) Screening

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

F. Acknowledgement of Information about Infectious Diseases

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

G. Acceptable Documentation

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

IV. Criminal Background Check and Drug Testing

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

A. Background Check

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In order to comply with mandates of our clinical affiliates, all student pharmacists are required to undergo a background check (BC) prior to initial enrollment and annually thereafter.

1. General Provisions

- The expense for the test and/or background check shall be borne by the student.
- The particular tests and background checks required, and related costs, are subject to change and are beyond the control of the University or the College of Pharmacy.
- If a student fails to pass a drug test and/or a criminal background check he/she may be ineligible for enrollment in experiential courses, continued enrollment and/or graduation. Additionally, he/she may be ineligible for registration as a pharmacy intern or for licensure as a pharmacist.

- The College of Pharmacy does not accept responsibility for any student being ineligible for coursework, continued enrollment in the college, or subsequent license as a pharmacist for reasons associated with drug testing or criminal background checks.
 - Students who provide any false information regarding drug use or criminal offenses in any documents relating to their attendance at the Gatton College of Pharmacy are subject to immediate dismissal from the College. Failure to disclose correct information at any time also may be the basis for professional discipline and/or denial of licensure.
2. Background Check Content and Evaluation
- The background check shall, at minimum, include the following:
- A local, state and national criminal background check;
 - Verification that the individual's name does not appear on the abuse registry maintained by the Department of Health pursuant to title 68, chapter 11, part 10; and
 - Verification that the individual's name does not appear on the sexual offender registry maintained by the Tennessee Bureau of Investigation pursuant to title 40, chapter 39, part 2.

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

The Assistant Dean for Student Affairs (ADSA) shall review the results of all BCs. If adverse information deemed relevant is obtained through the BC, the ADSA will notify the student. The college's administrative leadership, in consultation with university counsel, shall determine whether the student may matriculate. For students allowed to matriculate, a copy of the report shall be sent to clinical affiliates at which the student is scheduled to complete a pharmacy practice experience. The clinical affiliate will evaluate all information relative to the finding and determine the individual's suitability to participate in the rotation at its site. The clinical affiliate may request additional information from the student. In the event the student is denied placement by the clinical affiliate, the Office of Experiential Education shall make reasonable efforts to secure an alternate placement for the student; however, the College bears no liability in the event a student becomes ineligible for matriculation, participation in practice experiences and/or continued enrollment due to the results of the BC.

3. Release of Results
- The results of the BC shall be forwarded to affiliated institutions for which a BC is required for the student's participation in educational/patient care activities. The affiliated institution will be required to identify the responsible individual to

receive the BC. The affiliated institution shall make reasonable efforts to keep the BC confidential.

BC results may also be made available to College and University personnel, including the Personal and Professional Development Committee, when appropriate.

4. **Confidentiality**
All reasonable efforts will be made to ensure that results of BCs are kept confidential.
5. **Additional Background Checks**
Students should be aware that in addition to the BC required by the College that certain clinical affiliates may require students to undergo an alternate background check specific to that affiliate. Students will be expected to comply with such requirements and shall be responsible for all associated costs.
6. **Self-Disclosure of Adverse Events**
Students are also required to report any arrests or professional sanctions that occur during the interval between annual background checks. Reports shall be reported to the ADSA in writing.

B. Drug Testing

The unlawful use, manufacture, possession, distribution or dispensing of alcohol or illegal drugs, the misuse of legally prescribed or nonprescription drugs, or being under the influence of alcohol or drugs while engaged in any portion of the pharmacy curriculum is strictly prohibited. This includes any incident in which the student's judgment or motor coordination is impaired due to the presence or use of any chemical substance, including alcohol and prescription or nonprescription medication.

Gatton College of Pharmacy does not currently mandate drug-testing for students. As with background checks, certain clinical affiliates may require students to undergo drug-testing in order to complete a pharmacy practice or educational experience at their facility. Students will be expected to comply with such requirements and shall be responsible for all associated costs.

The college may require student pharmacists to undergo drug screening for drugs and alcohol at any stage of the curriculum if reasonable suspicion exists to indicate that the student is using or is under the influence of drugs or alcohol. Reasonable suspicion is defined as the belief that a student has violated prohibitions based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech or body odors of the student. A student so identified may be summarily removed from their pharmacy practice experience site or from the classroom, and may not be allowed to return until approved to do so by the Dean or designee.

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

V. Course Credit and Student Compensation

- A.** Students who work on research projects with faculty or in summer internship experiences with off-campus pharmaceutical companies, regulatory agencies or professional societies/associations, may either receive course credit or payment for their work, **but not both**.
- B.** The following conditions should be met in order to receive course credit for unpaid summer internship experiences at off-campus locations.
 - 1. The work consists of a specific supervised project involving College of Pharmacy faculty.
 - 2. Course approval is obtained prior to beginning the internship and post-experience paperwork as may be required is submitted.
 - 3. Any remuneration provided by the off-campus organization/agency is limited to housing, meals and/or travel.
- C.** Two exceptions to the compensation policy exist.
 - 1. A student who obtains a competitive scholarship/fellowship from a national professional organization may receive any stipend that accompanies the award, and receive course credit for the work described in the award, provided:
 - a) the course is under the direction of Gatton College of Pharmacy faculty, and
 - b) course approval has been obtained prior to beginning the internship and post-experience paperwork as required is submitted.
 - 2. Students may work in laboratories or other environments under the supervision of GCOP faculty either collecting data or working in general support of a research project and then subsequently participate in analyzing the data and preparing posters, presentations, publications or other reports on that project. These are considered two different activities. For example, the activity of the former could be paid on an hourly basis and not eligible for course credit (compensation/no credit) while the activity of the latter could then be on a non-paid course credit basis (credit/no compensation).

VI. Insurance Requirements

A. Professional Liability Insurance

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

B. Health Insurance

Medical insurance is required of all PharmD students, the cost of which may be included in the cost of attendance budget. Students must annually provide proof of valid medical insurance to the Office of Student Affairs.

VII. Internship Licensure

Tennessee Board of Pharmacy defines a pharmacy intern as a person enrolled (i.e., is physically in attendance) or a graduate of an ACPE accredited school or approved College of Pharmacy, under rules established by the Board, who is serving a period of time of practical experience under the supervision of a pharmacist as defined in the rules of the Board. As such enrolled students are not required to register as interns with the Board and are automatically able to participate in activities associated with the practical experience program that occur within the state. Students should be aware; however, that experiential activities may occur in other states and that internship registration may be required

VIII. Personal Appearance Standards

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

Professional attire is encouraged upon entrance to the program and required in all clinical experience settings. Dress for the normal classroom setting can be casual but modest, including blue jeans in good condition, and shorts of appropriate length. Unacceptable attire include hats/caps, tank tops, scrubs, sweatpants, and garments with words or illustrations that are obscene, offensive or unprofessional. Lab and practice simulation classes may have specific dress standards. Students are required to dress professionally in clinical settings and in accordance with site standards.

IX. Statement on Employment and Schedules

Due to the rigor of the curriculum, the College discourages extensive employment during the semester. The College cannot account for such when scheduling classes, examinations, or other educational activities. Due to curricular requirements, course functions and/or examinations outside the normal Monday through Friday, 8 am to 5 pm class schedule may occur. Clinical responsibilities may occur on evenings and weekends.

X. Severe Weather Policy/Class Cancellations

Students are to follow University policy when inclement weather occurs. East Tennessee State University and its branch campuses normally remain open during bad weather. The President of the University, under extreme conditions, may choose to officially close or suspend selected activities of the university or branch campuses. The decision to close the University or to cancel some or all classes will be made and announced as soon as possible

to accommodate students who must commute. An official statement of closing will be posted on the University's web page, broadcast over several area radio and television stations, including the University's radio station, WETS-FM, and distributed via the ETSU GoldAlert Messaging System. (Students may sign up for GoldAlert by going to https://www.etsu.edu/safety/etsu_safe.php.) Students are responsible for monitoring these sources for announcements.

XI. Student Information

A. Directory Information

The Gatton College of Pharmacy does not routinely make student directory information available to individuals outside of the College. Students and faculty are also expected to adhere to this practice.

The university limits electronic availability of student directory information (name, address, phone number, email, major) only to persons who are affiliated with the university. Students should be aware that directory information and other information (e.g., dates of attendance, classification, previous institution(s) attended, awards, honors, degrees conferred, and sports participation information) may be released upon request to individuals outside the University unless expressly instructed to withhold such by the student. Students who prefer not to have these items released must complete a non-disclosure form which is available through OSA.

Students are required to update their telephone and/or address information with OSA whenever changes occur. Address and telephone changes can also be made online through GoldLink. Students wishing to change their names must submit a name change form along with the appropriate documentation. For more information, contact Student Affairs at (423) 439-6338.

B. Student Photos (Permission for Photos of Students)

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

C. E-mail and Listservs

ETSU assigned email addresses will be used by the College of Pharmacy for communication. Students are expected to be diligent about checking their email. Students who do not check their ETSU email regularly should set it up to forward to their most frequently checked email account. Official university email addresses and class-specific listservs are provided to students to facilitate their education and communication with faculty and fellow students. Please note: *Official listservs are*

for the express use of college-related business and should not be used as a joke list, invitation list for private parties, business or political endeavors.

Students may report problems with their email address to the Office of Information Technology in Room 425, Roy S. Nicks Hall (423-439-5648, itshelp@etsu.edu).

D. ID Cards and College of Pharmacy Name Badge

All students admitted to COP are expected to obtain an ETSU Student ID card and a College of Pharmacy name Badge. Cards and badges may be obtained during Orientation or any time after registering for classes. Lost, stolen, misplaced or abused cards may be replaced for a fee at the ID Services Office, located in Room 250 of the D.P. Culp Center (423-439-8316).

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

STUDENT SERVICES AND RESOURCES

The education of students in the College of Pharmacy is not limited to the classroom. A variety of activities, student organizations and programs are offered through the College and the University at large. Located in Room 212 of VA Building 7 (Pharmacy building), the College of Pharmacy Office of Student Affairs (OSA) coordinates many services for students including financial aid, records, student organizations and social activities, and aids students experiencing personal issues. Information about pertinent services and programs is detailed below. Student Affairs may be reached at 423-439-6338.

I. Academic and Personal Resources

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

A. Faculty Mentors

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

B. Counseling Services

Confidential personal counseling for situational and psychological problems are available to assist students. These resources are confidential and separate from academic decisions affecting students. Students are strongly encouraged to seek help as necessary.

Gatton College of Pharmacy contracts with a local psychologist to provide counseling services for student pharmacists to provide greater flexibility for students to access help. Respecting the students' need for privacy, every effort is made to protect the confidentiality needed for an effective therapeutic relationship. No information related to student counseling is kept other than in the counselor's patient files. In a further attempt to protect student information, pharmacy student files are not kept with files of other patients seen by the provider. Counseling hours are flexible. Appointments are made by contacting the psychologist directly at 423/915-6675

The **ETSU Counseling Center** is located on the d floor of the D.P. Culp Center, room 340. The phone number is (423) 439-4841.

The **Behavioral Health and Wellness Clinic** is operated by the Department of Psychology and is staffed by doctoral level students-in-training under the supervision of licensed psychologists. The clinic provides services to ETSU and the greater northeast Tennessee region on a sliding fee basis. The clinic is located in Lucille Clement Hall, Room 134 (423-439-7777).

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

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

C. Assistance for Impaired Students

1. Responsibilities and Assumptions

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

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

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

3. Procedures
Each case will be addressed on an individual basis and coordinated by OSA. In consultation with University Counsel, the University's Chief Judicial Officer and the Program Director of the Tennessee Pharmacists Recovery Network (TPRN), as appropriate, a course of action will be recommended to the Dean of the College of Pharmacy.

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

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

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

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

D. Tutors

Peer tutoring is a service offered through OAA. Peer tutors are identified by OAA by an application and/or interview process during the beginning of each academic year. Peer tutors may be current GCOP students, residents, fellows, graduate assistants, or graduate students in a related field. Tutors are identified and assigned to specific courses. For current students, in order to be eligible to serve as a tutor, the student must have completed the course and achieved a grade of B- or above. Tutors must be

of good moral character and adhere to University and College standards for employment as a temporary worker. Tutors may not receive course credit and compensation for the same tutoring services.

E. Library Resources

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

The libraries share a single Online Public Access Catalog (OPAC) of library materials and databases. Holdings of the Johnson City Medical Center are included in the OPAC. There is an agreement through the Sherrod Library to share all library holdings and database subscriptions with all University-affiliated personnel. Anyone with an ETSU e-mail address may access this information through the Medical Library World Wide Web portal. The portal offers faculty, staff, and students the opportunity to personalize the Library web page for their own most efficient use. Users may contribute to the content of the page, which enable them to share useful websites and other resources with their colleagues.

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

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

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

II. Student Activities and Involvement

A. Class Officers

Each class of students elects officers on an annual basis. In addition to providing general leadership for the class, the officers serve as the official representatives of the class to the administration of the College. Elections are conducted under the guidance

of OSA. All students nominated for an elected position shall be vetted to assure compliance with academic and professional standards in order to become a candidate.

Below is the list of positions available along with its general duties.

- President
 - Presides at class meetings
 - Represents the interests and concerns of the class to the faculty and administration
 - Serve as a member of the Dean's Student Advisory Committee
- Vice-President
 - Presides at class meetings in the absence of the President
 - Represent the class when the class President is unavailable
 - Serve as a member of the Dean's Student Advisory Committee
- Secretary/Treasurer
 - Maintain record of all class meetings
 - Conduct general correspondence for the class, including meeting notices
 - Maintain records of funds
 - Make arrangements for the deposit of funds
 - Serve as a member of the Dean's Student Advisory Committee

B. College Committees

Membership on committees is by appointment of the Dean. The Dean shall consult with class officers to identify a list of students for consideration. Such students shall be subject to the same vetting process described for class officers. Committees to which students are appointed are listed and described below.

1. Admissions Committee

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

The Committee includes members of the College of Pharmacy faculty, representatives of the college's various stakeholders and student pharmacists, who serve as interviewers. All members of the Committee are appointed by the Dean in consultation with OSA. Pharmacy student appointments shall be made annually with the term of appointment being one year and eligibility limited to the P2, P3, and P4 classes.

2. Assessment Committee

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

The Dean shall appoint members of the Assessment Committee. On the

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

3. Curriculum Committee

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

The Curriculum Committee is composed of the following voting members: Faculty Council members appointed by the Dean, four students, one from each of the P1, P2, P3, and P4 classes; and two practitioners, one community and one institutional. The Dean will appoint the Chair from among the Faculty Council members. An administrative representative from Academic Affairs would serve on the committee as a non-voting *ex officio* member.

4. Dean's Student Advisory Committee

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

5. Personal and Professional Development Committee

The Personal and Professional Development Committee (PPDC) is charged with positively influencing the culture of the institution by maintaining the Honor Code, educating faculty, staff and students about the Code, and promoting both personal and professional development of students. The committee is comprised of faculty member representatives of each academic department who are annually appointed by the Dean, and twelve student members. Three students from each are elected to serve on the PPDC, subject to administrative approval. The Dean appoints a chair from faculty members of the committee. A student chair shall be elected by the student members of the committee. The Assistant Dean for Student Affairs shall serve as an ex-officio member and shall provide administrative support for the committee.

6. **Student Organization Coordinating Committee**
The role of the Student Organization Coordinating Committee (SOCC) is to provide an avenue for the coordination of activities related to student organizations within the College of Pharmacy. The SOCC is comprised of the president of all recognized GCOP student organizations and advisors. The Committee will be chaired by the Assistant Dean for Student Affairs or designee and shall meet at least quarterly.
7. **Student Wellness Committee (SWC)**
The Student Wellness Committee is responsible to OSA and student body for providing efficient, confidential services to meet the special needs of students. Members are comprised of students from the P1, P2, and P3 classes and are approved to serve by OSA.

C. Student Organizations

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

1. **Professional Organizations**
 - **Academy of Student Pharmacists (APhA-ASP)**
APhA-ASP is the student branch of the American Pharmacists Association and has been designed exclusively to provide student pharmacists with opportunities to develop leadership, earn valuable patient care experience, access career and professional resources, as well as venues to network with practitioners and other student pharmacists from across the country. With nearly 30,000 members at pharmacy schools across the nation, APhA-ASP represents the entire scope of the pharmacy profession.
Website: <http://www.aphanet.org/students>
 - **Student Society of Health-System Pharmacists (SSHP)**
SSHP is a national professional association that represents student pharmacists who aspire to practice in hospitals, health maintenance organizations, long-term care facilities, home care, and other components of health care systems. American Society of Health-Systems Pharmacists (ASHP), the parent organization, has a long history of medication-error prevention efforts and believes that the mission of pharmacists is to help people make the best use of medicines. Assisting pharmacists and student pharmacists in fulfilling this mission through efforts to reduce medication errors and promotion of pharmacists as providers of clinical and cognitive services is our primary objective. Membership in SSHP is especially important for students interested in doing a residency after graduation or a career in institutional or clinical practice. Website: <http://www.ashp.org/>
 - **National Community Pharmacists Association (NCPA)**
NCPA is dedicated to providing a voice for pharmacists in community practice and is especially important for students who plan to own their own pharmacy or develop an innovative community practice. With its many

career resources, legislative advocacy efforts, and education and outreach initiatives, NCPA provides the tools necessary to succeed in independent and community practice. Website: <http://www.ncpanet.org/>

- Student National Pharmacists Association (SNPhA)
SNPhA is an educational service association of pharmacy students who are concerned about pharmacy and healthcare related issues, and the poor minority representation in pharmacy and other health-related professions. The purpose of SNPhA is to plan, organize, coordinate and execute programs geared toward the improvement for the health, educational, and social environment of the community. Website: <http://www.snpha.org>
- American Association of Psychiatric Pharmacists (AAPP)
The mission of AAPP is to promote excellence in pharmacy practice, education and research to optimize treatment outcomes of individuals affected by psychiatric and neurologic disorders. The student chapter aims to provide information and tools that prepare pharmacy students to evaluate and prepare for a career in psychiatric and neurologic pharmacy. Website: <http://aapp.org>
- Christian Pharmacists Fellowship International (CPFI)
CPFI is a worldwide ministry of individuals working in all areas of pharmaceutical service and practice. Its mission includes providing fellowship among like-minded professionals, encourage the advancement of knowledge and ethics in the practice of pharmacy, and encouraging integration of faith into practice. Website: <http://www.cpfi.org>

2. Pharmacy Fraternities

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

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

3. Honor Societies

The Rho Chi Society is the academic honor society for pharmacy that recognizes students for their intellectual and academic achievements and promotes high standards of professional conduct. Membership in the Rho Chi Society is a privilege accorded the very few who distinguish themselves by their academic and professional achievements and who aspire to the mission and vision of the Society. Members may be elected as professional or graduate students in Pharmacy, as members of faculties of schools and colleges of pharmacy, as alumni who distinguish themselves in the Profession, or as honorary members by special action of the Society's Executive Council. Website: www.rhochi.org/

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

www.philambdasigma.org

4. Starting New Student Organizations

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

D. Athletic Events

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

E. Campus Recreation

Campus Recreation offers a wide variety of physical activities and recreational sports for the entire ETSU community - students, faculty, and staff. Programs are offered in five areas: fitness, intramurals, non-credit instruction, outdoor adventure, and sports clubs. The Center for Physical Activity (CPA) and Basler Challenge Course serve as the foundation for these programs.

The CPA contains an indoor climbing wall, weight room, aerobic/martial arts studio, indoor swimming pool, three basketball courts, two racquetball courts, 1/8th mile track, locker rooms, and equipment rental center. Campus Recreation also offers a personal training service that includes a weight room orientation, fitness testing,

exercise prescription, and supervised workouts. Students should consult the University website for hours of operation as they vary by semester.

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

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

Campus Recreation also administers non-credit instruction and sports club programs. Non-credit instruction programs have previously been offered in mountain biking, hiking, and kayaking. Sports clubs are student organizations that are formed by students, for students. The number and types of sports clubs are dependent on the interests of the ETSU community. Spouses/domestic partner and dependents interested in participating in Campus Recreation programs may purchase membership to the CPA.

To obtain more information on Campus Recreation's program and services call 439-7980, or visit <http://www.etsu.edu/students/campusrec/>.

F. Publications

1. *Mockingbird* – is a student literary/arts magazine published as a partnership between the East Tennessee State University Department of Literature and Language and the Department of Art & Design. It provides a forum for student intellectual and creative talent. Students from any field of study are encouraged to submit their work for publication.
2. *East Tennessean* - is the student newspaper for the University. It is published twice weekly during the fall and spring semesters. The *East Tennessean* office is located on the upper level of the Culp University Center, phone (423) 439-5363.

III. Sherrod Library Computer Lab

Information Technology Services maintains a computer lab in Sherrod Library for use by students. Additional labs that are maintained by specific departments, including the Medical Library on the VA campus, are located throughout the campus. The location of computer labs can be found at <http://www.etsu.edu/helpdesk/labs/open-labs.php>. The labs provide students with access to a variety of software. When not in use as classrooms, computer labs are available for walk-in use by any registered student.

IV. Miscellaneous Services and Information

A. Copying

Multifunction printers are available in the college of pharmacy building for GCOP student use. The machines are provided as a courtesy to facilitate the learning process

and should be utilized for educationally related purposes. Students are allocated a fixed amount of prints per semester at no cost. Students are responsible for costs above the allotment. Use of the machines for printing and copying should comply with copyright laws. Additional machines are available in the university libraries.

B. Lockers

Lockers are available for student use during the first three years of the professional education program. Lockers are located on the ground floor of VA Building 7. Students desiring a locker should contact Student Affairs.

C. Parking

Motor vehicles operating on the campus of ETSU or the Veterans Affairs Medical Center are subject to all rules and regulations as put forth by the institution. All student pharmacists are required to obtain and properly display an ETSU parking permit and to park in designated areas on the VA property. Permits are issued during orientation for newly matriculating students. Continuing students should utilize the [Office of Parking Services](#) electronic system to obtain permits. Student pharmacists should park in the parking lot west of Stanton-Gerber Hall or the overflow lot.

D. Post Offices

The ETSU campus post office, located on the lower level of the Culp University Center, is a full-service federal contract station including post office boxes and passport services. Business operating hours are 8:30 a.m. to 4:30 p.m. Monday through Friday. No service is provided on the weekends.

E. University Health Service

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

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

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

The Student Health Clinic is located in room 106 Roy S. Nicks Hall. Hours are Monday through Friday, 8:00am to 4:30 p.m. and same day appointments are available. Go to <http://www.etsu.edu/nursing/universityhealth> for additional information.

PROFESSIONALISM AND THE HONOR CODE

I. Professionalism

Professionalism is defined as the possession and/or demonstration of structural, attitudinal and behavioral attributes of a profession and its members. A hallmark of the pharmacy profession is the trusting relationship between the pharmacist and his or her patients. That relationship is sustained by a commitment to the highest levels of professionalism. All students enrolled in the Gatton College of Pharmacy are expected to adopt and reflect the characteristics of a professional, which include integrity, empathy, fairness, responsibility, and a commitment to ethical behavior. In addition, students will demonstrate respect for peers, faculty, and staff of the college and exhibit a high level of maturity that reflects their status as members of the greater pharmacy community. Professionalism is at the core of both the Oath of a Student Pharmacist and the Code of Ethics for Pharmacists, presented hereafter.

A. Oath of a Student Pharmacist

As I embark upon the study of pharmacy at the Bill Gatton College of Pharmacy,

I will enter into a relationship of mutual respect with my teachers and colleagues in an environment of academic excellence,

I will embrace the breadth and depth of the basic and clinical sciences that form the foundation for lifelong learning,

I will display the qualities of honesty, integrity, and professionalism that will earn the respect of my patients, my colleagues, my family, and myself,

I will value the knowledge, wisdom, and culture of service of pharmacists who have preceded me and will endeavor to further the practice of pharmacy in their tradition,

I will maintain the trust expected of a pharmacist and honor the sanctity of the patient-pharmacist relationship,

I will place the care of my patients as my foremost responsibility, and I will grow in the profession with conscience and dignity,

As a student pharmacist, I will strive to uphold these standards as I advance toward full membership in the profession of pharmacy.

B. Code of Ethics for Pharmacists

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

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

established to guide pharmacists in relationships with patients, health professionals, and society.

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

II. The Honor Code

ETSU Gatton College of Pharmacy Honor Code

In the process of professional identity formation, Gatton College of Pharmacy students:

- 1. Act in accord with a professional code of ethics, including honesty, integrity, and respect*
- 2. Commit to self-improvement of skills and knowledge*
- 3. Willingly accept responsibility and are available and punctual*
- 4. Follow through on assignments and are accountable for their work*
- 5. Demonstrate respectful, ethical, and culturally sensitive behavior*
- 6. Are considerate of others, put others' interests first, and are service minded*
- 7. Demonstrate self-leadership*
- 8. Demonstrate tactfulness and diplomacy*
- 9. Accept and learn from constructive criticism*
- 10. Demonstrate personal hygiene and wear appropriate attire*

The Honor Code applies to all pharmacy students at the Gatton College of Pharmacy. The Code is simple, yet its spirit is broad and covers all facets of a pharmacy student's education. The Code, as the minimum standard of honor for a pharmacy student, forms the link to the high standards demanded of pharmacists in the practice of pharmacy. Pharmacy students unable to conduct themselves in such a manner may not be fit to practice pharmacy and may jeopardize their privilege of becoming a member of the profession. The effectiveness of the Code relies on the individual integrity, honesty and courage of the students, faculty, and staff, as they embrace the highest goals of personal and professional responsibility.

A. Honor Code Violations – Academic

1. Cheating

Cheating is defined as, but not limited to, the giving or receiving of unauthorized aid on an examination or assignment, or otherwise failing to adhere to the assignment instructions as provided by the professor. Examples of cheating include but are not limited to:

- a. unauthorized use of prior years' exams as study guides;
- b. possessing or having unauthorized materials in proximity during an examination;
- c. listening to or participating in a discussion regarding an examination which the student has yet to take;
- d. attempting to look at another student's exam;
- e. falsifying documents such as laboratory results or patient data;
- f. unauthorized communication between students during an examination or non-group assignment.

2. Plagiarism

Plagiarism is generally defined as the submission of another's work by a student as his/her own. Examples of plagiarism include but are not limited to:

- a. reproducing someone else’s work, whether it is a published article, chapter of a book, a paper from another individual, or an internet source;
- b. making simple changes, while leaving the general organization, content or phraseology intact, without proper citation;
- c. employing or allowing another person to alter or revise the work that a student submits as his/her own.

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

3. Academic Theft

Academic theft is defined as the removal, destruction or acquisition of academic materials or information in order to gain an advantage, assist another student, or deprive another student of access to a learning opportunity. Examples of academic theft include, but are not limited to:

- a. removing a study guide from its designated location;
 - b. obtaining or distributing a copy of an examination or other graded assignments by any means in advance;
 - c. unauthorized sharing of exam information, imaging or recording of an examination during or after the examination has been administered.
4. Any other action or attempted action that may result in creating an unfair academic advantage for oneself or an unfair academic advantage or disadvantage for another student.

B. Honor Code Violations – Non-Academic

- 1. Lack of Integrity
 - a. Purposely falsifying documents or otherwise furnishing false information.
 - b. Making false accusations or providing false information about a member of the University faculty and staff, a GCOP faculty, staff or student, or other individuals who may be associated with the college.
- 2. Inappropriate Conduct towards Faculty, Staff, Preceptors, Peers, or Patients
 - a. Inappropriate conduct when receiving critical feedback or constructive criticism.
 - b. Contesting grades or exam scores inappropriately.
 - c. Dishonest, aggressive, disrespectful, or inappropriate verbal or written communication or behavior, or bullying.
 - d. Committing or threatening violence or harm against a member of the University faculty and staff, a GCOP faculty, staff or student, or other individuals who may be associated with the college.
- 3. Improper Classroom Etiquette
 - a. Engaging in behavior that disrupts, obstructs, or otherwise interferes with the teaching and learning process in the classroom or practice site.
 - b. Failure to adhere to test administration protocol or instructions.
 - c. Inappropriate use of online course platforms.

4. Improper Appearance or Attire
 - a. Failing to adhere to GCOP appearance standards or other GCOP policies and regulations pertaining to enrollment, classroom, or pharmacy practice experience behavior.

5. Unprofessional Behavior
 - a. Demonstrating attitudes or behaviors contrary to professional standards.
 - b. Misusing or misrepresenting one's status as a pharmacy student or engaging in any unauthorized practice of pharmacy.
 - c. Unauthorized or inappropriate use of University or GCOP property or resources, which includes the property and resources of preceptor sites.
 - d. Stealing, damaging or defacing University or GCOP property, or the property of others, including faculty, staff, students, and citizens of the community.
 - e. The unlawful use, manufacture, possession, distribution or dispensing of alcohol or illegal drugs, the misuse of legally prescribed or nonprescription drugs, improper use of prescription drugs not prescribed for the user, or being under the influence of alcohol or drugs while engaged in any portion of the pharmacy curriculum.
 - f. Lack of reliability, responsibility, and commitment to learning, including missing class and assignments, failure to meet deadlines, failure to respond to email or text communications; arriving late, and failing to contribute.
6. Violations of University policies and regulations pertaining to student conduct.
7. Violations of local, state, and/or federal law, including privacy laws.
8. Retaliation by any member of the GCOP community against a person for reporting a possible Honor Code violation.

III. Applicability of the Honor Code

The Honor Code applies to learning, research, service activities and social activities sponsored by or endorsed by GCOP both on campus and off. This includes the classroom, University facilities, facilities of clinical affiliates, community settings and any other setting where students may engage in professional activities. The Honor Code is also applicable in situations where it can be construed that a student is representing the College. Specific examples of such instances are any time the student is wearing the white coat with an ETSUHealth insignia attached, and when attending professional conferences or events. Unprofessional student behaviors wholly unrelated to the Gatton College of Pharmacy, e.g., a felony arrest and conviction, may subject the student to disciplinary action at the discretion of the Dean of the College or designee. Such situations will specifically not involve the Personal and Professional Development Committee (defined below). Additionally, in cases that have bearing upon a student's fitness to attend the College or become a pharmacist, the College reserves the right to invoke immediate sanction pending adjudication of the case.

IV. Student Acknowledgment and Publicity of the Honor Code

As a precondition for matriculation in the Gatton College of Pharmacy, each student shall sign the following pledge: “While a student in the Gatton College of Pharmacy, I pledge to abide by the Honor Code set forth in the Student Handbook.” Each new student entering the Gatton College of Pharmacy will be informed as to personal obligations with respect to the Honor Code and its functions. Upon matriculation into the 1st professional year class, all pharmacy students are under the stipulations of the Honor Code and are expected to abide by it during their entire course of study. A minimum of one training period shall be conducted on an annual basis, preferably near the beginning of each academic year. Training shall be available and mandatory for each class and highly encouraged for the faculty of the Gatton College of Pharmacy.

V. Personal and Professional Development Committee

The Personal and Professional Development Committee (PPDC) is charged with maintaining and enforcing the Gatton College of Pharmacy Honor Code. In alignment with the committee charges, the PPDC consists of two subcommittees: the Student Development Subcommittee and the Judiciary Council Subcommittee.

A. Student Development Subcommittee

The Student Development Subcommittee is comprised of twelve student members of the PPDC and the PPDC chair or designee. The Student Development Subcommittee’s primary responsibility is to foster the personal and professional development of pharmacy students. The student members shall be elected representatives of the four pharmacy school classes, with three representatives from each class. The presidents of individual classes shall conduct elections during which PPDC student members shall be chosen. Pending annual re-appointment from the Dean, the term of office for each student representative shall be from the date of election until graduation from pharmacy school. A Student Chair, Vice-Chair, and Secretary shall be elected from the rising third professional year representatives by vote of the PPDC during the spring semester. Student officer terms are from May 1 to April 30.

The Student Development Subcommittee:

- Educates students about the Honor Code and introduces incoming first-year student pharmacists to the Code during Orientation
- Communicates with the student body regarding relevant professionalism-related issues and to foster continual commitment to the Honor Code
- Facilitates programming for the student body focused on professional development
- Recognizes examples of exemplary professional behavior and reinforces positive professional standards

Should any student member of the PPDC resign or be removed from the PPDC, the class from which the member was elected shall select a replacement as soon as is feasible. The election shall be conducted by the president of the appropriate class.

Should the Student Chair resign or be removed from membership, the Vice-Chair shall

automatically ascend to Chair. The Secretary will assume the title of Vice-Chair and maintain responsibility for the Secretary position until a replacement Secretary is elected to fill the position.

B. Judiciary Council Subcommittee

The Judiciary Council Subcommittee (Judiciary Council) is comprised of all PPDC faculty and staff members, the Dean for Student Affairs (ex officio), and the Student Chair from each class. PPDC faculty members shall represent each academic department and shall be at least five in number. All faculty and staff PPDC members are appointed by the Dean. A faculty member of the PPDC shall be appointed by the Dean to serve as PPDC Chair.

The Judiciary Council:

- Establishes programs needed for the operation and maintenance of the Honor Code
- Acts in an advisory capacity to students, faculty and staff with regard to the interpretation of the Honor Code
- Considers all reports of alleged Honor Code violations and determines whether further consideration is warranted
- Acts as the fact-finding board in hearing procedures of alleged violations of the Honor Code
- Protects the rights of pharmacy students and thus provides counsel to students both individually and collectively

C. PPDC Chair

The PPDC Chair has the following duties:

- Meet with other members of the PPDC early in the school year to explain in detail the function of both subcommittees and the duties of members
- Meet with officers of each class to explain the Honor Code and judicial system
- Schedule and conduct meetings and hearings
- Communicate with the Dean of the Gatton College of Pharmacy or Dean's designees regarding PPDC activities
- Communicate to the faculty a summary of PPDC activities at the conclusion of the fall and spring semesters
- Facilitate investigation of professionalism violation reports

The PPDC will meet collectively at least once every semester during the academic year to conduct regular business. A quorum consists of a minimum of 50% of both student and faculty members for all collective and subcommittee meetings. The Student Development Subcommittee will meet as called by the Student Chair, in collaboration with the PPDC Chair. The Judiciary Council will meet one time per semester, at a minimum, and as needed to conduct hearings per procedures included herein.

VI. Reporting Student Professionalism and Conduct Code Violations

A. Process for Reporting Violations

All members of the Gatton College of Pharmacy staff, faculty and student body have the responsibility of being familiar with the precepts, purpose, definitions, and procedures of the Honor Code. Any individual, upon witnessing or learning of what may be a violation of the Honor Code, has the following options:

1. Report the suspected violation by completing the [online Honor Code Reporting Form](#) within 7 business days of learning of the suspected violation.
2. Discuss the incident with the suspected offender and report the suspected violation by completing the online Honor Code Reporting Form.
3. Discuss the incident with the suspected offender and, if it appears that no violation was committed, take no further action.

The responsibility for the proper course of action rests with the individual learning of the possible violation. To maintain confidence in the fairness of the system, pharmacy students, faculty, and staff must take one of the steps outlined above. Failure to do so, while not specifically a violation of the Honor Code, may result in disciplinary action at the discretion of the PPDC.

B. Reporting Form

Information gathered via the [online Honor Code Reporting Form](#) includes:

1. Name of the individual committing the possible violation
2. Reporter name
3. Reporter status
4. Date of possible violation
5. Location of possible violation
6. Category of possible violation
7. Description of possible violation
8. Description of any action taken following identification of the possible violation
9. Witnesses of possible violation
10. Attachments

C. Accessing and Reviewing Reports

Completed Honor Code Reporting Forms are submitted to the PPDC Chair. The PPDC chair is responsible for facilitating investigation of submitted reports. Investigations may be delegated to other PPDC Judiciary Council members by the chair. Only members of the PPDC Judiciary Council will have access to submitted Honor Code reports. All information and discussions pertaining to reports of Honor Code violations will be kept strictly confidential. Any members of the PPDC who are privy to discussions of Honor Code violations will be expected to maintain the confidentiality of the student involved and the situation.

VII. Judicial Process for Honor Code Violations

Actions of the PPDC Judiciary Council (including identifying, assessing, and intervening in unprofessional behavior) reflect the College's commitment to professional identity formation of pharmacy students. Actions of the PPDC Judiciary Council also emphasize that Honor Code violations can jeopardize the student's privilege of becoming a member of the profession. Single unprofessional incidents that warrant disciplinary intervention, including the possibility of suspension or dismissal from the program, typically involve egregious Honor Code violations.

Upon the receipt of an Honor Code violation report, the PPDC Judiciary Council will review information collected, investigate the reported violation, and solicit additional information or documentation to determine the significance of the violation. Egregious violations will require a Meeting with the Judiciary Council or Formal Hearing, the processes for which is outlined below. If the Judiciary Council deems that a violation has occurred or that an allegation warrants additional consideration, the council will determine the most appropriate course of action for addressing the student's Honor Code violation. In instances where it is felt that a student's actions may seriously impact the safety, health or general welfare of others or the student, the Dean or Dean's designee has authority to take immediate action as deemed necessary, including suspension of the student.

Courses of action include:

- A. **Referral to Faculty Mentor** – in cases where there is a single non-egregious Honor Code violation, the student's faculty mentor may be employed to foster professional development in the student. Information regarding the Honor Code violation will be emailed or communicated verbally to the mentor by the PPDC chair within 7 days of the council meeting at which the student in question is discussed. Sanctions may be administered by the PPDC as is appropriate.
- B. **Meeting with PPDC Chair and/or Dean of Student Affairs** – a meeting with the PPDC Chair and/or the Dean of Student Affairs and accused student to discuss one or more Honor Code violations. Sanctions may be administered by the PPDC as is appropriate.
- C. **Meeting with Judiciary Council** - a meeting with PPDC Judiciary Council and the accused student to discuss one or more Honor Code violations. Students who admit guilt for an alleged violation will meet with the Judiciary Council but will forego the Formal Hearing process. Sanctions may be administered by the PPDC as is appropriate.
- D. **Formal Hearing** – a meeting with the PPDC Judiciary Council and the accused student, as described herein. Sanctions may be administered by the PPDC as is appropriate.

VIII. Formal Hearing Process

Wherein the Judiciary Council has voted to conduct a formal hearing, the accused shall be given the following information by email or formal letter:

1. A list of the charge(s) against the accused, specifying the sections(s) of the Honor Code violated
2. A copy of the Honor Code procedures that includes the accused's procedural rights.
3. A list of the members of the PPDC Judiciary Council.
4. The date of the hearing on the alleged violation(s) which shall be no sooner than ten business days after the above listed information is given to the accused. If the accused desires additional time in which to prepare a defense, a written petition may be submitted to the PPDC chair and, if warranted, a reasonable postponement of the hearing shall be granted.

The hearing will be private unless the accused requests an open hearing. Deliberations of the council on findings or recommendations shall be closed to all persons except members of the council. When a private hearing is conducted, it shall be closed to all persons except members of the council; the accused with an advisor, if asked to attend by the accused; witnesses, while testifying; and other persons may be admitted by agreement of the accused and the council.

After being given written notification of the alleged violation(s) and hearing date, the accused has the right to be informed of the prosecutorial evidence.

Additionally, the right to a copy of any written statements relevant to the case will be given. The accused does not have the right, prior to the actual hearing, to know the names of persons who have furnished written statements. Therefore, the names of such persons will be redacted from the copy of any written statements provided the accused. The accused has the right to be faced by any witness who has given a statement relevant to the case at the hearing and to produce witnesses (including no more than two character witnesses), introduce documentation, and offer personal testimony. The accused also has the right to be accompanied by a non-participant self-chosen advisor.

The accused has the right to be heard or to remain silent in regard to the charges brought. If the accused elects to offer testimony as to a specific alleged act of misconduct, then the right to remain silent as to that specific act is waived and all questions pertaining to that alleged act must be answered truthfully.

The accused has the right to challenge, on the grounds of prejudice, any member of the council sitting on the case. If such a challenge is made, the council shall deliberate to determine whether cause exists to remove the challenged member. Only council members shall be present during said deliberations. By a majority vote of the members of the council (excluding the members being challenged), the challenged members shall be excused from the case. The accused has the additional right to excuse without cause two council members sitting on the case. In such an event, the accused is not required to state a specific objection as to why a specific council member is excused. If the accused excuses council members without cause and, as a result, the number of council members sitting on a case is

reduced below the number required for a quorum, the case may nevertheless proceed through hearing and verdict. In such a case the accused will be deemed to have waived the right of having a quorum.

The accused has the right to challenge any conduct during the proceeding that may prejudice any personal rights. A majority vote of the council will sustain the accused's challenge. If the council decides that a right of the accused has been prejudiced, the council will take appropriate actions to rectify same.

Any member of the PPDC Judiciary Council related by birth or marriage to the accused or accuser shall be disqualified from participation in that hearing, with the exception that such a council member may be a witness in the hearing. Any member of the council who has a personal interest in the outcome of the hearing may be voluntarily disqualified from participation in that hearing. Should the council be informed that a member has such a personal interest and yet said member does not self-disqualify, the council shall deliberate in private to determine whether cause exists to excuse that member from participation. Only council members shall be present during said deliberations. By a majority vote of the council (excluding the member being reviewed), the council member shall be excused from the case.

All hearing proceedings, except deliberations of the council on findings and recommendations and council deliberations regarding excusing council members from sitting on a case, shall be audio recorded by council administrative staff. This audio recording shall serve as the official record of the hearing. The Judiciary Council procedure follows all related state laws and ETSU record retention policies.

The accused should be present during all proceedings except deliberations of the council as heretofore specified. However, any part or all of the hearing may be conducted in the absence of the accused if the accused voluntarily fails to appear for the hearing or the accused willfully obstructs the progress of the hearing to such a degree that the council decides it is necessary to bar the accused from the hearing.

The accused shall be permitted to examine all evidence in the case. No evidence or testimony may be considered by the council unless such evidence or testimony has been presented in the presence of the accused or in accordance with the statements of the previous paragraph.

In the exercise of sound discretion, the PPDC chair may reschedule a hearing date at any time prior to or after the commencement of a hearing. All parties should strive to be prepared to proceed on appointed hearing dates and avoid unnecessary delay and rescheduling. The request to reschedule the hearing may originate from any participating party or council member.

Hearing proceedings shall be conducted by the chair or the council under the following guidelines:

1. The council shall be called to order by the Chair.
2. The Chair shall call a roll of the council. A quorum of 50% of both student and

- faculty members shall be required before the hearing can proceed.
3. The Chair shall read the original violation report to the council.
 4. The Chair shall ask the accused for a plea statement. The accused shall be provided the opportunity to address the council. In the case of a guilty plea, the formal hearing process ceases. The meeting officially becomes a **Meeting with Judiciary Council**. In the case of a not guilty plea, the council will proceed with a formal hearing.
 5. After entry of a not guilty plea, the accused shall be given the opportunity to remove the council members sitting on the case by the challenge procedures detailed above.
 6. The PPDC Chair or designee will present all witnesses and information gathered pertaining to the case. Students called before the council are to be notified personally prior to the hearing time. They shall be called individually and questioned in a dignified manner showing respect for the person being questioned. Questions will be allowed from the chair, members of the council, and the accused in an orderly fashion.
 7. After the PPDC Chair or designee has presented all witnesses and evidence, the accused shall then be asked to present any evidence and/or witnesses pertinent to the defense. Questioning shall follow a format similar to that described above.
 8. After the presentation of evidence by the accused, the accused may make a closing statement to the council.
 9. After hearing the evidence and summation, the council shall consider its verdict in closed session. Only council members shall be present during this closed session. The council shall choose one of the following verdicts and all council members must vote.

Verdict 1: No significant violation of the Honor Code has occurred. A report of the council's findings shall be maintained in the Office of Student Affairs. No disciplinary action should be taken, and no mention of the council's proceedings should appear in the record of the accused individual. The council may make suggestions to the individual regarding future conduct with respect to the Honor Code.

Verdict 2: A violation of the Honor Code has occurred to the severity that this verdict should be accompanied by one or more sanctions, *excluding suspension or dismissal*. No mention of the proceedings should appear on the record of the accused individual.

Verdict 3: A violation of the Honor Code has occurred to the severity that this verdict should be accompanied by one or more sanctions, up to and including suspension or dismissal from the Gatton College of Pharmacy. The verdict and resolution of the council shall be affixed to the permanent record of the accused individual.

In reaching a verdict the council shall proceed as follows:

- First consider Verdict 3. If three-fourths of the council support Verdict 3, Verdict 3 is returned; if not, it fails.
- If Verdict 3 fails, consider Verdict 2. If the majority of the council supports Verdict 2, Verdict 2 is returned.

- If Verdicts 3 and 2 fail, then Verdict 1 shall be returned.
10. The accused or any witness may be recalled by the council before the verdict is reached. At that point the hearing must be reconvened.
 11. Following its vote, the PPDC Chair or designee shall inform the accused of the verdict and sanctions via email or in person. Sanctions of suspension or dismissal are automatically appealed to the Dean of the College of Pharmacy.
 12. The chair shall thereafter prepare a written report of the council's findings, verdict, and recommendation. Said report shall be approved by all members of the council who participated in the hearing. Should a member of the council who has dissented from the verdict of the council wish to submit a dissenting opinion, such opinion should be attached to the Chair's report.
 13. The Dean of Student Affairs, with the assistance of the Judiciary Council administrative staff, shall be responsible for securing, filing, and maintaining all documents and/or written evidence presented to the council at the hearing and, wherein appropriate, any physical evidence presented to the council. When the accused graduates from the College, all such documents, written evidence, and physical evidence (wherein appropriate) shall be destroyed in accordance with College and ETSU policy. Evidence shall not be removed or destroyed while the accused's case is still pending before any administrative body of the GCOP or ETSU, or while ongoing civil or criminal litigation is pending. The student has the right to review the records upon written request in accordance with the Federal Educational Rights and Privacy Act (FERPA).

If an accused leaves the GCOP prior to the resolution of the case by the council, the Chair shall prepare a written letter to the Dean indicating the nature of the alleged violation(s) and that said case has not been resolved by the council due to the accused's departure from the college. This letter shall be placed in the accused's permanent record. Should the accused be permitted to return to the College, the Dean may require the accused to appear before the council and resolve the pending case. Should the council thereafter determine that Verdict 1 or Verdict 2 is an appropriate resolution of the case, the Dean may remove the aforementioned Chair's letter from the student's permanent record.

In cases of academic misconduct, should sanctions of suspension or dismissal be administered and upheld by the Dean in the appeal process, the student shall have the right to have a hearing conducted according to the Tennessee Uniform Administrative Procedures Act (UAPA) unless waived to accept the sanction of the Dean or to appeal as described in the following section. UAPA procedures are described under Disciplinary Procedures in the [ETSU Catalog](#). Should the student choose to accept the sanction, he or she shall be required to sign a waiver of hearing, and the case shall be considered closed.

IX. Sanctions for Honor Code Violations

- A. For students found guilty of a violation of the Honor Code, the PPDC Judiciary Council may administer one or more of the following sanctions. Sanctions of suspension and dismissal are automatically appealed to the Dean.
 1. Warning – written notice that student has violated the Honor Code;

2. Probation – written reprimand that could result in further action if an additional infraction occurs during the period of probation; during the probationary period, the student will be required to meet monthly with his or her faculty mentor to review their progress in improving professionalism and adherence to the Honor Code
 3. Loss of Privilege – denial of specific privileges for a period of time;
 4. Restitution – required compensation for losses or damages caused by the student;
 5. Discretionary Sanction – creative sanctions such as community service or special assignments;
 6. Suspension – separation of the student from GCOP for a specified period of time which may include specific conditions that the student must meet prior to resuming studies;
 7. Dismissal – termination of the student’s enrollment as a pharmacy student at the Gattton College of Pharmacy. Readmission to the College would occur via the standard admission process.
- B. The PPDC Judiciary Council has the authority to administer sanctions related to behaviors. Their scope does not reach into operations of individual courses. Any performance-based disciplinary action is under the purview of the course coordinator, as deemed appropriate. Performance-based disciplinary action may include failure on the assignment or failure in the course. The faculty member shall include any performance-based disciplinary action taken when the initial report of the incident is submitted via the online form.
- C. For sanctions excluding suspension and dismissal, the student shall have 14 calendar days to submit a written appeal to the Dean, else the decision becomes final. For sanctions of suspension and dismissal upheld by the automatic appeal to the Dean, the student shall have 14 calendar days to submit a written appeal to the Executive Vice President for Academics and Health, else the decision becomes final. The decision of the Executive Vice President shall be final.

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

X. Procedures to Amend Honor Code and Judiciary Procedures

Amendments to the Honor Code and judiciary procedures may be proposed by students currently enrolled in the BGCOP and full-time BGCOP faculty. A simple majority vote (51%) from the Judiciary Council is necessary to enact proposed changes. Updates shall thereafter be communicated to both faculty and student bodies.