



Roosevelt University
College of Pharmacy

STUDENT HANDBOOK 2018 - 2019

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Message from the Dean



Welcome to the 2018-19 academic year! The faculty and staff of the College of Pharmacy are looking forward to the opportunities that lie ahead. As members of the Roosevelt University community, we are all challenged to live the mission of the founders of this institution: to promote mutual understanding, to value diversity and inclusion, and to take action toward social justice. As members of the College of Pharmacy, we must be **committed** to the values of **competent and compassionate** patient care. Now more than ever before, pharmacists are called to contribute to the patient care team, to provide direct patient care through Medication Therapy Management and within the Patient-Centered Medical Home, as well as to join inter-professional, team-based health care initiatives. State and national efforts toward provider status for pharmacists have gained momentum and, when ratified, will dramatically expand the role of pharmacists. Your faculty and staff are dedicated to providing you the education and experiences to prepare you to provide excellent patient care in a variety of institutional and community practice settings and to be ready for new and emerging practice models.

This Student Handbook is effective Fall term 2018 until the beginning of Fall term 2019. It is provided to you as an important resource on policies and procedures followed in the College of Pharmacy and is a supplement to the University Student Handbook. Use it as a guide and a reference. Of course, if you have any questions about the Handbook, please ask us for assistance.

With best wishes for a challenging and enlightening year,

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

Melissa Hogan, PharmD
Dean, Roosevelt University College of Pharmacy

College of Pharmacy Student Handbook Use

The Roosevelt University *College of Pharmacy Student Handbook* (“COP Student Handbook”) contains information, policies and procedures specific to students enrolled in the Doctor of Pharmacy program. General University information, policies, and procedures can be found in the [Roosevelt University Student Handbook on the University Policies Page](#) and [Graduate Student Catalog](#) (collectively “University Student Policies”). The COP Student Handbook serves as a supplement for College of Pharmacy students. College of Pharmacy students are expected to adhere to both University Student Policies and the policies in the COP Student Handbook. Any changes made to policies will be emailed to students via their official Roosevelt email account and become effective on the date of that email.

Questions, issues, or concerns and requests for assistance can also be brought to the Associate Dean of the College of Pharmacy.

Roosevelt University College of Pharmacy Pledge of Professionalism

As a Doctor of Pharmacy student at the Roosevelt University College of Pharmacy, I pledge to display professionalism thorough my COMMITMENT, COMPETENCE, AND COMPASSION.

As a Doctor of Pharmacy Student, I will strive for **COMMITMENT** through continued self-development, taking pride in the profession of pharmacy, making ethically sound decisions, being prepared, displaying professional attire, manner, and conduct, and being respectful of myself and other persons at all times.

As a Doctor of Pharmacy Student, I will strive for **COMPETENCE** by acquiring requisite knowledge and skills, though creativity and innovation, by being conscientious and trustworthy, behaving with integrity, creating only original and/or properly attributed work, honoring patient confidentiality, being accountable, demonstrating leadership, and through effective and appropriate communication with patients, families, caregivers and other healthcare professionals at all times.

As a Doctor of Pharmacy Student, I will strive for **COMPASSION** through my service to the profession, participating in patient-centered care, showing empathy towards patients, families, caregivers, and by displaying cultural and psychosocial awareness at all times.

I take this pledge voluntarily to fulfill the responsibilities and expectations that are upon me in the academic program at Roosevelt University College of Pharmacy with the expectation that I will strive to uphold the principles herein, at all times.

Handbook Acknowledgement

By signing your acknowledgement of receipt and understanding of the RUCOP Student Handbook you attest that you have read, understood, and will abide by all College of Pharmacy policies as listed in this Handbook. Failure to do so is considered a violation of the Roosevelt University Code of Student Conduct.

Mission Statement

The Roosevelt University College of Pharmacy (“RUCOP” or “COP” or “College of Pharmacy”) embraces a patient-centered approach to learning that will produce graduates who are **competent, committed, and compassionate**. Roosevelt University pharmacists will be prepared to meet the universal vision of pharmacy practice, where they will be the health care professionals responsible for overall medication management to ensure optimal patient therapy outcomes.

Vision Statement

In support of the University's vision to create socially conscious citizens, the College of Pharmacy is committed to providing outstanding pharmacy education and developing pharmacy leaders who will advance pharmacy practice and improve public health by serving their respective communities through our core values.

Core Values

- I. **Integrity and Civility:** Demonstrating these values through personal and professional actions
- II. **Professionalism and Ethics:** Serving as role models for students and professionals
- III. **Leadership:** Engaging in Inter-professional health care practices
- IV. **Teaching:** Providing integrated, innovative, and interactive educations with an emphasis on continuous/lifelong learning
- V. **Service and Community Outreach:** Partnering with professionals and local communities

Non-Discrimination Statement

It is the policy of Roosevelt University to comply with federal and state laws that prohibit discrimination in the University's educational programs and activities. For additional information, please refer to the University's [***Policy Prohibiting Discrimination, Harassment, Bullying, and Retaliation***](#) (RU Policy No. 2.1) and the [***Anti-Discrimination Policy and Procedure in the University Student Handbook***](#).

Anti-Harassment Policy

Policies and procedures dealing with sexual harassment, discrimination, equal opportunity, and sexual assault can be found on the [***University's Policies page***](#) (RU Policy No. 2.1) and in the [***Roosevelt University Student Handbook***](#).

Privacy Rights of Students

The Family Educational Rights and Privacy Act (FERPA) protect the students' privacy and educational records. Information about FERPA is located on the [***University's Policies page***](#) and in the [***Roosevelt University Student Handbook***](#) under [***Privacy Rights of Students***](#).

General Information

Emergency Notification/Procedures

The information provided below is specific to the Schaumburg Campus. Please refer to the [***University Student Handbook***](#) for Emergency Information including the following topics:

- Emergency Text Message Procedures
- Fire Procedures
- Emergency Evacuation Assistance
- Missing Student Notification Procedure
- Armed Violence/Active Shooter
- Lockdown/Shelter in Place
- Tornado

Contacting the Schaumburg Campus Safety Office

Schaumburg Campus Safety Office: SCH 102, Phone- Ext. 8989, 847-619-8989, www.roosevelt.edu/campuses/campus-safety

Campus safety telephones are located in various locations within the building and parking lots and will connect directly to Campus Safety. Public telephones are also available in building hallways and can be used to dial 911 in the event of an emergency.

Students are encouraged to call Campus Safety for any concerns including assault, theft, loitering, suspicious behavior or packages, smoke, fire, or flooding. Additionally, students are encouraged to immediately report any non-emergencies that may affect security to the Campus Safety office. This includes lost keys, defective locks and broken windows.

Roosevelt University publishes a security report annually to inform its community of the security policy, procedures and crime statistics in compliance with the "Student-Right-To-Know and Campus Security Act of 1990." This report is accessible at the Roosevelt University website, <http://www.roosevelt.edu/campuses/campus-safety>.

Fire

Fire doors within the College of Pharmacy remain closed but unlocked for safety. These doors should not be propped open. These doors include: Entrance to College at top of stairs, door to Dean's Office Suite, and door to Experiential Education suite. Classroom doors (SCH 201 and SCH 265) are generally kept closed during class time, but may be opened for air circulation.

In case of fire, pull the nearest fire alarm and then call the fire emergency number, give your name and location, and follow instructions. Whenever an alarm is sounded, follow the posted evacuation procedures; assist in evacuating any persons with disabilities in the vicinity, and close doors behind you. Do not telephone to ask if you should leave. Follow all instructions given by the University's designated fire wardens or evacuation team leaders.

College of Pharmacy Ceremonial Events

White Coat Ceremony

The White Coat Ceremony formally welcomes first-year students to the College of Pharmacy as colleagues dedicated to patient care. The presentation of the white coat represents passage into the pharmacy profession, with all the associated rights, opportunities and responsibilities. During the ceremony, students recite the Pledge of Professionalism, committing their professional careers and practices to excellence in pharmacy. Along with first year students, faculty, staff, family and friends are invited to attend the event.

Hooding and Commencement Ceremony

The Roosevelt University College of Pharmacy will hold one hooding and one commencement ceremony per year. These ceremonies will be held in accordance with the dates that are scheduled by Roosevelt University for the spring commencement program.

Students who have outstanding APPE or didactic coursework, but will be eligible for degree conferral within the calendar year, will be permitted to participate in Hooding and Commencement activities.

Students who plan to graduate and/or participate in the annual commencement ceremony must file the appropriate graduation forms with the Registrar's Office including the [graduation application form](#).

Parking and Transportation Policy

The Roosevelt University College of Pharmacy requires that all students provide their own transportation during their introductory, inter-professional and advanced pharmacy practice experiences. The College cannot guarantee that students will be placed at sites within area public transportation. Transportation expenses such as gasoline, tolls, insurance, parking, and other automotive services are the student's responsibility.

Students are able to park in any available Roosevelt University parking space. Parking stickers are not required to park on campus. Students must follow all applicable parking rules and regulations.

Access to Campus Facilities

All University facilities, unless otherwise noted, are open to faculty, staff and students during the hours of operation. Each department establishes its office hours within the building hours listed below. Building and office hours are subject to change.

Any individual, excluding current students, under the age of 18, is not allowed on campus unless accompanied by an adult. Local authorities may be contacted to assist an unaccompanied child if deemed necessary by University personnel.

Although the University strives to provide an open, academic environment, loiterers are required to leave when requested by Campus Safety and University officials.

Access to College of Pharmacy Facilities

Outside of normal College of Pharmacy business hours (9:00am-5:00pm), but while the campus is still open, enrolled College of Pharmacy students may gain access to College of Pharmacy classrooms and facilities, south parking lot entry door, and elevator by the use of their ID card. The ID card will activate the locking mechanisms on main entry doors, classrooms, and the elevator. The ID cards will work on research labs only if permission is granted by the appropriate faculty and access registered with Campus Safety, who manages key control access. College of Pharmacy students have access to the two pharmacy classrooms, Pharmacy Student Resource Center, and select University classrooms during posted hours, which vary depending on the time of year.

Student Resources

Academic Calendar

The academic calendar for the College of Pharmacy, which is different from the University Academic Calendar, can be found [HERE](#).

Approved Course Electives

Elective courses will allow students to develop areas of personal interest or expand their understanding of a subject outside the core curriculum. An Elective Course Guide, along with the link to the Elective Course Request Form will be emailed to each student during the respective course enrollment period. Because some of the courses on the approved course elective list may not be

offered through the College of Pharmacy and some COP courses have enrollment caps, course enrollment is not guaranteed.

Bookstore

The University offers a virtual textbook service where you can order textbooks on-line and have them delivered to your home. The link to the Bookstore can be found [HERE](#).

Course Curriculum

The comprehensive course curriculum can be found [here](#):

The Curriculum is divided into three academic blocks:

- Academic Block 1 is defined as Terms 1-4 and includes didactic coursework, IPE and IPPE I
- Academic Block 2 is defined as Terms 5-9 and includes didactic coursework and IPPE II-IV
- APPE Block is defined as Terms 10-12 and consists of APPE A - F.

Course Registration

All students are block registered for required courses. For the academic terms in which electives are taken, students will submit their Elective Course Request Form electronically.

Laptop and Technology Support

During PS1 Orientation, each student is issued a laptop for use throughout their course of study in the College of Pharmacy ("Student Laptop"). Each Student Laptop comes with an Apple Care Warranty that covers things such as accidental damage to the laptop. Roosevelt University adheres to the terms and conditions of the warranty. The Apple Care Warranty can be found at www.apple.com/support/products.

The Student Laptop is owned by the University until graduation and use of the Student Laptop is subject to all University policies, including but not limited to the Student Code of Conduct. If at any point a student withdraws or is dismissed from the program the laptop and charger must be returned to the Office of Enrollment and Student Services. Students shall not install software to a Roosevelt issued device or alter it in any other way. The Roosevelt University Information Technology Services department is responsible for all service to the laptops. If at any time a laptop or any installed software is malfunctioning, the student should visit the Office of Student Services so that a work order may be generated for IT to evaluate your computer. A loaner laptop may be available for checkout. It is the student's responsibility to ensure that the device and all installed software are functioning properly for all uses in the classroom, exams, and assignments.

For questions about the Pharmacy Laptop Program, contact the Office of Enrollment and Student Services, Room 430.

Mode of Communication

The primary mode of communication within the College of Pharmacy is through the Roosevelt University email system. The primary mode of communication regarding course-specific information is through Blackboard. It is the student's responsibility to regularly and frequently check email and Blackboard.

Library and Learning Resources

Access to the electronic learning resources for pharmacy students can be accessed [HERE](#). Printed texts and materials can be found in the Library.

Lockers

Each pharmacy student will be assigned a locker located in the College of Pharmacy to store textbooks, lab coats, and other personal belongings. Students must provide their own locks. No personal property should be left unattended or in hallway. All personal property brought to Roosevelt University is brought at the owner's risk.

Academic Success Center

The Academic Success Center is located in SCH 125. It provides academic support for Roosevelt University students. Information regarding services and hours is available in the office directory: <https://www.roosevelt.edu/contact/office-directory>.

Reasonable Accommodation Process

Roosevelt University College of Pharmacy will engage in an interactive process with qualified individuals with disabilities who request accommodations for such disabilities, in a manner consistent with applicable federal, state, and local law. Roosevelt University College of Pharmacy reserves the right to deny admission to any applicant who cannot meet the Technical Standards, with or without reasonable accommodations. In the event that an enrolled student develops and/or demonstrates a disability that was not apparent when admitted and which adversely affects their ability to meet Technical Standard(s), the College will engage in an interactive process to support the student. If the student cannot meet Technical Standards with reasonable accommodations, the College of Pharmacy will refer the matter to the University's Office of the Dean of Students and the University reserves the right to dismiss the student from the program.

Applicants/Students with Academic Accommodations

Students who require academic accommodations must follow the procedure described in the [Roosevelt University Student Handbook](#) for requests for accommodations. Accommodations are provided for students on a term-by-term basis. Students who have been granted accommodations will be provided a letter from the Academic Success Center that details their specific accommodations for that term ("Accommodation Letter"). The student is obligated to share their Accommodation Letter with the faculty member at the beginning of the term or as soon as the student receives the letter.

It is possible for a student to have been granted an accommodation by the Academic Success Center, but to decline to exercise that accommodation in a particular class or for a particular activity. Thus, students retain the right to determine when to exercise their accommodations, but it is also the student's responsibility to communicate their intentions in a timely manner.

In all cases, a student must allow 5 working days after the faculty is informed of their request for accommodations for that accommodation to be arranged. A student who fails to notify the faculty member of their desire to use an accommodation within this time period may not receive accommodations for that particular activity.

Counseling Center

The Counseling Center is located in SCH 114 and provides psychological and counseling services to Roosevelt University students. Information regarding services and hour is available here: <https://www.roosevelt.edu/Counseling.aspx>.

General Program Information

Accreditation

College of Pharmacy Accreditation

Roosevelt University College of Pharmacy's Doctor of Pharmacy program is accredited by the Accreditation Council for Pharmacy Education, 135 South LaSalle Street, Suite 4100, Chicago, IL, 60503, 312-664-3575; FAX 312-664-4652, website www.acpe-accredit.org.

On June 20, 2011, the Higher Learning Commission, a Commission of the North Central Association, voted to extend Roosevelt University's accreditation to include the Doctor of Pharmacy program at the Schaumburg campus.

University Accreditation

Roosevelt University has been granted continued and full accreditation by the Higher Learning Commission of the North Central Association of College and Schools since 1946. The last comprehensive visit conducted by the Higher Learning Commission occurred in 2016 and the institution was granted another ten years of accreditation with no major follow-up requirements.

Admissions Policies

Admission to Roosevelt University College of Pharmacy is granted on a competitive basis and requires applicants to complete a comprehensive application and interview process. Interviews are limited and are offered to individuals based upon the Admission Review Committee's recommendation and invitation. Application review, interviews, and decision notifications are completed on a rolling basis. [Admissions policies and procedures](#) are posted on the College of Pharmacy website.

College of Pharmacy Terminology

APPE - Advanced Pharmacy Practice Experiences - Clinical rotations performed by third-year pharmacy students

BPS - Biopharmaceutical Sciences

CAS - Clinical and Administrative Sciences

COP - College of Pharmacy - One of Roosevelt's six academic colleges

ESS - Enrollment and Student Services

IPE - Inter-Professional Education - run in conjunction with RUSH University's Interprofessional Education course, students are placed on inter-professional patient-centered teams. The inter-professional (IP) curricular integration occurs during the students' first year of study, and consists of workshops and supportive didactic online content.

IPPE - Introductory Pharmacy Practice Experiences - Supervised pharmacy experiences with a Preceptor, located primarily in community pharmacy sites and beginning the first year of pharmacy study.

OEE - Office of Experiential Education

OSCE - Objective Structured Clinical Examination

PCOA - The Pharmacy Curriculum Outcomes Assessment® (PCOA®) is a comprehensive tool developed by NABP to provide an independent, objective, and external measure of student performance in United States didactic pharmacy curricula.

PharmD - Doctor of Pharmacy degree

Preceptor - A practicing pharmacist who will supervise IPPE, IPE and APPE experiences.

PS1 - First three terms (Terms 1 – 3) of pharmacy school. Students are referred to as P1s.

PS2 - Second three terms (Terms 4 – 6) of pharmacy school. Students are referred to as P2s.

PS3 - Third three terms (Terms 7 – 9) of pharmacy school. Students are referred to as P3s.

PS4 - Final terms of pharmacy school in which students are on APPE rotations. Students are referred to as P4s.

White Coat Ceremony - This ceremony, held early in the first professional year, signifies the official welcome of pharmacy students into the profession.

Departmental Information

Office of the Dean

The Dean serves as the College of Pharmacy's chief executive and academic officer and provides leadership for the College. As such, the Dean is responsible to the University's Provost and Executive Vice President ("Provost") and to the President, for the effectiveness of all programs and responsibilities assigned to the College. The Dean represents the College of Pharmacy to the professional and external communities and to the broader University community. The Administrative Council reports to the Dean.

The Associate Dean serves as the College of Pharmacy's Dean of Students. As such, the Associate Dean advises students on various matters, particularly in cases of academic or personal difficulty. The Associate Dean oversees course scheduling and student registration in conjunction with the University Registrar's office. The Associate Dean leads the Office of Enrollment and Student Services and provides direction and counsel to the Curriculum, Assessment, and Promotion and Graduation Committees.

Office of Assessment and Administrative Services

The Office of Assessment is responsible for curricular and programmatic assessment and outcomes management for the College. Led by a director, additional responsibilities with respect to curriculum and assessment include fostering a culture of assessment, development and implementation of the assessment plan, coordinating assessment measures to collect information related to the attainment of desired student learning outcomes and formulating assessment policies.

Office of Enrollment and Student Services

The Office of Enrollment and Student Services is responsible for prospective student recruitment and enrollment, new and continuing student orientation, coordination of student services for continuing students, outreach to referring universities and colleges, and support of student organizations.

Office of Experiential Education

The Office of Experiential Education is responsible for the development and coordination of introductory, and advanced pharmacy practice experiences. Led by an Assistant Dean, the Office of Experiential Education is instrumental in identifying preceptors and practice sites, determining training needs of the preceptors, and maintaining the academic standards of the experiential education program and sites consistent with ACPE accreditation requirements, as well as Illinois Board of Pharmacy practice requirements.

Experiential Education

The Experiential Education program at Roosevelt University College of Pharmacy has two levels that are integrated longitudinally in the curriculum: (1) Introductory Pharmacy Practice Experiences (“IPPE”); (2) Advanced Pharmacy Practice Experiences (“APPE”). The IPPE and APPE provide opportunities for the students to develop an array of skills including professionalism, communication, problem solving, critical thinking, and professional competence. Throughout the experiential curriculum, interprofessional practice is modeled, particularly in clinical rotations.

Introductory Pharmacy Practice Experiences (IPPE)

The IPPEs occur concurrently with the didactic curriculum. Students participate in four different IPPE rotations and complete 320 hours in both community and institutional settings. IPPEs are scheduled for eight hours on Fridays for 10 weeks of the term.

Interprofessional Practice Experiences (IPE)

Students participate in didactic interprofessional courses during the first year of the pharmacy curriculum in conjunction with Rush University. Students work collaboratively through guided activities with other health discipline students including but not limited to, medicine, nursing, psychology and physical therapy, in order to develop the skills needed to work effectively in team-based, patient-centered care. Students gain interprofessional experience on their IPPE and APPE rotations.

Advanced Pharmacy Practice Experiences (APPE)

The entire P4 year comprises APPEs. Students complete six 6-week rotations, for a minimum of 1440 APPE hours. There are four required pharmacy practice experiences: Community, Hospital or Health-System, Ambulatory Care, and General Medicine. In addition, there is a Special Populations Elective and an Elective that the student chooses. All APPE rotations take place in various pharmacy and other health care settings. These experiential sites include local, regional, and national locations. An individualized experiential schedule will be developed based on students’ experiences, preferences, and interests for future careers in pharmacy, as well as site availability.

Examination and Assignment Make-up Policy

The College of Pharmacy’s Examination Policy is at the back of this Handbook at [Appendix B](#). If a student is unable to participate in a scheduled examination or assignment, it is the student’s responsibility to notify the course instructor via email or phone before the scheduled class session is to begin. The faculty member will determine if the student will be excused from the examination or assignment, and how and when the student will make up the examination or assignment, if appropriate. Students are responsible for timely follow-up with course coordinator for make-up of any material missed due to an excused absence.

Time Limit for Completion of Program

Students must complete the Doctor of Pharmacy program within five years of initial matriculation. If a student is unable to meet this timeframe the student will be irrevocably dismissed from the College of Pharmacy.

Leave of Absence

Students who wish to take a leave of absence for personal, medical, or other reasons must submit this request to the Associate Dean before the beginning of the academic term in which the leave will

take effect. The leave of absence may be granted for up to one calendar year. If the leave of absence is for longer than one calendar year, the student must re-apply to the pharmacy program by the application deadlines established by the College. The Associate Dean will notify the Promotion and Graduation Committee about any student who is granted a leave of absence. Students taking a leave of absence must vacate their lockers and return all University owned materials (lab coat, laptop & charger, and Roosevelt ID). Students returning to the curriculum after a leave of absence or deceleration for any time period greater or equal to two (2) terms will need to complete all of the College of Pharmacy's normal admission and entry protocols prior to returning to the program, including but not limited to a background check and drug test.

Course Withdrawal

Because the College of Pharmacy's curricular structure and academic calendar are different from the calendar followed by other colleges at the University, students will follow this procedure for course withdrawals which differs from the University process:

Students considering course withdrawal should consult with the Associate Dean. A course withdrawal in the College of Pharmacy will be entertained only because of extraordinary non-academic circumstances. The decision to withdraw should not be taken lightly as it will automatically place students into an extended course of study. The Associate Dean should be notified in writing of a request to withdraw prior to the conclusion of Week 8 of a didactic term (or Week 5 of an APPE block) from which the student wishes to withdraw. A request to withdraw may not be considered after this deadline. The student must gain the approval of the course instructor, the Department Chair and the Dean in order to withdraw from a course. If the student is approved to withdraw from a course, the Associate Dean will notify the Promotion and Graduation Committee. A student withdrawing from coursework will work with the Associate Dean to determine if a leave of absence or an extended program of study would be the most appropriate for continued course of study.

Please see [Course and credit information](#) in the University Academic Catalog. The tuition refund schedule can be found [on the Course and Term Deadlines web page](#).

Extended Program of Study

Issues may arise that necessitate a restructuring/reduction of a student's academic course load so that the student enters what is termed an extended program of study. Such a program rearranges the course schedule so that the normal time period for the program is extended, usually by one additional year. To enter an extended program, either one or both of the following conditions must be met:

1. *Personal hardship.* If a student is experiencing unusual stresses in life, the student may petition the Associate Dean for an extended program. This petition is not automatically granted and is approved only in exceptional circumstances. The Associate Dean will forward the student's request for an extended program to the Promotion and Graduation Committee. The Promotion and Graduation Committee will review and evaluate the request and inform the Associate Dean of its recommendation. The Associate Dean will take the recommendation into consideration and will inform the student of a final decision.
2. *Academic reasons.* A student may be placed on an extended program for academic reasons upon the recommendation of the Promotion and Graduation Committee. A student placed on an extended program for academic reasons is automatically placed on academic probation.

Students in an extended program of study will work with the Associate Dean to create an individualized plan of study until the student can rejoin the curriculum at the full course load. They will be required to meet with the Associate Dean twice per term for academic counseling and to review progress in the extended program of study.

Standards

To maintain enrollment and successfully graduate from the College of Pharmacy, a student must adhere to all of the University's policies and procedures, including its various standards (*e.g.*, conduct, technical, grade, and other academic standards). Those policies, procedures, and standards are generally located in four places: (1) the University's Graduate Academic Catalog, (2) the University's Student Handbook, (3) the University's Policies page, and (4) this College of Pharmacy Student Handbook. Below is a summary of those standards and the potential consequences for violating them.

Student Conduct Standards

The Roosevelt University Student Code of Conduct is available in the [Roosevelt University Student Handbook](#). All students of Roosevelt University, including College of Pharmacy Students, are held to these standards of student conduct, as well as to the College of Pharmacy's standards of student conduct (including but not limited to its illicit drug policies and conduct standards described in the Technical Standards).

A student who is reasonably believed to have violated a conduct standard will be reported to the University's Office of the Dean of Students and subjected to the University's conduct process.

Illicit Drug Policies

Students enrolled in the College of Pharmacy are expected to follow Roosevelt University's Code of Student Conduct policy on alcohol and illicit substance use. This policy can be found in the [Roosevelt University Student Handbook](#).

In addition, students enrolled in the College of Pharmacy are expected to follow the College's alcohol and illicit substance policies. Drug screens are required prior to matriculation and throughout the Roosevelt University College of Pharmacy educational experience. Random drug screens are conducted throughout the curriculum. Some rotation sites have additional drug screen requirements with which students must comply. Students will be notified when they have been selected for a drug screen via their official Roosevelt email and will be given detailed instructions on how to comply. All expenses associated with drug screens after matriculation are paid by the College unless a student tests positive for any illicit substances; in the event that a student tests positive, they are responsible for the cost of the test and any subsequent tests that are required.

Faculty and/or Preceptor Response to Suspected Intoxication

If a preceptor or faculty member observes or receives information that a student is using or may be under the influence of drugs or alcohol while in the classroom or at an experiential site, they must take the following steps and/or follow their institution-specific policy:

1. Contact the Associate Dean and/or the Assistant Dean of Experiential Education in the College of Pharmacy.
2. Remove the student from the classroom or experiential site.

3. Meet with the student in private and inform them of the behavior or performance that has been observed. When possible, the faculty and/or preceptor should include another person in the meeting (e.g., another faculty member or clinician) to serve as an independent observer and witness. During the meeting, the faculty member or preceptor should ask the student to disclose all alcohol or drugs that they have taken.
4. The preceptor or the Associate Dean will call 911 for transportation for the student to the nearest hospital emergency department.
5. The student may be subjected to an immediate drug and alcohol screen. The student must sign a waiver permitting the release of the results of any drug/alcohol screen to the University. Refusal to sign the waiver will be considered as admission of a positive test. A diluted specimen result must be retested immediately or will be considered a positive test.
6. If the test is positive for drugs or alcohol, or if a student refuses testing or refuses to release the results of the tests to the College of Pharmacy, the student shall be subject to immediate suspension pending an investigation through the Office of Student Rights and Responsibilities.
7. If the test is negative, the student shall be referred to the Associate Dean.
8. The faculty member or preceptor will document, in writing, the behavior(s) or the performance issue/concerns observed including dates, times and names of all parties involved. This written documentation must be provided to the College of Pharmacy. All written documentation and drug testing results are to be placed in the student's file.

Consequences of a Positive Test or Presumed Positive Test

1. Information obtained in drug screens may prohibit students from completing introductory or advanced practice experiences and thus may delay graduation or may result in dismissal from the program.
2. Students who do not consent to a drug screens, refuse to provide information necessary to conduct a drug screen, do not provide samples within the specified time frame, or provide false or misleading information or samples in regard to the drug screen will be treated as if a positive drug screen result was reported.
3. Failure to comply with a drug screening, positive test results and presumed positive test results are considered University Code of Conduct violations and are also a failure to meet the Technical Standards, and will be handled as described in this Handbook.
4. Drug screen results will be disclosed to experiential rotation sites if requested. The college will report positive drug test results to the Illinois Department of Financial and Professional Regulation and other state Boards of Pharmacy in which the student is licensed.

Academic Integrity Standards

All College of Pharmacy students are expected to adhere to the standards set forth in the University's Academic Integrity Policy is available on the [University's Policies page](#). That Policy addresses the University's expectations with respect to academic dishonesty (e.g., cheating, recycling, plagiarism, fabrication, and unauthorized collaboration). As discussed below, a student's integrity obligations are also reinforced through the College of Pharmacy's requirement that students meet all of the Technical Standards.

Technical Standards for Admission, Promotion and Graduation

Applicants to the College of Pharmacy should review these Technical Standards carefully. Offers of admission are contingent upon applicant attestation that they are capable of complying with the Technical Standards.

Roosevelt University complies with the Accreditation Council for Pharmacy Education (“ACPE”), the pharmacy accrediting agency, which requires that the University communicate the required skills, disclosures, and professional and technical standards required to matriculate and graduate from the program. The following technical standards for admission, promotion, and graduation – in addition to academic achievements – are those that Roosevelt University considers essential in order to earn the PharmD degree and to be able to practice within any field of pharmacy practice. The goal of the Roosevelt University College of Pharmacy is to matriculate, educate, and graduate pharmacists who are committed, competent, and compassionate. Earning a Doctor of Pharmacy (PharmD) degree requires the mastery of a coherent body of knowledge as well as the possession and development of superior and required technical skills. To the extent that a student is unable to meet a Technical Standard for a medical or physical reason, it is the student’s obligation to request a reasonable accommodation through the College of Pharmacy’s Reasonable Accommodation Process, as described in this Handbook. Each of the following is a “Technical Standard.”

- **Communication:** A pharmacy student must be able to communicate clearly, effectively, and efficiently with patients and their families, co-workers, and other members of a health care team. This includes the ability to ask questions, listen carefully to answers provided by patients and their families, co-workers, or other health care team members, and record information accurately. Essential communication skills include nonverbal, verbal, and written communications. Students also must be able to effectively and professionally communicate with and supervise technical support staff. Mastery of both written and spoken English is required.
- **Visual, Auditory, Tactile and Motor Competencies:** A pharmacy student must possess sufficient visual, auditory, tactile, and gross and fine motor skills to participate in various activities including, but not limited to: completing laboratory exercises in pharmaceutical compounding and preparing products to be dispensed to patients, performing cardiopulmonary resuscitation (“CPR”), demonstrating the use of devices for patient use (injection devices, blood pressure monitors, self-monitoring devices), measuring blood pressure using stethoscope and sphygmomanometer, compounding sterile products in a laminar flow hood, drawing up and administering injections using a needle and syringe, and performing a basic physical exam on patients (i.e. via palpation, auscultation, percussion and other diagnostic techniques). Such actions require coordination of both gross and fine muscular movement, equilibrium, and functional use of the senses of hearing, touch, and vision. Students must be able to execute motor movement to provide general care and emergency treatment to patients. Students must be able to observe experiments and demonstrations in the basic and clinical sciences. Students must also be able to observe a patient accurately at a distance and close at hand. Observation necessitates the functional use of the sense of vision, hearing, and touch.
- **Intellectual:** A pharmacy student must possess strong intellectual, conceptual, integrative and quantitative abilities to master a complex body of knowledge. The capacity to learn must be effective and efficient. Reasoning abilities must be strong enough to elicit, analyze and synthesize complex information from a wide array of source material. It is expected that a

pharmacy student learn through a variety of instructional modalities, including classroom instruction, small group discussion, laboratory assignments, individual study of materials, written papers, individual and group assessments, clinical simulations with standardized patients, oral presentations, and computer-based technology.

- **Stamina:** A pharmacy student is expected to possess the physical, mental, and emotional stamina necessary to maintain a high level of productivity and accuracy under challenging workloads and stressful situations, and to be ever vigilant of patient safety. Physical stamina includes, but is not limited to the ability to: stand for 8 hours at a time without additional support, ambulate quickly, and be fully alert and attentive at all times within didactic, laboratory, and clinical settings. Pharmacy students will be expected to be available and capable of full participation in classes, labs, and exams between the hours of 7:00 a.m. and 7:00 p.m. Monday through Friday. Pharmacy students are expected to be available and capable of full participation in rotations for any shifts, including on weekends, as assigned by preceptors in conjunction with the Office of Experiential Education. Students will be notified if there are any expectations of availability outside the stated hours.
- **Behavior, Ethics, and Integrity:** A pharmacy student must consistently demonstrate collegiality, integrity, and ethical behavior. They must work collaboratively and effectively as a member of a healthcare team and should be able to adapt and learn to function in an unpredictable clinical environment. Students must be able to work within the regulatory and/or institutional limits of their educational program along with state and federal laws, make decisions based on thoughtful and careful consideration of the facts, and modify behaviors based on constructive feedback from faculty and colleagues. Students must demonstrate compassion and a concern for others, motivation, and accept responsibility for his or her own personal actions (or in some case inactions) and decisions. They must be able to develop mature and collegial relationships with those whom they are working with including peers, faculty, staff, and preceptors.
- **Licensure:** All PharmD students in the Roosevelt University College of Pharmacy are required to obtain at matriculation, and maintain until graduation, an unrestricted Pharmacy Technician license from the Illinois Department of Professional and Financial Regulation. Students completing rotations outside of the state of Illinois are required to obtain and maintain licensure according to the rules and regulations of that state. If at any time the student is reprimanded or their license is revoked or restricted, the student must notify the Associate Dean and the Office of Experiential Education within 24 hours of notification from the Board of Pharmacy.

If an instructor determines that a student failed to meet one or more Technical Standards, the instructor may select any number of responses, including but not limited to: referral to the Academic Success Center, a written warning, lowering the student's grade, or reporting the violation to the University's Office of the Dean of Students as a violation of the University's Code of Conduct. Further details regarding violations of Technical Standards may be found in the RUCOP progression policy. **A student may ultimately be dismissed from the University for failing to meet these Technical Standards.**

Appropriate Attire and Grooming Standards

Upon acceptance and matriculation into Roosevelt University College of Pharmacy, students begin a process of developing the knowledge, skills and attitudes that comprise the fundamental core of the

profession of Pharmacy. Although assimilation of competencies and transformation to Doctoral Pharmacy Practitioners takes several years, early initiation of professional behaviors facilitates the developmental and professionalization process.

Throughout history, health professions have adopted standards of attire for their practitioners to collectively identify themselves as professionals and provide assurance to patients that they are interacting with individuals who can be trusted in performing services. In today's health care system, the concept of pharmaceutical care has introduced pharmacists as providers of patient care. Pharmacists are assuming a greater responsibility and a more active role in maintaining the health of the populations they serve. Image alone will not assure the desired excellence in pharmaceutical care; however, it often provides the basis for the public's perception of the profession and particularly guides first impressions.

Abiding by the standards of attire at the Roosevelt University College of Pharmacy is a component of the educational process that internalizes esteem and emphasizes professionalization.

To that end, the attire and grooming standards below apply to all students enrolled in Roosevelt University College of Pharmacy. Students have an obligation to regulate themselves to ensure that they are comporting with these standards of attire and grooming. However, if an instructor, coordinator, or site preceptor determines that a student has failed to meet these attire and grooming standards or such standards in the course syllabi or IPPE/IPE/APPE manuals will be considered unprofessional behavior, and the student may be disciplined in a number of ways, including through a written warning, by being sent home to address the attire or grooming issue, or by receiving a reduced grade for the assignment or for the course.

General Standards

1. **Adequate precautions should be taken to maintain good personal hygiene.** These precautions include regular bathing, use of deodorants and regular dental hygiene.
2. **Hair maintenance:** Hair should be neat and clean, styled off the face and out of the eyes. If close contact with patient occurs (*e.g.*, physical assessment procedures), hair longer than shoulder length should be secured and tied back.
3. **Other personal care considerations:**
 - 3.1 Cologne, perfume or aftershave is not recommended in the patient care setting due to patient allergies and sensitivities.
 - 3.2 Make-up should be used in moderation.
 - 3.3 Nails should be well-groomed, clean, manicured, and of short to medium length to facilitate patient care activities.
 - 3.4 Jewelry and accessories should be modest and non-distracting.
 - 3.5 Beards and mustaches should be clean and well groomed.

Standards in the Context of Patient Care or Public Interactions

Defined to include but not limited to the following situations:

- Advanced Pharmacy Practice Experiences (APPE)
- Introductory Pharmacy Practice Experiences (IPPE)
- Inter-professional Practice Experiences (IPE)

- Pharmaceutics Laboratories
- Pharmaceutical Care Laboratory Courses
- Patient care projects or health fairs
- Professional meetings
- When prior notification is given (i.e. a patient or guest lecturer will be in class)
- Any context where the student is representing the college or university in public

In the event of a discrepancy between these standards and the IPPE/APPE Manual or site requirements, the APPE Manual or preceptor/site dress requirements shall supersede this standard for students on rotations.

1. **An approved Roosevelt University College of Pharmacy identification badge** must be worn on the student's person and visible at all times. (All students are expected to conform to this standard at all times). Students should NEVER wear a badge provided by an IPPE, IPE, or APPE rotation site outside that institution as it implies the student is employed by and represents that institution.
2. **Attire:** Students should wear clean, professionally styled clothing and shoes (*i.e.*, dresses or skirts should be knee length, non-denim tailored slacks, and appropriate tops; scarves or neckties should be secured). A clean, white, long sleeved waist-length white coat is required in patient care settings. Open-toed or open-backed shoes are not appropriate in any of the above-described clinical settings.
3. **Items specifically not permitted under any condition while on rotations outside the college of pharmacy:**
 - 3.1 Hats, caps, or other items worn on the head (except garments considered a part of religious or cultural dress);
 - 3.2 Denim clothing or jeans of any color;
 - 3.3 Shorts, capri or cargo pants, yoga or athletic pants, skorts or mini-skirts;
 - 3.4 Sweatpants, sweatshirts, T-shirts with or without print, or midriff tops
 - 3.5 Athletic shoes, casual sandals, (e.g., flip-flops, Birkenstocks, or beach shoes) open-toed or open-backed shoes are not appropriate in any clinical setting or patient care areas;
 - 3.6 Scrubs (tops or pants) unless required by the site;
 - 3.7 Leggings worn as pants;
 - 3.8 Large jewelry or accessories that could interfere with patient care or safety;
 - 3.9 Jewelry in pierced noses, lips, tongues or other exposed body areas, other than ears (except when considered a part of religious or cultural dress).
4. **Exceptions:**
 - 4.1 Activities in specific laboratories, courses and patient areas in which the instructors or institutional policy supersedes this policy.
 - 4.2 Any medical conditions that inhibit adherence should be discussed with the individual course coordinators or preceptors.

Professionalism during sessions with Guest Lecturers and Speakers

In order to display professional courtesy at all times while guests are on campus and to project professionalism and respect, students should:

- Use electronic devices (i.e., laptops, tablets) only for educational purposes and refrain from other uses.
- Refrain from using cell phones in the classroom. If needed, the students should excuse themselves from the classroom to take an emergency phone call.
- Make all efforts to avoid disruptions to guest speakers.
 - Remove any needed belongings from the classroom for outside class hours
 - Arrive on time and leave at the appropriate time
 - Avoid conversations in the hallway that may be disruptive

Grade Standards

The following grade standards apply in the College of Pharmacy:

- a. Students may have no more than one D grade and no F grades earned in didactic courses in Academic Block 1 or 2 applied toward the PharmD degree.
- b. No D or F grades earned on any experiential rotations (IPPE/APPE) will be applied toward the PharmD degree.
 - i. Students must repeat the IPPE/APPE rotation in which they were unsuccessful.
 - ii. Any student who must repeat an IPPE/APPE rotation for any reason will be placed on a suitable make-up rotation based on preceptor availability and at the student's expense.
- c. Academic Blocks 1 and 2:
 - i. If a student earns two or more D grades in their P1 year (Terms 1-3), a total of three or more D grades or an F grade in any course in their P1-P3 years (Terms 1-9) they will be dismissed from the College of Pharmacy.
 - ii. A student who has been dismissed can appeal to Promotion and Graduation Committee to be placed on probation and an extended program of study (see definitions in this Handbook) as determined by the Promotion and Graduation Committee.
- d. APPE Block
 - i. Students earning a grade of D in the College of Pharmacy for **academic** performance on an APPE rotation will be placed on probation. Students must repeat the rotation in which they were unsuccessful. If a student earns a second grade on an APPE rotation below C-, they may be dismissed from the program.
 - ii. Students earning an F grade for academic or professionalism performance on APPE will be subject to dismissal.
 - a. If the cause of a professionalism grade of F is considered a violation of the code of conduct the student will be referred to the Office of Student Rights and Responsibilities for a formal misconduct investigation.
 - iii. Any student who must repeat an APPE rotation for any reason will be placed on a suitable make-up rotation based on preceptor availability and at the student's expense.

Academic Standing Standards

Each College of Pharmacy student has an academic standing determined by their Roosevelt cumulative grade point average and individual course grade performance. Student progression through the College of Pharmacy requires satisfactory completion of all didactic coursework and pharmacy practice experiential rotation courses: Introductory Pharmacy Practice Experience (IPPE), Interprofessional Pharmacy Experience (IPE), and Advanced Pharmacy Practice Experience (APPE) courses.

The Promotion and Graduation Committee

The College of Pharmacy's Promotion and Graduation Committee is responsible for the following: providing decisions regarding student appeals of academic standing determinations, providing decisions regarding student petitions for reinstatement, and making recommendations for student requests to enter an extended program of study for non-academic reasons.

In all cases of notifications received from the Promotion and Graduation Committee, students will be notified with a letter from the Promotion and Graduation Committee emailed to their Roosevelt University email account.

Academic Standing and Dismissal Policy

The University's Academic Standing Policy (which is located in the University's Academic Catalog) does not apply to the College of Pharmacy. The following is the College of Pharmacy's Academic Standing and Dismissal Policy.

Didactic courses and pharmacy practice experiential rotation courses include all of the required and elective offerings that students complete within the pharmacy program. In order for students to graduate from the College of Pharmacy, they must meet both didactic course and pharmacy practice experiential rotation course requirements.

To be in "**good academic standing**" in the College of Pharmacy, students must meet the following criteria:

1. Maintain a cumulative RUCOP GPA of ≥ 2.0 and earn a grade of C- or above in every course;
2. Satisfactorily fulfill all Didactic course completion requirements; and
3. Satisfactorily fulfill all Professional Practice Experience course completion requirements.

Procedure for Potential or Actual Loss of Good Academic Standing

When a student is at risk of or fails to meet any of the requirements for good academic standing (including if the student earns a low grade described in the academic progression framework), the student will receive an email from the College of Pharmacy that indicates: (1) the aspect of academic standing at issue, (2) the consequence for violating that standard, and (3) any appeal rights available to the student. The following consequences shall apply:

1. A student who earns less than a C grade at midterm is known as a student with an "**academic concern**". The course coordinator must refer a student with an academic concern to the Associate Dean for academic counseling and monitoring.

2. A student will be placed on “academic probation” as described in this Handbook if they: (a) earn less than a C- in any didactic course or experiential rotation for the first time, or (b) who engages in other conduct calling for this consequence.
3. A student will be automatically placed in an extended program of study if they earn less than a C- for a second time in Terms 4-9.
4. A student will be automatically dismissed if they: (a) earn less than a C- in any course during their P1 year (Terms 1-3) for a second time (b) earn a grade less than C- in any course during their P1-P3 years (Terms 1-9) for the 3rd time (c) earn an F grade in any course (d) earn less than a C- in any didactic course or experiential course during remediation or course repetition, (e) fail to comply with the terms of probation set forth by the College of Pharmacy (f) are unable to complete the Doctor of Pharmacy program within five (5) years of initial matriculation, (g) have two or more violations of the Technical Standards, conduct standards, or integrity standards, or (h) have an egregious violation of the Technical Standards, conduct standards, or integrity standards. Dismissed students must vacate their lockers and return all University owned materials (lab coat, laptop & charger, and Roosevelt ID) within seven days of notification of dismissal.

Remediation

Remediation is a *privilege*; there is no right to remediation. All decisions on remediation rest with the course instructor.

Students must score 70% or greater during course remediation. The highest grade a student may earn through remediation is 70 (C-). Remediation is designed or approved by the course instructor in which a non-passing grade was earned. Possible means of remediation include remedial exam, guided independent study with final exam, approved course at another college of pharmacy, or other course work as determined by the course coordinator. Please see [Course and credit information](#) in the University Academic Catalog.

APPE remediation will occur based upon site availability. APPE remediation will delay degree conferment. Non-passing grades which resulted from disciplinary action due to a Technical Standards Violation or Academic Integrity Violation during Academic Blocks 1 and 2 are eligible only for course repetition or dismissal and are not eligible for remediation. If a non-passing grade is received in an elective course that elective does not need to be repeated; another elective course may be taken in its place.

Academic Probation

Academic Probation is defined as a period of time during which a student’s academic or professional progress will be closely monitored by the Associate Dean. Academic probation is a serious matter and should serve as official notice to the student that their academic performance must improve during the probationary period in order to remain eligible for continued enrollment. The terms of probation include but are not limited to prohibiting the student from serving as an officer of an official club or organization and from engaging in time-consuming extracurricular activities, and requiring the student to meet with the Associate Dean at least twice per term.

Appeals Procedures

In the subsections below, we address various situations that may give rise to disciplinary action or dismissal from the College of Pharmacy, and the corresponding student appeal rights for those situations. If you have concerns not addressed below and are looking for guidance on how to resolve them, please contact the Associate Dean and/or the Policy and Procedure on Student Grievances located in the back of this Handbook at [Appendix A](#).

Appeal Procedures for Student Conduct

A student who wishes to appeal a determination that they have failed to meet a student conduct standard (including violations of the University's Student Code of Conduct and the College of Pharmacy's conduct standards) may follow the University's Student Code of Conduct Appeals process, as outlined in the University's Student Handbook. Students are advised to consult with the Associate Dean for guidance regarding the proper channel for appeals.

Appeal Procedures for Grades

A student who wishes to appeal a final grade decision (including a grade decision that was made as a result of a violation of the Technical Standards) should avail themselves of University's Final Grade Policy and Appeals Procedure, located on the [University's Policies page](#). Students are advised to consult with the Associate Dean for guidance regarding the proper channel for appeals.

Appeal Procedures for Integrity

A student who wishes to appeal a determination that they have failed to meet a Technical Standard relating to integrity may follow the University's Academic Integrity Policy and Appeals Procedure, located on the [University's Policies page](#) for the appeal of final grades affected by an ethics or integrity issue, specifically). Students are advised to consult with the Associate Dean for guidance regarding the proper channel for appeals.

Appeal Procedures for Student Academic Dismissal

Students may appeal academic dismissal on the following grounds: (1) if there is material information that was not available to the College of Pharmacy at the time of its decisions, or (2) if there was a procedural error in the Loss of Good Academic Standing process. No other grounds for appeal shall be considered. Students are advised to consult with the Associate Dean for guidance regarding the proper channel for appeals.

To appeal in this manner, within three (3) business days after the date of the Decision or conclusion of a grade appeal that does not overturn the grade and dismissal (whichever comes last), the student must submit to the faculty Chair of the Promotion and Graduation Committee a written appeal that specifies the ground for appeal and provides information and documentation, if any, supporting the appeal. The Chair of Promotion and Graduation shall respond with a notice to appear for a hearing with the Promotion and Graduation Committee. The Promotion and Graduation Committee shall issue a decision within three (3) business days from the hearing. The Promotion and Graduation Committee's decision shall be final and no further appeals shall be available thereafter.

Appeal Procedures for Reinstatement

A student who was academically dismissed may petition for reinstatement on the following grounds:

- Identification and resolution of personal challenge(s) that led to academic difficulty
- Other significant change in the student's situation that will support success.

Petition must be submitted no sooner than a full term following the term in which they were dismissed. No petition will be considered if the student could not complete the full course of study within the 5-year timeframe from matriculation. The procedure for petition is as follows:

1. The student should provide the ground(s) for petition for reinstatement, along with evidence supporting this ground.
2. The student should write a narrative addressing their plan for their academic success. If appropriate, this narrative should discuss the student's academic problems that occurred, the steps the student has taken or will take to avoid these problems again and describe the resources that the student will use to meet academic goals.
3. The narrative, plus the statement of ground for petition and accompanying evidence should be submitted to the Associate Dean via university email, who will review the petition and provide it to the Promotion and Graduation Committee for consideration.
4. Timeframe for petitions: Materials must be received by the Associate Dean one full term prior to the term in which the student wishes to be reinstated. Please refer to the College of Pharmacy Academic Calendar. If the student is petitioning for reinstatement to APPE rotations, timing of placement is dependent on preceptor and site availability.

APPENDIX A

Student Complaints and Grievances

In the event that a student disagrees with an action or policy of an instructor, course coordinator, staff member, or the actions of another student, the student is to consult the University's ***Policy and Procedure on Student Grievances*** (RU Policy No. 3.5), which is available on the [University's Policies page](#). College of Pharmacy students are generally subject to that Policy and Procedure, except that COP students should also note that a complaint sent to the Dean is considered a Formal Complaint and will be kept on file. An Accreditation Council for Pharmacy Education (ACPE) representative may inspect all complaint records filed with the Roosevelt University College of Pharmacy during an on-site evaluation.

Complaints

There are two main categories of complaints that a College of Pharmacy student may have:

1. A complaint that is not about a final grade or ACPE accreditation, but concerns an action or policy of the instructor/course coordinator/staff member or the actions of another student may be addressed in one or two ways:
 - a. Many complaints can be handled through the ***Student Complaints Policy*** (see below); and/or
 - b. In any situation where a student observes a student, staff member, faculty member, or any other person exhibiting concerning behaviors (*e.g.*, emotional distress, extreme classroom disruption, suicidal or homicidal thoughts, threats of harm, discrimination, harassment, bullying), the student should also contact the Behavioral Assessment Team at bat@roosevelt.edu or (312) 341-2323. For more information, please see: <https://www.roosevelt.edu/contact/report-concerning-behavior>.
2. A complaint related to the standards or the policies and procedures of ACPE must be submitted in writing to the Executive Director. Per the ACPE website, "ACPE has an obligation to assure itself that any institution which seeks or holds a pre-accreditation or accreditation status for its professional program(s) conducts its affairs with honesty and frankness. Complaints from other institutions, students, faculty, or the public against a college or school of pharmacy, including tuition and fee policies, and as related to ACPE standards, policies or procedures, shall be placed in writing in detail by the complainant and submitted to the ACPE office. The complaint shall be submitted to the institution for response. Requests for confidentiality shall be respected to the extent any such information is not necessary for the resolution of the complaint." For more information or to file a complaint about this program with ACPE, please see the [ACPE complaints procedure](#) at www.acpe-accredit.org/complaints.

Students Complaints Policy

In the event that a student disagrees with an action or policy of an instructor, course coordinator, staff member, or the actions of another student, the student should follow the proper chain of command. The student should continue up the chain of command until resolution is reached:

1. Arrange a meeting with the instructor /staff member to discuss the complaint.
2. Arrange a meeting with the course coordinator (if different from the instructor) or supervisor to discuss the complaint and actions taken to date to resolve it.
3. Arrange a meeting with the appropriate Department Chair to discuss the complaint and actions taken to date to resolve it.
4. Arrange a meeting with the Dean to discuss the complaint and actions taken to date to resolve it. When arranging this meeting, the student should provide in writing the nature of the complaint, along with the actions they have taken to resolve it. A complaint sent to the Dean is considered a Formal Complaint and will be kept on file. An Accreditation Council for Pharmacy Education (ACPE) representative may inspect all complaint records filed with the Roosevelt University College of Pharmacy during an on-site evaluation.

College of Pharmacy faculty and staff are expected to be responsive to student concerns to the extent that they are able. However, faculty and staff are trusted to use their judgment in responding to student complaints and not all student complaints can be immediately addressed. Additionally, if the complaint is regarding another student or the behavior of a University employee, it is possible that the complainant may not be informed of the resolution of the concern because of student privacy law and/or employment law. The complainant should not assume that their concern has not been addressed if they have not been told the resolution or consequence of their complaint.

APPENDIX B



RUCOP Policy No. 1.1

Responsible Unit: Office of the Dean, College of Pharmacy

Consulted Unit(s): Office of Academic Affairs

Originally Issued: 06/2016

Last Revised: 02/2018

Revised Effective Date: 02/2018

Examination Policy

Policy Statement

This Examination Policy describes the conditions to be observed during examinations in the College of Pharmacy ("COP") and serves to extend the Roosevelt University Code of Student Conduct described in the Roosevelt University Student Handbook.

The University reserves the right to modify or amend this Policy at any time, at its sole discretion. Any change to this Policy will become effective at the time designated above, and the changes will apply to both prospective students and those already enrolled. This Policy does not constitute an express or implied contract between Roosevelt University and any past, present, or prospective student, employee (including administrator, faculty, or staff), contractor, or volunteer. Unless otherwise stated, the term "Employee" as used in this Policy shall refer to all employees (including administrators, faculty, and staff), contractors, and volunteers.

Policy

Students must take all quizzes and examinations in their assigned classroom unless otherwise authorized by the instructor. Students with testing accommodations will be proctored and follow this RUCOP Examination Policy during their exam.

All electronic quizzes and examinations will be administered in examination software provided by the COP (ExamSoft® or other examination software).

Proctors will be monitoring the room as students take their exam. If at any time a student is suspected of academic dishonesty their person, computer, and examination area will be examined.

Any violation of this Examination Policy is considered a violation of the Roosevelt University Code of Student Conduct. All violations of this Policy will be handled at course level by course coordinators and will be reported to the Roosevelt University Office of Student Conduct. Refer to the Roosevelt University Student Handbook for details on process and disciplinary actions for violations of the Code of Student Conduct.

Before an examination or quiz in the COP, as a student you will:

- Contact course coordinators prior to the start of the class/examination in the event you are unable to make it to an examination or a quiz at the scheduled time. Contact should be made

by email, or by voicemail message if sending an email is not feasible immediately. If you arrive late to an examination or quiz, you will **not** be given any extra time and will **not** be allowed to begin an examination or quiz **once the first submission has been made**. *All consequences pertaining to this matter, particularly extenuating circumstances, are left at the discretion of the course coordinator.* For all students that are granted an approval for excused absences, **all make-up examinations or quizzes will be scheduled during finals week** (week 11 of the term). *Makeup examinations or quizzes for students with extenuating circumstances may be scheduled at the discretion of the course coordinator.* The content and format for all make-up examinations or quizzes will be at the discretion of the course coordinator.

- **Exception:** *The rules above for arriving late to an examination/quiz do not apply to practical examinations. A student who arrives to the examination once the first group of students have seen the case will not be allowed to take the examination. Due to the nature of practical examinations, points lost due to an unexcused, late arrival or absence cannot be made up and are forfeited. A student with an excused absence cannot make up the examination, but will have the points for the excused examination exempted from their total grade.*
- Bring only your school-assigned laptop, laptop charger, and a writing utensil with you to the examination room. Screen covers, computer cases, and/or keyboard covers on laptops are not permitted during examinations/quizzes.
- Not wear a hat in the examination room.
- Ensure your school-issued laptop is charged and functioning properly. Any known issues should be reported to the Office of Enrollment and Student Services to allow for the creation of an IT ticket in a timely manner.
- Ensure that the ExamSoft application is updated and that your designated examination or quiz is downloaded by the deadline provided by the instructor.
- Remove any electronics from your person including, but not limited to, cell phones, smart watches, etc. Store all cell phones, tablets, electronic watches, fitness tracking devices, mechanical and battery-powered watches, and any other device worn on the wrist in your locker, as they are prohibited during the examination. No devices that connect via Wi-Fi, Cellular, or Bluetooth (other than the COP-issued laptop) may be in your possession during an examination.
- **For examinations only:**
 - Store all other personal belongings in designated lockers. No personal effects such as book bags, purses, jackets, cell phones, etc. may be stored anywhere in the classroom or hallways.
 - You may bring your RU ID, but you shall remove it from your key ring and store keychains and keys with the rest of your personal belongings.

- Ensure that any food or drink you bring to the examination room is non-distracting, as determined by the proctor. Labels shall be removed from bottles and food shall be stored in ziplock bags only.
- Enter the examination room beginning 15 minutes before the start of the examination.
- Turn out your pockets for the room proctor as you enter the examination room to ensure that you do not bring prohibited items into the examination.
- ***For quizzes only:***
 - Sit in the seat assigned by the proctor.
 - Clear your place at your desk and place all personal belongings against the wall in the classroom, if time does not permit you to store your belongings in your lockers before the quiz.

During an examination or quiz in the COP, as a student you will:

- Raise your hand to inform proctors of any technical complications experienced during the examination period.
- Make all examination/quiz-related calculations and annotations on paper provided by proctors, and then return the paper at the end of the examination/quiz with your name written on the top of the paper. You will ensure that during an examination/quiz, the scratch paper is hidden from other students view when not in use.
- Raise your hands to be allowed to use the restroom; only one student may leave the testing room at any one time. You must sign-out to use the restroom, and must show that you have nothing in your pockets before proceeding to the bathroom.
- Submit examination and exit ExamSoft under the supervision of a proctor.
- Close your laptop upon completion of the examination.
 - You may leave the examination room with your laptop if all components of the examination are complete.
 - If a group examination is administered following an individual examination, you must remain with your laptop in the examination room until all components of the group examination are complete.
- Exit the room when examination is submitted and proceed to the first floor when exams are given in the College of Pharmacy. Return to the 2nd floor or examination room only after the examination time has ended.

Entities Affected by this Policy

All units of the College of Pharmacy.

Related Documents

RUCOP Procedure No. 1.1 (Examination Procedure); RUCOP Form No. 1.1 (Examination Policy Acknowledgement).

Implementation

The Dean of the College of Pharmacy shall have the authority to establish any procedures necessary to implement this Policy.