

Policy Title: Scholastic Advancement and Appeals Policy

Brief Description: To provide guidance to the Skaggs School of Pharmacy and Pharmaceutical Sciences (SSPPS) in managing situations involving academic/scholastic concerns.

Effective: Fall 2019

Approved by: Dr. Ralph Altieri, Dean

Responsible School Officer: Assistant/Associate Dean of Student Affairs (ADSA)

Responsible Office: Office of Student Services (303-724-2882)

Policy Contact: Student Advancement and Compliance Manager

Applies to: Professional degree programs offered by the SSPPS, which include the Entry-Level Doctor of Pharmacy PharmD (ELPD) program, the North American-Trained PharmD (NTPD) program, the International-Trained PharmD (ITPD) program, and any other program deemed appropriate by the Distance Degrees and Programs (DDP) office.

Reason for Policy: To ensure students succeed in demonstrating a mastery of the coursework and develop contemporary knowledge and skills in accordance with the standards established by the American Council on Pharmacy Education (ACPE).

1) **INTRODUCTION**

Programs administered by the SSPPS provide an excellent general and professional foundation for competence as a licensed, practicing pharmacist or healthcare professional. The SSPPS promotes student success and progression in accordance with its mission and offers resources to assist students in overcoming barriers to success. ELPD students should contact the Office of Student Services (OSS) and DDP students should contact the DDP office as soon as possible if they experience any circumstance that could impact their ability to succeed.

2) **POLICY STATEMENT**

The SSPPS requires its students to meet the academic standards of its programs to progress in the curriculum and ultimately graduate. This policy serves to outline criteria and procedures that dictate how academic performance impacts student progression and standing in the program. In addition, other factors that may affect a student's advancement in the program are addressed in this policy.

3) **DEFINITIONS**

- a) **Unsatisfactory Performance:** Students falling below expectations based on criteria related to academic performance. An appropriate designation (i.e., academic warning, academic probation, or academic dismissal) will be assigned based on the level of performance.

- b) **Cumulative Grade Point Average (cGPA):** The cumulative professional GPA (cGPA) determined by a student's performance in all course work (required and elective, didactic and experiential).
- c) **Semester Grade Point Average (sGPA):** The semester GPA (sGPA) determined by a student's performance in only the course work from that semester (required and elective).
- d) **Scholastic Advancement and Appeals Committee (SAAC):** The standing committee charged with proposing academic standards to the faculty, assessing the performance of the standards, hearing student appeals and executing the provisions of this policy. The SAAC consists of faculty members from across the departments within the SSPPS, and are appointed according to the SSPPS procedures for committee assignments. The SAAC may also include ex-officio, non-voting members from OSS: the ADSA, the Director of Student Services, Student Advancement and Compliance Manager, a representative from university legal counsel, and an OSS administrative staff member. The Academic Services Coordinator and the Academic Student Advisor from the DDP may also be included as ex-officio for DDP student cases. The SAAC will meet as often as necessary during the academic year to carry out its functions promptly. A quorum of five (5) voting members must be present to vote on any official decision made by the SAAC.
- e) **Chair:** One of the faculty members from the SAAC will be appointed by the Assistant/Associate Dean for Academic Affairs to serve as the committee chair.
- f) **Academic Improvement Plan (AIP):** A reflective tool used by a student to ascertain strengths and weaknesses and to identify strategies to succeed in the curriculum. It is also a monitoring tool used by the SAAC to oversee a student's progress and to provide additional requirements and guidance to overcome barriers to success in the curriculum.
- g) **Experiential Action Plan (Action Plan):** An Experiential Action Plan (Action Plan) is a tool designed for a student to identify learning deficiencies and establish a concrete plan for mastering the knowledge, skills, and professionalism necessary for success in the experiential curriculum.
- h) **Programmatic Evaluations:** Written, verbal, and practical/skills evaluations that are administered at various time points in the program. These evaluations are designed to ensure students demonstrate competence commensurate with their progress through the curriculum. Examples include, but are not limited to, the Pharmacy Curriculum Outcomes Assessment (PCOA) and Objective Structured Clinical Exams (OSCEs).

4) POLICIES AND PROCEDURES RELATED TO ACADEMIC ADVANCEMENT

a) Designations for Unsatisfactory Performance:

i. **Academic Warning:**

A student will be placed on academic warning under the following circumstances:

- (1) The student receives a first grade of D in a didactic course.
- (2) The student receives two or more grades of C in any experiential course.
- (3) The student's semester GPA falls below 2.0.

Academic Warning Procedures, Duration, and Removal

- o An ELPD student placed on academic warning will be notified of such status via university email from the ADSA (or designee) with a copy retained in the OSS. A DDP student placed on academic warning will be notified of such status via university email from the DDP Director (or designee) with a copy retained in the DDP office.
- o A student will be placed on academic warning for the semester that immediately follows the semester in which the student received an academic warning (academic warning term). If during the academic warning term, the student withdraws from one or more required courses that may result in delayed progression, the student's academic warning term will continue until the student completes the courses from which the student withdrew.

- A student on academic warning must complete and appropriately engage in AIP and/or Action Plan process (please see Demonstration of Competence section for additional information).
- After the academic warning term, the SAAC will review the student's academic performance. A student will be removed from academic warning upon meeting the minimum academic standards required by this policy and successful completion of the AIP or Action Plan, as determined by the SAAC.
- An ELPD student who is removed from academic warning will be notified of such status via university e-mail from the ADSA with a copy retained in OSS. A DDP student who is removed from academic warning will be notified of such status via university e-mail from the DDP Director (or designee) with a copy retained in the DDP office.

ii. **Academic Probation:**

A student will be placed on academic probation under the following circumstances:

- (1) The student's cGPA falls below 2.0.
- (2) The ELPD student receives a final grade of D in an experiential course.
- (3) The student receives a second grade of D (including D- or D+) in any course in the required curriculum.
 - i. Students in the ELPD must repeat the course in which the most recent grade of D was received before taking other courses for which that course is a prerequisite.
 - ii. Students enrolled in their respective DDP program must repeat any of the classes with a D or lower until there is no more than one non-repeated letter grade of D within the coursework.
- (4) The student receives a grade of D (including D- or D+) in two courses in the required curriculum in the same semester. The student must repeat both courses before taking other courses for which those courses are prerequisites.
- (5) The student receives a first grade of F in any course in the required curriculum. The student must repeat the course before taking other courses for which that course is a prerequisite.
- (6) The student receives a first grade of D (including D- or D+) following a grade of F in another course in the required curriculum in the same semester or subsequent semesters. The student must repeat both courses before taking other courses for which those courses are prerequisites.

Academic Probation Procedures, Duration, and Removal

- An ELPD student who is placed on academic probation will be notified of such status via university e-mail from the ADSA (or designee) with a copy retained in OSS. DDP students who are placed on academic probation will be notified of such status via university e-mail from the DDP Director (or designee) with a copy retained in the DDP office.
- A student will be placed on academic probation until they repeat the coursework necessary to progress in the curriculum.
- A student placed on academic probation must complete and appropriately engage in AIP and/or Action Plan process (please see Demonstration of Competence section for additional information).
- After the academic probation term, the SAAC will review the student's academic performance. A student will be removed from academic probation upon meeting the minimum academic standards required by this policy and successful completion of the AIP or Action Plan, as determined by the SAAC.
- An ELPD student who is removed from academic probation will be notified of such status via university e-mail from the ADSA with a copy retained in OSS. A DDP student who is

removed from academic probation will be notified of such status via university e-mail from the DDP Director (or designee) with a copy retained in the DDP office.

iii. **Academic Dismissal:**

A student will be dismissed (terminated) under the following circumstances:

- (1) The student receives two or more grades of F in any course(s) at any time in the required curriculum.
- (2) The student receives a grade of F in any course after receiving two grades of D (including D- or D+) in the required curriculum.
- (3) The student receives a third grade of D (including D- or D+) in any course in the required curriculum.
- (4) The student receives three or more grades of D (including D- or D+) in any course(s) in the required curriculum in the same semester.
- (5) The student receives a second grade of D (including D- or D+) in any course following a grade of F in any course in the required curriculum.
- (6) The student fails to achieve a cGPA of 2.00 (or greater) during the time specified by the SAAC.
- (7) The student fails to meet the grade requirements for repeated courses during the academic probationary term.
- (8) The student fails to complete the program within the maximum number of years allowed.

An ELPD student who receives academic dismissal from the program will be notified of such status via university email from the ADSA with delivery confirmation and return receipt requested. A copy of the letter will be retained in OSS. The Colorado State Board of Pharmacy will be informed of the student's dismissal status.

A DDP student who receives academic dismissal from the program will be notified of such status via university email from the DDP Director with delivery confirmation and return receipt requested. A copy of the letter will be retained in the DDP office. Relevant licensing bodies will be informed of the student's dismissal status.

b) **Demonstration of Competence:**

i) **Academic Improvement Plan (AIP) Process:**

A student is required to complete an AIP and submit it to the SAAC for review and approval under the following situations to progress in the curriculum:

- (1) The student is placed on academic warning
- (2) The student is placed on academic probation

A student who is required to complete an AIP will be notified via university email and must submit it no later than the deadline outlined in the written notification. Failure to timely submit the AIP may prevent the student from registering for future course work, which may result in delayed progression or administrative withdrawal.

The SAAC shall review all AIPs and may modify a student's AIP to include additional recommendations and/or requirements before providing final approval. The SAAC shall approve a final AIP that is tailored to assist individual students and enhance the likelihood of successful completion of the program.

Once approved by the SAAC, the student will receive an electronic copy of his/her final AIP via university email and must review and sign the AIP no later than the deadline outlined in the email notification. ELPD students will be required to review the AIP with the ADSA (or designee). DDP students will be required to review the AIP with the DDP Director (or designee). Failure to timely review and sign the AIP may prevent the student from registering for future course work, which may result in delayed progression or administrative withdrawal.

The student is expected to abide by the terms of the AIP. A student's level of participation in the AIP will be taken into consideration during any future deliberations by the SAAC regarding the student's progression in the program.

The SAAC shall review the on-going performance of a student who is operating under the terms of an AIP and it may be modified as seen fit by the SAAC. A review of students operating under an AIP shall take place at the end of each semester to determine whether the terms of the AIP are fulfilled.

ii) Experiential Action Plan (Action Plan) Process:

The Office of Experiential Programs (OEP), in collaboration with Action Plan Mentors, will manage and establish the guidelines associated with the Action Plan process.

In situations where a student's performance results in an academic warning or probation, the OEP will bring the student's Action Plan to SAAC for endorsement. The SAAC may include additional recommendations and/or requirements.

A student's level of participation in the Action Plan will be considered in all future deliberations by the SAAC regarding the student's progression in the program.

iii) Repeated Courses

(1) Required Repeated Courses

A student who is required to repeat a course in which they received a letter grade of D or lower, or multiple grades of C or lower in the experiential environment, must repeat the course(s) with a grade of pass (for pass/fail courses), C (C- is not acceptable) for didactic courses, or B- or higher for experiential courses.

(2) Voluntary Repeated Courses

Students can take a course more than once; however, both courses and grades will appear on the transcript and both grades will impact GPA. The student will also be required to pay tuition for all attempts, and may not receive financial aid for the second attempt. The student needs to work with Financial Aid to verify the student's eligibility.

(3) Integrated Courses

If a repeated course is taken out of sequence in either the ELPD or any of the programs administered by the DDP office, it is the responsibility of the student to work with the ADSA (or designee) to obtain information regarding other integrated courses or experiential requirements to facilitate the successful completion of the repeated course. University and SSPPS policies may limit access to content contained within courses for which a student is not registered.

(4) Transcript and GPA Considerations

Whether a student is required to repeat a course or elects to repeat a course, both the original grade and the repeated grade will remain part of the student's official transcript.

Both grades will be used in the calculation of the student's cGPA. If a course is graded pass/fail, the fail grade is factored into the GPA. However, a grade of pass does not affect the GPA.

(5) Tuition and Fees

- i. For ELPD students, the student is required to pay current tuition and fees for repeated courses. If the student is registered part-time, pro-rated tuition will apply for 10 or fewer credits.
- ii. For DDP students, all program administered by the DDP office are designed for part-time study. Students may take course loads potentially qualifying as full-time study. Students will pay current tuition and fees for repeated courses.

(6) Maximum Attempts Allowed

A student may retake a course only once and thus is permitted a total of two attempts to take and complete any course within the program. Exceptions to these procedures may be obtained only under extenuating circumstances and with the approval of the SAAC. It is the responsibility of the student to prove that reliable evidence of extenuating circumstances exists.

iv) Programmatic Evaluations

Demonstration of satisfactory performance is required for all programmatic evaluations and will be determined based on criteria and timing specific to each evaluation.

Students not achieving satisfactory performance on programmatic evaluations may be offered an opportunity to participate in a remediation process.

Students not achieving satisfactory performance on programmatic evaluations may have their progression in the program halted based on the criteria and timing specific to each evaluation.

v) Remediation

Individual course directors may exercise their right to develop and implement a remediation plan for any student in any situation where academic standards were not met, as long as all students in similar situations within the same timeframe (i.e., semester) are treated equitably. Within the remediation plan, students may have options to improve the final course grade that will allow them to (i) meet the competencies of the curriculum and/or (ii) advance in the program on a regular schedule, without interruption. Decisions regarding the structure, process, and requirements of any remediation will be made by the course director on a case-by-case basis, in collaboration with the course director and the student. The SAAC will be informed of any student undergoing remediation and may request information regarding the aspects of the remediation process.

c) Scholastic Appeals

Students have the right to submit an appeal of a final grade or their dismissal from the program. Final grades, designations, and dismissals are presumed correct and the burden is on the student to establish sufficient grounds to grant an appeal. All appeals must be submitted by the student in good faith and based on proper grounds as provided under this policy.

ELPD students who pursue an appeal should first meet with the ADSA (or designee) and DDP students should first meet with the DDP Director (or designee) for guidance and direction.

There are three tiers associated with the appeal process:

- (1) Tier 1 Appeal: A student appeals to the SAAC for a full review.
- (2) Tier 2 Appeal: A student appeals to the SAAC's Tier 1 decision to the Associate Dean for Academic Affairs (ADAA) for limited review.
- (3) Tier 3 Appeal: A student's final appeal of the ADAA's Tier 2 decision to the Dean for limited review.

i) Grounds for an appeal

Before an appeal will be accepted, a student must first make a good faith, professional effort to resolve the grade or designation with the assigning course director, faculty member, or preceptor unless the grounds for submitting the appeal are related to harassment or discrimination.

Students who receive a failing or reduced grade due to misconduct or academic dishonesty under the Student Ethics and Conduct Code (SECC) must pursue the appeal according to the provisions under the SECC.

Permissible grounds to appeal are confined to the following situations:

- (1) An arithmetic or clerical error occurred in calculating the grade.
- (2) There was a deviation from the grading policies established for the course.
- (3) The faculty member or preceptor who assigned the grade harassed, discriminated, or retaliated against the student as determined under any other SSPPS or university policy, or state or federal law. The student must show the grade was the direct result of the harassment, discrimination, or retaliation.
- (4) The grade represents a substantial departure from an accepted academic or professional judgment which demonstrates arbitrary and capricious conduct by the assigning course director, faculty member, or preceptor.
- (5) Extenuating circumstances beyond the control of the student existed which prevented them from meeting the minimum standards.

In judging the merits of the appeal, the SAAC may consider the following factors:

- i. The chronological relationship between the event or onset of the extenuating circumstances and the student's deficient performance;
- ii. Efforts made by the student to seek resources or assistance from course directors, or the appropriate program office (OSS or DDP);
- iii. The student's prior performance and/or compliance under any AIP or Action Plan;
- iv. The sufficiency of supporting documentation submitted by the student; or
- v. Any other factor the SAAC finds relevant to the issues raised in the student's appeal.

ii) Tier 1 Process

(1) Required Form

A Tier 1 appeal must be fully documented and submitted using the Scholastic Advancement and Appeal Form (Appeal Form) pursuant to the directions and requirements provided in the form. The SAAC may reject any Tier 1 appeal that is not properly submitted.

(2) Timing of Submission

All students must submit an appeal no later than two calendar weeks (14 days) after official notification of the final grade(s) or designation. ELPD students will submit their appeal to the OSS at oss@ucdenver.edu. DDP students will submit their appeal to the DDP office at ntpd@ucdenver.edu. Students will receive notification of the receipt of the appeal. ELPD students will receive this notification from the ADSA or designee, and DDP students will receive this notification from the DDP director or designee.

Deadlines may be adjusted based on unique circumstances. For ELPD students, the ADSA or designee will determine if deadlines may be adjusted for ELPD students. And for DDP students, the DDP director or designee will determine if deadlines may be adjusted.

(3) Procedure

i. Impartiality and Confidentiality

Before any review and/or hearing, SAAC members will review the entire appeal submitted by the student and determine whether there is any reason they would be unable to render an unbiased decision in the case and therefore have a real or perceived conflict of interest.

SAAC members who are disqualified will be replaced by a faculty member chosen by the ADAA. If the Chair of the SAAC is disqualified due to a conflict of interest, the ADAA will assign another SAAC member to serve as the Chair.

Students, SAAC members, and other witnesses/participants shall be bound by the requirement that all aspects of any appeal or hearing will be held in strict confidence. Any breach of confidentiality or retaliation that occurs as a result of any SAAC proceeding or decision shall be reported under and governed by the SECC, or other appropriate SSPPS or university policy.

ii. Preliminary Review

The chair, chair elect or an appointed committee member, the Director of Student Services and the ADSA may meet at the end of each semester to conduct a preliminary, informal review of all submitted appeals. This group will provide feedback on whether they believe the student's appeal meets one or more of the required criteria and/or whether the submitted evidence supports further deliberation.

The student will be provided this feedback and will then have the opportunity to decide whether they would like to pursue a formal hearing.

iii. Formal Hearing Process

If an appeal moves to a formal hearing, the student will receive an email notification setting forth the date, time and location where the case will be scheduled before the SAAC. The student may appear in person, via videoconference or by telephone to present their case. Once scheduled, the hearing will proceed whether the student is present or not. The hearing will include two phases: fact-finding and deliberation

▪ Additional Hearing Participants

A student who submits an appeal is allowed to have an advisor of their choice attend the hearing with them. The student must identify the advisor in the designated section of their Appeal Form, or in writing via email, either to

oss@ucdenver.edu for ELPD students or ntpd@ucdenver.edu for DDP students, at least two (2) business days in advance of the hearing. The advisor is not permitted to speak or communicate with the committee during the proceedings.

Before the hearing, the Chair of the SAAC shall identify any faculty member or other witnesses mentioned in the student's appeal and determine whether their presence is necessary at the hearing. The faculty member or other witnesses will receive an email notification setting forth the date, time, and location of the hearing. Faculty members or other witnesses appearing in response to a student's appeal may receive a summary of the student's written Appeal Form and documentation before the hearing to provide an opportunity to prepare a response.

▪ **Fact-Finding Phase**

During the fact-finding phase of the hearing, the rules of evidence and procedure applicable to state or federal civil or criminal legal proceedings shall not apply. The Chair of the SAAC, or designee, shall lead and manage the course of the hearing. The student will enter the proceeding and the Chair of the SAAC will provide introductions and instructions regarding the course of the hearing. Any conflicts of interest shall be noted at this time. This portion of the appeal process will be audio recorded.

1. The student will be allowed to present their case and information regarding the appeal.
2. The SAAC members may question the student regarding the appeal.
3. When all information regarding the student's appeal has been presented and there are no remaining questions, the student will be dismissed from the hearing.
4. The faculty member(s) or witnesses involved with the appeal will be allowed to enter the proceeding and present their response and information regarding the appeal.
5. The SAAC members may question the faculty member(s) or witnesses regarding their response to the appeal.
6. When all information regarding the faculty member(s) or witnesses' responses have been presented and there are no remaining questions, the faculty member(s) and witnesses will be dismissed from the hearing.

▪ **Deliberation Phase**

During the deliberation phase, the SAAC will meet in closed session to discuss all information and documentation collected during the fact-finding phase. Upon the conclusion of deliberations, the SAAC shall vote to either grant or deny the student's appeal. The SAAC shall determine any other conditions associated with the appeal decision. This portion of the appeal process will not be audio recorded.

▪ **Notice of Decision**

A student shall be notified of the SAAC's decision via university email from the Chair with the delivery confirmation requested. Any decision to deny the appeal shall become final upon the expiration of the student's time for filing a Tier 2 appeal. In cases where the final decision results in academic dismissal, the ADSA (or designee) shall notify the Colorado State Board of Pharmacy that the individual is no longer a student at the SSPPS.

iii) Tier 2 Process

A student may appeal their Tier 1 decision to the ADAA if they can demonstrate and the ADAA concludes, by a preponderance of the evidence, one of the following situations exist:

- (1) New information is discovered regarding the student's case which was previously unknown to the student and the SAAC;
- (2) There was an error in the process that could have materially changed the committee's decision; or
- (3) There is evidence that the SAAC acted in an arbitrary or capricious manner.

The Tier 2 appeal form must be submitted within seven calendar days of notification of the SAAC's decision by the SAAC Chair.

A Tier 2 appeal provides for a limited review and the student will not be entitled to a hearing. The ADAA can reverse or modify the findings and decision of the SAAC. If the ADAA or the student identify any reason why the ADAA would be unable to render an unbiased decision in the case or a real or perceived conflict of interest exists, the Dean shall appoint another faculty member who is not a member of the SAAC to consider the Tier 2 appeal.

The ADAA will notify the student about his/her decision in writing via University e-mail with delivery confirmation requested. The SAAC, ADSA or the DDP Director for a DDP student case, and the student who submitted the appeal shall be informed of the ADAA's decision.

iv) Tier 3 Process

The student may appeal the Tier 2 decision to the Dean via the Tier 3 appeal form. This must be submitted in writing within seven calendar days of notification by the ADAA. The Dean shall review the appeal. The decision of the Dean shall be final. The Dean shall notify the student in writing of the decision via University e-mail with a delivery confirmation requested. The ADAA, SAAC, ADSA, the DDP Director when appropriate, and the student who submitted the appeal shall be informed of the Dean's decision.

d) Programmatic Procedures Regarding Advancement:

i) Maximum Time in the Program

ELPD: The maximum amount of time a student has to complete the program is six-calendar years starting from the time the student enters the program. The maximum time for completion of the program will include time taken out of the program due to academic, technical or co-curricular probation, disciplinary or academic suspension, leave of absence, or delayed progression due to course withdrawal. Students who are unable to complete the

program within six-calendar years will be subject to dismissal from the program. A student may request an extension of this time if extenuating circumstances exist and upon approval by the SAAC. The burden is on the student to demonstrate extenuating circumstances exist and must provide documentation to support their request to extend the six-years. Delayed progression due to poor academic, technical or co-curricular performance probation, disciplinary or academic suspension, leave of absence, or course withdrawal will not support a request to extend the six-calendar year time limit.

DDP:

Students enrolled in either the NTPD, ITPD, or MS in Clinical Pharmacy programs must complete the coursework for their respective program within six calendar years. Students enrolled in the IHM graduate certificate program must complete the coursework within four calendar years. The timeline begins when students enroll in courses. Extensions beyond each program's respective maximum number of years to complete the coursework will be considered on a case-by-case basis by the DDP committee, with extensions obtained under extraordinary circumstances. The burden of proof to provide evidence of extraordinary circumstances to the committee is the responsibility of the student. Poor academic performance is not considered an extraordinary circumstance or an acceptable reason to extend the time limit. Student conduct (refer to the SOP Student Bulletin) during the program will also be considered. Renewal of some coursework will be required, as described in the Six Year Extension policy.

ii) Incomplete

(1) Requirements for Incomplete

A grade of "I" may be assigned to a student when extenuating circumstances beyond the student's control prevented the student from completing a small portion (generally considered to be less than 20% of coursework remaining) of a course, and that a final grade cannot yet be assigned. The burden is on the student to demonstrate extenuating circumstances exist and supporting documentation must be provided to the student's respective program office (OSS, OEP or DDP) for review.

The course director must determine if it is feasible for the student to complete the missing coursework and assign a grade of "I" at the time it is sought. Under no circumstances will a grade of "I" be granted based on poor performance and/or behavior in the course. Therefore, a student is eligible to receive a grade of "I" if a passing grade is attainable in the course at the time the grade of "I" is requested; otherwise, the student must be awarded the grade that was achieved. This determination shall be made by the course director.

(2) Written Plan and Timeline

If it is determined that the student may receive a grade of "I" under section X, the student must work with the course director to develop a plan and timeline for completion of the coursework. The course director has the final authority to establish any deadlines. The terms of this plan must be finalized in writing in a completed Course Completion Agreement Form. The form must be signed by the student and the course director. An ELPD student must also obtain the signature of the ADSA (or designee), and a DDP student must also obtain the signature of the DDP Director (or designee). A copy of the completed form will be retained in the appropriate program office (OSS or DDP).

Under most circumstances, all incomplete coursework will be completed before the next semester. If the course in which the student received a grade of "I" is a prerequisite for other courses, the missing coursework must be completed and a grade should be assigned before the student being allowed to enroll in courses for which the course is a prerequisite. If the course in which the student received a grade of "I" is not a prerequisite for other courses, the student may progress in the curriculum and the missing coursework must be completed according to the agreed date outlined in the Course Completion Agreement Form and a grade must be assigned within one year.

Upon successful completion of the missing coursework per the terms of the Course Completion Agreement Form, and once a final grade determination has been made, a Change of Grade Form will be signed by the course director and submitted to the appropriate office (OSS or DDP) for processing.

(3) Failure to Meet Plan and Timeline Requirements

If the missing coursework is not completed pursuant to the written plan and timeline established in the Course Completion Agreement Form, the grade of "I" will be changed to a grade of "F" on the student's transcript. All other provisions under this policy regarding the impact of receiving a grade of "F" in the curriculum will apply.

To return after any period of non-engagement with the curriculum following a grade of "I", an ELPD student must meet with the ADSA (or designee), and a DDP student must meet with the DDP Director (or designee) at least 45 calendar days before the first day of class to communicate their intent to return. A student failing to meet this deadline may not be permitted to register for future coursework, which may result in delays and/or administrative withdrawal from the program.

iii) Course Withdrawal

A student may choose to withdraw from any course before approximately 67% of the course has been completed (as defined by the course director) and receive a grade of withdraw ("W") for the course. Each course will have the withdrawal date listed in the syllabus. This date will serve as a deadline after which withdrawal from the course will no longer be possible.

- (1) A student seeking to obtain permission to withdraw from any course must meet with their respective program's office (the ADSA or designee within OSS and the DDP director or designee within the DDP office) to gain approval for the request and complete a COURSE WITHDRAWAL AGREEMENT form.
- (2) If the student does not fully process a COURSE WITHDRAWAL AGREEMENT prior to the deadline for withdrawal, they will not be allowed to withdraw from the course.

If a student does not meet the above criteria, a withdrawal may be obtained only under extenuating circumstances and with the approval of the course director and the SAAC.

It is the responsibility of the student to prove that reliable evidence of extenuating circumstances exists.

A grade of "W" alone is not considered an extenuating circumstance or an acceptable reason to extend the six calendar year time limit for completion their respective program.

A student who receives a grade of "W" for a course in the required curriculum must retake the full course and pay current, full tuition and fees for the repeated course. If the course(s)

in which the student received a grade of “W” is a prerequisite for other course(s), the course(s) must be completed prior to the student being allowed to enroll in course(s) for which the course(s) are prerequisites. A permanent grade of “W” will remain on the student’s transcript for the course, but it will not impact the student’s cGPA.

With the express permission of the course director(s), a student who has withdrawn from a course may continue to attend the course, but may not be allowed to participate in any assessments or other activities related to the course. In this situation, the terms of attendance must be specified in the attendance section of the COURSE WITHDRAWAL AGREEMENT form. The COURSE WITHDRAWAL AGREEMENT will be signed by the student to indicate that she/he (i) understands the plan, (ii) agrees to abide by the terms of the plan, and (iii) has received a copy of the plan. The course director(s) and the ADSA (or designee) must also sign the COURSE WITHDRAWAL AGREEMENT before the plan can be put into action. A copy of the signed written plan will be retained in OSS.

To return to school after a withdrawal period, the student must contact their respective program office (the ADSA or designee within OSS and the DDP director or designee within the DDP office) and make a definitive plan for the courses in which he/she wishes to enroll. This must occur at least 45 calendar days prior to the first day of class for the semester in which he/she intends to return. A student failing to meet this deadline may not be allowed to register, which may result in delays and/or administrative withdrawal from the program.

iv) **Leave of Absence:** A leave of absence is a period of time that a student is to be away from the curriculum, while maintaining the status of a student. The student must intent to return to the program.

A leave of absence is not intended to shield a student from unsatisfactory academic performance. During a leave of absence, it is expected that students will not audit required or electives courses, enroll in courses elsewhere, or participate in any school activities or organizations.

When possible, it is highly recommended that a student request a leave of absence well before the term begins or before the Drop/Add deadline to avoid being charged tuition and student fees for the semester. If the term begins and the Drop/Add deadline passes, students will not be refunded their tuition and fees for the semester and will receive grades of “W” on their transcript. No student shall be permitted a leave of absence after the published last day of classes for the term. In some extenuating circumstances, students may qualify for tuition remission (please see separate policy).

Following are the procedures for taking a leave of absence:

- (1) The student must meet with the ADSA (or designee) to explore the reason for taking a leave and discuss the curricular issues associated with a leave.
 - i. Medical Leave of Absence (MLOA)
 - Personal mental health and/or physical health circumstances
 - ii. Personal Leave of Absence (LOA)
 - Family parental leave
 - Family crises or extreme personal hardship
 - Financial issues
 - Academic or career uncertainty
 - Military service
 - Professional interests

- (2) Students who qualify for MLOA will be referred to the appropriate resource.
- (3) Students taking a LOA, need to fill out a Leave of Absence Form and submit the signed form to their respective program office (the ADSA or designee within OSS and the DDP director or designee within the DDP office). If the student does not complete the Leave of Absence Form, he/she may not be allowed to return to or re-enter their respective program.
- (4) All students re-entering after a leave of absence will be reviewed by SAAC to determine if (and under what conditions) they are eligible to return to the curriculum. Changes in the curriculum due, for example, to innovations in healthcare delivery and standards of care, may result in a student having to complete the curriculum in place at the time of re-entry- to the school. Consequently, a student should be aware that the curriculum for which they are re-entering may be different from the curriculum in which they participated before their leave of absence.
- (5) The Technical Standards for Admission, Advancement, Progression, and Graduation (see Student Policies) apply to all students throughout their respective program and upon re-entry to the program after a leave of absence.
- (6) To return to school after a leave of absence, the student must contact to their respective program office (the ADSA or designee within OSS and the DDP director or designee within the DDP office) at least 45 calendar days before the first day of class for the semester in which they intend to return and make a definitive plan for the courses in which they wish to enroll. Students failing to meet this deadline may not be allowed to register; this may result in delays and/or dismissal from the program.
- (7) A student taking a leave of absence is reminded that the maximum amount of time a student has to complete their respective program is six-calendar years. For ELPD students, this timeline begins when the student enters the program as a P1 student. For DDP students, this timelines begins the first semester the student enrolls in courses for their respective program.

v) University Withdrawal

A student can permanently withdraw from their respective program voluntarily or may be subject to administrative withdrawal by the school.

- (1) Voluntary Permanent Withdrawal
 - i. The procedures for voluntary permanent withdrawal from their respective program are as follows:
 - A student wishing to voluntarily, permanently and completely withdraw from their respective program must meet with the ADSA (or designee), for the ELPD program, or the DDP director (or designee), for the programs administered by the DDP office, to discuss their options.
 - The student must complete a University Withdrawal form and follow the procedures outlined on the form to officially withdraw.
- (2) Administrative Withdrawal

A student must be responsive to attempts by the school to contact them. If, after repeated attempts by the school to communicate with the student (e.g., university e-

mail, phone, written correspondence to address and/or emergency contact person on file), there is no return communication or there is not substantive, sufficient engagement from the student for at least 60 calendar days, the school retains the right to administratively withdraw the student from the program.

A student who is administratively withdrawn from their respective program will be notified of such status via a certified or federal express letter from either the ADSA or DDD director with delivery confirmation and return receipt requested.

vi) Reapplication

A student who undergoes academic dismissal their respective program may not reapply to the SSPPS for four years. Applicants wishing to reapply after the four-years must apply to the program using the published application and admission policies and procedures and meet all of the requirements for admission for the year in which the reapplication is made. In addition, the applicant must submit a letter documenting any changes in circumstances they would like the Admissions Committee to consider for an admission decision.

A student who undergoes voluntary or administrative withdrawal from their respective program will be permitted to reapply on a case by case basis. The applicant must submit a letter documenting any changes in circumstances they would like the Admissions Committee to consider for an admission decision.

The Admissions Committee will review the application and reserves the right to request an in-person interview with the applicant before deciding to allow the applicant to continue in the admissions process. The Admissions Committee will review the application and determine whether the applicant will be allowed to continue with the admissions process or admitted to the program. Changes in the curriculum due to innovations in healthcare delivery and standards of care will result in an applicant being required to complete the curriculum in place at the time of re-admission to the school. This may result in no credit being given for previous pharmacy coursework.

5) FREQUENTLY ASKED QUESTIONS:

- a) How can I stay engaged during my probationary term?
 - i) A student who is placed on academic probation may be allowed to engage in certain aspects of the curriculum (e.g. electives), provided prerequisite requirements have been met.
 - ii) ELPD students may register for or audit previous courses in which they struggled, or ones that may increase their ability to be successful in the course they are required to retake.
 - iii) Students may choose to engage in Student Organization, volunteer or research opportunities.

- b) What if I do not want to engage during my probation term?
 - i) If a student chooses not to engage in the curriculum for a long period, the student must submit a Leave of Absence Form.

- c) How do I reengage after halted progression?
 - i) To return to school after a period of halted progression or disengagement, the student must contact their respective office (OSS or DDP) at least 45 calendar days before the first day of class to communicate their intent to return. A student failing to meet this deadline may not be permitted to register for future coursework, which may result in delays and/or administrative withdrawal from the program.

- d) How does an academic designation impact my ability to engage in extracurricular activities?
 - i) Some designations will impact a student's ability to engage in extracurricular activities (e.g. student organization leadership roles and volunteer opportunities). This will be determined on a case-by-case basis or as outlined in specific organization bylaws.
- e) How does my academic designation impact my intern license?
 - i) Academic warning and academic probation does not impact a student's ability to hold an intern license.
 - ii) In situations involving academic dismissal, at the conclusion of any appeals process, the relevant licensing board will be informed of the student's dismissal status.

6) **FORMS:**

- a) [Tier 1 Scholastic Advancement and Appeals Form](#)
- b) [Tier 2 Scholastic Advancement and Appeals Form \(PENDING\)](#)
- c) [Tier 3 Scholastic Advancement and Appeals Form \(PENDING\)](#)
- d) [Academic Improvement Plan Form](#)
- e) [Action Plan Form \(PENDING\)](#)
- f) [Course Completion Agreement Form](#)
- g) [Course Withdrawal Agreement Form](#)
- h) [Official University Withdrawal](#)
- i) [Leave of Absence Form](#)
- j) [Medical Leave of Absence](#)
- k) [Tuition Remission](#)

7) **OTHER RESOURCES:**

- a) [Student Policies](#)
- b) [Individual Tutors and Facilitated Group Learning \(FGL\) Sessions](#)
- c) [Student Organizations:](#)
[On-Campus PharmD Students](#)
- d) [Disability Resources and Services \(DRS\)/Accommodations:](#)
Please refer to the following website for details on DRS and accommodations:
[Disability Resources and Services](#)
- e) [Financial Aid:](#)
Please refer to the following web site for details of financial aid policies:
[Financial Aid and Scholarships Office](#)
- f) [Maximum Number of Years in Program and Extension Policy at: DDP Maximum Number of Years in the Program and Extension Policy.](#)