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VISION
Approved May 31, 2013

To be a leader in advancing, promoting, and protecting human health.

MISSION
Approved May 31, 2013

To advance human health through excellence in collaborative research, scholarship, and clinical education, and to develop outstanding healthcare professionals and scientists.

This will be accomplished through:
- a student-centered educational philosophy that promotes life-long intellectual growth and learning
- the provision of pharmaceutical care designed to improve an individual’s quality of life and the overall public health through both prevention and treatment
- nurturing an exceptional environment for research, scholarship, innovative practice and professional and graduate education
- creating an environment of trust and respect in all that we do
The Washington State University College of Pharmacy's Doctor of Pharmacy program is accredited by
the Accreditation Council for Pharmacy Education, 135 S. LaSalle Street, Suite 4100, Chicago, IL

ACPE Standards Comments Form
The Accreditation Council for Pharmacy Education (ACPE), the pharmacy school accreditation agency,
is required to demonstrate to the U.S. Secretary of Education its expectations regarding a program’s
recording and handling of student complaints. ACPE must demonstrate a link between its review of
complaints and its evaluation of a program in the accreditation process. Therefore, in order to
demonstrate compliance with the U.S. Department of Education Criteria for Recognition, and with the
prior review and advice of the Department of Education personnel, ACPE requires pharmacy schools to
provide an opportunity for pharmacy students to provide comments and/or complains about the
school’s adherence to ACPE Standards.

The Colleges and Schools of Pharmacy have an obligation to respond to any written complaints by
students lodged against a School of Pharmacy, or a pharmacy program that are related to the
standards and the policies and procedures of the Accreditation Council for Pharmacy Education
(ACPE). The website for ACPE is http://www.acpe-accredit.org. Hence, the College has established,
implemented, and maintains a student complaint procedure that affords the complainants with
fundamental procedural due process the policy for student complaints related to ACPE Standards that
has been established at the Washington State University of Pharmacy includes the following:

1. The student who wishes to file a complaint may visit the ACPE Standards Website at
2. The student may submit a written complaint to the Associate Dean for Professional Education,
or the Assistant Dean for Recruitment and Student Success using the form below. A student
   may also submit a written complaint to a student representative of the Pharmacy Student
   Advisory Council (PSAC) who will forward the complaint to School administrators on their
   behalf.
3. The Associate Dean for Professional Education will investigate a student’s written complaint
   and will share the results of this investigation with the Dean. The Dean will review this report
   and determine if the complaint requires a formal intervention.
4. All written complaints will be kept in a confidential, secured file in the Associate Dean's office.
The file of student complaints will be made available for inspection to ACPE at on-site
evaluations or otherwise at ACPE’s written request. The findings of this inspection, and the
resulting implication(s) to the accreditation of the professional program, shall be noted in the
Evaluation Team Report.

Last Name: ___________________________ First Name: ___________________________
Local Address: __________________________
City: ___________________________ State: ___________ Zip: ___________
Phone: ___________________________ Email: __________________________

Home ______________________________________________________________________
Address: ___
________________________________________ State: ___________ Zip: _________
City: ______________________________________________________________________
Classification: P-1, P-2, And P-3 Advisor: __________________________

1. State the specific ACPE Standard that you are commenting on:
2. Provide pertinent information about your concerns:
INTRODUCTION

The College of Pharmacy Student Handbook contains information about the Doctor of Pharmacy Program at the Washington State University College of Pharmacy. Think of the Handbook as a "user's manual" to successfully navigate your personal journey toward graduation.

This Handbook does not supersede any WSU policy or procedure. While it is an essential resource for you, it cannot answer all your questions and must be supplemented by thoughtful interactions with other students, faculty, staff and advisors.

All College of Pharmacy students are required to abide by and meet the regulations and policies set forth in this most current and revised College of Pharmacy Student Handbook, which is also posted on the College of Pharmacy website. This handbook is subject to revision at the discretion of the College of Pharmacy.

OFFICE OF PHARMACY STUDENT SERVICES

The Office of Pharmacy Student Services facilitates a student’s progress through the College of Pharmacy’s professional program. Academic advisors and the Assistant Dean are available to answer your questions about the Doctor of Pharmacy program and also can be a resource for the following:

- Problems or questions regarding registering for courses
- Identifying resources on campus that can support academic success
- Questions about policies and procedures outlined within this handbook
- You have a question and you are not sure who to ask
- Information about our Student Ambassador Program
- Emergency student loans
- Academic advising questions
- Room scheduling requests
- Scholarship and financial aid questions
- Class ranking and course average percentage calculations

Program Assistant
Melissa Aman, 509-368-6610, melissa.aman@wsu.edu

Secretary Supervisor
Linda Kildew, 509-358-7664, lkildew@wsu.edu

Director of Student Services
Kim Mickey, 509-368-6694, k.mickey@wsu.edu

Assistant Dean of Recruitment and Student Success
Jennifer Robinson, Clinical Associate Professor, jenirobinson@wsu.edu

Student Services Liaison Yakima
Damianne Brand, Clinical Assistant Professor, dbrand@wsu.edu
STUDENT SUPPORT SERVICES AVAILABLE

WSU Student Affairs provides support services for pharmacy students residing in both Spokane and Yakima. Services provided include:

• Financial Aid
• Disability Resources
• Campus Scheduling
• Student Conduct
• Enrollment Services
• Student Involvement (Registered Student Organizations)
• Diversity Center
• Student Conduct
• Community Engagement
• Student Health Services

Information about accessing services provided by WSU Student Affairs can be found here; https://spokane.wsu.edu/studentaffairs/

The Student Success Center is a subdivision of student affairs and focuses on assisting all WSU Spokane and Yakima Students with academics, personal wellness and professional development. Services provided by the Student Success Center include;

• Learning Assistance
• Writing Assistance
• Career Guidance
• Tutoring
• Student Success Workshops
• Counseling Services
• Student Health Services

Information about accessing services provided by the Student Success Center can be found here; https://spokane.wsu.edu/studentaffairs/successcenter/
CURRICULAR ASSESSMENT APPROACH

The College of Pharmacy utilizes an “Honors/ Satisfactory/ Fail” curricular grading model. This approach was adopted to support student success and provide an educational environment that promotes the development of qualified and well-rounded health care professionals who are competent in all of the material covered within the curriculum. Student pharmacists are given the opportunity to work directly with their faculty members to identify area of weakness and work collaboratively to strengthen those areas. In general, the following guidelines will be used regarding the number of assessment attempts allowed.

- **Professional Year (PY) 1-PY3 (non-lab based) Courses for block and non-block tested formats**
  - Students will be provided three attempts to demonstrate competency on individual assessments.
  - Competency will be determined in electives as outlined in the course syllabus.

- **PY1-PY3 (lab based) Courses**
  - Students will be provided with a variable number of attempts based on the type of activity/assignment because the nature of activities in these courses can vary substantially. The course syllabus will specifically state expectations, requirements for competency, and remediation opportunities for each activity.

- **PY1-PY3 Introductory Pharmacy Practice Experience (IPPE)**
  - Utilizes a competency-based grading system which is described within each IPPE syllabus.

- **PY4 Advanced Pharmacy Practice Experience (APPE)**
  - Utilizes a competency-based grading system which is described within each APPE Rotation Handbook.
Background

Health care professionals are at risk that they might be injured at work by being stuck, cut or splashed with fluids containing infectious agents. Even though the risk is small, you still need to know what to do.

The bloodborne pathogens of concern are hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). The chance of developing infection depends on the type of injury, the type and amount of fluid involved and the type of virus. Potentially infectious body fluids are blood or blood products, cerebrospinal fluid, pleural fluid, peritoneal fluid, pericardial fluid, amniotic fluid, vaginal secretions and semen.

One approach to remembering the approximate risk of being infected by a needle-stick is that there is an approximately 10-fold difference in the level of risk between each of the three worrisome viruses when listed in the alphabetic order:

<table>
<thead>
<tr>
<th>Virus</th>
<th>Risk</th>
</tr>
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<tbody>
<tr>
<td>HBV</td>
<td>6-30%</td>
</tr>
<tr>
<td>HCV</td>
<td>2%</td>
</tr>
<tr>
<td>HIV</td>
<td>0.3%</td>
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(Online resources are listed on the last page on this monograph BUT please follow the protocol below first)

What If You Are Exposed?

One of the vaccines you received provides antibodies to prevent infection for highest acquisition risk virus, HBV. For the HCV and HIV, we do not yet have effective immunizations. Do your best to not have to trigger the following protocols by remembering that you can prevent exposure by being alert, aware, and careful while using and disposing of a sharp and being around infectious bodily fluids.

Should an exposure occur, please don't panic. The vast majority of body substance exposures do not result in harm. Time matters though, so please proceed as follows (see next two pages):
Immediate Actions

Wash:
- For punctures or lacerations, bleed the site well under running water and wash with soap and water.
- For mucous membrane splashes (eyes, nose or mouth), immediately flush with copious amounts of water.
- Carefully remove all soiled clothing and wash again if it was necessary to remove soiled clothing.
- Gather and write down information about what happened because this is needed to do testing on the patient and to decide whether you might need post-exposure prophylaxis: The source patient's name, hospital number, date of birth, and location in the hospital or clinic.
- Name and contact information of your clinical supervisor at the time of the incident.
- The date and time the incident occurred.
- The type of potentially infectious materials that was involved in the incident - blood, amniotic fluid, etc.
- The details of the incident - for example, the type of needle or splash, what that needle had been in, the depth of the injury, whether you were wearing protective equipment such as gloves or face mask, etc.

Notify the nurse or health care provider in charge of the area where the incident occurred. The hospital's or clinic's personnel will initiate the process of consenting the patient to have blood tests to determine if he or she might be harboring an infectious agent. You are NOT the person to consent the patient or to draw the blood from the source patient. Complete the clinical agency’s Incident Report form.

Tests that designated personnel will do on the source patient if the exposure warrants it and the patient's infectivity is not known are:
- Hepatitis B surface antigen (HBsAg).
- Hepatitis C antibody (anti-HCV).
- HIV antibody (with consent).
- In high risk source patients believed or known to be HIV positive, and/or known to be anti-HCV positive, viral “load” studies (i.e., quantitative viral RNA) should also be sent for each respective virus.
- If the patient refuses to have blood drawn, the Spokane Health Department will be contacted.
Actions within Two Hours

Physician evaluation to determine if the Affected Person might need post-exposure prophylaxis.

During regular work hours: Affected persons who are residents or students in Spokane should report to the Rockwood Clinic Urgent Care, 400 E. 5th Ave, Spokane, WA, Phone: (509) 838-2531. Student in Yakima should report to Central Washington Family Medicine: 1806 West Lincoln, Yakima, WA 98902, Phone: (509)838-2531.

Call urgent care immediately and an urgent visit will be arranged. It is important to tell the receptionist that an exposure has occurred so that the individual will be seen quickly.

After hours or on weekends or holidays: Affected persons in Spokane should report to the Deaconess Hospital Emergency Room.

While the Affected Person is in clinic or in the ER being evaluated, he/she must contact one of the course instructor or preceptors.

Tests that will need to be ordered if the exposure warrants it are:
1. Hepatitis B surface antibody (HBsAb) if the Affected Person has not completed Hepatitis B immunization series or if the level of protective antibody from such a series is unknown. [WWAMI student immunization records should be in electronic health record.]
2. Hepatitis C antibody (anti-HCV).
3. HIV antibody (with consent).
4. If indicated and the affected person elects to take prophylactic treatment, additional Baseline blood tests will include CBC, renal function, hepatic function, and pregnancy test.
**Actions within 24 Hours**

WSU students must complete a WSU incident form that is available on-line within 24 hours of the incident (http://hrs.wsu.edu/managers/incident-report/).

<table>
<thead>
<tr>
<th><strong>WSU Pharmacy students</strong></th>
<th><strong>Spokane-based students</strong></th>
<th><strong>Yakima-based students</strong></th>
<th><strong>Students in other geographic locations</strong></th>
</tr>
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<tr>
<td>Complete WSU Incident Report (see below for link) and use the Spokane campus 4-digit mail code: 1495. The student should notify their Preceptor, who will notify the Assistant Director of Experiential Programs (509) 358-7659.</td>
<td>Students who do not carry personal medical insurance but have paid for the WSU mandatory Health and Wellness Plan ($85.00) are entitled to services at: 8-5PM: Rockwood Downtown Urgent Care, 400 E. 5th Avenue (509) 838-2531 After Rockwood clinic hours: Deaconess Hospital Emergency Identify yourself as a WSU student when you report</td>
<td>Central Washington Family Medicine: 1806 West Lincoln, Yakima, WA 98902 (509) 452-4520 Should WSU students in Yakima incur an exposure, the student must notify their clinical faculty. The clinical faculty will notify the Program Director.</td>
<td>WSU does not have official agreements established with any medical facilities in the other geographic locations. If medical treatment is necessary, students will need to be seen at their assigned clinical location or nearest medical facility. Students in other geographic areas are not required to pay the mandatory health fee, but are responsible for any medical costs associated with medical treatment for exposure to infectious agents.</td>
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**For other WSU Students:** Complete WSU Incident Report (see below for link). Contact your academic coordinator.

WSU Incident Report Form: https://hrs.wsu.edu/forms/incident_report.aspx

**WSU Students must understand that the health and wellness fee only covers the first three days (72 hours) of evaluation, counseling, and post-exposure treatment for bloodborne incidents, until laboratory results are back. Students are responsible for all clinic visits, medication, laboratory, and any other related costs that occur 72 hours or more after the incident. Based on practitioner recommendations, coverage for continuation of post exposure medications will be handled on a case-by-case basis. Students should consider purchase of health care insurance that may assist with these additional costs. Students should notify their clinical site faculty and college program directors of financial issues pertaining to bloodborne pathogen exposure. The mandatory health and wellness fee is applicable to students enrolled in 7 or more credits (optional coverage is available for those enrolled in fewer).**

**Online Resources:**

1. CDC Emergency Needlestick Information:
   http://www.cdc.gov/niosh/topics/bbp/emergnedl.html
2. Needlestick Risk Assessment:
STATEMENT OF POLICY ON DISCRIMINATION AND SEXUAL HARASSMENT
BACKGROUND AND DEFINITIONS

Statement of Purpose
The WSU College of Pharmacy is committed to fostering a welcoming and inclusive environment for all. Accordingly, all students, staff, and faculty must abide by the WSU Policy Prohibiting Discrimination Sexual Harassment, and Sexual Misconduct (Executive Policy #15). If any individual feels they have been subjected to conduct that implicates Executive Policy #15 they can file a report with the WSU Office for Equal Opportunity (OEO) online at http://oeo.wsu.edu/file-a-complaint/, by phone at 509-335-8288, or by email at oeo@wsu.edu. OEO can discuss options for a potential university response and assist complainants in accessing various resources on and off campus. Most WSU employees are required to report information regarding sexual harassment or sexual misconduct to OEO. See Employee Reporting Requirements.

Definition of Sexual Harassment

The policy of Washington State University explicitly prohibits discrimination, including sexual harassment, as a form of unlawful sex discrimination. Sexual harassment is defined as follows:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when: 1) submission to such conduct is made (either explicitly or implicitly) a term or condition of an individual’s employment or education, 2) submission to or rejection of such conduct by an individual is used as the basis for employment or educational decisions affecting such individual, or 3) such conduct has the purpose or effect of unreasonably interfering with an individual’s work or educational performance or creating an intimidating, hostile or offensive environment. [29 C.F.R. 1604.11a (1988)].

When incidents of sexual harassment occur, it is the legal responsibility of the COP and/or Washington State University to take corrective action to terminate the harassment.

Examples of Sexual Harassment

Sexual harassment encompasses any sexual attention that is unwanted. It includes both verbal and physical conduct. Examples of sexual harassment prohibited by this policy include, but are not limited to:

1. Physical assault;
2. Direct or implied threats that submission to sexual advances will be a condition of employment, work status, promotion, grades, or letters of recommendation;
3. A pattern of behaviors that is unwelcome and severe or pervasive, resulting in unreasonable interference with the work or educational environment or creation of a hostile, intimidating or offensive work or educational environment, and may include but is not limited to the following:

- Comments of a sexual nature;
- Sexually explicit statements, questions, jokes, or anecdotes;
- Unnecessary or undesirable touching, patting, hugging, kissing, or brushing against an individual's body;
- Remarks of a sexual nature about an individual's clothing, body, or speculations about previous sexual experiences;
- Persistent, unwanted attempts to change a professional relationship to an amorous relationship;
• Subtle propositions for sexual activity or direct propositions of a sexual nature; and/or
• Uninvited letters, e-mails, telephone calls, or other correspondence referring to or depicting sexual activities.
**Reporting and Immediate Action**

Anyone who believes she or he is a victim of discrimination or sexual harassment should take one or more of the following actions, as appropriate:

- Meet informally with the Ombudsman or a counselor from the WSU Counseling Center to discuss the incident and seek information, guidance, and/or advice on the discrimination and sexual harassment policies of the University and protocols for reporting the incident; and/or
- Report the incident to his/her supervisor who must report the incident to the Office for Equal Opportunity for consultation and statistical purposes; and/or
- Report the incident to the Office for Equal Opportunity for investigation.

A supervisor (e.g., administrator, dean, chair, director, ombudsman, faculty member, graduate teaching or research assistant, or undergraduate student employee with supervisory responsibility) receiving information in his or her capacity as a supervisor describing incidents of discrimination or sexual harassment defined in this policy shall:

- Report the incident to the police if suspicion exists that a crime was committed; and
- Report alleged incidents of discrimination or sexual harassment to the Office for Equal Opportunity for consultation and statistical purposes.

In addition, supervisors receiving information about incidents of discrimination or sexual harassment should either:

- Take action to immediately end the behavior; and/or
- Encourage the reporting individual to consult with the Office for Equal Opportunity and report the incident of discrimination or sexual harassment for possible investigation; and/or
- Report the incident to an immediate supervisor; and/or
- Consult with the Office for Equal Opportunity to report the incident and determine the need for investigation.
Amorous Relationships Affecting Employees and Students

The COP and University policy requires that all employees maintain professional relationships with students and supervisees. The COP maintains that the relationship between faculty members and students is comparable to that of other professionals and their clients. Most professional associations forbid sexual relationships between professionals and clients. While WSU policy does not currently forbid such relationships between faculty and students, they are generally deemed unwise. Likewise, amorous or sexual relationships between faculty members or COP supervisory officers and individuals for whom they bear supervisory responsibility are also deemed unwise. Amorous relationships that might be appropriate in other circumstances are not appropriate, whether consensual or otherwise, when they occur between a teacher and officer of the COP or University and a student or employee for whom he or she has a professional supervisory responsibility. These relationships may create an environment charged with potential conflict of interest and possible use of academic or supervisory leverage to maintain or promote the relationship. Even where negative consequences to the participants do not result, such romantic liaisons may still raise questions of favoritism as well as of an exploitative abuse of trust and power, which may lead to charges of discrimination or harassment. Any employee of the COP who enters into an amorous or sexual relationship with his or her student or supervisee should appreciate that if a charge of sexual harassment were lodged, either by the student or supervisee or by an affected third party, it could be very difficult to prove immunity on the grounds that the relationship was consensual.

Malicious or Frivolous Allegations

If it is determined that a sexual harassment allegation is malicious or frivolous in nature, the complainant may be subject to disciplinary action.
EDUCATION AND SENSITIZATION FOR PREVENTION OF SEXUAL HARASSMENT

Goals of Harassment Education and Sensitization within the COP

The COP and its administration are aware of the importance of changing individual and cultural attitudes in preventing discrimination and sexual harassment. However, it also understands that changing attitudes and culture are educational endeavors beyond the scope of the COP’s mission. Consequently, the COP will focus its efforts on informing and sensitizing students and employees regarding recognition of, responding to and consequences of such behavior. All COP educational efforts will conform to University requirements and information presented will be congruent with, and conform to, general university policy.

Educational and sensitization efforts regarding harassment undertaken by the COP will be designed to assure that each and every student and employee of the COP:

1) is aware of the behaviors that the university considers sexual harassment;
2) is aware of behaviors and relationships which may be perceived as discriminatory and sexually harassing by fellow employees or students;
3) is aware of personal methods for discouraging such behavior;
4) is aware of procedures and avenues available to COP students and employees for filing complaints against harassers;
5) is aware of how the COP and the University deal with harassment charges and of the consequences for harassers and those who make false accusations of harassment.

All new Doctor of Pharmacy students will be provided a copy of the College of Pharmacy’s Policy on Sexual Harassment. After reading the document, students will be required to sign a statement acknowledging that they have received read a copy of the Pharmacy Student Handbook which includes this document and understand their responsibility as a COP student regarding sexual harassment and its consequences.
WASHINGTON STATE UNIVERSITY STUDENT DRESS CODE

In light of the professional environment of a Health Sciences focused campus, WSU College of Pharmacy student pharmacists will make every effort to be a part of the professional culture that has been established.

Washington State University College of Pharmacy (WSU-COP) students will, during regular business hours (Mon-Fri, 8:00-5:00), be dressed appropriately with awareness to personal hygiene, cleanliness, professional demeanor, and professional dress.

Professional expectations for dress will be clearly outlined in the course syllabus when required. However, it is strongly encouraged that our student pharmacists maintain a modest professional appearance at other times when on campus. Meeting or exceeding the dress expectations for other health professions students on campus is encouraged.

Professional attire is required for any on or off-campus clinical experience unless specifically advised otherwise.
OFF-CAMPUS COURSE REQUIREMENTS

The pharmacy curriculum includes extended periods of off-campus activities during each semester as well as during Introductory Pharmacy Practice Experience (IPPE) rotations throughout the summer months and extended rotations during the fourth and final year referred to as Advanced Pharmacy Practice Experiences (APPE). Student pharmacists entering the College of Pharmacy must be prepared to participate in these off-campus activities/rotations which are offered at various locations within and outside of the State of Washington. During the IPPE and APPE rotations, the student pharmacist may be expected to relocate to any assigned geographical locations as needed to complete IPPE and APPE requirements.

The IPPE program is designed to introduce, expose and engage the student pharmacist in various practice settings to enhance the student pharmacists’ development and help achieve the goals and learning objectives set forth by the College of Pharmacy. IPPE sites and activities will place the skills and knowledge the student pharmacist has obtained into practice to gain experience and confidence in preparation for APPEs. The student pharmacist will be given the opportunity to actively participate in the IPPE selection processes, yet final assignments are dependent on availability. The Director and Assistant Director of Experiential Services will determine specific IPPE rotation sites and preceptors. The College reserves the right to change IPPE site assignments at any time based on the variable number of rotations offered or due to unexpected circumstances that may arise.

The APPE program is designed to provide student pharmacists with knowledge and skills required for a lifetime of responsible service in the pharmacy profession. The APPE rotations are unlike any other course or IPPE rotation student pharmacists have experienced in the curriculum. APPE rotations are highly experiential and conducted in a variety of patient care and non-patient care settings. The College is receptive to the creation of a limited number of new APPE experiential opportunities as long as the experience is consistent with the goals and objectives for student pharmacists in the College. Again, the student pharmacist will be given the opportunity to actively participate in the APPE selection process, yet final assignments are dependent on availability. The Director and Assistant Director of Experiential Services will determine specific rotation sites and preceptors. The College reserves the right to change APPE site assignments at any time based on the variable number of rotations offered or due to unexpected circumstances that may arise.

Students are required to have the following completed upon acceptance to the College of Pharmacy to meet IPPE and APPE site onboarding requirements:

(a) Registered as an intern with the Washington State Board of Pharmacy (License must be valid at all times and must be submitted annually prior to engagement in IPPE/APPE programs)
(b) Current and comprehensive immunization history including influenza and tuberculin skin test, IGRA or chest x-ray (TB must be submitted annually prior to engagement in IPPE/APPE programs)
(c) Federal criminal background check; additional background checks for individual sites may be required
(d) Proof of current malpractice liability insurance (must be submitted annually prior to engagement in IPPE/APPE programs)
(e) Basic Life Support (BLS) Course for healthcare providers caring for patients both in prehospital and in-facility environments. (certification must be current at all times during IPPE/APPE programs)

Students are additionally expected to provide additional information, as needed, in a timely fashion as requested by the Experiential Services office to facilitate onboarding requirements.
ESSENTIAL FUNCTIONS

Introduction

The Washington State University (WSU) College of Pharmacy serves to effectively prepare student pharmacists to competently apply distributive and clinical pharmacy skills in a broad range of practice settings. Competency requires both academic achievement and development of professional attributes including intellectual, physical and social skills that represent the foundation of being able to provide contemporary pharmaceutical care. Requiring that students satisfactorily meet all of the essential functions described below is critical for the College of Pharmacy to ensure that its students are able to provide safe and effective healthcare for patients.

Student pharmacists will be assessed for both academic achievement and professional attributes during the program, and the College’s Admissions Committee will consider a student pharmacist’s ability to meet all of these requirements as part of the admissions process. By accepting admission and enrolling in the Doctor of Pharmacy program, the student pharmacist certifies that s/he has read these materials and understands the essential functions needed to be successful in the program.

These essential functions are attributes and skills the College of Pharmacy considers necessary for entrance, continuation, and graduation from WSU’s Doctor of Pharmacy Program. By clearly delineating these essential functions, the College ensures that each graduate will develop the necessary technical, communication, interpersonal, professional relations, and clinical synthesis skills to subsequently enter any clinical practice, residency, or fellowship training.

Deficiencies in demonstrating these essential functions may be grounds for course/rotation failure and possible dismissal from the Doctor of Pharmacy program.

The College of Pharmacy is committed to providing appropriate assistance to help student pharmacists be successful in the curriculum. Reasonable accommodations are available for student pharmacists with a documented disability. Student pharmacists with identified disabilities should visit the Access Center before the semester that they plan to attend to initiate the accommodations process. Accommodations are unique for each individual and some require a significant amount of time to prepare for, so it is essential that students notify the Access Center as far in advance as possible. Student pharmacists with a disability that is identified during the semester should contact the Access Center as soon as possible to arrange for an appointment and a review of their documentation by a disability specialist. All accommodations must be approved through the Access Center. All student pharmacists requesting reasonable accommodation must meet with the instructor prior to or during the first week of the course to review all proposed accommodations in relation to course content and requirements. Exceptions to this timeframe will be granted only upon a showing of good cause.

A student pharmacist must possess aptitude, abilities, and skills in five areas: 1) observation; 2) sensory and motor competencies; 3) conceptualization, integration and quantitative evaluation; 4) communication; and 5) ethical, interpersonal, and professional skills. These are described in greater detail below, and the syllabus for each course in the program describes the specific outcomes that must be met for each course related to these areas. The program faculty will monitor maintenance of these standards. Student pharmacists must be able to independently perform the described functions, with or without accommodation, to complete the program.
**Observation, Sensory, and Motor Competencies**

Student pharmacists must possess certain sensory and motor skills in order to competently perform as a pharmacist. Adequate vision is essential, and visual requirements include, but are not limited to, reading written and illustrated material including prescriptions and labels; observing demonstrations in the classroom or laboratory including projected material; observing anatomic structures; discriminating numbers and patterns associated with laboratory instruments and tests such as scales and other measuring devices; conducting a physical exam and observing both a patient’s physical symptoms and nonverbal cues. Student pharmacists must have sufficient sensory and motor function to prepare and dispense pharmaceuticals, including the use of equipment for compounding prescriptions. Student pharmacists must possess sufficient skills to participate in the administration of a medication, including drawing up medication doses from a vial and being able to administer injections. Student pharmacists must be able to execute motor movements reasonably required to participate in the general care and emergency treatment of patients. They must be able to respond promptly to emergencies, including arriving quickly when called, participating in the initiation of appropriate procedures, and rapidly and accurately preparing appropriate emergency medication.

**Conceptualization, Integration, and Quantitative Evaluation**

Student pharmacists must be able to learn through a variety of means, including individual study, large group didactic instruction, small group discussion, team projects, written and verbal presentations, patient care rounds, and utilization of computers and other technology. Student pharmacists must be able to recognize and accurately transcribe numbers, count and measure accurately, and be able to perform accurate and rapid calculations with or without a calculator or computer. Student pharmacists must be able to retain and recall information efficiently but also must possess appropriate judgment to know the limits of their knowledge in clinical situations. When knowledge is insufficient, student pharmacists must know where to obtain additional information and be able to interpret this information to apply it to patient care. Student pharmacists must be able to obtain critical patient information from patient charts, other healthcare professionals, or other sources of information, and be able to use critical thinking skills to use this information along with calculation and other skills to determine a comprehensive patient care plan in an efficient manner. A patient care plan includes appropriate medications and doses, necessary monitoring, appropriate alternatives if a problem is identified and appropriate patient counseling.

**Communication**

Student pharmacists must be able to communicate effectively with patients and their caregivers and/or partners (hereafter referred to as patients) as well as other healthcare professionals. Communication includes written, verbal, and nonverbal elements. Communication with patients (both questions and information provided) must use vocabulary that is understandable for the patient and shows compassion and empathy. Student pharmacists must possess listening skills and observe nonverbal cues to determine if communication has been effective and if other difficulties such as anxiety or mental illness exist that may complicate communication. Situations such as these must be addressed with care to meet the needs of the patient in a culturally-appropriate manner, and referrals to other healthcare providers must be made as appropriate. Any written information provided to patients must be understandable by the patient. Student pharmacists must be able to ask effective questions of patients in order to make informed decisions and must be able to document and communicate appropriate findings efficiently in oral and written forms with all members of the health care team. Written information must be legible and understandable by others (including avoidance of unapproved abbreviations), and all communication must be done in a professional manner.
Ethical, Interpersonal, and Professional Skills

A student pharmacist must be able to relate to colleagues, preceptors, staff, and patients with honesty, integrity, non-discrimination, self-sacrifice, and dedication. He/she should be able to understand and use the power, special privileges, and trust inherent in the patient relationship for the patient’s benefit, and to know and avoid the behaviors that constitute misuse of this power. He/she should demonstrate the capacity to examine and reason critically about the social and ethical questions that define pharmacy and the pharmacist’s role. He/she must be able to identify personal reactions and responses, recognize multiple points of view, and integrate these appropriately into clinical decision-making. When difficult situations or differences of opinions arise, a student pharmacist must be able to conduct himself/herself in a professional manner, regardless of the behavior of others.

The pharmacy profession requires flexibility that students must demonstrate via appropriate critical thinking, ethical, and emotional stability through adapting to various situations. A student pharmacist must be able to utilize fully his/her intellectual ability, exercise good judgment, complete patient care responsibilities promptly and accurately, and relate to patients, families, and colleagues with courtesy, compassion, maturity, and respect for their dignity.

Stamina

The student pharmacist must display the attributes described above even during taxing workloads and stressful working conditions. A student pharmacist must have the physical and emotional stamina to maintain a high level of function in the face of such working conditions. Inherent in this requirement is the willingness to accept constructive criticism and to modify behavior in response to this feedback. To adequately achieve these requirements, the student pharmacist must demonstrate flexibility to be able to adapt to various situations. In the event of deteriorating emotional function, it is essential that a student pharmacist be willing to acknowledge the problem and/or accept professional help before it poses danger to self, patients, and/or colleagues.
CRIMINAL BACKGROUND CHECKS

Admission to the College as well as retention in the Doctor of Pharmacy Program requires that all candidates undergo criminal background checks. The criminal background check is in accordance with Washington State Law (RCW 43.43.830 through 43.43.842) which requires that all individuals who have access to children under 16 years of age, those with developmental disabilities, or vulnerable adults, must disclose background information concerning crimes and offenses against these populations.

Doctor of Pharmacy students must also disclose criminal history involving drug-related crimes, proceedings related to vulnerable populations, Medicare-Medicaid/Healthcare-related crimes and any other general conviction information (excluding parking tickets and traffic citations). Commission of such crimes may prevent placement in certain pharmacy practice experiences, thus potentially preventing a student from completing the requirements for graduation. In addition, students must report any actions taken by a licensing authority (Board of Pharmacy or other agency) against a professional license (pharmacy intern or technician license or other health-related license).

Any convictions or licensure actions occurring after admission to the Doctor of Pharmacy program and until the student either graduates or leaves the program must be immediately disclosed to the Assistant Dean of Recruitment and Student Success. University and College policies as well as Washington state laws and regulations prohibit the synthesis, manufacture, distribution, sale, illegal possession, or diversion to one’s own use of controlled substances or other illicit drugs. Pharmacy students will be held to the Washington State Law regarding Health Professions as defined in the Uniform Disciplinary Act (RCW 18.130).

Students may request copies of the background check from Certiphi Screening Services: [www.certiphi.com](http://www.certiphi.com). The Office of Student Services does not retain copies of the background checks.
ACADEMIC POLICIES AND PROCEDURES

The College of Pharmacy has the responsibility to the public of ensuring that students who graduate from its professional program are prepared to practice the profession of pharmacy in a competent and ethical fashion. The Academic Policies and Procedures outlined herein are designed to assist our students in meeting this responsibility.

The College desires to have students succeed and encourages students experiencing academic or professional difficulty to discuss issues first with the faculty member, then seek guidance from a faculty advisor and the Director of Student Services. This approach best provides an opportunity for faculty and staff to be proactive and supportive of students’ success.

POLICIES

Section I - Degree Requirements

To be granted a Doctor of Pharmacy degree, a student must:
(a) Meet the general requirements for graduation.
(b) Successfully complete all required pre-pharmacy and professional courses.
(c) Successfully earn a grade of satisfactory or honors in all required courses.
(d) Meet all competency-based outcomes set forth by the College of Pharmacy, which may be assessed with standardized written knowledge exams and/or performance-based skills evaluations.
(e) Successfully meet essential functions and academic and professional requirements

Note: In all cases described below the Assistant Dean for Recruitment and Student Success may function in lieu of the Director of Student Services if the Director of Student Services is unavailable.

Section II - Registration and Attendance Requirements

Students enrolled in the College of Pharmacy must meet the following requirements:
(a) A student who does not register during both the fall and spring semesters must request a prior approved leave of absence (see Section XIV- Leave of Absence Policy) from the Director of Student Services.
(b) A student granted a leave of absence of more than two semesters must meet all the graduation requirements in effect at the time of re-entering the program.
(c) A student who does not enroll in all of the courses required by the Schedule of Studies for any given semester will be considered part-time and may enroll on such a basis only with the permission of the Director of Student Services.
(d) A student who withdraws from any required PharmD didactic or experiential coursework, the College of Pharmacy, or University may lose the privilege of re-entering the College of Pharmacy. As noted in section IX below, a student who withdraws may be decertified from the College of Pharmacy and will need to follow guidelines for recertification (section X).
Section III - Participation in Experiential Courses

A student must receive a grade of satisfactory or honors in all required courses, meet criteria imposed by the WSU contract with the experiential site (e.g. timely completion of all onboarding requirements, obtaining malpractice insurance, etc.), and have a valid internship license for the state in which the student will be completing his/her assigned rotation(s). Students must stay up to date on all required vaccinations and training requirements during all experiential activities.

Section IV - Feedback and Evaluation Requirement

Professional development encompasses the ability to provide meaningful, constructive feedback. The College of Pharmacy utilizes student pharmacist feedback to enhance and evaluate the current curriculum. The checklist below includes professional program informational feedback expectations and requirements.

(f) Completion of non-embedded knowledge exams (such as PCOA or other examination)
(g) Course/instructor evaluations
(h) Up to date demographic information in student tracking software, such as Evalue, including current phone, address, resume information, employment or residency information, and services or employment provided to under-served areas.
(i) Active classroom, HSF and overall student experience annual survey.
(j) PY4 Graduating Student Survey’s (AACP exit survey and post-graduation employment survey)

Section V - Standards of Conduct for Students

Students enrolled in the College of Pharmacy are subject to the Standards of Conduct for Students as outlined in WAC 504-26. The Standards of Conduct for Students are enforced by the Office of Student Standards & Accountability. (See https://conduct.wsu.edu/)
Section VI-Pharmacy Code of Professionalism

Moral or ethical character is an important component of professional behavior and of the overall assessment of performance of a student’s fitness to enter the profession of pharmacy. Students in the Doctor of Pharmacy program have made a public Pledge of Professionalism and are required to fulfill that oath. Students must maintain ethical and professional behavior while in the classroom, when interacting with university employees, while completing clinical rotations, when attending university-sponsored functions, and whenever they are serving as representatives of the university.

While in clinical or practice situations, students’ primary responsibility is the care of their patients. Students must recognize that the patient’s welfare has precedence over a student’s personal educational objectives. Students must respect every patient’s privacy and dignity and must maintain confidentiality with regard to all patient information. Students must never compromise patient safety, which can occur through impairment, lack of diligence, or by providing care for which they lack the skills or knowledge or by completing activities that are not approved by a preceptor. Students will be held to the standards of conduct and safety expected of employees in the patient care areas of the health care facilities that are participating in the teaching programs of the College of Pharmacy. Students are also expected to meet all rotation requirements set forth in the Advanced Practice Experience Manual.

Students’ continued enrollment in the College of Pharmacy depends, in part, on their ability to adhere to recognized standards of professional practice and conduct. Unprofessional conduct includes, but shall not be limited to, one or more of the following:

(a) A felony or gross misdemeanor conviction.
(b) Evidence of illegal use, possession, delivery, sale or manufacture of a controlled substance or legend drug.
(c) A withheld judgment, a probated or deferred sentence, a no-contest plea, or conviction of the illegal use, possession, delivery, sale or manufacture of a controlled substance or legend drug.
(d) Recreational use of controlled substances or legend drugs.
(e) Misappropriation or illegal use of drugs or other pharmacologically active agents.
(f) Attending class or patient care settings while impaired (e.g. under the influence of alcohol, drugs or altered mental status).
(g) Disruptive behavior in the classroom that hinders the instructor/facilitator preparation or delivery of lecture/lab or learning process of fellow students.
(h) Unprofessional, inappropriate or threatening behavior or comments made toward faculty, staff, other university employees, rotation preceptors, others involved with teaching, or other students.
(i) Repeated late arrival or early departures from rotational sites without notifying the primary preceptor.
(j) Failure to maintain patient confidentiality.
(k) Misconduct in patient care settings.
(l) Failure to meet professional expectations set forth by a practice site (such as required on-boarding activities, trainings, arrival and departure time, dress code, or similar requirements).
(m) Suspension of, revocation of, or failure to maintain a current internship license issued by the Washington State Board of Pharmacy in accordance with state law (See RCW 18.64.020/080).
(n) Suspension of or revocation of an internship license issued by a Board of Pharmacy in accordance with state law.
(o) Failure to abide by the applicable requirements set forth by the Washington State Pharmacy Quality Assurance Commission, including but not limited to those codified in RCW 18.64, WAC 246-858/863/867.
Section VII – Reporting Alleged Violations of the Pharmacy Code of Professionalism

As part of their own professional obligations student pharmacists must self-report their own behavior related to violations of the Code of Professionalism. In addition, students observing potential violations of the Code of Professionalism must report alleged incidents.

All violations identified in a block testing environment or in a non-classroom setting should submit concerns via a Student Concern Tracking Form https://www.pharmacy.wsu.edu/currentstudentsp/concern/. Anyone reporting an alleged violation is required to identify themselves, so an investigation of the alleged violation can be completed. The identity of the student(s) coming forward will be kept confidential to the extent possible, subject to the College’s obligation to take appropriate action and any disclosure required by law.

All violations happening in a classroom or experiential setting are to be reported either verbally or in writing, directly to the Instructor of Record (IOR) for the course. If the situation involves the practice setting, students must report alleged incidents to the primary preceptor or the Director of Student Services who may delegate this responsibility to an appropriate individual.

The IOR or preceptor will address the situation by informing and discussing the alleged concern with the student. The IOR will provide a written description of the alleged incident by filling out a Student Concern Tracking Form. http://www.pharmacy.wsu.edu/currentstudentsp/concern.

All Student Tracking Concern Form’s will be automatically forwarded to the Office of Student Services within the College of Pharmacy. Each incident will be kept on file, tracked, and reviewed by the Director of Student Services, or delegated to an appropriate individual at the discretion of the Director of Student Services. The chart below shows the decision tree for potential actions for received Student Tracking Concern forms.

- **Student Tracking Concern Form**
  - **Isolated minor incident**
    - Documentation on file with Student Services
  - **Pattern of repetitive behavior across multiple courses**
    - Student meeting with the Director and potential referral to the Student Progress Committee
  - **Critical incident**
    - Student meeting with the Director and referral to the Student Progress Committee
Students meeting with the Director of Student Services will be engaged in a conversation that reviews the following information;
- Review of information provided within the submitted Student Concern Tracking Form(s)
- Discussion of expectations of student pharmacists by the College of Pharmacy
- Overview of resources provided on campus
- Overview of referral process to the Student Progress Committee (SPC) as appropriate

In some cases, violations of the Code of Professionalism also may violate the WSU Standards of Conduct for Students and may be referred for action to the WSU Office of Student Standards and Accountability, in addition to review by the SPC.

Section VIII - Probation

At the conclusion of each semester the Director of Student Services will review the academic and professional progress of each student in the College and present those who have one or more of the following deficiencies to the SPC:

(a) Received a failing grade in any required course
   i. Exception: students who receive a failing grade on an APPE rotation will only be referred to the SPC if the deficiency is considered a pattern of behavior, includes one of the issues outlined below, or at the discretion of the Director of Experiential Services.

(b) Withdrawal from a required course without prior permission of the Director of Student Services.

(c) Non-compliance with any academic or professional probation plan

(d) Non-compliance with the Code of Professionalism

(e) Failure to maintain required professional trainings, certificates or licensure or other mandatory requirements.

If any of the above deficiencies exist, the SPC may take one or more of the following actions:

(a) Place the student on academic probation and allow the student to progress in the professional curriculum.

(b) Place the student on academic probation and not allow the student to advance to the next academic semester, academic year, or scheduled rotation.

(c) Place the student on professionalism probation and require completion of appropriate sanctions.

(d) Require additional trainings, coursework, or collaboration with campus, online or community resources.
   i. Student is responsible for any costs associated with above recommendations.
Section IX - Decertification from the College

A student can be decertified from the College under any of the following conditions:

(a) If the student receives a failing grade in the same required course twice.

Note: Students enrolled in the professional pharmacy curriculum will not be allowed to repeat a course more than one time (including equivalent courses at other institutions, during WSU summer session or through WSU Global Campus). Special permission of the chair of the academic unit offering the course does not override this policy.

(b) If the student receives multiple course failures within a semester.

(c) If the student engages in a pattern of professional misconduct or a single serious incident of misconduct.

(d) If the student fails to meet the essential functions of the program, as outlined in this Handbook.

(e) If the student withdraws from any required PharmD didactic or experiential coursework, the College of Pharmacy, or the University.

(f) If a student on probation, academic or professional, does not meet probationary requirements.

Per University regulations, a student who is decertified from the College of Pharmacy may repeat pharmacy courses in which a failing grade was received. However, the decertified student may not take any other pharmacy courses. A decertified student who successfully completes repeated courses is eligible to apply for recertification, but such recertification is not guaranteed.

Section X - Recertification in the College of Pharmacy

A decertified student may submit a request for recertification in to the Doctor of Pharmacy program within a 2-year period following initial decertification. Recertification requests must be sent to the Director of Student Services. All requests must be submitted in a written, signed document that may be delivered via email or regular U.S. mail.

Successful completion of previous deficiencies does not guarantee recertification. If more than 2 years have lapsed since initial decertification, a decertified student must reapply for admission to the College of Pharmacy according to the “Admissions Policies and Procedures” for all students.
Section XI - Student Progress Committee (SPC)

The Student Progress Committee (SPC) is comprised of faculty and staff who oversee academic and professional referrals from the Office of Student Services. The SPC reviews all cases on an individual basis and determines appropriate courses of action to support each student’s success. Meetings of the SPC are closed and not open to the public.

A student may petition the SPC for an exception to any of the above sanctions (see section VIII Probation or section IX Decertification for potential sanctions). This petition needs to be provided in writing and must be submitted to the SPC co-chairs prior to the scheduled SPC meeting.

The SPC will only make an exception to allow the student to progress in the curriculum while simultaneously making up a deficiency when doing so is, in the SPC’s judgment, likely to benefit the student’s professional development. It is recommended that the written petition include the following;

- The circumstances that may have contributed to the deficiency.
- What life lessons were learned during this process
- A plan by which the deficiency will be remedied

The SPC will deliberate on each individual case, considering all pertinent academic and professional information, and make their decision regarding the student case under review. Students will be informed of the SPC decision via email and regular U.S. mail within 10 business days of the SPC meeting.

The SPC does not have the authority to review or grant any grade changes. Any requests for grade changes or complaints about instruction or grading practices/policies must follow the grade appeal policy (see section XIII – grade appeal policy).
Section XI – Appeals Process for Academic Policies and Procedures

Students may appeal the SPC decision through University appeals processes as follows:

- Appeals involving academic progress and college level decisions (e.g. probation, decertification, professionalism sanctions) for issues based on procedural irregularities are directed to the WSU Graduate School. Formal appeals to the Graduate School must be submitted in writing, with signature (e-mail is not sufficient), within 15 calendar days of the date of the decision letter. The Graduate School Dean will not reopen a case for the purpose of re-investigating your original grievance but will investigate procedural irregularities. If you appeal to the Graduate School, it is essential that you notify the Office of Student Services in the College of Pharmacy so the progression decision can be held in abeyance until that appeal has been resolved.

- Appeals involving sanctions issued for a violation of the Standards of Conduct for Students, WAC 504-26, are handled by the Office of Student Standards and Accountability in accordance with WAC Chapter 504-26-407 (“Review of Decision”).

Section XIII – Grade Appeal Policy

Professional Doctor of Pharmacy students should refer to the WSU Academic Regulations, Rule 104 and 105, if they have a complaint about grading. This rule can be found at http://registrar.wsu.edu/academic-regulations/.

The University Grade Appeals Board, an official committee of the University President, functions to review academic grade appeals forwarded by any departmental chair, dean, or ombudsman. A detailed description of this committee and its processes may be found at https://president.wsu.edu/grade-appeals/.

For APPE rotations, academic complaints involving an instructor who is an adjunct faculty, or non-faculty should be directed to the instructor of record for the course. Academic complaints involving a faculty instructor (non-adjunct) should be directed to the faculty member who is precepting the rotation.
**Section XIV - Leave of Absence Policy**

Leave status is granted for students who must be away from their studies for one or more semesters for personal, family, job, financial, military or Peace Corps service, or other compelling reasons.

Students must apply for leave through the Office of Student Services by completing the Leave of Absence Request form available here [http://www.pharmacy.wsu.edu/currentstudents/pharmacyclassschedulesandtools.html](http://www.pharmacy.wsu.edu/currentstudents/pharmacyclassschedulesandtools.html). The Office of Student Services must receive the Leave of Absence Request form no later than the 10th day of class during the semester in which the leave is requested, unless the student is requesting Emergency Family/Medical Leave.

Emergency Family/Medical Leave is a type of Leave for students who must leave school for one or more semesters due to a medical or family emergency that is defined under the federal Family Medical Leave Act. The leave must be approved by the Assistant Dean for Recruitment and Student Success. A student may be on leave for a total of up to one calendar year during their studies. Leave beyond one calendar year is not guaranteed.

**Section XV - Ombudsman**

The Washington State University Office of the University Ombudsman is to provide an impartial, neutral and confidential process that facilitates fair and equitable resolutions to concerns that arise within the university. The primary purpose of the office is to protect the interests, rights and privileges of students, staff and faculty at all levels of university operations and programs. The ombudsman’s office has the authority and responsibility to informally investigate academic and non-academic concerns referred to the office. The Ombudsman serves as a source for the provision of information relating to University policies and procedures and facilitates the resolution of problems and grievances through informal investigation and mediation. The Ombudsman makes recommendations and initiates processes to effect policy change that might serve to prevent future grievances. Because the Ombudsman’s Office is separate from the university’s administrative structure, the office neither has legitimate decision-making authority nor power to judge or enforce. The power of the Ombudsman is derived from the office’s reputation for fairness, objectivity, tact and concern for the welfare of all members of the university. The office remains a strategic part of WSU’s commitment to pursuing educational excellence with productivity, due process and fairness.

It is necessary to emphasize the importance of the student attempting to handle issues by first meeting with the instructor, staff or preceptor directly to resolve the issue or concern. In the event that an issue is not resolved successfully, or the student feels she or he has been treated unfairly, the Ombudsman can be contacted for assistance. Additional information regarding the Office of the Ombudsman can be found on the university website at: [https://ombudsman.wsu.edu/](https://ombudsman.wsu.edu/).
COURSE AVERAGE PERCENT CALCULATION OVERVIEW AND ACADEMIC DISTINCTION FOR H-S-F CURRICULUM

For each cohort of PharmD students, a course average percent (CAP) will be calculated each semester for each student. Any CAP that is greater than or equal to the 75th percentile will be ranked each semester. Individual CAP and rankings provide objective measures of academic distinction for the purposes of scholarships, Rho Chi (Pharmacy Academic Honor Society) and residency or employment applications. There are a variety of other opportunities for students to demonstrate academic distinction which are outlined at the end of this document.

Individual CAP and class ranking will be determined according to the following guidelines.

**CAP Calculation and Ranking Procedure:**

- Final course percentages will be extracted out of the Learning Management System (LMS) gradebooks by College of Pharmacy Information Systems.
- Individual CAP for each semester will be calculated based on data as of the **second Friday of the next semester or session**. This is the final date for incomplete grades to be resolved in order for the course percentage to be included in the finalized calculation for the previous semester. See section on incomplete grades. Semester 3 (for Rho Chi) and semester 6 cumulative CAP will be subject to these same timelines.
- Required, core PharmD courses **will** be included in the CAP calculation for each semester and cumulatively. Elective courses **will not** be included.
- Calculation of CAP **will not** be weighted by credit hour.
- Calculation of CAP will be finalized for each semester and cumulatively for semesters 3 and 6.
- Students with a CAP greater than or equal to the 75th percentile will have their CAP ranked. With the highest CAP receiving a rank of 1.
- As multiple students will have earned the same CAP within the top quartile (greater than or equal to the 75th percentile), each of these students will receive the same rank. Finalized class lists (Dean’s List and/or Rho Chi, as applicable) for each semester will become the official record and will not change. Addendums to the lists are possible for unique situations, but will not impact students originally on the list.
- Individual CAP will be calculated at the end of each semester and cumulatively for semesters 3 and 6 utilizing the formulas below. Each semester the individual CAP will be recorded as an integer or whole number (the decimals will be dropped from the result of the calculation). For example, a calculated CAP that equals 95.555 will be recorded and slotted into the percentile calculation for the cohort as the integer 95.

  **Semester CAP** = \(\frac{(LMS \text{ final } \%\text{Course1} + LMS \text{ final } \%\text{Course2} + \ldots + \text{LMS final } \%\text{CourseN})}{N}\)  
  (where \(N = \text{number of courses in the semester}\)

  **Cumulative CAP** = \(\frac{(LMS \text{ final } \%\text{Course1} + LMS \text{ final } \%\text{Course2} + \ldots + \text{LMS final } \%\text{CourseN})}{N}\)  
  (where \(N = \text{number of courses taken cumulatively thru the end of semester 3 and semester 6 for Dean’s letter (described below in “Semester 6 Dean’s Letter”)}\)
Incomplete Grades:
- For courses where the student has an incomplete grade, the course percentage usually downloaded from the LMS will be recorded as a zero within the calculation for the semester UNLESS the incomplete is resolved by the time the class lists are finalized within the deadline as indicated above.
- Once an incomplete is resolved, the course percentage will be updated within the calculations to the correct value.
- Any updated course percentage for incompletes that are resolved after the semester class lists have been calculated and finalized will be utilized for future cumulative CAP and their respective semester list.
- Finalized class lists will become the official record and will not change. Addendums to the lists are possible for unique situations, but will not impact students originally on the list.

Course Failures and Re-takes: Students who fail a course and/or who have to re-take a course will be addressed on a case by case basis. Affected students will be included in the most appropriate cohort.

Roles/Responsibilities:
College of Pharmacy Student Services:
- Manage the CAP and class ranking data, analyses and lists.
- Calculate and finalize CAP and class rank list for the top quartile each semester and cumulatively for semester 3 and semester 6 for each cohort with the final lists occurring at semester 6.
- Retain archived records of top quartile class rank and CAP data in accordance with university record retention policies.

Doctor of Pharmacy Students:
- May consult with Student Services regarding his/her CAP or cumulative CAP. Students with a CAP that is greater than or equal to the 75th percentile of the class may request to receive an official rank.
- May submit a request to Student Services for a release of his/her CAP or class rank as applicable to a faculty member for professional purposes, such as writing a letter of recommendation.

College of Pharmacy Assessment Office:
- Collaborate with Student Services to develop tools and processes for calculation of the CAP and class ranking procedures.
- Consult with Student Services and Leadership as necessary.

College of Pharmacy Information Services:
- Extracts final course percentages from the Learning Management System (LMS) gradebooks.
Semester and Cumulative CAP and Class Rank Reports and Purposes:

- **Releasing of CAP and Class Rank for CAP greater than or equal to the 75th percentile:**
  Releasing the CAP to individuals or institutions outside the College of Pharmacy (including on the website) will be based on the following guidelines.
  
  - Any individual in the Top 10 (ranks 1-10) will have their rank disclosed. For example, student X is ranked 9th in the class of 2017.
  - Students not in the top 10 ranks but whose semester or cumulative CAP, will have their quartile disclosed. For example, student X’s CAP is greater than or equal to the 75th percentile, it will be disclosed that the student is in the top 25% or upper quartile of the class of 2017.

- **Honors Program**
  - The Honors Program is an intensive research program in which students begin to work with a research mentor in the spring of the PY1 year, culminating with a presentation of the research in the spring of the PY3 year (therefore approximately a 2 year project). Successful completion of the program will grant students an Honors designation on their diploma.
  - The honors program provides opportunities for student pharmacists to explore areas of interest that complement and enhance their experiences in the Pharm.D. program through developing and conducting formal research projects. This research component allows a student pharmacist to strategically align his or her personal pharmacy interests and future career goals by providing deeper expertise in that interest area.

- **Dean’s List:**
  - Top 25% of the class (greater than or equal to the 75th percentile) according to the semester CAP calculation.
  - Student names (alphabetical by last name), not listed in semester CAP order, will be reported following each semester.

- **Rho Chi Membership:**
  - Top 20% of the class (greater than or equal to the 80th percentile) according to the cumulative CAP for the first three semesters of the PharmD program.
  - Student names (alphabetical by last name), without CAP, will be reported.

- **Semester 6 Dean’s Letter:** A standardized informational letter will be generated by the Dean (or Dean’s designee) which explains the H-S-F competency-based curriculum and grading. Along with the letter, there will be an individualized student report (sent only to each student and not made publicly available) which includes cumulative CAP as of semester 6 (end of PY3 year).

- **Letters of Recommendation (LOR):** Faculty members may write personal/unique letters of recommendations per student request. CAP, applicable ranking or other academic achievement information in the faculty letters will be determined on an individual basis – agreement is required between the faculty member and student. Per student permission, faculty may obtain and/or disclose a semester or cumulative CAP, percentile grouping or class rank – such as in a letter of recommendation.
• **Scholarship Awards:** The College of Pharmacy awards a variety of scholarships throughout the professional program. Each scholarship includes unique (sometimes specific) criteria for academic achievement, leadership and activities. All students whose semester CAP is greater than or equal to the 75th percentile of their class will receive merit points for academic achievement. For further information consult Student Services.

**Additional Opportunities for Academic Distinction:** The College of Pharmacy routinely offers the following opportunities for students to demonstrate academic distinction.

- Course level Honors grade
- Completion of PharmD Honors Program
- Challenging electives
- 599 courses/special projects
What students need to do:

- Make an appointment to talk with each instructor out-side of class about your accommodation(s). Yakima students should meet with Yakima instructors and Spokane students should meet with Spokane instructors. **These meetings should be scheduled during the first week of the term or within a week of receiving your Faculty Notification Letter. It is the student pharmacist’s responsibility to meet with the instructor from each course before testing accommodations will be activated.**
- Student Pharmacist is required to confirm with WSU Student Affairs that he/she will attend all schedule test dates including Initial Test, Retest, and ELEs (if applicable).
- Student Pharmacist is required to schedule all non-block exams through Access Information.
- Student Pharmacist to notify WSU Student Affairs office (358-7963 or spok.sserv.test@wsu.edu) if a scheduled test is cancelled or if you decided to take the test or quiz in class.
- Yakima Students please contact/notify Johnatan Rivera (249 –7923 or johnatan.rivera@wsu.edu) regarding test dates or changes to the testing schedule.
- Please note that accommodation paperwork expires at the end of each term and must be renewed prior to the next term. **Student pharmacists must repeat the above process once accommodation paperwork is updated or a new term begins.**

What instructors need to do (block & non-block tested courses):

- Faculty Notification Letters will be delivered electronically through the Access Information Management (AIM®) system for each student needing accommodations for your course.
- Student Pharmacist will initiate a meeting with you to discuss the Faculty Notification Letter at the beginning of the term or within a week of receiving accommodation paperwork.
- This meeting will cover how you and the student pharmacist will implement his/her accommodation plan. Faculty to inform Assessment Office of the following as soon as possible:
  - Students who **HAVE** contacted the IOR regarding accommodations
  - Students who **HAVE NOT** contacted the IOR regarding accommodations.
- If there are questions about the accommodations or accommodation process/plan contact WSU Student Affairs, 358-7978, for clarification.

Additional Instructions for Instructors in NON-Block Tested Courses:

- WSU COP Assessment Office DOES NOT handle submission of information for non-block tested courses.
- If the student is testing in the Student Affairs testing room please complete the following steps:
  - Follow Testing Policies and Procedures for students with accommodations: https://spokane.wsu.edu/studentaffairs/disability-resources/testing-procedures/.
  - Faculty to upload exam/password and any relevant attachments, i.e. equation sheets through the Access Information Management System (AIM®). Please contact WSU Student Affairs for a specific period in which exam information needs to be provided by.
- WSU Student Affairs (358-7963 or spok.sserv.test@wsu.edu) for further information.
- Yakima faculty will need to complete the steps outlined above for accommodated students based in Yakima.
What the Office of Assessment needs to do:

- Assessment office to monitor AIM® for updates related to faculty notification letters that are related to testing accommodations. Typically, faculty notification letters are received within the first 2 weeks of the semester or shortly after the accommodation plan is developed.
- Wait for IORs to confirm that accommodated student(s) have met with them regarding the accommodation plan before activating the accommodation within ExamSoft®. Assessment Office will act on an accommodation only after confirmation from faculty IORs.
- ExamSoft® Coordinator will make the necessary adjustments (if required by the accommodation) in the ExamSoft® portal.
- ExamSoft® coordinator to enter all block test dates within the Access Information Management system (AIM®)
- For block tested courses ONLY, ExamSoft® coordinator will facilitate test administration with WSU Student Affairs. ExamSoft® Coordinator will upload the following block test information through the Access Information Management system (AIM®):
  - Exam password(s)
  - Relevant attachments for all assessments
  - Scratch paper
  - Any additional testing instructions
- Assessment Office will offer training of WSU Student Affairs proctors to ensure that the testing environment test security and proctoring practices are consistent for all test takers.
Procedure for Supporting Students with a Potential Impairment

According to the Washington Recovery Assistance Program for Pharmacy (WRAPP); a (student) pharmacist who is unable to practice pharmacy with judgment, skill, competency and safety to the public, due to chemical dependence on alcohol or other drugs, emotional illness, the aging process or loss of mental or motor skills is an impaired (student) pharmacist. The Washington State University College of Pharmacy is supportive of the efforts of student pharmacist with an impairment to attain appropriate treatment. This procedure is established not only in the student’s best interest, but also to ensure the safety of patients whom students serve and to protect other students, the College and its faculty.

The following steps will be implemented as soon as a student pharmacist has been identified as being possibly impaired.

1. The Assistant Dean for Recruitment and Student Success or SPC will refer impaired students to the Washington Recovery Assistance Program for Pharmacy (WRAPP). The student is required to complete initial evaluation and follow all of the contractual requirements of WRAPP. While the initial evaluation is being completed, the student pharmacist can be blocked from participating in direct patient care activities.

2. Following the initial evaluation by trained professionals with WRAPP professionals will determine the presence or absence of impairment. If impairment is determined WRAPP will develop an individualized treatment plan. This may involve an inpatient or outpatient program, including after-care and follow up. This plan will be determined by a contract agreed upon by the student and WRAPP. This may include the following:
   a. Length of the treatment program;
   b. Length and type of after-care program;
   c. Mandatory participation in an appropriate support group;
   d. Period reports from after-care therapists, employers, and the support group;
   e. Mandatory announced and unannounced drug testing;
   f. The conditions under which the student may return to the program.

3. Based on the recommendations of WRAPP, student pharmacist’s progression within the curriculum may be halted. Student pharmacists that have had their progression halted will not be allowed to progress within the curriculum until cleared by WRAPP.

4. Upon request of the student pharmacist and/or WRAPP the Assistant Dean for Recruitment and Student Success may grant the student a medical leave of absence.

5. The Student Progress Committee may decertify student pharmacists from the College who do not successfully complete the initial evaluation or any requirements of the treatment program of WRAPP and its affiliates. Student pharmacists may also be decertified for a recurrence after completing the treatment and rehabilitation program.

6. All costs incurred with treatment and referral under the direction of WRAPP are at the expense of the student pharmacist.

7. In the event of non-compliance with WRAPP, action can be taken against a student pharmacist’s intern license(s) by the Pharmacy Quality Assurance Commission (PQAC) or other boards of pharmacy in which the student pharmacist holds licensure.
**University Financial Aid**

The Office of Student Financial Services at Washington State University is responsible for packaging financial aid awards for all eligible students. All questions concerning financial aid should be directed to the WSU Spokane Office of Student Affairs, Academic Center 130 or Spokane.finaid@wsu.edu or 509-368-6956.

If you wish to apply for financial aid to attend WSU, you must submit the federal form entitled the Free Application for Federal Student Aid (FAFSA) online at https://fafsa.ed.gov/. Be sure to list Washington State University (code 003800) as the school to receive your data. You should submit your FAFSA by the priority deadline (November 30 for continuing students, January 31 for new students) in order to get the best possible financial aid package.

It is important to note that the Doctor of Pharmacy Degree program is a professional advanced degree program. Therefore, if you are eligible for financial aid you will receive aid in the form of federal loans (Direct Unsubsidized Loans, Health Professions Loans and Graduate PLUS loans) with higher loan limits than for students in undergraduate degree programs. In order for you to be considered for the Health Professions Loan programs, parental data must be provided (unless they are deceased) on the FAFSA. Students with previous baccalaureate degrees as well as students in the professional advanced degree program are not eligible for federal grant programs. You will be required to pay the appropriate professional-level tuition each semester for the four professional years. The Board of Regents usually approves tuition costs each year at their April or May meeting.

**College of Pharmacy Emergency Loan Fund**

A limited number of loans for up to $500 are available to COP students who are facing financial emergencies. These loans are available for a length of time determined by the student’s needs, but in every case must be repaid within one year of graduation. Students needing a short-term loan must contact The Office of Student Services.
**College of Pharmacy Travel Grants**

Students may request travel grant support from the College of Pharmacy (COP) to attend professional meetings by filling out the online form found on the following website; [http://www.pharmacy.wsu.edu/currentstudents/pharmacytravelgrantapplication.html](http://www.pharmacy.wsu.edu/currentstudents/pharmacytravelgrantapplication.html).

**Student Travel Grant Policy**

To be considered for a College of Pharmacy student travel grant, supporting registration and/or travel students must be engaged in one of the following activities:

- Competing
- Representing the college as a delegate
- Presenting
- Receiving an award or scholarship

If funds are available, students may be funded multiple times as described above without a specific dollar limit associated with the award. The award will be adjusted upon receipt of other travel awards from other organizations. The COP expects that costs submitted are reasonable and prudent. These awards are subject to the availability of funds and will not be an automatic award.

**College of Pharmacy Scholarships**

Full-time pharmacy students in good academic standing may apply for scholarships from the College of Pharmacy. Scholarships average in the $1000 to $3000 range. If you receive financial aid from the university, you should be aware that the receipt of a COP scholarship might affect your financial aid package. You are urged to consult with a financial aid counselor regarding such questions.

College of Pharmacy scholarships are awarded by the Scholarship and Awards Committee on the basis of scholastic achievement, financial need, professional goals, participation in college or community activities and other criteria. Scholarship applications open spring every year and an application must be submitted to be considered for a scholarship.
In order to practice pharmacy, you must be licensed in the state in which you intend to practice. All pharmacy students enrolled in the professional Doctor of Pharmacy program are required to be licensed as interns in the State of Washington. All students must hold a Washington State pharmacy intern license as early as possible in the first semester of their first professional year. Thereafter, this Washington State intern license must be renewed annually. This policy will facilitate and enhance participation by our students in practice experiences throughout all years of the curriculum.

To be eligible for licensure in the state of Washington, you must:

1) Be 18 years of age and a citizen or resident alien of the United States.
2) Be of good and moral character.
3) Be a graduate of an accredited College of Pharmacy.
4) Satisfy the states’ internship requirements.
5) Pass the licensure examination.

In order to participate in clinical experiences in the WSU College of Pharmacy PharmD program, students must be covered by sufficient malpractice insurance, either provided by WSU, or any professional carrier (e.g., Pharmacist Mutual, NCPA), or any personal insurance carrier.

Before being licensed as a pharmacist, you must be licensed as an intern in the state in which you are practicing. Internship hours obtained in other states may be used to satisfy the internship requirements of the state of Washington and vice versa. The state of Washington requires 1500 hours of internship for licensure. You may begin accruing internship hours after completing the first semester of pharmacy education.

Internship applications may be obtained from the Washington State Board of Pharmacy’s web page at http://www.doh.wa.gov/LicensesPermitsandCertificates/ProfessionsNewReneworUpdate/PharmacyIntern, or by writing to them at 1300 SE Quince Street SE, P.O. Box 47863, Olympia, WA 98504-7863, or by calling (360) 236-4700.

The Washington Administrative Code (WAC) found at http://apps.leg.wa.gov/WAC/ includes the following Board of Pharmacy internship regulations:
WAC 246-858-020 General Requirements

(1) RCW 18.64.080(3) states: "Any person enrolled as a student of pharmacy in an accredited college may file with the department an application for registration as a pharmacy intern——." A student of pharmacy shall be defined as any person enrolled in a college or school of pharmacy accredited by the board of pharmacy or any graduate of any accredited college or school of pharmacy.

(2) As provided for in RCW 18.64.080(3) the board of pharmacy hereby establishes fifteen hundred hours for the internship requirement.
   (a) For graduates prior to January 1, 1999, credit may be allowed:
      (i) Up to seven hundred hours for experiential classes as part of the curriculum of an accredited college or school of pharmacy commonly referred to as externship/clerkship;
      (ii) Eight hundred hours or more for experience obtained after completing the first quarter/semester of pharmacy education.
   (b) For graduates after January 1, 1999, credit may be allowed:
      (i) Up to twelve hundred hours of experiential classes as part of the curriculum of an accredited college or school of pharmacy commonly referred to as externship/clerkship;
      (ii) Three hundred or more hours for experience obtained after completing the first quarter/semester of pharmacy education.
   (c) The board will document hours in excess of these requirements for students qualifying for out-of-state licensure.

(3) An applicant for licensure as a pharmacist who has completed seven hundred internship hours will be permitted to take the state board examination for licensure; however, no pharmacist license will be issued to the applicant until the fifteen hundred internship hours have been completed. The hours must be completed and a pharmacist license issued within eighteen months of the date of graduation.

(4) To retain a certificate as a pharmacy intern, the intern must make continuing satisfactory progress in completing the pharmacy course.

(5) Experience must be obtained under the guidance of a preceptor who has met certification requirements prescribed in WAC 246-858-060 and has a certificate except as hereinafter provided for experience gained outside the state of Washington.

(6) Experience obtained in another state may be accepted toward the fulfillment of the fifteen hundred hour requirement provided that a letter is received from the board of pharmacy of that state in which the experience is gained and such letter indicates the experience gained would have been acceptable internship experience to the board of pharmacy in that state.
**WAC 246-858-030 Registration of Interns**

To register as a pharmacy intern, an applicant shall file with the department an application for registration as a pharmacy intern as provided for in RCW 18.64.080. The application shall be accompanied by a fee as specified in WAC 246-907-030. Prior to engaging in the practice of pharmacy as an intern or extern, under the supervision of a preceptor, the applicant must be registered by the board as a pharmacy intern.

**WAC 246-858-040 Rules for the Pharmacy Intern**

1. The intern shall send notification to the board of pharmacy on or before the intern’s first day of training. Such notification shall consist of the date, the name of the pharmacy, and the name of the preceptor where the intern expects to begin his/her internship. The board of pharmacy shall promptly notify the intern of the acceptability of the preceptor under whom the intern expects to gain experience. Internship credit will not be accepted until the preceptor has been certified.

2. The pharmacy intern shall engage in the practice of pharmacy, and the selling of items restricted to sale under the supervision of a licensed pharmacist, only while the intern is under the direct and personal supervision of a certified preceptor or a licensed pharmacist designated by the preceptor to supervise that intern during the preceptor’s absence from the site. Provided, that hours of experience gained while the certified preceptor is absent from the site shall not be counted toward fulfilling any internship requirement.

**WAC 246-858-050 Intern Training Reports**

1. The intern shall file with the board on forms provided by the board an internship evaluation report at the completion of internship training experience at each site.

2. The board of pharmacy shall provide the necessary affidavit forms to the intern for the purpose of certification of the hours of experience, which shall only include hours under the personal supervision of a preceptor. Affidavits must be certified and recorded in the office of the board of pharmacy not later than thirty days after the completion of any site internship experience. Completion of any site experience is intended to mean those situations when neither the intern nor the preceptor anticipate further intern experience at some later date at that site.

3. The intern’s report and all or part of the hours covered by the period of the report can be rejected by the board if, for the period involved, the pharmacy intern has not performed the practice of pharmacy adequately.

4. Certification of at least seven hundred hours must be submitted to the board office thirty days prior to licensing examination.
WAC 246-858-060 Requirements for Preceptor Certification

(1) A pharmacist who is licensed and actively engaged in practice in a Class A pharmacy in the state of Washington, and who has met certification requirements prescribed in this section of the regulation and who has completed a board approved training program within the last five years, and who has been certified by the board of pharmacy shall be known as "pharmacist preceptor." The requirement for completion of an approved training program becomes effective June 30, 1991.

(2) The pharmacist preceptor must have completed twelve months as a licensed pharmacist engaged in the practice of pharmacy as defined in RCW 18.64.011(11).

(3) Any preceptor or preceptor applicant who has been found guilty of a drug or narcotic violation or whose pharmacist license has been revoked, suspended, or placed on probation by the state board of pharmacy shall not be eligible for certification as a preceptor, until completion of the probationary period, and a showing of good cause for certification as a pharmacist preceptor.

(4) The preceptor shall be responsible for the quality of the internship training under his/her supervision and he/she shall assure that the intern actually engages in pharmaceutical activities during that training period.

(5) The board of pharmacy shall withdraw a preceptor's certification upon proof that the preceptor failed to meet or maintain the requirements as stated in this section.

(6) In considering the approval of special internship programs pursuant to WAC 246-858-080, the board may approve alternative qualification requirements for the preceptors of such programs.
Qualifications for Licensure
Washington’s statutory requirements for licensure are specified in RCW 18.64.080. In Washington, as well as in the US generally, pharmacists must provide evidence of having the following qualifications to be licensed:

(1) 18 years or older;
(2) Good moral and professional character, including freedom from impairment by reason of mental or physical illness, or abuse of alcohol or other chemical substances.
(3) Graduation from an accredited school or college of pharmacy. Currently, graduates must hold a bachelor’s degree or Doctor of Pharmacy degree.
(4) Certification of 1500 Internship hours a completed preceptor evaluation for and intern site evaluation report.
(5) Successful completion of an examination demonstrating fitness for practice, and completion of a jurisprudence examination (i.e. NAPLEX and MJPE).
(6) RCW 70.24.280 requires all licensees of the Board of Pharmacy to have completed four or seven hours of HIV/AIDS prevention and information education. Such training shall include: etiology and epidemiology; testing and counseling; infection control guidelines; clinical manifestations and treatment; legal and ethical issues to include confidentiality; and psychosocial issues to include special population considerations. (WAC 246-12-270). Pharmacists must have seven hours of HIV/AIDS education as a requirement for licensure (WAC 246-863-120). The WSU and UW pharmacy programs have certified to the Board that our curriculum provides this content for all graduates after 1989. Pharmacists transferring their licenses from other states who cannot already document completion of seven hours of HIV/AIDS education may find a list of training resources on the Department of Health website.

Refusal to Issue Licenses
The Board may refuse to license an otherwise qualified pharmacist who has (1) engaged in fraud, misrepresentation, or deceit in procuring a license; or (2) has violated laws relating to drugs, controlled substances, cosmetics, or nonprescription drugs, or the rules of the Board of Pharmacy, or has been convicted of a felony. (RCW 18.64.165).

Renewal Requirements
Pharmacists must renew their license annually on or before their birthday. Licensee must submit a fee and a signed statement indicating 15 credit hours of pharmacy related continuing education has been earned during the previous year.
COMPUTER POLICIES

General Information
As a Pharmacy student you have access to software resources located on the College of Pharmacy current students web page. To access these resources, you will be required to use your WSU Network Id and password. Please take a few minutes to visit the Information Systems New Student Orientation pages on the Pharmacy website http://www.pharmacy.wsu.edu/facultystaff/techsupportnewstudents.html. These pages provide information on laptop requirements, setting up your network/email accounts, and policies.

WSU Network ID and Password
Your WSU network Id and password are your keys to access most resources at WSU. Passwords expire every 180 days. You must change your password prior to day 180 or your account will be locked. To change or reset your password you need to visit reset.wsu.edu.

Laptop Initiative
Pharmacy students are required to purchase a laptop. Complete details and requirements can be found at http://www.pharmacy.wsu.edu/currentstudents/techsupport.html.

E-mail
Pharmacy students are required to have a valid WSU email account. Email forwarding is not allowed in the College of Pharmacy. If you do not already have a “@wsu.edu” account, please make sure to setup your email account. Please contact Pharmacy IS at 509-358-7916 for assistance if you have issues setting up your account. The College also utilizes email list servers to distribute announcements and notifications to students. Only @wsu.edu addresses are allowed to send to these lists. Personal email accounts or business accounts are blocked.

Spear Phishing Attacks
WSU email accounts are often targeted with Spear Phishing emails. These emails request that you confirm your WSU Login information or provide your account information to continue receiving email. These are all fake emails with the single goal of stealing your WSU Login credentials. DO NOT click on the links in these emails. WSU will never ask you to validate your credentials. If you have clicked on one of these links please open a web browser and visit reset.wsu.edu to change your password immediately. Then contact Pharmacy IS at 509-358-7916 for additional help.

Antivirus Software
WSU requires antivirus software on all computers/devices connected to the WSU network. There are a number of free antivirus programs available such as Security Essentials, AVG, and Sophos Home. If you do not have an antivirus program on your computer, please contact Pharmacy IS for assistance in obtaining and installing antivirus utilities provided by the university. Detailed information on this requirement may be found at: http://public.wsu.edu/~forms/HTML/EPM/EP14_Antivirus.htm

Students are advised to temporarily disable their antivirus before starting exams with Examsoft. If you need help in temporarily disabling your antivirus for exams, please contact Pharmacy IS for assistance.

Smartphones and Tablets
As a pharmacy student you have access to several Pharmacy applications available for tablets and smart phones. Information and requirements for these applications can be found at: http://www.pharmacy.wsu.edu/currentstudents/pharmacyclassschedulesandtools.html
If you are looking at purchasing a tablet or smartphone for use in your studies, please make sure to review the requirements for these applications prior to purchase. Not all devices are supported by these applications. At the present time the College of Pharmacy only recommends iPads or Windows Surface Pro tablets.

* Please note tablets excluding the Microsoft Surface Pro devices are not a substitute for a laptop.
** Examsoft electronic exam software currently only supports the following tablets: IPad iOS 8+ and Microsoft Surface Pro.

**Windows and OS X/ iOS major updates and Examsoft compatibility**
Microsoft and Apple release major version updates to their operating systems in the fall usually around the time school starts. Please do not apply these major updates to your computers or tablets until you have been instructed to do so by Examsoft or Pharmacy IS. It often takes 3-4 weeks after a major operating system upgrade is released before Examsoft is certified to work with these new versions.
STUDENT COMPUTER REQUIREMENT

The College of Pharmacy requires incoming Doctor of Pharmacy students to purchase laptops for convenient, portable, and flexible access to the variety of learning resources available at WSU and on the World Wide Web. Pharmacy education and pharmacy practice in the 21st century is critically dependent on graduates who have mastery of information technology. It is our goal to provide an educational environment that allows students to develop the knowledge and skills needed to thrive in the technologically advanced environments in which they will work.

Why require students to purchase laptops?
A laptop offers the portability and flexibility for use at the school, common areas throughout the campus that are available for remote computing and at off-campus locations during professional practice experiences.

How will I use a laptop for classes?
The use of laptop computers will be for exams, presentations, laboratory experiences, viewing streaming lectures, accessing course materials via the LMS and pharmacy clerkships. Student access to e-mail, web-enhanced courses, and other instructional resources is essential to complement and enhance learning. Students will use laptops for case-based learning, developing presentations, to take notes, or to complete other course assignments.

What if I already own a computer?
Students who already have a laptop should review the specifications for previously owned computers to verify they meet minimum configuration standards. Standards for minimum configurations provide acceptable access to the University network and the Internet. However, for optimal performance and to operate effectively in the WSU computing environment, the recommended standards are preferred.

Can I use financial-aid to help with the purchase of a laptop?
Because the laptop is a school requirement, you will be able to include it for consideration in determining your financial aid award. However, contact the Office of Financial Aid, for information concerning the use of financial aid and scholarship money to purchase computers.

What are the minimum recommended requirements?
Most current Windows or Macintosh laptop models will meet basic minimum hardware requirements with little or no configuration upgrades.

- **Processor**: minimum 2.0GHz+ dual core
- **RAM**: 4GB + recommended
- **Hard Drive**: 80GB (or larger)
- **Network**: Wireless networking (802.11g/n compatible) and 100/1000 wired Ethernet
- **OS**: Windows 8.X, 10 or Mac OS X 10.8 or higher
- **Office**: Microsoft Office 2013 Professional, Office 365, and Office 2011 or higher for Mac.

Students will have access to Office 365 as part of their student email account. Access is only available after you have been enrolled in fall courses.

** Students are highly encouraged to back up their computers on a regular basis. If you need assistance in how to back up your computer, please contact Pharmacy IS for help.
EXPECTATIONS WITH RESPECT TO ELECTRONIC COMMUNICATIONS

Effective Date: January, 2003

Increasingly College of Pharmacy (COP) faculty and administrators are using electronic means to disseminate information to and communicate with students. This information may be important and/or time-sensitive. Thus, the expectations of the college are that:

- All pharmacy students are connected to e-mail and check it frequently (at least daily on Mondays through Fridays).
- Each pharmacy student must maintain a WSU e-mail account. All e-mail from the college to students will be sent directly to WSU addresses (networkid@wsu.edu). Students are responsible for notifying the Office of Pharmacy Student Services of their account name, which should include recognizable elements of their real name.
- E-mail communications from students to COP faculty or staff should bear a signature line at the end of the message giving the student’s full name, and return WSU e-mail address.
- Students using non-WSU mail servers (e.g., Yahoo, Hotmail) may check their WSU e-mail from those accounts with proper configuration (i.e. set up a POP account to check WSU server mail). Permanent forwarding of the student’s WSU e-mail account to a non-WSU mail server is not allowed.
- Students may contact COP Tech Support, or access the Tech Support web page for instructions on how to obtain a WSU e-mail account, and how to check their WSU mail accounts via the Internet.
- Electronic communication (e.g., e-mail or the World Wide Web) may be required as part of courses and rotations. The requirements are to be specified in the course syllabus. If these requirements pose a problem for a student, the student must contact the instructor / coordinator to work out a solution. "System problems", however, are not the responsibility of the student.
- E-mail communications from COP faculty or staff to students should include a concise description of the content of the e-mail in the subject line so that students can gauge the urgency and importance of the message. Faculty and staff are expected to provide communications to students in a timely manner that will allow students adequate notice and opportunity to read and/or respond.

In short, the lack of access to electronic communication is not a valid excuse for failure to respond to a request, perform an assignment, or meet a deadline.
LIBRARY SERVICES

Students and faculty in Yakima and Spokane have full access to all electronic information services provided by WSU Libraries and the College of Pharmacy. Off-campus access is based on the user’s university identification.

Delivery of physical items, such as Summit and interlibrary loan books, is through the Spokane Academic Library, which supports the College as a whole. Items requested by faculty and students, and loaned by other libraries are delivered to the Spokane Academic Library, which then ships them via US mail or other delivery service to the Pharmacy support office at PNWU for delivery to the student. Items are returned the same way.

The Riverpoint Campus Library https://spokane.wsu.edu/library/ supports the academic programs of Washington State University and Eastern Washington University offered in Spokane. It provides materials and service supporting the WSU programs across the state.

The library maintains a focused collection of books and periodicals in print, but relies upon the main campus libraries in Pullman and Cheney for many printed materials. Most electronic resources available to Pullman users, including databases, electronic journals and ebooks, are generally also available. WSU students may request books from the WSU libraries in Spokane, Pullman, Tri Cities and Vancouver using WSU’s catalog, and may also request books from more than 30 academic libraries in Washington and Oregon through SUMMIT.

More information on library support is at the Pharmacy at Riverpoint LibGuide at http://libguides.wsulibs.wsu.edu/pharmacy

All WSU-Spokane pharmacy students must register with the Spokane ILLiad system https://wsu.illiad.oclc.org/illiad/CAL/logon.html (Available through the library web page) before requesting books or articles through Interlibrary Loan. Books requested from WSU and EWU libraries are usually ready to pick within three days. Books requested through SUMMIT usually arrive within 5 business days or less. Delivery time for articles varies.

Spokane Student Printing
Printing and copying are available at 10 cents/page for most items; you may use your Cougar cash account or purchase Uniprint cards in the library for cash. See http://libraries.wsu.edu/services/printing-copying for more information.

Yakima Student Printing
Printing is available through a partnership with PNWU. More information about printing can be found here http://www.pnwu.edu/inside-pnwu/departments/technology-resources/partnerprinting/.