



*College of*

# Pharmacy and Pharmaceutical Sciences

WASHINGTON STATE UNIVERSITY

PHARMACY STUDENT HANDBOOK

Updated: August 13, 2018

A COMMITMENT TO EXCELLENCE

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## INTRODUCTION

The College of Pharmacy and Pharmaceutical Sciences Student Handbook (Handbook) contains information about the Doctor of Pharmacy Program at the College of Pharmacy and Pharmaceutical Sciences. Think of the Handbook as a "user's manual" to successfully navigate your personal journey toward graduation.

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

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

## Vision and Mission

### 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

## Accreditation

The WSU College of Pharmacy and Pharmaceutical Science's (College of Pharmacy and Pharmaceutical Science's or College) Doctor of Pharmacy program is accredited by the Accreditation Council for Pharmacy Education (ACPE), 135 S. LaSalle Street, Suite 4100, Chicago, IL 60603-4810, and-312/664-3575; FAX 312/664-4652, web site [www.acpe-accredit.org](http://www.acpe-accredit.org).

### *The ACPE Standards Comments Form*

The ACPE is required to demonstrate to the U.S. Secretary of Education its expectations regarding a program's recording and handling of student complaints. The 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, the ACPE requires pharmacy schools to provide an opportunity for pharmacy students to provide comments and /or complains about the school's adherence to the 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 ACPE. 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 the ACPE Standards that the College has established is:

1. The student who wishes to file a complaint may visit the ACPE Standards Website at <http://www.acpe-accredit.org>.
2. The student may submit a written complaint to the Associate Dean for Professional Education. 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 College administrators on his/her/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 the ACPE at on-site evaluations or otherwise at the 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.

## Student Complaint Form

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Local Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Home Address:

\_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Classification: PY1, PY2, PY3, PY4 Advisor: \_\_\_\_\_

1. State the specific the ACPE Standard that you are commenting on:

2. Provide pertinent information about your concerns:

## Office of Pharmacy Student Services

The Office of Pharmacy Student Services facilitates a student's progress through the College of Pharmacy and Pharmaceutical Sciences' professional program. Academic advisors, the Director of Student Services, and the Director of Student Success 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
- Questions for whom you are not sure 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

## Office of Student Services Staff

Office Assistant

Barb King, 509-368-6605, [bjking@wsu.edu](mailto:bjking@wsu.edu)

Program Assistant

Melissa Aman, 509-368-6610, [melissa.aman@wsu.edu](mailto:melissa.aman@wsu.edu)

Outreach and Recruitment Specialist

Evan Barton, 509-358-7702, [evan.barton@wsu.edu](mailto:evan.barton@wsu.edu)

Academic and Student Success Advisors

Eliza Allison, 509-368-6678, [eliza.allison@wsu.edu](mailto:eliza.allison@wsu.edu); Last name A-L

Jenny Davis, 509-368-6693, [jenny.davis@wsu.edu](mailto:jenny.davis@wsu.edu); Last name M-Z

Director of Student Services

Kim Mickey, 509-368-6694, [k.mickey@wsu.edu](mailto:k.mickey@wsu.edu)

Director of Student Success, Yakima

Damianne Brand, Clinical Assistant Professor, 509-249-7921, [dbrand@wsu.edu](mailto:dbrand@wsu.edu)

Associate Dean, Professional Education

Jennifer Robinson, Clinical Associate Professor, 509-368-6676, [jenirobinson@wsu.edu](mailto:jenirobinson@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
- 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 pharmacy 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
- International Student Liaison

Information about accessing services provided by the Student Success Center can be found here: <https://spokane.wsu.edu/studentaffairs/successcenter/>

## EMERGENCY PROCEDURES

### WSU Guidelines for Blood-borne Pathogens Occupation Exposure Management/Medical Services

#### 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 blood-borne 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:

Virus	Risk
HBV	6-30%
HCV	2%
HIV	0.3%

(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 Report that is available on-line within 24 hours of the incident. For more information on WSU Incident Reports, visit <http://hrs.wsu.edu/managers/incident-report/>.

<p>WSU Pharmacy students 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.</p>	<p>Spokane-based students 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:  8AM-5PM: Rockwood Downtown Urgent Care, 400 E. 5<sup>th</sup> Avenue (509) 838-2531  After Rockwood clinic hours: Deaconess Hospital Emergency; identify yourself as a WSU student when you report</p>	<p>Yakima-based students 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:  Central Washington Family Medicine: 1806 West Lincoln, Yakima, WA 98902 (509) 452-4520</p>	<p>Students in other geographic locations WSU does not have official agreements established with any medical facilities in 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.</p>
<p>For other WSU Students: Complete WSU Incident Report (see below for link). Contact your academic coordinator.</p>			

WSU Incident Report Form: [https://hrs.wsu.edu/forms/incident\\_report.aspx](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 blood-borne 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 blood-borne 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:  
<http://www.mdcalc.com/hiv-needle-stick-risk-assessment-stratification-protocol-rasp/>

## UNIVERSITY POLICIES

### Statement of Policy on Discrimination and Sexual Harassment

#### Statement of Purpose

The College of Pharmacy and Pharmaceutical Sciences 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://o eo.wsu.edu/file-a-complaint/>, by phone at 509-335-8288, or by email at [oeo@wsu.edu](mailto: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](#).

#### Discrimination

Executive Policy 15 prohibits discrimination on the basis of the following protected classes and/or characteristics:

- Race;
- Sex/gender;
- Sexual orientation;
- Gender identity/expression;
- Religion;
- Age;
- Color;
- Creed;
- National or ethnic origin;
- Physical, mental or sensory disability, including disability requiring the use of a trained service animal;
- Marital status;
- Genetic information; and/or
- Status as an honorably discharged veteran or member of the military.

#### Sexual Harassment

The policy of WSU explicitly prohibits discrimination, including sexual harassment, as a form of unlawful sex discrimination. When incidents of sexual harassment occur, it is the legal responsibility of the College of Pharmacy and Pharmaceutical Sciences and/or WSU to take corrective action to terminate the harassment.

Sexual harassment is a form of discrimination based on sex and/or gender and is prohibited by Executive Policy 15. Sexual Harassment can include both verbal and physical conduct. Examples of sexual harassment prohibited by Executive Policy 15 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. Sexual behavior that is unwelcome. Such behavior may include, but is not limited to, the following:

- Comments of a sexual nature;
- Sexually explicit statements, questions, jokes, or anecdotes;
- Unnecessary or undesirable physical contact;
- Unwanted, offensive, and/or uninvited comments about another's physical appearance;
- Display of pictures with sexual content;
- Persistent, unwanted attempts to change a professional relationship to an amorous relationship;
- Subtle propositions for sexual activity or direct propositions of a sexual nature;
- Uninvited letters, e-mails, telephone calls, or other correspondence referring to or depicting sexual activities; and/or
- Any of the above carried out via the Internet or social media ("cyber harassment")

#### 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 with a counselor from the WSU Counseling Center or university Ombudsman 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 (the Ombudsman is required to report incidents of sexual harassment or sexual misconduct to OEO); and/or
- Report the incident to his/her supervisor, whom must report the incident to OEO; and/or
- Report the incident to OEO.

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 sexual harassment or sexual misconduct must report the alleged incident to OEO.

## 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. No complaint is considered malicious or frivolous solely because it cannot be corroborated.

## Policy on Faculty-Student and Supervisor-Subordinate Relationships

The College of Pharmacy and Pharmaceutical Sciences supports and upholds WSU Executive Policy 28 (EP 28) Policy on Faculty-Student and Supervisor-Subordinate Relationships; <https://policies.wsu.edu/prf/documents/2017/06/ep28-policy-faculty-student-supervisor-subordinate-relationships.pdf>.

It is the recommendation that all Doctor of Pharmacy students refer to this policy for more information.

## Education and Sensitization for Prevention of Sexual Harassment

### Goals of Harassment Education and Sensitization within the College of Pharmacy and Pharmaceutical Sciences

The College of Pharmacy and Pharmaceutical Sciences 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 College of Pharmacy and Pharmaceutical Sciences' mission. Consequently, the College of Pharmacy and Pharmaceutical Sciences will focus its efforts on informing and sensitizing students and employees regarding recognition of, responding to, and consequences of, such behavior. All College of Pharmacy and Pharmaceutical Sciences 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 College of Pharmacy and Pharmaceutical Sciences will be designed to assure that each and every student and employee of the College of Pharmacy and Pharmaceutical Sciences:

- 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 College of Pharmacy and Pharmaceutical Sciences students and employees for filing complaints against harassers;
- 5) is aware of how the College of Pharmacy and Pharmaceutical Sciences and the University deal with harassment charges and of the consequences for harassers and those whom make false accusations of harassment.

# COLLEGE OF PHARMACY AND PHARMACEUTICAL SCIENCES POLICIES

## Curricular Assessment Approach

The College of Pharmacy and Pharmaceutical Sciences 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 areas 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 (PY1-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.

## Course Average Percent Calculation Overview

For each cohort of Pharmacy students, a course average percent (CAP) will be calculated each semester for each student and rankings for the top 10 in each class. 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 by the Wednesday following finals week. Any changes to final course grades made after this date must be reported from the instructor of record or a department secretary to student services.
- 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 Individual 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.
- Only required, core Doctor of Pharmacy courses will be included in the CAP calculation for each semester and cumulatively. Elective courses will not be included.
- Any student with a course failure or incomplete will be flagged and will not be included in the CAP calculation for the semester in which the failure or incomplete occurred.
- When a course is repeated following a failure, the course percentage earned on repeat will replace the failure in any future cumulative calculations.
- Students with a course failure will not be eligible for Rho Chi during the semester 3 cumulative calculation.
- 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.
- Ranking by CAP will be determined each semester for students in the top 10 by class, with the highest CAP receiving a rank of 1. Rankings are stacked.
- As multiple students will have earned the same CAP within the top 10 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.

$$\text{Semester CAP} = \frac{(\text{LMS final \%}_{\text{Course1}} + \text{LMS final \%}_{\text{Course2}} + \dots + \text{LMS final \%}_{\text{CourseN}})}{N}$$

(N = number of courses in the semester)

$$\text{Cumulative CAP} = \frac{(\text{LMS final \%}_{\text{Course1}} + \text{LMS final \%}_{\text{Course2}} + \dots + \text{LMS final \%}_{\text{CourseN}})}{N}$$

(N = number of courses taken cumulatively thru the end of semester 3 and semester 6 for "Semester 6 Dean's Letter")

#### Incomplete Grades:

- Once student services has been notified that an incomplete is resolved, the course percentage will be updated within the calculation 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.

#### 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 ranked in the top 10 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 Academic Department and Faculty Instructors:

- Updates student services pursuant to a final course average percentage or course grade change.

##### College of Pharmacy Information Services:

- Extracts final course percentages from the LMS gradebooks.

## Academic Distinction for HSF Curriculum

### Semester and Cumulative CAP and Class Rank Reports and Purposes:

- Releasing of CAP and Class Rank 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 9<sup>th</sup> in the class of 20XX.
  - Students not in the top 10 ranks will have their CAP and 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 20XX.
- 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 Doctor of Pharmacy program.
  - Students with a course failure in the first three semesters of the program will not be considered for Rho Chi.
  - Student names (alphabetical by last name), without CAP, will be reported.
- Dean's Letter: A standardized informational letter will be generated by the Dean (or Associate Dean of the Professional Program) 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 after successful completion of all didactic credits end of PY3 year). A histogram will be included that will allow comparison between an individual student's CAP and the rest of the cohort. One histogram will be created for each cohort at the conclusion of semester 6.
- Letters of Recommendation: 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 requiring agreement 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 Doctor of Pharmacy Honors Program
- Challenging electives
- 599 courses/special projects

## College of Pharmacy and Pharmaceutical Sciences Student Dress Code

In order to prepare pharmacy students to enter a responsible health profession, the students and faculty of the College of Pharmacy and Pharmaceutical Sciences expect dress which gives the impression of cleanliness, orderliness, and sense of purpose. Proper professional attire signals to patients and other health professionals a student's self-confidence, knowledge level, and willingness to participate in responsible decision-making processes. As increasing responsibilities are rapidly placed on a student's shoulders as he or she progresses through our Doctor of Pharmacy program, professional attire is encouraged upon entrance to our program and demanded in all clinical experience settings. The short-length white lab coat is essential for pharmacists in training. During the first three didactic years of our program, "business casual" attire is appropriate for classroom and examination sessions. Business casual attire for men includes collared shirts and khaki or dress slacks; for women knee-length skirts or dress slacks with tailored blouses. Professional attire is expected in the professional laboratories and at other times as specified by course instructors in course syllabi. Professional dress means business like attire – dress pants and dress shirt/sweater for men and dresses or skirts/dress slacks and blouses/sweaters/jackets for women. White lab coats are required when working in the professional laboratory and when participating in patient care activities.

Professional students are expected to maintain personal hygiene and grooming appropriate to the academic or professional environment. Students shall follow established guidelines regarding personal hygiene and grooming as recommended by practice sites, course syllabi and/or the direction of faculty. Students shall consider health implications for others with regard to personal hygiene (e.g., handwashing, cologne, tobacco products). Students shall value the importance of personal hygiene and grooming for effective interpersonal interactions.

## Interprofessional Education in the Doctor of Pharmacy Curriculum

**Mission:** The College's inter-professional education (IPE) initiative is to prepare our graduates to practice inter-professionally and to provide IPE continuous professional development opportunities for faculty and preceptors.

**Vision:** Graduates of the College embrace and excel in inter-professional collaborative practice models and contribute to improved health outcomes for their patients and communities.

IPE is generally accepted to mean "occasions when students from two or more professions learn with, from, and about each other to enable effective collaboration and improve health outcomes."

IPE in the Doctor of Pharmacy program is intentionally imbedded in every year of the curriculum to provide opportunities for engagement between faculty, community practitioners and students.

While engaging in IPE activities students will work towards achieving the following competencies as defined by the Inter-professional Education Collaborative:

- Work with individuals of other professions to maintain a climate of mutual respect and shared values. (Values/Ethics for Inter-professional Practice)
- Use the knowledge of one's own role and those of other professions to appropriately assess and address the health care needs of patients and to promote and advance the health of populations. (Roles/Responsibilities)
- Communicate with patients, families, communities, and professionals in health and other fields in a responsive and responsible manner that supports a team approach to the promotion and maintenance of health and the prevention and treatment of disease. (Inter-professional Communication)
- Apply relationship-building values and the principles of team dynamics to perform effectively in different team roles to plan, deliver, and evaluate patient/population-centered care and population health programs and policies that are safe, timely, efficient, effective, and equitable. (Teams and Teamwork)

Students on the Spokane campus will engage in IPE activities with students and faculty from nursing, medicine, speech and hearing sciences, nutrition and exercise physiology, dental hygiene, physical therapy, and others. Students in Yakima benefit from the Yakima Valley Inter-professional Practice and Educational Collaborative, which includes five higher education institutions with student and faculty representing pharmacy, nursing, medicine, and dietetics.

Recognizing that no single health care discipline has the capability to deliver optimal care for all health issues, integration of IPE into the curricula is a cornerstone of quality education in medicine, nursing, pharmacy, dentistry and many allied health programs.

## Off-Campus Course Requirement

The pharmacy curriculum includes extended periods of off-campus activities during each semester as well as during IPPE rotations throughout the summer months and extended rotations during the fourth and final year referred to as APPE. Student pharmacists entering the College of Pharmacy and Pharmaceutical Sciences 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 pharmacist's development and help achieve the goals and learning objectives set forth by the College of Pharmacy and Pharmaceutical Sciences. 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 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.

The Director of Experiential Services will determine specific rotation sites and preceptors. The College reserves the right to change IPPE/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 complete the following upon accepting an offer of admission to the College of Pharmacy and Pharmaceutical Sciences to meet IPPE and APPE site onboarding requirements as required by Experiential Services:

- (a) Registered as an intern with the Washington State Board of Pharmacy (License must be valid at all times and must be submitted annually)
- (b) Current and comprehensive immunization history including but not limited to influenza and tuberculin skin test, IGRA or chest x-ray.
- (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)
- (e) Basic Life Support Course for healthcare providers caring for patients both in prehospital and in-facility environments. (certification must be current at all times)

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

## 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 Director of Student Services or the Director of Student Success. University and College policies as well as Washington state laws and regulations prohibit the synthesis, manufacture, distribution, sale, illegal possession, or diversion of controlled substances or other illicit drugs to one's own use. 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 and Pharmaceutical Sciences 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 curricular 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.

### Section I – Degree Requirements

To be granted a Doctor of Pharmacy degree, a student must:

- (a) Meet the general requirements for graduation as stated in the WSU Catalog.
- (b) Successfully complete all required pre-pharmacy and professional courses as stated in the WSU Catalog.
- (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 and Pharmaceutical Sciences, 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 Associate Dean for Professional Education or Director of 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 and Pharmaceutical Sciences must meet the following requirements:

- (a) A student must register and stay enrolled in both the fall and spring semesters unless the Director of Student Services approves a leave of absence (see Section XIII- Leave of Absence Policy).
- (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 didactic or experiential coursework, the College of Pharmacy and Pharmaceutical Sciences, or the University without an approved leave of absence may lose the privilege of re-entering the College of Pharmacy and Pharmaceutical Sciences. As noted in section X below, a student who withdraws without an approved leave of absence may be decertified from the College of Pharmacy and Pharmaceutical Sciences and will need to follow guidelines for recertification (Section XI).

### 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.

Scheduling of make-up experiential activities occurring over the summer term will require the student pay additional tuition and enroll in the required course(s).

### Section IV - Feedback and Evaluation Requirement

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

- (a) Completion of non-embedded knowledge exams (such as PCOA or other examination);
- (b) Course/instructor evaluations;
- (c) 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;
- (d) Annual student survey(s); and
- (e) PY4 Graduating Student Survey's (AACCP exit survey and post-graduation employment survey).

### Section V –Standards of Conduct for Students

Students enrolled in the College of Pharmacy and Pharmaceutical Sciences 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 Conduct. (See <https://conduct.wsu.edu/>)

## Section VI-Pharmacy Code of Professionalism

Ethical behavior 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 on University property or in the classroom; when interacting with university employees; while completing clinical rotations or otherwise engaged in the practice of pharmacy, for example through employment, volunteering, or internships; when attending university-sponsored functions; and whenever they are serving as representatives of the University. In accordance with the jurisdiction of the standards of conduct for students, WAC 504-26-200, the College of Pharmacy and Pharmaceutical Sciences may also hold students accountable for off-campus non-pharmacy related behaviors.

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 skills, knowledge or by completing activities that are not approved by a preceptor. Students will be held to the same standards of conduct and safety outlined in the Washington State law regarding health professions as defined in the Uniform Disciplinary Act (RCW 18.130) 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 and Pharmaceutical Sciences.

Students' continued enrollment in the College of Pharmacy and Pharmaceutical Sciences depends, in part, on their ability to adhere to the College's Code of Professionalism. Based upon Washington's Uniform Disciplinary Act (RCW 18.130), the College's Code of Professionalism prohibits:

- (a) Any act involving moral turpitude, dishonesty, or corruption relating to the practice of the person's profession, whether the act constitutes a crime or not;
- (b) Misrepresentation or concealment of a material fact in obtaining a license or in reinstatement thereof;
- (c) Incompetence, negligence, or malpractice which results in injury to a patient or which creates an unreasonable risk that a patient may be harmed;
- (d) Suspension, revocation, or restriction of the individual's license to practice any health care profession by competent authority in any state, federal, or foreign jurisdiction;
- (e) The possession, use, prescription for use, or distribution of controlled substances or legend drugs in any way other than for legitimate or therapeutic purposes, diversion of controlled substances or legend drugs, or the violation of any drug law;
- (f) Violation of any state or federal statute or administrative rule regulating pharmacy, including any Washington statute or rule defining or establishing standards of patient care or professional conduct or practice;
- (g) Failure to cooperate with the Pharmacy Quality Assurance Commission or similar out-of-state regulatory body;
- (h) Practice beyond the scope of practice as defined by law or rule;
- (i) Misrepresentation or fraud;
- (j) Conviction of any gross misdemeanor or felony relating to the practice of pharmacy;
- (k) The willful betrayal of a pharmacist-patient privilege as recognized by law;

- (l) Current misuse of:
  - (1) Alcohol;
  - (2) Controlled substances; or
  - (3) Legend drugs;
- (m) Abuse of a client or patient, or sexual contact with a client or patient;
- (n) Disruption or obstruction of teaching, research or administration;
- (o) Unprofessional, inappropriate or threatening behavior or comments made toward faculty, staff, other university employees, rotation preceptors, others involved with teaching, or other students;
- (p) Attending class or patient care settings while impaired (e.g. under the influence of alcohol, drugs or altered mental status);
- (q) Repeated late arrival or early departures from rotational sites without notifying the primary preceptor;
- (r) Failure to meet professional expectations set forth by a practice site (such as required onboarding activities, trainings, arrival and departure time, dress code, or similar requirements); and
- (r) Violation of the Standards of Conduct for Students (WAC 504-26)

## Section VII– Reporting and Processing of Alleged Violations of the Pharmacy Code of Professionalism

- (a) Reporting: 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.

Any individual who observes a potential violation of the Pharmacy Code of Professionalism should submit concerns via a Student Concern Tracking Form <https://www.pharmacy.wsu.edu/currentstudentsp/concern/>. Alternatively, reports may also be made verbally or by sending an email to the instructor of record (IOR), Director of Student Success, or Director of Student Services. When an IOR, the Director of Student Success, or the Director of Student Services receives information regarding an alleged violation of the Code of Professionalism that is not contained in a Student Concern Tracking Form, the IOR or appropriate director should complete and submit a Student Concern Tracking Form with the information received. Individuals reporting an alleged violation will be required to identify himself or herself, 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 Student Tracking Concern Form's will be automatically forwarded to the Office of Student Services within the College of Pharmacy and Pharmaceutical Sciences. 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.

- (b) Processing: When the Director of Student Services or designee, learns of a potential violation of the Code of Professionalism through a Student Concern Tracking Form or any other means, the Director of Student Service or designee will meet with the student to discuss the allegations. Before meeting with the student, the Director of Student Services or designee will give the student notice of the allegations. After discussing the allegations with the student and reviewing all relevant information, the Director of Student Services will:
- 1) Determine that the student did not violate the Code of Professionalism and note the result in the student's file;
  - 2) Determine that the student did violate the Code of Professionalism, counsel the student regarding the College of Pharmacy and Pharmaceutical Science's professional expectations, and note the result in the student's file; or
  - 3) Refer the matter to the SPC.

## Section VIII –Referral to the Student Progress Committee (SPC)

At the conclusion of each semester or as otherwise warranted, the Director of Student Services or designee will review the academic and professional progress of each student in the College and present those whom have one or more of the following to the SPC:

- (a) Received a failing grade in any required course
  - i. Exception: students who receive a failing grade on an IPPE or 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. Any student not referred to the SPC will have their case reviewed by the Director of Student Services.
- (b) Withdrawal from a required course without prior permission of the Director of Student Services.
- (c) Non-compliance with any curricular or professional probation plan, if the Director of Student Services or designee believes referral is warranted.
- (d) Non-compliance with the Code of Professionalism, if the Director of Student Services or designee believes referral is warranted.
- (e) Failure to maintain required professional trainings, certificates or licensure or other mandatory requirements.
- (f) Non-compliance with WRAPP requirements (see Procedure for Supporting Students with Potential Impairment).
  - i. Exception: If the student is non-compliant with WRAPP due to a relapse but voluntarily addressing the relapse, the student will continue to fall under the procedure for Supporting Students with Potential Impairment

## Section IX- Student Progress Committee (SPC)

(a) The SPC is comprised of faculty and staff who oversee curricular and professionalism referrals from the Office of Student Services. When the office of Student Services refers a case to the SPC, it will also provide notice to the student of the reason and basis for the referral. The notice will also include information regarding the student's ability to provide a written response to the SPC and a deadline for submitting the response. If a student decides to provide a response, the College recommends that the student 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 curricular and professional information, and make its decision regarding the student case under review. 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. Students will be informed of the SPC decision via email and regular U.S. mail within 10 business days of the SPC meeting.

(b) If the SPC finds a deficiency exist, the SPC may take one or more of the following actions:

1. Place the student on curricular probation and allow the student to progress in the professional curriculum.
2. Place the student on curricular probation and not allow the student to advance to the next academic semester, academic year, or scheduled rotation.
3. Place the student on professionalism probation and require completion of appropriate remediation.
4. Require additional trainings, coursework, or collaboration with campus, online or community resources.
5. Decertify the student from the Doctor of Pharmacy program (see Section X – Decertification from the College)

Students are responsible for any costs associated with above actions.

(c) 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.

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

- Appeals must be based on procedural irregularities and are directed to the WSU Graduate School. 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 the SPC's decision, but will investigate procedural irregularities. If a student appeals to the WSU Graduate School, it is essential that the Office of Student Services is notified so the progression decision may be held in abeyance until the appeal has been resolved. During an appeal, the SPC will determine if all or part of the decision will be stayed pending the outcome of an appeal.

Student Progress Committee decisions are final and not subject to college level appeal processes since the dean sits on the student progress committee.

- (e) 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 XII – grade appeal policy). If a student appeals using the grade appeal policy, it is essential that the Office of Student Services is notified so the progression decision may be held in abeyance until the appeal has been resolved. During an appeal, the SPC will determine if all or part of the decision will be stayed pending the outcome of an appeal. If the grade appeal is successful and rectifies the curricular deficiency, the SPC decision could be overturned.

## Section X – Decertification from the college

The SPC may decertify a student from the College under any of the following conditions:

- (a) If the student receives multiple course failures within a semester;
- (b) If the student engages in a pattern of professional misconduct or a single serious incident of misconduct;
- (c) If the student fails to meet the essential functions of the program, as outlined in this Handbook;
- (d) If the student withdraws from or fails to enroll in required didactic or experiential coursework, the College of Pharmacy and Pharmaceutical Sciences, or the University, without an active approved leave of absence (see Section XIII);  
or
- (e) If a student on probation, curricular or professional, does not meet probationary requirements.

In addition, the College may administratively decertify a student whom receives a failing grade in the same required course twice or does not comply with the registration and attendance requirements of Section II.

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.

Per University regulations, a student who is decertified from the College of Pharmacy and Pharmaceutical Sciences 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 XI – Recertification in the college

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 must 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 and Pharmaceutical Sciences according to the “Admissions Policies and Procedures” for all students.

## Section XII – 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 XIII- 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. The College of Pharmacy and Pharmaceutical Science's Leave of Absence Policy is found at: <https://pharmacy.wsu.edu/doctor-of-pharmacy/current-student-resources/leave-of-absence-policy/>. 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. Requests for an extension to a leave of absence must be approved by the Director of Student Services. A student may be decertified from the program if the leave extends beyond the approved leave period and an extension was not requested or approved.

## Section XIV - Ombudsman

The WSU 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/)

## Procedures for Students with Testing Accommodations

Updated: July 21, 2017

### 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.*
- Confirm with Student Affairs that he/she will attend all schedule test dates including Initial Test, Retest, and ELEs (if applicable).
- Schedule all non-block exams through Access Center.
- Notify Student Affairs (in Spokane: 358-7963 or [spok.sserv.test@wsu.edu](mailto:spok.sserv.test@wsu.edu); in Yakima: Office Assistant to be hired) if a scheduled test is cancelled or if you decided to take the test or quiz in class.
- Repeat the above process once accommodation paperwork is updated or a new term begins. Please note that accommodation paperwork expires at the end of each term and must be renewed prior to the next term.

### 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 Student Affairs, 358-7978, for clarification.

### Additional Instructions for Instructors in NON-Block Tested Courses:

- WSU College of Pharmacy and Pharmaceutical Sciences ExamSoft® coordinator 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 AIM®. Please contact Student Affairs for a specific period in which exam information needs to be provided by.
- Contact Student Affairs (358-7963 or [spok.sserv.test@wsu.edu](mailto: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 ExamSoft coordinator needs to do:

- 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®. All accommodations will be active 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 AIM®
- For block tested courses ONLY, ExamSoft® coordinator will facilitate test administration with Student Affairs. ExamSoft® Coordinator will upload the following block test information through AIM®:
  - Exam password(s)
  - Relevant attachments for all assessments
  - Scratch paper
  - Any additional testing instructions

## Procedure for Testing Irregularities During an Exam

Doctor of Pharmacy students are expected to adhere to the following Exam Testing Environment Expectations during all exemplify exams.

### Exam Testing Environment Expectations

1. Specific calculator OR WSU owned calculators for testing
2. No personal items on desk during exam other than pencils and a laptop
3. Laptops must be in a closed position or nearly closed (within 2 inches) or in exemplify entry screen if not able to be closed, when not actively testing.
4. No notes should be taken on the scratch sheet of paper prior to the exam starting

Faculty, staff, and TA proctors wander the room prior to the beginning of the exam and remind students to put away any unsanctioned materials (e.g. smart watches, phones, food, notes).

### Procedure for exam irregularities or concerning behaviors during an exam

1. If a student observes a fellow student with unsanctioned materials after an exam has started, not following established testing policies, or exhibiting behaviors consistent with a potential academic integrity violation, the observing student is required to notify the faculty member and staff proctor in the room. The faculty member and/or staff proctor will provide the observing student a card directing the observing student how to complete an electronic testing irregularity report. The testing irregularity report will ask the observing student to note the time and specific behavior(s) observed.
2. Any individual, other than a student, who observes a student with unsanctioned materials after an exam has started, not following established testing policies, or exhibiting behaviors consistent with a potential academic integrity violation, is expected to notify the faculty member and staff proctor in the room. Any individual observing a testing irregularity will submit an electronic testing irregularity report.
3. If a faculty member or staff proctor become aware of a potential exam irregularity during an exam, a faculty member or staff proctor will closely proctor the suspected student for any remaining exams.
4. When an electronic testing irregularity report form is submitted, the instructor(s) for the potentially affected courses, the Director of Student Services, and the Director of Student Success will automatically receive the report and any supplemental electronic materials. These individuals will then take appropriate action, if any, based on the information provided. The academic integrity process will be utilized for academic integrity complaints (see WAC 504-26-404).
5. As used in this procedure, the below terms have the following definitions:
  - a. Unsanctioned materials are materials that are not sanctioned by the Exam Testing Environment Expectations and include, but are not limited to, extra notes, cell phones, thumb drives, smart watches, or accessing the internet during an exam (with the exception of exemplify).

- b. Testing policies include the Exam Testing Environment Expectations, “Block-tested Course Absence Policy and Missed Test Policy”, “Test administration policy/testing room requirements”, and “Block test day instructions”.
- c. Academic integrity violations are defined by the Standards of Conduct for Students.

## 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 WSU College of Pharmacy and Pharmaceutical Sciences 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 Director of Student Services, SPC or designee will refer impaired students to 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, 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) Periodic 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, the Director of Student Services or designee may halt a student pharmacist's progression within the curriculum. 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 Director of Student Services or designee may grant the student a medical leave of absence following the Academic Policies and Procedures Leave of Absence Policy, Section XIII.
- (5) The SPC 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.

## Essential Functions

### Introduction

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

These essential functions are attributes and skills the College of Pharmacy and Pharmaceutical Sciences 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.

The College of Pharmacy and Pharmaceutical Sciences 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 time frame will be granted only upon a showing of good cause.

A student pharmacist must possess aptitude, abilities, and skills in five areas: 1) observation, sensory, and motor competencies; 2) conceptualization, integration and quantitative evaluation; 3) communication; 4) ethical, interpersonal, and professional skills; and 5) stamina. 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. Student pharmacist must be able to read written and illustrated material including prescriptions and labels; observe demonstrations in the classroom or laboratory including projected material; observe anatomic structures; discriminate numbers and patterns associated with laboratory instruments and tests such as scales and other measuring devices; conduct 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. In light of these essential functions, a student pharmacist must be able to abide by the College of Pharmacy's Code of Professionalism.

## Stamina

The student pharmacist must display the attributes described above even during taxing workloads (i.e. 8+ hour shifts, extended periods of standing) 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.

## Computer Policies

### General Information

As a pharmacy student you have access to software resources located on the College of Pharmacy and Pharmaceutical Sciences 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 College of Pharmacy and Pharmaceutical Sciences 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](http://reset.wsu.edu).

### Laptop Initiative

Pharmacy students are required to purchase a laptop. Complete details and requirements can be found at <https://pharmacy.wsu.edu/doctor-of-pharmacy/admitted-student-resources/>

### E-mail

Pharmacy students are required to have a valid WSU email account. Email forwarding is not allowed in the College of Pharmacy and Pharmaceutical Sciences. 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. All correspondence regarding academic- and business-related activities will be sent to the student’s official @wsu.edu Email account, effective the first day of instruction of the student’s first-enrolled term.

### 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](http://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](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 and Pharmaceutical Sciences only recommends 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:  
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 or within the first month. 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. You may need to turn off automatic updates if that feature is currently set on your computer. It often takes 3-4 weeks after a major operating system upgrade is released before Examsoft is certified to work with these new versions.

### Computer Technical Support

The college has a dedicated IT group available to assist you. They are here to help you with questions and issues.

CPPS Help Desk 509-358-7916

Email: [tech@pharmacy.wsu.edu](mailto:tech@pharmacy.wsu.edu)

Hours: 8am – 5pm Monday – Friday

Location: Spokane campus, Health Sciences Building (HSB) Rooms 325A/B, 320A/B

## Student Computer Requirement

The College of Pharmacy and Pharmaceutical Sciences 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, you should 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?

All professional pharmacy students are required to have a laptop computer for academic use. If you have one, make sure it meets our minimum specifications:

Processor: Core i5 or higher

RAM: 4GB+ recommended

Hard Drive: 128GB (or larger)

Network: 802.11g/n/ac, 10/100/1000 wired Ethernet

OS: Windows 10 or Mac OS X 10.11+

Office: Microsoft Office 2013 or higher.

\* Microsoft Windows 10 S or Surface Go devices are not supported for exams. You will need to upgrade your operating system or use an alternate device. If you have questions or unsure if your device is supported please contact Pharmacy IS at 509-358-7915, email [tech@pharmacy.wsu.edu](mailto:tech@pharmacy.wsu.edu)

Students receive free access to Microsoft Office 365 with their WSU email account. Access is not available until officially enrolled in courses for fall semester.

Anti-virus: All computers including Macs must have anti-virus software installed on them. The following are just a few of the many free anti-virus solutions available: [Security Essentials](#), [AVG](#), [Sophos](#), [ClamAv](#).

Warranty: You are highly encouraged to purchase a service contract/warranty that covers your laptop for 3 years. You may also want to opt for a service contract/warranty that includes accidental damage.

Tablets: Tablets are not a substitute for a laptop. If you elect to purchase a tablet, you will still need a laptop for your classes and exams. Microsoft Surface Pro devices are considered laptops. Microsoft Windows 10 S or Surface Go devices are not supported for exams. You will need to upgrade your operating system or use an alternate device.

Examsoft supports Microsoft Surface Pro devices (\*Other Windows 10 tablets are not supported).  
\*\*As of Fall 2018 iPads will no longer be supported for College of Pharmacy and Pharmaceutical Sciences Examsoft testing.

Smartphones: Some students elect to purchase smartphones in addition to a laptop. When purchasing a smartphone, please read the specifications carefully to understand data plan limits/overage charges and [pharmacy applications](#) requirements before purchasing a smartphone.

Backing up your laptop: It is recommended that you back up your computer to DVDs, external hard drives or online backup storage to protect your computer from any data loss.

\*\* 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 Communication

The College of Pharmacy and Pharmaceutical Sciences faculty and administrators use 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.
- Per Executive Policy EP#4 All correspondence regarding academic- and business-related activities will be sent to the student's official @wsu.edu Email account, effective the first day of instruction of the student's first-enrolled term.  
<https://policies.wsu.edu/prf/index/manuals/executive-policy-manual-contents/ep4-electronic-communication-policy/>
- E-mail communications from students to College of Pharmacy and Pharmaceutical Sciences 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 College of Pharmacy and Pharmaceutical Sciences 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 College of Pharmacy and Pharmaceutical Sciences 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.

## WSU SPOKANE CAMPUS SUPPORT AND RESOURCES

### Tuition and Financial Aid

#### Tuition

The Doctor of Pharmacy program is designed to be an eight semester program with enrollment and tuition charges in the fall and spring semesters. Doctor of Pharmacy students are required to pay professional tuition for each semester of enrollment. Tuition is charged on a semester basis and is due the first day of the semester. It is the responsibility of the student to pay all tuition and fees associated with enrollment in the Doctor of Pharmacy program. Under some circumstances, enrollment in the summer semester may be required and tuition will be charged if a student experiences a course failure that requires summer enrollment to make up the course.

#### University Financial Aid

The Office of Student Financial Services at WSU 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](mailto: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.

## Emergency Loans

### College of Pharmacy and Pharmaceutical Sciences Emergency Loan Fund

A limited number of loans for up to \$500 are available to College of Pharmacy and Pharmaceutical Sciences 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.

## Travel Grants

Students may request travel grant support from the College of Pharmacy and Pharmaceutical Sciences students to attend professional meetings by filling out the online form found on the following website;

<http://www.pharmacy.wsu.edu/currentstudents/pharmacytravelgrantapplication.html>.

### Student Travel Grant Policy

To be considered for a College of Pharmacy and Pharmaceutical Sciences students student travel grant, 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 College of Pharmacy and Pharmaceutical Sciences expects that costs submitted are reasonable and prudent.

These awards are subject to the availability of funds and will not be an automatic award.

## Scholarships

Full-time pharmacy students in good academic standing may apply for scholarships from the College of Pharmacy and Pharmaceutical Sciences students. 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 College of Pharmacy and Pharmaceutical Sciences student's scholarship might affect your financial aid package. You are urged to consult with a financial aid counselor regarding such questions.

College of Pharmacy and Pharmaceutical Sciences student's scholarships are awarded by the Scholarship and Awards Committee on the basis of leadership involvement, financial need, professional goals, and participation in college or community activities, scholastic achievement and other criteria. Scholarship applications open in the spring every year and an application must be submitted to be considered for a scholarship.

## Residency

### Obtaining In-State Residency

Non-resident students are eligible to apply for Washington Residency after 1 year of establishing domicile in the state of Washington. Applications for residency can be submitted each semester, no later than the 30<sup>th</sup> day of the term. Non-resident students wishing to apply for Washington residency should follow the steps outlined at [residency.wsu.edu](https://residency.wsu.edu) and speak with the residency coordinator if questions arise. Residency applications are reviewed by the WSU Registrar's Office.

## 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 and Pharmaceutical Sciences. 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 WSU and Eastern Washington University offered in Spokane. It also 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/>.

## International Student Requirements

### Office of International Program Enrollment Requirements

F-1 students are required to maintain full-time student status. In certain situations, with the approval of the Director of Student Services or Director of Student Success, you can request to drop below a full course load. For example, if you are in your last semester before graduation, working on a dissertation, or have a qualifying emergency.

Your Form I-20 must accurately reflect your current status as a student. You are responsible for keeping it up to date. If your Pharmacy status changes in any way, you must inform the Office of International Programs.

Your I-20 will need to be changed and updated before any of the following:

- Change of major
- Graduating from your academic program
- Extending your F-1 immigration status
- Dropping below full-time enrollment
- Cancelling enrollment

Check the detailed status requirements to be sure you follow proper procedure and meet U.S. government requirements. <https://ip.wsu.edu/on-campus/f-1-students/>

### Medical Insurance

Washington State University recommends you have medical insurance for you and any dependents you bring with you. WSU will automatically enroll you in its [International Student Health Insurance Program](#) (iSHIP), but you will need to purchase separate coverage for anyone else who comes with you.

### Optional Practical Training (OPT)

<https://ip.wsu.edu/on-campus/opt-optional-practical-training/>

As an F-1 student, OPT allows you to be employed within the pharmacy field for up to 12 months during school or post-graduation. You may be employed on or off campus. If you are considering work as a pharmacy intern while in school, you will need to apply for OPT and consider the eligibility and requirements. It is highly recommended that OPT be reserved for APPE rotations and required internship hours, as needed. If OPT is not needed to fulfill these requirements for a student, it can be utilized for post-graduation employment in the United States. Once OPT is initiated, eligibility will expire after 12 months, regardless of academic year. Please note that you must apply with the U.S government for OPT authorization and there is a wait period of several months. Due to this, it is recommended that you apply early. Please speak with the WSU Spokane International Programs Representative for more information if you're interested in pursuing OPT at any point in the future.

### Curricular Practical Training (CPT)

<https://ip.wsu.edu/on-campus/cpt-curricular-practical-training/>

Curricular Practical Training (CPT) allows you to engage in an IPPE or APPE as required for graduation. Prior to beginning IPPE or APPE, you must have prior authorization before engaging in any experiential training. The paperwork for the authorization is collaboratively completed between the Office of Experiential Services Director, the student and the Office of International Programs.

Contact the WSU Spokane International Programs representative for further clarification of requirements and expectations of these policies and procedures. 509-358-7978

## Student Access to Records and FERPA

### Annual Notification of FERPA

Federal law requires WSU to annually notify current students of their rights under the Family Educational Rights and Privacy Act (FERPA). Under FERPA, a student has the right to:

<https://registrar.wsu.edu/ferpa>

### Requesting Departmental Student Records from the College of Pharmacy and Pharmaceutical Services

The College of Pharmacy and Pharmaceutical Sciences maintains education records while a student is enrolled in the College of Pharmacy and Pharmaceutical Sciences. Education records retained by the college may include, but are not limited to; admissions documents, background checks, advising notes, SPC referrals, decisions and contracts, student complaints and concerns, and IPPE/APPE evaluations. Students have a right to inspect and view their pharmacy education records. To access education records, student should submit a written request for records to the Director of Student Services or Student Success. The College of Pharmacy and Pharmaceutical Sciences will have 45 days to make the records available for inspection.

The College of Pharmacy and Pharmaceutical Sciences maintains educational records according to the university records retention schedule. The College of Pharmacy and Pharmaceutical Sciences does not keep copies of immunization records, CPR training and/or other training and certification requirements for IPPE/APPE on-boarding.

## WASHINGTON STATE DEPARTMENT OF HEALTH REQUIREMENTS Internship Requirements Washington Administrative Codes

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.

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

Internship applications may be obtained from the Washington State Department of Health, Pharmacy Quality Assurance Commission web page at [http://www.doh.wa.gov/LicensesPermitsandCertificates/ProfessionsNewReneworUpdate/Pharmacy Intern](http://www.doh.wa.gov/LicensesPermitsandCertificates/ProfessionsNewReneworUpdate/Pharmacy%20Intern), 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 Pharmacy Quality Assurance Commission 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.

In order to practice pharmacy, you must be licensed in the state in which you intend to practice. 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 300 hours of internship beyond the 1200 hours provided in the curriculum for licensure. You may begin accruing internship hours after completing the first semester of pharmacy education.

## Washington State Pharmacist Credentialing Requirements

### 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 of Pharmacy 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 of Pharmacy 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.

### Licensing Requirements for New Graduates

Expected graduates are encouraged to start the licensing process during the last semester of the final year. The Pharmacist Application for new graduates on the Department of Health Website has the most current requirements and instructions for applying for licensure. It is the student's responsibility to request official transcripts from WSU and have them sent to the Pharmacy Quality Assurance Commission once final grades have posted and degrees have cleared. The College of Pharmacy and Pharmaceutical Sciences does not send this information on your behalf. The Office of Experiential Services will report internship hours earned to the Pharmacy Quality Assurance Commission after completed hours have been verified.

Application by Exam for New Graduates can be found here:

<https://www.doh.wa.gov/Portals/1/Documents/Pubs/690134.pdf>

Students wishing to apply for licensure in other states will need to contact the board of pharmacy in the respective state for licensing instructions.