Troubleshooting Guide for PharmD Students

Please use this guide to resolve any problem you encounter as a PharmD student.

**Class-related:** a problem that affects a significant number of your classmates

What you do: Approach your class reps ([umn.edu/classreps](http://z.umn.edu/classreps)) to articulate your concern, provide evidence it is a class-wide concern and suggest a potential resolution.

What to expect: If class reps deem it to be a class-wide issue, they will address it with the appropriate people and communicate a resolution to the class within one week.

Not resolved? Consult with Katie or Peter to facilitate the feedback process.

**Classmate-related:** disruptive classmates, interpersonal difficulties

What you do: Approach your classmate and do your best to resolve the issue with them directly.

What to expect: A conversation reviewing the issue from your perspective and your classmate’s perspective.

Not resolved? Consult with Amy or Peter if the problem persists and is interfering with your education.

**Professor-related:** grading concerns, course delivery concerns

What you do: Approach your professor and do your best to resolve the issue with them directly.

What to expect: A conversation reviewing the issue from your perspective and your faculty’s perspective.

Not resolved? Consult with Amy, Peter, or your faculty class advisor for help.

**Me-related:** health issues, academic problems, personal concerns

What you do: Consult with Amy or Peter to learn more about university resources that can help, or approach them directly on your own: [www.pharmacy.umn.edu/pharmd/currentstudents](http://www.pharmacy.umn.edu/pharmd/currentstudents)

**Absences: due to illness or emergency**

What you do: Contact the Office of Student Services if you are unable to attend class:
- Duluth: 218-726-6003
- Twin Cities: 612-624-9490

You are responsible for contacting faculty to arrange to make up missed coursework or exams upon your return.

What to expect: OSS will notify your instructors of your absence. Each syllabus has its own policy regarding absences and your professor may require documentation. Absences that do not meet the U of M policy of a “legitimate absence” may or may not be deemed excusable by your instructor.

**College or University-related:**

What you do: If you experience a problem that is systemic in the college or university, please notify OSS to help resolve the issue.

If you believe the college is inconsistent with Accreditation Council of Pharmacy Education accreditation standards, you may submit a complaint in writing to the Sr. Associate Dean of Professional Education by using this form: [http://z.umn.edu/acpecomplaint](http://z.umn.edu/acpecomplaint)

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**OFFICE OF STUDENT SERVICES**

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