

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](#) 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 Becky 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, Becky, or your faculty class advisor for help.

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

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

Absences: due to illness or emergency

- What you do:
- 1) For **absences of short durations** (one-two days) students should follow procedures in course syllabi and notify faculty accordingly.
 - 2) For **significant absences** (a few days, missing important exams / required classtime) students should contact the Office of Student Services:
 - Duluth: Amy Renne (218-726-6003) • Twin Cities: OSS (612-624-9490)The Office of Student Services, in turn, informs the student's instructors of the absence to ensure all faculty are informed and aware of the situation.
 - 3) It is the student's responsibility to make arrangements with instructors to reschedule missed coursework or exams; often this step occurs after the student returns to class from the absence.
- What to expect: Students may need to provide documentation (e.g. physician's note) if the course director requires it. U of M policy states documentation is not required for a single episode illness so long as it does not conflict with an exam, lab sessions or important graded in-class assignments.
- 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.
- What to expect: 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>

OFFICE OF STUDENT SERVICES CONTACTS:

Amy Renne 218-726-6003 arenne@d.umn.edu	Katie Vukelich 218-726-6038 vukelich@umn.edu	Becky Carlson 612-624-1945 becky@umn.edu	Peter Haeg 612-624-2649 haegx002@umn.edu
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