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
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