# STUDENT PROMOTION POLICIES AND PROCEDURES for Professional Students

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I. STUDENT PROMOTION COMMITTEE

A. Responsibilities

The Student Promotion Committee (SPC) is responsible for defining academic and nonacademic standards required for entrance to, continuation in and graduation from the University of Wisconsin-Madison School of Pharmacy (SOP), for developing policies and procedures to maintain these standards, and for applying these policies and procedures to address circumstances where professional students are thought not to meet these standards. These actions are undertaken with appropriate approval from the faculty and academic staff of the School of Pharmacy.

Responsibilities of the Student Promotion Committee are to:

1. Interpret, review and recommend revision of the Student Promotion Policies and Procedures, as needed.
2. Review situations where accommodations are needed for students to be able to meet the School’s Technical Standards.
3. Adjudicate disagreements between faculty, academic advisors, and students regarding accommodations.
4. Determine whether recommended accommodations can be provided in a reasonable manner.
5. Review the academic progress of students not meeting the School’s Academic Standards.
7. Determine the appropriate conditions and/or sanctions in cases involving unsatisfactory academic progress or unprofessional behavior.
8. Review the progress of students who have previously received a Must Obtain Permission To Continue (MOPTC) academic action. Students may be required to meet with SPC to discuss their academic progress.
9. Consider requests for reduced credit loads that may change students’ graduation date.
10. Consider requests for a Leave of Absence.
11. Report to the Dean, the Faculty, and Academic Staff regarding committee activities.

B. Membership

1. There are at least eight voting members appointed by the Dean of the School of Pharmacy (Dean) or his or her designee. The Dean also appoints the non-voting members and resource persons. The committee chairs (the Associate Dean for Academic Affairs and the Associate Dean for Student Affairs) and the vice chair are appointed by the Dean and are non-voting members.
2. Voting members are selected from the faculty and instructional academic staff of the SOP. Non-voting members and resource persons may be selected from the SOP and/or from other campus units.
3. Each member’s (voting, non-voting, and resource) appointment term is determined at the time of the appointment and may be renewed by the Dean or designee. Temporary or replacement members may be appointed on an ad hoc basis.
4. The Committee may invite other persons to participate in committee activities in an advisory, non-voting capacity.
C. Quorum

1. For addressing policy matters, a simple majority of at least five voting members constitutes a quorum.
2. For addressing any individual student case, SPC shall be composed of a minimum of five (5) voting members. If a quorum is not established, the student will be informed and presented with two options:
   i. Agree to waive quorum rights thereby accepting the decision of voting members present as binding; or
   ii. Accept motions and decision made via email voting of a quorum of committee members

D. Access to Student Records by SPC

The SPC is authorized to review all education records and data pertaining to a student that is necessary to resolve any issue regarding a student that is pending before the SPC. This pertains to issues involving academic standing, alleged academic misconduct and alleged unprofessional behavior.

II. TECHNICAL STANDARDS

A. Program Admission, Progression, and Graduation

1. Overview

Technical standards are the attributes necessary for initiating, continuing in, and completing an educational program or activity. They specify the academic and nonacademic standards, skills and performance requirements expected of every participant in the program. Academic standards include courses of study, attainment of satisfactory grades and other required activities. Nonacademic standards include physical, cognitive and behavioral standards required for satisfactory completion of all aspects of the curriculum and for development of essential professional attributes.

For the purpose of this document, the University of Wisconsin-Madison School of Pharmacy enrolls professional students who are completing a program of study leading to the Doctor of Pharmacy (PharmD) degree. All students will be judged by the program faculty and staff not only on their academic achievement and ability, but also on their intellectual, physical and emotional capacities to meet the requirements of the School’s rigorous curricula. The curricula are intended to be completed on a full-time basis with enrollment in 15-18 credits per semester. Completing the program of study may require managing taxing workloads and stressful situations. Students must have the physical and emotional stamina to maintain a high level of function in the face of such conditions.

Competence in six areas of functioning is essential for fulfilling the requirements of each of this program. As such, meeting technical standards in each of these areas is required for entrance to, continuation in, and graduation from the School of Pharmacy (SOP). All prospective and enrolled students must meet or exceed the required aptitude, abilities, and skills in six areas:

- Observation;
- Communication;
- Sensory and Motor Coordination and Function;
- Intellectual, Conceptual, Integrative and Quantitative Abilities;
• Behavioral and Social Attributes; and
• Ethical Values.

The School of Pharmacy is committed to providing reasonable accommodations for students with disabilities. By definition, a reasonable accommodation provides an individual with a disability an equal opportunity to participate in the programs, services and activities of the institution. Such an accommodation shall not fundamentally alter the nature of the program or the integrity of the curriculum. Accommodations are made available based on an individualized assessment of a student’s needs. Annually, enrolled students in the UW School of Pharmacy are required to attest that they meet the UW School of Pharmacy technical standards either with, or without, reasonable accommodations.

2. Skill areas

Students must meet or exceed the required aptitude, abilities, and skills in areas identified below.

a. Observation

Observation requires not only the functional use of the sense of vision, but other sensory modalities such as hearing and other somatic senses (e.g., smell). All students must be able to perceive and interpret information in diverse learning circumstances. In addition, all students must be able to observe patients, particularly as related to drug therapy and disease state monitoring.

1) Requirements for all students include the ability to: read and comprehend written and illustrated material; observe and interpret presented information; observe demonstrations in the classroom or laboratory, including projected images.

2) Additional requirements include the ability to: observe a patient accurately at a distance and close at hand, noting nonverbal as well as verbal signals; visualize and discriminate numbers and patterns associated with diagnostic and monitoring tests; monitor drug response; observe anatomic structures and observe and differentiate changes in body movement; and observe a patient’s environment.

b. Communication

Communication includes speech, reading, writing, hearing, and computer literacy. All students must be able to communicate effectively and sensitively with faculty and staff, patients, their caregivers and/or partners, and members of the healthcare team.

1) Requirements for all prospective and enrolled students include the ability to: communicate quickly, effectively and efficiently in oral and written English; and complete forms or appropriately document activities according to directions in a complete and timely fashion.

2) Additional requirements include the ability to: communicate with patients in order to gather information (e.g., elicit a thorough medication history; describe changes in mood, activity, and posture; and perceive verbal as well as nonverbal communications); communicate rapidly and clearly with members of the health care team individually and collectively (e.g., read and record observations and care plans legibly, efficiently and accurately; prepare and communicate concise but complete summaries of encounters with patients, individual activities and decisions); and
communicate complex findings in appropriate terms that are understood by patients, their caregivers and/or partners. Students must learn to recognize and promptly respond to emotional situations such as sadness, worry, agitation, and lack of comprehension of communication.

c. **Sensory and Motor Coordination and Function**

Students must be able to carry out activities in a variety of learning circumstances. Such actions require coordination of both gross and fine muscular movements, equilibrium, and functional use of the senses of touch and vision.

1) Requirements for all students include the ability to: be fully alert and attentive at all times in all instructional settings; and conduct experiments in the basic sciences.

2) Additional requirements include the ability to: perform basic tasks in the practice of pharmacy (including preparing and dispensing pharmaceuticals and specialty dosage forms, performing basic clinical laboratory tests, eliciting information from patients by various screening maneuvers, reading laboratory results, competently using instruments for monitoring drug response, and administering intramuscular and subcutaneous immunizations); execute motor movements reasonably required to participate in the general care and emergency treatment of patients (including responding promptly to urgencies within the practice setting, administering cardiopulmonary resuscitation, applying pressure to stop bleeding, participating in initiation of appropriate procedures, rapidly and accurately preparing appropriate emergency medications) while not hindering the ability of their co-workers to provide prompt care; and use current technology to access and record drug and disease information within a reasonable timeframe.

d. **Intellectual, Conceptual, Integrative and Quantitative Abilities**

Students must possess sufficient intellectual, conceptual, integrative and quantitative abilities to complete a rigorous and intense curriculum.

1) Requirements for all students include the ability to: analyze and solve problems (using measurement, calculation, rational reasoning, decision making, judgment, numerical recognition, information integration, solution synthesis, and other skills); comprehend three dimensional relationships and understand the spatial relations of structures; interpret graphs or charts describing biologic, economic or outcome relationships; locate, evaluate, and appropriately use information from the literature; and incorporate new information from peers or teachers.

2) Additional requirements include abilities required for patient care and clinical problem-solving: calculate dosages for patient-specific conditions (e.g., renal or hepatic failure, obesity, cardiac or respiratory arrest); dilute or reconstitute drug products, electrolytes, etc. accurately and quickly; identify significant findings from history, physical assessment, and laboratory data; provide a reasonable explanation and analysis of the problem; determine when additional information is required; suggest appropriate medications and therapy; develop appropriate treatment plans to improve patient outcomes; develop patient counseling information at a level of comprehension suitable for each individual patient; and retain and recall critical information in an efficient and timely manner. Students must be able to perform all these abilities quickly, especially in emergency situations, to identify the limits of
their knowledge and (when appropriate) acknowledge these to others, and recognize when the limits of their knowledge indicate further study is essential before participating in decision making.

e. **Behavioral and Social Attributes**

Empathy, integrity, honesty, concern for others, kindness, patience, good interpersonal skills, interest and motivation are all personal qualities that are required.

1) Requirements for all students include the ability to: attend and arrive punctually for each educational component; adapt to changing environments, displaying flexibility and learning to function in the face of uncertainties; and accept appropriate suggestions and critique and, if necessary, respond quickly, appropriately and cooperatively by modifying behavior.

2) Additional requirements include the ability to: maintain the emotional and mental health required for full use of their intellectual abilities, exercise good judgment, and promptly complete all responsibilities attendant to the screening and care of patients; possess adequate endurance to be able to tolerate physically, intellectually, and emotionally taxing workloads; function effectively under stress and/or with distractions; develop mature, sensitive, and effective relationships with patients and their caregivers and/or partners, including those of differing cultures and backgrounds, providing comfort and reassurance when appropriate; be aware of and appropriately react to one’s own immediate emotional responses and environment including maintaining a professional demeanor and organization in the face of long hours and personal fatigue, dissatisfied patients, and tired colleagues; and develop skills necessary to instruct and supervise technical personnel assisting with the delivery of pharmaceutical services.

f. **Ethical Values**

Students must demonstrate the highest level of professional demeanor and behavior.

1) Requirements for all students include the ability to: perform in an ethical manner in all dealings with peers, faculty, and staff.

2) Additional requirements include the ability to meet the expected ethical standards set forth by the pharmacy profession: develop professional relationships with patients and their caregivers and partners while protecting patient confidentiality; demonstrate good moral character, decent values and principled judgment; meet requirements for recognition as a pharmacist intern by the State of Wisconsin’s Pharmacy Examining Board (PEB) and pass requisite criminal background checks and random illegal drug screens required by the SOP, the PEB and/or affiliated clinical institutions.

g. **Summary**

Students must have somatic sensation and the functional use of the senses of vision and hearing. Students’ skills will be lessened without full functional use of the senses of equilibrium, sufficient exteroceptive sense (touch, pain, and temperature), sufficient proprioceptive sense (position, pressure, movement, stereognosis, and vibratory), and sufficient motor function to permit them to carry out the activities described in the sections above. Students must be able to consistently, quickly and accurately integrate all information received by whatever sense(s) employed, and they must have the
intellectual ability to learn, integrate, analyze, and synthesize data. Finally, students must have good moral character, decent values and principled judgment and are expected to meet the ethical standards set forth by the School, the University and the pharmacy profession.

3. Additional considerations related to Experiential Education

Promoting and protecting the well-being of patients is a core value of the Doctor of Pharmacy program:

a. Advanced Pharmacy Practice Experiences (i.e., 4th year clinical rotations) are structured as full-time activities in functioning patient care settings. Reliable attendance and full participation in patient care activities are essential for successful completion of this component of the curriculum.

b. Certain chronic or recurrent illnesses and problems that interfere with delivering or providing patient care or compromise patient safety may be incompatible with pharmacy training or practice. Conditions that may lead to a high likelihood of transmission of disease should be carefully considered.

c. Deficiencies in knowledge base, judgment, integrity, character, or professional attitude or demeanor, which may jeopardize patient care, may be grounds for course failure and possible dismissal from the program.

4. Accommodations

Accommodation can be made for some disabilities in these skill areas, but students should be able to perform in a reasonably independent manner. Using a trained intermediary is acceptable in circumstances where the intermediary’s judgment is not substituted for the student’s (e.g., interpreter, captionist, note taker). In situations where the student’s judgment must be mediated by someone else’s power of selection and observation (e.g., in performing patient assessments), use of an intermediary will not be allowed to assist the student in accomplishing curricular requirements. See section B.1 for more details about the Accommodation Process.

B. POLICIES

Students who are requesting accommodations for a disability have their accommodation requests reviewed and approved by the Student Promotion Committee. These disability-related accommodations are those accommodations that may be considered inconsistent with the overall educational goals of the program, and unreasonable and impractical in the context of the resources available.

All students engage in this interactive process independent of their student status (prospective or currently enrolled). Students are expected to work within this process and follow the guidelines and procedures described below.

1. Accommodation Process

a. Requests for disability-related accommodations are individually reviewed and approved by SPC and faculty representation from Experiential Learning Program. Such meetings are convened by the chairs of SPC. The role of the group is to make determinations regarding a student’s ability to meet the standards for successfully completing the
curriculum with reasonable accommodation. The group may also recommend alternative accommodations that it believes are equally effective in achieving equal access in the program.

b. The chairs may confer with University officials (e.g., McBurney Disability Center, Office of Legal Affairs, etc.), as appropriate in this determination process. If necessary, the group may require further examination and/or testing by a professional approved by the School prior to making its determination; such examination/testing would be done at the students’ expense.

c. If the group determines that a student is able to meet the technical standards with the requested accommodation or with some reasonable modification of the requested accommodation, the chairs will notify the student and the appropriate academic advisors in writing regarding the specific accommodation(s) that will be provided to the student.

d. If a student desires any addition, deletion, or modification in the accommodations recommended by the group, that request must be made in writing to the chairs. If the requested modifications are substantially different from those originally recommended by the group, the group will be reconvened to rule on the request. Such requests should be accompanied by new documentation in support of the additional or revised accommodation(s). The chairs will notify both the student and the appropriate academic advisors of the group’s decision.

e. The decision of the group is final in the SOP. Any appeals to the approved accommodations should be made via the processes outlined in the ADA Campus Policies document: (https://compliance.wisc.edu/ada/laws-policies-procedures-guidance/).

2. Requesting Accommodations

a. Students should request accommodations they believe will provide equal access in the Pharmacy program by contacting one of the chairs. Any and all record of accommodations in a previous academic or employment setting should be also be provided.

b. Students requesting accommodations should provide disability documentation that meets UW-Madison documentation guidelines. (See https://mcburney.wisc.edu/).

c. A Verified Individualized Services Accommodations (VISA) must be submitted to the Vice-chair in the School of Pharmacy to initiate the process leading to consideration by the Student Promotion Committee (SPC). If students have not contacted the McBurney Center, the vice-chair will refer them to the McBurney Center for services.

d. Disability documentation must be reviewed by appropriate staff at the McBurney Center prior to consideration by SPC.

e. Students may work with staff at the McBurney Center to assemble a complete documentation package for submission to the vice-chair and for consideration by SPC.

3. Prospective Students

a. A copy of the Technical Standards will be made available to all prospective students as part of the application information posted on the SOP website.

b. Upon admission, students receive the Technical Standards as part of the admissions packet. When students accept the offer of admission, students must confirm in the acceptance document that they have read the Technical Standards and are able to meet the technical standards with or without accommodation.
c. If students have questions about the technical standards and/or accommodations, they will be referred to the vice-chair who can assist with disability related questions.

d. The Assistant Dean of Admissions will collect and provide a list of students requesting accommodations to the chairs and the vice-chair. Admission to the SOP is provisional until accommodations have been finalized between the prospective students, McBurney Center, Associate Dean for Academic Affairs, Associate Dean for Student Affairs, Assistant Dean for Admissions, and vice-chair. The Associate Deans may refer any prospective student’s case to SPC to have that group make a determination. In reviewing a prospective student’s accommodation request, members of the group will consider recommendations made by the McBurney Center in the students’ VISAs.

e. If the group determines that the accommodations requested fundamentally alter the nature of the program or present an undue burden to the institution, the accommodation request will be denied and the offer of acceptance to the SOP will be withdrawn. The chairs will officially notify the prospective student of such a decision within five (5) calendar days of this determination.

f. The withdrawal of an offer of admission may be appealed to the Dean of the School of Pharmacy. This must be done in writing within five (5) calendar days of being notified of the withdrawal.

4. Currently Enrolled Students

a. If, while enrolled in the School of Pharmacy, a student becomes unable to meet any of the prescribed Technical Standards either due to exacerbation of conditions that have become disabling or the development of new disability, the student should immediately meet with the vice-chair to discuss his or her concerns and initiate the accommodation process. The student may concurrently contact the McBurney Center, however, the review process set out in this document is the process by which accommodations are approved. Students who demonstrate inability to meet the technical standards are subject to dismissal from the program; therefore, students are strongly encouraged to contact appropriate staff as soon as they recognize their progress in the program is at risk for being compromised by a disabling condition.

b. In reviewing an enrolled student’s accommodation request, the SPC or its designate will consider relevant documentation in addition to recommendations made by the McBurney Center in the student’s VISAs.

c. If SPC determines that a student is able to meet the Technical Standards with the requested accommodation or with some reasonable modification of the requested accommodation, the chairs will notify the student and the appropriate academic advisors in writing regarding the specific accommodations that will be provided.

d. If SPC determines that a student is unable to meet the Technical Standards with the requested or alternative reasonable accommodations, SPC may dismiss the student from the SOP or require the student to take a medical leave. The chairs will notify the student of the decision within five (5) calendar days of this determination.

5. Appeals Process

Students may pursue an appeal via processes outlined in the ADA Campus Policies document: (https://compliance.wisc.edu/ada/laws-policies-procedures-guidance/).
6. **Additional Information**
   a. The School of Pharmacy and the University, through the McBurney Center, are committed to creating an inclusive campus community. Academic accommodations are provided to enable students with documented disabilities to participate fully in all University programs and activities. Reasonable accommodation, including technological compensation that remove or lessen the effect of disability related barriers may be provided to individuals with disabilities; however, all students must be able to perform the essential functions of the program in a reasonably independent manner.
   b. The School of Pharmacy will consider for admission any prospective students who demonstrate the ability to perform or to learn to perform the skills listed in this document. Students are not required to disclose the nature of any disability to the Admissions Committee. However, students with questions about these technical standards are strongly encouraged to discuss their specific concerns and accommodation questions with the vice-chair at any point during the admissions process.
   c. Students may also contact the McBurney Center to learn more about accommodations and services offered to students with disabilities.
   d. Any faculty or administrative team member may question a student’s ability to meet any technical standards. A request for review of a specific individual must be made in writing to the chairs and detail the reason(s) why such a review is deemed necessary. Procedures outlined in the applicable policy section above will be followed if such an action is taken.

III. **ACADEMIC STANDARDS**

A. **Requirements**

   1. **Philosophy**

   These Academic Standards are intended to help students who encounter academic difficulty assess and remedy their situations. This Policy is administered by the Student Promotion Committee, with the assistance of School of Pharmacy (SOP) faculty and Student and Academic Affairs (SAA) staff. SAA staff members monitor the academic progress of students including periodic contact with the students and their instructors.

   The actions of the Student Promotion Committee include:
   - determining whether students who have encountered academic difficulties may continue in the SOP and, if so, establish standards for continuation;
   - identifying specific factors and behaviors that caused or contributed to students’ academic difficulties;
   - discussing with students the reality of their academic situations and the appropriateness of their educational expectations and goals; and
   - referring students to the appropriate resources that will help them discover and deal positively with the causes of their unsatisfactory academic performance

   2. **Good Academic Standing**

   To be in good academic standing in the School of Pharmacy, students must meet the following requirements. Student classification is determined by graduation date.

   Students shall be considered in **good standing** if they have:
• semester GPA of 2.0 or above for the DPH-1 year or a 2.25 or higher GPA in the DPH-2 and DPH-3 years; and

• No grade less than C in any course in the DPH-1, DPH-2, and DPH-3 years; and

• No grade less than BC in the DPH-4 year in their APPE rotations

3. Failure to maintain Good Academic Standing - Process

Students who fail to maintain good academic standing as defined herein will be issued Must Obtain Permission to Continue (MOPTC) academic actions and must appear before the SPC to be considered for continued enrollment in the School.

a. The chairs of SPC shall send letters to students notifying them of their academic status, the MOPTC academic actions, and policies of SPC.

b. MOPTC will be posted on students’ official UW-Madison transcripts for any of the following:
   i. a grade less than C in any course in the DPH-1, DPH-2, and DPH-3 years, or less than BC in the DPH-4 year; or
   ii. any grade point average below what is identified in Section III.A.2.

c. Students must appear before the Student Promotion Committee (SPC) to be considered for continued enrollment in the School. The Vice-chair will advise students regarding the academic action and the need to meet with SPC to continue in the program. Before meeting with SPC, students must submit their Academic Success Plans which are required documents to be shared with the SPC. If students do not meet with SPC, the students will be academically dismissed from the School.

d. Selected course instructors will be asked to provide information for SPC regarding students’ academic performance and ability. SPC may consider pre-School of Pharmacy grades, academic performance in the SOP, professional behavior, and personal issues in its deliberations.

e. One of the chairs of SPC shall present a student’s case and academic records to SPC. Relevant University staff and/or faculty members may be asked to attend the meeting and they may present information.

f. The student shall attend the SPC meeting and may offer relevant information, including presenting witnesses. If the student wants to present any additional materials, copies of the materials must be provided to the Vice-chair no later than 24 hours prior to the meeting with the SPC. The student may also question any witness presented by the chairs.

g. The student may be accompanied by one advocate, which may be an attorney. The student must speak for him or herself including questioning of witnesses, even if an advocate attends.

h. The meeting shall not be bound by common law or statutory rules of evidence and may admit information having reasonable probative value, but shall exclude immaterial, irrelevant, or unduly repetitious testimony, and shall give effect to recognized legal privileges.

i. The Student Promotion Committee shall make a record (audio recording and/or transcribed notes) of the meeting. Any party to the meeting may obtain copies of the record at his or her expense, subject to applicable state and federal statutes,
including the Family Educational Rights and Privacy Act and the Wisconsin public records and open meetings laws.

j. Student Promotion Committee deliberations and actions shall be in closed session. Only voting, non-voting, and resource staff members may be present during the closed session, including legal counsel to the SPC.

k. Decisions are made by a majority of at least five (5) voting members present. The co-chairs and vice-chair are non-voting members.

l. The decision of SPC shall be delivered in writing to the student’s UW-Madison assigned email addresses. The chairs, vice-chair, and the student’s academic advisors shall receive copies of the decision.

m. If permission to continue is granted, the committee will take the appropriate academic action and prepare plans for the student’s continued progress in the School. This may include an extension of the student’s academic program and a delay of graduation. The student will be notified in writing of the plan and must reply in writing that he or she understands and accepts the provisions of the plan.

n. If permission to continue is not granted, the committee will take the appropriate academic action, which will be posted on the official UW-Madison transcript. The student will be notified in writing of the action of the committee. The student will be advised that he or she may appeal the decision of the committee, as outlined in Section III.B.

4. Additional academic requirements for DPH-3 students
   To be able to progress into DPH-3 classes, students must successfully complete all required coursework from the DPH-1 and DPH-2 years. This means students cannot progress into DPH-3 courses if required coursework needs to be repeated from the prior years.

5. Progression into Advanced Pharmacy Practice Experiences (APPEs)
   Students must be in good academic standing and have successfully completed all courses. They need to have earned a minimum of 10 elective credits, successfully completed the Pharmacy Curriculum Outcomes Assessment (PCOA) Exam, and met all graduation requirements.

6. Additional Program requirements
   a. PharmD students need to complete the program within six years (or within two (2) rounds of APPE sign ups) to be eligible for graduation.
   b. Students who receive grades of Incomplete must finish courses no later than the end of the fourth week of classes of the next semester of residence at UW-Madison unless an extension has been granted by the faculty or one of the chairs of SPC. If courses are not completed by that time, the grades of Incomplete will lapse to grades of F. Students then must meet with SPC to address their failure to meet the academic standards.
   c. Students who have previously received MOPTC academic actions may be required to meet with SPC to discuss their academic progress.
   d. Until students return to good academic and professional standing, students who receive MOPTC academic actions are
      i. not permitted to seek or hold office in any SOP student organization;
      ii. not permitted to represent the SOP in any non-course related capacity;
      iii. ineligible to participate in international APPEs;
iv. ineligible for School-associated travel scholarship funding to attend professional meetings; and
v. ineligible for awards and non-need based scholarships from the SOP
e. Students who are not in good academic standing may not receive term credit overrides, as outlined on the SOP website.
f. Students who received two or more grades less than C, if allowed to continue in the program, will be required to repeat these courses.
g. Students who receive unacceptable grades twice in the same course will be dismissed from the School without appeal.
h. Students who receive a MOPTC three times will be dismissed from the School without appeal.
i. Students will not be allowed to graduate until all conditions of continuation have been satisfied.
j. Student who are dismissed from the SOP for any reason have the option to reapply under the current readmission policy.
k. Students who have been dismissed or have withdrawn from the SOP and subsequently readmitted will be subject to the current curriculum and regulations on academic performance and dismissal. Readmitted students must meet all requirements under the current readmission policy and prior conditions of continuation set by SPC.

7. Returning to Good Academic Standing

Students return to good academic standing by:

a. Successfully completing all courses required for remediation (such as repeating courses in which they received a grade less than C);
b. meeting the relevant academic standards specified in Section III.A.2.a for a minimum of two semesters that count toward degree completion; and
c. meeting any other conditions of continuation set by SPC.

B. Appeal process

1. Students may appeal the decision of SPC to the Dean of the School of Pharmacy. Appeals shall be in writing and be received within five (5) calendar days of receipt of SPC’s written decision.

2. For an appeal to be considered further, students must state the basis for appeal and provide documentation relevant to the basis of the appeal. Bases for appeal are limited to:
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   ii. a claim of inadequate consideration of specific information by SPC;
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3. The burden of proof shall be on the student to demonstrate that the SPC decision was biased to a significant degree.

4. The Dean’s review of the decision is based on the record. The Dean may take any of the following actions on the appeal:
i. Sustain the SPC’s decision.
ii. Modify the action recommended by the SPC.
iii. Reverse the decision of the SPC on the grounds of the appeal.
iv. Remand the matter for further consideration by the SPC.

5. Depending on the outcome of the Deans’ review the Dean’s decision shall be delivered in writing to the student’s UW-Madison assigned email address. The chairs, vice-chair, and the student’s academic advisors shall receive copies of the decision. The Dean’s decision shall be final.

IV. PROFESSIONAL BEHAVIOR STANDARDS

A. Requirements

1. Overview

All School of Pharmacy (SOP) students are expected to adhere to the highest standards of professional behavior and ethics. Students should avoid even an appearance of improper behavior or lack of ethical standards, in all professional settings, and in their personal lives. Students should conduct themselves according to the standards expected of members of the professional community to which they aspire.

All School of Pharmacy students are subject to the rules and regulations contained in UWS 14, 17 and 18 of the Wisconsin Administrative Code that govern student academic and nonacademic disciplinary procedures and conduct on University land, and to all other applicable state and federal laws. Violation of the Wisconsin Administrative Code may result in University disciplinary action including disciplinary probation, suspension or expulsion.

In addition to the academic requirements in section III.A., students must adhere to the School’s Professional Behavior Code, Class Honor Codes, and the American Pharmacists Association Code of Ethics and Professionalism, and the American Association of Colleges of Pharmacy (AACP) Oath of a Pharmacist. A pharmacist is characterized in The Oath of a Pharmacist as devoting “a lifetime of service to others through the profession of pharmacy.” This oath demands a pharmacist hold him/herself and colleagues to “the highest principles of our profession’s moral, ethical, and legal conduct.

Therefore unprofessional behavior towards patients, faculty, residents, teaching assistants, staff, peers, other professionals, and the public, are significant issues in the evaluation and promotion of SOP students. These factors will be considered in the grading and promotion process in all years students are enrolled in the SOP. Inappropriate behavior may be grounds for failure to promote, dismissal and/or denial of the degree. Separate and apart from a violation of the Professional Behavior Code, students also may face University disciplinary action, as noted above, with regard to the same action.

2. Professional Behavior Code

   a. Preamble

A degree from UW-Madison School of Pharmacy means that graduates have demonstrated intellectual honesty, exemplary moral and ethical character, responsible and civil attitude towards patients, faculty, residents, teaching assistants, staff, peers, other professionals, and the public with a strong sense of personal integrity. The purpose of this code is to create a basic framework to assist SOP
students in learning to make ethical decisions in the didactic and clinical environments.

b. Guidelines and responsibilities

The following are professional behavior guidelines and responsibilities that UW-Madison School of Pharmacy expects of its students. Examples of violations of the Professional Behavior Code that could lead to a review by the Student Promotion Committee (SPC) are intended as illustrations and are not all-inclusive. Furthermore, not all violations are considered to be equal such that, in determining the appropriate sanction(s), violations will be penalized in accord with their severity. Every attempt will be made to fairly and consistently apply the Professional Behavior Code.

1) Interpersonal Relationships

Students shall communicate with and treat patients, faculty, residents, teaching assistants, staff, peers, other professionals, and the public in a professional manner. This includes addressing them appropriately, respecting individual rights to hold opinions that differ from their own, and promoting a positive climate. Students shall treat all confidential information in an appropriate manner. Patient records and all conversations between students and patients are considered confidential and shall not be disclosed or made available to any person not directly involved in patients’ care.

2) Honesty and Integrity

Students shall act with a consistency of action that exemplifies truthfulness and accountability. With all members of the University community, students are responsible for upholding and maintaining an honest academic environment and for reporting when dishonesty is thought to have occurred. Students shall comply with all relevant conflict of interest policies.

3) Professional Appearance

Students shall maintain a physical appearance and personal hygiene that is conducive to developing effective personal interactions. Students are required to adhere to all course and SOP policies regarding dress and attire.

4) Responsibility and Judgment

Students are expected to meet their educational and clinical responsibilities at all times. While personal issues that conflict or interfere with such obligations can arise, every effort should be made by students to resolve the conflict in a professional manner. Students should comply with individual course syllabi or course manuals which may include course specific differences. Students must be in compliance with all health status requirements. Students shall not participate in any educational activities while under the influence of alcohol or any psychoactive substances, unless the use of such a substance is under the order of a licensed health care provider.

5) Use of Technology

Students must comply with all applicable laws as well as with all University and School policies. They must exercise professional judgment when using information
technology and take full responsibility for all electronic materials that they publish, transmit or possess. See the SOP Social Media policy for more specific information.

**c. Reporting of Violations**

Students who are arrested for any reason, been cited for behavior that involves alcohol or other drugs, and received a charge letter from the Office of Student Conduct and Community Standards for their behavior, are required to inform the Associate Dean for Student Affairs about this within 14 calendar days of the occurrence. Failure to do so is a violation of this Professional Behavior Code.

**d. Code of Ethics**

In addition it is expected of each student to adhere to the (1) Code of Ethics of a Pharmacist (https://pharmacy.wisc.edu/student-resources/pharmd-policy-handbook/pharmd-program-policies/code-of-ethics/) as stated by the American Pharmacists Association (APhA) (2) Oath of a Pharmacist from American Academy of College Pharmacists (https://pharmacy.wisc.edu/student-resources/pharmd-policy-handbook/pharmd-program-policies/oath-of-a-pharmacist/) and (3) Professionalism Pledge (https://pharmacy.wisc.edu/student-resources/pharmd-policy-handbook/).

### 3. Good Professional Standing

a. To be in good professional standing, students must:
   i. meet the requirements of the Professional Behavior Code, and
   ii. not have received a charge letter from the Office of Student Conduct and Community Standards for their behavior under those regulations that govern student academic and nonacademic disciplinary procedures and conduct on University land.

b. Students found to have violated the Professional Behavior Code and have been referred to SPC, return to good professional standing when they:
   i. meet all Professional Behavior Standards for two semesters in residence, or
   ii. graduate from the program prior to completion of two semesters in residence.
   iii. If sanctions imposed by SPC include suspension from the program, the two semesters in residence commences when students return to the program, and
   iv. meet all other conditions of continuation set by the committee.

c. If students have violated UWS 14, 17 and/or 18, students return to good professional standing when they meet all conditions set by the relevant course instructor(s) and/or the Office of the Dean of Students for the following period of time:
   i. if sanctions imposed by the Office of the Dean of Students include suspension from the program, this period includes two semesters and commences when students return to the program,
   ii. if sanctions imposed by the Office of the Dean of Students include disciplinary probation, this period includes the length of the probation or two semesters, whichever is longer.

**B. Addressing Alleged Failure to Meet the Professional Behavior Code**

1. Cases of allegations of unprofessional behavior
a. Patients, faculty, residents, teaching assistants, staff, peers, other professionals, and the public who believe that students have failed to adhere to the Professional Behavior Code should contact the Associate Dean for Student Affairs within a reasonable time of learning of the alleged failure. The Associate Dean for Student Affairs will advise the alleging party of the appropriate University and SOP procedure that may apply to the situation.

b. If appropriate, the Associate Dean for Student Affairs will instruct the alleging party to prepare a written statement describing the alleged failure to adhere to the Professional Behavior Code. The alleging party will be asked that this statement, along with any supporting materials, shall be submitted within five (5) calendar days of the issuance of the instructions.

c. In writing, the Associate Dean for Student Affairs shall notify a student who is alleged to have violated the Professional Behavior Code. The Associate Dean shall either:
   1) request written response by the student to the allegations; this must be submitted within five (5) calendar days of the notice, or
   2) schedule a meeting with the student to discuss the allegations the Vice-chair will advise the student regarding the investigation and review process.

d. Following investigation and review of all available information, the Associate Dean for Student Affairs shall determine whether the allegations potentially violate the Professional Behavior Code. If so, the Associate Dean shall send a letter to the student explaining the findings of the investigation and decision. Potential decisions are:
   1) reprimand (oral or written) presented to students with a written account of their meeting to be included in students’ files, or
   2) refer case to the Peer Advisory Council (PAC)
   3) If reprimand is issued or case referred to PAC, students may appeal this decision to SPC. The appeal will follow the procedures below.
   4) Convene SPC to hear the case. The hearing will follow the procedures outlined below.

2. Procedure for hearing alleged unprofessional behavior cases
   a. One of the Associate Deans shall present the case to SPC.
   b. The student shall attend SPC meeting and may offer relevant information, including presenting witnesses.
   c. If the student wants to present any additional materials, copies of the materials must be provided to the Vice-chair no later than 24 hours prior to the meeting with the SPC.
   d. The student may be accompanied by one advocate, which may be an attorney. The student must speak for him or herself including questioning of witnesses, even if an advocate attends.
   e. The meeting shall not be bound by common law or statutory rules of evidence and may admit information having reasonable probative value, but shall exclude immaterial, irrelevant, or unduly repetitious testimony, and shall give effect to recognized legal privileges.
   f. The Student Promotion Committee shall make a record (audio recording and/or transcribed notes) of the meeting. Any party to the meeting may obtain copies of
the record at his or her expense, subject to applicable state and federal statutes, including the Family Educational Rights and Privacy Act and the Wisconsin public records and open meetings laws.

g. The Student Promotion Committee shall have access to all relevant school records of students alleged to have failed to adhere to the Professional Behavior Code.

h. Student Promotion Committee deliberations and actions shall be in closed session. Only voting, non-voting, and resource staff members may be present during the closed session, including legal counsel to the SPC.

i. Decisions are made by a majority of at least five (5) voting members present. The Associate Deans and Vice-chair are non-voting members.

j. If the Student Promotion Committee finds that students have violated the Professional Behavior Code, when determining appropriate sanction(s), SPC may take into account prior incidences of review. Allegations of unprofessional behavior brought to the attention of the Associate Dean for Student Affairs but not requiring review by the committee and allegations of academic or nonacademic misconduct brought to the attention of the Associate Dean for Students also may be taken into consideration.

k. Sanctions that may be imposed for unprofessional behavior include:
   1) Written reprimand
   2) Denial of specified SOP privilege(s)
   3) Meeting with PAC and adhering to its conditions
   4) Imposition of reasonable terms and conditions on continued student status
   5) School of Pharmacy disciplinary probation, during which time remedial activities may be prescribed as a condition of later readmission
   6) Restitution
   7) Removal of students from course(s) in progress
   8) Failure to promote
   9) Withdrawal of an offer of admission
   10) Dismissal from the SOP
   11) submit or recommend them for graduation

l. Until students return to good professional standing, students receiving sanctions included in (5) through (11) above are:
   1) not permitted to seek or hold office in any SOP student organization;
   2) not permitted to represent the SOP in any non-course related capacity;
   3) ineligible to participate in international APPEs;
   4) ineligible for School-associated travel scholarship funding to attend professional meetings; and
   5) ineligible for awards and non-need based scholarships from the SOP.

m. Written findings of fact and a written statement of SPC’s decision shall be based upon the record of the meeting (audio recording and/or transcribed notes). If the decision by SPC is adverse to the student, the written decision shall include notification that the student may appeal the decision to the Dean.

n. The decision of SPC shall be delivered in writing to the student’s UW-Madison assigned email addresses.

o. The chairs, vice-chair, and the student’s academic advisors shall receive copies of the decision.
3. Appeal process

1. Students may appeal the decision of SPC to the Dean of the School of Pharmacy. Appeals shall be in writing and be received within five (5) calendar days of receipt of SPC’s written decision.

2. For an appeal to be considered further, students must state the basis for appeal and provide documentation relevant to the basis of the appeal. Bases for appeal are limited to:
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