

SYLLABUS
PHARMACY 401
PHARMACEUTICAL CARE LABS I
SECTIONS 401, 402, 403, 961A, 962A, 963A
FALL 2013
2 CREDIT HOURS

COURSE DIRECTOR

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COURSE SCHEDULE AND TEACHING AND LEARNING METHODS

Large Group

Mondays, 1:00-1:50 pm; CH: Kerr Hall 1001/ Asheville: Karpen 011

Large group class will be used throughout the semester to accommodate a variety of teaching and learning activities. Faculty or guest speakers will use this time to share their expertise with you, work through sample problems, demonstrate software or laboratory techniques, and provide instruction or guidelines for upcoming activities. To the extent possible, faculty will use active classroom strategies to encourage your full participation.

Small Group Labs

Tuesdays 8:00am-12:00pm or Thursdays 8:00am-12:00pm or 1:00pm-5:00pm

Labs meet in Beard Hall 202, 204, 205; Asheville: Zeis 018

Check Sakai for Lab Section, TA, and Room Assignments

Small group labs provide an opportunity for weekly hands-on, group activities, focusing on the development of skills related to pharmacy practice such as drug information retrieval, product distribution, patient education, contemporary compounding and problem solving. These sessions are also used for group discussions and to facilitate a team approach to prepare for presentations, projects, and exercises.

Course Calendar

A detailed course calendar is posted on Sakai.

REQUIRED COURSE MATERIALS AND RESOURCES

- School of Pharmacy name tag (*distributed at orientation*)
- Internet Access and a University E-mail account
 - PHCY 401 Website: <https://sakai.unc.edu/>
- Turning Point Audience Response Device (www.turningtechnologies.com)

From The UNC Student Stores (orders placed on-line will be shipped) or bookstore of choice

- Prescription weight set
- Ansel HC, Pharmaceutical Calculations, 14th edition, Lippincott, Williams and Wilkins Publishing, 2013.
ISBN 9781451120363
- Allan DM and Lockyer KD, Essentials of Medical Language, 2nd edition, McGraw-Hil, 2010.
ISBN 9780073374611
- Shrewsbury RP, Applied Pharmaceutics in Contemporary Compounding, 2nd edition, Morton Publishing Company, 2008.
ISBN 9780895827449
- White lab coat (knee-length for lab to meet OSHA guidelines). Note: you may need a short lab coat for clerkships; however do not buy a short lab coat for skills lab
- Calculator (non-graphing)

From the APhA website (www.pharmacist.com)

- Kish, GL, Essential Spanish for Pharmacists, 2nd edition, American Pharmacists Association, 2005.
ISBN 9781582120799

SUGGESTED MATERIALS

- Berger BA, Communication Skills for Pharmacists: Building Relationships, Improving Patient Care, 3rd edition, American Pharmacists Association, 2009.
ISBN 9781582121321
- Rantucci MJ, Pharmacists Talking With Patients: A Guide to Patient Counseling, 2nd edition, Lippincott Williams and Wilkins Publishing, 2007.
ISBN 9780781763301
- O'Sullivan TA and Albrecht LS. Understanding Pharmacy Calculations, 2nd edition. American Pharmacists Association, 2012.
ISBN 1582120951

COURSE DESCRIPTION

In this first Pharmaceutical Care Labs course, you will begin to develop skills needed to solve drug-related problems. These skills include pharmacy-related **languages** (systems of weights and measurement, medical terminology, drug nomenclature), **resources** (biomedical literature / drug information systems), **processes** (drug information retrieval and analysis, problem solving strategies, compounding, pharmacy calculations, and communications skills), and **professional development** (portfolios, reflective assignments, and career development). These skills will prepare you for subsequent coursework, as well as for participation in the Hospital Introductory Pharmacy Practice Experience (H-IPPE).

DESIRED LEARNING OUTCOMES

Ability Outcomes	Learning Activity	Assessment
1.4 Prepare, dispense, and administer medications to promote safe and effective medication use	Compounding, Prescription Processing, Errors and Omissions, Pharmacy Calculations	Compounding record, Compounded product analysis
5.1 Access relevant print or electronic information and data	Drug information requests, Top 200 drug list, Pharmacy Library Skills Lab, Patient education, Self Care presentations	Weekly quizzes, DI exercises, HSL exercise, Patient education checklist, Practicum, Presentation grading rubric
5.2 Gather, summarize, and organize information from lay, technical, scientific and clinical publications and patient records	Medical terminology, Drug information requests, Top 200 drug list, Pharmacy Library Skills Lab, Patient education, Self Care presentations	Weekly quizzes, DI exercises, HSL exercise, Patient education checklist, Practicum, Presentation grading rubric
5.5 Communicate health and drug-related information to patients, professional colleagues, other health professionals, and community groups in an understandable and useful fashion, including patient-specific drug use information, medication therapy and disease management information, disease detection and prevention information, and poison control and treatment information	Patient education, Drug information requests, Self Care presentations, Spanish language exercises	Patient education checklist, Practicum, DI exercises, Presentation grading rubric

8.2 Demonstrate professional accountability, responsibility, initiative and leadership	Professionalism assessment form discussion with TA, Self Care presentations, Third Party exercise, Pharmacy careers exercise, Culture of Pharmacy series	TA evaluated Professionalism Assessment Form, Presentation grading rubric
9.1 Judge the credibility of information sources	Drug information requests, Patient education, Pharmacy Library Skills Lab, Self Care presentations	DI exercises, HSL exercise, Patient education checklist, Practicum, Presentation grading rubric

EXPECTATIONS FOR CLASSROOM DECORUM

Professionalism

The Pharmaceutical Care Lab courses are professional development courses. The knowledge, skills, behaviors, and work habits you develop during the lab courses are important for your career development and serve as key predictors of your ability to take care of “real” patients in the future. While working to develop knowledge and skill competence, students are expected to: uphold the student responsibilities set forth by the University of North Carolina Honor Code (syllabus, pg 11); treat your instructors, classmates, and patients in a courteous and respectful manner; thoroughly prepare for class; complete your work efficiently and cooperatively; maintain a clean, safe work environment; handle all shared resources, equipment, or devices with care; and return shared resources to the appropriate area in a timely fashion.

At the minimum, students must adhere to the following professionalism guidelines during weekly lab sessions:

Professionalism Criterion	Details
Arrive to lab on time	All students are expected to arrive to lab on time. If you anticipate being late, you must notify the course director (via email or phone) prior to the beginning of your lab.
Prepare for lab activities	It is expected that all students complete assigned readings and homework problems prior to the lab session and come prepared to discuss the assignments and/or demonstrate knowledge of the material. Self-study and preparatory assignments come from several sources, some of which must be shared with your classmates. Be sure to allow yourself adequate preparation time.
Communicate effectively	<p>Students are expected to communicate with the course director, teaching assistants, and student colleagues in an articulate and professional manner.</p> <p>Sakai Discussion Board is a place to post course or assignment related questions. The course director will respond to discussion board posts within 24-48 <u>business</u> hours.</p> <p>For non course-related or personal issues, please contact the course director via e-mail, phone, or in person. Whatever method of communication you use, remember to observe appropriate communication</p>

	etiquette.
Demonstrate respect, listen to others	To enhance the group learning environment in PCL, respect and willingness to listen to others' ideas is required. Both written and verbal communication must be respectful and appropriate.
Contribute appropriately	Students are expected to participate in all lab activities and contribute without prompting from a TA or course director. Distractions, such as internet surfing, Facebook, listening to music on i-Pods, and texting, will not be tolerated during the lab session. Cell phones should be placed in "silent mode" during all class activities.
Use good problem solving skills	Critical thinking and problem solving are expected for many lab activities. Students are expected to seek additional information, formulate hypotheses, and synthesize information. Requests for "spoon-feeding" are unacceptable.
Demonstrate good laboratory technique	Preparation for labs involving compounding, aseptic technique, or other skills is important for safety and accuracy. Students are expected to prepare in advance for these activities and demonstrate good technique in the laboratory. If a student is unclear about a specific technique, he/ she is expected to ask questions prior to beginning the activity. For your safety during lab activities, NO food, drinks in open containers, or chewing gum is allowed. Also, students should familiarize themselves with lab safety equipment, dispose of broken glassware and sharps only in designated containers, and report any injuries to a faculty member immediately.
Professional appearance	<p>Lab coats and nametags must be worn at all times in the small group lab sessions. Open-toed shoes (OSHA regulations), jeans, and shorts may not be worn in the laboratory. Professional attire is required for all small group lab sessions and pharmacy practice experiences.</p> <p><u>Appropriate attire</u></p> <ul style="list-style-type: none"> • Men should wear dress slacks and shirts with collars (tie optional) • Women should wear dresses or dress slacks or skirts and blouses (no midriff shirts, tank tops, or short skirts) • Hair should be clean and neatly groomed <p><u>Inappropriate attire</u> includes: denim, fatigues, shorts, skirts > 4 inches above the knee, leggings, sweat pants or shirts, athletic wear, logo tee shirts, halter/ tank/ midriff/ backless tops, swim wear, baseball caps or other hats,</p>

	tennis shoes and flip flops. OSHA regulations prohibit open-toed shoes of any kind in the wet lab and IV room. All but the smallest, most discreet facial piercings should be removed and other body piercings should be concealed.
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Professionalism Infractions

Failure to adhere to any of the professionalism guidelines stated above will result in an “infraction.” Infractions will lead to loss of points in the class, reduction in letter grade, and potentially, course failure. Infractions will be handled in the following manner:

First infraction	10 point deduction from course grade
Second infraction	25 point deduction from course grade
Third infraction	Reduction of final course grade by 1 letter
Fourth infraction	Reduction of final course grade by an additional letter
Fifth infraction	Reduction of final course grade by an additional letter

Students will be notified of infractions in writing (via email) from their TA. TAs will copy the course director on all communications regarding infractions. Students who wish to discuss or challenge an infraction must contact the course director within two business days (by 5:00pm) of the original email communication.

Attendance Policy

To receive full credit for this course, students should attend all scheduled lectures, recitations, and labs; arrive on time; and remain in session until required activities have been completed. Communication and learning are sub-optimal when students are absent or disrupt activities by arriving late or leaving early. Unexcused absences from required lab activities will result in a grade of "zero" for that day’s graded assignments. You will be required to complete assignments with no credit; failure to do so will result in a grade of “incomplete” for the course. Two or more unexcused absences or failures to complete lab assignments will result in automatic course failure.

The course director acknowledges that circumstances occasionally occur that prevent or delay attendance. The following addresses those circumstances and procedures for making up work for a missed session. It is the student’s responsibility to understand and comply with these policies. **DO NOT SCHEDULE ANY OTHER ACTIVITIES DURING DESIGNATED CLASS TIME.** It is recommended to avoid scheduling activities within 30 minutes of the end of designated lab time.

Excused absences

Planned or unplanned absences are excused only under the following circumstances:

- Medical necessity (unpredictable or serious illness of the student or an immediate family member). Documentation, such as a physician letter, may be required at the request of the course director. Routine medical or dental visits do not meet this criterion.
- Death of an immediate family member (parent, child, spouse, grandparent, or sibling)
- Participation in a *pre-approved* professional activity (i.e. ESOP activities; local, state or national pharmacy meetings) constitutes an excused absence provided the student informs the course director of the planned absence at least one month in advance and makes arrangements to make up the missed work. Documentation of the professional activity is required. Work as an employee does NOT constitute participation in an approved professional activity.
- Other extenuating circumstances. The course director may approve a request for an excused absence for other reasons. When possible, such requests should be made in writing at least one month in advance of the absence.

Switching sections to prevent an unexcused absence is permitted only with the prior consent of the course director. When possible, such requests should be made at least one month in advance of the absence.

Procedures for notification and make-up work: The student must notify the course director (via email or phone) of an anticipated absence or late arrival prior to the start of his/ her lab section or large group. Messages should include the student's name, section number, brief summary of reason for absence/ tardiness, and anticipated date of return. The student's proposed plan for completing make-up work must be submitted, in writing, to the course director prior to a planned absence or within 5 business days after an unanticipated absence.

Class Recordings

Consistent with School policy, the release of class recordings is at the discretion of the course director and is based on many factors, including course goals, instructor's teaching philosophy, and the course design. For this course, students will have access to course recordings only in the case of an excused absence.

Inclement Weather

In the case of inclement weather, you should call the University's adverse weather hotline at 919-843-1234 to determine the operating status of the University. During adverse weather incidents, status updates will also be communicated on the University's homepage at <http://www.unc.edu>. If UNC is open but the lab session is to be cancelled, you will be notified through the Announcement function on Sakai as soon as possible.

ASSIGNMENT GUIDELINES- BRIEF DESCRIPTION OF MAJOR ASSIGNMENTS

Self-Instructional Activities: The components of PCL I which are primarily self-instructional in nature are marked with an asterisk (*). A schedule for completion may be found on the course calendar to help you manage your time. While little or no "lecture" time will be devoted to these topics, occasional tutorials and review sessions are included on the schedule to provide help to students who desire it. Students who would like assistance with self-instructional activities are encouraged to meet with the course director or arrange a time to meet with a TA outside of lab. Although self-study / homework assignments will not be graded as such, they may be collected and reviewed. Failure to complete homework assignments will be considered a professionalism infraction.

***Pharmaceutical Calculations**: Readings and assigned problems are listed on the course calendar (approximately one chapter per week). The calculations assignments in PHCY 401 are designed to prepare you for the Pharmaceutical Calculations Course, which will be offered in the spring of the PY1 year.

Link to concurrent course this semester: Pharmaceutics (PHCY 410)

Assessment: Calculations proficiency will be formally assessed through weekly quizzes and compounding records.

***Medical Terminology**: You will complete approximately half of the medical terminology text this semester (see Course Calendar for weekly assignments). During PHCY 401 and 402, you will build a medical vocabulary that you will use to communicate medical information to other health care professionals.

Link to concurrent course this semester: Physiology (PHYI 203)

Assessment: Proficiency will be informally assessed by case based exercises in the lab and formally assessed through weekly quizzes and questions on the Final Exam and Practicum.

***Top 200 Drug Lists:** Following classroom instruction and small group practice on using drug information resources, you will locate and learn specific information about many of the Top 200 drugs dispensed in the U.S. During the first two semesters of PCL, you will commit to memory the brand name, generic name, therapeutic class, and indications of the Top 200 most commonly dispensed drugs in the U.S.

Link to concurrent course this semester: Physiology (PHYI 203)

Assessment: Your knowledge of the Top 200 will be informally assessed through lab group discussions and exercises and formally assessed by questions on weekly quizzes, Staying on Track quizzes, and the Final Exam and Practicum. Correct spelling of drug names is required for full credit on assessments.

Clinical Skills Correlates (i.e. Compounding): A process that integrates technical and clinical skills in the preparation and dispensing of compounded products. **Process:** Receive prescription → Retrieve drug information → Compound product and prepare compounding record → Generate a label→Educate patient

Links to concurrent courses this semester: Pharmaceutics (PHCY 410) and Biochemistry (PHCY 421)

Assessment: All compounded products are analyzed for purity and accuracy. Additionally, labels and compounding records are evaluated for accuracy. You will also be assessed on your ability to look up drug information and educate a patient on the compounded product. Each Clinical Skills correlate accounts for 40 points of the course grade (5 points- prescription label; 5 points- compounding record; 15 points- product analysis; 15 points- patient education).

Physical Assessment: You will learn to measure vital signs, including aneroid blood pressure, pulse, body temperature, and respiratory rate measurements. After viewing an introductory recording, you will work with a partner in lab to practice your physical assessment technique.

Link to concurrent course this semester: Physiology (PHYI 203)

Assessment: Following several practice exercises, TAs will assess student performance using a skills checklist. All students must demonstrate competency on the skills checklist prior to completion of PHCY 401. Students who fail to demonstrate competency in performing physical assessment skills will be assigned an “incomplete” (IN) for the course.

Culture of Pharmacy: It Starts With You: This series of group discussions and self reflection will begin preparing you for a career in pharmacy. You will discuss ethical and situational dilemmas, current events in pharmacy practice, and pharmacy career choices. You will also develop your personal statement of impact on the culture of pharmacy.

Pharmacy Library Skills Lab: This activity is designed to enhance drug information retrieval skills and introduce primary and secondary literature resources. You will complete an online tutorial describing drug information references available through the Health Sciences Library (HSL) and will have an opportunity to work with HSL librarians to look up answers to drug information questions.

Link to concurrent course this semester: Health Systems course (PHCY 431)

Assessment: Answers to drug information questions will be submitted via Sakai and evaluated by a health sciences librarian.

Self-Care Presentations: You will learn how to organize and deliver a clinical presentation with a group of 3-4 students. Specific guidelines for the presentation will be provided during the first week of class and may also be found on the PHCY 401 Sakai site.

Assessment: Faculty and TAs will use a standardized grading rubric to evaluate student and group performance. The rubric is posted for your review on the PHCY 401 Sakai site.

Spanish Language Exercises: Following an introductory lecture, you will participate in two exercises that develop basic communication skills to be used when interacting with Spanish-speaking patients. You will learn a series of questions in Spanish that will aid in taking a brief medical history. Also, you will review common signs and counseling points in Spanish and practice educating a Spanish-speaking patient on a new prescription.

Assessment: Your Spanish counseling skills will be informally assessed by TAs during practice exercises. The Practicum will assess your ability to translate common pharmacy language from English to Spanish, using a Spanish reference book.

Professional Portfolio: documentation of the work completed and the skills acquired in skills lab and across the PharmD curriculum. You will organize several documents throughout the PCL sequence into a portfolio. Documents that should be kept will be noted on the course calendar. You will also include materials from other pharmacy courses in your portfolio.

Assessment: IPPE and APPE preceptors will review portfolios to track progress and tailor rotation experiences.

ASSESSMENTS

****NOTE:** As outlined in the calculations policy posted on Sakai, graphing calculators will not be permitted on any graded assessments (i.e. quizzes, practicum).

Weekly Quizzes: will cover information from the medical terminology, Top 200 drug lists, pharmaceutical calculations, and compounding assignments. Quizzes will consist of short answer, matching, fill-in-the-blank, and/or problem solving. Correct spelling of medical terminology and drug names is required.

Staying on Track Quizzes: In addition to weekly quizzes, there will be 2 cumulative “Staying on Track” quizzes to test your knowledge of the Top 200 drug lists and medical terminology. These quizzes will be short answer, matching, fill-in-the-blank, and/or problem solving and will take place during Large Group time. This will allow you to gauge your retention of these drugs and terms throughout the semester and better prepare you for the Final Exam. Correct spelling of drug names is required.

Final Exam: a comprehensive, written final exam including Top 200 drug information, medical terminology, compounding, prelab content, and self-care presentation information. Further details will be provided at the review on November 11.

Practicum: is an application assessment of competency in all skill-areas learned in the lab. You will demonstrate the skills you have acquired during the semester through patient education and drug information retrieval. Further details will be provided at the review on November 11.

ASSESSMENT AND GRADING

*HIGH STAKES

Because this is a multifaceted learning experience, you will be evaluated by both PCL faculty, TAs, and by your peers on a variety of elements, including your knowledge, technical and problem-solving skills, and interpersonal behaviors. Your grade for the course will be determined as follows:

Weekly Quizzes (10x 20 points)	200 points
Staying on Track Quizzes (2 x 30 points)	60 points
Clinical Skills Correlates (3x40 points)	120 points
Pharmacy Library Skills Lab	50 points

Culture of Pharmacy	90 points
Physical Assessment (skills check-off)	50 points*
Self-Care Presentation	100 points
Presentation Self-Reflection	50 points
Health Literacy assignment	50 points
Professionalism Assessment Form (initial and final: 2 x 15 pts each)	30 points
Practicum	100 points
Final Exam	100 points

POSSIBLE POINTS

1000 points

Grading Scale:

A	(900-1000)
B	(800-899)
C	(700-799)
F	(699 and below)

Grade Adjustments

Students who have questions regarding their grade for a particular assignment or exam must contact the course director within two business days (by 5:00pm) after the grade is posted.

Late Assignments

Assignments may be turned in late at the discretion of the course director. The course director must be notified prior to the assigned due date. A late penalty will be applied to all unapproved late assignments on a per diem basis. For each day the assignment is late, a penalty equaling 10% of the points allocated to the assignment will be deducted from the final score.

Example: A 100 point assignment is turned in one day late. The grade on the assignment was a 90. The final score, with the 10 point penalty, would be an 80.

Missed Quizzes and Exams

Make-up quizzes will not be given if a student misses a weekly quiz. Students who miss a quiz due to an unexcused absence or tardy will receive a zero for the missed quiz. For students missing a weekly quiz due to an excused absence or tardy, the missed quiz grade will be calculated by averaging the scores from all attempted quizzes for the semester. Students may not miss more than two quizzes in a semester. Students who miss more than 2 quizzes in a semester, whether excused or unexcused, will receive a grade of "0" for each additional missed quiz.

If a student misses an exam (Final Exam, Practicum) due to an excused absence, it is the student's responsibility to make arrangements with the course director for a make-up exam. The format of make-up exams will be up to the discretion of the course director. If a student misses an exam due to an unexcused absence, a "zero" will be assigned to that exam and the student will not be allowed to take a make-up exam.

Remediation, Retesting, and Non-passing/Incomplete Grades

At the conclusion of PHCY 401, students will be expected to have basic knowledge of specific skills (physical assessment, drug information retrieval, patient counseling). Skills checklists and the Practicum exam will be used to assess these skills. Students who do not demonstrate competency on the skills checklists will be given one opportunity to retest to demonstrate competency prior to the end of the semester. The original score earned will remain in the gradebook. The student must contact the course director to make arrangements for retake.

Students who do not remediate successfully on the second attempt will be assigned an “incomplete” (IN) for the course. Students assigned an “incomplete” (IN) for the course must successfully remediate failed assignments no later than the first week of the subsequent semester. Remediation may include additional self-study and practice, working with a tutor, or meeting with the course director as needed prior to a third testing opportunity. For students who successfully pass the third attempt, the highest grade that can be earned in the course is a “C.” Failure to pass the third skills checklist attempt will result in course failure and referral of the student to the Academic Progressions Committee.

PLAGIARISM AND REFERENCING

We encourage you to use a variety of information resources to support your assignments, but you must give credit for any and all ideas that are not originally your own. In addition to citing published works, you must also reference any ideas derived from the Internet, lectures or seminars, or personal correspondence. More information on referencing can be found in the following journal article: Requirements for Manuscripts Submitted to Biomedical Journals. NEJM 1997; 336(4): 309-315 (<http://content.nejm.org/cgi/reprint/336/4/309>).

THE HONOR CODE

The principles of academic honesty, integrity, and responsible citizenship govern the performance of all academic work and student conduct at the University as they have during the long life of this institution. Your acceptance of enrollment in the University presupposes a commitment to the principles embodied in the Code of Student Conduct and a respect for this most significant Carolina tradition. Your participation in this course comes with the expectation that your work will be completed in full observance of the Honor Code. Academic dishonesty in any form is unacceptable. If a violation is suspected, it may be reported to the Student Attorney General’s Office. If you have any questions about your responsibility or the responsibility of faculty members under the Honor Code, please visit the Office of Student Conduct web site (<http://studentconduct.unc.edu>), consult the Graduate and Professional Student Attorney General (gpsaq@unc.edu), or contact a representative within the UNC Eshelman School of Pharmacy.

Much of the work in PHCY 401 is conducted in a collaborative fashion, and thus working with your teammates is encouraged (and often required). We hope that you will assist one another in developing knowledge and skills from both the self-study and small group assignments. The PCL faculty will make every effort to clearly distinguish between collaborative and independent assignments. If you have any doubts, please consult us. Any evidence of plagiarism, wholesale copying of homework assignments, or cheating on exams or quizzes will be prosecuted to the fullest extent possible.

STUDENTS WITH DISABILITIES

The UNC Eshelman School of Pharmacy is committed to providing reasonable accommodations for all persons with documented disabilities or accessibility concerns in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have a medical condition, disability, or accessibility concern that may impact your ability to meet the academic demands or requirements of the course, please contact the appropriate office on your campus. Students are required to self identify for disability/accessibility support.

Chapel Hill based students, contact Accessibility Resources and Services in person at the Student and Academic Services Building (SASB) Suite 2126, by email at accessibility@unc.edu or via their website at <http://accessibility.unc.edu>.

Asheville based students, please contact Disability Services in person at 258 Brown Hall, by phone at (828) 232-5050, or by email at disabilityservices@unca.edu.

COURSE EVALUATION

Students are **required** to complete the course evaluation. ***Those not completing the evaluation will receive an “incomplete” grade for the course, and the “incomplete” grade must be resolved directly with the Executive Associate Dean for Professional Education.*** This is a course requirement and a responsibility of all students completing a course. Student feedback is essential and highly valued in the School’s efforts to continually improve the quality of courses and the effectiveness of our faculty as educators. As a faculty, we can assure you that your feedback is reviewed in detail. The evaluations are taken very seriously by course directors, individual instructors, and the School. In 2011, the School implemented new policies and procedures for course evaluations, which include specific guidance on how the findings are used by the School as a means of continued quality improvement. More information about the policy and insight into how we use your feedback, can be found here: <http://pharmacy.unc.edu/about-us/school-organization/office-of-strategic-planning-and-assessment/course-evaluations>.

Online course evaluations will be available for students beginning the last week of the course. Students will receive an email message directing them to a website where they can complete their course evaluations. The course evaluation must be completed by midnight **December 11, 2013** to receive a final grade in a course. Those not completing the evaluation will receive an “incomplete” grade for the course. All course evaluations are confidential and anonymous.

SYLLABUS CHANGES

The course director reserves the right to make changes to the syllabus, including project due dates and test dates, when unforeseen circumstances occur. These changes will be announced as early as possible so that students can adjust their schedules. Issues not addressed here or in other official course documents will be resolved according to the discretion of the course director.