**PharmD Curriculum Operational FAQs**

**Spring 2023**

**Student Absences from Class**

How do I manage student absences from class?

* The course syllabus is the authoritative source for class absences (see below updated syllabi language for Spring 2023).
* IF a student has COVID or any other illness, they should follow the steps below. This can also be found at this [link on FAO](https://faopharmacy.unc.edu/return-to-campus/) for Return to Campus > If You’re Sick.

What was shared with students around absence from class?\*

Dear Students,

NEW PROCESS FOR SPRING 2023: For students who **are having symptoms of Covid or any other illness**, please follow the process below:

1. Please call Campus Health for next steps: 919-966-6573.
2. Notify your course director/preceptor.
3. Please complete an [Eshelman Care Referral](https://unc.az1.qualtrics.com/jfe/form/SV_bax2evk5c1e0K33) **if …**
   * **Didactic**students - your illness will require you to be absent from class for >2 consecutive days in a row.
   * **Experiential** students – your illness will require you to have more than 2 excused absences in the calendar month.
4. Please submit your UAA (University Approved Absence – found in your Healthy Heels Portal) **or** other medical provider documentation via an [Eshelman Care Referral](https://unc.az1.qualtrics.com/jfe/form/SV_bax2evk5c1e0K33).
5. Please work directly with your course director/preceptor to arrange all details regarding lab make-ups, small group logistics, deliverables and/or rescheduling assessments.

\*NOTE: This information was shared in OSA weekly newsletter, Student Senate weekly newsletter and class specific weekly newsletter. Also, will be shared with students in person the week of 1/9/2023 during didactic program.)

What is the day to day of managing student absences by the course director and OSA including zoom links to use for class, assessment make-up needs, etc.?

* **1-2 days absence** from class upon discretion of the course director (i.e., short term illness, professional meetings, etc. – please see chart below).
  + If you are unable to find the class zoom link and passcode for your course, please contact [help.unc.edu.](https://help.unc.edu/sp) Login and select Request Service > Request Something Else and complete the request form.
* **>2 days (3 or more) absence** from class regarding illness **or** life event (i.e., death in the family, birth of a child, personal hospitalization, etc.) upon discretion of OSA (primarily Associate Director, PharmD Professional Program) with communication with the course director(s). OSA will communicate directly with the student, work with campus for any needed university approved absences and/or documentation.
  + If a student will be out **1 or 2 days** and they submit an Eshelman Care Referral, OSA will send them back to the course director (please see chart below). OSA asks that the course director work with the student, and OSA is essentially out of it. If the course director feels that a student should have the zoom link for the day or two, the course director can provide it. (Please see 1st bullet above concerning how to access your course zoom information).
  + If a student will be out of class **>2 days for an illness** (i.e., covid, flu, etc.), OSA will work with the student to obtain their UAA/provider documentation, notify course directors of absence and UAA, just as has been done for the past 2-ish years. OSA will also send the student to you to discuss any course logistics, etc. OSA will provide the students with the zoom information.
  + If a student will be out of class for **>2 days due to a life event** (i.e., a death in the immediate family, birth of a child, etc.), OSA will work with the student and the course directors, so the student only has to work with 1 point person initially. This may pertain to any situation in which there is a life event requiring extended time out of the classroom. Eventually, OSA will reroute the student back to the course directors to learn next steps & logistics for any missed assessments, deliverables, labs, small groups, etc.
  + If a student will be out of class for 2 days or less for any other reason, OSA will re-route the student back to the course director.
  + Items OSA will automatically re-route a student to the course director for, regardless of length of time requested: professional conferences, weddings/family events and vacations.

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| **Students** **Course Directors** | **Students**  **Course Directors &** [**Eshelman Care Referral**](https://unc.az1.qualtrics.com/jfe/form/SV_bax2evk5c1e0K33) | **Course Directors**  **Colleen or** [**Eshelman Care Referral**](https://unc.az1.qualtrics.com/jfe/form/SV_bax2evk5c1e0K33) |
| 1 day absence from class/lab\* | >2 days absence for illness of any kind | Assistance is needed in making a decision regarding absence |
| 2 days absence from class/lab\* | Life event requiring possible support and/or extended time out of the classroom/lab | A student is absent regularly, but typically one day at a time |
| Conference attendance |  | A student is consistently not present in class/lab |
| Religious holidays |  | A student is absent regularly for assessments (i.e., “sick”) |
| Extenuating circumstances (feel free to reach out to Colleen here if you feel you would like assistance in talking through the request) |  | A student does not show up for an assessment |
| Vacations (not an excused absence) |  |  |

*\*This may vary based on how often courses meet. For example, for a once weekly course missing 2 class sessions is more significant than missing 2 sessions for a course that meets daily as an example. Please use your own judgement as a course director when guiding students.*

What modifications were made to syllabi to help support the above absence?

*Modifications for all syllabi are proposed to include the following (new language is in* ***BOLD*** *below):*

*Make-Up Policy*

* + On-Campus courses: For approved absences, course director will provide reasonable alternatives that permit course objectives and learning outcomes to be met. Instructors determine their own approach to missed classes due to approved and unapproved absences and make-up assessments or assignments, as outlined in the syllabus. **For on campus learning only, a zoom link for virtual learning may be provided. It is a potential honor code violation if the zoom link is shared with others or if used inappropriately and/or without authorization (ie, for an unapproved absence, a class session in which virtual learning was not approved, etc.).**

***Classroom Capture***

* The UNC Eshelman School of Pharmacy uses Panopto to record classroom sessions. Please review the following policies regarding classroom capture: <https://faopharmacy.unc.edu/educational-tech/classroom-capture/> **Unauthorized video or audio recordings of course content unless otherwise expressly consented may constitute a Honor Code violation.**
* How do CDs/instructors handle calling on /engaging students approved to join via Zoom? Are CDs/instructors expected to monitor Zoom questions/chat?
  + *As a reminder, not all “Zoom” students are in quarantine or have COVID. You are not expected to call out/on Zoom students specifically and you are not expected to monitor the chat on Zoom unless you so desire. If you prefer students on Zoom email you after class or connect via office time versus using the chat that is OK. Please be clear with students regarding your plan so they are aware.*

**Changes/modifications in class schedule:**

* What should I do if a class session is outside of the normally scheduled class time as listed on the Course Schedule on [FAO here](https://faopharmacy.unc.edu/curriculum/)?
  + *Class sessions should in general not be scheduled outside of the original class time. There are a few exceptions to this which have been discussed prior to the start of the course and should always be included in course syllabi to provide transparency to students.*
  + *Course directors must inform IET of any changes in class times/sessions by logging in at* [*help.unc.edu*](https://help.unc.edu/) *at this link at least 72hrs prior to the change. After logging in, you can search for class support and choose the service that best matches your need.*
* What do I need to do to ensure the classroom is set up for the location of the presenter?
  + *Course directors should check the classroom control panel to select the appropriate presenter location (ie, if local presenter select “video conference local presenter” if remote select “video conference remote presenter”)*

**Tutoring Support for Students:**

* *Rho Chi Tutoring is available for students that are in most need of academic support. Resources are not unlimited; however, the need for additional resources will be monitored and requested if needed.*
* *The Rho Chi tutor information including the request form can be found on FAO* [*here*](https://faopharmacy.unc.edu/office-of-student-affairs/academic-assistance/)
* *The request asks students if they have met with the course director(s) or course TA(s). If neither have occurred, the student is directed to reach out to these resources prior to tutoring*
* *Additional OSA processes for students with low performance includes the following:*
  + Student Fails exam for 1 class – email from Colleen with resources: course director and TA (& specifically, TA names and open hours).
  + Student Fails exam in 2+ classes – meeting with Colleen on a weekly basis with a focus on time management, study skills and accountability. Also ask student to complete the tutor request form.

**Exam/Assessment Guidance:**

* What should I expect from IET support for ExamSoft?
  + *IET will support students and faculty with ExamSoft exams. There is no guarantee day of support for quizzes delivered via ExamSoft.*
  + *Day of scheduled exam: During the window of a scheduled exam, an IET Examsoft support person will be in the IET Control Room and in the IET Zoom room, 30 minutes prior to the exam start time, and remain there until 30 minutes after the exam starts. Users seeking assistance during this time will be directed to the IET Control Room or the IET Zoom room.*
    - *Users who require assistance after the first 30 minutes of a scheduled exam can text/SMS* ***(919) 443-0399*** *or* ***(984) 459-2229*** *to reach an onsite tech.*
  + *Day prior to exam: Users seeking support should be directed to the IET Zoom room for assistance. Users should also submit a ticket in Service Now by choosing “Incident” on the* [*SOP Examplify-Examsoft request for assistance form.*](https://sso.unc.edu/idp/profile/SAML2/Unsolicited/SSO?providerId=https://uncch.service-now.com&target=https%3A%2F%2Funcch.service-now.com%2Fsp%3Fid%3Dsc_cat_item%26sys_id%3Dcc6964551bd4ec10a361ff3f034bcb51)
  + *Non-exam days (other than day prior to exam): On non-exam days (except day before exam), faculty or students that request Examsoft/Examplify assistance should be directed to the* [*SOP Examplify - Examsoft request for assistance form*](https://sso.unc.edu/idp/profile/SAML2/Unsolicited/SSO?providerId=https://uncch.service-now.com&target=%2Fsp%3Fid%3Dsc_cat_item%26sys_id%3Dcc6964551bd4ec10a361ff3f034bcb51) *or to the IET Zoom room (meeting ID: 9198431132)*
  + *If an issue with a student’s laptop preventing an assessment from being taken cannot be troubleshot promptly, IET will issue a loaner device (typically an iPad) to the student for the duration of the exam. Followup troubleshooting will take place after the completion of the assessment.*
* What steps should I take in the event of a change in exam date/time?
  + *For exams during assessment blocks please work with Laura Bratsch to request a change in the exam day/time*
  + *For exams during the class time if a change in day/time is critical to the course you MUST update your syllabus schedule reflecting the change NO LESS THAN 72 business hrs prior to the update so IET is aware of the new day/time. If this timeline is not met there is no guarantee for day of exam ExamSoft support. Please remember to code your assessment using Type: “Assessment on ExamSoft” and in the Information section provide the time of the exam and if it is during an exam block or not.*
* Should I make paper copies of exams in ExamSoft for the day of the exam?
  + *It is recommended to make a few paper copies of the exam for students who are unable to resolve technical issues with ExamSoft or unable to receive a loaner device in a timely manner just prior to or during an exam. Please feel free to ask curriculum administrators, IET, or another course director for additional details as needed on how to best manage/navigate day of ExamSoft technical issues.*
* How do students request and receive accommodations for assessments?
  + *Students must request accommodations via university ARS (Accessibility Resources & Service)* [*here*](https://ars.unc.edu/)*.*
  + *For students that need additional information or support in this process should complete an ECR OR email Colleen*
* Who is responsible for requesting accommodations for assessments?
  + *Students are responsible for contacting course coordinators directly at least 5 business days in advance for any accommodations needs*
  + *NOTE: Students may choose to only utilize accommodations for certain assessments so they will need to be clear as to which ones they are requesting*
* Should CDs inform other CDs in same the cohort of ARS accommodation requests from students to try to ensure some consistency? Is this allowed?
  + *Please do not discuss ARS with other CDs. Students are not required to utilize ARS for all situations/courses, and this is a FERPA violation. If, however, the student notifies each CD of an accommodation, and the CDs would like to have a common approach a chat between CDs is fine.*
* What steps should I take to arrange a space for ARS approved accommodations students to take an exam?
  + *To request the Patient care rooms for ARS exams or makeups, please go to help.unc.edu and submit a “SOP – CAE LearningSpace” or “Request Something Else” ticket and provide the following information:*
* *Class*
* *Exam Date*
* *Exam Time*
* *Name of students*
* *Once that information is provided, SOP-IET will reserve the patient care rooms or provide alternative rooms (on OSCE days) and setup a recording with CAE or Zoom. On the day of (if assigned to the patient care rooms), the students will go to their assigned room and log into CAE with their onyen and onyen password on the hallway computer to fill out an honor code and to start the recording. They will then go in and take their exam, once an instructor or TA has provided the password. Once they are complete, they will log back into the hallway computer to complete an “I am done” attestation and to end the recording. If the exam is taken in another room, for example Kerr 1304 or non-patient care room, we will set up a Zoom Cloud recording and connect the room to the Zoom meeting.*
* How should CDs manage exam proctoring with students in multiple locations during exams? (ie, classroom, Zoom, separate space)?
  + *Currently, there is no identified staff member to proctor exams. We will need to have a long-term plan once OSA is fully staffed. With that said, there are a few immediate options:*
    - *Optimal approach à Utilize course TAs as much as possible to attend exams.*
    - *Work with other CDs to proctor each other’s exams.*
    - *Request that all students testing outside the classroom use a second device to be directed at the computer screen/device used for taking the exam. Zoom can be monitored from the CDs laptop. Ask students to periodically monitor the Zoom chat on their second device for exam updates/clarifications from the CD.* ***IMPORTANT:*** *In the classroom, choose “Presentation only” on the touch panel. On the CD laptop used to monitor zoom, don’t join audio when accessing Zoom AND/OR mute your computer audio before you login to zoom (otherwise there will be feedback).*
    - *Divisions may also be willing to support in the short term. Please contact your respective division administrative personnel.*
    - *You may also engage APPE students if agreed upon by the APPE preceptor. If you choose to do this, please try to make this a learning experience for them, when possible.*
* What guidance is recommended for in-person delivery and monitoring of assessments to preserve exam integrity? (see Appendix I for ADDITIONAL specific recommendations for Exam Instructions)
  + *Below is guidance that has been utilized in the past to display at the beginning of all exams/assessments. Please use at your discretion.*
    - *Students should use restrooms before the start of any testing.*
    - *For testing lasting two or fewer hours, students will not be allowed to leave the testing site once testing has begun nor while testing is being administered. Students with a documented medical condition requiring frequent restroom visits may be provided an exception to this standard by requesting a reasonable accommodation through ARS.*
    - *Upon entering the testing room and setting up a preferred computing device, all students should securely store all other bags, materials, and personal items at a designated area of the classroom. These items can be retrieved once testing has concluded.*
    - *Certain items are prohibited during closed-book testing and should not be worn or available to the student, unless approved by the course director. These items include, but are not limited to:*
      * *Any electronic device with one or more memories (except for the computer or tablet being used to take the exam)*
      * *Smart watches*
      * *Hats/headgear (unless worn for religious reasons)*
      * *Food (beverages permitted as long as containers are “quietly” opened and closed)*
      * *Backpacks, purses, notebooks, planners, etc.*
      * *Calculators (unless approved by the faculty member)*
      * *Smart phones or cell phones*
      * *Only scrap paper (or other documents) provided by the Course Director or designee should be at your workspace during the exam*
  + *Course directors are encouraged to review exam procedures with students prior to each exam to minimize confusion and optimize success.*
  + *Academic integrity is of great importance within a testing environment, therefore:* 
    - *Talking is not permitted during testing (unless otherwise indicated by faculty members).*
    - *Students who arrive late can sit for the exam but will not be will not be given any additional time. However, students arriving late are unable to sit for the exam if any student has completed the exam and left the testing room. If the exam is taken via ExamSoft, the course director should check the student’s ExamSoft assessment log to ensure the student arriving late did not start the exam before entering the exam space.*
    - *Students who are observed utilizing unauthorized assistance in any form or fashion will immediately be removed from the testing environment and referred to the UNC Graduate and Professional Honor Court.*
    - *Content related questions cannot be asked during testing*
    - *Upon completing testing, students are to:*
      * *turn in any scrap paper or testing materials to the course director*
      * *show the course director the ExamSoft screen on their laptop/tablet as proof that the exam has successfully uploaded.*
      * *collect their personal items and leave the testing room as quietly as possible to ensure an undisturbed, distraction free environment for other test takers, unless otherwise instructed by the course director or proctor.*

If I have 2 rooms for exams, what details do I need to know?

* *As space permits, more than one room for exam taking may be requested. Please request this from Laura Bratsch*
* *Usually, your primary room will be the one you already teach from. For example, if you teach from Kerr 2001, but also have Beard 200 booked, then Kerr 2001 will be the primary room. The Exam laptop will also be set out in the primary room.*

**New View Reminders:**

How do I ensure an exam request can be considered for an assessment block?

* *In order to ensure your exam/assessments are able to utilize an assessment block, you must add this to the syllabus in NewView on the Title Line, example: Exam 2 (assessment block)*
* *Once all exam requests are entered in the syllabus for the semester the assessment calendar will be reviewed for any conflicts and to ensure students do not have excessive assessments during a specific period of time. The registrar and curriculum manager will reach out to request a reschedule for assessments if needed.*

**Student Enrollment/Roster Reminders:**

* *Laura Bratsch will email CDs a list of students assigned to each Block for courses that are on the Block schedule*
* *Please Check Connect Carolina (or LMS) rosters to make sure students are enrolled in the correct Block. If changes need to be made, please email* [*Laura\_Bratsch@unc.edu*](mailto:Laura_Bratsch@unc.edu) *with the information.*

**Appendix I: Exam Information for Students [AN EXAMPLE]**

Template for posting on LMS for Students

**When [INSERT DATE AND TIME]**

**Where [INSERT LOCATION]**

**Format [INSERT DETAILS ON THE EXAM-See example below]**

* *ExamSoft*
* *Approximately 6 questions per class session (1-2 per class session learning objective)*
* *May be multiple choice, matching, and/or calculations*
* *Generic drug names will be used in questions*

**Emergency Protocol [INSERT DETAILS FOR EMERGENCY -See example below]**

* *If anything happens that may interfere with you taking the exam in the approved location, please contact me (the course director), and/or the Eshelman Care Referral immediately. [INSERT PREFERRED CONTACT]. We just want to know if you are okay and if there's anything we can do to help if a last-minute emergency or unforeseen situation arises.*

**Testing procedures**

* Please download the exam before arriving in the classroom. The exam will be available for download until [INSERT TIME] to account for any odd glitches.
* We will review exam directions and reveal the exam password at [INSERT TIME] followed by [INSERT EXAM DURATION] for the exam.
* **Sharing the exam password with anyone is an Honor Code violation.**
* **NOT taking the exam in the approved testing location is an Honor Code violation.**
* Place all bags and materials along the side and front of the room.
* Remove all smart watches and phones (be sure to place them on do not disturb mode) from the testing area (i.e., desk).
* Non-programmable calculators are allowed for this exam, although the calculator function on ExamSoft is also available.
* Writing implements (e.g., pen, pencil, eraser) are allowed for the exam.
* At least 1 sheet of scratch paper will be provided for the exam (we will ask people to write/sign their name on it) and should be turned in at the end of the exam. Do NOT bring your own scratch paper.
* Show the ExamSoft green screen before leaving the room.
* Do NOT leave the classroom prior to showing your green screen (unless it is an emergency).
* Questions regarding content are NOT allowed during the exam. If someone suspects an egregious error (e.g., ExamSoft formatting), we will definitely welcome questions.

DAY OF EXAM POWER POINT SLIDES TO DISPLAY IN THE CLASSROOM

SLIDE #1

* Starting at [INSERT TIME] , we will go over exam directions and reveal the exam password, followed by [### minutes] for the exam.
* NOT taking the exam in the approved testing location is an Honor Code violation.
* Sharing the exam password with anyone is an Honor Code violation.
* Place all bags and materials along the side and front of the room.
* Remove all smart watches and phones from the testing area (i.e., desk). Be sure to place them on do not disturb mode.
* Writing implements (e.g., pen, pencil, eraser) are allowed for the exam.
* Non-programmable calculators are allowed for this exam, although the calculator function on ExamSoft is also available.
* At least 1 sheet of scratch paper will be provided for the exam (we will ask people to write/sign their name on it) and should be turned in at the end of the exam.
* Show the ExamSoft green screen before leaving the room.
* Do NOT leave the classroom prior to showing your green screen (unless it is an emergency).
* Questions regarding content are NOT allowed during the exam. If someone suspects an egregious error (e.g., ExamSoft formatting), questions are welcomed.

SLIDE #2

* Exam Password:
* Write and sign your name on the scratch sheet of paper
* Turn in paper (even if blank) and show green screen when finished