

## STUDENT GRIEVANCES

### General Grievances

#### General Procedure

Students who encounter problems relating to their educational program (e.g., academic or personal concerns) have a variety of avenues open to them to seek resolution. Ordinarily, it is best for all concerned if an attempt is made to resolve any dispute, disagreement, or grievance as directly as possible. That is, the first attempt should be to resolve any problem with the person or persons most closely involved. The faculty and staff of the College are available to work with students in this regard. If this step does not produce acceptable results, there are other options within and outside of the College for assistance. Therefore, a logical stepwise progression for academic concerns, e.g., specific course material, teaching style of instructor, syllabus, projects, examinations, in the College might be:

1. Course instructor(s)
2. Course director
3. Division chairperson
4. Associate Dean for Curriculum and Assessment
5. Dean or College Executive Committee
6. University Student Advocacy Center

The Director of the Office of Student Affairs is in a unique position and is always available to assist and advise students at any point in these progressions, as are the Deans. Depending upon the nature of the issue, the progressions suggested above can be entered at any level.

Questions concerning the Honor System for Doctor of Pharmacy Students including incidents that may or may not be a violation of the Honor Code can be found under [Honor System for Doctor of Pharmacy Students](#) on the College website. Generally, the Associate Dean for Curriculum and Assessment is the starting point for these issues.

#### PharmD Related Grievances

For issues or suggestions pertaining to the PharmD curriculum, including placement of specific courses or course sequence, integration of courses, curriculum enhancement, course assessment and student evaluations, accreditation issues (also see Student Complaints Related to ACPE Standards), and/or course relevance; a progression such as the following may be appropriate:

1. PharmD Program Committee Student Representative
2. Chair or Co-Chair of the PharmD Program Committee
3. Associate Dean for Curriculum and Assessment
4. Dean

#### Other Concerns

Concerns about any other general comments or concerns not mentioned or described above are handled by the Director of the Office of Student Affairs who may address them to the appropriate administrator or staff in the College.

## Beyond the College

Assistance is available at the Student Advocacy Center and through Counseling and Consultation Services.

Student Advocacy Center

1120 Lincoln Tower

1800 Cannon Drive, Columbus OH 43210

614-292-1111

<http://advocacy.osu.edu/>

advocacy@osu.edu

Counseling and Consultation Services

4<sup>th</sup> Floor Younkin Success Center

1640 Neil Avenue, Columbus OH 43210

614-292-5677

<http://www.ccs.ohio-state.edu/>

ccs@studentlife.osu.edu

## Student Complaints Related to ACPE Standards

The College of Pharmacy is accredited by the Accreditation Council for Pharmacy Education (ACPE) via a set of written standards, policies and procedures published by the Council and available at [www.acpe-accredit.org](http://www.acpe-accredit.org). Any student has the right to lodge a complaint against the College or the professional program related to those standards, policies, and procedures. Complaints should be made in writing and sent directly to the Associate Dean for Curriculum and Assessment. The student has the right to meet with the Associate Dean to discuss their complaint if they so choose. The complaint will be reviewed and presented to the College Executive Committee, and the Associate Dean will respond to the student in writing or by means of a personal meeting.

If a student is not satisfied with the response from the Associate Dean, the complainant may address the Office of Student Affairs in writing and additionally in person if so desired. A complainant may request that their identity be kept confidential. This request will be honored as much as possible within the constraints of resolving the complaint itself. If a student is not satisfied with the response of the Office of Student Affairs, she/he may address the complaint to ACPE directly (<https://acpe-accredit.org/students/default.asp>)

All complaints, concerns and suggestions made by students and the reaction to them by the College are handled in the spirit of continuous quality improvement. No retribution against any individual complainant may be taken by any faculty member, staff member, administrator, college committee or the faculty as a whole because of the complaint. A file will be maintained by the Associate Dean for Curriculum and Assessment for inspection by ACPE of all complaints and responses related to ACPE standards, and the procedures involved, to ensure that the complainant receives fundamental due process.