Welcome Pharmacy Technology Students!

Welcome to the Pharmacy Technology Program at Tulsa Community College. This handbook has been designed to help you become familiar with the goals and philosophies of the Pharmacy Technology Program. This handbook will also serve as guidance for you in becoming aware of the policies and procedures that apply to all students in the program.

Along with this student handbook, you are expected to read and comply with the Tulsa Community College Student Code of Conduct (http://www.tulsacc.edu/student-services/student-code-conduct).

The Pharmacy Technology Program faculty looks forward to working with you in your pursuit of a successful learning experience. We are here to support you in becoming a competently skilled health care professional. Good luck and congratulations on selecting an exciting and rewarding career.

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<thead>
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<th>Title/Location</th>
<th>Phone</th>
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<tbody>
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Pharmacy Technician Code of Ethics

Pharmacy Technicians should be guided by a set of standards, which express our responsibilities in the areas of personal conduct, our relationships with other medical professionals, and with the patients that we serve. As Pharmacy Technicians, we will conscientiously strive to maintain a high level of competency per the following standards:

1. I will place the safety, health and protection of the patient above all other interests.

2. I will demonstrate and maintain professional competence in all aspects of patient care and within the scope of practice as defined by my employer.

3. I will represent my qualifications honestly and provide only those services for which I am qualified to perform.

4. I will defend and protect the patient’s right to privacy and confidentiality, unless Required to disclose such information by law.

5. I will consistently maintain and improve professional competence through regular assessment of skills, continuing education, experience and professional training.

6. I will voluntarily report any criminal behavior resulting in a conviction of a misdemeanor or felony.

7. I will avoid deceptive acts which misrepresent my academic or professional qualifications.

8. I will avoid compromise of professional judgment by conflicts of interest.

9. I will engage only in legal arrangements and practices in the health-care field.

10. I will act in a manner free of bias with regard to religion, ethnicity, gender, age, national origin, sexual orientation, disability, social or economic status.
MISSION STATEMENT
TCC PHARMACY TECHNOLOGY PROGRAM

Allied Health Services Division Mission

The TCC Allied Health Services is a learner-centered division synergized through the collaboration of students, faculty, staff, administration, and stakeholders with a common goal of preparing uniquely qualified personnel who will meet the challenges of the complex and ever-changing health care delivery system and remain responsive to the communities we serve.

Pharmacy Technology Program Mission Statement

Provide strong foundations in pharmacy knowledge; promote safe and effective skills that will support Pharmacists in any area of pharmacy. Instill professionalism and a code of conduct and ethics within any working environment. Develop students who will impact the demands of the pharmaceutical community’s health care needs as an integral part of the patient care team.
Pharmacy Technology Program Goals

The overall goal of the TCC PHMT Program is to prepare students in the knowledge, skills, and professional behavior areas for various pharmacy environments. The Program’s goals include the values and mission of Tulsa Community College and are based on the philosophy that quality education through a balanced variety of learning experiences will enhance an individual’s potential to achieve personal satisfaction and contribute to the communities we serve.

Goals & Objectives:

- Demonstrate ethical conduct in all job-related activities.
- Present an image appropriate for the profession of pharmacy in appearance and behavior.
- Apply interpersonal skills, including negotiation skills, conflict resolution, and teamwork.
- Apply critical thinking skills, creativity, and innovation to solve problems.
- Demonstrate understanding of healthcare occupations and the health care delivery system.
- Receive and screen prescriptions/medication orders for completeness, accuracy, and authenticity.
- Prepare non-patient-specific medications for distribution (e.g., batch, stock medications).
- Prepare non-patient-specific medications for distribution (e.g., batch, stock medications).
- Distribute medications in a manner that follows specified procedures.
- Practice effective infection control procedures, including preventing transmission of blood borne and airborne diseases.
- Assist pharmacists in preparing, storing, and distributing medication products requiring special handling and documentation (e.g., controlled substances, immunizations, chemotherapy, investigational drugs, drugs with mandated Risk Evaluation and Mitigation Strategies (REMS)).
- Prepare patient-specific medications for distribution.
- Maintain pharmacy facilities and equipment, including automated dispensing equipment.
- Use material safety data sheets (MSDS) to identify, handle, and safely dispose of hazardous materials.
- Prepare medications requiring compounding of sterile products.
- Prepare medications requiring compounding of chemotherapy/hazardous products.
- Apply accepted procedures in inventory control of medications, equipment, and devices.
- Apply patient- and medication-safety practices in all aspects of the pharmacy technician’s roles.
- Verify measurements, preparation, and/or packaging of medications produced by other healthcare professionals (e.g., tech-check-tech).
- Describe the use of current technology in the healthcare environment to ensure the safety and accuracy of medication dispensing.
- Apply quality assurance practices to pharmaceuticals, durable and non-durable medical equipment, devices, and supplies.
## Course Curriculum

<table>
<thead>
<tr>
<th>Course</th>
<th>Section</th>
<th>CRN</th>
<th>Course Title</th>
<th>Time</th>
<th>Days</th>
<th>Campus</th>
<th>Bldg.</th>
<th>Room</th>
<th>Instructor</th>
</tr>
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<tbody>
<tr>
<td>PHMT 1324</td>
<td>101</td>
<td>18659</td>
<td>Intro to Profession of Pharmacy (Lecture)</td>
<td>9:00am – 11:50am</td>
<td>T</td>
<td>Metro</td>
<td>MP</td>
<td>MP 548</td>
<td>(4) Foster</td>
</tr>
<tr>
<td>PHMT 1324</td>
<td>101</td>
<td>18659</td>
<td>Intro to Profession of Pharmacy (ARR)</td>
<td>4:00pm – 5:50pm</td>
<td>T</td>
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<td>MP</td>
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<tr>
<td>PHMT 1334</td>
<td>101</td>
<td>18660</td>
<td>Intro to Pharmacology (Lecture)</td>
<td>12:00pm – 1:50pm</td>
<td>R</td>
<td>Metro</td>
<td>MP</td>
<td>MP 548</td>
<td>(4) Foster</td>
</tr>
<tr>
<td>PHMT 1334</td>
<td>101</td>
<td>18660</td>
<td>Intro to Pharmacology (ARR)</td>
<td>5:00pm – 6:50pm</td>
<td>R</td>
<td>Metro</td>
<td>MP</td>
<td>Blackboard</td>
<td>Foster</td>
</tr>
<tr>
<td>PHMT 1414</td>
<td>101</td>
<td>14750</td>
<td>Pharmacy Technician Practicum (Lecture)</td>
<td>1:00pm – 3:50pm</td>
<td>T</td>
<td>Metro</td>
<td>MP</td>
<td>MP 110</td>
<td>(4) Doane</td>
</tr>
<tr>
<td>PHMT 1414</td>
<td>101</td>
<td>14750</td>
<td>Pharmacy Technician Practicum (Lab)</td>
<td>9:00am – 10:50am</td>
<td>R</td>
<td>Metro</td>
<td>MP</td>
<td>MP 408</td>
<td>Doane</td>
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<tr>
<td>PHMT 1414</td>
<td>102</td>
<td>14751</td>
<td>Pharmacy Technician Practicum (Lecture)</td>
<td>1:00pm – 3:50pm</td>
<td>T</td>
<td>Metro</td>
<td>MP</td>
<td>MP 110</td>
<td>Doane</td>
</tr>
<tr>
<td>PHMT 1414</td>
<td>102</td>
<td>14751</td>
<td>Pharmacy Technician Practicum (Lab)</td>
<td>2:00pm – 3:50pm</td>
<td>R</td>
<td>Metro</td>
<td>MP</td>
<td>MP 408</td>
<td>Doane</td>
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<tr>
<td>PHMT 1524</td>
<td>101</td>
<td>17443</td>
<td>Preceptorship I</td>
<td>11:00am – 12:50pm</td>
<td>W</td>
<td>Metro</td>
<td>MP</td>
<td>Clinical Practice</td>
<td>(4) Doane</td>
</tr>
<tr>
<td>PHMT 1524</td>
<td>102</td>
<td>17453</td>
<td>Preceptorship I</td>
<td>11:00am – 12:50pm</td>
<td>W</td>
<td>Metro</td>
<td>MP</td>
<td>Clinical Practice</td>
<td>Doane</td>
</tr>
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</table>

Light shaded courses represent on campus classes days and times you are expected to attend class.

PHMT 1414 & PHMT 1524 have two sections; each student will only be in one section of each.

Dark shaded courses represent off campus online sections of blended courses brought to you through TCC’s Blackboard or clinical hours you’re being given credit for. Students, pay no attention to the days/times these sections are listing, they are listed only to give you credit for participating in the online and clinical portions.

**Students do not attend any classes on these days/times.**
Course Descriptions

Pharmacy Technology Program courses

**PHMT 1324 – Intro to Pharmacy Profession** 4 credit hours  Blended
A study of the technical tasks, duties and responsibilities of a pharmacy technician with emphasis on professional conduct, ethics, job overview, department layouts, work areas, aseptic and sterile techniques, mathematical calculations, medical terminology, drug nomenclature, dosage forms, patient information and profile systems, third party payers, receiving and filling prescriptions, quality assurance and control, parenterals, assisting with processing health insurance forms and computer data processing. Must have a grade of “C” or better to pass the course. Requires admission to the Pharmacy Technology Program.

**PHMT 1334 – Intro to Pharmacology** 4 credit hours  Blended
This course provides an introductory study of therapeutic drug categories which will involve not only a consideration of commonly used drugs, but also basic principles of pharmacology and pharmaceutics.

**PHMT 1414 - Pharmacy Technician Practicum I** 4 credit hours w/Lab
Introduction to the practical work site application for the technical tasks, duties, and responsibilities of a pharmacy technician. These may include communication skills, customer services and relations, professionalism and ethics, pharmacy law and rules, security and safety rules, record keeping, preparing, packaging and distributing medications, IV admixtures, quality assurance drug compounding, financial issues organization and duties of pharmacy environments. Must have a grade of “C” or better to pass the course. Requires admission to the Pharmacy Technology Program.

**PHMT 1524 - Preceptorship I** 4 credit hours / clinical practice
A supervised practical work site application for the technical tasks, duties and responsibilities of a pharmacy technician that totals 80 hours. Work site skills may include basic biopharmaceutics, factors affecting drug activity, drug routes and formulations, prescription processing, parenterals and IV admixtures, drug compounding, inventory management, financial issues, organization and duties of institutional pharmacies, and other environments. In addition, includes a weekly two-hour lecture to support the practical experience and discuss selected topics. Prerequisites: Admission to Pharmacy Technology Program and concurrent enrollment in PHMT 1318, PHMT 1414 or approval of instructor.
COURSE ENROLLMENT SEQUENCE

Students are enrolled as a cohort and the curriculum is designed so that students will complete all of the required course work within 1 semester (16 weeks). Each student will successfully complete all required course and clinical practice work during the semester according to the curriculum pattern.

GENERIC ABILITIES REQUIRED

The Pharmacy Technology Program faculty has determined that professional abilities are as important to the overall student’s success. Professional abilities are attributes and behaviors that are not necessarily inherent to the profession’s core of knowledge but are required for success in the classroom, clinic and work place. The professional abilities determined to be generic to the field of pharmacy technology are:

1. Commitment to Learning-applying new information and re-evaluating performance, reading healthcare data critically and understanding limits of application to professional practice.
2. Interpersonal Skills- responding effectively to unexpected situations, and talking about difficult issues with sensitivity and objectivity.
3. Communication Skills- enhancing verbal communication to meet needs of various environments, presenting comprehensive verbal or written messages, maintaining open and constructive communication and communicating professional needs and concerns.
4. Effective Use of Time and Resources-using time and resources creatively, and avoid procrastination.
5. Use of Constructive Feedback-seeking feedback from others, and considering multiple approaches when responding to feedback.
7. Stress Management-recognizing when problems are unsolvable, assisting others in recognizing stressors, demonstrating a preventative approach to stress management, offering solutions to the reduction of stress and establishing a support network.
ATTENDANCE AND TARDINESS

Absences and tardiness by the student should be held to a minimum as they deprive the student of valuable class and clinical experiences. Frequent tardiness or absence indicates that the student does not value the faculty or does not demonstrate a commitment to the learning experience.

Absence
- Class Periods
  - Absence will affect grade as indicated in each course syllabus.
  - Frequent absence will result in counseling by the instructor and/or program director concerning continued participation in the class.
  - Missed quizzes, tests and other evaluations due to absence may or may not be made up depending upon the course syllabus.
- Clinical Periods
  - Refer to *Clinical Education Handbook*.

Tardiness
- Class Periods
  - Frequent tardiness, which interrupts the class, will result in counseling by the instructor and/or program director concerning continued participation in the class.
  - Time lost on quizzes, tests and other evaluations due to tardiness may or may not be made up depending upon the course syllabus.
- Clinical Periods
  - Refer to *Clinical Education Handbook*.

“We are what we repeatedly do. Excellence, therefore, is not an act but a habit”
Aristotle
CONDUCT AND BEHAVIOR

Student Conduct--Students are expected to conduct themselves in a courteous, considerate and professional manner during all aspects of their PHMT education.

Classroom - Students will:
- Be on time for all classes.
- Read assignments before class.
- Participate and allow others to participate in learning activities.
- Avoid actions which could distract instructor or other students.

Laboratory - Students will:
- Be on time.
- Be prepared to participate in learning activities and allow others ample opportunity or participation.
- Maintain a professional, considerate manner toward peers and instructor during lab activities.
- Adhere to all lab procedures as outlined by instructor.
- Wear prescribed lab clothes.

Clinical Setting - Students will refer to the Clinical Education Handbook

Student Practice/Demonstration
- Students may be asked to appear in photographs or other Media presentations for marketing purposes; a photo/talent release statement will be signed by the student before participation.
- Consideration of other's rights and privacy
- Students are responsible for assuring the rights and privacy of those people with who they come in contact during their PHMT education and clinical practice (other students, instructors, patients and their families, clinical staff, etc.)
- Students will be required to sign a Confidentiality Consent Form

During Lab and Clinical Experiences - Students will:
- Conduct themselves in a professional, considerate manner.
- Maintain a professional appearance.
- Act competently and responsibly at all times. Obtain assistance as needed to deliver high, quality care.
- Refrain from discussing information obtained during lab or clinical with any person not directly associated with the student's assignment.
STUDENT APPEARANCE

Students will be required to wear black scrubs to all PHMT classes, labs, and clinical sites. See embroidery requirements in the Clinical Education Handbook.

Lab Appearance - Good personal hygiene must be maintained; hair should be restrained away from the face; nails short & clean; no excessive jewelry; sparing use of makeup; no cologne; black scrubs, socks and clean tennis shoes.

Clinical Appearance - Personal appearance makes a strong impression on the employers’ attitude towards the school and program. It is beneficial both to the student and the school that certain regulations be followed. See Clinical Education Handbook.

SAFETY

Safety is of prime importance during both lab and clinical activities. The student is expected to take responsibility for his own and others’ safety.

The student will:

- Not use any faulty equipment or supplies and report any such defects to his instructor or clinical instructor; immediately placing the defective item where others will not use it.
- Maintain a calm quiet atmosphere, on the task at hand and the immediate environment.
- Obtain complete instructions/information regarding the assigned task.
- Follow prescribed procedures exactly.
- Notify instructor or clinical instructor of any problems immediately.
- Know his limitations and seek assistance when needed.
- Perform within the bounds of his training and role.
- Clean all equipment, utensils, etc., immediately.
- Dispose of waste items properly and promptly.
- Inform instructor or Clinical Instructor of any safety infractions observed.
- Document any injury, no matter how minor, which occurs, in accordance with facility policy.
- Be aware of evacuation procedures in the event of any weather, fire or other emergency which requires the students to leave the lab or building.
LIABILITY INSURANCE

All students are required to maintain current liability insurance coverage throughout their participation in the program. This coverage is automatically provided and is included in a fee payment. The insurance policy information is to be a part of the student’s risk management packet.

CONFIDENTIALITY

Student information and records will be treated confidentially. Only those persons involved in the student's educational process will have access to his or her records. Access of records by any person other than the student will require a release of information statement signed by the student.

ACCESS TO LABORATORY

Access to the Laboratory’s will be during class times only. If for some reason you cannot attend during your class period, you must ask the instructor’s permission to attend another class period before your assigned class period is missed.
STUDENT PERFORMANCE

Minimum levels of student performance must be maintained in order to assure achievement of competencies and/or validations within the PHMT program. Performance encompasses grades, lab and clinical skills, behavior, etc.

Grade Point Average

Students must maintain a 2.0 grade point average for each semester once admitted into the program with all PHMT courses.

Grading Scale

See individual course syllabus

Incomplete Grades

Incomplete (I) grades may be assigned by faculty as outlined in The Tulsa Community College catalog. A grade of "I" in a specialized course, including PHMT classes, must be changed to a grade of "C" or better before the next semester of scheduled PHMT courses in order for the student to continue in the Pharmacy Technology program. Failure to do so may result in dismissal from the program.

Lab skill performance

Competency and/or validation to perform a hands-on lab skill or activity by whatever safety measures are required will be determined by the instructor upon observation, demonstration and successful completion.

Clinical Performance

See Clinical Education Handbook.
TULSA COMMUNITY COLLEGE PHARMACY TECHNOLOGY PROGRAM
PROGRESS/COUNSELING RECORD

Student's Name: ______________________________________________________________

Student ID #: __________________________ Date: ________________________________

Description of incident or circumstance:

Recommendations/Actions:

Student Comments:

Signatures:

Instructor __________________________ Date __________________

Student __________________________ Date __________________
WITHDRAWAL

Students may withdraw from the PHMT program and upon request be given the opportunity to re-apply for admission the following semester at the discretion of the program director.

Academic Withdrawal

Students must adhere to the TCC required policies and deadlines to acquire a “W” or “AD” in any of the PHMT courses.

PROGRAM DISMISSAL

- Any student found to be engaging in unprofessional/inappropriate behavior occurring to an instructor or in the classroom; laboratory or clinical setting will result in immediate dismissal from the PHMT program.
- Failure to submit all risk requirements for clinical by required date.
- Cheating—As a member of the health care team, our ultimate goal must be the patient's welfare. Honesty and sincerity are expected of us in performing all of our duties, whether in class or in clinical practice; therefore, if a student is caught cheating on an exam, the student can be subject to dismissal from the Pharmacy Technology Program.
- Unprofessional conduct—behavior or performance which is inappropriate to the classroom, laboratory or clinical setting will be a result in dismissal from the program.
STUDENT APPEAL

HEALTH SCIENCES STUDENTS ACADEMIC GRIEVANCE PROCEDURES AND DUE PROCESS GUIDELINES

I. INTRODUCTION

Any health sciences student at Tulsa Community College who wishes to file a grievance may do so according to a prescribed procedure. Health Science students who disagree with an academic decision made by a faculty member, including the assignment of a course grade or decision about progression in the program of study, or decisions about program or degree requirements or eligibility, may file a grievance under these procedures. Generally, academic concerns that are eligible for a grievance process include two categories of student concerns: 1) student concerns regarding those academic decisions pertaining to the assignment of a final course grade; and 2) “other” student concerns regarding academic decisions of a more limited scope, (for example, student concerns pertaining to a single grade on a paper or other similar course assignment, or sub-set of course assignments) that do not involve a final course grade determination.

II. PROCESS FOR REVIEW OF ACADEMIC DECISIONS

The following procedures are intended to expand upon and further explain the procedural steps, associated timelines and due process rights of health science students who wish to bring an academic grievance pertaining to a final course grade assignment versus “other” academic grievances pertaining to a single assignment or other academic concern that does not involve a final course grade appeal, (in addition to the guidelines published in the TCC Student Handbook Policies and Resources).

A. Academic Grievances: Policies for Final Course Grade Assignments.

It should be noted by the student that grades are the prerogative of the faculty, and that appeals or questions concerning assigned grades should be directed to the faculty member who assigned the grade. An appeal to an assigned final course grade may be initiated by a student only on the contention that the grade is clearly erroneous or was assigned in an arbitrary or capricious manner. The procedure must be initiated no later than the end of the 4th week of instruction during the semester immediately following the semester in which the final course grade was officially transcript. Students are encouraged to initiate the process as soon as possible. (TCC Student Handbook Policies and Resources)

The standard at TCC for a grade appeal is based on whether the grade given is “erroneous or was assigned in an arbitrary and/or capricious manner”. These procedures are available only to review allegedly erroneous, arbitrary or capricious academic decisions and not mere differences of opinion regarding the professional judgment of the faculty member in evaluating a student’s work or making an academic decision.
The academic decision, including the assignment of a grade, will be considered erroneous if it may be shown, for example, that the grade assigned was inaccurate based upon a mathematical or calculation error.

The academic decision, including the assignment of a grade, will be considered arbitrary and/or capricious if the decision is made:

1) On some basis other than performance in the course and/or compliance with the course assignments and requirements;
2) By more exacting or demanding standards than were applied to other students in the same section or course; or
3) By a substantial departure from the faculty member’s, divisions’ or college’s announced standards as articulated in the course syllabus, catalog descriptions, Blackboard announcements or other written materials.

B. Student Academic Grievances—Procedures for Final Course Grade Appeals Procedure.

A student who wishes to grieve an academic decision pertaining to a final course grade must proceed as follows:

1. Informal Meeting with the Individual Faculty Member

The student should attempt to resolve the matter directly with the individual Faculty member who assigned the final course grade, as soon as possible after the academic decision is known, through submission of a written request for a meeting that includes in writing the course grade and rationale for the grievance with an explanation supporting the perception that the grade received was assigned in either an erroneous, capricious or arbitrary manner. This written request may be in the form of an email communication. Upon receipt of the written grievance and request for a meeting, the Faculty member will establish an appointment and will timely hold a personal conference with the student to discuss the grievance.

2. Formal Meeting with the Course/Level/Program Faculty Team

If the student and the individual Faculty member cannot reach a mutually satisfactory resolution to the final academic decision/grade, the student should submit a written request for review of their grievance by the Faculty Team (Nursing Course/Level Faculty or AHS Program Faculty) with a description of the grievance and explanation supporting their perception that the grade received was assigned in either an erroneous, capricious or arbitrary manner. The student must describe the academic grievance, the specific course grade, why the student believes the final course grade decision was erroneous, capricious and/or arbitrary, the student’s attempts to resolve the grievance informally, and the precise relief sought by the student. The student may attach copies of any relevant documents with their written grievance.
3. Formal Written Grievance Submitted to Associate Dean.

If the student and the Faculty Team cannot reach a mutually satisfactory resolution to the final course grade, the student may file a formal grievance. The grievance must be presented in writing to the Associate Dean for the division in which the course is offered and copied to the individual Faculty member as soon as possible and no later than the 4th week of college instruction in the following semester. *(In the case of an MLT student, the written grievance will be directed to the Dean of Health Sciences).*

The student must describe in a formal written petition the academic grievance, the specific course grade, why the student believes the final course grade decision was erroneous, capricious and/or arbitrary, the student’s attempts to resolve the grievance informally with the individual Faculty member, formally with the Faculty Team, and the precise relief sought by the student. The student may attach copies of any relevant documents with their written grievance. The student should ensure that the division has the student’s most current contact information on file, including mailing address and telephone number and email address, if indicated. **It is the student’s responsibility to ensure that their current contact information is maintained in all college offices.**

The Associate Dean will review all evidence, interview the Faculty member and student, and will hold joint conferences with the student and Faculty member(s) to attempt to resolve the grievance. The Associate Dean will submit a written decision to the student, Faculty member, and Faculty Team leader, with recommendations as to the resolution of the appeal within seven (7) working days or less of receipt of the written grievance unless extenuating circumstances apply, (for example, the Associate Dean is out of the office due to illness or other extended leave). “Working days” is defined as periods when college classes are in session. **The person vested with authority at the appropriate level may extend any of the time periods contained herein for good cause.** Any extensions must be communicated in writing to all parties. For the purposes of this procedure, each step shall be afforded 7 working days as a standard time limit. If the grievance is not resolved within the timeframe, the student or faculty member may carry it forward to the Dean of Health Sciences for resolution.

4. Formal Written Grievance Submitted to the Dean of Health Sciences

The student may appeal the Associate Dean’s decision in writing to the Dean of Health Sciences with copies, as indicated, to the faculty member and Associate Dean. The appeal must be filed within seven (7) working days of receipt of the Associate Dean’s determination.

The Dean of Health Sciences will review all evidence, interview the Associate Dean, faculty member and student, if indicated, and may hold joint conferences with the Associate Dean, student and faculty member to attempt to resolve the grievance. The Dean may convene a “peer review” process involving at least three health sciences faculty members, conducted through a formal polling process and/or a hearing, in order to attempt to resolve the grievance. Faculty members involved in the peer review process/hearing will not include
those faculty members directly involved with assignment of the course grade. The Dean will submit a written decision to the student, faculty member and Associate Dean, with recommendations as to the resolution of the appeal within seven (7) working days or less of receipt of the written grievance unless extenuating circumstances apply, (for example, the Dean is out of the office due to illness or other extended leave).

5. Final Course Grade Appeal: Academic Appeals Committee. If the academic grievance concerning a final course grade appeal has not been resolved by meeting with the Faculty member(s), Associate Dean, or Dean, the student may file an appeal to the Academic Appeals Committee by completing the Academic Appeals Form (located in the TCC Student Handbook Policies and Resources) and submitting it to the Dean of Health Sciences, and copied to the Academic and Campus Services Office no later than the end of the sixth week of classes during the subsequent semester after the grade has been officially transcripted. The Dean of Health Sciences will contact the student, the faculty member, and Chair of the Academic Appeals Committee within seven (7) business days regarding the appeal after receiving a signed Academic Appeals Form. (TCC Student Handbook Policies and Resources 2009-2010)

a. Academic Appeals Committee Membership

The Academic Appeals Committee will be composed of three members of the college community from each campus and one student from each campus for a total of sixteen (16) members.

The composition of each campus’s representatives will be as follows:
1) Director of Student Development or his/her counselor designate;
2) A faculty representative chosen by the faculty;
3) A member appointed by the Provost;
4) The Student Government Association will recommend one student member from each campus for approval and appointment by the Dean of Student Services from each campus.

With the approval of the President, additional members may be appointed to the Academic Appeals Committee if circumstances warrant an increase in the number of committee members, such as a large case load or the unavailability of committee members. The Committee will convene and select a Chairperson annually by the fourth week of classes during the fall semester.

b. Academic Appeals Committee Procedures for Final Course Grade Appeal

Upon receipt of a completed Academic Appeal Form, the Committee Chair shall promptly appoint a panel to preside over the hearing, usually within fifteen (15) business days. The panel will consist of five (5) members, at least one (1) of which will be a faculty member, and one (1) student.
The Chair of the committee will be responsible for all correspondence with a student that has submitted a request for a final course grade appeal. Hearings shall be conducted in a timely manner, consistent with established procedures. The student may expect that a final resolution of the final course grade appeal may be reached no later than the end of the semester following the date that the course grade was transcripted.

*The Academic Appeals Committee's decision shall be final.*

C. Other Academic Grievances — Grievances other than final course grade appeals procedure.

A student who wishes to grieve an academic decision pertaining to a single assignment or sub-set of course assignments other than a final course grade must proceed as follows:

1. **Informal Meeting with Faculty Member.**

   The student should attempt to resolve the matter directly with the individual Faculty member who assigned the grade, as soon as possible after the academic decision is known, and prior to the end of the course semester, through submission of a written request for a meeting that includes in writing the grade and rationale for the grievance. The written request may be in the form of an email message. Upon receipt of the written grievance and request for a meeting, the individual Faculty member will establish an appointment and will timely hold a personal conference with the student to discuss the grievance.

2. **Formal Meeting with the Course/Level/Program Faculty Team**

   If the student and the Faculty member cannot reach a mutually satisfactory resolution to the academic decision/grade, the student may request a formal review of their grievance with the Faculty Team (Course/Level/Program). The student must describe the grievance related to the course assignment grade(s), the date(s) of occurrence, why the student believes the course assignment grade(s) decision was/were erroneous, capricious and/or arbitrary, the student’s attempts to resolve the grievance informally with the individual Faculty member, and the precise relief sought by the student. The student may attach copies of any relevant documents with their written grievance. The grievance must be presented in writing to the Lead Faculty for the course before the end of the course semester in which the grade is received. The grievance may be written and submitted in an email communication. The Faculty Team will schedule a meeting with the student within 7 working days of receipt of the student’s request for formal review, and will render a decision in writing within 7 working days of the meeting with the student, with written recommendations for resolution of the grievance sent to the student and individual Faculty member.

3. **Formal Written Grievance Submitted to Associate Dean.**

   If the student and the Faculty Team cannot reach a mutually satisfactory resolution to the academic decision/grade, the student may file a formal grievance with the Associate Dean, within 7 working days of receipt of the written decision of the Faculty Team. The grievance must be presented in writing to the Associate Dean for the division in which the course is
offered and before the end of the course semester in which the grade is received. *(In the case of an MLT student, the written grievance will be directed to the Dean of Health Sciences).*

The student must describe the grievance related to the course assignment grade(s), the date(s) of occurrence, why the student believes the course assignment grade(s) decision was/were erroneous, capricious and/or arbitrary, the student’s attempts to resolve the grievance informally and formally, and the precise relief sought by the student. The student may attach copies of any relevant documents with their written grievance. The student should ensure that the division has the student’s most current contact information on file, including mailing address and telephone number and email address, if indicated. **It is the student’s responsibility to ensure that their current contact information is maintained in all college offices.**

**CREDENTIALS**

Students may take the National Pharmacy Technician Certification Exam given by the Pharmacy Technician Certification Board to acquire a national certification.

**GRADUATE FOLLOW UP**

Graduates of this program may expect to be contacted regarding their employment situation and related topics in periodic surveys from the Program Director. It is a professional responsibility of the graduate to respond to these inquiries in order to assist with further evaluation and development of this program.
TULSA COMMUNITY COLLEGE
PHARMACY TECHNOLOGY PROGRAM

Informed Consent

I ________________________________________________________ wish to be a participant in the
Pharmacy Technology Program at Tulsa Community College.

- I understand that the program will include academic, laboratory and clinical work performed
  in the classroom, laboratory, hospital or other clinical facilities.
- I understand that as a student in the program, I may be subject to being photographed in the
  course of this program. Participation in said activities necessitates the wearing of appropriate
  and specific clothing. Laboratory clothing includes black scrubs.
- I understand that I am responsible for my own transportation to and from academic and
  clinical experiences. I also understand that clinical attendance is mandatory and all absences
  are considered unexcused and that participation in clinical education may also require drug
  testing and criminal background information.
- I understand that I must maintain good health and notify the school of any physical or mental
  limitations/problems that may affect my performance. I must submit proof of immunizations,
  a yearly negative examination for TB, CPR certification, a one-time drug screening and a
  background check. I also understand that if requested by the school, I must provide a medical
  release from my physician to resume the program.
- I understand that I must be able to interact effectively and build relationships with all
  individuals.

I understand that I will be issued a Pharmacy Technology Program Student Handbook, a
Clinical Education Student Handbook and the Student Code of Responsibility and Conduct for Tulsa
Community College at the beginning of the term. I must adhere to all rules and regulations of the
school and clinical sites.

In consideration of being permitted to participate in the Pharmacy Technology Program, I
understand that it is my responsibility to seek academic accommodation services. The faculty may be
able to accommodate me if a formal request is made and official certification of the disability is
completed.

I hereby certify that I have read the entire document, that I am fully familiar with the contents
of this document and that I fully understand its terms. Any questions that I have about this program
and the contents of this document have been fully explained to my satisfaction. I am over 18 years of
age.

Signature ____________________________________________

Parent’s Signature _______________________________________
  (If student is a minor.)

Date __________________________________________________