



USC Mann

Alfred E. Mann School of Pharmacy
and Pharmaceutical Sciences

Doctor of Pharmacy (PharmD) Student Handbook

2023-2024

Updated August 2023



1985 Zonal Ave
Los Angeles, CA 90089



<https://mann.usc.edu/>



USC University of
Southern California

ABOUT THE SCHOOL

On behalf of the administration, faculty and staff, welcome to the USC Mann School of Pharmacy and Pharmaceutical Sciences!

Throughout its 118-year history, the USC Mann School of Pharmacy and Pharmaceutical Sciences has remained a place of innovation and excellence in pharmacy education. The nation's longstanding pioneer in expanding the scope and impact of pharmacy education and the profession itself, the School is renowned for attracting and preparing future leaders for the field — in all its many aspects. The School's rigorous curricula, customizable degree options, and emphasis on hands-on learning and interprofessional education provide students with unparalleled training. The dedicated faculty and staff, legendary alumni network and partnership with experts throughout the profession ensure students have the support and mentorship to thrive. And the location within a major academic medical center in the heart of a vibrant and diverse city offers extraordinary opportunities for internships and service learning.

The four-year, full-time PharmD program, the largest degree program at the School, is known for outstanding faculty and leadership in pharmacy education, providing students with:

- A unique pharmacy practice experience program beginning in the first year of study that gives students immediate and progressively challenging clinical experiences
- An extensive offering of specializations, dual degrees, and certificate programs
- A talented alumni network of pharmacists who occupy leadership positions in academia, government, industry and private business throughout California and around the world.

Ranked in the top 10% of pharmacy schools by U.S. News and World Report, the School remains committed to advancing the preparation of future pharmacists, with an innovative curriculum that continues to evolve, allowing students to customize their education to meet their specific needs and goals.

Physical Locations & Facilities

The programs of the USC Mann School of Pharmacy and Pharmaceutical Sciences are housed in three buildings on the USC Health Sciences Campus: the John Stauffer Pharmaceutical Sciences Center (PSC), the Center for Health Professions (CHP) and the Seaver Residence Hall (SRH).

As the School's headquarters, the John Stauffer Pharmaceutical Sciences Center includes a variety of teaching, research, and administrative areas. On the first floor, there is the lobby, two lecture halls and a meeting room with sophisticated audiovisual equipment, as well as the office suite for the Titus Family Department of Clinical Pharmacy. On the second floor is the Walgreens Conference Room, a meeting space with modern technology, and several faculty offices and research labs. The third floor is home to offices and laboratories as well as small meeting rooms and a student lounge. The fourth, fifth, sixth and seventh floors house faculty and staff offices and research laboratories. The School's Administrative Offices—including the offices of the Dean and the Senior Associate Dean for Academic & Student Affairs—are located on the seventh floor. The basement contains various classrooms, faculty offices, and the School's business offices. Right next to PSC is the Seaver Residence Hall (SRH). The fourth floor is home to the John Biles Leadership Student Center that

houses the Office of Enrollment and Student Affairs, and the student conference center, lounges, quiet room and prayer space. The Wellness Counselor and faculty and staff offices are on the third floor of Seaver Residence Hall. A short walk away from the Pharmaceutical Sciences Center is the Center for Health Professions (CHP), which is home to additional faculty and staff offices, classrooms, the Professional Experience Programs (PEP) Office on the second floor, and the School's state-of-the-art sterile compounding laboratory on the ground floor.

DOCTOR OF PHARMACY STUDENT HANDBOOK

The USC Mann School of Pharmacy and Pharmaceutical Sciences (USC Mann) Student Handbook is an official document with school and university policies and procedures. The Student Handbook is accessible to students via the USC Mann website and any updates are emailed to all students.

Minimally, students should expect an updated handbook before the start of each academic year. All students are expected to comply with the content of the Student Handbook. Students are expected to make themselves aware of and abide by the university community's standards of behavior as articulated in this Student Handbook and the [USC catalogue](#). Students accept the rights and responsibilities of membership in the USC community when they are admitted to the university. In the university, as elsewhere, ignorance is not typically an acceptable justification for violating community standards. Similarly, lack of intent or awareness of university standards normally will not be accepted as excuses for violations.

Failure to read the Student Handbook does not absolve students from knowing and complying with the content. Questions or comments regarding the PharmD Student Handbook may be directed to Student Affairs at pharmdsa@usc.edu.

OFFICE OF THE DEAN

*Vassilios Papadopoulos, D.Pharm., Ph.D.
John Stauffer Dean's Decanal Chair in Pharmaceutical Sciences*

August 1, 2023

Dear Students in the USC PharmD program,

It is my pleasure to welcome you to the USC Mann School of Pharmacy and Pharmaceutical Sciences and to our Trojan Family.

Our School leads the nation in advancing pharmaceutical care and education – shifting the focus from products to patients, transforming healthcare delivery and influencing policymaking, while continuing to fuel laboratory discoveries that foster breakthroughs in treatments and technology.

Our dedicated faculty and staff, legendary alumni network and partnerships with experts throughout the profession are here to ensure you have the support and mentorship you need. We attract students, such as yourself, who share a commitment to innovation and a desire to solve intractable health issues, shape the future of the profession and improve the lives of people everywhere.

To this end, throughout your time at USC Mann, I would like to ask you for two things. First, please know that you are always encouraged to share your ideas, thoughts and feedback about your experiences at USC Mann. Additionally, you can always send an anonymous message to me through the [Comment Box](#) on our School's intranet site, mypharmacyschool.usc.edu, or you can email me directly at vpapadop@usc.edu.

Second, and more generally, as you think about your future, I want to encourage you to keep an open mind. The pharmacy profession is ever changing, creating new opportunities and careers, and there are so many options ahead of you. Challenge yourself to remain open to new possibilities and you may find opportunities in places you never expected.

Thank you in advance for all of your ideas and contributions, and welcome to USC Mann.

Sincerely,

A handwritten signature in blue ink, appearing to read 'V. Papadopoulos', with a stylized flourish at the end.

Vassilios Papadopoulos, D.Pharm., Ph.D., D.Sc. (Hon)
Dean
John Stauffer Dean's Chair in Pharmaceutical Sciences
Professor of Pharmacology & Pharmaceutical Sciences

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Table of Contents

PART A: ACADEMIC POLICIES & PROCEDURES	10
Section I. TECHNICAL STANDARDS	10
Section II. STUDENT ACCOMMODATIONS.....	13
Section III. ABSENCE POLICIES	14
Section IV. DEGREE REQUIREMENTS AND POLICIES	16
A. <i>THE GRADING SYSTEM</i>	16
B. <i>RECONCILIATION OF GRADES</i>	17
C. <i>REMEDIATION POLICY</i>	19
D. <i>PROGRESSION TO SUCCEEDING ACADEMIC YEAR</i>	22
E. <i>CURRICULUM & GRADUATION REQUIREMENTS</i>	22
F. <i>ADDITIONAL CERTIFICATIONS</i>	24
Section V. VOLUNTARY WITHDRAWAL.....	25
Section VI. LEAVE OF ABSENCE AND RE-ADMISSION POLICY.....	26
Section VII. ACADEMIC WARNING AND DISQUALIFICATIONS.....	27
PART B. THE STUDENT HONOR SYSTEM	30
Section I. THE HONOR CODE	30
Section II. THE CONDUCT GUIDANCE	32
Section III. USC ACADEMIC INTEGRITY	35
Section IV. STUDENT GRIEVANCES and PROCEDURES	41
PART C: STUDENT AFFAIRS	45
Section I. OFFICE OF ENROLLMENT AND STUDENT AFFAIRS	45
Section II. STUDENT ORGANIZATIONS and AFFINITY GROUPS.....	47
A. STUDENT ORGANIZATIONS:	47
B. AFFINITY GROUPS.....	50
Section III. CAMPUS RESOURCES	53
Section V. PROFESSIONAL CONFERENCES ATTENDANCE POLICY	59
Section VI. PROFESSIONALISM	60



Part A: Academic Policies & Procedures



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PART A: ACADEMIC POLICIES & PROCEDURES

Section I. TECHNICAL STANDARDS

Policy

The candidate admitted to and enrolled in the University of Southern California (USC) Alfred E. Mann School of Pharmacy and Pharmaceutical Sciences (USC Mann) Doctor of Pharmacy (PharmD) program, herein referred to as “candidate,” must meet and continue to meet throughout their enrollment, the Essential Technical Standards set forth in this policy. USC Mann is committed to full compliance with the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA) and related state and federal laws. USC Mann also abides by the USC’s policies on [Disability Accommodations](#) and [Non-discrimination](#). The Essential Technical Standards are not intended to deter any candidate for whom reasonable accommodation will allow the fulfillment of the complete curriculum.

Audience: All current and prospective PharmD candidates of USC Mann

Procedure

1. The candidate entering and continuing in the USC Mann PharmD program must demonstrate that they meet all the Essential Technical Standards outlined herein with reasonable accommodation if necessary, and each candidate will be expected to certify that they meet these standards.
2. The candidate returning from any leave of absence must recertify that they continue to meet the Standards.
3. If at any point during enrollment the candidate’s ability to meet these Standards is compromised, it is the candidate’s responsibility to report this change to the USC Mann Office of Student Affairs.
4. The candidate who requires an accommodation at any time throughout their enrollment with USC Mann must seek approval from the appropriate School or University office (e.g., [Office of Student Accessibility Services \(OSAS\)](#)). Those who receive accommodations must submit the notice of approval to the USC Mann Student Affairs. Candidates who fail to provide necessary documentation to USC Mann may not receive accommodations.
5. In most cases, the implementation of accommodations is simple and requires no further action on the part of the candidate. For more complex accommodations, the USC Mann Student Affairs will work with the candidate and the OSAS to ensure that the accommodation is fairly and consistently provided without fundamentally altering the nature of the academic program. The candidate is expected to answer reasonable questions related to the implementation of accommodations when asked.
6. If the School has reason to question the candidate’s certification that they meet the Essential Technical Standards, USC Mann can require that the candidate undergo an evaluation and review by the USC Mann Student Affairs to determine whether the candidate is able to meet these Standards.

ESSENTIAL TECHNICAL STANDARDS REQUIRED FOR COMPLETION OF THE DOCTOR OF PHARMACY DEGREE AT USC MANN

PREAMBLE

The PharmD program consists of 4 years of study, including didactic, practice-based, service, and co-curricular learning. Graduates of the USC Mann PharmD program are required to demonstrate both

competency in pharmacy practice for pharmacist licensure and achievement of the [USC Mann Trojan Pharmacist Outcomes](#).

USC Mann has an ethical responsibility for the safety of patients with whom the candidate will come into contact both before and after graduation. Therefore, patient safety is a major factor in establishing requirements for the candidate for program admission, advancement, and completion.

Essential Technical Standards for completion of the PharmD degree require reasonable assurance the candidate can successfully complete the entire course of study and participate fully in all aspects of training. The candidate of the PharmD program must possess intellectual, ethical, physical, and emotional capabilities necessary to undertake and to achieve expected levels of competence in the full curriculum. An avowed intention to practice in a particular specialty or practice setting following graduation does not alter the requirement that the candidate complete and achieve competence in the full curriculum.

Participation in the curriculum requires licensure as an Intern Pharmacist in the State of California throughout the four years of the program. The ability to obtain and maintain Intern Pharmacist licensure is required for participation in the PharmD curriculum. If a candidate is participating in a clinical rotation in another state, they will also be required to obtain licensure for that state. The candidate will be required to submit to and pass background checks, including those of criminal activity, and drug testing to participate in the practice-based learning.

I. PERFORMANCE REQUIREMENTS

After reasonable training and experience, the candidate must be able to observe and participate in demonstrations and experiments in the basic and clinical sciences, including but not limited to manipulation of needles, syringes and instruments related to sterile product preparation and vaccination, visual and physical examination of pharmaceutical products, and microscopic studies. After reasonable training and experience, the candidate must be capable of performing a limited physical examination, including observation, palpation, percussion and auscultation. The candidate must be capable of using medical instruments (e.g., stethoscope, ophthalmoscope, otoscope, sphygmomanometer). The candidate must be capable of performing basic laboratory exercises, using a calculator and a computer, and reading and interpreting common documents (e.g., medical records, laboratory reports, medications orders/prescriptions).

Practice-based experiences take place in settings such as community pharmacies, hospitals, and clinics where exposure to topical/airborne substances (e.g., medications, pathogens, perfumes etc.), noise (e.g., conversation, ringing of phones, medical equipment alarms, etc.) and distractions (e.g., movement of people, equipment, and lighting changes) are present. The candidate must be able to calculate, evaluate, determine a course of action quickly, perform tasks such as preparing medications and intravenous solutions, checking the work of technicians, and communicating with patients and healthcare providers in this type of setting. The candidate must also be able to move in the clinical setting to act quickly in emergencies including being able to perform (and be certified in) Basic Life Support.

II. COMMUNICATION

The candidate must be able to communicate with and receive communication from others, both verbally and in writing. The candidate must also be able to observe patients to elicit information, describe changes in mood, activity, and posture, and perceive nonverbal affective and gesture communication. These communication skills also must enable the candidate to obtain information

from others in a timely fashion and to communicate effectively, efficiently, and sensitively with all members of the health care team, other professionals, patients, and their families. The candidate must be able to produce written materials and perform oral presentations.

III. CONCEPTUAL, INTEGRATIVE AND QUANTITATIVE ABILITIES

The candidate must be able to assimilate the detailed and complex information in the PharmD curriculum and in medical literature. The candidate must be able to evaluate complex problems and make decisions quickly. The candidate must be able to measure, calculate, reason, analyze and synthesize information across modalities.

IV. BEHAVIORAL AND SOCIAL ATTRIBUTES

The candidate must possess the emotional health, maturity, and self-discipline required for full use of one's intellectual and judgmental ability and for successful participation in, and the completion of, the course of study leading to the PharmD degree. These include but are not limited to attendance, integrity, honesty, conscientiousness in work, and teamwork. The candidate must accept responsibility for their mistakes and for their own learning, exercise good judgment, and promptly complete responsibilities. The candidate must be capable of interacting with patients and health care personnel in a caring, inclusive, and compassionate manner, be attentive to details, adapt to changing environments and display flexibility. The candidate must be able to access these skills when physically taxed and when working under stress, which may include some nights and weekends during practice-based experiences.

V. SAFETY

USC Mann has a responsibility to consider the safety and welfare of patients and others. Should the candidate have a condition that would place patients or others at significant risk, that condition may be the basis for denial of admission or dismissal from school. The candidate must be able to comply with all requirements (including vaccination and other health requirements) to participate in all educational settings.

CLINICAL ROTATION BACKGROUND CHECK AND RELEASE:

The successful completion of clinical experiential rotations with healthcare providers/facilities unrelated to the University of Southern California ("USC") didactics is a requirement for obtaining the Doctor of Pharmacy PharmD degree at USC. In order to determine your fitness to participate and as a condition of participation in clinical rotations, the sponsoring healthcare provider/facility may require that you consent to a criminal background check, drug screening test and/or to provide fingerprints. If you refuse to consent, fail to fulfill the fitness for participation requirements of the sponsors of the clinical rotations, or are denied participation in the clinical rotation, you will be unable to qualify for the degree that you are seeking at USC. However, by consenting to the fitness for participation requirements of clinical rotations sponsors does not guarantee acceptance in any clinical rotation or the awarding of the degree you are seeking.

The areas of inquiry typically covered in the background check by USC's clinical partners are:

- A seven-year criminal court history
- Address verification
- Sex offender database search
- Two names verification (current legal and one other AKA names)
- Three county check of records
- Office of Inspector General (OIG) Search
- Social security number verification

Background checks are required for admission to the Doctor of Pharmacy program, as well as subsequent background checks throughout the academic year. Fingerprints (LiveScan) are required for licensure by the California State Board of Pharmacy, and licensure is required for participation in the Doctor of Pharmacy program.

Please refer to the **California State Board of Pharmacy** website for further details related to licensure requirements at <https://www.pharmacy.ca.gov/>.

Section II. STUDENT ACCOMMODATIONS

The University of Southern California is committed to full compliance with the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA). As part of the implementation of this law, the university will continue to provide reasonable accommodation for academically qualified students with disabilities so they can participate fully in the university's educational programs and activities. USC is not required by law to change the "fundamental nature or essential curricular components of its programs in order to accommodate the needs of disabled students," however, the university will provide reasonable academic accommodations. It is the specific responsibility of the university administration and faculty serving in a teaching capacity to ensure the university's compliance with this policy.

According to the Americans with Disabilities Act as Amended (ADAAA 2008), "an individual with a disability is someone who experiences or lives with an impairment that substantially limits one or more major life activities, or who is regarded as, or has a history of being regarded as, an individual with disability".¹

A. ACADEMIC ACCOMMODATIONS: The University has designated the [Office of Student Accessibility Services](#) (OSAS) as the unit responsible for ensuring equal access for students. Equal access is typically provided via approved accommodations and auxiliary aids for use in classrooms, course-related testing, housing, dining, events and activities, fieldwork/clinical placements, and physical/architectural settings. OSAS reviews appropriate medical documentation, and consistent with laws and best practices, determines reasonable accommodations, as well as auxiliary aids and services.

Students seeking academic accommodations due to a physical, psychological or learning disability should submit an application to OSAS prior to the start of the semester (or for new situations, as early in the semester as possible). Instructors will require students to present documentation from OSAS when academic accommodations are requested. USC Mann has definite policies for academic accommodations as specified in its *Essential Technical Standards Policy*.

Reasonable academic and physical accommodations include but are not limited to: extended time on examinations; substitution of similar or related work for a non-fundamental program requirement; time extensions on papers or projects; special testing procedures; advance notice regarding booklists for visually impaired and learning disabled students; use of academic aides in the classroom such as note-takers and sign language interpreters; accessibility for students who use wheelchairs and those with mobility impairments; and need special classroom furniture or special equipment in the classroom.

¹ From the USC Disability Services & Programs - <https://osas.usc.edu/about/disability-101/>

B. PROCEDURES FOR OBTAINING ACCOMMODATIONS: Students requesting accommodations are encouraged to contact OSAS and [complete the application](#) prior to or as early in the semester as possible. Once registered for their courses, it is the student's responsibility to complete the OSAS application and provide medical documentation verifying disability to OSAS. The application process may take several weeks, so students are encouraged to apply as early as possible. OSAS provides final approval. It is then the student's responsibility to provide the OSAS accommodation letters to Student Affairs (pharmdsa@usc.edu), and any Course Coordinator(s) for courses that students desire accommodations, no later than one week prior to when the accommodation is first needed for the course. OSAS letters are required for all course accommodation requests. The designated OSAS Coordinator for USC Mann is Dr. Cory Reano, Director of Student Success and Engagement.

The Office of Student Accessibility Services contact information is below:

USC Office of Student Accessibility Services (OSAS)
3601 Watt Way, Grace Ford Salvatori (GFS) 120, Los Angeles, CA. 90089
Email: OSASfrontdesk@usc.edu | Telephone: (213) 740-0776 | Website: <https://osas.usc.edu/>

Please note that the National Association of Boards of Pharmacy (NABP) administers the Pre-Naplex and Naplex exams. Accommodation requests are to be made directly with NABP. Please follow the [request for testing accommodations](#) instructions on the website.

Section III. ABSENCE POLICIES

A. RELIGIOUS OBSERVANCE: University policy grants students excused absences from class for the observance of [religious holy days](#). Faculty are asked to be responsive to requests when students contact them IN ADVANCE to request such an excused absence. The student should be given an opportunity to make up missed work because of religious observance. For more information about the university's policy, please visit <http://orsl.usc.edu/>.

USC Mann recognizes that some holy days require additional time for preparation or travel before and/or after the actual observance. A listing of holy days and occasions can be found on the Office of Religious & Spiritual Life (ORSL) [website](#).

B. MISSED EVALUATIONS: A missed examination, quiz, or other assignment will be graded as zero "0" by the course coordinator/instructor. Exceptions may be made for the following situations:

1. If a student has a short-term personal emergency, the student should make every effort to notify the Course Coordinator PRIOR to the start of the evaluation. Requests for excused absence due to short-term personal emergencies are reviewed and approved by the Course Coordinator. If the student is not able to make immediate contact, they must make contact as soon as possible (preferably within 24 hours) with the Course Coordinator after the start of the evaluation. The student is expected to work directly with the Course Coordinator to reschedule the missed evaluations. Short-term personal emergencies are defined as:
 - any communicable illness (e.g. flu)
 - serious vehicle accidents
 - hospitalization

- serious illness or physical injuries which require emergency medical treatment

The student may contact Student Affairs (pharmdsa@usc.edu) if they need assistance in contacting the Course Coordinator regarding short-term personal emergencies.

2. If a student has an extended excused absence (not more than 1-2 weeks) due to a personal emergency (e.g., illness requiring quarantine), the student must contact both the Course Coordinator and Student Affairs (pharmdsa@usc.edu). Requests must be verified in writing by Student Affairs (e.g., copy of documentation) before approval may be granted. If approved, Student Affairs will notify the Course Coordinator and request to allow the student to makeup work without penalty. Students with absence requests that extend beyond the approved two weeks will need to apply for accommodations through OSAS.
3. If a student is participating in holy days, civic procedures, citizenship interviews, and necessary medical procedures, the student must contact the Course Coordinator in advance of the absence and provide verification to Student Affairs (pharmdsa@usc.edu).
4. If a student learns of the sudden death of a family member (e.g., spouse, child, mother, father, sister or brother), student should notify the Course Coordinator and Student Affairs (pharmdsa@usc.edu). Total bereavement of up to 5 days may be approved.

For reasons 1,2,3 & 4, Course Coordinators should make every effort to allow students to make up missed work without penalty.

5. If a student has a significant pre-scheduled event which conflicts with an evaluation activity, the student must contact the Course Coordinator two weeks prior to the evaluation to obtain approval for a rescheduled evaluation. Approval may or may not be granted.
6. If a student misses an evaluation for any other reason, an approval may or may not be granted.

For reason 5 & 6, Course Coordinators have the following options if request is granted:

- administer a make-up evaluation activity. If copies of the evaluation have been distributed to the class, under no circumstances will the identical evaluation be administered as a make up for the missed evaluation. The Course Coordinator has the option to administer a mark of “C” as the highest grade in that evaluation activity.
- Excuse the student from completing the evaluation activity.

C. *MAKE-UP FINAL EXAMINATIONS POLICY*: No student is excused from a final examination. When a final examination falls at a time which conflicts with a student’s observance of a holy day, faculty members must accommodate a request for an alternate examination date at a time that does not violate the student’s religious creed. A student must discuss a final examination conflict with the professor no later than two weeks prior to the scheduled examination date to arrange an acceptable alternate examination date.

Note: Days may not be requested to study for an exam because of time taken off for religious observance.

Section IV. DEGREE REQUIREMENTS AND POLICIES

Students in the Doctor of Pharmacy program are subject to the following policies and procedures on scholarship standards. Unlike degree requirements, changes in regulations, policies and procedures are immediate and supersede those in any prior bulletin. Students are also expected to be familiar with the University's academic policies as published in the *University of Southern California Catalogue*.

A. THE GRADING SYSTEM

1. DEFINITION OF GRADES

Letter Grades	Academic Performance	Grade Points
A	Excellent	4.0
A-		3.7
B+		3.3
B	Good/Average	3.0
B-		2.7
C+		2.3
C	Minimum Passing	2.0
C-	Not Passing	1.7
D		1.0
F		0.0

2. DEFINITION OF CREDIT/NO CREDIT COURSES

CR-credit (passing grade for a non-letter graded course) equivalent to B (3.0 or better quality).

CR	Passing	0.0
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NC-no-credit (non-passing grade for a non-letter graded course) equivalent to B- (2.7 or lower) quality.

NC	Not Passing	0.0
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3. OTHER GRADES

a. Grades of "IN" (Incomplete)

The grade "IN" (incomplete) is assigned for work not completed in a course because of documented illness or some other emergency occurring after the twelfth week (or equivalent) of the semester. Arrangements for an "IN" must be initiated by the student and agreed to by the instructor prior to the final exam. Students must fill out an [Assignment of Incomplete Form](#) and send it to the instructor for completion prior to the end of the semester. The instructor will provide a copy of the completed form to the student and to Student Affairs. The instructor will list the work that must be completed to earn a final grade. Pending work must be completed within one calendar year from the end of the semester in which the IN was assigned, and the Incomplete "IN" grade must be reconciled prior to the semester the course is next offered. A student can only remove grades of "IN" (Incomplete) by satisfying all stipulated requirements for the courses. A student may not remove grades of "IN" (Incomplete) by re-registering for the same course. Unresolved IN will default to a mark of IX (Expired Incomplete) after one year. The instructor will submit a grade change request to Student Affairs once all the required work has been completed.

b. Grades of "IX"

Expired incomplete “IX” is automatically assigned when the student has not completed requirements for removal of an “IN” within the specified time limit. An “IX” is calculated into the grade point average as zero grade points. A course offered on a “CR/NC” basis for which a mark of Incomplete is assigned will lapse with a mark of “NC” and will not be calculated into the grade point average.

c. Grades of “UW” (Unofficial Withdrawal)

The grade of “UW” (Unofficial Withdrawal) is assigned when a student stops attending class without officially withdrawing. The “UW” is computed as a “NP” (No Pass) and indicates a failure. It is the student’s responsibility to officially withdraw from class.

d. Grades of “MG”

A “MG” (Missing Grade) is an administrative mark used when an instructor fails to submit a final course grade for a student.

e. Grades of “IP” (In Progress)

The In Progress (IP) grading option is applied to a course approved by the university as one that exceeds one semester. The IP grade will update once the student completes the requirements for the course.

For additional information, students may visit the USC Grades Department [website](#).

B. RECONCILIATION OF GRADES

1. OPTION TO RECONCILE GRADES OF “C+” AND “C”

- a. To repeat a course in which a grade of “C+” or “C” was obtained, a student must first receive prior approval from the USC Mann Scholarship Standards Committee. Second, a student must file a petition and receive approval from the USC Committee on Academic Policies and Procedures (CAPP) prior to re-registering in the course. Post hoc approval will not be granted.
- b. Both the original “C+” or “C” and repeat grades will be used to calculate the grade point average (GPA). Students may not count the additional units for repeated or duplicated courses towards their degree requirements.
- c. No student may repeat a course in which a grade of “B-” or better was received.

2. RECONCILIATION OF GRADES OF “C-” OR BELOW, “NC”, OR “IX” IN REQUIRED COURSES

- a. Remedial courses are not offered in the USC Mann , but a student may be eligible for remediation as described under Remediation Policy.
- b. If any grade of “C-” or below, “NC”, or “IX” has been assigned in any required course, a student must re-register and repeat the course at its next regularly scheduled period.
- c. A P1, P2, or P3 student who is required to repeat a course will be automatically placed on a “Delay in Progression” status. Delay in Progress means that the student will not progress to the succeeding academic year until all courses are completed. For example, all required P1 courses must be completed before a student can progress to their P2 year.

- d. A student will not meet the requirements for progression to the succeeding academic year for the PharmD program if a “C-” or below or “NC” grade in a course has not been officially reconciled.
 - e. When a student repeats a USC Mann course in which a grade of “C-” or below was obtained, both the original and repeated grades will be included in the computation of the grade point average, but the additional units for the repeated courses will not count toward fulfillment of unit and course requirements for the Pharm.D. degree.
3. RECONCILIATION OF GRADES OF “C-” OR BELOW, “NC”, OR “IX” IN ELECTIVE COURSES
- a. A student who receives a “C-” or below or “NC” in an elective course is required to register for and complete another elective (may be the same course or a different course) course.
 - b. The student is required to earn a “C” or better in a letter graded course and “B” quality or better in a non-letter graded course with a cumulative grade point average of 2.50 or better in elective coursework to meet graduation requirements.
4. RECONCILIATION OF GRADES OF “NC” IN ADVANCED PHARMACY PRACTICE EXPERIENCES (APPE)
- a. A student who receives a grade of “NC” in a required APPE course must repeat the course. The repeat course site/preceptor will be assigned by the Director of Professional Experience Programs. A repeated required APPE course will only be assigned on a space available basis. The student must perform at a quality of “B” or better to receive a grade of “Credit” for the repeated APPE course.
 - b. A student who receives a grade of “NC” in an APPE elective course will be required to take an additional APPE elective course when space is available. The student may register in a different APPE elective course or repeat the same APPE elective course subject to approval by the Director of Professional Experience Programs. The student must perform at a quality of “B” or better to receive a grade of “Credit” for the additional APPE course.
 - c. A student who is required to repeat a required or elective APPE course after block 8 must register for that additional APPE course and pay all applicable tuition fees to be provided workman’s compensation and liability coverage as a student pharmacist on rotation.
 - d. A student who receives two grades of “NC” in any APPE course will be disqualified. A student who receives “NC” on the second attempt of a repeated APPE course will be disqualified. Disqualification will occur regardless of a student’s cumulative grade point average.

C. REMEDIATION POLICY

Purpose:

USC Alfred E. Mann School of Pharmacy and Pharmaceutical Sciences is committed to students' success in their academic performance. Faculty and staff understand that there are special circumstances that could potentially affect a student's ability to achieve desired outcomes. This remediation policy is created to help guide students who are committed to their own success of learning but either were affected by unforeseen circumstances (e.g. death in the family, emergent illness, mental health) or may underperform even after exhausting all available extra help with a course (including responding to outreach from course instructors, student affairs, participated in peer tutoring, etc.). This policy applies to all required didactic curriculum courses, whether on-ground or virtual/remote teaching. There is no remediation for elective courses. A remediation process for experiential courses is addressed in the Reconciliation of Grades section of the Student Handbook.

Procedure:

Eligibility:

Students who are eligible to enter the remediation process should meet all the following criteria:

- Not on academic probation and received a "NC", or "IX" or a letter grade below "C" for required course(s) at the end of the semester.
- Has never entered remediation for the same course.
- Has not completed remediation for more than two courses throughout the first three years of pharmacy school.

Students who missed an exam for required course(s) are NOT eligible for remediation. These students can arrange a make-up exam with the course coordinator(s).

Process to enter remediation:

1. The Course Coordinator(s) will identify the student at risk of failing and will notify the Director of Student Success and Engagement (DSSE). The DSSE will notify the Scholarship Standards Committee (SSC), Course Coordinator(s), Wellness Counselor (WC), and the student to set up a meeting to discuss remediation. The meeting must be scheduled before the start of the following semester and will also be attended by the Senior Associate Dean of Academic and Student Affairs and the DSSE to serve in administrative roles.
2. The Wellness Counselor will set up a meeting with the student to draft a letter explaining why the student needs remediation. The DSSE should receive the letter to share with the SSC no later than 3 days before the scheduled meeting.
- 3 At least 3 days before the scheduled meeting, the Course Coordinator(s) will send the DSSE a report of how the student earned a failed grade (e.g., low score on exams, missed Blackboard assignments) to share with the SSC and WC.
4. During the meeting with the SSC, Course Coordinator(s), and the student, the SSC will ask the student and Course Coordinator(s) questions to understand what the student needs for remediation. Once all questions are answered, the student will be asked to leave the meeting. The SSC and Course Coordinator(s) will then discuss a remediation agreement (e.g., day/time of assessment(s), method of assessment(s), and passing score). During the discussion, the WC will assist in drafting the agreement for all parties to sign.

5. The WC will send an official remediation agreement to the student signed by both the SSC Chair and Course Coordinator(s). The student completes the appropriate sections, signs the agreement, and returns a copy to the WC, the Course Coordinator(s), the DSSE, and the SSC Chair within 3 days of receiving the agreement. This indicates that the student is committed to the process written in the agreement. If the student has questions or concerns about the remediation agreement, they must notify the WC within 3 days of receiving the letter.

6. After the remediation process is complete, the Course Coordinator(s) must indicate the outcome of the remediation process on the remediation agreement, then send the copy to the SCC Chair, WC, and the DSSE. If the course is following a letter grade system, the student's letter grade will be no higher than a 'C' or "CR" for Credit/No Credit courses.

A. If the student completes the remediation process, the DSSE will submit a grade change. The student will progress to the following semester.

B. If the student does not complete the remediation process, the student's original grade remains unchanged, and the student will need to follow the "reconciliation of grades" and "delay in progress" policies outlined by the Student Handbook. The student must contact the DSSE to discuss the changes in their curriculum plan.

Remediation period:

Remediation of a single course should be completed before progressing in the curriculum. The entire remediation process must be completed before the start of the following academic year. The Course Coordinator(s) determine the timing of remediation depending on the material to be remediated. For example, if the course was taken in the fall, it may be completed before the start of the following spring semester, but all courses must be completed before the start of the following fall semester.

Maximum allowable remediation:

Students can enter remediation for at most two courses during the first three years of pharmacy school, prior to the first APPE rotation. Students cannot enter remediation for the same course.

If the student requires remediation two consecutive times within the same academic year, two consecutive times within the calendar year, or two different courses within the same semester, the student will be placed on academic probation for the following semester regardless of the student's cumulative GPA. If the student exceeds the maximum number of remediations by Fall semester of P3 year, the student will not be granted another remediation but will need to follow the "reconciliation of grades" policy outlined by the Student Handbook and be placed on a "Delay in Progression" status.

Remediation Agreement

To be filled by Course Coordinator(s):

Student name:

Course number and name:

Course content:

Day/Time of assessment to be administered and completed:

Method of assessment:

Passing score:

The Scholarship Standard Committee confirms that the student is allowed to enter the remediation process for the indicated course/topic. The Scholarship Standard Committee and the Course Coordinator(s) also agree with the details indicated in this agreement:

Course Coordinator(s) signature

Date: _____

Chair, Scholarship Standard Committee

Date: _____

To be filled by student:

Plan for reviewing materials needing remediation (e.g. review lecture slides and materials on Blackboard and/or other reading materials; tutoring or other student resource sessions; meeting with course coordinators):

Plan for meeting with DSSE and/or WC:

By signing this form, I agree to the details indicated above and commit to the timeline and guidance stated in this agreement.

Student signature

Date: _____

RESULTS OF REMEDIATION: *To be filled by Course Coordinator(s)*

Outcome of Remediation (*Check applicable boxes*) :

- | | |
|---|--|
| <input type="checkbox"/> Completed (<i>indicate date</i>) _____ | <input type="checkbox"/> Did not complete |
| <input type="checkbox"/> Passed the remediation assessment | <input type="checkbox"/> Did not pass the remediation assessment |

D. PROGRESSION TO SUCCEEDING ACADEMIC YEAR

1. A student is required to meet Satisfactory Academic Progress (SAP) to be permitted to advance from each year. Satisfactory Academic Progress (SAP) is defined as earning a minimum of 2.50 GPA and minimum grade of “C” or “CR” for all courses for all students in the Doctor of Pharmacy.
 - Failure to meet SAP requirements may have implications to student’s financial aid. All related SAP/Financial aid questions should be addressed with the financial aid office at pharmfao@usc.edu.
 - All terms and cumulative grade point averages will be reviewed by the Senior Associate Dean for Academic and Student Affairs at the end of each semester. Students who do not meet the minimum academic requirements will receive a written notification and be placed on academic probation for the following semester.

Students who are in a “delayed in progress” status must meet with the Director of Student Success and Engagement to discuss changes in their program plans. Students must also connect with the Wellness Counselor to create a plan on how to meet SAP requirements. Both meetings must occur before the start of the following semester.

E. CURRICULUM & GRADUATION REQUIREMENTS

The PharmD degree combines rigorous basic & clinical science education with extensive and varied practice experiences so that students will be prepared to contribute to revolutionizing the future of health care through new discoveries and innovations to improve patient lives.

PharmD students are required to complete the four-year curriculum and earn a minimum of 1,740 hours of practice experience. All courses must be successfully completed with a grade of “C” or better in letter graded courses and a grade of “B” quality or better in non-letter graded courses. A minimum cumulative grade point average of 2.50 is also required. Below is additional information on PharmD curriculum:

1. Program Requirements:

- Continually meet Technical Standards
- Maintain licensure as an Intern Pharmacist: Students must obtain their intern licensure with the California State Board of Pharmacy at the beginning of their first year. The Intern Pharmacist’s license must be active (clear) at all times during enrollment in the PharmD program. Students with an active (clear) Intern Pharmacist license may perform any of the duties of a registered pharmacist while working under the direct supervision of a registered pharmacist.
- Maintain Basic Life Support Certification from the American Heart Association
- Demonstrate competency on P1 through P3 end of year Pre-APPE Objective Structured Clinical Exams (OSCE). If a student is unable to meet the competency, students may need to retake or remediate the OSCE or associated coursework before moving forward in the curriculum.

2. Curriculum Course Requirements:

- Years 1-3:

- Courses in the basic, clinical and social & administrative sciences as well as courses in pharmacy practice, clinical therapeutics, and the pursuit of scholarship.
- Three units of elective course(s)
- Community (1), institutional (1), and elective (1) Introductory Pharmacy Practice Experiences (IPPEs)
- Years 3-4:
 - Six Advanced Pharmacy Practice Experiences (APPEs)
 - Doctor of Pharmacy Capstones (PHRD 796a and PHRD 796b)

For any other questions, please contact Student Affairs at pharmdsa@usc.edu.

3. Co-Curriculum Requirements

University of Southern California PharmD program recognizes the importance of co-curriculum activity in shaping the student experience and complementing the curriculum. Per Accreditation Council for Pharmacy Education (ACPE) recommendations, students must participate in co-curricular activities to enhance their curriculum. These co-curricular activities advance learning and provide opportunities to apply curriculum knowledge to practical, real-world issues.

- a. **Students will work with PharmD co-curricular office, student organizations, and affinity groups to complete at least 3 co-curricular activities per year.** Students actively engaged for at least one year in a student organization, affinity group, holding student ambassador membership, holding mentor/mentee membership may use those experiences to satisfy one co-curricular activity requirement during the program's entirety. Students admitted to an Area of Concentration (AoC) must complete the three co-curricular requirements specific to the AoC co-curriculum requirements. To comply with program requirements, students must complete a post-activity summary administered through [EngageSC](#) within 24 hours after each co-curricular activity. Failure to complete the post-activity summary within the allocated time will result in the activity not being counted toward the co-curriculum requirements.
- b. **By the end of the spring semester of each year, students must complete the co-curricular end-of-the-year self-reflection.** Self-reflection questions will be provided to students by the co-curricular office in advance. Self-reflections alongside the co-curricular survey will be open for submission starting on the last day of instruction in the spring semester of each academic year. The end-of-year co-curricular self-reflection will close five business days after the finals of the said semester. The dates and deadlines for the end of the year co-curricular self-reflection will be provided at the start of each spring semester.

Students may use the co-curricular pathway plan designed by the co-curricular office to comply with program requirements. The co-curricular pathway plan may vary by semester and year to coincide with the curriculum and align with the eight Trojan Pharmacist Outcomes (TPOs). The pathway plan will provide students with a menu of activities that may satisfy each pathway requirement. The pathway plan supplied by the PharmD co-curricular office is designed to assist students in completing their co-curricular requirements. However, the pathway plan is merely a suggested list of activities, not an absolute list for completing the co-curricular requirement. Students who wish to customize their co-curricular activities may contact the co-curricular office to map a custom activity plan for the semester.

Please note that active student engagement in co-curricular activities is part of the PharmD program requirement. Failure to comply with requirements within the allocated timeframe will result in disenrollment from courses in the subsequent semester and delay the student's progression in the program.

Emergency statement: If you are experiencing a life-threatening emergency while completing a co-curriculum requirement, please seek treatment immediately. 911 is the general emergency phone number in the United States. In case of a non-life-threatening emergency, students may contact Stella Yeghnanyan, Academic Program Administrator, at 323-442-2194.

For questions about the PharmD Co-curriculum, please contact Stella Yeghnanyan, Academic Program Administrator, at yeghnany@usc.edu.

4. PharmD Professional Experience Programs:

- Introductory Pharmacy Practice Experiences (IPPEs)
Years 1-3 - Students complete a minimum of 300 hours of experiential learning in community, institutional and elective pharmacy practice. There will also be classroom instructions that have been designed to complement and enhance the experiences gained at the various practice sites.
- Advanced Pharmacy Practice Experiences (APPEs)
Years 3-4 - Students complete six advanced pharmacy practice experiences (APPEs) spread across their final year. APPE blocks are for six-weeks and are offered beginning in the last half of the year 3 spring semester, twice in the summer, three times in the fall, and two times in the final spring semester. Students are assigned to complete six of the eight blocks offered, including either block 7 or 8.

Students are responsible for following guidelines related to IPPE and APPE requirements. For questions, please contact the Office of Professional Experience Programs (PEP) at pharmPEP@usc.edu.

F. ADDITIONAL CERTIFICATIONS

Areas of Concentration:

There are six [Areas of Concentration](#) (AoC) available to PharmD students who may be interested. Students must complete six didactic elective units, six experiential units, and participate in co-curricular activities relevant to their chosen Areas of Concentration. All students who plan to pursue an area of concentration must have completed their first year in the PharmD program, have a minimum cumulative GPA of 3.0 in their PHRD coursework, and formally apply. After admission to an AoC, students must maintain a cumulative 3.0 GPA in all PHRD coursework to be considered in good academic standing.

- Comprehensive Medication Management and High-Risk Populations
- Education
- Health Systems and Care Management
- Pharmaceutical Industry
- Pharmacy Entrepreneurship

- Research

Students are responsible for following guidelines related to co-curriculum. For questions about co-curricular requirements for Areas of Concentration, please contact Stella Yeghnanyan, Academic Program Administrator, at yeghnany@usc.edu.

Dual and Pathway Programs:

Dual and pathway degree programs are also available to students who may be interested. Students must first demonstrate good academic standing after their first semester of the PharmD program before starting the other program. For admission requirements and additional information, please visit the following [website](#):

Pathway Programs:

- Doctor of Pharmacy/Doctor of Philosophy (PharmD/PhD)
- Doctor of Pharmacy/Juris Doctor (PharmD/JD)

Dual Degree Programs:

- Doctor of Pharmacy/Master of Science in Healthcare Decision Analysis (PharmD/MS HCDA)
- Doctor of Pharmacy/Master of Science in Biopharmaceutical Marketing (PharmD/MS BPMK)
- Doctor of Pharmacy/Master of Science in Regulatory Science (PharmD/MS Regulatory Science)
- Doctor of Pharmacy/Master of Science in Clinical & Experimental Therapeutics (PharmD/MS CXPT)
- Doctor of Pharmacy/Master of Science in Global Medicine (PharmD/MS Global Medicine).
- Doctor of Pharmacy/Master of Public Health (PharmD/MPH)
- Doctor of Pharmacy/Master of Science in Gerontology (PharmD/MS Gerontology)
- Doctor of Pharmacy/Master of Business Administration (PharmD/MBA)

Certificates:

- Doctor of Pharmacy/Graduate Certificate in Healthcare Decision Analysis
- Doctor of Pharmacy/Graduate Certificate in Biopharmaceutical Marketing
- Doctor of Pharmacy/Graduate Certificate in Healthcare Analytics and Operations
- Doctor of Pharmacy/Certificate in Gerontology

The Doctor of Pharmacy (PharmD) degree will be conferred only upon successful completion of all Doctor of Pharmacy degree requirements as listed in the USC catalogue. For additional information about the different programs, please visit the USC Mann [website](#).

For any other questions, please contact Student Affairs at pharmdsa@usc.edu.

Section V. VOLUNTARY WITHDRAWAL

Occasionally, it becomes necessary for a student to interrupt or discontinue her/his pharmacy education for nonacademic reasons. All withdrawals must be made by the student according to USC Mann's

policy and BEFORE the university's last day to drop a class without a mark of "W" for the subsequent registered term.

A. GUIDELINES FOR UNIVERSITY WITHDRAWING FOR P1, P2, P3, AND P4

A student must submit a request for withdrawal in writing to Student Affairs no later than the tenth week of the semester.

B. TIMELINE FOR UNIVERSITY WITHDRAWING FOR P1, P2, AND P3

If a student officially withdraws from the university prior to the end of the twelfth week of the semester, the student will receive a mark of "W" for all courses in which the student is registered.

C. TIMELINE FOR APPE COURSE WITHDRAWING/CHANGING

If a student officially withdraws/changes an APPE course after the first week and prior to the end of the fourth week of the six-week APPE course, the student will receive mark of "W" in the course(s).

Section VI. LEAVE OF ABSENCE AND RE-ADMISSION POLICY

A student entering the Doctor of Pharmacy program is expected to successfully complete all course requirements for the degree within a 4-year period. Under certain circumstances, a student may be permitted an extension to complete requirements for the degree not exceeding 6 years from the date of initial admission.

Student Affairs will notify the California Board of Pharmacy when a student has taken a voluntary withdrawal, a leave of absence, or has been academically disqualified from a USC Mann program. The California Board of Pharmacy regulations require students to be currently enrolled in a school of pharmacy program in order to maintain a valid Intern License. USC Mann requires all students to hold a current valid intern license while enrolled in the PharmD program. Therefore, all students must re-apply to the California Board of Pharmacy for a new Intern License upon re-admission to USC Mann.

A: LEAVE OF ABSENCE

1. General Leave of Absence

- A general leave of absence may be granted to a student in good academic standing (e.g., above 2.50 GPA) for a period of one year. A student must submit a request for a leave of absence in writing to Student Affairs (pharmdsa@usc.edu) no later than two weeks prior to the start of the semester.
- The student will be notified of approval or non-approval of the request within fourteen days of receipt by Student Affairs. If approved, the student is responsible for completing necessary course registration changes, if any, by the add/drop deadline of the semester.
- A student wishing to extend their general leave of absence for another year must contact the Student Affairs at least one month prior to their expected return and request a meeting with the DSSE to discuss their request. The student will be notified of the approval or non-approval of the extension within seven days after meeting with the DSSE. Leave of absence cannot be exceeded for more than two years.

2. Health Leave of Absence

USC recognizes that there are times when student health needs to be first priority. The health leave process is designed to help students step away from school, focus on their health needs, and return better able to navigate the rigors of their degree. A student's health leave is facilitated by one of the University's Health Leave Coordinators. Health Leave Coordinators assist the student with identifying and implementing a plan for the health leave (in consultation with the academic unit, treatment providers, and relevant campus partners) and also facilitate the student's return when they are well enough to resume their program. Students wishing to go on a health leave should contact Student Affairs (pharmdsa@usc.edu) to help facilitate the process. For more information about the health leave process, please visit their [website](#).

B: RE-ADMISSION POLICY FOR VOLUNTARY WITHDRAWAL

Voluntary withdrawal is defined by a student not registering for their courses in the fall and spring semesters (i.e., breaking continuous enrollment) without prior approval for a leave of absence. A student who has voluntarily withdrawn must submit a written request to the Scholarship Standards Committee to re-enter the pharmacy program no later than a year of their last semester of enrollment. Students who break continuous enrollment for more than a year will be required to reapply.

Section VII. ACADEMIC WARNING AND DISQUALIFICATIONS

Factors other than satisfactory grades and adequate GPAs are considered in determining a student's qualifications for an advanced degree. A student's overall academic performance, specific skills and aptitudes, and faculty evaluations will be considered in departmental decisions regarding a student's continuation in the Doctor of Pharmacy degree program.

Satisfactory progress toward an advanced degree as determined by the faculty is required at all times. Students who fail to make satisfactory progress will be informed by the Scholarship Standards Committee or the Senior Associate Dean for Academic and Student Affairs. The faculty has the right to recommend at any time after written warning that a student be dismissed from a graduate program for academic or student conduct reasons or that a student be denied re-admission.

A. ACADEMIC WARNING-PROBATION

A term and cumulative grade point average of 2.5 are required at all times. Students whose term and cumulative grade point average fall below 2.5 at the end of each semester will be given a written warning notification that their term and/or cumulative grade point average is insufficient and will be placed on academic probation. All students on academic probation must raise their term or cumulative grade point average by the end of the following semester to meet their academic progression requirements to advance to the next semester of the program. All students must have a 2.5 cumulative grade point average for graduation.

B. ACADEMIC DISQUALIFICATION

A student is subject to disqualification from USC Mann Doctor of Pharmacy program for the following reasons:

1. Grade Point Average Deficiency
 - a. A P1, P2, or P3 student whose cumulative grade point average falls below 2.50 for two consecutive semesters will be disqualified.
 - b. A student who does not meet the terms of their probation will be disqualified at the end of the semester.
2. Number of non-passing Grades
 - a. A student in any year who receives two grades of “C-” or below, two “NC”, or combination thereof of non-passing grades within an academic year will be disqualified. Disqualification will occur regardless of a student’s cumulative grade point average and will apply after the fall or spring semester.
 - b. A student in any year who receives a grade of “C-” or below or “NC” on the second attempt at taking a course will be disqualified. Disqualification will occur regardless of a student’s cumulative grade point average and will apply after the fall or spring semester



Part B: The Student Honor System



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Los Angeles, CA 90089



<https://mann.usc.edu/>



PART B. THE STUDENT HONOR SYSTEM

Section I. THE HONOR CODE

USC MANN SCHOOL OF PHARMACY & PHARMACEUTICAL SCIENCES ACADEMIC AFFAIRS

PREFACE

Pharmacy is regarded one of the most trusted profession in the United States (Gallup Poll, 2016). We have earned this top ranking by not only providing quality care to our patients, but by upholding the highest ethical and moral standards. It is our intention to maintain and further this reputation by instituting an Honor System which will foster the development of a culture that makes dishonorable conduct unacceptable.

The Honor System is designed to provide a standard of character, behavior, and performance that promotes a spirit of community conducive to mutual trust among students, faculty, staff, health care professionals and patients. It is designed to be compatible with and not to compromise in any way the University's Student Conduct Code & Review Systems and the American Pharmaceutical Association's (APhA) Code of Ethics. The USC Doctor of Pharmacy program follows the USC Mann Doctor of Pharmacy Conduct Policy and the USC Graduate Academic Integrity policy to uphold the Honor code.

- Sexual, interpersonal, or protected class misconduct is adjudicated by the Office of Equity and Diversity: oed@usc.edu; 213-740-5086.
- Conduct
- matters beyond academic integrity are adjudicated by the Office of Student Judicial Affairs and Community Standards: sjacs@usc.edu; 213-821-7373.
- Sponsored Research misconduct is adjudicated by USC Office of Research: vice.president.research@usc.edu; 213-740-6709.

In the event that a conduct or academic integrity violation intersects with sexual, interpersonal, or protected class misconduct, student behavioral misconduct, or sponsored research misconduct, please contact the respective office above to determine how best to proceed.

Attendance or participation as a student, faculty member, administrator, or staff member at USC Mann constitutes acceptance of this Honor System and its procedures. Anyone who cannot or does not pledge to abide by the Honor System is not welcome at the USC Mann.

THE HONOR CODE

The students, faculty, and administration of USC Mann, in accordance with the high demand for ethical professionalism in which the practice of pharmacy necessitates, do hereby support and consent to the establishment of and adherence to the following Honor Code:

The profession of pharmacy demands excellence of its constituents -- excellence in character, behavior, and performance. Personal integrity, intellectual honesty, and ethical conduct are the principles that we hope to exhibit in these three categories both while enrolled at the USC Mann and as practicing professionals.

Excellence in Character

The foundation of “the most trusted profession” clearly rests in the moral character of the individuals employed in it. Personal strength, marked by integrity, honesty and ethics, is the cornerstone in which pharmacy professionals have abided in order to obtain their reputation. In preparation for this position, students at USC Mann should endeavor to respect the moral standards required by their future profession and act accordingly. Excellence in character is the building block for the future of the profession of pharmacy.

Personal integrity, intellectual honesty and ethical conduct are the cornerstones of the profession for which students at USC Mann prepare. The foundation of this attitude is exemplified by a philosophy to be thoughtful, honest and sincere. It is therefore important that the student shows personal respect, as well as respect for peers and future patients by exhibiting these principles while in school to attain the highest standards set by our profession.

Excellence in Behavior

USC Mann is a community of students and professionals concerned with upholding higher standards of conduct. Therefore, the preservation of the Honor Code principles is the responsibility of all members of USC Mann’s academic community.

Students accept their obligation to a self-imposed discipline, individually striving to maintain their personal and academic environments in a manner that reflects the principles of the Code. In addition to being of moral character, students pledge to behave in accordance with the provisions of the Code. It is their promise to never act in any fraudulent manner, either academically, personally, or professionally, and to maintain the confidentiality of individuals who accuse others and who are accused of violations of the Honor Code. Lastly, students assume the significant responsibility of protecting the Honor Code’s integrity. Each student, by virtue of his/her enrollment at USC Mann, not only must abide by the Honor Code System, but must also agree to enforce its principles, including the reporting of violations of the Honor Code.

Faculty have an important role in the preservation of the Honor Code. Not only is it their responsibility to encourage the principles governing the Code, but it is their obligation to facilitate an academic atmosphere that purposely discourages any type of academic fraudulent activity. Furthermore, faculty members must dutifully and consistently report all Honor Code violations they may witness or suspect in order to preserve and uphold the integrity of the Code, its purpose, and its standards.

Excellence in Performance

The honor of the profession of pharmacy is that we, as pharmacists, help others with our expertise. Just how well we benefit patients depends enormously on our own professional performance. Therefore, as students, we must not create any incorrect impressions of our abilities, nor must we attempt to take any unfair advantage of our colleagues in the academic setting. To do so would violate the excellence demanded and expected of us, as pharmacists, by society. Most important, falsifying our abilities can be potentially harmful to patients we may encounter in the future.

The Honor Code demands that no student, faculty, or staff member act to create an incorrect impression of one’s abilities. As a student and professional, it is not wrong to admit that one does not know an answer to a question. Rather, it is wrong to give falsified information instead of finding the correct answer.

USC Mann follows the Reporting of violations is an integral part of this Honor System. Unreported dishonest activity thwarts learning, accurate performance evaluation, and negates the otherwise trustworthy image of professional graduates as competent and knowledgeable. Confidentiality for individuals accused of violation and the name of the accuser must be held in confidence at all times, or until such time as a Review Panel finds that the evidence merits a Formal Hearing. Any party who does not contribute to enforcing the Honor Code, is still in violation of these principles.

Section II. THE CONDUCT GUIDANCE

A. USC CONDUCT GUIDELINES:

USC Conduct Guidelines describe the high standards of *character*, *behavior*, and *performance* expected of PharmD students in all academic, professional, and administrative settings.

Character:

- *Respect* – Shows respect and courtesy to students, faculty, staff, peers, patients, and other health professionals;
- *Integrity* – Exhibits honesty and strong moral values
- *Cultural Awareness* – Respects all faculty members, staff, and fellow students regardless of, race, gender, religion, sexual orientation, age, disability or socioeconomic status; Demonstrates sensitivity toward others with choice of language, tone, and actions

Behavior:

- *Punctuality* - Arrives on time and prepared for required classes, labs, and rotation hours; Notifies instructors, course coordinators, preceptors, or administration in advance, or at earliest possible time, regarding absence or tardiness; shows responsibility for maintaining information regarding assignments and responsibilities and keeps up to date with deadlines; shows responsibility in completing degree requirements in a timely manner, including course registrations, financial aid, and IPPE or APPE clearance requirements.
- *Professional Attire* –Maintains good personal hygiene, a neat and clean appearance, and dresses in attire that is accepted as professional in all academic and clinical settings. Refer to the “Dress Code” section in the Student Handbook for additional information
- *Communications* – Truthful in communication to others; Admits errors and does not mislead others or promote oneself at the expense of others; Demonstrates responsibility in checking emails and other forms of communication on a regular basis

Performance:

- *Service and Care* – Demonstrates respect, empathy, and concern for the welfare of colleagues and patients; Maintains confidentiality of student and patient information
- *Knowledge* – Strives to gain knowledge and best professional judgment; Demonstrates preparedness to interact in classroom, laboratory, and clinical settings; Ask appropriate questions and stays engaged
- *Professional Development* – Demonstrates good organizational and interpersonal skills; Shows willingness to admit mistakes, recognizes areas of growth in knowledge and/or practice skills, and responds well to constructive criticism to improve quality of work and learning

B: VIOLATIONS OF THE CONDUCT POLICY INCLUDE BUT NOT LIMITED TO:

- Any unreasonable or reckless conduct by a student that is inherently or potentially unsafe to other persons (e.g., peers, patients) or organization (e.g., school, hospital, clinic).
- Any act or conduct in a manner that impedes, interferes with, or disrupts any university teaching, research, rotation hours, co-curricular activities, or other authorized activity, including not registering for required courses on time (missed add/drop deadlines), not completing clearance requirements, and other rotation requirements for IPPE or APPE.
- Not performing to the high standards expected of PharmD students (e.g., consistently arrives late to scheduled rotation hours, not prepared for responsibilities, not receptive to feedback, does not adhere to required professional attire).
- Sending excessive email communications to faculty, students, or administration (e.g., multiple emails in less than 24 hours or outside business hours), or not responding to email communications within 24-72 hours of email receipt.
- Misusing or misrepresenting one's status as a pharmacy student or the right to use any university property/healthcare and facilities.
- *Any* condition or behavior which may endanger clients, patients, or the public, including failure to carry out the appropriate or assigned duties.
- Failure to comply with directions of university officials or clinical supervisors acting in the performance of their duties as students, student pharmacists or organization leaders.
- Hazing or any actions that may produce mental or physical discomfort, embarrassment or harassment towards another person.
- Stealing, damaging, defacing, or unauthorized use of any property of the school or university or health care setting.
- Any action or behavior that would be considered unprofessional conduct or inappropriate for members of an academic institution.

C. FILING A REPORT:

Faculty or administration who have a concern about a student's behavior should make an attempt to first give the student corrective counseling and feedback immediately after the issue has occurred (i.e., first verbal or written warning). If the behavior persists after the first meeting, the Director of Student Success and Engagement (DSSE) should be notified within two weeks of the second incident, to submit a Conduct Concerns Report (CCR). The student must meet with the DSSE and the Wellness Counselor (WC) to discuss the CCR within two weeks of receiving the report. A student who receives a second CCR will be subject for a review.

D. REVIEW OPTIONS:

1. Generally, the student will determine whether to pursue an Individual Review or Panel Review. However, the following decisions may not be made in an Individual Review and are required to be made by the Panel:
 - a. *A student with prior incident(s).* The Panel is required conduct a case review for a student who has been found responsible for previous conduct policy violation(s).
 - b. *Elevated sanctions.* The Panel is required to conduct the case review if the initial report recommends a sanction of program dismissal, suspension, expulsion, or revocation of degree.
2. Individual Review

- a. The DSSE shall arrange a time to meet with the Senior Associate Dean of Academic and Student Affairs, the WC, the student and faculty member (or the person who submitted the report) to discuss the incident together, and potentially come to an agreement as to responsibility and sanction (if any).
 - b. The Individual Review may take place over the course of multiple meetings.
 - c. No other parties are permitted to participate in or observe the process.
 - d. The student has the right at any time prior to an Individual Review decision to opt out and pursue a Panel Review.
3. Panel Review
- a. The Senior Associate Dean of Academic and Student Affairs will convene an Ad Hoc Conduct Policy Panel ("Panel") to review the case file, including the report, the student's response, and any supporting documentation.
 - b. No other parties are permitted to participate in or observe the Panel process.
 - c. If the Panel has questions for the student or the reporter, it may submit the questions in writing to the DSSE 3 days prior to the scheduled meeting. The DSSE will request a written answer from the student or reporter on behalf of the Panel.
 - d. If the Panel requires a meeting with the student or reporter as part of the deliberative process, the DSSE will arrange a time for the student and/or reporter to meet with the Panel.
 - e. The Panel shall make a determination as to the student's responsibility and sanction, if any.
 - f. The Panel's decision shall be provided in writing to the DSSE within 7 calendar days of the Panel meeting, unless otherwise permitted. Unless appealed, this decision is final and binding. The DSSE will communicate this decision to both parties.

E. SANCTIONS:

Sanctions for conduct policy violations are based on the general principle of equal and fair treatment and take into account the student's remedial needs and prospects for improvement. The goal of the resolution process, particularly for first time offenses, is to educate rather than punish. At all times during this process, it is important to recognize the pedagogical opportunity this process provides.

Sanctions are designed to hold students accountable for both their conduct and resulting consequences. Failure to comply with the terms of imposed sanctions should lead to further and more severe disciplinary action. Sanctions for second offenses should be more severe.

Sanctions for conduct policy violations include but are not limited to:

1. Warning: Written notice to the student to be saved in the student's file
2. No Credit for hours or work completed
3. Repetition of IPPE, APPE, or responsibilities and payment of any additional tuition costs or fees associated with it
4. Delayed progression to APPEs
5. Disqualification from any school-funded activities or leadership roles for an academic year (e.g., conferences, student organization leadership roles)
6. Requirement to complete additional co-curricular requirements or professionalism programming
7. Dismissal from the program

Continued or repeated violations may be cause for further disciplinary action, normally in the form of disciplinary probation, suspension or expulsion.

F: APPEAL PROCESS:

All students and faculty have the right to file an appeal on any decision related to their enrollment to the Doctor of Pharmacy Program. For information on how to submit an appeal, see “Appeal Process” section in the Student Handbook.

Section III. USC ACADEMIC INTEGRITY

1. Preface (from the University of Southern California Graduate Academic Integrity Policy)

University of Southern California’s academic programs are based upon profoundly important themes of trust, honor and responsibility, for and between all students, faculty and administration. In alignment with the trust and honor necessary to support our community, it is expected that all members will embrace the responsibility to uphold the standards articulated in the Student Code of Conduct.

This process is intended to provide Schools a path to adjudicate cases of academic dishonesty within their discipline, to be responsive to the nuances of their particular field, and to encourage local accountability of academic integrity within specific disciplines. Schools are encouraged to examine themes and patterns of academic violations within their disciplines and employ preventative measures to reduce incidence of academic dishonesty.

A. Faculty role in prevention/reporting. Faculty have the right and responsibility to establish standards of academic performance and expectations for students under their instruction and to assign grades accordingly. As we wish to create a culture around academic integrity that is proactive rather than reactive, faculty are encouraged to take reasonable steps to prevent academic misconduct.

Faculty are encouraged to discuss with the class, in a positive manner, the issues of academic integrity, ethics and professionalism. Clear, unequivocal instructions, preferably in writing, should be given prior to all student assignments, which might be susceptible to ethical transgressions. The classroom and examination environment should be designed not only to prevent cheating, but also the appearance of cheating.

Faculty must also be aware that reporting of academic violations is not a matter of personal choice but rather, a task essential to their roles and functions.

B. Graduate student role in prevention/reporting. Students also have significant responsibilities under the Student Code of Conduct. All students accept individual responsibility for creating and maintaining personal and academic environments in which integrity, honesty, and ethical behavior flourish. Students agree to abide by and accept the responsibility of understanding and upholding the provisions of the Code.

2. Jurisdiction

Applicable Conduct. This process applies in matters of academic and intellectual dishonesty, and unethical behavior related to grades and academic performance; it does not extend to all other areas of student conduct. The objectives are to provide an academic community based on honor and to ensure that those who cannot or do not abide by the University’s standards are prohibited from continuing in the academic setting.

3. Academic Integrity Violations

General principles of academic integrity include and incorporate the concept of respect for the intellectual property of others, the expectation that individual work will be submitted unless otherwise allowed by an instructor, and the obligations both to protect one's own academic work from misuse by others as well as to avoid using another's work as one's own. All students are expected to understand and abide by these principles. Faculty members may include additional classroom and assignment policies, as articulated on their syllabus.

The following are examples of violations of these and other university standards. Violations include, but are not limited to:

11.11

- A. The submission of material authored by another person but represented as the student's own work, whether that material is paraphrased or copied in verbatim or near-verbatim form.
- B. The submission of material subjected to editorial revision by another person that results in substantive changes in content or major alteration of writing style.
- C. Improper acknowledgment of sources in essays or papers.

Note: Culpability is not diminished when plagiarism occurs in drafts which are not the final version. Also, if any material is prepared or submitted by another person on the student's behalf, the student is expected to proofread the results and is responsible for all particulars of the final draft.

11.12

- A. Acquisition of term papers or other assignments from any source and the subsequent presentation of those materials as the student's own work or providing term papers or assignments that another student submits as their own work.
- B. Distribution or use of notes or recordings based on university classes or lectures without the express permission of the instructor for purposes other than individual or group study. This includes, but is not limited to, providing materials for distribution by services publishing class notes. This restriction on unauthorized use also applies to all information, which had been distributed to students or in any way had been displayed for use in relationship to the class, whether obtained in class, via email, on the Internet or via any other media.
- C. Recording a university class without the express permission of the instructor and announcement to the class.

11.13

- A. Any use or attempted use of external assistance in the completion of an academic assignment and/or during an examination, or any behavior that defeats the intent of an examination or other classwork or assignment, unless expressly permitted by the instructor. The following are examples of unacceptable behaviors: communicating with fellow students during an exam, copying or attempting to copy material from another student's exam; allowing another student to copy from an exam or assignment; possession or use of unauthorized notes, calculator, or other materials during exams and/or unauthorized removal of exam materials.

- B. Submission of work altered after grading, including but not limited to changing answers after an exam or assignment has been returned or submitting another's exam as one's own to gain credit.
- 11.14
- A. Obtaining for oneself or providing for another person a solution to homework, a project or other assignment, or a copy of an exam or exam key without the knowledge and expressed consent of the instructor.
 - B. Unauthorized collaboration on a project, homework or other assignment, unless expressly part of the assignment in question or expressly permitted by the instructor.
- 11.15
- A. Attempting to benefit from the work of another.
 - B. Any attempt to hinder the work of another student or any act which may jeopardize another student's academic standing.
- 11.16
- Using any portion of an essay, term paper, project or other assignment more than once, without permission of the instructor(s).
- 11.17
- Falsification, alteration or misrepresentation of official or unofficial records or documents including but not limited to academic transcripts, academic documentation, letters of recommendation, and admissions applications or related documents.
- 11.18
- Taking a course, any course work or exam for another student or allowing another individual to take a course, course work, a portion of a course or exam in one's stead.
- 11.19
- A. Accessing, altering and/or using unauthorized information.
 - B. Misuse of university computer systems or access to those systems as articulated by the university's Computing Policies.
- 11.20
- Fabrication: Submitting material for lab assignments, class projects or other assignments which is wholly or partially falsified, invented or otherwise does not represent work accomplished or undertaken by the student.
- 11.21
- Any act that gains or is intended to gain an unfair academic advantage may be considered an act of academic dishonesty.
- 11.31
- A. Dishonesty, such as furnishing false information to any university official, faculty member or office. This includes, but is not limited to, furnishing false information in academic petitions or requests, financial aid documents, student employment documents, financial

statements or other documents or intentionally evading university officials and/or obligations to the university.

B. Failing to participate fully and truthfully in university investigations.

4. Sanctions

A. Sanctions for academic integrity violations are based on the general principle of equal and fair treatment and take into account the student's remedial needs and prospects for improvement. The goal of the resolution process, particularly for first time offenses, is to educate rather than punish. At all times during this process, it is important to recognize the pedagogical opportunity this process provides.

B. Sanctions are designed to hold students accountable for both their conduct and resulting consequences. Failure to comply with the terms of imposed sanctions should lead to further and more severe disciplinary action. Sanctions for second offenses should be more severe.

C. One or more of the following sanctions may be imposed for a student found responsible for an academic integrity violation:

1. Revocation of Degree. The student loses the right to claim the degree as earned. Posting of the degree will be removed from the student's transcript, and a permanent notation will be made on the transcript indicating the revocation, the degree involved and the date of the action.
2. Expulsion: Permanent termination of the student's right to enroll or participate in any classes, seminars, laboratories and clinical programs, at any School, at the University of Southern California. A Panel Review is required in order to impose a sanction of expulsion.
3. Suspension: Termination of a student's right to participate in any classes, seminars, laboratories and/or clinical programs, at any School at the University of Southern California, for a specified period of time. After suspension, the student's status may be probationary for the remainder of their time at the School. A Panel Review is required in order to impose a sanction of suspension.
4. Dismissal from an Academic Unit: Permanent termination of the student's right to enroll or participate in the classes, seminars and/or programs of a specific academic unit, school or department.
5. Removal from an individual course or section of a course. Removal precludes the student from participation in and attendance of the course or section, or any of its sessions. In multiple section courses, the student will not necessarily be allowed to transfer to another section.
6. Grade Sanctions: Grade sanctions are appropriate for any academic violation.
7. Other: Other sanctions may be imposed or deferred at the discretion of the deciding body in addition to those specified above. These include creative sanctions such as special

projects designed as learning experiences, as well as denial of privileges such as restriction or denial of participation in specific activities at the School or in activities sponsored by the School.

8. Warning: Written notice to the student that continued or repeated violations may be cause for further disciplinary action, normally in the form of disciplinary probation, suspension or expulsion.

5. Process

A. Submission of a report

1. Only faculty members are permitted to report a violation. If a student/other has reason to believe an academic integrity violation has been committed, they should communicate with the instructor/designee of the course.
2. Students/others who wish to communicate their concerns anonymously should be informed that while the academic integrity process is designed to include only those with a need to know, absolute anonymity cannot be guaranteed.
3. Reports may be submitted up to one year after the date of the alleged incident. This timeframe may be extended under special circumstances (for example, the report, if true, would warrant the revocation of a degree).
4. Reports will be received by the [Office of Academic Integrity](#) (OAI), who serves as the centralized Academic Integrity office for all of USC.
5. Because the student may contest the allegation, they must be allowed to attend all classes and complete all assignments until the report is resolved.

B. Notice to student

1. The OAI will provide notice to the student, through Advocate, of the exact allegations and subsequent process.
2. The student may not withdraw from a course in which they have been accused of committing an academic integrity violation.
3. If the student is non-responsive, the OAI may:
 - a. Compel the student using communication from higher level of administration.
 - b. Provide a final notice to the student that the decision-making process will proceed without them.
4. If the student has communicated a disability, physical, mental or health issues, or special circumstances, the OA will work with the Office of Student Accessibility Services, Student Counseling Services, or Student Support and Advocacy to determine how best to proceed.

- a. Office of Student Accessibility Services: osasfrontdesk@usc.edu; 213-740-0776
- b. Student Counseling Services: eshcs@usc.edu; 213-740-7711
- c. Support and Advocacy: studentsupport@usc.edu; 213-821-4710

C. Review Options

1. Generally, the student will determine whether to pursue an Faculty-Student Resolution or Administrative Review process. However, the following decisions may not be made in an Faculty-Student Resolution and are required to be made by the Panel:
 - a. *Sanctions for a student with prior incident(s)*. The Panel is required to provide a sanction for a student who has been found responsible for previous academic integrity violation(s).
 - b. *Elevated sanctions*. The Panel is required to conduct the case review if the initial report recommends a sanction of program dismissal, suspension, expulsion, or revocation of degree.
2. Faculty-Student Resolution
 - a. The OAI shall arrange a time for the student and faculty member to discuss the incident together, and potentially come to an agreement as to responsibility and sanction (if any).
 - b. The Faculty-Student Resolution may take place over the course of multiple meetings.
 - c. The student has the right at any time prior to the final Faculty-Student Resolution decision to opt out and pursue a Panel Review.
3. Administrative Review Process
 - a. The Office of Academic Integrity shall convene the University's Academic Integrity Panel ("Panel") to discuss with the student and reporter the case file, which includes the report, the student's response, and any supporting documentation.
 - b. The Panel shall be composed of members of USC faculty, staff, and/or students and invite the student and any other involved parties.
 - c. The student is allowed to invite one additional support person to attend the Panel.
 - d. The Panel shall make a determination as to the student's responsibility and sanction, if any.
 - e. The student or faculty member is permitted to appeal the Administrative Review decision within 3 calendar days of the date of notice, unless otherwise permitted to the Vice Provost Stott.
4. Final Decision:
 - a. If the final determination finds the student is not responsible, the OAI will provide notice to parties and the Registrar of dismissal of the case.
 - b. If the final determination finds the student is responsible, the OAI will provide notice to the parties and the Registrar.

Note: If the final determination is a sanction of program dismissal, suspension, expulsion, or revocation of degree, the OAI will use Advocate to provide an additional notice to the offices below:

- i. Office of the Vice President for Student Affairs: vpsa@usc.edu
- ii. Housing (if student lives on University property): housing@usc.edu
- iii. Residential Education (if student lives in a Residential College): resed@usc.edu
- iv. Financial Aid (if student receives financial aid): pharmfao@usc.edu

c. Close Out. The OAI will close the incident.

Section IV. STUDENT GRIEVANCES and PROCEDURES

PharmD students who encounter problems relating to the USC Mann Doctor of Pharmacy Program have a variety of avenues open to them to seek resolution. Students are recommended to first attempt a resolution to any problem directly with the person(s) most closely involved. However, in the event that this step does not resolve the issue, then the faculty and staff at USC Mann are available to work with students in this regard. The DSSE is available to assist and advise students at any point during the progressions. Depending upon the nature of the issue, these progressions suggested below can be entered at any level.

General Academic Concerns Related to a Course

For Disputing a Final Grade

Students who have questions about their final grade are encouraged to first work directly with the Course Coordinators. In the interest of preserving the very important student-instructor relationship, the student and instructor should try to resolve the grade dispute by direct communication. Concerns about other assessments of a course (e.g., exam grade, assignments, quizzes) should be taken directly to the course coordinators. Students should follow the following stepwise progression below based on their areas of concerns:

For general academic concerns (e.g. course material, teaching style, examination, etc.), students should follow this stepwise progression:

1. Course Instructor(s)
2. Class Board Curriculum Representative and Class President
3. Course Coordinator(s)
4. Associate Dean of Curriculum

Curriculum-Related Concerns

For issues or suggestions pertaining to the USC Mann PharmD Program curriculum (e.g. overall workload for the semester, number of hours in class, course relevance, integration of courses, course sequencing, curriculum enhancement, etc.), a typical stepwise progression would be as follows:

1. Class Board Curriculum Representative and Class President
2. Course Coordinator(s)
3. Year Coordinator

4. Associate Dean of Curriculum

Conflict Resolution Related to a Faculty Member

Students who encounter problems with a faculty member should first attempt to resolve the conflict with the person(s) directly. A typical stepwise progress for student-faculty conflict resolution is as follows:

1. Faculty member
2. Year Coordinator
3. Department Chair

Student Complaint Regarding Policies, Procedures, and Regulations

The USC Mann is committed to providing a quality education to all of its students. We aim to provide an effective learning environment and a supportive community for the students. Any complaints regarding the School's policies, procedures, and regulations should first be addressed with Student Affairs. In the event that the office is unable to produce acceptable results, there are other options within and outside of the school for further assistance. A typical stepwise progression is as follows:

1. Director of Student Success and Engagement
2. Senior Associate Dean of Academic and Student Affairs

Student Complaint Regarding Harassment, Discrimination, or Sexual Misconduct

Any complaints regarding harassment, discrimination, sexual harassment, or Title IX is handled by the Office of Equity and Diversity. The Office of Equity and Diversity will consider and investigate any complaints brought forth by either students, staff, applicants, or faculty. Anyone who feels they have been harassed or discriminated because of their membership in a protected class (such as race, gender, sexual identity, military status, marital status, age, national origin or religion), should call (213) 740-5086 or email eeotix@usc.edu. The Office of Equity and Diversity will arrange for an investigator to interview the complainant and make a determination based on evidence of harassment. Complainants are encouraged to submit any relevant information or evidence such as text messages, online postings, emails, or voicemail messages; as well as write down the names and/or descriptions of potential witnesses. For more information, please see [USC Prohibited Discrimination Harassment and Retaliation Policy](#).

Other Concerns

Any other concerns not described above are handled by Student Affairs and will be communicated to the appropriate administrator at the School or University. Students desirous of filing a complaint against a University staff member, professor, or department can also receive guidance from the Office of the Vice Provost of Graduate Programs or the Office of the Vice President for Student Affairs, Student Support and Advocacy Office.

ACPE Complaints Policy

Complaints regarding the USC Mann's compliance with [accreditation standards](#) may be directed to the Accreditation Council for Pharmacy Education (ACPE). Please review the [information](#) about submitting complaints, and use this [form](#) to submit a notification to the Accreditation Council for Pharmacy Education (ACPE) regarding your concern that a program is not in compliance with accreditation/certification standards/quality criteria.

Appeal Process

All students and faculty have the right to file an appeal on any decision related to enrollment and/or academic decisions to the Doctor of Pharmacy Program Scholarly Standards Committee.

1. The student and faculty are permitted to appeal within 3 calendar days of the date of notice, unless otherwise permitted. Appeals, along with supported documents, shall be submitted to the Director of Student Success and Engagement (reano@usc.edu).
2. In most cases, the status of a student will not be altered, and academic warning-probation, disciplinary sanctions, and/or academic disqualification will not be implemented until completion of the appeal.
3. If the student or faculty does not submit an appeal, the decision related to enrollment and/or academic will move forward.
4. Appeals are only permitted on the following grounds, which must be indicated by the student when submitting the appeal:
 - a. New evidence has become available which is sufficient to alter the decision, which could not have been reasonably obtained at the time of the initial review.
 - b. The decision imposed is excessive, insufficient, or inappropriate.
 - c. The school failed to follow university rules pertaining to the review of the student's academic progress.
5. The Director of Student Success and Engagement will share the appeal documents to the Senior Associate Dean of Academic and Student Affairs, who will have 3 calendar days, unless otherwise permitted, to review and determine if the above grounds for an appeal have been met. If there is grounds for the appeal, the Senior Associate Dean of Academic and Student Affairs will reconvene the Scholarship Standards Committee (SSC) to re-review the case within two weeks. The SSC will submit a written final determination of the appeal to the Senior Associate Dean of Academic and Student Affairs and the Director of Student Success and Engagement within seven (7) calendar days of the SSC meeting, unless otherwise permitted. The Associate Dean of Academic and Student Affairs will notify the student of the final decision, which is final and binding.



Part C: Student Affairs



1985 Zonal Ave
Los Angeles, CA 90089

PART C: STUDENT AFFAIRS

Section I. OFFICE OF ENROLLMENT AND STUDENT AFFAIRS

The mission of the Office of Enrollment and Student Affairs is to provide student-centered support through evidence-based, innovative, and inclusive practices. Student Affairs will support, educate, and engage students in areas of:

- Academic Advising
- Course Registrations and Degree Requirements
- Career
- Engagement
- Wellness

Student Affairs will work closely with students to meet their degree and university requirements each semester. In addition, student-related services and events focused on career preparation, alumni networking, health and wellness, and campus resources will be offered to ensure a successful and engaging experience while at USC.

Career Support

Student Affairs will support students in career preparation and planning and provide essential tools to become successful pharmacists. Support will include, but is not limited to, the following:

- Curriculum vitae (CV) and resume review
- Interview preparation
- Job and internship search
- Workshops and career-focused events
- Alumni Networking
- Licensure applications
- Post-graduate trainings

For more information, you may contact Student Affairs at pharmdsa@usc.edu or visit Seaver Hall (SRH) 4th Floor.

Scholarship Policy

USC and the USC Mann School of Pharmacy and Pharmaceutical Sciences award a variety of scholarships each year to new and continuing students based on a variety of factors, including top tier students, high needs, historically marginalized groups, and excellent citizens of USC Mann. New students seeking scholarships will be reviewed upon acceptance using information obtained during the admission process. There is no other scholarship application for new students. Current students should complete their Scholarship Profile annually each spring, which will be used by the Scholarship Awards Committee to make award recommendations.

School Service Opportunities:

School Info Sessions and Tours

Throughout the year, the School hosts a number of information sessions with school tours for prospective applicants. Student involvement includes being a member of the student panel and acting as a tour guide for those that attend. As a panelist, students are expected to answer questions from prospective applicants and talk about their personal experiences at the school. Students will also lead the prospective applicants on a brief tour around the campus.

Student Committee for Diversity, Equity, and Inclusion (SC-DEI)

The Student Committee for Diversity, Equity, and Inclusion (SC-DEI) aims to build a diverse, equitable, and inclusive culture within the USC Mann by supporting the expression of diverse identities, facilitating cross-cultural communication, and fostering a school-wide commitment to underrepresented populations. sop.dei@usc.edu

Student Admissions Committee

Students can volunteer their time by applying for membership with the Student Admissions Committee (SAC). As a member, students will have the opportunity to meet and interact with USC Pharmacy applicants on their interview dates as well as provide feedback to the School for outstanding applicants. Potential roles as a SAC member include:

1. **Greeter:** Meet the applicants as they arrive and help them settle in by having breakfast/lunch. This period will serve as a brief Q&A between applicants and current students. The greeters will then lead applicants to their designated interview rooms.
2. **Group Session Leader:** Students will meet in a group with faculty and a group of applicants to hold a group discussion, getting to know one another as well as getting to know the School. Students should also be prepared to answer questions from applicants.
3. **Tour Guide:** Lead applicants on a tour of the School. Along the way, students will provide a brief history of the School as well as answer any questions applicants may have.
4. **Student Interviewer:** Students are paired with a faculty or alumni member, and together they will interview the prospective student. This role is typically given to P2, P3, or P4 students; however, exceptional P1 students that have been involved with the admissions process may be given the opportunity to interview.

Student Ambassadors of the Margaret and John Biles Leadership Center

Students that demonstrate exceptional leadership, professionalism, and academic excellence may be recommended to become a Student Ambassador later in the school year. Student Ambassadors are expected to represent the School as a student leader and scholar at a number of events, including outreach efforts to prospective and newly admitted applicants. Ambassadorship terms are expected to last until graduation. A minimum grade point average of 3.0 is required to maintain Ambassadorship.

Section II. STUDENT ORGANIZATIONS and AFFINITY GROUPS

For additional information, please access the [2023-2024 Student Organizations Handbook](#).

A. STUDENT ORGANIZATIONS:

ASSOCIATED STUDENT PHARMACISTS (ASP)

represents the PharmD student body of the USC Mann School of Pharmacy and Pharmaceutical Sciences

PHARMACY GRADUATE ALLIANCE (PGA)

[The Pharmacy Graduate Alliance \(PGA\)](#) is the governing student body for those in USC Mann's research-oriented master's and PhD degree programs.

Honor Societies:

PHI KAPPA PHI (ALL UNIVERSITY)

Founded in 1897, Phi Kappa Phi is one of the nation's oldest and largest honor societies, and includes members from all academic disciplines. Phi Kappa Phi is USC's oldest honor society, established at the university in 1924. The society aims to unite the various separate academic units of USC in the common pursuit and recognition of scholarly standards. Membership is by invitation only, with members initiated each spring on the basis of academic excellence.

PHI LAMBDA SIGMA

This national pharmacy leadership society was founded at Auburn University in 1965 and [USC's chapter](#) was established in 1988. The honor society is devoted to identifying, supporting and recognizing the contributions of pharmacy students to their colleges, classmates, campuses, communities and profession.

THE RHO CHI SOCIETY – THETA CHAPTER

The [Theta Chapter of Rho Chi](#) was established at USC in 1925. A national pharmacy honor society, Rho Chi encourages and recognizes excellence in intellectual achievement and advocates critical inquiry in all aspects of pharmacy. To be nominated, students must have completed two years of the professional curriculum, be among the top 20% of their class and be approved by the dean of USC Mann.

Service Organizations:

SKULL AND MORTAR HONORARY SERVICE ASSOCIATION (SAM)

This honorary service organization was established at USC in 1930. Eligibility for [Skull and Mortar](#) membership is attained by active extracurricular participation in student service at USC or USC Mann, or in the School's student body.

STUDENT NATIONAL PHARMACEUTICAL ASSOCIATION (SNPHA)

Founded in 2008, the USC Chapter of [SNPhA](#) is an educational service organization dedicated to bridging the gap between health access and health disparities. Membership is open to pharmacy students who are interested in organizing and executing programs aiming to improve the health, educational and social environment of the community.

STUDENT COMMITTEE FOR DIVERSITY, EQUITY, AND INCLUSION (SC-DEI)

The [SC-DEI](#) aims to build a diverse, equitable, and inclusive culture within the USC School of Pharmacy by supporting the expression of diverse identities, facilitating cross-cultural communication, and fostering a school-wide commitment to underrepresented populations. Contact: Luis Larios (lalarios@usc.edu).

SOUTHERN CALIFORNIA OUTREACH FOR PHARMACY EDUCATION (SCOPE)

[SCOPE](#) is a joint effort between the Office of Recruitment & Outreach and the Office of Organizational Success and Well-being. SCOPE aims to educate and empower high school students from underrepresented backgrounds to explore pharmacy & pharmaceutical sciences pathways. Students at USC Mann lead our efforts as SCOPE ambassadors in our three programs: High School Outreach, the Saturday Academy, and the Mentorship program. USC Mann students are invited to volunteer as SCOPE ambassadors. Contact: Dr. Jeremy Dow (jdow@usc.edu)

PROJECT WELLNESS

The mission of [USC Mann Project Wellness](#) is to lead, shape, and foster a culture of well-being for our students, staff, faculty, and the communities we serve. The committee consists of students, faculty, staff and alumni with the goals of 1) Create and implement initiatives and activities that provide opportunities for students, staff, faculty, alumni, and our greater community to pursue various models of wellness and well-being, 2) Encourage community-building amongst students, staff, faculty, alumni, and our greater community through various modalities of wellness and well-being, and 3) Provide students, staff, faculty, alumni, and our greater community with wellness and well-being resources. Contact: Dr. Melissa Durham (mdurham@usc.edu)

Social Organizations:

ALPHA IOTA PI

A regional pharmacy fraternity, [Alpha Iota Pi](#) was founded at USC in 1940. Its objectives are to promote the profession of pharmacy, encourage closer relationships with both faculty and fellow students, foster the development of outstanding character and leadership, and support high standards of scholarship.

LAMBDA KAPPA SIGMA

[Lambda Kappa Sigma](#), a national pharmacy fraternity, was organized at the Massachusetts College of Pharmacy in 1913 and was established at USC in 1921.

PHI DELTA CHI

A national pharmacy fraternity, [Phi Delta Chi](#) was founded at the University of Michigan in 1883, with the Omicron chapter established at USC in 1909. Its purpose is to advance the science of pharmacy, develop leadership, and network for and promote cooperation and friendship among its members. The Omicron Alumni group provides scholarships for active members.

Professional Organizations:

ACADEMY OF MANAGED CARE PHARMACY (AMCP)

The Academy of Managed Care Pharmacy (AMCP) is a national organization with 14 student chapters nationwide. The [AMCP-USC Chapter](#) was established in 2000. It is the only chapter west of the

Mississippi, making the organization a unique opportunity for USC pharmacy students to explore career options and interests in the managed-care pharmacy setting. Although the primary focus is managed-care pharmacy (HMOs, pharmacy benefit management (PBMs) and other health plans), the organization also maintains connections with pharmaceutical industry.

AMERICAN ASSOCIATION OF PSYCHIATRIC PHARMACISTS – USC (AAPP-USC)

Formally known as [CPNP-USC](#), AAPP is a student organization that focuses on mental health outreach to the local community, improves understanding and treatment of mental illness, and exposes pharmacy students to real-life applicable skills training.

AMERICAN PHARMACY STUDENT ALLIANCE (APSA)

[The American Pharmacy Student Alliance \(APSA\)](#) is a student alliance between five independent professional organizations: American Pharmacists Association-Academy of Students of Pharmacy (APhA-ASP), American Society of Health-System Pharmacists (ASHP), California Pharmacists Association (CPhA), California Society of Health Systems Pharmacists (CSHP) and International Pharmaceutical Students' Federation (IPSF). USC Mann maintains an active chapter of APhA-ASP, affiliated with APA, CSHP and CPhA. Students have representation in the House of Delegates of these organizations, serve on policy committees and receive the journals of both the national and state organizations. The APSA local student chapter meets regularly to consider issues of professional interest and to sponsor professional programs.

AMERICAN SOCIETY OF CONSULTANT PHARMACISTS (ASCP)

The vision of [ASCP](#) is to empower student pharmacists to promote healthy aging and enhance quality of life of older adults through impactful interactions with the community.

CHINESE-AMERICAN PHARMACY STUDENT ASSOCIATION (ChAPSA)

[ChAPSA](#) is a cultural organization that provides professional and community events to get involved in the local Chinese community and learn about the pharmacy profession.

DIGITAL HEALTH AND INFORMATICS (DHI)

The purpose of DHI is to expose health sciences graduate students to pharmacy digital health and informatics by organizing panel sessions, mentorship, professional socials, developing technical leadership skills, innovation and developing pharmacy based digital health projects. (This organization is new and full membership in ASSP is pending).

KOREAN-AMERICAN PHARMACY STUDENT ASSOCIATION (KAPSA)

[KAPSA](#) is a cultural organization created to encourage professional and educational development among students and faculty, form a strong relationship between fellow students and faculty, provide networking opportunities within the field of pharmacy, promote the Korean culture through the community, and serve the school, profession, and community at large.

MEDICAL AND PHARMACY STUDENT COLLABORATION (MAPSC)

[MAPSC](#) is the first organization founded on the USC Health Sciences Campus to bridge the gap between USC Mann and the other health professional schools (medicine, physician assistant, physical therapy and occupational therapy). MAPSC aims to create an environment that displays the capabilities and roles of other health care professionals with the goal of highlighting the importance of working within an interdisciplinary health care team.

NATIONAL COMMUNITY PHARMACISTS ASSOCIATION (NCPA)

The National Community Pharmacists Association ([NCPA](#)) represents independent pharmacy owners and practitioners. Established in 2003, the USC student chapter focuses on creating opportunities for students who specifically want to learn about independent pharmacy. The organization's goal is to increase student involvement by: raising political awareness about issues facing independent pharmacies; educating student members on how to obtain ownership and operate their own pharmacies; establishing relationships between students and independent pharmacists; and by providing hands-on experience in different aspects of independent pharmacy, including compounding. Furthermore, NCPA provides members with a chance to become involved through local, state and national positions.

PHARMSC CLINIC

[PharmSC Clinic](#) is a free screening-clinic run by USC pharmacy students that offers screening in diabetes, cholesterol, hypertension, and body fat analysis. Volunteers at the clinic are given the unique opportunity to interactively apply their clinical knowledge as they screen and counsel patients under the supervision of a pharmacist.

STUDENT INDUSTRY ASSOCIATION-INDUSTRY PHARMACISTS ORGANIZATION (SIA-IPHO)

[The Student Industry Association \(SIA\)](#) Industry Pharmacists Organization (IPhO) exists to prepare, educate and inform USC Mann students for careers in the pharmaceutical industry. IPhO is a national organization. Through panel discussions with industry representatives, seminars, career development education, internship opportunities, unique conferences and a mentorship program, SIA-IPHO provides a wealth of untapped resources and exposure to this dynamic area of pharmacy.

VIETNAMESE-AMERICAN PHARMACY STUDENT ASSOCIATION (VAPSA)

[VAPSA](#) was established in December of 2001, and have grown into a recognized service organization while simultaneously promoting the pharmacy profession and Vietnamese culture. VAPSA is committed to providing health services to the community in conjunction with promoting the pharmacy profession.

B. AFFINITY GROUPS

At USC Mann, we welcome, respect, and value students, faculty, and staff with diverse identities, backgrounds, and perspectives. Starting a new journey as a graduate student can be challenging, and a sense of belonging is important for success. The Office of Organizational Success and Well-being and the [Student Committee for Diversity, Equity, and Inclusion \(SC-DEI\)](#) uphold these values by facilitating the formation of affinity groups. Affinity groups are communities of students, faculty, and staff with shared interests, hobbies, goals, identities, culture, and/or language.

Armenian Affinity Group

The Armenian Affinity Group's objectives are to create a community built around collaboration, awareness, and unity within the Armenian culture at the USC School of Pharmacy and the other professional schools. We hope to foster an environment that allows for safe communication, and the building of a community, that will enhance personal, educational, and research excellence. We aim to highlight the visions, build on innovative ideas, and strengthen leadership amongst its members in order to build a network of healthcare providers that work towards providing qualitative and exceptional patient care. Contact: armenianaffinityusc@gmail.com

Black Pharmacy Society (BPS)

USC Black Pharmacy Society is an affinity group that supports students, faculty, and staff across the African diaspora, including, but not limited to members who identify as Black, African-American, or Pan-African. The goal of BPS is to recruit prospective students, maintain retention of current students, and to foster a sense of community and unity within the USC School of Pharmacy. Contact: Michelle Kalu (mkalu@usc.edu), Atham Ali (athamali@usc.edu).

LatinX Advancing in Pharmacy (LAP) - National Hispanic Pharmacists Association (LAP-NHPA)

The mission of [LAP-NHPA](#) at USC Mann is to empower Hispanic student pharmacists to improve the health of Hispanic populations in the surrounding communities that need it most. NHPA strives to define the future role of minority health professionals in the community and develop the next generation of Latino student pharmacists to make a meaningful impact on those that follow their footsteps. Contact: lapnhpa@gmail.com

Rx Pride

Rx Pride is the LGBTQIA+ affinity group in the University of Southern California School of Pharmacy. Our goal is to provide and promote an inclusive and welcoming environment to the LGBTQIA+ community. Contact: Ann Bui albui@usc.edu

Middle Eastern Pharmacists Association (MEPhA)

MEPhA is an organization that would like to promote healthcare awareness programs within the community and provide a platform for the Middle Eastern pharmacists and students in the community to unite by facilitating opportunities for networking, mentorship, and professional development. Contact: Amin Zakkour Khudari zakkourk@usc.edu

Hazing

Hazing is a serious violation of university policy and is a fundamental breach of USC's unifying values. The California Penal Code (245.6) defines hazing as:

...any method of initiation or preinitiation into a student organization or student body, whether or not the organization or body is officially recognized by an educational institution, which is likely to cause serious bodily injury to any former, current, or prospective student of any school community college, college, university, or other educational institution in this state. The term hazing does not include customary athletic events or school-sanctioned events.

In addition to California law, the university's policy with respect to hazing prohibits students from engaging collectively or individually in any of the following practices as a part of any programs or general activities. The "choice" to participate in an activity does not make the activity in accordance with these guidelines. In hazing situations, such a "choice" is typically offset by the peer pressure and power dynamics that exist when individuals are seeking to gain membership into an organization. Hazing includes, but is not limited to:

- Forced excessive or strenuous physical activities
- The application of foreign substances to the body
- Forced creation of digital content that would cause ridicule or embarrassment

- Activities such as scavenger hunts, which result in illegal or otherwise prohibited activity, such as pledge ditches, kidnaps, and the like
- Depriving students of sufficient sleep (eight consecutive hours per day minimum), decent and edible meals, means of bodily cleanliness (minimum of one shower per day), or means of communications (such as access to their cell phones)
- Forcing, coercing, or permitting students to eat or drink an excess of any substance
- Forcing students into remote digital environments, such as Zoom rooms
- Forcing, coercing, or permitting students to undress, or dress in a degrading manner
- Branding, tattooing, or burning any part of the body
- Psychological hazing, which is defined as any act or peer pressure which is likely to compromise the dignity of any student affiliated with the organization; cause embarrassment or shame to any student affiliated with the organization; cause any student affiliated with the organization to be the object of malicious amusement or ridicule; and/or, cause psychological harm or emotional strain

All students and RSOs will observe and fully comply with California law and university policy against hazing. In addition, all students and RSOs are expected to adhere to related regulations set forth by their respective inter/national, regional or local organizations and university department(s). It is the responsibility of students and officers of organizations to be informed of all the regulations and to ensure they are brought to the attention of the rest of the membership.

Anyone with information about a possible hazing incident has a responsibility to report it to the Department of Public Safety (213-740-6000, or dps.usc.edu). Additional opportunities for reporting hazing include:

- LiveSafe smartphone app (dps.usc.edu/services/safety-app/)
- [USC's Help & Hotline](#) for concerns (800-348-7454)
- [Trojans Care for Trojans](#)
- Office of Community Expectations
- Office of Professionalism & Ethics (213-740-5755 or report.usc.edu)
- Organization advisor, or university representative

Students and/or RSOs engaging in activity which is considered hazing as defined by California law may be reported to the Los Angeles Police Department.

Section III. CAMPUS RESOURCES

USC is devoted to creating an integrated learning experience that helps students reach their educational, personal, and professional aspirations. Below is a list of available campus resources for students. For more information on campus resources, please visit their website at <https://studentaffairs.usc.edu/>.

Services	About	Contact Information
USC Mann School of Pharmacy & Pharmaceutical Sciences		
<i>Admissions</i>	Information for PharmD application requirements.	Email: pharmadm@usc.edu Phone: (323) 442-1466 Website: https://mann.usc.edu/program/doctor-of-pharmacy-pharmd/admissions/
<i>Student Affairs</i>	Works closely with students to meet degree and university requirements each semester; Offers student-related services and events focused on career preparation, alumni networking, health and wellness, and campus resources.	Dr. Cory Reano, Director of Student Success and Engagement Email: reano@usc.edu ; pharmdsa@usc.edu Phone: (323) 442-1469 Appointments: https://engage.usc.edu/meetings/2519780/Dr.ReanoAppointments Website: https://mann.usc.edu/program/doctor-of-pharmacy-pharmd/student-success/
<i>Career Services</i>	Assist students with career planning, CV review, interview preparation, job placement, alumni networking, and more.	Dr. Vanessa Ault, Assistant Director, Career and Academic Counseling Email: vault@usc.edu ; pharmdsa@usc.edu Phone: (323) 442-3146 Appointments: https://engage.usc.edu/meetings/2383790/Dr.Ault-StudentAffairsMeeting USC Mann PharmD LinkedIn Group: https://www.linkedin.com/groups/14060144/ Website:

		https://mann.usc.edu/program/doctor-of-pharmacy-pharmd/your-pharmd-career/
<i>Financial Aid</i>	Financial aid provides support with applications for financial aid and resources for tuition and other special circumstances.	Julie Andaya, Associate Director of Financial Aid Email: pharmfao@usc.edu Phone: (323) 442-1467 Website: https://mann.usc.edu/program/doctor-of-pharmacy-pharmd/tuition-and-financial-aid/
<i>USC Mann Office of Organizational Success and Well-being</i>	<p>Diversity, Equity, and Inclusion (DEI) At USC Mann School of Pharmacy & Pharmaceutical Sciences, we advance diversity, equity, and inclusion at the intersection of pharmacy practice, science, education, and policy with the communities we serve.</p> <p>Project Wellness The mission of USC School of Pharmacy Project Wellness is to lead, shape, and foster a culture of well-being for our students, staff, faculty, and the communities we serve.</p>	<p>Dr. Melissa Durham Associate Dean of Organizational Success and Well-being Email: mdurham@usc.edu Phone: (323) 442-1481</p> <p>Dr. Jeremy Dow Special Advisor for DEIB Programs Email: jdow@usc.edu</p> <p>DEI Website: https://sites.usc.edu/sopdei/</p> <p>Project Wellness Website: https://sites.usc.edu/projectwellness/</p>
<i>Wellness Counseling</i>	Wellness Counselor, Veronica A. Acosta, LCSW works individually with Pharmacy students on mental health related needs by providing individual, supportive counseling services, offering mental health related resources, and hosting events at HSC to raise awareness on mental health issues that are directly related to our students.	Veronica A. Acosta, Wellness Counselor Email: vaacosta@usc.edu Phone: (619) 655-2227 Appointments: https://engage.usc.edu/meetings/2569802/wellnessmeet
Additional USC Mann Academic and Career Services		
<i>Supplemental Instruction (SI)</i>	Supplemental Instruction (SI) is a peer-facilitated, self-directed learning sessions open to all first-year (P1) and second-year (P2)	Email: assp.academicaaffairs@gmail.com

	students to help increase their academic performance and success.	
<i>Rho Chi Society</i>	Rho Chi Society offers group sessions and individual tutoring throughout the semester. Any PharmD student is welcome to attend a group session. Students may also request additional individual tutoring services if interested.	Email: USCRhoChiVP@gmail.com
<i>PHRD 514 Peer Mentors</i>	P1 Peer Mentors and lead small group sessions. These sessions allow students to help each other work through calculations practice problems and to build a strong foundation that will help every student be successful in understanding and applying the material.	Student Affairs Email: pharmdsa@usc.edu
<i>Mentorship Programs</i>	All students are assigned mentors through the Faculty Mentorship and E.A.S.E. Student Ambassador Mentorship Programs at the start of the program. Students may also sign-up to be part of the Alumni Mentorship Program.	Student Affairs Email: pharmdsa@usc.edu
<i>Residency Preparation</i>	For students interested in applying for a residency the Residency Candidate Mentoring Program (RCMP) can assist students in this process.	Email: pharmacyresidency@usc.edu Website: https://mann.usc.edu/program/residency-program/
<i>Pharmacy Alumni Association</i>	Represents a vast network of Trojan graduates, comprising approximately 50% of Southern California's practicing pharmacists.	Cheryl Stanovich, Chief Development Officer Email: stanovic@usc.edu Phone: (323) 442-1738 Website: https://mann.usc.edu/alumni-giving/
USC Student Services		
<i>USC Library</i>	Offers several resources for students, including study rooms and a list of available PharmD textbooks for free download. https://libraries.usc.edu/locations/norris-medical-library/students	Amy J. Chatfield, MLS Information Services Librarian & liaison to USC Mann Website: libraries.usc.edu Textbook Download: https://libraries.usc.edu/locations/norris-medical-library/students
<i>Office of Student Accessibility Services (OSAS)</i>	OSAS is responsible for ensuring equal access for students with disabilities in compliance with state and federal law. OSAS serves	Address: 3601 Watt Way, Grace Ford Salvatori (GFS) 120, Los Angeles, CA. 90089

	students in all credit-granted courses and programs of study.	Email: osasfrontdesk@usc.edu Phone: (213) 740-0776 Website: https://osas.usc.edu/
<i>Office of the Ombuds</i>	The ombuds profession strives to assist individuals and groups to manage conflicts and concerns. At USC, the Ombuds Office is staffed with organizational ombuds. The Ombuds Office supplements and does not replace any other formal or investigative campus resources.	HSC Ombuds Office Email: hscombuds@usc.edu Phone: (323) 442-0382 Website: https://ombuds.usc.edu/
<i>Office of International Services (OIS)</i>	OIS assists international students in completing requirements (e.g., visa) to study in the U.S.	Email: ois@usc.edu Phone: (213) 740-2666 Website: https://ois.usc.edu/
<i>Undocumented Trojans Online Resource Center</i>	To find campus resources and programs for undocumented, DACAmented, and Immigrant students, faculty, staff, and the community.	Website: https://undoc.usc.edu/
<i>Student Equity and Inclusion Programs (SEIP)</i>	SEIP is a cluster of student development center and initiatives that offer student support services and programs that focus on intersectionality, sense of belonging, and well-being.	Website: https://seip.usc.edu/
<i>Kortschak Center for Learning & Creativity</i>	Kortschak provides learning support tools for all students. This includes online tutorials on learning, motivation, and study strategies, and on-demand workshops on a wide range of topics related to academic success.	Email: kortschakcenter@usc.edu Phone: (213) 740-7884 Website: kortschakcenter.usc.edu
<i>Student Basic Needs</i>	Fosters a culture of holistic well-being by helping eliminate life barriers, such as food, housing, and economic injustice, that may jeopardize student academic and personal success. Some of the resources include Trojan Pantry, assistance in applying for CalFresh, and affordable housing guides.	Email: basicneeds@usc.edu Website: https://studentbasicneeds.usc.edu/
<i>Graduate Student Government (GSG)</i>	The GSG mission is to enhance the USC graduate and professional student experience by serving as the face of the student body. Some of the resources available to students include professional development fund, emergency fund, child subsidy fund, and DACA program.	Website: https://gsg.usc.edu/ Contact Information: https://gsg.usc.edu/gsg-senate/
<i>Office of Religious and Spiritual Life</i>	The Office of Religious Life (ORSL) sponsors a variety of opportunities for exploring the spiritual dimensions of life and learning.	Email: orl@usc.edu Phone: (213) 740-6110 Website: orl.usc.edu
USC Health & Safety		
<i>We are SC</i>	To get important, updated information regarding the 2020-2021 academic year as it	Website: https://we-are.usc.edu/

	pertains to the pandemic and public health safety requirements.	
<i>USC Student Health and Wellness and Prevention Programs</i>	USC Student Health is dedicated to providing all basic primary care needs, as well as referrals to specialty care services such as dermatology, allergy, and nutrition services.	Phone: (213) 740-9355 (WELL) Website: https://studenthealth.usc.edu/medical-care/
<i>USC Student Health Insurance</i>	All USC students are required to have health insurance; here are USC Health Insurance options.	Website: https://studenthealth.usc.edu/our-services/insurance-plan/
<i>Counseling and Mental Health Services</i>	Provides counseling support through telehealth appointments, online workshops, and online Let's Talk drop-in services.	Phone: (213) 740-9355 Website: https://studenthealth.usc.edu/counseling/
<i>Trojans Care 4 Trojans (TC4T)</i>	TC4T is an initiative that empowers USC students, faculty, and staff to take action when they are concerned about a fellow Trojan challenged with personal difficulties.	Email: uscsupport@usc.edu Phone: (213) 740-0411 Website: https://campussupport.usc.edu/trojans-care-4-trojans/
<i>Mindful USC</i>	Its mission is to build a culture of mindfulness and compassion. It offers ongoing training, practice groups and special events.	Email: mindful@usc.edu Website: https://mindful.usc.edu/
<i>Department of Public Safety (DPS)</i>	To provide a safe and secure environment on campus.	Website: https://dps.usc.edu/ HSC: Emergency: (323) 442-1000 Non-Emergency: (323) 442-1200
<i>Relationship and Sexual Violence Prevention and Services (RSVP)</i>	Free and confidential therapy services, workshops, and training for situations related to gender-based harm.	Website: studenthealth.usc.edu/sexual-assault Phone: (213) 740-9355(WELL), press "0" after hours – 24/7 on call
<i>National Suicide Prevention Lifeline</i>	Free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.	Website: www.suicidepreventionlifeline.org Phone: 1 (800) 273-8255 – 24/7 on call
<i>COVID-19 Resource Center</i>	Information, updates, and support for the USC community regarding COVID-19.	Website: https://coronavirus.usc.edu/ Email: covid19@usc.edu Phone: (213) 740-9355

SECTION IV. STUDENT WELLNESS

Pursuing a doctorate degree is an exciting yet challenging time for many students. For some, the transition to the PharmD program at USC can be a significantly difficult adjustment following an undergraduate academic career. PharmD students are expected to juggle a variety of difficult tasks, including navigating a rigorous didactic curriculum and demonstrating competency in pharmacy practice experiences, all while managing personal lives and attempting to achieve balanced and healthy lifestyles. In addition to these stressors, many students are also heavily involved in co-curricular activities such as serving in leadership positions with professional organizations, volunteering in the community, and working and participating in legislative advocacy. Furthermore, the majority of students who pursue internships often have the extreme burden of managing reduced studying time, which is especially straining during midterm and final exams.

While juggling these activities and stressors, it is not uncommon for students' wellness efforts to suffer. Healthy eating, hydration, adequate sleep, exercise, personal time, and family time often become progressively lower priorities compared to other demands associated with pharmacy school.

At USC Mann, the overall well-being of our students is a priority, and concepts in wellness are emphasized throughout the PharmD program. However, students must exercise a level of self-awareness and commitment regarding their own wellness, and work to maintain personal wellness as a priority. Here are some helpful tips to actively pursue wellness:

- Schedule personal time and study time just as you would schedule class or work
- Commit to getting at least 7 hours of sleep each night
- Drink plenty of water to stay hydrated
- Get moving! Consider the use of a fitness tracker to monitor daily activity and sleep.
- Maintain a diet low in saturated fat and sodium
- Stay active in activities outside of pharmacy school, such as hobbies, social time, etc.

To support and promote well-being and community-building, USC Mann has created an initiative called Project Wellness. Project Wellness aims to provide novel and necessary programs for all students, staff, faculty, and our greater community. To further promote wellness and community-building on the USC Health Sciences Campus, Project Wellness often collaborates and promotes other campus wellness groups' programs. All programs are free and everyone is encouraged to participate. Some of the current Project Wellness programs include:

- RxRunners – a weekly running meetup
- RxBallers – A twice monthly sports meetup
- Yoga classes
- ARtx – a community to foster and share creative pursuits

Project Wellness is always receptive to new ideas for programs and seminars in order to better cater to the needs of our community. If you would like to submit an idea, please do not hesitate to email us at sop.wellness@usc.edu, or leave us a message on our website at <https://sites.usc.edu/projectwellness/>.

Welcome our NEW Wellness Counselor:

USC Mann would like to welcome our first Wellness Counselor, Veronica A. Acosta, LCSW. Veronica is a Licensed Clinical Social Worker with more than six years of psychotherapy training and wellness centered experience. This is a new resource we have accessible for all students enrolled in our

PharmD program. Having an accessible mental health and wellness staff member on campus is intended to provide direct supportive services for our students. At USC Mann, we acknowledge being a student can be difficult at times while managing all personal life matters and we understand students can benefit from speaking with someone individually to process emotions or struggles. Veronica can offer coping tools, reduce stress and anxiety, and offer insight from a wellness perspective on how to adjust accordingly to life while being a student. All matters are confidential when speaking in an effort to create a safe space for students to process real life personal and academic struggles. Veronica can be reached Monday-Friday via e-mail at vaacosta@usc.edu and can be found in Seaver Residence Hall (SRH) room 307. Individual appointments can be made at <https://engage.usc.edu/meetings/2569802/wellnessmeet>

Section V. PROFESSIONAL CONFERENCES ATTENDANCE POLICY

Background

PharmD candidates of USC Mann are encouraged to attend professional conferences throughout the academia year. Faculty are encouraged to support student attendance to professional conferences to facilitate leadership, professional development, and representation of USC Mann. This policy represents the minimum standard that courses can honor. Faculty may find additional ways to accommodate the student and outline such requirements in the course syllabus.

Purpose

To provide guidance to the faculty and student if permission is granted to attend a professional conference or meeting that occurs during the time of a case conference or a period of mandatory class attendance days. To define how attendance at these conferences can be achieved without compromising course work and class activities.

Process

1. Check with the ASSP VP of Professional Conferences if the conference you are interested in is an approved professional conference/meeting.
2. Only students in good academic standing may officially represent the University at Approved Professional Conferences/Meetings. Good academic standing will be defined as a current **GPA of 2.5 or higher**. *Note to the student:* if the student intends to participate in a group or team competition but is not in good academic standing, the student may not attend the conference despite membership representation on a team. The student must consider the academic standing *prior* to participating in the local competition prior to the activity. There are no exceptions to this contingency. The team will either have to forfeit its competition status, or another student may replace the student who is not in good academic standing. No appeals are permissible.
3. P1 students in the fall semester are not permitted to miss class time to attend a conference for any reason.
4. Students should submit a complete request to attend a conference (using the form below, entitled, "Request from Student to Attend Professional Conference/Meetings") to the Course Coordinator of an affected course via e-mail no later than **2 months prior to the event**. The Coordinator should respond to this request with a decision within two weeks. If multiple courses are affected, requests should be sent simultaneously to all course coordinators.

5. Prior to permission for attendance being granted, the Course Coordinator and student must agree to a specific mechanism for the student to cover missed class content and assignments.

6. If one conference/meeting is attended by more than 6 students per course, a student body officer representative attending the meeting shall compile a list of these students and submit the list with the “Request from Student to Attend Professional Conference/Meetings” forms for each student. The Course Coordinator will choose to communicate with the student officer or each individual student.

7. This policy excludes absence from IPPE or APPE rotations. Excusal from rotations is subject to approval by the Office of Professional Experience Programs and the respective rotation preceptor.

8. Faculty and students may submit written formal proposals to have events added to the Proposed Approved Professional Conferences/Meetings list. Proposals must be submitted by June 1st preceding the academic year in which the event will take place. Formal proposals must be submitted to the Senior Associate Dean of Academic and Student Affairs. The Senior Associate Dean of Academic and Student Affairs will review the proposal and inform the applicant of the decision within one month of receiving the proposal.

Disclaimer

The Course Coordinator makes the final decision of whether or not the student is allowed to miss class or coursework for the requested professional national or regional conference or meeting, including all Proposed Approved Professional Conferences/Meetings.

Procedural Timeline

Action

Minimum Deadline

- | | |
|---|---------------------------------------|
| 1. Student will inform course coordinators, via e-mail, a request to attend specific professional conference/meeting
<i>Note:</i> if there are more than 6 students attending the same conference, a list of these students should be sent with each Request from Student Form by the student officer representative | 8 weeks prior to event |
| 2. Course coordinator should respond to student request, in writing, including e-mail
<i>Note:</i> students may require flight and hotel arrangements and early-bird registration deadlines | Within 2 weeks of the student request |

¹**Footnote:** The student is responsible for working with the course coordinator to identify a faculty member to proctor Case Conference quizzes and review the case on a Thursday at the approximate time that USC Mann is conducting the same quiz and discussing the case (10am or 1:00pm PST).

Section VI. PROFESSIONALISM

Email is the primary mechanism for sending official communications to students at the University of Southern California. All students are assigned an official university email address that will be maintained in the university’s email directory for at least one year after the student’s last enrollment at the university, except in the case of expelled students, whose email access will terminate upon the effective date of their

expulsion. Students, therefore, must check email regularly in order to stay updated on important messages and notifications. Failure to read official university communications sent to students' official email addresses does not absolve students from knowing and complying with the content of official communications. Students may forward their email from their official university email address to another email address of their choice. The university, however, is not responsible for email forwarded to another email address.

Students at USC Mann are considered professionals and thus must conduct themselves appropriately in all interactions including via email. It is important that students follow general email etiquette standards for professional communication as outlined below:

1. Meaningful subject line
Subject lines should accurately describe content giving reader concrete reason to open the message. Subject should be specific to avoid spam-blocker programs
2. Formal writing
Messages should always be written with formal grammar and writing. Informal writing is reserved only for close friendships or colleagues
3. Focused message
The purpose of the message should be clearly addressed and polite. Emails should be organized to one subject and limited length. Unrelated points can be split into separate, purposeful emails.
4. Identify yourself
If the person you are emailing has never interacted with you, introduce yourself in the first few sentences. If you are following up on a face-to-face contact, provide specifics to clue their memory. Identification is not necessary if the receiver knows you well enough to recognize your email address. An email signature block should always be included (see below)
5. Respond promptly
Emails should be responded to within 48 hours. If you are unable to act on an email, respond to the email to acknowledge you have at least received it
6. Show respect and restraint – sending and responding
Make proper use of “reply all” when it is important that all who are CC’d to an email receive your message. Likewise, properly use “reply” to prevent unnecessarily inconveniencing others. Spend proper time proofreading the addressees, subject line, content, spelling, and grammar of your email prior to sending

Example USC Mann email signature identity:

Tommy Trojan, BS

PharmD Candidate 2026

USC Mann School of Pharmacy & Pharmaceutical Sciences

EngageSC

Students who are interested in attending professional events hosted by USC Mann are expected to register via [EngageSC](#). Students who do not register via EngageSC should understand that they may be barred from an event subject to event capacity or event facilitator discretion. Priority to events will be given to those who have successfully registered. Likewise, registering is considered a commitment to attend and students who fail to attend after registering may be barred from future USC Mann events at faculty discretion or be reviewed for Conduct Violations per Student Handbook.

Inappropriate emails

While not an exhaustive list, the following uses of e-mail by individuals or organizations are considered inappropriate and unacceptable. In general, e-mail shall not be used for the initiation or retransmission of:

- **Chain mail that misuses or disrupts resources** - E-mail sent repeatedly from user to user, with requests to send to others;
- **Harassing or hate-mail** - Any threatening or abusive e-mail sent to individuals or organizations that violates university rules and regulations or the Code of Student Conduct;
- **Virus hoaxes**;
- **Spamming or e-mail bombing attacks** - Intentional e-mail transmissions that disrupt normal e-mail service;
- **Junk mail** - Unsolicited e-mail that is not related to university business and is sent without a reasonable expectation that the recipient would welcome receiving it; and
- **False identification** - Any actions that defraud another or misrepresent or fail to accurately identify the sender.

Online Etiquette and Conduct

The online classroom, though very different for many of us, still constitutes a classroom and the decorum should remain the same. Please keep in mind these guidelines for interacting with your peers and instructors in the online environment. Use these guidelines as a foundation for establishing the norms and rules of conduct you would like your group to abide by for the semester.

Professionalism for Online Courses

- Always use a respectful tone when interacting with your classmates and instructors
- Please keep your video on during the sessions to demonstrate ongoing participation and engagement
- Avoid interrupting others – consider using the ‘Raise Hand’ option to indicate your desire to contribute
- Ask clarifying questions if you don’t understand – chances are your classmates are also confused!
- Discussion is welcome and encouraged and should build on each other’s contributions – respond to the content, not the individual
- Avoid monopolizing the discussion
- Everyone should be an active participant in the discussion
- Take responsibility for the quality and direction of the discussion
- Limit any distractions, including background noise or offensive/distracting backgrounds
- Eating is discouraged during the session, though is permissible provided it is not disruptive
- Avoid side conversations in the chat box or other non-Zoom messaging systems
- Arrive on time for every session
- No unprofessional dress (e.g. no wearing pajamas)

Technical Support

Understandably, some technical issues may arise during the semester. Please test your connection prior to the first day of the semester. If you encounter any issues, please contact the support desk for help.

Mann IT helpdesk: Email: Mannit@usc.edu (323-442-0002)

Zoom support: <https://itservices.usc.edu/zoom/> (213-740-5555)

Blackboard support: Email: blackboard@usc.edu (213-740-5555, option 2)

DRESS CODE for Professional Activities

Professional activities may include but are not limited to: introductory and advanced pharmacy practice experiences (IPPEs and APPEs), case conferences, health fairs and other professional events or activities.

USC students are expected to maintain certain standards of appearance during all patient care activities and when otherwise requested to do so (e.g. simulated clinical activities, labs, etc.). Students who are in violation of the dress code may be subject to action including, but not limited to, dismissal from the activity per faculty discretion. While in other practice settings, students may be held to different dress codes.

All students must meet the standards for appearance as outlined below:

1. Students should dress in well-fitting business or business casual attire with their white coat while at a practice site. White coats must be clean and neat. Examples of acceptable attire include:
 - a. Dress shirt with or without plain tie (solid, stripe, or simple pattern)
 - b. Dress slacks or knee-length skirt
 - c. Close toe shoes with heel < 2.5 inches
 - d. Scrubs may be appropriate depending on the practice site and if approved by the preceptor
2. USC nametag should be worn at all times on the upper body
3. Long hair must be tied back when performing physical exams and when otherwise necessary. Facial hair should be trimmed and neat.
4. Jewelry should be kept simple and minimal.
5. Nails must be short. In most clinical settings acrylic or other artificial nails are not appropriate.
6. Personal hygiene must be maintained.

Examples of inappropriate attire/appearance:

1. T-shirts, tank tops, jeans, shorts, athletic wear, or sneakers
2. Sandals, bare feet, or any shoes that expose the feet
3. Bare midriffs, tank tops, or tube tops
4. Short skirts, tight fitting clothing such as leggings, and clothing that reveals skin when leaning, stretching, or bending over
5. Wrinkled, torn, or visibly stained clothing
6. Visible tattoos (tattoos should be kept covered when possible)
7. Hats or caps (headwear worn for religious purposes is acceptable)
8. Personal products such as cologne, hair products, and body lotion with a strong scent
9. Attire with distracting organizational names or logos



Student Handbook