

# Troubleshooting Guide for PharmD Students

## Absences: needing to miss required course components

What you do:	<ul style="list-style-type: none"><li>• Submit the MNspire Absence Request form: <a href="https://z.umn.edu/MNspireAbsence">z.umn.edu/MNspireAbsence</a></li><li>• For all foreseen absences, provide 21 days' advance notice.</li></ul>
Not resolved?	<ul style="list-style-type: none"><li>• Consult your <a href="#">OSS Student Advisor</a> for support with extended absences.</li><li>• View the <a href="#">Absence Reporting Procedure</a> for more information.</li></ul>

## Self-related: academic, health, or personal concerns

What you do:	<ul style="list-style-type: none"><li>• Consult your <a href="#">OSS Student Advisor</a> to learn more about resources that can help, or approach them directly on your own: <a href="#">Duluth Resources</a> or <a href="#">Twin Cities Resources</a></li><li>• You can also connect with our <a href="#">Embedded Wellness Counselor</a></li></ul>
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## Classmate-related: interpersonal difficulties, disruptive classmates

What you do:	Approach your classmate and do your best to resolve the issue with them directly. State specifically—verbally or in writing—the concern, the impact, and what action is being requested to address the concern.
Not resolved?	<ul style="list-style-type: none"><li>• Contact your <a href="#">OSS Student Advisor</a> if the problem persists and is interfering with your education.</li><li>• If you believe the problem violates the <a href="#">College of Pharmacy's System of Integrity</a>, you may <a href="#">submit this concern through this form</a>.</li><li>• You may seek assistance from the <a href="#">Student Conflict Resolution Center</a>.</li></ul>

## Class-wide situation: concern that affects a significant number of your classmates

What you do:	Approach your <a href="#">Class Reps</a> to articulate your concern; provide evidence if it is a class-wide concern, and suggest a potential resolution.
What to expect:	If deemed a class-wide issue, Class Reps will share the issue and student perspective with the responsible party, who will communicate the resolution directly back to the class.
Not resolved?	<ul style="list-style-type: none"><li>• Consult with <a href="#">Katie</a> or <a href="#">Peter</a> to facilitate the feedback process.</li></ul>

## Curriculum-related: course delivery, format, content

What you do:	Submit the MNspire Course Student Feedback form: <a href="https://z.umn.edu/WTLfeedback">z.umn.edu/WTLfeedback</a>
Not resolved?	<ul style="list-style-type: none"><li>• Consult the Education Coordinator, your <a href="#">OSS Student Advisor</a>, or your <a href="#">Faculty Class Advisor</a> for additional help.</li></ul>

## Workplace Challenges:

What you do:	Approach your supervisor and do your best to resolve the issue with them directly. State specifically—verbally or in writing—the concern, the impact, and what action is being requested to address the concern.
Not resolved?	<ul style="list-style-type: none"><li>• Contact your <a href="#">OSS Student Advisor</a> or <a href="#">Career Coach</a> if the problem persists and is interfering with your education.</li></ul>

## System, Policy, College, University, or Academic Complaints:

What you do:	<ul style="list-style-type: none"><li>• If you experience a systemic problem in the college or university, please notify <a href="#">Peter Haeg</a>, director of student services, to help resolve the issue.</li><li>• If you believe the college is inconsistent with Accreditation Council of Pharmacy Education (ACPE) <a href="#">accreditation standards</a>, you may submit a complaint in writing to the Associate Dean of Professional Education: <a href="http://z.umn.edu/acpecomplaint">z.umn.edu/acpecomplaint</a>, as well as <a href="#">contact ACPE</a> directly.</li><li>• The <a href="#">Conflict Resolution Process for Student Academic Complaints</a> outlines the process for resolving complaints that fall within the scope of the <a href="#">Addressing Student Academic Complaints policy</a></li><li>• <a href="#">UReport</a> provides a way for University community members to report violations of rules, regulations, and policies. The report can be made anonymously.</li></ul>
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## Discrimination, Sexual Misconduct, and Related Retaliation:

What you do:	<p>If you have experienced discrimination, sexual misconduct (including sexual harassment, sexual assault, stalking, and relationship violence), and related retaliation (including non-university related), you may directly contact <a href="#">Equal Opportunity and Title IX</a>. To make a report, please visit their <a href="#">Reporting page</a>.</p> <p>Resource guides: <a href="#">Sexual misconduct and related retaliation</a> &amp; <a href="#">Discrimination and related retaliation</a></p>
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## Bias Incidents:

What you do:	To report a bias incident anonymously, <a href="#">visit Bias Response and Referral Network (BRRN)</a> . You can also email <a href="mailto:endbias@umn.edu">endbias@umn.edu</a> .
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## Other:

What you do:	If you do not know which of the resources is best for your situation, you can directly contact your <a href="#">OSS Student Advisor</a> .
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## Office of Student Services

For general inquiries, contact:

- [PharmD@umn.edu](mailto:PharmD@umn.edu) | 612-624-9490 (*response within one business day, usually faster*)
- [Contact Student Services](#)
- Additional campus resources: [Duluth](#) | [Twin Cities](#)

## OSS Student Advisors:

<b>Duluth Students:</b> Katie Vukelich <a href="mailto:vukelich@d.umn.edu">vukelich@d.umn.edu</a> <a href="http://katie.appointments.umn.edu">katie.appointments.umn.edu</a> 218-726-6038	<b>Twin Cities Students:</b> Natasha Bellefeuille <a href="mailto:npelovsk@umn.edu">npelovsk@umn.edu</a> <a href="http://natasha.appointments.umn.edu">natasha.appointments.umn.edu</a> 612-624-7081	<b>Twin Cities Students:</b> Claire Schmidt <a href="mailto:tomcz065@umn.edu">tomcz065@umn.edu</a> <a href="http://claire.appointments.umn.edu">claire.appointments.umn.edu</a> 612-625-2706
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Director of Student Services: Peter Haeg, [haegx002@umn.edu](mailto:haegx002@umn.edu), 612-624-2649