

UNIVERSITY OF FLORIDA COLLEGE OF DENTISTRY

PRE-DOCTORAL STUDENT HANDBOOK

Office of Education
PO Box 100407
352-273-5950

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Alternate Format of this Handbook

Upon request, for individuals with documented visual and print-related disabilities, this Handbook is available in alternate format. The alternate formats may include large print, Braille, audiocassette, DVD and interpreters. For more information, contact the Office of Education, PO Box 100407, Gainesville, FL 32610-0407; or call (352) 273-5950.

SECTION A

VISION and MISSION STATEMENTS

VISION

International leader in research, education, patient care and service.

MISSION

Be known for innovative education, commitment to cultural diversity, discovery, transfer of scientific knowledge, superior skills of our graduates and the highest degree of patient care and service.

VALUES

- Excellence
- Integrity
- Collaboration
- Courtesy
- Compassion
- Diversity
- Professionalism

Additional information regarding the College's goals and measures to achieve those goals may be found at:

https://apps.dental.ufl.edu/intranet/SharedGovernance/StrategicPlanning/2012_2016_strategicPlan.pdf

SECTION B

THE CORE DENTAL CURRICULUM

The Educational Mission of the College of Dentistry (COD) is to graduate a scientifically knowledgeable, biologically oriented, technically competent, socially sensitive practitioner of dental medicine. We expect students and graduates to adhere to the highest standards of professional conduct and ethics and function effectively as a member of the nation's health care delivery system. Our graduates must be competent in the prevention, diagnosis and care of patient's oral-facial conditions that affect overall health and patient well-being. A competent practitioner is one who is able to begin independent, unsupervised dental practice.

Educational Philosophy. The College of Dentistry's highest commitment is to academic excellence. The development of the competent graduate in the art, science, and practice of dentistry is the foundation of our educational philosophy. It is paramount that the educational environment be humanistic and reflects the values of integrity, honesty, respect, fairness and cooperation. It is equally important that faculty and staff develop, integrate and facilitate effective and active learning. These efforts must result in graduates who possess and demonstrate knowledge and skills in the cognitive, psychomotor and affective domains.

The Curriculum Committee is responsible for overseeing and managing the four year DMD curriculum consistent with the Commission on Dental Accreditation Standards and the college's educational mission and philosophy. The curriculum strives to encompass the College's educational mission and philosophy and uses a competency-based approach to education and student evaluation.

The Doctor of Dental Medicine curriculum spans four years and utilizes a biologic, psychological and social approach to foster an integration of basic, behavioral and clinical sciences. The timing and sequence of courses are designed to help students develop the requisite knowledge base and rationale they will need for clinical patient care. The *basic sciences* provide dental students with foundation knowledge in anatomy, physiology, cellular and molecular biology, virology, immunology, microbiology and nutrition. The *behavioral sciences* provide dental students applied knowledge in the areas of interpersonal communication, human behavior and ethics. The *clinical sciences* develop a dental student's therapeutic and clinical decision-making skills. *Electives* allow dental students the opportunity to vary their program according to their individual interests. Each student is encouraged to enroll in at least one research-oriented elective, and all students must complete a minimum of six (6) credit hours of electives for graduation. The College is also committed to volunteer services and interdisciplinary service learning. Each student is required to perform ten (10) hours of community service every academic year. A wide range of opportunities exist locally, in-state, nationally and internationally thru our international humanitarian experiences.

Competency-based Dental Education. The University of Florida College of Dentistry (UFCD) curriculum provides students with the mechanism for developing competency as clinical dentists in preparation for the practice of general dentistry. Graduates will be competent to provide a

wide spectrum of dental care, either directly or through referral, while remaining responsible for all aspects of patient care. In this sense, the general practitioner is expected to understand the indications and contraindications for contemplated treatment, and recognize when the scope of treatment is beyond his/her capability. The curriculum is designed so that the students develop and/or enhance their knowledge, skills and values required of a competent practitioner. Students must be deemed competent in these knowledge, skills and values by the faculty prior to graduation.

UFCD Competencies for the New Dental Graduate

The *Competencies for the New Dental Graduate* was developed by the College of Dentistry's Curriculum Committee with input from the faculty, students and staff and approved in October 1999, with revisions in June 2004, April 2007, March 2010 and August 2014. The **entire document is available** at the link below:

http://dental.ufl.edu/files/2012/04/2009-2010_COMPETENCIES.pdf

SECTION C

THE ELECTIVE DENTAL CURRICULUM

The Elective Dental Curriculum

Elective courses are designed to allow students the opportunity to self-direct their education according to their individual interests and needs. Electives supplement the core curriculum. Each student is required to complete a minimum of six (6) credit hours (60 clock hours) of approved elective courses. In addition, six (6) CEUs must be earned both in the junior and senior years for a total of twelve (12) hours of CEU credit. Only 3DN and 4DN students receive credit for CEUs.

Registration in an elective:

There are two ways to enroll in an elective – respond to an email sent by the course director or departmental personnel or complete the Elective Enrollment Request form and obtain the course director’s signature. The Elective Enrollment Request form is available in the Office of Education and must be returned to that office to be registered for an elective.

If a student is interested in a course of study not currently offered, he/she should work with the appropriate faculty member to develop it. The faculty member should complete a new elective request form (available at the UFCD website) and forward it to the Curriculum Committee for approval. The course director will be notified of the committee’s final action. Once approved the course will be given an internal tracking number and established in the Electronic Curriculum Organizer (ECO).

Evaluation:

The evaluation mechanism is stated in the ECO syllabus for each elective and is based on criteria developed by the course director. All electives are graded as pass/fail (S/U).

A complete listing of all elective courses, their description, credit hours and instructors is maintained in ECO under course number DEN8290.

Advanced Education Honors Program

Senior students in the top 15% of their class are eligible to apply to this ten (10) semester hour program focusing on a dental specialty. Applications are due in late summer of the senior year. For more details, contact the Associate Dean and Director, School of Advanced Dental Sciences.
Course Requirements

A Certificate of completion is awarded for students who satisfy all program requirements. Students must complete a minimum of ten (10) Graduate credit hours. Six of the required ten credit hours must be selected from advanced education core curriculum or from core graduate

courses offered by the area awarding the Certificate. The remaining credit hours will be selected from courses that will support the student's area of concentration and must be approved by the Honors advisor and the Associate Dean and Director, School of Advanced Dental Sciences. Students are responsible for the additional tuition and fees required for enrolling in these courses.

Combined/Joint Degree Programs

Integrated DMD/PhD program:

This integrated program allows students to work simultaneously in both research and clinical areas that will enhance their focus and skills to start an academic career. Students will complete three years of the DMD program and complete National Board Examination Part I prior to entering the integrated format. In the subsequent four to five years the student is expected to complete their clinical training for the DMD degree and pass NBDE Part II along with meeting all requirements for the PhD portion of the program. Complete information on the DMD/PhD program may be found at: <http://dental.ufl.edu/admissions/dmd-program/dmd-phd-program/>

DMD/MPH Program:

This program was approved in 2014 and allows enrolled students to earn both degrees in an integrated fashion. Credit for selected DMD program courses is transferred to the MPH program of study to satisfy some MPH program electives. Enrolled students can plan on an additional 2-4 semesters of enrollment beyond the DMD degree in order to complete the MPH program. For additional information on this program, contact the Office of Education.

Enrollment and other policies

Registration in the College of Dentistry (DEN) courses is restricted to students who are currently admitted to a program in the college and who are classified 1DN to 8DN.

While the college will use all of its resources to provide sufficient patients for students, the ultimate responsibility for procuring patients and completing clinical courses and degree requirements rests with the student.

Advanced Standing – Course Exemptions

Students presenting proper credentials of having gained prior knowledge of a dental course will be allowed to take a written examination and complete a laboratory or simulation project, as appropriate. Depending on the results of the examination(s), the student may be exempted by the course director from the course without credit.

SECTION D

INSTRUCTIONAL SUPPORT AND TEACHING POLICIES

Electronic Curriculum Organizer (ECO)

All DMD courses use ECO, the Electronic Curriculum Organizer, a learning management tool that includes course schedules, course syllabi, teaching materials, assessment tools, and the clinic management system. Students receive instructions on how to use ECO during their orientation to the College. Gatorlink authorization is required for login at the site: <https://login.ufl.edu/idp/profile/SAML2/Redirect/SSO?execution=e1s1>

Computer requirement

Incoming DMD students are required to have a personal laptop computer. A tablet computer will not currently satisfy this requirement.

The University of Florida requires all students to have access to a computer system. Click here to access the UF Computer Requirement Policy: <http://www.it.ufl.edu/policies/student-computing-requirements/>

The College of Dentistry **requires** incoming students to have a laptop computer (not a tablet, iPad, etc) in order to be able to function in the current learning environment. Students are required to access electronic forms of information, submit assignments and communicate with other students and faculty electronically in the DMD program. A laptop computer ensures that computing capability is available to you at all times and in all locations.

In general, students can expect to need access to and ongoing use of a near state-of-the-art laptop computer. In other words, you will need daily access to a virtually new, fairly powerful computer with Internet along with a printer. The choice of platform – Apple or PC – and the brand of laptop is up to the student so long as it meets the requirements stated below.

Students are expected to purchase or lease a computer that is capable of network connection, graphical access to the world wide web, electronic mail, and productivity functions such as word processing, presentation software and spreadsheet calculation. The cost of meeting this requirement is included in financial aid.

1. Didactic and Preclinical Curriculum: Competency in the use of a computer and access to and ongoing use of a computer are required for all DMD students to support instruction in and outside of the classroom.

2. Clinical Curriculum: The computer is an essential instrument in our clinical curriculum. Dental student clinical patient management routinely uses information technology, including electronic patient records, computer-based patient scheduling, digital radiography and distance learning technologies.

Laptops that use the following operating systems meet the UFCD requirement:

- Microsoft Windows 7 Pro (64 bit)
 - Microsoft Windows 8.1 Pro (64 bit)
 - Microsoft Windows 10 Pro (64 bit)
 - Mac OS Mavericks (10.9)
 - Mac OS Yosemite (10.10)
 - Mac OS El Capitan (10.11)
- 80GB hard drive and 4GB RAM is recommended

For more detailed information about Computing at UF go to: <http://helpdesk.ufl.edu/>

Please be aware that products in the computer world are constantly changing. Therefore, this requirement is evolving and will continue to evolve. You can expect it to change as the power, price and quality of computers change and as the needs of students in the college change. We make every effort to minimize the impact of changes in this requirement on our students.

When you select a laptop it is wise to purchase the largest amount of RAM and the largest capacity hard drive, installed, that the computer manufacturer offers.

ExamSoft

Beginning in 2014, the college has used ExamSoft testing software to administer selected DMD program examinations using student laptop computers. Laptops which do not meet college guidelines may cause difficulties for students when testing. It is particularly important for students to acquire an up-to-date robust laptop for use in the dental program.

For more detailed information about ExamSoft go to: <http://dental.ufl.edu/education/dmd-program/examsoft-procedures/>

Security of Personal Mobile Devices at the University of Florida

Lost or stolen smartphones and laptops are a continuing source of security problems. The UF Mobile Computing and Storage Devices policy, <http://www.it.ufl.edu/policies/information-security/mobile-computing-storage-devices/> addresses this in several ways, importantly the corresponding standard specifies that all mobile devices that store university data (regardless of ownership) be fully encrypted. Encrypted devices provide a “safe harbor” for the university. This means that if you have university Personally Identifiable Information (PII) on your

encrypted laptop, smartphone or USB drive, and the device is lost or stolen, the UF does not have to notify potential identity theft victims because the data is protected. Even more importantly, you are also protected from personal legal or financial liabilities.

Email Policy

In the College of Dentistry, email is the primary mode of communication between faculty, administration, staff, and students. Students are required to check their email daily, on all scheduled school days. A Gatorlink (*ufl.edu*) and *dental.ufl.edu* accounts are required for each student, with the primary email address as the *dental.ufl.edu*. Official email will be sent exclusively to the *dental.ufl.edu*. Additional email can be forwarded from the Gatorlink (*ufl.edu*) to the *dental.ufl.edu*. The preferred email address recorded for all students will be the *dental.ufl.edu* address. This is the email address displayed in the online phonebook.

The official platform for UFCD electronic communications is Microsoft Outlook. Faculty, students and staff are required to use Outlook for all UFCD business. Outlook email may NOT be automatically forwarded outside the *dental.ufl.edu* domain space.

Accessing your university email from other people's computers can be convenient, but exposes you to additional risks. It is never a good practice to configure an email client to access your email from a computer not assigned to you by the university or personally controlled by you. It is best to use Outlook Web Access if you absolutely must access email from another person's computer.

Policies on Acceptable Use may be found on the UF Information Technology site:

<http://www.it.ufl.edu/policies/>

Library Services

The College of Dentistry has a liaison librarian who is there to assist dental students with access to electronic resources, database selection and searching and other research questions. You may contact Ellie Bushhousen at bushhousene@library.health.ufl.edu.

The Health Science Center Library is located in the Communicore Building. Hours of operation may be found at: <http://library.health.ufl.edu/>

In order to borrow library materials, students will need a valid activated Gator 1 card. The card may be activated at the library's Circulation/Reserve desk. There is an in-depth FAQ online to answer most questions on how to use the library and its databases and online services: <http://library.health.ufl.edu/help/faq/>

Teaching and Evaluation

Policies on student instruction and evaluation can be located in the UFCD *Best Practices for Classroom Teaching and Student Evaluation* at:

https://apps.dental.ufl.edu/intranet/Policies/best_practices_classroom_teaching_student_evaluation.pdf

Class Schedules

University of Florida class periods use the following schedule:

University Class Periods		
<u>Period</u>	<u>Begins</u>	<u>Ends</u>
1	7:25 am	8:15 am
2	8:30 am	9:20 am
3	9:35 am	10:25 am
4	10:40 am	11:30 am
5	11:45 am	12:35 pm
6	12:50 pm	1:40 pm
7	1:55 pm	2:45 pm
8	3:00 pm	3:50 pm
9	4:05 pm	4:55 pm
10	5:10 pm	6:00 pm

SECTION E

ACADEMIC PERFORMANCE EVALUATION

Dean's List

The Dean's List recognizes students' outstanding academic achievements each semester. Determination and notification is as follows:

- The dental students in each class with the highest grade point averages at the end of each semester and a minimum GPA of 3.5 will be identified for inclusion on the list
- Students with an incomplete grade ("I") will not be considered for the dean's list.
- In the event of a tie for the tenth position, all students tied for that position will be included.
- The list of students being honored will be maintained in the Office of Education but will not be published without the written consent of each student included on the list.
- The Associate Dean for Education will send a congratulations letter to each designated student each semester.

Student Class Ranking

Student class rankings are developed and used to respond to requests for from other institutions or agencies, most often when a student applies for an advanced education program, scholarship, or employment. Rankings for each academic year are computed annually at the end of the Spring Semester as a function of grade point averages. Grade point averages are derived from the numerical equivalent of the letter grade. The student with the highest grade point average is ranked number one, with lower rankings computed accordingly. At the completion of the dental curriculum, an overall grade point average and class ranking is computed.

Grading System

Student performance in academic coursework and clinical requirements is evaluated by letter grades "A" to "E". The pass/fail (S/U) grading system is used for select courses so designated by the College and for all elective (DEN8290) courses.

The college of dentistry uses the UF grade scale below to calculate student semester grade point averages and for use in student class ranking.

Individual course grade scales are determined by the course director and may vary from the UF grading scale below.

Grade point averages (GPA) are derived from the UF numerical equivalents of the letter grade. Overall GPA calculations are based on the UF scale also.

UF Grades and equivalent grade points:	
A	4.00
A-	3.67
B+	3.33
B	3.00
B-	2.67
C+	2.33
C	2.00
D/R	1.00
S	none
S/R	none

A grade of “D/R” is issued only when a student successfully remediates a course he/she previously failed with an “E” grade (see remediation section below).

A grade of “S” is equal to a “C” or better grade, but is not calculated in the grade point system. An “S/R” is issued when a pass/fail course has been successfully remediated.

Failing grades

The grade of “E” is issued when a student has not met the standards to pass a course. It will remain on the student’s permanent record if he/she fails to successfully remediate the course and is equivalent to 0.0 grade points. Any grade achieved after re-enrollment in the course will be listed separately.

A failing grade of “U” is assigned only when an entire course is graded S/U. No grade points are calculated and course credit is not awarded.

Other Grades

An “I” (Incomplete) grade is assigned to a student who is capable of achieving a passing grade in a course, but who could not complete the course requirements because of extenuating circumstances. Arrangements must be made with the course director to complete the work by the end of the next semester or earlier. This grade must be rectified by the end of the next semester. An “I” grade may be assigned at the discretion of the course director as an interim grade for a course in which the student has either completed a major portion of the course with a passing grade or has been unable to complete course requirements prior to the end of the semester because of extenuating circumstances or has obtained written agreement from the instructor as to the arrangements for resolution of the incomplete grade. Instructors are not required to assign “I” grades.

A “W” (Withdrew) grade is assigned for any course dropped when the student was in good academic standing. This grade requires College approval and is assigned to students withdrawing enrollment due to personal and/or medical problems resulting in an excused extended leave of absence.

A “WF” (Withdrew Failing) grade is assigned to any course dropped when the student was not in good academic standing.

Graduation Requirements

In order to earn the DMD degree the student must satisfactorily complete all required course work, clinical competencies and experiences, electives and be in good academic standing with the University. In addition, the student must have an overall four-year GPA of 2.5 or better, have passed all competency assessments, must successfully remediate any previously failed courses, have no incomplete or failing grades on his/her academic record and must pass National Board Examination Parts I and II. Additionally, the student must satisfy all requirements relating to patient treatment status, patient records, collection of fees, and accountability for institutional equipment and supplies.

Finally, the Department Chairpersons must review the performance of all degree candidates and certify to the Dean their eligibility for graduation.

Each student must also complete a Graduation Clearance Checklist that requires signature approval for the following tasks:

- Patient Care: all patients discharged or reassigned by patient care coordinator; all patient charts have been audited. Chart lockers are cleared and key returned.
- Business Office: all patient accounts are paid in full or turned over to a collection agency. Students are responsible to pay for all outstanding fees charged by them for completed procedures when the patient has an outstanding balance.
- Financial Aid: all loan exit counseling has been completed and, if applicable, Financial Aid Officer has verified student’s compliance with federal requirements.
- Instrument leasing release: all instruments returned and/or accounted for. Student will be held accountable for any instrument not returned.
- Miscellaneous: ADEA online senior survey, UFCD online self-assessment survey, clinical faculty evaluations, lockers and dropboxes cleared of all belongings.

Graduation with Honors

The College of Dentistry recognizes high academic achievements by DMD candidates with the designation *magna cum laude* (high honors) and *cum laude* (honors) on the transcript and diploma. Students are recognized in the commencement program and ceremony. The Office of Education provides UF honor cords for these graduates to recognize their academic achievement; the cords are worn during the commencement ceremony.

The top ten percent of the original entering class, ranked according to cumulative weighted grade point average at the end of the Fall semester (S-10) may graduate with honors. The top five percent graduate *magna cum laude* and the next five percent graduate *cum laude*. Recipients may not have a record in the University of Florida Office of Judicial Affairs indicating a violation of the Student Honor Code while enrolled at the College of Dentistry.

Graduation with Research Honors and High Research Honors

Dental students who have engaged in research during the DMD program may be eligible for Research Honors. The Research Committee administers this program and details can be found at:

<http://research.dental.ufl.edu/resources/programs/student-resources/research-honors-high-research-honors-awards/>

Confidentiality of Student Records

The Family Educational Rights and Privacy Act of 1974 (20.U.S.C.1232g), commonly known as the Buckley Amendment or FERPA, and State of Florida and University of Florida regulations protect the privacy of student records. An Education Record is any record directly related to a student that is maintained by an educational institution. Education records are private and cannot be shared without student written consent except in certain circumstances.

For detailed information on student records privacy at the University of Florida, go to the Privacy at UF website, <http://privacy.ufl.edu/privacy/studentfaculty/>

Student Performance Evaluation Committee (SPEC)

Committee Structure:

The voting members of the SPEC consist of six faculty members elected by the Faculty Assembly for three year terms with two committee members elected each year; three predoctoral students elected by their respective class members, one from each of the second, third and fourth year classes; and the Basic Science Coordinator. In addition, the Assistant Dean for Student and Multicultural Affairs and the Associate Dean for Education act as non-voting members. The Associate Dean for Education serves as the permanent chair.

Committee Charge, Functions, and Decisions:

The SPEC is charged to act upon recommendations from appropriate units of the college relative to student warnings, counseling, probation and expulsion in concert with the student's academic standing and progress. The SPEC makes recommendations to the Dean regarding the status of individual students.

The function of the SPEC is to:

- Monitor student performance in the basic sciences, didactic and clinical courses and electives

- Identify and recommend students for commendation who have achieved outstanding performance
- Identify students who are experiencing academic difficulty and implement action according to guidelines
- Address conduct

It is the responsibility of this committee to make independent decisions regarding individual student's academic status based upon documentation provided to the committee (academic counseling reports, referrals from course directors and/or Academic Review Committee, and submission of course final grades). Students identified as having poor academic performance or delay in their academic progress are invited to a hearing with the Committee, following due process procedures, when placement on academic probation, retracking or dismissal is a consideration. The Committee also has the responsibility for approval of the dean's list and removing students from academic probation.

Members of this committee also serve as the College's representatives to the Health Science Center Student Conduct Committee and will be advised of conduct violations of students undergoing academic review by this committee. The committee reports directly to the Dean who handles all appeals originating from the actions of the committee.

The Associate Dean for Education notifies the student of the SPEC's decisions regarding probation, retracking or dismissal, and also serves as the college's liaison when interacting with the student, his or her family, the University Administration and any legal counsel.

Academic Standards

First Year (fall and spring semesters):

- A student will automatically be placed on probation at the end of the first semester if the student does not have a weighted grade point average (GPA) of at least 2.5 or if the student receives a failing "E" or "U" grade in one or more courses
- A student who fails a course is automatically placed on academic probation and remains so until all deficiencies are removed by successful remediation or re-enrollment
- Successful remediation of a failing grade results in a remediated grade "D/R"
- All remedial activities must be completed as stated in the official notification sent by the Associate Dean for Education. If the student is required to retake a course, courses or the entire first year curriculum, the student must successfully complete the course(s) by the stated deadline
- A student who completes the first year curriculum with a cumulative weighted GPA of less than 2.5 will be reviewed by the SPEC who may recommend dismissal or repeating the first year
- A student will remain on probation for an indefinite period until the SPEC determines the student is no longer in academic jeopardy

Second, Third and Fourth Years:

In the remaining three years of the curriculum, if a student receives a failing grade (“E” or “U”) or if a course director, department chairperson, or the Associate Dean for Education identifies a student who is performing in an unsatisfactory manner, the SPEC will review that student’s academic record and interview the student prior to taking action that can range from no sanction to academic probation, retracking, or dismissal from the College.

- Any student receiving a final grade of “E” will automatically be placed on academic probation by the SPEC following a hearing with the student
- A student who received a remediated “D” and/or “E” grades totaling five or more credit hours during a semester will be referred to SPEC for academic review
- The accumulation of eight or more credit hours of “D” or “E” grades during an academic year may be cause for SPEC to take action including retracking or dismissal from the program
- Any student failing Part I or II of the National Board Dental Examination will have a hearing with SPEC and placed on probation
- Failure to progress satisfactorily through the program in a timely manner could result in a decision by the SPEC for dismissal from the College
- A student will remain on probation for an indefinite period until the SPEC determines the student is no longer in academic jeopardy

Procedure for Academic Probation, Retracking or Dismissal for Academic Reasons

When an academic deficiency occurs, the following courses of action may take place:

A. Verbal Warning with Note

A faculty member, department chair, team leader, course director or the SPEC should discuss the situation verbally with the student, make appropriate recommendations and contact the Office of Education in writing.

B. Written Warning with Recommendations

Faculty member and/or the Office of Education will meet with the student and present a written warning with recommendations regarding the specific issues.

- If the petition evidence coming to the SPEC does not warrant a hearing, a letter will be sent from the SPEC to the petitioner(s) and the student explaining the reasons for dismissal of the case. Information will be kept until the student graduates and will be confidential.
- An individual described in Category A, Verbal Warning with Note can request that a written warning be sent by the SPEC to the student indicating his or her specific problem(s) and recommendations for corrections. If the SPEC votes to do so, then a copy of the warning is also inserted in the student’s academic file as a permanent record.

C. Hearing

A student will be referred for a hearing if he/she fails a course, fails National Board Part 1 or 2 or has a conduct violation. Students who previously received a written warning and are still having academic difficulties will also be referred for a hearing. The SPEC will make a decision regarding academic probation, retracking or expulsion on all students who are presented for a hearing.

- The Associate Dean for Education will establish a hearing date and notify the student's advisor or Team leader. The student may bring another student, faculty or staff member for support. Any additional person appearing for the student's behalf must receive the written consent of the student being heard. Legal counsel is welcomed to attend but may not speak on behalf of the student or address the committee in any way.
- The purpose of the hearing is to give the student an opportunity to discuss the circumstances that lead to their referral
- After the hearing, the SPEC will evaluate all the information and reach a decision. A two-thirds majority vote of the established quorum (six members) is required to support a decision. In the event a recommendation for probation or retracking, a detailed written description of activities will be completed and the student notified in writing by the Associate Dean for Education. The documentation becomes a permanent part of the student's file. Vote for dismissal will be conducted by secret ballot and counted by the chair and Assistant Dean for Student and Multicultural Affairs.

Explanation of Probation, Retracking, Dismissal and the Appeal Process

Academic Probation:

A student can be placed on academic probation when the student receives a failing grade in a course or does not make normal academic progress in the clinical curriculum. While on probation a student can neither hold office in student government or other college of dentistry organizations nor represent the College externally, for example international humanitarian trips or national organization meetings. SPEC will review the student's performance every semester. Typically students must demonstrate acceptable academic performance for a minimum of a year prior to consideration for removal from probation.

Academic probation is intended to: (1) inform the student that his or her academic performance is below the standards required to graduate, and that he/she must improve their achievement to the standards required to graduate; (2) recognize unsatisfactory work at an early date; (3) be sufficiently significant to make clear to the student, and to the administration, the shortcomings of the student's performance; (4) provide occasion for counseling; and (5) give students whose ultimate success is doubtful further opportunity to demonstrate adequate performance.

The College of Dentistry has an established policy that students who are on academic or conduct probation will neither be funded for travel nor designated as official student representatives to any state or national organization.

Further, students on academic or conduct probation may not serve as: class officers, student representatives on College Standing Committees, or representatives on University Committees.

This policy is predicated on the rationale that any student in these circumstances would prudently devote full attention, time, and energy to maintaining a satisfactory performance standard.

Retracking:

A student may be required to repeat a year when his/her academic accomplishments are substandard. The purpose of retracking is to recognize that the student may have the potential to make satisfactory progress if his/her knowledge and skills are improved by repetition. The effect of retracking will be to extend the graduation date of the student.

Dismissal:

A student may be dismissed from the College of Dentistry if the student fails to maintain normal academic progress. Such dismissal does not prohibit the student from enrolling in other programs or colleges, if he or she meets the requirements for those programs.

Appeal Process:

Students have the right to appeal all SPEC decisions. The student's appeal decision should be made to the Dean of the College of Dentistry. All appeals must be in writing and within five business days of the written notification of the SPEC decision. The Dean will review the written appeal and the student's academic record and may make a decision based upon those documents. Alternatively, the Dean may convene a review panel to hear the appeal with him/her to assist him/her in review the matter. The findings of the review panel are not binding on the Dean, who has the sole authority to overturn or sustain the SPEC decisions.

If the Dean decides to meet with the student and/or appeal panel, the student will be notified in writing of the time, date and location of the meeting. The appeal panel may include a student representative. Current members of the SPEC may not serve on the appeal panel. Faculty, family members, friends or other supportive persons may attend the meeting at the request of the student. They must sign a waiver, in doing so; the student waives his/her right to confidentiality of his/her student record. If the student wishes to have legal representation present, the student must notify the Dean's Office in writing at least three business days prior to the scheduled meeting. If the student fails to appear for the meeting, the Dean and the review panel will meet, and the Dean will make the final decision based on the written material. The student will be notified of the final decision rendered by the Dean within seven calendar days of meeting with the review panel.

The Office of the University Ombuds was established to assist students in resolving problems and conflicts in the course of interacting with the University. This office provides an unbiased, informal avenue of redress for students' grievances which arise in the course of interacting with the institution. The Ombuds works to achieve a fair resolution and works to protect the rights

of all parties involved. The website for the Office of the University Ombuds is <http://www.ombuds.ufl.edu/>

Any further appeal should be addressed to the Office of Senior Vice President for Academic Affairs and Provost. The student must present the grievance in writing, together with the Dean's response to the appeal, within five business days of receipt thereof to the University of Florida Senior Vice President for Academic Affairs and Provost. Further information regarding the appeals process for academic sanctions and grievances can be found at <https://www.dso.ufl.edu/home/about/student-handbook> , see section 5, <http://regulations.ufl.edu/wp-content/uploads/2013/03/4012.pdf> .

Recommendation for Probation, Retracking or Dismissal

A student will be recommended for academic probation, retracking or dismissal when one or more of the following occurs:

- A. Course deficiency
 1. When a student received an "E" or "U" grade in any course or a first year student receives a GPA below 2.5 in either the Fall or Spring semester
 2. If, at any time, the Associate Dean for Education observes that the student's progress is unsatisfactory in didactic and/or clinical courses, then he/she may be referred to the SPEC for review
 3. At any time the SPEC may initiate action for probation, retracking or dismissal due to lack of overall progress

- B. Clinical deficiency
 1. At any time, deficiencies related to clinic activities are noted the faculty through the department chairperson should refer the student to SPEC
 2. Clinical deficiencies may also involve the student's failure to treat patients promptly, efficiently and satisfactorily after patients are assigned to the student

- C. Students will automatically be placed on academic probation under the following conditions:
 1. Receives a final "E" or "U" grade in any course
 2. Fails either Part I or Part II of the National Board of Dental Examinations
 3. Fails to graduate from the program at his or her anticipated graduation date
 4. Under any academic circumstance in which a student is retracked into a class other than the one of original matriculation

Under any of these conditions, probation is for an indefinite period of time, generally no less than 3 semesters and is until such time as SPEC determines the student no longer is in academic jeopardy.

The student will be notified in writing of the SPEC decisions by the Associate Dean for Education. Student is notified by email pick up this letter in the Office of Education. Copies of all correspondence with the student will be maintained in the student's academic file.

The SPEC may request progress reports on the probationary requirements. A student on probation who has not successfully fulfilled probation requirements will continue on probation with the possibility of retrack or dismissal. A two-thirds majority, by closed ballot, of the established quorum (at least six voting members) will be required to retrack or dismiss a student.

Remediation

Students failing any academic coursework will be awarded an "E" grade, will be referred to the Student Performance Evaluation Committee (SPEC) and automatically placed on academic probation. The student must meet with the course director to develop a remediation plan within one week of receiving the failing final grade. The remediation activities are at the discretion of the Course Director and may consist of a comprehensive examination or other appropriate activities. Faculty are available to assist students preparing for this examination, but the responsibility for learning the material resides with the student. The remedial activity will include no formal instruction. The time and place of the remediation examination will be arranged individually. Please note that if the course director determines that the student failed the coursework to such an extent that remedial activities would be inadequate to attain an acceptable level of academic achievement in the course material, the course director can recommend that the student repeat the course which at a minimum will require retracking. Re-enrollment will be as soon as deemed feasible by the course director in concert with the Associate Dean for Education and the SPEC.

The highest grade attainable in a remediated course is a "D". Students failing to satisfactorily complete the remediation program will maintain the failing "E" grade and be referred to SPEC again for consideration for dismissal or retracking. Students will be required to repeat the course when it is offered again. Re-enrollment will be as soon as deemed feasible by the course director in concert with the Associate Dean for Education and the SPEC.

The highest final grade attainable when repeating a course is an "A". If the course is a clinical course requiring cumulative points, units or RVUs, then the highest passing grade issued will be a "C". Students failing to satisfactorily complete a course at the second offering will be referred to SPEC for further evaluation and possible action. A failing grade awarded in any course will remain on the permanent record. Any grade achieved after re-enrollment will be listed separately.

National Board Dental Examinations (NBDE)

Dental students are required to pass Part I and II of the National Board Examination prior to graduation.

- Students who fail Part 1 of the NBDE will be referred to SPEC for an academic performance evaluation. Students who fail for a second time will again be referred to SPEC for review with retracking or dismissal from the college being a distinct possibility. The Joint Commission on National Dental Examinations policy requires a 90 day waiting period between retake attempts.
- National Board Part I and II must successfully be taken and passed prior to the student's graduation.
- Five failures of either Part I or Part II will be reason for dismissal from the program. Candidates must pass an examination within a) five years of their first attempt or b) five examination attempts; whichever comes first. In 2013, the Joint Commission clarified that the policy applies to examination attempts occurring on or after January 1, 2012. Examination attempts occurring prior to this date are not considered under this regulation.
- Further information on the Years / 5 Attempts Eligibility Rule by the Joint Commission on National Dental Examinations may be found at http://www.ada.org/~media/JCNDE/pdfs/JC_Update_NBDE%20I_II_INBDE.ashx
- Further information on testing by the Joint Commission on National Dental Examinations may be found at <http://www.ada.org/2289.aspx>

Suspension from Clinical Patient Care

Students who exhibit inappropriate clinical and/or professional behavior can be suspended from clinical patient care. The Associate Dean for Clinical Affairs administers these actions. Detailed information regarding suspension from clinic can be found in the Clinic Procedure Manual, <https://apps.dental.ufl.edu/intranet/policies/ClinicalAffairs/CPM.Final.pdf>

SECTION F

ACADEMIC HONESTY AND HONOR CODE

Academic Honesty

The University of Florida Honor Code was voted on and passed by the Student Body in the Fall 1995 semester. The Honor Code reads as follows: Preamble: In adopting this Honor Code, the students of the University of Florida recognize that academic honesty and integrity are fundamental values of the University community. Students who enroll at the University commit to holding themselves and their peers to the high standard of honor required by the Honor Code. Any individual who becomes aware of a violation of the Honor Code is bound by honor to take corrective action. Student and faculty support are crucial to the success of the Honor Code. The quality of a University of Florida education is dependent upon the community acceptance and enforcement of the Honor Code.

The Honor Pledge:

We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity by abiding by the Honor Code.

On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied:

"On my honor, I have neither given nor received unauthorized aid in doing this assignment."

Further information regarding the UF Honor Code can be found at <https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code>

University of Florida Academic Honesty Guidelines

All students are required to abide by the UF Academic Honesty Guidelines and Honor Code. The conduct set forth hereinafter constitutes a violation of the Academic Honesty Guidelines.

- A. Plagiarism
- B. Unauthorized Use of Materials or Resources ("Cheating")
- C. Prohibited Collaboration or Consultation
- D. False or Misleading Statement Relating to a Student Honor Code Violation
- E. False or Misleading Statement for the Purpose of Procuring an Academic Advantage
- F. Use of Fabricated or Falsified Information
- G. Interference with or Sabotage of Academic Activity
- H. Unauthorized Taking or Receipt of Materials or Resources to Gain an Academic Advantage
- I. Unauthorized Recordings
- J. Bribery
- K. Submission of Paper or Academic Work Purchased or Obtained from an Outside Source
- L. Conspiracy to Commit Academic Dishonesty

Selection of Remedies in Student Discipline

(Regulations of the University of Florida)

1. Students charged with violations of either the Student Honor Code or the Student Conduct Code shall have their cases heard by the appropriate person or body designated below:
 - a. The Health Science Center Student Conduct Committee for alleged violations of the *Student Honor Code*, 6C1-4.0433, F.A.C., by students in the College of Dentistry and other Health Science Center colleges.
 - b. The Student Conduct Committee or the Director for Student Student Conduct and Conflict Resolution, for alleged violation of the *Student Conduct Code*, 6C1-4.0431, F.A.C.
2. Disciplinary adjudications under (a) and (b) above shall be subject to review and/or appeal in accordance with 6C1-4.042, F.A.C. and shall be subject to review and/or appeal in accordance with 6C1- 4.048

Faculty resources can be found at: <https://www.dso.ufl.edu/sccr/resources/sccr-faculty>

Procedures for Suspected Violation of the Student Honor Code

<https://www.dso.ufl.edu/sccr/resources/sccr-faculty/f-s-resolution-process>

If a faculty member believes that a student has violated the Academic Honesty Guidelines or Honor Code, the faculty member should talk with the student about his/her suspicions. The department chairman must attend this meeting as an observer. The faculty member should contact the Student Conduct and Conflict Resolution office (2-1261) to determine if the student has a prior academic honesty violation. If the student has a prior, the case and any evidence along with an explanation of the case will be automatically forwarded to the Student Conduct and Conflict Resolution office. If there are no priors, the faculty will proceed to meet with the student. In addition, the COD Assistant Dean for Student and Multicultural Affairs can be invited as an advocate for student rights and due process. If the faculty member believes there is sufficient cause to hold the student accountable for the violation, he/she should complete a ***Faculty/Student Resolution Form (FSRF)***.

If the severity of the offense in question warrants more than a grade penalty and an educational sanction, the faculty member can refer the incident to the Office for Student Conduct and Conflict Resolution for a hearing rather than give a grade penalty.

Student Does Not Agree to Faculty Sanction:

If the student does not accept responsibility or the faculty's sanction, he/she may choose to have the case heard by the Health Science Center Student Conduct Committee. Faculty should send the form along with all evidence to the Office for Student Conduct and Conflict Resolution in P202

Peabody Hall within 24 hours of being completed. If the student disagrees with the allegation(s) brought forth, he/she will have an informational meeting with Student Conduct and Conflict Resolution to learn more about the hearing process. The instructor will be called as a witness to the committee. Staff from Student Conduct and Conflict Resolution will be in contact to schedule the hearing. Follow up letters will be sent to the student and faculty member referencing the outcome

Student Agrees to Faculty Sanction:

If the student and faculty member reach agreement as to responsibility, the grade penalty to be imposed (reduced or failing grade for assignment or course) and educational sanction, a **FSRF** will be completed and forwarded to the the Office for Student Conduct and Conflict Resolution in the UF Dean of Students Office.

A **FSRF** should be completed and forwarded with all documentation to the Office for Student Conduct and Conflict Resolution. The student should be instructed to make an appointment with a member of the Office for Student Conduct and Conflict Resolution within 48 hours of signing the **FSRF** requesting a hearing. The Director, or Assistant Director, for Student Conduct and Conflict Resolution will meet with the student and advise him/her of his/her options and due process rights.

The Health Science Center Student Conduct Committee

The Health Science Center Student Conduct Committee resolves alleged violations of the Student Honor Code and violations of the Health Insurance Portability and Accountability Act (HIPAA) or any other applicable law concerning patient privacy within the Health Science center colleges. The Vice President of Student Affairs appoints four faculty members and two student members from each of the six Health Center colleges as members of the Committee. Faculty serve for two years, appointed students for one year. Cases of academic dishonesty that occur in the Health Center colleges are referred by faculty members to the Student Conduct and Conflict Resolution Office. If, after consultation between the faculty members and the Student Conduct and Conflict Resolution Office, it is determined that a hearing is necessary to resolve the allegations, a hearing panel composed of committee members is convened. This panel will be composed of two faculty members and one student from the college of the accused student, and one faculty and one student from another Health Center college(s).

Prior to the hearing, the student will be advised of rights and privileges under the Student Code of Conduct by the Student Conduct and Conflict Resolution Office.

https://www.dso.ufl.edu/documents/sccr/info_mtg_checklist_honor_code.pdf

If after a hearing the student is adjudicated responsible, the committee shall recommend one or more sanctions to the Dean of Students who will take final action. The hearing panel can recommend one or more sanctions as provided in the University of Florida Rule 6C1-4.016.

Due Process Rights

Any student facing possible disciplinary action is entitled to the following procedural rights:

- The right to be notified in writing of the charges against him/her
- the opportunity to review the materials, information and other evidence against the student
- The right to question adverse witnesses, unless waived for an informal proceeding
- The right to know the nature and source of the evidence which will be used by the University
- The right to present evidence and witnesses relevant to his/her defense, unless waived for an informal proceeding
- The right to freedom against compulsory self-incrimination
- The right to appear with an advisor at the hearing.
- To be free from compulsory self-incrimination in connection with conduct that is, or could be under applicable law, the subject of criminal charges

<https://www.dso.ufl.edu/sccr/process/student-rights/>

Sanctions

A student adjudicated responsible of violations of the UF Code of Student Conduct or Honor Code shall be subject to sanctions commensurate with the offense and any aggravating and mitigating circumstances, including, but not limited to the student's conduct record.

Student Honor Code Sanctions

For a violation or violations of the Honor Code, a student may receive any of the sanctions that can be imposed for Student Conduct Code violations, including but not limited to conduct probation, suspension and expulsion as well as any educational sanctions. In addition, students may receive the following: Assignment grade penalty and/or Course grade penalty.

Student Conduct Code Sanctions

- **Conduct Probation:** The student is deemed not in good standing with the University. Students on conduct probation cannot represent the University on any athletic team other than intramurals, hold an office in any student organization registered with the University, represent the University in any extracurricular activity or official function or participate in any study abroad program.
- **Deferred Suspension:** The student will be officially suspended from the University, but the suspension will be deferred. The suspension will automatically be enforced for any subsequent violation of the Student Honor Code or Student Conduct Code, as applicable.
- **Suspension:** The student is required to leave the University for a given or indefinite period of time.

- Expulsion: The student is permanently deprived of his or her opportunity to continue at the University in any status.
- Educational Requirements: A student is required to complete a specified educational sanction related to the violation committed

<https://www.dso.ufl.edu/sccr/process/sanctions/>

Appeal Process

The student may appeal the decision to the Dean for Students within ten calendar days of the decision letter. If the student fails to appear for the appointment, the reviewing authority will make a decision based on the written materials. The appeals for judicial cases and decisions of the Health Center Student Conduct Standards Committee are heard by the Vice President for Student Affairs, University of Florida Office of the Ombuds.

Office of the University Ombuds

The office of the University Ombuds was established to assist students in resolving problems and conflicts that arise in the course of interacting with the University of Florida. By considering problems in an unbiased way, the Ombuds works to achieve a fair resolution and works to protect the rights of all parties involved.

The role of the Ombuds is to serve as a resource and designated neutral party for students who may have a university related concern or problem. Such problems may be related to grades, difference of opinion with instructors, interpretation of university policies, or other administrative issues that may be of concern. The Ombuds will work with students to interpret university policy, help identify options and strategies for resolving issues, and serve as a mediator when appropriate.

The Office of the University Ombuds has been configured to handle university matters for all levels of students including undergraduates, graduates, and professional students. More information can be obtained from the university Web site at <http://www.ombuds.ufl.edu>

Substance Abuse

The University of Florida has a well-developed student support system in place when the college identifies students with potential substance abuse issues. The college refers students with substance abuse issues for intervention and treatment to the on campus University of Florida Counseling and Wellness center. The University has established an innovative on campus substance abuse program, Back on Trac, for students with substance abuse issues to which the college has referred students for evaluation and treatment: <http://www.counseling.ufl.edu/cwc/aodservices> Recognizing the importance of awareness and prevention of substance abuse in health care professionals, a substance abuse awareness seminar was held in November 2013 for senior class students. Recovering addict dentists,

including college alumni and the Medical Director of the Florida Professionals Resource Network spoke to the class about substance abuse and licensure consequences in the state of Florida.

Legal issues or ethical misconduct outside of the dental school setting

The College of Dentistry conforms to University of Florida policy regarding legal issues or ethical misconduct outside of the dental school setting. The Regulations of the University of Florida, 4.041, item (2) Scope define the settings disciplinary action may imposed for violations of the University of Florida Honor Code and Student Conduct Code These include the university campus, university organization housing, activities officially approved by UF and other off-campus conduct. This includes violation of any municipal, county, state or federal ordinance substance abuse issues including drug violations, prescription drug abuse, and alcoholic beverage violations. The Student Conduct Code processes and procedures described above apply to substance abuse and legal issues or ethical misconduct outside of the dental school setting. <http://regulations.ufl.edu/wp-content/uploads/2012/09/4041.pdf>

Professional Behavior

The College of Dentistry expects all dental students to behave as professionals in their dealings with patients, colleagues, faculty and staff and to exhibit caring and compassionate attitudes. These and other qualities will be evaluated during patient contacts and in other relevant settings. The behavior of a dental student reflects on a student's qualification and potential to become a competent dentist. Attitudes and behaviors inconsistent with compassionate care, refusal by or inability of the student to participate constructively in learning or patient care, derogatory attitudes or inappropriate behavior directed at patient groups, peers, faculty or staff, or other unprofessional conduct can be grounds for dismissal.

In conferring the DMD degree, the University of Florida certifies that the student is competent to undertake a career as a dentist. It also certifies that in addition to competency in dental knowledge and skills, the graduate possesses those personal traits essential to the profession of dentistry. Professionalism encompasses altruism, accountability, compassion, duty, excellence and respect for others.

Monitoring, Reporting and Disciplining Variance in Student Professional Behavior

On occasion, a student may vary from the positive expression of the college's core values by displaying unprofessional behavior. Their actions may be directed not only to individuals but also to property. On such occasions, these variances need to be reported, documented, feedback needs to be given to the student and action may be taken by the College.

Professional Variance Forms:

A form is available at the college website for reporting variances in student professional behavior: <http://dental.ufl.edu/education/dmd-program/forms-publications/>

This form can be used to document and provide feedback for variances in professional behavior both in clinical and academic settings.

- 1) A faculty or staff member observing student deviating from expected behavior must complete the form.
- 2) Once the form is completed, the faculty/staff member must meet with the student to discuss the observed behavior and more appropriate alternative behaviors.
- 3) The student has the opportunity to respond as indicated on the form if s/he so desires.
- 4) Both the student and the faculty/staff sign the form.
- 5) Copies of the signed form are given to the student, faculty/staff, and Office of Education. Forms are maintained the student conduct files in the Office of Education.

All variances are cumulative over the entire course of enrollment in the DMD program.

Counseling and Disciplinary Action

First offense: The student and faculty or staff member completing the form must meet to discuss the incident and sign the form. The copy of the form distributed to the student will serve as a written warning and self-corrective action is anticipated. A copy of the first variance is placed in the student conduct file in the Office of Education. A neutral third party, as a department chair, Team leader, course director, clinical or education representative should also be part of this meeting.

Second offense: A counseling appointment is completed by the Asst Dean for Student & Multicultural Affairs and appropriate faculty, including TEAM leader, or others as appropriate. At this meeting, the student, faculty or staff member and Asst Dean for Student and Multicultural Affairs complete the form, discuss the incident and sign the form. A plan for corrective action is discussed with student and documented. Record of second variance is placed in the student conduct file in the Office of Education.

Third offense: A counseling appointment is completed by the Associate Dean for Education/Associate Dean for Clinical Affairs and Asst Dean for Student & Multicultural Affairs and appropriate faculty, including TEAM leader, or others as appropriate. At this meeting, the student, faculty or staff member and Asst Dean & Associate Deans complete the form, discuss the incident and sign the form. A plan for corrective action is discussed with student and documented. Record of third variance is placed in the student conduct file in the Office of Education. A suspension from school may be issued at the discretion of the appropriate Associate Dean (see above) or the Associate Dean may elect to issue a “U” grade in the enrolled Professionalism course. Student is referred to SPEC.

Any future variances will result in immediate referral to SPEC.

Some types of behavior may be so egregious as to justify immediate suspension or dismissal of a student. Such behavior might include criminal acts, persistent substance abuse, blatant disregard for patient safety or flagrant academic dishonesty.

SECTION G

STUDENT ATTENDANCE, ABSENCE, LEAVE & PARKING POLICIES

Students are expected to attend class during school hours (7:25 am - 4:55 pm). Course directors can require attendance in their classes on all days officially scheduled on the annual academic calendar. For any deviation from this policy, the procedures described below must be followed. Any student not following this policy will be considered having an unexcused absence. Students with an unexcused absence for didactic and/or laboratory classes will be subject to grade penalties imposed by the course director or in accordance to policy stated in the course syllabus. Students who have an unexcused absence for clinical rotations or mandated special education events will be subject to the ***Policy Regarding Unexcused Absence from Clinical Rotations or from Required Attendance Educational Events***. Students who develop a reoccurring history of unexcused absences will be referred to SPEC.

For Acute Illness, Family or Personal Emergency

A student who is absent because of an acute illness or personal emergency is required to notify the Office of Education immediately to advise them of the situation. The recommended format is an email message addressed to the Office of Education (education@dental.ufl.edu) with copies to their Course Director(s) requiring mandatory class/laboratory attendance and their TEAM Leader/Treatment Coordinator, when appropriate. Course director email addresses can be located either in the ECO course syllabus or in the GroupWise address book. The Office of Education will notify any intra- or extramural rotations that the student is assigned to that day and will notify the student and rotation coordinator the date and time for the make-up session(s). It is also an acceptable alternative to notify the Office of Education by telephone (273-5950). Personnel in the Office of Education will place copy of email message or a written report of leave in the student's file.

Extended unplanned absences (greater than 3 days) and/or absences occurring on days of scheduled examinations, assignment deadlines, supervised laboratory projects or clinical rotations may require documentation from the student by the Office of Education or Course Director. Acceptable documentation includes verification of doctor's appointment, visit to Student Health Services, or newspaper obituary.

Following return to the College, it is the responsibility of the student to contact the notified course directors within two working days following the date of the absence and prior to the next scheduled class session. Failure to notify the course director within this time frame

may result in grade penalties at the discretion of the course director if make-up examinations or laboratory sessions need to be arranged. It is the responsibility of the student to arrange for remediation of any missed assignments/exams that were given during the missed class session(s).

For Planned Personal Reasons

Requested leave of absence, except for acute emergencies, will be granted only to students in good academic standing. While some course directors may not mandate attendance for classroom lectures, attendance is mandatory for all basic science and preclinical simulation laboratory sessions, all intramural and extramural rotations, special education events, testing sessions, and lectures/seminars where attendance is mandated by the course director.

While it is recognized that students occasionally will need some time to attend to personal needs, this must not be abused. Absences for personal reasons will be granted only when the course director(s) determine that such absence will not be detrimental to the student's progress in the course, or that such absence will not impact on teaching of the course. The student assumes full responsibility for his or her actions should his or her academic progress or graduation be jeopardized through failure to complete courses, clinical competencies, and electives in a timely and satisfactory manner. Students in the TEAM Program, semesters 6-11, are given Personal Leave Days in accordance to policy provided below.

The student must report all planned absences of five days or less to the Office of Education using the **Report of Planned Student Leave Form** prior to the student going on leave. Requested leave during an assigned extramural rotation will be denied, unless a rare make-up session is available. If the requested leave includes basic science and preclinical simulation laboratory sessions, special education events, testing sessions, and/or lectures/seminars where attendance is mandated, the student must obtain permission from each course director and their signature on the form below. It is the responsibility of the student to arrange for remediation of any missed assignments/exams that were given during the missed class session(s). If absence occurs during an assigned intramural clinical rotation(s), the student is obligated to arrange with another student to switch assignments and have the student substitute sign the form below. If absence occurs during assigned TEAM clinic session(s), the TEAM Leader must also sign the form below. Forms can be obtained from the Office of Education or can be printed from their website.

UNIVERSITY OF FLORIDA
COLLEGE OF DENTISTRY
OFFICE OF EDUCATION
Report of Planned Student Leave (up to 5 days)

Student Name: _____ Class: 1DN 2DN 3DN

4DN Date(s) requested to be absent: _____

Phone number where student can be contacted during this period: _____

Reason for leave request:

Please have every course director for mandated attendance classes, labs and clinics scheduled during your planned absence to sign their permission for you to miss their activity and willingness to provide appropriate make-up session(s) as deemed necessary. Course directors are not obligated to sign and or remediate students requesting this leave.

Name of Didactic/Laboratory Course

Course Director Signature

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

TEAM Leader (for 3 and 4DN students)

Name of Student Switching Rotation Assignment

Substitute Student Signature

I have made all arrangements for all of the classes I will miss and/or the care of my patients.

Student Signature: _____ Date: _____

Policy Regarding Unexcused Absence from Clinical Rotations or from Required Attendance Educational Events

Students are permitted to exchange rotation assignments with another student only if the entire length of the assignment is exchanged and they notify the Office of Education. Students exchanging single days or a portion of the assigned rotation or students who do not inform the Office of Education of the exchange will be considered as an unexcused absence. In addition, students not following the excused absence policy, as outlined in the Student Handbook, and who either arrive late or not at all to their assigned clinical rotation; or chose not to attend a required educational event for which regularly scheduled classes and clinics have been suspended, will receive the following penalty based upon the frequency and severity of their unexcused absences:

Clinical Rotations:

1. First offense or 1 day of absence or tardiness: *written reprimand and make-up of absence, letter signed by student and placed in student's file.*
2. Second offense or 2 days absence or tardiness: *written reprimand and make-up assignment to equal double the time of the absence.*
3. Third offense or 3 or more days of absence or tardiness: *issue failing grade in rotation, repeat entire rotation, referral to the SPEC.*

Required Educational Event:

Failure to attend a required educational event without an excused absence recorded in the Office of Education will result in suspension from clinic activities at the discretion of the Associate Dean of Clinical Affairs.

Attendance reports (absences) must be sent to the Office of Education by the department responsible for the rotation or educational event. Reported absences will be compared to the report of excused absences on file. When absence or tardiness is determined to be unexcused, the Associate Dean for Education will arrange a conference with the student in the presence of the Assistant Dean for Student & Multicultural Affairs and will issue an appropriate penalty as warranted.

Leave Policy for the TEAM Clinic

Policy: This policy governs attendance at the UFCD TEAM Clinic and does not govern attendance at the UFCD internal and extramural clinic rotations, didactic core or elective courses, and special events which are handled by a separate policy. All students are expected to be present at each assigned TEAM clinic session with their Clinic Care Group (CCG). The TEAM Leader (TL) is responsible for the attendance of each student in his/her CCG. Except for jury duty, unplanned medical leave (acute illness) or personal/family emergency, leave is a privilege and not a student right; it requires advanced coordination, planning and permission of the TL. Leave can also be granted for approved Personal Leave Days (PLDs). All leave requires completion of the UFCD Report of Planned Leave form. Some leave may receive RVU credit.

Procedure: All leave requests must be made using the UFCD Report of Planned Leave form and signed by the dental student, approved by the TEAM Leader, in consultation with TEAM Treatment Coordinator (TC) prior to the anticipated date of the absence so as not to interfere with patient scheduling. This form is then forwarded to the Office of Education and placed in the student's file. The following absences require completion of this form:

RVU-granting leave:

1. Jury Duty: Students will be given RVUs for jury duty equal to chairside dental assisting credit. Since it is a civic responsibility, jury duty will be considered a professional learning experience. In order to receive RVU credit, the student will be required to make an educational report at a huddle or TEAM meeting regarding the judicial process (not necessarily the particulars of the legal case).
2. Educational opportunities: Students not claiming elective course credit, will be given RVU credit for an externship at another educational institution, a teaching clerkship within the UFCD simulation laboratory, and attendance at state or national professional organizations, and completion of state licensure examination. In order to receive RVU credit, the student will be required to make an educational report on their experience at a huddle or TEAM meeting.
3. Other: As approved by the TEAM Leader. Some service learning experiences (volunteer service) may be given RVU credit as long as the service is beyond that credited towards the ten hours required annually in the curriculum.

Non-RVU granting leave:

1. Acute Illness or Personal/Family Emergency - Students absent because of acute illness or personal emergency must notify the TL/TC and the Office of Education on the day when it becomes apparent they will not be able to be in school. On the first day the student returns to school, he/she will be responsible for signing the Report of Student Unplanned Leave form completed by the Office of Education.
2. Personal Leave Day (PLD) – Examples may include, but are not limited to, personal vacations (Note: Clinics are closed 7 weeks for breaks plus 9 days of observed University holidays per year – these dates are not to be counted as PLDs and provide ample time to plan personal vacations), advanced education program or job interviews, and others approved by the TL. Religious holidays are granted to any student requesting leave for the religious observances and are not counted as a PLD. PLDs are discouraged on days when it interferes with didactic core courses and/or TEAM meetings. Unused PLDs in the third year cannot be added to the fourth year.

3DNs will be allowed 5 total PLDs during semesters 6/7/8. 4DNs will be allowed 9 total PLDs during semesters 9/10/11. Request for additional PLDs may be granted if the student is progressing at an acceptable level toward graduation at the time of the request. Additional PLDs require prior approval by the TL in consultation with the Associate Dean for Education and Associate Dean for Clinical Affairs. PLDs in excess of the allotted 9 must be made up between the end of semester 11 and the date of graduation (about a three week interval). The payback days are in the ratio of 1:1.

Elective course attendance is automatically granted clinic absence, provided that the SC has been given sufficient notice to block clinic patient scheduling. Elective course attendance beyond the required six credit hours must be approved by the TL.

Penalties:

Students absent without prior approval may be suspended from further clinical activity within the Clinic Care Group. The student will be referred to the Associate Dean for Clinical Affairs along with an objective documentation of the unexcused absence. Unexcused absences will be considered as patient abandonment and as such are a violation of clinic policy.

Jury Duty

Juries are selected in Florida from a list of United States citizens 18 years or older who have a Florida driver's license and are legal residents of Florida. This list includes University of Florida students who are obligated to serve on juries when selected. In all cases jury service shall be a legitimate excuse for missing class. Faculty shall not penalize students for missing class because of jury duty and students must be given the opportunity to make up tests or work missed as a result of jury service.

Consecutive Absence of School Days

The Associate Dean for Education (in addition to the TEAM Leader and the Associate Dean for Clinical Affairs for third and fourth year students) must approve absences of 6-30 consecutive days. In a documented emergency, leave will be approved without any problem. Leave for personal convenience will be approved only when the student documents that he/she has received approval for absence from all courses, and has also received approval from the appropriate course director(s)/department chairperson(s) that the absence will not compromise the student's normal progress in the curriculum.

NOTE: An absence exceeding 6 days usually will be viewed as a breach of expected protocol for timely treatment of patients and as detrimental to maintenance of clinical skills and progress in the curriculum.

Specification of leave policy should not be interpreted as an entitlement to leave time, but rather as a descriptive protocol when leave becomes necessary. The annual academic calendar includes appropriate holidays and semester breaks.

Absence of More than 30 Consecutive School Days

A student must petition in writing the Associate Dean for Education for approval if it is anticipated that leave of more than 30 consecutive school days will be necessary. It is recognized that circumstances or opportunities may arise which demand or legitimately necessitate a temporary interruption in a dental student's course of education and such circumstances include, but are not limited to, the recommendation of a physician or counselor providing treatment to the dental student, childbirth or adoption, death, illness or infirmity of a close family member, financial distress, professional obligations, and other family tragedies.

Under these circumstances a reasonable attempt will be made by the Associate Dean for Education to approve requests for leave of absence and that such requests will be judged by the same criteria and considered without discrimination among students. When necessary and appropriate, accommodations will be made to facilitate a student's continued participation in the program of study, providing that the cost of such accommodations is reasonable, and do not infringe on the rights of others.

Granting leave of more than 30 consecutive school days may result in a stipulation that the student be dropped back one year in standing, or that the student withdraws from school and applies to the Associate Dean for Education for reinstatement.

Cumulative Absence For a Calendar Year

A student missing a cumulative total of 4 weeks of course work during one academic year will be subject to the stipulations described in item 4 above. This policy applies regardless of the length of time of each absence making up the cumulative total.

Religious Holidays Policy

Students and faculty must cooperate to allow each person to observe the holy days of his or her faith. A student needs to inform the faculty member of the religious observances of his or her faith that will conflict with class attendance, with tests or examinations or with other class activities prior to the class or occurrence of that class, test or activity. The faculty member then is obligated to accommodate that particular student's religious observances. Because our students represent a myriad of cultures and many faiths, the University of Florida is not able to assure that scheduled academic activities do not conflict with the holy days of all religious groups. We, therefore, rely on individual students to make their need for an excused absence known in advance of the scheduled activities. The UF Religious Holidays policy is located at www.registrar.ufl.edu/catalog/policies/regulationattendance.html and is as follows:

Students, upon prior notification of their instructor, shall be excused from class or other scheduled academic activity to observe a religious holy day of their faith. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence. Students shall not be penalized due to absence from class or other scheduled academic activity because of religious observances.

If a faculty member is informed or is aware that a significant number of students are likely to be absent from his/her classroom because of a religious observance, a major exam or other academic event should not be scheduled at that time. Further, a student who is to be excused from class for a religious holy day is not required to provide a second party certification of the reasons for the absence. Finally, a student who believes that he/she has been unreasonably denied an education benefit due to religious beliefs or practices may seek redress through the student grievance procedure.

Elective Extramural Activities and Elective Clinical Clerkships

Although participation in some approved elective courses and college sanctioned elective extramural externships may require absence from usual scheduled activities, the leave policy as described above is applicable to those endeavors. This does not include required extramural rotations.

International Oral Health Education Program

Students representing the College of Dentistry have participated in humanitarian outreach internationally: Honduras, Dominican Republic, Jamaica, Bahamas and Ecuador to provide care to indigent populations, participate in cultural exchange and to learn about dental education in other countries. The Office of Education administers all international educational experiences arranged for undergraduate dental students representing the College to assure:

1. Appropriate safety and welfare standards of the visit for the students and faculty.
2. The adequacy of the educational, clinical, and cultural benefit of the experience.
3. Coordination between the educational content and timing of the visit.
4. Appropriate institutional affiliation agreements have been arranged.
5. Approved student selection criteria for the visits.
6. Participating attending instructors have either active or courtesy faculty appointments with the UF College of Dentistry.
7. Acceptable behavior standards and obligations of the participants.
8. Appropriate elective credit is issued to the students or Community service hours granted.
9. Appropriate tuition is charged to cover cost of course administration and travel for course director.
10. Proper funding is secured through student organizations, or other UF offices if applicable.
11. Proper funding through donations from individuals, commercial or social groups in coordination with the Dean's office.

Role of the International Coordinator:

1. To serve as the College of Dentistry Faculty representative and coordinate College activities with their support and guidance.
2. To review the program and itinerary of all international educational experiences involving UF dental students.
3. To schedule courses only during student break periods.
4. To plan and conduct student experiences that have an educational as well as a humanitarian experience that meets guidelines set by the UF College of Dentistry.
5. To secure affiliation agreements through the UF International Center with any international institution or organization hosting UF dental students.
6. To announce / advertise offerings to students to allow for travel deadlines and planning to be met.
7. To select students based upon appropriate selection criteria (eligibility criteria to be developed by coordinator and should exclude any student on academic or conduct probation).
8. To cooperate with COD Office of Education to assure enrollment of students (completion of elective course registration form).
9. To coordinate with the UF International Center for necessary insurance coverage, vaccinations, passports, visas, etc.

10. To process and maintain any courtesy faculty appointments.
11. To mandate an academic requirement of the student for course completion (i.e. Reflective paper, daily log, class presentation, etc.)
12. To issue grade (U/S) for elective credit or community service hours as required by the program and based on students achievements.
13. To collect, analyze and respond to elicited feedback from participating students to aid in course improvement.
14. To review and establish the tuition(s) for the elective courses.
15. Provides centralized assistance to students and faculty in the UF College of Dentistry including:
 - a. registration of students interested in participating in UF students/faculty educational visits.
 - b. logistics for the activities required for the adequate preparation of an official UF students/faculty educational visit to another country are described in flow list diagrams published in the OGH internet site.
 - c. coordinates between the different UF offices involved in the preparation and organization of a UF students/faculty educational visit to another country, such as students health services, insurance and orientation, and the UF International Office. These involve meetings and lectures for the adequate preparation of a trip, and safety issues during the visit.
 - d. coordinates students activities related to the preparation of the trip including travel arrangements, equipment and supplies acquisition and storage, and their transportation across international borders.
 - e. serve as a meeting place, hub and channeling facility before each educational visit to another country.
16. Serves as a permanent repository for data produced by faculty and students in their UF students/faculty educational visits
17. Provide a campus-level channel of communication for all global health matters emanating from the Health Professional Colleges, including coordination of multidisciplinary visits.
18. Ensures partnerships with fellow international organizations.
19. Introduces and publishes material to inform the UF Health Science professional community about global health activities.
20. Researches and pursues funding for global health outreach and research activities.
21. Coordinates with the UF Foundation, Inc in applying for external gifts and funds.
22. Provide letters of gratitude and certificates to donors (to be used as documentation and tax deduction)

Role of COD Office of Education:

1. To facilitate course approval through Curriculum Committee review.
2. To maintain student roster and grade issuance.
3. To collect tuition for elective/continuing education, based on division of travel expenses of course director among the student participants
4. To budget funds, if appropriate, through student affairs.
5. Coordinate with the coordinator the collection of donations for the different trips, and in general for the program.

6. Provide letters of gratitude and certificates to donors (to be used as documentation and tax deduction)

Role of UF International Center:

The international center charges an administrative fee when students wish to obtain academic credit for their students/faculty educational visit to another country. For detailed information go to the UF International Center website, <http://www.ufic.ufl.edu/>. The fee is usually not applicable when the students are not receiving academic credit.

Only students in good academic standing, free of academic or conduct probation, will be permitted to participate in the international education program. Although most travel is planned during school breaks, travel during class time will only be permitted providing the student contacts their course directors and receives written permission to miss instructional activities during the time they will be absent.

Student Parking at the Health Science Center

All Health Science Center students, including dental students must purchase a decal and park in designated student parking areas.

Two (2) business days after registration for semester courses, new students will be able to visit Transportation and Parking Services (UF TAPS) online to purchase the Green parking decal. The Green decal will allow dental students to park in any lot designated "Green" or "Any Decal."

Students are NOT allowed to park in garages intended for patients and visitors, unless they themselves have an appointment to be treated as a patient that day or are visiting a patient. Because parking is limited and must be prioritized for patients, parking in undesignated areas could lead to undesired consequences, such as a SPEC hearing, conduct probation, retracking and/or dismissal from the program.

There are a variety of parking options available to students. Please visit the UF Transportation and Parking Services website to learn more: www.parking.ufl.edu.

Please adhere to parking regulations and do not park in patient/visitor parking.

Free or reduced fee parking vouchers are available for patients only who are receiving treatment that day in health science center clinics, including dental clinics. Vouchers are not for student use, unless the student is receiving treatment as a patient on that day.

Parking policies, including parking voucher use by students, are strictly enforced and can result in referral to and action by the college Student Performance Evaluation Committee.

SECTION H

STUDENT SAFETY

Personal safety for students, staff and faculty is a top priority at the University of Florida. There are many resources available on campus to this end.

Student Nighttime Auxiliary Patrol (SNAP) 392-SNAP (7627)

SNAP is the University of Florida's nightly campus escort service. Hours of operation are until 2:00 a.m. whenever classes are in session. SNAP provides walking and driven escorts on campus. There are several shuttle and express routes available. Call 392-SNAP (7627) for information on your specific needs.

For more information on SNAP, go to <http://www.police.ufl.edu/community-services/student-nighttime-auxiliary-patrol-snap/>

Emergency Telephones

As an added security measure, "Blue Light," non-dial, outdoor emergency telephones are located at strategic points on campus, including all parking garages. <http://www.police.ufl.edu/index.php?s=emergency+telephones>

Reporting a non-emergency incident:

To report any non-emergency incident occurring on campus, call the University of Florida Police Department directly at 392-1111 (V/TDD) or come to the University of Florida Police Department located at the corner of Museum Road and Newell Drive.

When calling for either emergency or non-emergency service, be prepared to:

- 1. Clearly identify yourself**
- 2. Give your location**
- 3. Explain briefly the nature of your call**

If possible, stay on the line unless otherwise advised by the dispatcher. The dispatcher will summon the appropriate police, fire, and/or medical service.

Personal Safety and Crime Prevention Programs

Personal safety is a top priority at the University of Florida. Programs are directed towards educating the university community on personal safety issues, increasing public awareness, and providing facilities to aid in the prevention of crime. Informational programs on the issues of date/acquaintance rape, relationship violence, workplace violence, and personal safety are provided on a regular basis. The Community Services Division of the University of Florida Police Department is proud to offer R.A.D. (Rape Aggression Defense) self-defense training to all women of the university community. R.A.D. training focuses on personal safety skills and threat assessment to empower women with the ability to protect themselves in violent

situations. For more information call the Community Services Division at (352) 392-1409 or see <http://www.police.ufl.edu/community-services/personal-safety-and-crime-prevention-programs/>.

Thefts

Thefts are the largest single crime problem on campus:

<http://www.police.ufl.edu/community-services/bicycle-security-information/>.

Frequent targets are bicycles and personal property that is left unlocked or unattended. It is general knowledge in the criminal community when students return to campus. Protect your property by following simple precautions.

- Never leave your valuables unattended.
- Register you bicycle and other valuables with the police department. Homeowner's insurance policy on your permanent residence may cover thefts while away at school. Check with your insurance company.
- When in the residence hall never leave your room unlocked while taking a shower or making a short trip down the hall. Don't prop open exterior or hall doors.

Personal Safety

Personal safety is generally the first concern of people on university campuses nationwide. The University of Florida Police Department places personal safety as its number one priority. There are many programs available from the police department to assist the community with their personal safety. Here are some tips to enhance your personal safety.

- Listen to your instincts. If you feel there is a problem get away.
- Stay tuned into your surroundings. Be alert for danger.
- Stick to well-lighted walkways. Avoid isolated, wooded or dark areas. Don't take short cuts.
- When you run or jog never do so alone. Avoid running at night. If you must run at night use the lighted areas of campus and run with others. Avoid isolated areas and never wear headphones when running.

Property Security

- Never leave your belongings unattended anywhere.
- Always use a U-style lock for your bicycle. Attach the lock through a wheel, the frame and a stationary object such as a bicycle rack.
- Mark or engrave your valuables. Use Operation ID (link to OP ID) for the most expensive items. Register all of your property on the www.police.ufl.edu and then take your valuables (laptops, ipods, bikes, play stations) to the University Police station to be engraved for tracking.

For further information on this or others safety topics please contact the University of Florida Police Department's Community Services Division at 392-1409.

Safety in Clinics

Clinical experiences by their nature involve students in a variety of settings, locations and communities, as well as with a variety of patients/clients. Students are expected to exercise good judgment and reasonable caution in ensuring their own safety during clinical experiences (e.g., lock car doors, travel with classmates when possible, be aware of security services).

Patient care areas may have the potential for exposure to hazardous substances such as radioactive materials. Students who require protection beyond those of all staff are to notify faculty prior to any clinical assignments. If at any time students believe the clinical setting is unsafe, students should take appropriate steps to protect themselves and their patients, including leaving the setting if necessary. Contact the course instructor or any college administrator immediately so that appropriate arrangements can be made.

SECTION I

EVALUATION, ADVISING AND COMPLAINT PROCESS

Advising Procedures

The Assistant Dean for Admissions and Financial Aid is the ongoing 1DN class advisor. When the class rises to the rank of 2DN, they will select a faculty member who will become their class advisor and remain so through the remaining three years. Team leaders also serve in an advising capacity, but on an individual level. The Assistant Dean for Student and Multicultural Affairs is also available for academic and personal counseling.

Advisor/Advisee responsibilities are as follows:

- Provide assistance and support to students in academic, professional and personal development
- Promote class harmony
- Provide consultation and support in personal/family/financial emergencies
- Promote access to appropriate college, health science center and university personnel and services
- Advise class officers
- Monitor student academic progress
- Promote academic honesty
- Demonstrate respect
- Promote ethical behavior

TEAM Program

All 2DN, 3DN and 4DN students are assigned a faculty TEAM leader who serves as their advisor. The TEAM leaders are expected to have good communication skills and serve as an advocate for the students' education and for quality and timely patient care.

Special advisors may be assigned to individual students to address specific issues.

Evaluation Policies

Policies regarding evaluation procedures can be located in the UFCD *Best Practices for Classroom Teaching and Student Evaluations*:

https://cod-main.sites.medinfo.ufl.edu/files/2013/08/Revised_Best_Practices_2013_edits.pdf

Grade Posting Policy

Student academic information is, by law, confidential; any academic record that is individualized with a student's name or social security number must be protected. A student's right to privacy is protected by Florida Statute 1002.22 and the federal Family Educational Rights and Privacy Act of 1974, as Amended (FERPA), commonly referred to as the Buckley Amendment. Even with names obscured, numeric student numbers are considered personally identifiable information. Therefore, the practice of posting grades by social security number or student identification number is not permitted.

Overall course, examination, quiz and assignment grades will be made available on personal Electronic Curriculum Organizer accounts.

Student Evaluation of Instruction

The faculty members of the College of Dentistry seek to continually improve the quality of its instructional program. The College evaluates instruction through faculty evaluations, course evaluations and student debriefings. Students are expected to evaluate courses and faculty each semester. Completion of these evaluations are voluntary, however as part of your professional commitment to the program we strongly and encourage you to participate. On-line course and faculty evaluation forms are updated each semester. All of the responses are confidential and the administration maintains state of the art electronic security measures to ensure this. Your thoughtful responses and comments serve as a basis for future planning.

As part of the curriculum management plan students are also asked to participate in a course debriefing. Course debriefings consist of approximately 6-8 class representatives, course faculty members, and staff from the Office of Education. Participants review the course evaluation data and design recommendations for the course at its next offering in the curriculum. Student participation is vital to the College's evaluation of the educational program. Policies regarding curriculum management can be located in the UFCD *Curriculum Management Plan*, <https://cod-main.sites.medinfo.ufl.edu/files/2014/08/Appendix-2-6.3-UFCD-curriculum-management-plan.pdf>

Complaint Process

External complaint process:

The University of Florida's DMD program is accredited by the Commission on Dental Accreditation (CODA). If a student, faculty, patient or other individual has any complaints or concerns about the college's accredited educational programs, those issues and concerns can be directed to the Commission.

CODA will review complaints that relate to the program's compliance with the accreditation standards. The Commission is interred in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

A copy of the appropriate accreditation standards and/or the Commission's policy and procedure for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago IL 60611 or by calling 1-800-621-8099 extension 4563.

Internal complaint process:

1. Informal: UFCD recognizes that health care professionals should learn to address disagreements and conflicts in a mature and responsible manner. Often relational problems may be resolved best informally between the parties involved. Students who wish to make a complaint about an issue related to the College of Dentistry should first contact their class president, vice president, or Student Affairs committee representative. The class officer can advise the student on how to best seek resolution. Oftentimes, the class officer has heard the same complaint from other classmates and will then proceed by advocating for their class as a whole rather than for one individual. Class officers may seek the help of the Assistant Dean for Student Affairs, their Class Advisor or TEAM leader. Students who do not feel comfortable discussing their concern with their class officers should discuss the complaint with the Assistant Dean for Student and Multicultural Affairs, or Associate Dean for Education.
2. Formal: If the informal procedure has been followed and a student still feels the issue is unresolved the student may initiate a formal complaint. This process may be accessed at: www.dental.ufl.edu.

The form asks for a description of the complaint including the circumstances regarding the complaint, previous efforts to resolve and restitution sought. The grievance is forwarded to the appropriate person or committee who has been designated to handle a certain type complaint. For example, the Facilities Manager would receive all complaints involving the physical plant/infrastructure of the College. A timely acknowledgement of the submission will be sent by email.

SECTION J

STUDENT RESOURCES AND SERVICES

Student Financial Aid

The UF Student Financial Affairs office administers student financial aid for all UF students, including DMD and advanced and graduate students in dentistry. Detailed information, including educational links, access to awards and contact information is available at <http://www.sfa.ufl.edu/>.

A UF Student Financial Aid Coordinator is physically located in the College of Dentistry to assist students with financial aid issues. For detailed information about UFCD financial aid resources, policies and procedures, go to the UFCD Financial Aid website, <http://admissions.dental.ufl.edu/financial-aid-2/>.

While the College and the University will assist the student in obtaining needed financial support, it is the student's responsibility to finance their dental education.

Americans with Disabilities Act (ADA) – Accommodations

The College of Dentistry provides reasonable accommodations for those students providing documentation of disabilities. Common testing accommodations can include providing a scribe, a reader, extended time, quiet and separate environment, and assistive technology. Disability resources are available on campus at the Disability Resource Center located within the Dean of Students Office in Peabody Hall (www.dso.ufl.edu/drp/resources). Students with documented physical, medical, sensory, or psychological disabilities must meet all standard COD admissions requirements.

If you are admitted and require accommodations while attending UF, you must register with Disability Resources Center in the UF Dean of Students Office. A registration appointment is required, and a copy of your documentation should be brought to the appointment. For detailed information about the Disabilities Resources Center see the website:

<https://www.dso.ufl.edu/drc/>.

Procedure to obtain special testing accommodations within the College of Dentistry:

1. Students receiving special testing accommodations will be handled in a manner that protects their privacy and confidentiality. Computerized testing conditions will mimic those provided non accommodated students. Accommodated examinations will occur simultaneously during regularly scheduled block examinations in an appropriate location. When scheduling conflicts prohibit synchronous testing, the examination will be scheduled prior to the regular examination time.
2. Students requiring special testing accommodations will be handled through the Assistant Dean for Student and Multicultural Affairs. The following procedures will be followed:

- a. Students requesting testing accommodation must be tested by the Disability Resources Program at Peabody Hall. Students qualifying for accommodations will receive an Accommodation Memo from that office which must be presented to the Assistant Dean for Student and Multicultural Affairs.
- b. The Assistant Dean will identify the student and the specific accommodation need(s) in the course roster feature in ECO. This information can only be viewed by the course director and test administrators. The student will also be identified in the GradeBook feature of ECO viewable only by grade coordinators and course directors. Access to this information will permit test administrators to schedule and set-up the appropriate accommodation.

Tutoring Program

A tutoring program is available to any student who fails an examination, whose performance ranks in the bottom ten percent of the class in multiple courses or who is referred by the course director. Students are advised of this tutoring program during orientation and then occasionally reminded during class meetings. Student performance is monitored by the Assistant Dean for Student and Multicultural Affairs following each block examination period. The Assistant Dean for Student and Multicultural Affairs will contact the student, provide counseling and advisement, offer tutoring and match tutors with tutees. The two work out a schedule and activity plan that is reported to and approved by the Office of Student Affairs. The tutor is compensated by an hourly wage.

Campus Resources

The University of Florida has a broad variety of student support services available to students.

The UF Counseling and Wellness Center (<http://www.counseling.ufl.edu/cwc/>), located in P301 Peabody Hall, and also at 3190 Radio Road (phone number 352-392-1575), provides counseling and student development services to students.

NOTE: A psychologist is on call 24 hours a day for consultation. You can access this person by calling 352-392-1171.

The Student Health Care Center (SHCC) (<http://shcc.ufl.edu/services/>) is an outpatient clinic which provides primary medical care and a variety of other special services. The SHCC is located on campus in the Infirmary building (next to the Florida Gym). Clinic hours are 8:00 a.m. to 4:30 p.m. Monday through Friday. For information call 352-392-1161, extension 4309. SHCC, in cooperation with the Department of Community Health and Family Medicine, offers limited student health services at Shands Hospital, second floor of the Dental Tower, Room D2-49. Student Health at Shands may be reached at 352-392-0627.

Student Health Insurance

The College of Dentistry requires all students to have health insurance. Beginning Summer B, 2014, student health insurance is mandatory for all newly admitted or re-admitted students who are enrolled at least half time in a degree-seeking program. Students are required to show proof of adequate health insurance as a condition of enrollment. This requirement applies to existing UF students who complete a degree and move to a new degree-seeking program (e.g. from bachelor's to DMD).

The program allows students and their families to retain the freedom to purchase insurance in the marketplace or through the University-sponsored plan. More information about the University-sponsored plan can be found at <https://www.uhcsr.com/uf>.

Dental Student Organizations

The college has a wide variety of student-led organizations in which students participate. For a complete listing go to <http://dental.ufl.edu/education/dmd-program/student-multicultural-affairs/student-organizations/>

UFCD Student Officers and Representatives

The College of Dentistry abides by UF policies and rules regarding student organizations and student officers and representatives of UF organizations.

The College of Dentistry has an established policy that students who are on academic or conduct probation will neither be funded for travel nor designated as official student representatives to any state or national organization.

Further, students on academic or conduct probation may not serve as: class officers, student representatives on College Standing Committees, or representatives on University Committees.

This policy is predicated on the rationale that any student in these circumstances would prudently devote full attention, time, and energy to maintaining a satisfactory performance standard.

SECTION K

MISCELLANEOUS

Dress Code

The College of Dentistry maintains a dress code that applies to all students, faculty and staff while in the Health Science Center during usual business hours, from 7:30 a.m. – 5:30 p.m. Monday through Friday. The dress code applies to all usual academic activities, including didactic lectures and exams, preclinical simulation classes, and clinical patient care activities during the four-year curriculum. For special events and invited presentations by nationally recognized experts, the event organizer may require that students wear business attire.

The UFCD Dress Code can be found in the Clinic Procedure Manual at the following link: <https://apps.dental.ufl.edu/intranet/policies/ClinicalAffairs/CPM.Final.pdf>

Participation as a Student-Patient in the UFCD Clinical Education Program

As part of a student's educational experience, it is essential to personally experience some of the routine clinical procedures rendered to patients.

Among the required clinical procedures, considered reversible and carrying minimum risk, that dental students are expected to experience are:

- Health history review
- Head, neck and intraoral examination, including charting of clinical and radiographic findings
- Periodontal probing
- Oral disease risk assessment
- Alginate impressions for study casts
- Face-bow transfers
- Supragingival dental cleaning using hand and ultrasonic instrumentation
- Oral hygiene instructions
- Topical fluoride treatments
- Intraoral topical and local anesthesia administration employing standard infiltration and block injections
- Nitrous oxide/oxygen inhalation with nasal hood

Any student wishing to petition to be excluded from any of these requirements must do so to the Associate Dean of Clinical Affairs within the first week of the course providing training in the petitioned clinical experience. Petitions for exemption must be provided in writing stating individual reason(s) to justify the request.

Dental Clinic Services

As a dental student, you will probably be asked how family and friends can obtain dental treatment in the University of Florida Dental Clinic. Please refer to the Clinic Procedure Manual for detailed information about becoming a college patient:

<https://apps.dental.ufl.edu/intranet/policies/ClinicalAffairs/CPM.Final.pdf>