

SCHOLASTIC STANDARDS

**University of North Dakota
Department of Physical Therapy**

Revised and Approved by Department of Physical Therapy:
10/1994; 5/1996; 5/2002; 5/2003; 11/2003; 12/2004; 8/2005; 5/2006; 6/2008, 7/7/2008, 2/1/2010, 5/26/10,
8/18/2014, 9/21/2015, 2/2017, 07/2017

I. POLICIES

- A. **Content Non-Binding, Subject-to-Change Statement:** Catalogs and bulletins of educational institutions are usually prepared by faculty committees or administrative officers for the purpose of furnishing prospective students and other interested persons with information about the institutions that issue the same. Information contained in such printed material is subject to change without notice; it may not be regarded as in the nature of binding obligations on the institutions, and the State. Policies in the Scholastic Standards take effect on the date of approval by the Committee of the Whole. Students will be notified of the new policies at the date of approval.
- B. **Scholastic Standards Committee:** Members of the Scholastic Standards Committee (SSC) include the Director of Clinical Education (DCE) and two UND PT faculty members elected by the departmental committee of the whole. The faculty members are elected for a three year term, with a maximum of two consecutive terms. The department chairperson serves as an *ex officio* member of the committee. The SSC reviews student progress in the professional program each semester and advises the departmental chairperson during decisions regarding academic and professional behavior. The SSC will request and review information from the student, the student's advisor, the Physical Therapy core faculty, and other sources requested by the student or the Committee. It is the responsibility of the SSC to advise the chairperson of the department on a recommended course of action for students that do not meet departmental academic or professional behavior standards. Options include but are not limited to the following: 1) Dismissal from the program of physical therapy; 2) Development of an alternative curriculum; 3) Development of a learning contract with criteria and timelines; 4) Other plan of action. The final decision and responsibility for the course of action is with the chairperson of the department.

II. ATTENDANCE

- A. **Class Attendance.** Success of students in the professional physical therapy program is highly dependent on active and consistent participation. Students are expected to attend ALL classes, arrive early, and dress in appropriate attire (i.e., in lab, in lab clothes, at the start of class). Promptness is also expected following breaks within a class period. Absence from, or tardiness to, educational activities can negatively influence the academic success of the student and potentially class group members.
- B. **Notification of Absence.** Students who must be absent are to notify the *instructor* in person or via telephone or e-mail prior to class time. The reason for the absence should be given. Every effort should be made to communicate directly with the instructor; messages should be left on voice mail only in emergency circumstances.
- C. **Responsibility for Course Content.** It is the student's responsibility to acquire the information missed due to absence. The student will be held responsible for all materials, notes, and course information presented in the course.

1. The student should check with the instructor to determine how best to compensate for missed material.
2. To ensure the student's knowledge base, the instructor has the option to assign additional work for missed laboratories or lectures.

D. Examination Make-up:

1. If an absence is anticipated on the date of a scheduled examination, the student is expected to make arrangements for a make-up examination prior to the absence.
2. If an absence is unexpected, arrangements for make-up examinations must be made by the student within three (3) days of the student's return to class.
3. If the student fails to take the responsibility for scheduling a make-up examination, the total point value of the examination is forfeited.

E. **Extended Absences** (i.e. more than 3 days). The student is required to prepare a written notification prior to the absence and submit it to the department chairperson. The request will be reviewed by the Committee of the Whole and placed in the student's file.

F. **Excused/Unexcused Absences and Tardiness.** The student must notify the instructor for all absences on campus and the Director of Clinical Education for all absences during clinical experiences. Excused absences are at the discretion of the Chairperson of the Department. Instances that qualify as excused absences typically include personal illness, death or serious illness of a family member, illness of a dependent family member, and potentially certain unique life events (weddings, graduation, etc) of family members. The definition of family member includes spouse, grandparents, parents/step-parents, siblings, children, and mother/father/brother/sister/son/daughter-in-law of a student in the professional program. Unexcused absences include all other reasons for missing an educational session. Unexcused absences and tardiness will be addressed in the following manner:

1. The instructor and/or chairperson will discuss the issue with the student.
2. Three or more unexcused absences and repeated tardiness in a single semester are considered unprofessional behavior, will be documented in the student's file, and will result in referral to the Scholastic Standards Committee for consideration of professional probation.

III. COURSE, GRADE POINT AVERAGE AND CANDIDACY REQUIREMENTS

A. **Minimum Grade Requirement.** A grade of 'C' is the minimal passing grade. Failure to pass a course will result in dismissal from the professional program. Students dismissed from the program who want to re-enter the program must apply for readmission to the

program. (See section X.D. Readmission.) A student may not progress in the program until all sequential coursework has been successfully completed. For clinical experiences, refer to section VI.F. of this document.

B. Requirements for Candidacy.

1. In Fall and/or Spring semesters of Year 1 in the professional program, students with less than 3.00 cumulative GPA are placed on departmental and School of Graduate Studies academic probation. Students must continue to improve their GPA in subsequent semesters.
2. If the student does not improve his or her cumulative GPA ≥ 3.0 , the student's advancement to candidacy will be at risk.
3. If the student has a cumulative GPA of less than 3.00 at the end of Year 1 Spring Semester, the student must achieve ≥ 3.00 term GPA in Summer Session Year 1. Students who have a cumulative GPA of ≥ 3.00 after the Spring semester are not required to have a Summer Session GPA of 3.00, but they must successfully pass all Summer Session coursework.
4. Each student must successfully pass the Year 1 Competency Examination with a score $\geq 80\%$ by the end of the first summer session. The student will have only two opportunities to achieve the required 80% score. Prior to the second attempt on the competency examination, the student must wait at least 48 hours AND participate in remediation as determined by the faculty. The second attempt at the examination will be evaluated by two faculty members who did not perform the initial failed competency examination. Failure to pass the Year 1 Competency Examination on the second attempt will result in automatic referral to the UND PT Scholastic Standards Committee (SSC). After considering evidence presented by the student, program and other stake-holders; the SSC recommends a course of action to the chairperson of the Department of Physical Therapy.
5. ***Rights to candidacy are earned by meeting the GPA requirements listed in III A, III.B.1-3 above AND by the successful completion of the Year 1 Competency Examination.***
6. Students who fail to advance to candidacy will be dismissed from the professional program.
7. Students meeting all of the requirements will advance to candidacy at the end of the first Summer Session prior to beginning their full-time clinical experiences.
8. The physical therapy department chairperson will forward the completed forms on each student to the School of Graduate Studies verifying the completion of all requirements for advancement to candidacy at the end of the first Summer Session.

- C. **School of Graduate Studies Requirements.** Once the student has advanced to candidacy, the School of Graduate Studies will begin monitoring the student's cumulative GPA, which must be ≥ 3.00 for each term thereafter. If the cumulative GPA is not ≥ 3.00 , the School of Graduate Studies policies on Academic Standards and probation will be in place at that time. See the School of Graduate Studies catalog regarding Academic Standards.

a. EXAMINATIONS

- A. **Laboratory.** For each laboratory examination, a score of 80% is required. If the student fails a laboratory examination, the examination must be retaken and the original score from the first exam is maintained for grading purposes. A failing score will result in the student receiving a "flag" notification through the Starfish advising and academic success software system. The student will have only two opportunities to achieve the required 80% score. Prior to the second attempt on the laboratory examination, the student must wait at least 48 hours AND participate in remediation as determined by the lead faculty member for the course. The second attempt of a laboratory examination will be evaluated by two faculty members who did not perform the initial failed laboratory examination. Failure to pass a laboratory examination on the second attempt will result in automatic referral to the UND PT Scholastic Standards Committee (SSC). After considering evidence presented by the student, program and other stake-holders; the SSC recommends a course of action to the chairperson of the Department of Physical Therapy.
- B. **Lecture.** For each summative written examination, a score of 76% is required for passing. A score below 80% will result in the student receiving a "flag" notification through the Starfish advising and academic success software system. If the student fails a summative written examination, an additional examination must be completed to demonstrate competency of the lecture material at the minimum passing level of 76% or "C". The retake written examination will occur after remediation as determined by the lead faculty member for the course. Successful completion of the retake written examination will replace the initial failed exam score with a score of 76% for grading purposes.
- C. **Quizzes.** It will be at the instructor's discretion whether or not missed quizzes may be completed. Quiz points may be forfeited if absent.
- D. **Midterm.** The midterm grade in a course will be determined by the course instructor on or before the 8th week of the semester. The midterm grade will be used to determine if a deficiency is reported for the course. Students achieving less than 80% of the available points in a course by midterm will receive a deficiency through the Starfish advising and academic success software system.
- E. **Cumulative.** The final grade in a course will be determined by the course instructor and the grading criteria will be outlined in the course syllabus. To pass a course, the cumulative examination scores (e.g. lecture and laboratory) must achieve the minimum

competency level of 76%. Failure to achieve this competency level results in failure of the course.

- F. **Final Comprehensive Examination.** The Comprehensive Examination taken during the fall semester of the third year serves as the comprehensive examination required by the School of Graduate Studies (Refer to the School of Graduate Studies Catalog regarding the requirement of a Comprehensive Examination.) The Department of Physical Therapy utilizes the Federation of State Boards of Physical Therapy (FSBPT) Practice Examination and Assessment Tool (PEAT) as the comprehensive examination. Students must achieve a scale score of 600 to be considered in “good standing”. Students must achieve a scale score of 560 to successfully complete the comprehensive written examination.

IV. ASSIGNMENTS

- A. Assignments are to be turned in during class on the due date specified in the syllabus, unless the instructor has provided other instructions. Late assignments are subject to penalties at the instructor’s discretion. Late Assignments or failure to participate in or complete assignments will be addressed as *Unprofessional Behavior* and will be documented in the student’s file.

V. CLINICAL EXPERIENCE

- A. **Attendance.** Students are expected to attend ALL Clinical Experience days. Clinical experiences are scheduled to end on a Wednesday, allowing Thursday and Friday for travel or to make up any time that may have been missed (e.g. illness, funeral).
- B. **Notification of Absences.** Students who must be absent are to notify the clinical instructor as soon as possible. Students must also inform the Director of Clinical Education (DCE) as soon as possible. The reason for the absence must be provided. Strategy to make up the lost time must be approved by the DCE and the Clinical Coordinator of Clinical Education (CCCE) or Clinical Instructor (CI).
- C. **Extended Absences** (i.e. more than 3 days). The student is required to prepare a written notification prior to the absence and submit it to the DCE and Department Chairperson. The request will be reviewed by the Committee of the Whole for a decision and placed in the student’s file.
- D. **Promptness.** Students are expected to arrive each day at the clinical site early enough to be prepared for the arrival of the first patient/client and to be organized for the upcoming day (recommend 15 minutes).
- E. **Pre-clinical Coursework.** All course work must be successfully completed prior to starting any clinical experience.

F. Clinical Experience Course Requirements.

1. For a Grade of less than “C” on any one nine week experience:
 - a. If a student fails the first clinical course in the two course sequences, his/her performance will be reviewed by the DCE and the Committee of the Whole to determine if that student can progress to the second course in the sequence. The student is placed on departmental academic probation and must petition to repeat the experience. The petition must include specific strategies to address areas of weakness and capitalize on strengths to assist with successful completion of the experience on the second attempt.
 - b. If a student is not allowed to progress to the second course, he/she will be required to complete the entire sequence at a later date to be determined by the Committee of the Whole and the DCE.
 - c. If the student is allowed to continue on to the second course, he/she will repeat the first clinical experience at a date determined by the Committee of the Whole and the DCE.
 - d. A student who fails the first course due to safety concerns will not be allowed to progress to the second clinical course until he/she verifies competency by successfully passing a comprehensive laboratory examination and/or appropriate coursework to ensure that he/she is competent and safe to continue on in the professional program and complete the required clinical experiences.
 - e. In the case of PT 528 and PT 529, if a student fails one of these courses he/she will not be able move forward in the progression of the curriculum until successful completion of the clinical course work. This will delay graduation by at least one year. Specific written or practical examinations may be required by the UND PT Scholastic Standards Committee (SSC) and/or clinical site to ensure clinical competency has been maintained during the interim between first and second attempt. Competency tests must be passed on the *FIRST* attempt or the student will be dismissed from the program.
 - f. In the case of PT 552 and PT 553, the course(s) will be repeated upon availability of placement within a clinical site. This will delay graduation until August at the earliest and potentially December.
2. Grade of less than “C” on more than one nine week experience:
 - a. Failing more than one nine week experience will result in dismissal from the professional program. Students dismissed from the program, who want to re-enter the program, must apply for readmission to the program. (See Scholastic Standards section X.D. Readmission)

- b. A successful readmission application, after dismissal due to failing clinical experiences, will require substantial remediation as a component of the student's re-admission agreement. (See section X.D.)
- c. For any course completed 3.5 years or more prior to a clinical experience, competency in the course content **MUST** be verified through appropriate written and/or laboratory examinations as determined by the UND PT SSC.
- d. **Red Flag Issues.** Five (5) criteria of the Clinical Performance Instrument (CPI) are considered "red flag" items addressing safety, professional behavior, accountability, communication, and clinical reasoning.
 - 1. Safety of patients and of the student must be maintained. If safety concerns become evident, the clinical experience will be terminated and the student will have failed the nine week rotation.
 - 2. Violating the APTA *Code of Ethics* or *Standards of Practice* are grounds for dismissal from the clinical setting and considered failure of the nine week rotation.

VI. SCHOLARLY PROJECT POLICIES

- A. **Quality of Written Work.** The manuscript should be written as if for publication. Manuscript drafts and final copy are to be submitted in a timely manner, as outlined by the advisor. *AMA Style* is required.

VII. ACADEMIC DISHONESTY

Department of Physical Therapy Honor Code Pledge:

"Upon my honor as a professional student in the physical therapy program at the University of North Dakota, I pledge that I will not give nor receive unauthorized aid on written examinations, laboratory practical examinations, written assignments, take home assignments or clinical assignments."

Examination disclaimer: "I affirm that I have adhered to the Honor Code in this assignment."

- A. Forms of Academic Dishonesty. Academic dishonesty includes, but is not limited to:
 - 1. Copying or distributing examination items
 - 2. During testing, using crib notes or various forms of technology not authorized by faculty
 - 3. Copying another student's written paper or examination, with or without their knowledge
 - 4. Helping someone else cheat on a test

5. Communicating or collaborating during a test by electronic means such as telephone, texting or PDAs
6. Discussing test items or answers (written or laboratory) with students who have not yet taken the examination
7. Cutting and pasting text from any source without giving proper citation to that source
8. Plagiarism of any materials
9. Fabricating or falsifying written materials
10. Falsely reporting information or actions in clinical or classroom laboratories
11. Submitting the same paper, or a substantially similar paper, for the requirements of more than one course without the approval of the instructor(s) concerned
12. Submitting term papers or assignments written by another person
13. Consenting to having one's work used by another student as his or her own
14. Collaborating on a project (in person or via electronic means) when the instructor asked for individual work
15. Using a false excuse to obtain an extension on a due date or delay an examination
16. Depriving other students of necessary course materials by stealing books, periodicals, or other materials from libraries, AV centers, etc.

B. **Consequences.** Academic dishonesty may result in one or more of the following:

1. possible remediation examination and/or coursework
2. the loss of credit for the test or work in question
3. a failing grade in the course
4. probationary status for a prescribed period of time
5. suspension or dismissal from program
6. additional consequences as deemed appropriate by the *Code of Student Life* and the Scholastic Standards Committee.

C. **Disciplinary Action.** The level of disciplinary action will be determined by the chairperson or academic dean.

D. **Collaborative Work.** In collaborative work, all students are expected to participate equally and contribute to the learning experience. Agreement must be reached within the group for communication, expectations, and the division of work.

REPORTING INCIDENTS OF ACADEMIC DISHONESTY

1. **Submission of Written Statement.** Faculty will only accept a signed written statement from a student who is alleging academic dishonesty of a classmate.
2. **Code of Student Life.** The matter will be handled by the PT faculty, Scholastic Standards Committee, or the Dean of Students, as outlined in the *Code of Student Life*.

VIII. PROFESSIONAL AND UNPROFESSIONAL BEHAVIOR

- A. Students enrolled in the UND PT professional program are expected to adhere to the standards and policies of professional behavior detailed in this *Scholastic Standards* document and the *APTA Code of Ethics*.
- B. **PROFESSIONAL BEHAVIOR:** Any behavioral component of academic performance defined by a profession as necessary for individuals to function as competent, honest, safe, and ethical professionals. In physical therapy, professional behavior and judgment in all activities is consistent with the *APTA Code of Ethics* and evidenced by:
1. timely arrivals and attendance;
 2. timely submission of materials, assignments, and assessments;
 3. being prepared, paying attention, and participating in class discussions;
 4. showing respect for patients/clients, peers, instructors, staff and guests;
 5. demonstrating trustworthy and compassionate actions
 6. dressing appropriately, as determined by class activities or events and as required for clinical experiences.
- C. The UND PT Scholastic Standards Committee (SSC) is responsible for making recommendations to the chairperson of the department relative to the behavioral component of performance.
- D. The following process has been developed to address unprofessional behavior:
1. A written charge of unprofessional conduct may be submitted by any member of the SMHS community or clinical sites. The charge shall be written, signed, and submitted to the departmental chairperson. The charge must detail the specific conduct or circumstances, which will allow review by the department chairperson, SSC, and informs the student of the nature of the offenses or conduct which must be explained.
 2. The departmental chairperson may conduct a preliminary investigation for the purpose of determining whether to forward the complaint to the SSC.
 3. The SSC shall determine whether the complaint should be heard or dismissed. If the complaint is heard, the SSC will base the decision on a preponderance of evidence and report the recommendations for action to the department chairperson.
 4. Examples of possible disciplinary actions include, but are not limited to:
 - (a) Dismissal of charges: dismissal of the complaint and removal of the complaint from departmental records.
 - (b) Reprimand: an oral and written statement by the department chairperson to the student involved.
 - (c) Probation: a specific period of time during which conditions may be placed on the student's enrollment, and the student's academic achievement and/or conduct monitored by the department; findings by the SSC of additional disciplinary infractions during this period will result in the recommendation of dismissal of the student.

- (d) Suspension: a specific period during which the student is barred from enrollment and/or participation in professional program classes or clinical experiences.
- (e) Dismissal: severing of the affiliation between the student and the department.
- (f) Withholding of degree: temporary or permanent withholding of degree.
- (g) Degree revocation.

IX. PROBATION, SUSPENSION, DISMISSAL, AND READMISSION POLICIES

A. PROBATION

Probation results from unsatisfactory performance in professional coursework or during clinical experiences, low cumulative GPA, or unprofessional conduct.

1. **Cumulative GPA requirements.** The cumulative GPA requirements for the professional physical therapy program are found in Sections III and IV of this document.
2. **Monitoring of Student.** The UND Physical Therapy Department SSC will review the progress of probationary students and make recommendations to the department chairperson and Committee of the Whole regarding the student's progress at the end of each semester. Once a student advances to candidacy, usually after completing the first summer session, the School of Graduate Studies will begin monitoring the cumulative GPA, which must to be ≥ 3.00 . The School of Graduate Studies Academic Standard policies will be in full effect at that time. See the School of Graduate Studies catalog regarding Academic Standards.
3. **Time Period.** Probationary periods will be determined on the basis of individual circumstances, recommendations of the SSC and decisions of the chairperson. Students will be notified of the duration of probationary periods and any requirements or criteria for successful completion of the probationary period.
4. **Expiration of Probation Period.** At the end of a probationary period, probationary status is terminated or the student is dismissed, based on a review of the student's progress by the Committee of the Whole and the decision of that Committee. It will be the student's responsibility to provide the SSC with evidence of the successful completion of the requirements of probation, which will be presented to the Committee of the Whole for review.
5. **Recurrence of Behavior Resulting in Probationary Status.** A recurrence of the behavior which led to a probationary status, additional unsatisfactory completion of academic work or unprofessional conduct will result in dismissal from the Physical Therapy program unless otherwise specified by the Committee of the Whole.

6. **Appeal Process.** A mechanism for appeal is available, as specified by the *Code of Student Life*.

B. SUSPENSION

1. The Departmental Chairperson, upon recommendation of the UND PT SSC, may impose a suspension from the professional program when any behavior or act that could impair an individual's ability to function as a student/participant in the professional program OR when an individual disrupts the usual university community activity or safety. Additional actions may be appropriate based on the UND *Code of Student Life*.
 - a. **Time Period.** Suspension periods will be determined on the basis of individual circumstances, recommendations of the SSC and decisions of the chairperson. Students will be notified of the duration of the suspension periods and any requirements or criteria for successful completion of the suspension period.

C. DISMISSAL

1. **Unsatisfactory Academic Work or Unprofessional Conduct.** Unsatisfactory academic coursework or unprofessional conduct as defined in this document may result in dismissal from the Physical Therapy program.
2. **Evidence of Academic Dishonesty.** Evidence of cheating on assignments or examinations will make the student liable for the above consequences and those outlined in the *Code of Student Life*.
3. **Confidentiality.** Disregarding the rights and confidentiality of patients/clients may result in dismissal from the program.
4. **Standards of Care.** Disregarding standards for quality of care may result in dismissal from the program.

D. READMISSION

1. **Application for Readmission.** Students who voluntarily withdraw or are dismissed must apply for re-admission under the following procedures:
 - a) The student must notify the department chairperson of his or her desire to apply for readmission by completing the *Readmission Application for Graduate School* which can be downloaded from the School of Graduate Studies website.
 - b) Included with the Readmission Application form, the student must write a petition outlining his or her rationale for readmission and the objectives and strategies which will optimize success should he or she be readmitted to the program. The student may be given an opportunity to present the petition in person if he or she so desires.

2. **Ruling on Readmission.** The Committee of the Whole will review the Application and the petition and rule on the request. The request for readmission does not assure readmission. The readmission application must be approved by the Committee of the Whole and department chairperson before forwarding the application to the School of Graduate Studies for final approval.
3. **Readmission.** If the application is accepted, an agreement will be drawn up between the department and student outlining the steps necessary for readmission. This agreement may include but is not limited to a delay of readmission, repetition of course work, competency testing for previously completed course work, GPA requirements or other criteria to be determined. Readmission will be under probationary status. Violation of probation stipulations will be grounds for permanent dismissal from the program.

For any course completed 3.5 years or more prior to a clinical experience, competency in the course content MUST be verified through written and/or laboratory examination before the student enrolls in any upcoming clinical experience(s).

X. ACCOMMODATIONS

- A. All students must meet UND-PT Technical Standards.
- B. **Student Responsibility.** It is the student's responsibility to inform the chairperson in writing of any need for program accommodations. Supportive documentation will be required.
- C. **Accommodations.** The student and program will work together to reasonably accommodate the student's need(s) as mandated by ADA regulations.

XI. STUDENT RESPONSIBILITIES

- A. **Professional Behavior.** Professional behavior and judgment in all activities is consistent with the APTA *Code of Ethics* and evidenced by:
 1. timely arrivals and attendance;
 2. being prepared, paying attention, and participating in class discussions;
 3. showing respect for patients/clients, peers, instructors, staff and guests;
 4. demonstrating trustworthy and compassionate actions
 5. dressing appropriately, as determined by class activities or events and as required for clinical experiences.

- B. **Core Values.** Students are expected to adhere to/demonstrate the APTA core values of accountability, altruism, compassion/caring, excellence, integrity, professional duty, and social responsibility.
- C. **Code of Ethics.** Student Adherence to APTA *Code of Ethics* is expected.
- D. **Agency Regulations.** Students are expected to know and adhere to regulations within the agencies and/or facilities to which they are assigned.
- E. **Working Relationships.** Students are expected to promote honest and harmonious working relationships with colleagues, faculty, staff, supervisors, and patients/clients.
- F. **Attitude Toward Others.** Students are expected to maintain an attitude of respect and courtesy toward colleagues, faculty, staff, supervisors, and patients/clients.
- G. **Competence.** Students are expected to engage in only those procedures in which they have demonstrated competence through lecture, laboratory, and comprehensive examination passing scores.
- H. **Integration of Material.** Students are expected to integrate material from all courses.
- I. **Supplemental Materials.** Students are expected to take the initiative for learning supplemental materials in addition to required course content.

XII. GRIEVANCES

A. Grievance from a student.

1. Issue (personal or academic) must first be addressed with the involved person(s).
2. If issues remain unresolved, the Chairperson of the department should be notified. A meeting to seek resolution will then be arranged.
3. Procedural chain of command for academic grievances should be followed: Student
 —→ Instructor —→ Chairperson —→ Assoc. Dean for Health Sciences
 —→ Dean for the SMHS.
4. An academic grievance not resolved within the department, and/or those related to admissions, probation, suspension and/or dismissal from the professional program, will utilize the procedural chain of command outlined in the School of Medicine and Health Sciences Grievance Policy. A copy of this policy is available from the Chairperson of the Department or the Dean of the School of Medicine and Health Sciences.

- B. **Grievance from a Clinical Experience Site.** It is understood that concerns from the Clinical Site may initially be addressed verbally, and come to closure at that level. For

any concerns that are not resolved at this level, the following guidelines for resolution will be followed:

1. Resolution. Grievances should be submitted in writing, with the signature of the person making the complaint. Such grievances will be logged within the department and will be addressed with the procedures outlined below:

Regarding student behavior or performance:

- a. The complaint must first be addressed with the student.
- b. If resolution is not achieved, the Director of Clinical Education (DCE) will be notified, and will assist in resolution of the issue.
- c. If resolution is not achieved, the department chairperson will be notified, and a meeting to seek resolution will be arranged. Meeting participants may include additional UND-PT faculty with insight and/or experience relative to the grievance topic.
- d. Documentation of the resolution proceedings will be kept in the Department of Physical Therapy.

Regarding the student's academic preparation:

- a. The DCE of the department will be notified, and will assist in resolution of the issue.
 - b. If resolution is not achieved, the department chairperson will be notified, and a meeting to seek resolution will be arranged. Meeting participants may include additional UND-PT faculty with insight and/or experience relative to the grievance topic.
 - c. Documentation of the proceedings will be kept in the Department of Physical Therapy.
2. All grievances. Any of the above grievances not resolved within the department will utilize the procedural chain of command outlined in the School of Medicine and Health Sciences Grievance Policy. A copy of this policy is available from the Chairperson of the Department or the Dean of the School of Medicine and Health Sciences.
 3. Any grievance not resolved within the School of Medicine and Health Sciences will follow the procedural chain of command outlined as follows: The President's Office will be notified. The written complaint will be logged in an electronic format and referred to the appropriate vice president (VP): VP for Academic Affairs; VP for Student Affairs; or VP for Finance and Operations.

- C. **Grievance from a Parent or Other Source.** FERPA Guidelines will be followed in all circumstances. It is understood that concerns from a parent or other source may initially

be addressed verbally, and come to closure at that level. For any concerns that are not resolved at this level, the following guidelines for resolution will be followed:

Grievances should be submitted in writing, with the signature of the person making the complaint. Such grievances will be logged within the department and will be addressed with the procedures outlined below.

- D. **Additional Information.** Any person may submit to the Commission on Accreditation in Physical Therapy Education (CAPTE), a complaint about an accredited physical therapy program. CAPTE will investigate and take action on any complaint filed in accordance with Rules of Practice and Procedures Part 11 Subpart A of the CAPTE Accreditation Handbook and Rules of Practice and Procedures section 1, P-6 of the Accreditation Evaluative Criteria and Standard 3F of the CAPTE PT Standards and Required Elements. Complaints must allege violation of one or more of the following: (1) one or more of the Standards and Elements Accreditation, (2) One or more of CAPTE's expectations related to program integrity. For more information, please refer to the Accreditation Handbook found on the CAPTE website at: <http://www.capteonline.org>

Complaints regarding the Department of Physical Therapy:

- i. The complaint should be addressed directly to the Chairperson of the Department of Physical Therapy.
- ii. The Chairperson will communicate with the parties involved and a meeting to seek resolution will be arranged.
- iii. Any grievance not resolved within the department will utilize the procedural chain of command outlined in the School of Medicine and Health Sciences Grievance Policy. A copy of this policy is available from the Chairperson of the Department or the Dean of the School of Medicine and Health Sciences.
- iv. Any grievance not resolved within the School of Medicine and Health Sciences will follow the procedural chain of command outlined as follows: The President's Office will be notified. The written complaint will be logged in an electronic format and referred to the appropriate vice president (VP): VP for Academic Affairs; VP for Student Affairs; or VP for Finance and Operations.
- v. Documentation of the proceedings will be kept in the Department of Physical Therapy.

Complaints regarding the University or its functions:

The department Chairperson will provide contact information for the party so that they can directly contact the entity involved in the complaint.