

# **School of Health Professions Policies and Procedures**

**2020-2021**

**Effective July 1, 2020**

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## WELCOME FROM THE DEAN



Welcome to the EVMS School of Health Professions! The health professions programs offered by EVMS provide training at a progressive, nationally recognized graduate institution and in clinical and community facilities throughout the Hampton Roads area. We are proud to offer a diverse mix of programs that use state-of-the-art classrooms and laboratories essential to the educational process. All programs in the School of Health Professions that are eligible have been individually accredited, and all adhere to the highest professional and ethical standards. EVMS has affiliations with many community partners, including rural and urban clinics, hospitals, and other health-care settings. Our faculty have advanced degrees in their area of expertise, supplemented by many years of professional experience in their respective disciplines. Our students are of the highest caliber, and consistently achieve highly competitive scores on licensing and related examinations.

I wish you the best of luck in achieving your professional and educational goals.

Sincerely,

C. Donald Combs, PhD  
Vice President and Dean of the School of Health Professions  
Professor of Health Professions

## **MISSION**

Eastern Virginia Medical School is an academic health center dedicated to achieving excellence in medical and health professions education, research and patient care. We value creating and fostering a diverse and cohesive faculty, professional staff and student body as the surest way to achieve our mission. Adhering to the highest ethical standards, we will strive to improve the health of our community and to be recognized as a national center of intellectual and clinical strength in medicine and Health Professions. Our commitment to ensuring institutional effectiveness is demonstrated by the continuous assessment processes we use to improve program performance and student learning outcomes.

## **VISION**

Eastern Virginia Medical School will be recognized as the most community-oriented school of medicine and health professions in the United States.

## **VALUES**

Three core values drive our daily efforts:

- **Excellence:** We determine with our stakeholders what is valuable and hold ourselves to high performance standards that fulfill our promises.
- **Collegiality:** We serve our community and one another, building strong and mutually supportive relationships. We work as a cooperative, united team to further our purposes of education, research and patient care.
- **Integrity:** We strive to maintain the highest ethical standards and accept accountability for all we do and say.

## **BACKGROUND**

The EVMS School of Health Professions (SHP) provides an administrative structure for the following academic programs:

- Art Therapy and Counseling (MS)
- Biomedical Sciences (PhD)
- Biomedical Sciences (MS)
- Biomedical Sciences (Medical Master's) (MS), 1-year and 2-year
- Contemporary Human Anatomy (MS)
- Health Sciences (DHSc)
- Healthcare Analytics (MHA)
- Public Health (MPH)
- Laboratory Animal Science (MS)
- Healthcare Delivery Science (MHDS)
- Medical and Health Professions Education (MMHPE)
- Physician Assistant (MPA)
- Physician Assistant Fellowship in Emergency Medicine
- Physician Assistant Fellowship in Pediatric Urgent Care
- Surgical Assisting (MSA)
- Pathologists' Assistant (MHS)
- Reproductive Clinical Science, (PhD and MS)
- Virginia Consortium Program in Clinical Psychology (PhD)

EVMS serves as the school of record for all programs shown above except Clinical Psychology; other policies and procedures may be applicable for that program based on school of record responsibilities. In addition to the policies and procedures depicted below, each program may have additional grading or other essential requirements that are communicated to students in writing at the initiation of their first semester or at other times as deemed necessary.

## **GRADING POLICY**

This section specifies the general grading policies and procedures used by all of the health professions programs. In addition to the policies listed here, each program may have additional requirements and communicated to students in writing at the initiation of their first semester. Grades at the end of each term are assigned according to the EVMS School of Health Professions grading scale.

## GRADE POINT AVERAGE SCALE

All SHP programs for which EVMS serves as the school of record will use the following grading scale for those courses in which grades affect the Grade Point Average (GPA).

Grade	Grade Points	Grades not affecting GPA:
A	= 4.00	I = Incomplete
A-	= 3.67	P = Pass
B+	= 3.33	W = Official Withdrawal
B	= 3.00	WF = Unofficial Withdrawal
B-	= 2.67	
C+	= 2.33	
C	= 2.00	
C-	= 1.67	
D+	= 1.33	
D	= 1.00	
D-	= 0.67	
F	= 0.00	

A grading structure that is consistent with program or departmental guidelines will be established for each class by the instructor. These requirements, along with the goals and requirements for each course, the nature of the course content, and the methods of evaluation, are communicated to students at the initiation of each course. Final course grades are calculated according to the course syllabus, and mathematical rules for rounding to the nearest whole number based on two decimal places are applied. For example, a final grade of 93.45 would round to a 94 (A), while a final grade of 93.44 would round to a 93 (A-). Programs are responsible for notifying students of final grades at the end of each term.

### Grade Point Calculation

The grade point average (GPA) is calculated by dividing the accumulated number of grade points earned by the accumulated number of credit hours attempted. Grades of "F" and repeats are included, but official withdrawals, audits, and grades on non-credit courses, non-degree credit courses, and pass/fail courses are not. If a student is required to repeat a course or receives permission from a Program Director to repeat a course, the grade point average will be calculated using only the repeated course grade and the corresponding point value. However, the original grade assigned for that course will remain on the transcript. Grades in courses accepted for transfer credit are not counted in the computation of grade point average.

Students must have a cumulative grade point average of 3.00 or higher for graduation. Students falling below the minimum GPA requirement may be placed on probation or suspended in accordance with procedures established below and by each program.

## Grading Scale

Unless an exception is approved by the Dean, courses offered in the School of Health Professions will use the following grading scale.

Percentile	Grade
100 - 94	A
93 - 90	A-
89 - 87	B+
86 - 84	B
83 - 80	B-
79 - 77	C+
76 - 74	C
73 - 70	C-
69 - 67	D+
66 - 64	D
63 - 60	D-
59 or less	F

## Incomplete Grades

The grade "I" indicates assigned work yet to be completed in a given course or an approved absence from the final examination. When an instructor assigns a grade of "I," a written agreement is prepared and signed by the instructor and student that specifies the work remaining to be completed and the time frame for doing so. The work should be completed as soon as possible, but no later than the mid-point of the following grading period/term unless special written approval is granted by the Course Director and Program Director due to extraordinary circumstances. The student must petition the Course Director and the Program Director for such an extension at least two weeks before the end of the agreed upon deadline. Unless an extension has been approved by the Course Director and the Program Director, the "I" will convert to either an "F" or to the grade as specified in the written agreement after the mid-point of the semester. An "I" grade may not be changed to a "W" under any circumstances.

## Withdrawals

A student can withdraw from a course up until the mid-point of the grading period/term and receive a "W" grade. Withdrawal after the midterm is not permitted without special approval by the Program Director. However, in the event of an illness or severe hardship beyond the student's control, the student should submit a written petition for permission to withdraw from the course to the Instructor and Program Director no later than the last day of classes. If permission is granted by the Program Director, a grade of "W" is recorded. If permission is not granted, then the student cannot withdraw from the class. A student who stops attending classes without withdrawing is assigned a "WF" grade unless the student's performance was failing, in which case a grade of "F" will be assigned.

## **Progress Review**

Regular assessment of students and feedback to them is essential to effective teaching and learning. All possible effort should be extended to identify students whose performance is unsatisfactory to establish remedial intervention. Course Instructors and Program Directors will regularly review the academic progress of their designated students and evaluate the overall progress of each student at the conclusion of each grading term and academic year. Each program will establish policies and procedures for completing assessments, communicating results to students, and documenting outcomes. Procedures for addressing performance deficiencies or circumstances that may prohibit students from successfully completing a program are outlined in subsequent pages in the *Academic and Non-Academic Deficiencies* section. Programs may have additional remediation policies and procedures, and students should contact the appropriate program office or Program Director for this information. Program Directors shall provide periodic reports to the Dean of the School of Health Professions that summarize student progress issues for their respective programs.

Additional information regarding policies and procedures not listed in this Handbook, including elective, pass/fail, and audit course options and procedures for evaluating, dropping a course, and reporting of grades vary for each program and will be communicated to students at the initiation of their first semester and other times as deemed necessary.

## **Grade Appeals**

Students may appeal a final course grade by submitting a written request to the Course Instructor within seven days of the grade being issued. The appeal must state in detail the reasons for the appeal and the action the student requests. The Course Instructor must respond to the student in writing within seven days with a decision. If the issue is not satisfactorily resolved, the student may appeal the decision in writing to the Program Director within seven days. The appeal must state in detail the reasons for the appeal and the action the student requests. If no appeal is lodged within seven days, the student's grievance will be considered resolved. The Program Director must respond to the student in writing within seven days with a decision. If the issue is still not resolved, the student may appeal the decision in writing to the Dean of the School of Health Professions within seven days. The appeal must state in detail the reasons for the appeal and the action the student requests. If no appeal is lodged within seven days, the student's grievance will be considered resolved. The Dean will review all pertinent material and may meet with the student, the Program Director, faculty member, and/or other persons as necessary. The Dean may constitute an advisory group to assist in this review. The Dean will render a written decision within ten days to the Program Director, the Course Director, and the student. The decision of the Dean is final.

## **Satisfactory Academic Progress**

All students in the EVMS School of Health Professions are expected to attain a term GPA of at least 3.00 to be considered in good academic standing, and maintain a cumulative GPA of at least 3.00 to graduate. Students who do not meet these criteria are subject to formal warnings, probation, and/or dismissal. Students who receive a warning or are placed on probation must demonstrate sufficient academic progress in the following term, as determined by the Program Director, to remain in the program. Students on probation who fail to demonstrate academic progress in the following term may be subject to dismissal. The Program Director should consider the extent to which a student is performing at a level necessary to attain the knowledge, skills, and competencies required to succeed in the program, including ability to meet the cumulative GPA and other graduation requirements. All programs must review the academic progress of their students on a regular basis and at such intervals deemed appropriate, but not less than once at the end of each grading term.

## TRANSFER CREDITS

Transfer of credit may be allowed for course work taken at a regionally accredited institution of higher learning, such as the Southern Association of Colleges and Schools, for courses in which a grade of B (3.00) or higher was received or a passing grade was achieved in a pass/fail course. Doctoral programs may accept a maximum of 12 transfer credits, and master's programs may accept a maximum of 9 transfer credits. Course grades obtained from another institution will not be included in the GPA calculation. All applicants seeking to transfer credit(s) should contact the program for special application or credential requirements. Decisions regarding applicability of transfer courses/credits will be made by the Program Director in consultation with the faculty as deemed appropriate. EVMS assumes responsibility for the academic quality of all course work or credit recorded on the institution's transcript. It is the responsibility of each program to determine a student's comprehension of the requisite material and to ensure that the transferred course work and/or learning outcomes are comparable to the courses offered by the applicable EVMS program.

## ASSIGNING CREDIT HOURS

SHP programs use the calculus in the table below to assign course credit hours for all courses, on-site or asynchronous.

Type of Course	Credit/Contact Hours
Lecture, Seminar, Independent Study	1 credit = 15 contact hours
Laboratory	1 credit = 30 contact hours
Clinical Rotations, Internship	1 credit = 80 contact hours

Student contact hour workload equivalency for asynchronous courses shall be determined using the following calculus, with hours adjusted proportionately up or down based on the credits awarded and course length:

Semester Format	Credit Hours	Total Hour Commitment	Weekly Course Time Commitment
16-week	3	135	8.4 hours
15-week	3	135	9 hours
13-week	3	135	10.4 hours
12-week	3	135	11.3 hours
10-week	3	135	13.5 hours
9-week	3	135	15 hours
8-week	3	135	16.9 hours
6-week	3	135	22.5 hours

## ACADEMIC AND NON-ACADEMIC DEFICIENCIES

Procedures for addressing academic and non-academic deficiencies that may impede student progress or prohibit students from successfully completing a program are defined below, including

student appeals to ensure appropriate due process. These procedures apply to programs in which EVMS is the school of record.

## **Deficiencies**

Deficiencies, which may result in probation or dismissal/termination of a student, include both academic and non-academic areas. The Dean of the School of Health Professions or designee may intervene to address academic and non-academic deficiencies and may impose such remedies as are determined to be in the best interests of EVMS.

- a) Academic Deficiencies include but are not limited to an inadequate knowledge base; a lack of information gathering ability, problem solving difficulties, poor clinical and technical skills; or errors in judgment.
- b) Non-Academic Deficiencies include but are not limited to any action or behavior that is considered unacceptable to the training program faculty; poor professional relationships; moral and ethical values unacceptable to the profession; failure to comply with the standards of student behavior including the Code of Student Conduct, the rules, regulations and bylaws of EVMS and/or affiliated practicum sites or the laws which govern the healing arts in the Commonwealth of Virginia; and/or a lack of abilities and talents that are necessary for the performance of expected duties for that health profession.

Each academic program has its own criteria for determining when and how to intervene on matters of academic and non-academic deficiencies. Some may require a written or verbal notification and/or warning from an Instructor, Advisor, or Program Director to convey concern about student performance and/or to inform the student of the risk of probation unless performance improves. In all programs, a student placed on probation will be informed in writing and his/her performance will be monitored. The written notification must specify if termination in the educational program is a potential outcome of the probationary status. Interventions typically follow the progressive hierarchy of warning, probation, and dismissal.

Probationary status will be defined by the program's faculty, and the terms of probation must be signed by the Program Director and the student. While on probation, the student will be provided close faculty supervision and may or may not be given credit for the time period during which the probationary status is in effect. If the probationary period is not creditable toward the required time for the educational program, an extension of training time (within timeliness for the degree) may be considered at the discretion of the Program Director.

If a student's conduct compromises acceptable standards of patient care or jeopardizes the welfare of patients under his/her care, the Program Director has the option of immediately suspending the student from clinical duties until such time as an appropriate investigation of the allegations can occur. The Dean of the School of Health Professions, the Associate Dean for Student Affairs, the Director of Financial Aid, and the Registrar must all be notified when a student is placed on probation.

## **Identification and Remediation of Deficiencies**

Faculty and other professional staff will promptly notify the Program Director of areas of concern regarding a student's academic progress, professional behavior and development. Upon notification of a potential problem, the Program Director or designee will investigate the report and develop a remediation plan, if warranted. The Program Director or designee will meet with the student to discuss areas of concern, including development of a remediation plan with clear goals and

objectives, a specific time frame for completing the plan, and potential outcomes. The plan will be signed by the Program Director or designee and the student. Follow up meetings will occur with the student, key program faculty, and the Program Director. Program faculty and Program Directors should use reasonable judgment in documenting academic and non-academic student issues, including remediation plans, progress reports, and supervision meetings. Written documentation is required if a student receives a warning, is placed on probation, or is dismissed from the program.

## **ACADEMIC AND NON-ACADEMIC GRIEVANCE AND APPEAL PROCEDURES**

Students in the School of Health Professions have the right to due process involving grievances and appeals:

The student should discuss the grievance with his or her Program Director. If the grievance is not resolved, a student may file a written appeal to the Dean of the School of Health Professions within seven days of the student's notification of the Program Director's decision. Upon receipt of the appeal, the Dean will notify the Registrar accordingly. The Dean or a designee will review all pertinent material and meet with the student. The Dean may convene a Grievance/Appeals Committee composed of Program Directors, faculty, students, and/or chairs of departments not directly involved in the grievance. All testimony, evidence, and witnesses relevant to the appeal shall be made available to this committee. The student has the right to appear before the committee, present testimony and such witnesses or evidence as is deemed relevant by the committee. The student shall not have the right to be represented by counsel at these committee meetings. The Committee will submit its recommendations to the Dean after the review is completed.

The Dean will notify the student within ten days of his/her decision. The decision may include reinstatement, retention, probation, termination, suspension, special academic assignments, or other interventions deemed appropriate to the situation. The judgment of the Dean concerning the grievance shall be final and binding on all parties, with the exception of recommending the termination of a student's participation in an academic program.

In the case of termination from an academic program, the student may file a written appeal to the EVMS President/Provost within five days of the student's notification from the Dean of the School of Health Professions. The President/Provost will review all pertinent material and notify the student within ten days of receipt of the appeal of his/her decision. The decision of the President/Provost is final.

## **STUDENT COMPLAINTS PROCESS**

The student complaints process may be found on the EVMS website [here](#).

### *1. Academic or Non-Academic Grievances*

Students who desire to file academic or non-academic grievances related to their program must follow the grievance procedures outlined in the applicable Doctor of Medicine or Health Professions Student Handbooks.

### *2. Compliance Complaints*

EVMS has a Compliance Program whereby all members of the EVMS community (students, faculty, staff, visitors, Board members, etc.) may report ethics and compliance concerns such as violation of laws, regulations, EVMS policies, discrimination or harassment, and student or employee mistreatment. The Compliance Program is administered by the EVMS Office of Institutional

Compliance. Complaints may be made to the EVMS Office of Institutional Compliance by phone at 757.446.6008, or by written or verbal report through the [EVMS Ethics and Compliance Hotline: 1.800.461.9330](#) (anonymous reporting available). If the issue is related to patient services, complaints may be made to the EVMS Privacy Line, **757.451.6298**. For more information about EVMS and EVMS Medical Group Compliance Programs, please see the [EVMS Compliance Programs/Reporting web page](#).

### 3. *State Council of Higher Education for Virginia (SCHEV)*

SCHEV is the regulating body for all Virginia institutions of higher education. Once a student has exhausted all available grievance options for a complaint, a complaint can be filed with SCHEV, who will investigate all matters that fall within SCHEV's authority. For more information, please see the [SCHEV student complaints web page](#).

SCHEV also oversees the participation of eligible Virginia institutions in the State Authorization for Reciprocity Agreement (SARA), which establishes national standards for postsecondary distance education courses and programs. Student complaints related to distance education first go through the EVMS procedures outlined above. If a student is not satisfied with the institutional process, the complaint may be appealed:

- *For students from SARA states*. EVMS is a participant in SARA and accepts the authority of SCHEV in resolving complaints made by distance education students from SARA states. Students may, within two years of the incident about which the complaint is made, appeal to SCHEV. Note, however, that complaints regarding student grades or student conduct violations are governed entirely by institutional policy and the laws of the Commonwealth of Virginia. The resolution of the complaint by SCHEV will be final. For more information about filing a complaint with SCHEV, please see the [SCHEV student complaints web page](#).
- *For students from non-SARA member states*. Students residing in California, a non-SARA member state, may file a formal complaint with their home state by using [this form](#).

### **TUITION CHARGES IF GRADUATION REQUIREMENTS ARE NOT COMPLETED ON TIME**

Students who do not complete graduation requirements on time may be charged prevailing tuition rates if they retake a course or if a new course is necessary to finish their program of study. In general, students will not incur additional tuition charges if they complete courses or clinical rotations within approximately 90 days of the original anticipated graduation date.