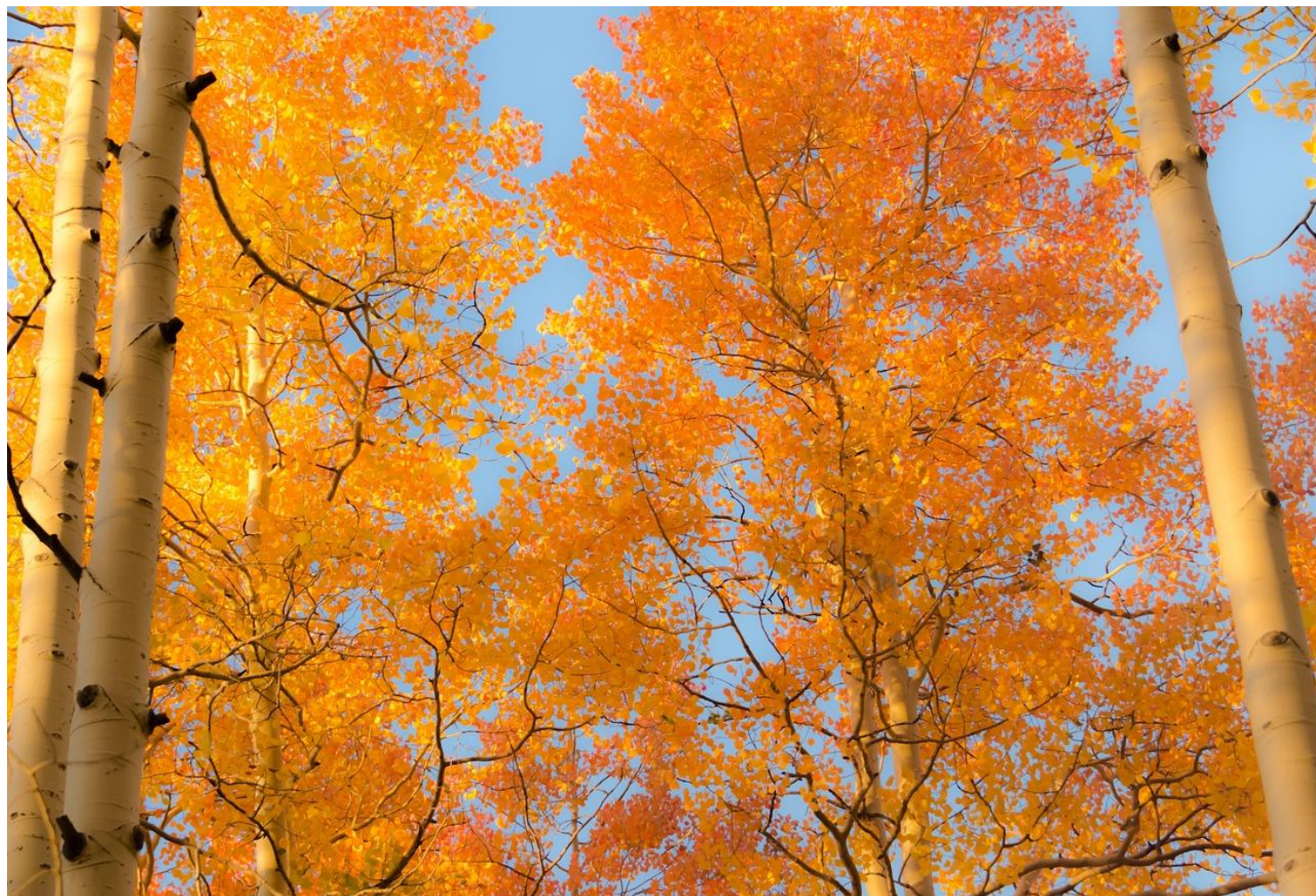




# Palliative Care

UNIVERSITY OF COLORADO **MEDICINE**

**Master of Science in Palliative Care/Interprofessional Palliative Care Certificate  
University of Colorado Anschutz Medical Campus  
Student Handbook**



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## **I. How to Use This Handbook**

The purpose of this handbook is to provide students with an orientation to the important policies and procedures that govern the Master of Science in Palliative Care (MSPC) and the Interprofessional Graduate Certificate in Palliative Care programs (IPCC), and University of Colorado Anschutz student services. The palliative care programs are subject to the University of Colorado Anschutz Medical Campus Graduate School (Graduate School) rules, which form a foundation of the minimum program guidelines. The MSPC/IPCC program is permitted to set policies that are more stringent than the Graduate School but never less stringent.

The policies and procedures outlined in this document are based on the Graduate School and the palliative care program rules and supplemental policies. In some cases, the palliative care programs may have more stringent rules or requirements than those set forth by the Graduate School.

While every attempt has been made to include the most current information, the Graduate School and the palliative care program reserves the right to modify the provisions of the handbook at any time. Students will be notified of changes and are responsible for keeping abreast of current information. All students enrolled in the palliative care programs are students at the Graduate School and are subject to the rules and policies set forth by the palliative care programs and by the Graduate School. Students are encouraged to review the Graduate to learn more about the Graduate School's rules and policies. to learn more about the Graduate School's rules and policies (<https://graduateschool.CUAnschutz.edu/>).

## **II. Palliative Care Definition, Mission, and Vision**

**Definition:** Palliative care is specialized care for people with serious illness. Palliative care is focused on preventing and providing relief to individuals who are suffering. Suffering is unique to each person but results from poorly controlled pain and other symptoms in the context of psycho-social-spiritual distress. Palliative Care Community Specialists have expertise to support patients and families to manage the stress of a serious illness, whatever the diagnosis. The goal is to improve quality of life for both patients and families. Palliative care is provided by a collaborative interdisciplinary team including spiritual care providers, nurses, social workers, physicians, advance practice providers, psychologists, pharmacists and other specialists who work together with a patient and families to meet their unique needs. Palliative care is appropriate at any age and at any stage of a serious illness and can be provided along with curative treatment.

**Mission:** To prepare Palliative Care Community Specialists to meet the needs of patients and families living with serious illness.

**Vision:** Optimizing the well-being of people living with serious illness through exemplary palliative care education.

**Aspirational Goals:** The MSPC program develops Palliative Care Community Specialists through innovative educational pedagogies designed to facilitate learning for healthcare providers and allied health professionals in up-to-date, evidence-based, interdisciplinary palliative care concepts using a hybrid learning environment that offers flexible online and life application-based approaches. The MSPC program provides the premiere educational model for the development and application of best practices in palliative care integrated into every level of healthcare systems worldwide.

### **III. Core Competencies**

After completing the program, the Palliative Care Community Specialist will:

1. Demonstrate expertise in relationship-centered communication theory and skills to gather and share information, negotiate shared decision-making and plans of care, and sustain relationships with palliative care patients/families, interdisciplinary teams, and other healthcare professionals.

2. Demonstrate expert clinical/psycho-social-spiritual judgment in performing a comprehensive patient assessment, leading to diagnosis development, implementation, and ongoing reassessment with modification of effective, evidence-based care plans utilizing the skills and expertise of the IDT, for all distressing pain and non-pain symptoms experienced by patients with any serious illness. Incorporate knowledge of ethical and legal aspects of palliative care into practice by exhibiting the highest professional standards and by advocating for the rights of patients/families to access optimal palliative care.

3. Incorporate knowledge of ethical and legal aspects of palliative care by engaging ethical issues in end-of-life care, exhibiting the highest professional standards, and by understanding legal aspects of care so that they can advocate for patients/families' access to optimal palliative care.

4. Demonstrate and promote spiritually sensitive care, respecting diversity in all forms, for patients/families and other health care professionals. Effectively address psychological concerns and promote access to expanded resources for all patients/families living with any serious illness.

5. Demonstrate respect for diverse communities through cultural humility, recognizing how social and economic barriers and challenges impact the delivery of health care services.

6. Address psychological concerns, promote access to expanded resources for all patients/families living with any serious illness, and ensure self-care. Demonstrate knowledge, skills and apply adult learning principles when providing palliative care education to patients, families, healthcare professionals, and the community.

7. Advocate to provide evidence-based palliative care for patients/families and supports and develops expanded resources for all patients/families living with any serious illness.

8. Demonstrate knowledge, skills, and apply adult learning principles when providing palliative care education to patients/families, healthcare professionals, and the community.

Demonstrate understanding of the healthcare system to effectively manage and utilize resources to support patients/families living with any serious illness and advocates for the reform of healthcare systems to provide optimal palliative care.

#### **IV. Contact Information**

**Program Director:** Melissa Palmer, JD, LCSW, ACHP-SW, APHSW-C  
Assistant Clinical Professor, University of Colorado Denver  
[Melissa.Palmer@CUAnschutz.edu](mailto:Melissa.Palmer@CUAnschutz.edu)

#### **V. General Program Information**

##### **About the Palliative Care Educational Programs**

The MSPC/IPCC Programs are housed within the Graduate School, located on the Anschutz Medical Campus (AMC). The palliative care programs are administratively supported by the Graduate School and the SOM General Internal Medicine (GIM) departments. The MSPC/IPCC Program Director, CHPM Program Directors, MSPC/IPCC leadership team, and palliative care faculty members are derived from the Schools and Colleges across the Anschutz Medical Campus. The palliative care educational programs are designed for mid-career professionals and the details for each program include:

- **Master of Science in Palliative Care (MSPC)** – The MSPC program is comprised of 33 credit hours, which students complete over a period of two (minimum) to seven (maximum) years from the time they begin the MSPC program. Coursework is primarily delivered in an online format. Master's degree students attend two online intensive courses and complete two comprehensive multiple-choice examinations.
- **Interprofessional Graduate Certificate in Palliative Care Certificate (IPCC)** – The IPCC is a 12-credit hour certificate program, which students complete over two semesters (minimum). Coursework is delivered in an online format, and students attend one on-campus intensive to meet the certificate requirements. The IPCC courses are the first four courses of the MSPC program and are quite robust.
- **Community-Based Hospice and Palliative Medicine Fellowship (CHPM)** - The CHPM Fellowship is an ACGME approved pathway to board certification in Hospice and Palliative Medicine for mid-career physicians. Physicians greater than 5 years out of training can remain in their home communities or institutions, work with palliative care providers in those spaces to get their clinical experiences, while receiving curricular content from the University of Colorado Palliative Care educational program. At the end of two years, if all educational requirements are met individuals will become board-eligible and can sit for the Hospital and Palliative Medicine Boards. The educational requirements include: 1) successfully completing the MSPC and, 2) compiling a clinical portfolio documenting achievement of clinical requirements.

##### **Advising**

Students enrolled in the palliative care programs are expected to work with Senior Administrator of Student Affairs program advisor. Questions regarding courses can be sent to PallcareAdvising@cuanschutz.edu.

The Administrator will communicate registration instructions and monitor student progression through the program. Students are encouraged to connect with the advisor each semester.

## **Expectations – Faculty and Staff, Graduate Students**

### **Faculty and Staff**

The palliative care programs strive to create a respectful and inclusive atmosphere, with an emphasis on the student. All faculty and staff have open-door policies. Email faculty to schedule a one-on-one meeting.

### **Graduate Students**

The Graduate School expects that all graduate students will conduct themselves with professionalism and integrity in academics, research, service, and outreach. Regular class participation is key to success in the program. Graduate students in distance-based online programs have more freedom in setting their schedules. Students must respect fellow students in the online courses and during the virtual intensive activities. Students are expected to review and comment on coursework during the timeframe posted. Student input should be respectful, honest and foster a collegial environment that contributes a positive and successful learning environment.

Students are responsible for knowing and complying with the academic requirements and regulations of the palliative program, the Graduate School, and the University of Colorado. Students also must meet basic standards of performance established for each course. Students are required to understand that fulfillment of these fundamental responsibilities is an essential prerequisite for achieving satisfactory academic standing and for awarding of a degree or certificate upon recommendation of the faculty.

### **Challenging Situational Concerns: Resolution Process**

Group work: Due to the nature of this interprofessional educational program, there is required group work within interprofessional peer groups. The MSPC/IPCC coursework reflects the palliative care interdisciplinary model and students will frequently work in groups/compassion pods.

For group work, the student with a concern with another student in their group should:

1. Address their concern directly with the other student/group members.
2. In the event the first step does not find a resolution to the issue, the student should escalate to the MSPC/IPCC Program Director (Melissa C Palmer).
3. In the event that the first and second step do not find a resolution to the issue, the student should escalate to the MSPC leadership team to meet as a panel to discuss next steps.

Faculty: Students who have questions or concerns about course content or grading should first address their concerns with the faculty member(s) responsible for that content.

If students have issues or concerns about the behavior of an instructor, faculty member, staff member, or fellow student, they should address it with that person first. If students are unable to resolve the problem or feel uncomfortable discussing the concern with the person, students should contact the MSPC/IPCC student advisor or the program director, as appropriate.

If students and faculty are unable to reach an understanding, students and/or faculty members may

solicit input from the program director in an email. Students should concretely identify grading concerns by annotating the work/reflection in question with the faculty response, if appropriate. Students should attach this document to their email and include all parties involved.

If the matter cannot be resolved by the program director, final appeals may be through the formal grievance process. See below **Academic Grievance and Appeals Process – Per Graduate School Policies and Procedures**.

### **Time**

The palliative care programs are rigorous programs designed for the mid-career professional. These programs offer students flexibility by delivering the program content online, which provides the student opportunities to develop a schedule that supports academic, professional, and personal goals. The palliative programs offer six hours of instruction per week, and students should plan to spend up to two hours of study time per hour of instruction per week. Students will need to budget their time to study, prepare for and participate in course assignments, which may involve video conferences with fellow students and instructors.

### **Tuition, Fees and Billing**

Tuition is located on the [palliative care website](#), and fees are listed on the [registrar office official website](#). New tuition rates are established each spring and normally go into effect for the fall semester.

Once students have registered for classes, an electronic bill for tuition and fees will be generated through the Bursar's Office. Students can log into their student portal through [CU Anschutz Access](#) to view and pay their electronic tuition bill.

### **Calendars**

The Graduate School follows the University of Colorado Anschutz Medical Campus [AMC calendar](#), which provides general information about campus-wide holidays. The [academic calendar](#) for the palliative care programs provides important semester specific dates, such as course registration dates, course start and end dates, etc.

## **VI. Register for Courses and Attending Class**

### **Claim Your CU Anschutz Email Account**

New students need to claim their CU Anschutz email account before registering online for didactic courses. Returning students need to ensure their CU Anschutz email account is still active in order to register online for didactic courses.

Students should visit the [Email Support](#) website page on the Health Sciences Library website page to claim and access their CU Anschutz email account. If students have any difficulties claiming or accessing their CU Anschutz email account, first contact the Anschutz Medical Campus [student email controller](#). The student email controller will respond within 24-48 business hours.

### **Access Your CU Anschutz Email Account**

The university offers several methods for students to access their CU Anschutz email account from

their personal computer or mobile device. The [University Webmail](#) website page provides students with the link to login into their CU Anschutz email account and instructions on how to connect a mobile device to the university email system.

### **Register for Courses / UCD Access**

The Registrar's Office has developed a comprehensive step-by-step guide on how to [register for courses](#) through the [UCD Access](#). Students will need to claim their CU Anschutz email first to register for courses. (See section above.)

### **Add/Drop or Withdraw from a Course**

Students may add or drop a course at any time during the registration dates as listed on the [academic calendar](#).

A student may choose to withdraw from any course before approximately 67% of the course has been completed (as defined by the course director) and receive a grade of withdrawal (W) for the course. A student seeking to obtain permission to withdraw from any course must meet with the program director to gain approval for the request and complete a Course Withdrawal Agreement form. If the student does not fully process a Course Withdrawal Agreement form prior to the deadline for withdrawal, they will not be allowed to withdraw from the course. The Course Withdraw Agreement must be completed and signed by the student, program director, and if necessary, the Assistant Dean of the Graduate School.

If a student does not meet the above criteria, a withdrawal may be obtained only under extenuating circumstances and with the approval of the program director and the Assistant Dean of the Graduate School. The burden of proof to provide evidence of extenuating circumstances is the responsibility of the student.

A grade of W alone is not considered an extenuating circumstance or an acceptable reason to extend the time limit for completion of the palliative care program requirements.

A student who receives a grade of W for a course in the required curriculum must retake the full course and pay current, full tuition and fees for the repeated course. If the course(s) in which the student received a grade of W is a prerequisite for other course(s), the course(s) must be completed prior to the student being allowed to enroll in course(s) for which the course(s) are prerequisites. A permanent grade of W will remain on the student transcript for the course, but it will not impact the student's GPA.

### **Attending Class / Canvas**

Students will access their registered didactic courses via [Canvas](#). Once a student registers for courses via [CU Anschutz Access](#), the registered courses will appear in the student's Canvas account within 24-48 business hours (not including weekends). The courses will not appear on Canvas immediately after the student registers for the courses through CU Anschutz Access.

Registration is fully valid for students who register for courses on the weekend before class begins or prior to the add/drop date as listed on the [academic calendar](#). These students will need to wait 24-48

business hours for their courses to appear in Canvas.

### **Logging into Canvas**

Students can log in at [CU Online log in page](#), click on "course login," and click on "Canvas." To log in, students will enter their university username and password. Remember, the password is case-sensitive.

### **Locate a Course in Canvas**

Canvas will create a homepage for each student. Links to each registered course, as well as the free orientation course, will appear on each student's homepage. To go to a specific course, click on its title. Courses do not open until 12 a.m. MST on the first day of class, so students may receive an error message if accessing a course prior to the first day of class.

The didactic courses are set up in, generally, week-long "modules." Modules usually commence at 12:00 AM, Mountain Time, according to the individual course schedules, and assignments are due at the end of the module. The work for each module can be accomplished at any time during the scheduled dates. Program directors recommend that students begin working on each module or at least review what will be required for each module, early in the week to manage schedules appropriately.

### **Canvas Tutorials**

[The Canvas Student Guide](#) provides tutorials to help students become more familiar with Canvas. Students can complete a Canvas orientation training session by reviewing the information found on the [Canvas Student Orientation](#) webpage.

### **Contact Technical Support**

Students experiencing technical difficulties while using Canvas can contact Canvas through a live instant message chat, phone or email. To contact Canvas, first log [into Canvas](#), click on "course login," and the "Canvas contact information" is located on the right side of the screen.

### **Course, Instructor, and Program Assessments**

To assist the faculty in achieving their goal of excellence in teaching, students in the palliative care programs are required to complete assessments of instructors, course directors, and the entire program. These assessments will be completed in such a manner as to provide timely feedback. Students will have the opportunity to assess individual instructors following modules in which lectures are delivered. The course assessment process will be conducted at the end of each course. In addition, students are encouraged to participate in weekly, voluntary assessments, which are designed to provide immediate feedback and to enhance curricular development.

### **Commencement**

Students can graduate from the Master of Science in Palliative Care program in August and will participate in the formal graduation ceremony, which is held in late May on the Anschutz Medical Campus each year. The palliative care program administrator will email all eligible students with instructions on how to plan for and participate in the graduation ceremonies.

## **VII. Policies and Procedures**

### **Academic Grievance and Appeals Process – Per Graduate School Policies and Procedures**

Students enrolled at any of the University of Colorado campuses, whether they are enrolled in one class or as a full-time student, have the right to [submit a complaint or a grievance](#) on an issue or subject which they deem important without the fear of retaliation of any sort or any other adverse action. Students who wish to appeal an action or file a grievance should consult the [Academic Grievance Appeal Process](#) as described in Appendix B.

### **Academic Honor Code and Code of Student Conduct**

Education at the Graduate School is conducted under the honor system. All students who have entered the graduate and health professional programs should have developed qualities of honesty and integrity, and each student should apply these principles to his or her academic and subsequent career. Expectations, definitions, and procedures regarding graduate student academic honesty and professional conduct are outlined in the Honor Code. A copy of the Code is located in Appendix A. Expectations regarding general student conduct are outlined in the [Code of Student Conduct](#). Matriculation into a Graduate School program at the University of Colorado Anschutz Medical Campus Graduate School indicates the student's willingness to abide by both Codes. Questions and concerns about the Graduate School Policies may be directed to the Graduate School. Please see page 33 of this handbook for the details of the GS Honor Code.

#### **MSPC Application of Honor Code and Procedure:**

1. Staff/faculty/student that suspects a student has violated the honor code will first address directly with the student.
2. The student should report the suspected honor code violation to the Program Director/Graduate School Dean's office.
3. In the event that the student is unwilling/unable to self-report the suspected honor code violation, the staff/faculty/student will escalate the concern to the MSPC/IPCC Program Director.
4. The MSPC/IPCC Program Director shall review the suspected violation and recommend whether further action is warranted.
5. The MSPC/IPCC Program Director shall provide written notice to the student about the suspected violation and schedule a virtual synchronous meeting with the student.
6. The MSPC/IPCC Program Director shall meet with the student suspected of honor code violation and discuss the allegations and consequences.
7. The MSPC/IPCC Program Director shall email a written summary of the meeting between student and MSPC/IPCC Program Director including discussion and determination.
8. The MSPC/IPCC Program Director shall report the violation and determination to the Graduate School Dean.

9. The student has the right to appeal the decision by the MSPC Program Director.

10. If you wish to appeal the process is as follows:

- You have one week (7 calendar days) to appeal this decision. It is the student's responsibility to email the Graduate School Dean
- Dean Richer will review the student's case and all documentation related to the dismissal and make a final determination within 2 weeks (14 calendar days) of the appeal.
- Once the decision is finalized by the Graduate School Dean, the Graduate School will move forward with removing the student from your email, MSPC enrollment, Canvas, and other CU related accounts.

If faculty and/or program leadership discover that a student violates the honor code, the following penalties will be applied:

1. Academic Probation
2. Suspension
3. Dismissal

## **Academic Advancement**

### **Late Submission of Student Assignment Polity procedure**

All students are expected to submit their assignments in a timely manner. At the beginning of each course, the assignments and due dates are available and clearly marked under each "Assignment" section. It is the student's responsibility to plan ahead to ensure timely submission.

Students should contact by email the Course Director and Faculty teaching the module of the assignment that will be late with the reason for lateness before the assignment due date/time.

Examples of excused late submission of assignments include the following:

- Death/serious illness/hospitalization of loved one/family member;
- Act of Nature (tornado, hurricane, power outage, flood, blizzard);
- Serious illness/hospitalization of student;
- Pre-scheduled event such as a wedding, funeral, graduation
- NEW ONE ADDED: Legal Obligations (i.e. jury duty, subpoena to testify in court)

The following details are also noted in the Course syllabus:

"Excused Absences Allowed at the Discretion of the MSPC:

Other types of absences that are accommodated at the school's discretion generally fall within the definition of extenuating circumstances beyond the control of the student. The school is not required to provide make-up accommodation for these types of absences. Therefore, the individual course syllabus dictates the policies that apply to excused absences in these categories. Please refer to this course syllabus for details.

Medical necessity refers to unpredictable or serious illness of the student and his/her immediate family, including spouse or significant other, children, parents, grandparents, and siblings of the students. This category includes absences associated with common medical illness (e.g. colds, common GI disturbances, flu, etc.). Documentation such as a medical statement from the patient's health care provider may be required for submission to the MSPC leadership. Routine office visits within the control of the student are not considered extenuating and should be scheduled around the student's course schedule.

Death of a family member includes death of spouse, children or significant other within the immediate family as well as parents, grandparents and siblings of the student and/or spouse. An order of services or obituary may be required as documentation submitted to the MSPC faculty and course director.

Extenuating circumstances represent those not covered by the previous categories. An excuse will be determined to be legitimate by the MSPC leadership and in collaboration with faculty members associated with the course, when necessary. It should be noted that such a decision regarding the status of an absence may take up to seven business days."

Points deducted for late submissions are outlined in each module's assignment rubric on Canvas:

- 24 hours late: 10% deduction
- 24-48 hours late: 15% deduction
- 48 hours to one week late: 50% deduction
- Over one week late: 0 points

### **Absence Policy: Excused Absences**

Only students who have a legitimate reason (see below) will be determined to have an excused absence. Students are responsible for:

- Obtaining advance approval (i.e., typically a minimum of 30 days) for any absences that require preapproval or in situations where students should reasonably be aware of a future absence by working with the course director.
- Communicating with the course director prior to the start of an event or, when that is not possible, as soon as possible thereafter.
- Making and attending an appointment to obtain authorization for accommodation through Disability Resources and Services (DRS) to allow for any make-up work due to a medical disability (this must happen before any make-up work will be administered). Students and course directors should recognize that it can take some time for accommodations to be authorized.
- Providing necessary and complete documentation to allow the school to sufficiently evaluate the request for an excused absence. This may include a medical statement from a health care provider or an order of service/ceremony or obituary documentation.
- Compiling a summary of all assessments missed including the course name, course director(s) name(s), and the originally scheduled date and time of assessment(s) and submitting it to course director.
- Obtaining email confirmation from course director(s) of the date and the time missed work will be made-up and forwarding it to the student's advisor (with cc to course directors) with as much advanced notice as possible.

The school defines absences in different categories: those the school is required by law to accommodate and absences that are accommodated at the school's discretion.

### **Excused Absences Protected by Law**

Students will be given the option to make-up any missed work due to the following types of excused absences, provided it is reasonable to do so and it does not fundamentally alter the curriculum.

Documentation, such as notification of summons for jury duty, may be required to be submitted to the program directors for central record-keeping. Students may choose to waive their right to this process and follow the policies for other types of absences that are published in the syllabus.

- Medically-related absences that are documented as a disability through DRS and the student provided with an authorization for accommodations (Faculty Notification Memorandum, FNM) that includes the ability to make-up missed work.
- Pre-approved absences due to jury duty.
- Pre-approved absences due to the observance of protected religious holidays.
- Medically-related absences due to pregnancy for as long as deemed medically necessary by the student's health care provider. (Note: This applies only to medically necessary absences associated with pregnancy and childbirth, it does not, for example, apply to childcare.)
- Pregnant students needing assistance should contact: <https://www.ucdenver.edu/offices/equity>
- In situations where make-up work is allowed, course directors have the authority to determine whether make-up work will be completed before or after the assessment is administered to the rest of the class. If taken afterward, the course director has the authority to determine that it be completed as soon as the student's class schedule permits. All students who take a make-up assessment separately from the rest of the class will be required to sign and honor an acknowledgement of the School Ethics and Conduct Code.

### **Excused Absences Allowed at the Discretion of the School**

Other types of absences that are accommodated at the school's discretion generally fall within the definition of extenuating circumstances beyond the control of the student. The school is not required to provide make-up accommodations for these types of absences. Therefore, the individual course syllabus dictates the policies that apply to excused absences in these categories. Please refer to this course syllabus for details.

- Medical necessity refers to unpredictable or serious illness of the student and his/her immediate family, including spouse or significant other, children, parents, grandparents, and siblings of the students. This category includes absences associated with common medical illness (e.g. colds, common GI disturbances, flu, etc.). Documentation such as a medical statement from the patient's health care provider may be required for submission to the program directors for central record-keeping. Routine office visits within the control of the student are not considered extenuating and should be scheduled around the student's course schedule.
- Death of a family member includes death of spouse, children or significant other within the immediate family as well as parents, grandparents and siblings of the student and/or spouse. An order of services or obituary may be required as documentation submitted to the program directors.
- Pre-approved professional activities may be excused when the student and/or student organization has followed the appropriate notification procedures outlined in the student bulletin. It is the sole responsibility of the student to discuss the plausibility with the course

director and inform the program directors of his/her planned absences at least one month in advance, preferably at the start of the semester. Documentation of attendance at the professional activity and/or travel itineraries may be required as documentation submitted to the program directors.

Extenuating circumstances represent those not covered by the previous categories. An excuse will be determined to be legitimate by the program directors and in collaboration with faculty members associated with the course, when necessary. It should be noted that such a decision regarding the status of an absence may take up to seven business days. Unexcused absences that do not fall into any of the above categories (i.e. student-scheduled experiential activities, outside employment, tardiness due to poor planning, etc.) are not considered excused. A student who takes an unexcused absence should discuss the ramifications of the missed activity with the MSPC/IPCC Program Director and Student Affairs staff.

### **Absence Policy: Unexcused Absences**

Unexcused absences are absences that do not fall into any of the above categories (i.e. student-scheduled experiential activities, outside employment, tardiness due to poor planning, etc.) and are not permitted, nor considered excused. A student who takes an unexcused absence should discuss the ramifications of the missed activity with the course director(s).

### **Probation**

If, at any time, a student's cumulative graduate grade point average (GPA) after matriculation falls below 3.00, the student will be placed on academic probation. Probationary full-time students have 2 semesters, probationary part-time students have 4 semesters, in which to raise their cumulative GPA to a 3.00 (or greater if required by the program) for removal from academic probation (calculated using all graduate-level courses since matriculation). In addition, a minimum GPA of 3.00 must be maintained during each probationary term. Students who fail to meet the conditions of probation are subject to dismissal from the Graduate School. Any student who is dismissed from the Graduate School following unsuccessful academic probation or failure to meet his/her program's guidelines for satisfactory academic progress may reapply for admission to the same or a different graduate program only after 1 year. The student should contact the program director before applying.

Probation also may be imposed by the Graduate School and its programs for other reasons related to unsatisfactory academic progress and for unprofessional behavior, including honor code violations and conduct that violate the integrity of training and research. In such instances, the length and specific conditions of the probationary period will be determined on a case-by-case basis.

### **Removal from Probation**

Once the student's GPA has been recalculated and shown to be 3.00 or above, and/or other specified conditions of the probationary status have been met, the student will be notified by email, with a copy of the notification sent to the student's program.

### **Probation and Graduation**

A student cannot take a milestone exam (Masters final exam, Capstone presentation) or obtain a degree from the Graduate School while on academic probation.

### **Conflict of Interest Policy**

In some situations, graduate students may hold employment positions on campus in addition to their position as a graduate student. When this situation occurs, there is the potential that a conflict of interest may arise. The following policy governs such situations.

1. A graduate student may not serve as a regular faculty member (Instructor or above) in the same program in which they are enrolled as a student.
2. If two individuals work in a student-faculty relationship in a graduate program, they may not hold faculty (Instructor or above) appointments in the same graduate program, even if such graduate program is different from the one in which the student is enrolled.
3. Recent graduates can be granted a graduate faculty appointment in the graduate program from which they graduated. In this situation, the new faculty member must not direct courses taken by individuals who were students when the new faculty member was also a student. The new faculty member may not serve on an examination committee of any individual who was a student in the program when the new faculty member was still as student.

### **Grades and Quality of Work – Per Graduate School Policies and Procedures**

#### **Grading System**

The grading system at the Graduate School is based on the following:

Letter Grade:	Points:	Percent:
<b>A</b>	4.00	94 – 100%
<b>A-</b>	3.70	90 – 93%
<b>B+</b>	3.30	87 – 89%
<b>B</b>	3.00	84 – 86%
<b>B-</b>	2.70	80 – 83%
<b>C+</b>	2.30	77 – 79%
<b>C</b>	2.00	74 – 76%
<b>C-</b>	1.70	70 – 73%
<b>D+</b>	1.30	67 – 69%
<b>D</b>	1.00	64 – 66%
<b>D-</b>	0.70	60 – 63%
<b>F</b>	0.00	0 – 59%
<b>IP</b>	0.00	In Progress*
<b>I</b>	0.00	Incomplete*

\*IP or incomplete grades are changed to final letter grades when the student completes the required work for the course. These are usually used for thesis, project, report, and dissertation courses. Once a grade has been received, it will be calculated into the cumulated GPA.

**\*\*Grades are automatically changed to an F after one year unless a grade change is initiated by the course instructor.**

### **Incomplete Grade (I)**

An Incomplete is given only when students, for reasons beyond their control, have been unable to complete course requirements. At least one-half of course work must have been satisfactorily completed before an Incomplete grade is approved.

The enrolled student should request an Incomplete by contacting their adviser and course director(s) in writing. Incomplete grades are approved by the course director(s) in consultation with program Co-Directors.

The course director(s) and student will agree to the conditions under which the course work can be completed and the time limit for completion (maximum extension: one year from the end of the course). The student is expected to complete the requirements by the established deadline. The student, course director(s), and program Director will sign the written agreement.

The final grade (earned by completing the course requirements or by retaking the course) does not result in deletion of the "I" from the transcript. A second entry is posted on the transcript to show the final grade for the course. If the course is retaken, the original course will have a notation that the course was repeated. The "I" grade remains with the original course. The 'retaken' course will have the final grade. At the end of one year, "I" grades for courses that are not completed or repeated are changed to an "F."

### **In Progress Grade (IP)**

In Progress grades are only available for courses that span across semesters. In the MPSC program, this applies to PALC 6950 Master's Capstone. The enrolled student should request an In Progress by contacting their adviser and course director(s) in writing. In Progress grades are approved by the course director(s) in consultation with program Co-Directors.

The course director(s) and student will agree to the conditions under which the course work can be completed and the time limit for completion (within the time limits of the MPSC program). The student is expected to complete the requirements by the deadline established. The student, course director(s), and program Director will sign the written agreement.

### **GPA**

The grade point average (GPA) is calculated by multiplying the credit hours for the course by the points for the letter grade, totaling all the credit points and dividing them by the number of credit hours included. Grades received in courses transferred from another institution and/or from non-degree student coursework are not included in the calculation of the grade point average. The GPA for graduate students includes all courses taken while the student is enrolled in one or more graduate programs.

### **Minimum GPA and Grades**

As a graduate student, students are required to maintain at least a "B" (3.00) average in all work attempted while enrolled in the Graduate School. Courses in which grades below a "B-" (2.70) are

received will not be applied toward the degree. This is a minimum requirement; individual graduate programs may have more stringent requirements. While a course with a grade of C+ or below will not count towards the degree, all coursework taken while a student was enrolled as a graduate student will be included in the GPA calculation. If a student's cumulative GPA fall below a 3.00, they will be placed on academic probation (please see Academic Probation).

### **Repeating Coursework**

A graduate student who receives an unsatisfactory grade in a course (below a "B-" or 2.70) may repeat that course once. The student will register for the course following regular registration procedures and be charged for the course's current tuition and program's fees. The two grades received will be averaged in calculating the grade point average, and all grades received will appear on the student's transcript. The course may be counted only once toward satisfying the credit hour requirement for the degree.

### **Grade Changes**

At the end of a course, the course instructor will assign a letter grade, or an Incomplete (I) or In Progress (IP). IP grades are changed to the final letter grades when the required work is completed. An "I" is automatically changed to an "F" after one year unless a grade change is initiated by the course director. In addition, letter grades may be changed due to clerical or administrative error; however, no other grade changes are permitted by the Graduate School; (i.e. students are not allowed to perform additional work for a course already completed in order to improve their grade). If a student enters military service before completing a course and an incomplete grade, "I", is reported, this grade may be carried on the record for the duration of the student's service, provided arrangements have been made with the graduate program and the graduate school dean.

### **Leave of Absence**

A student who wishes to leave his/her respective program for a period of time should determine, together with his/her Program Director, whether a petition for a leave of absence is required. The form to request the [leave of absence](#) is available on the Graduate School website. A leave of absence for up to 1 year is granted during a student's graduate study. Approved leaves of absence do not automatically extend the time limits for earning a degree. Requests for a leave of absence that exceed 1 year will not be approved. Students who are absent for longer than 1 year will be considered to have withdrawn from the program and will be required to reapply for admission and be considered together with all other applicants.

### **Letter of Completion**

If a student has completed all requirements for the degree (all coursework completed, final examination passed, thesis submitted, etc.) and requires proof of completion prior to the receipt of the diploma, the student may request a "Letter of Completion" from the Graduate School office. Please allow at least one week for processing.

### **Time Limit**

MSPC students, whether enrolled full-time or part-time, must complete all degree requirements within seven years of matriculation (the semester of formal admission) including two comprehensive

examinations.

Students who fail to complete the degree in this seven-year period are subject to termination from the Graduate School upon the recommendation of the Program Director and concurrence of the Dean. For a student to continue beyond the prescribed time limit, the Program Director must petition the Dean for an extension using the Request for Extension of Time Limit Form and include 1) reasons why the program faculty believes the student should be allowed to continue in the program 2) an anticipated timeline for completion of the degree. Extensions are approved for up to one year.

Approved leaves of absence do not automatically extend the time limits for earning a degree, but they may be used as a reason to request an extension, if needed.

### **Comprehensive Exam**

Master's Degree Final Comprehensive Examination/Thesis Defense Master's students must complete all requirements for the degree including a final examination, a cumulative professional project, or a thesis defense. Students must be registered for at least one (1) course during the semester in which they take their comprehensive exam, defend their thesis, or present their final project.

The final examination/thesis defense is conducted by a committee consisting of at least three (3) members, at least 2 of whom must hold a graduate faculty appointment and must constitute a majority of voting members. The chair of the committee must be a member of the degree-granting program and have a graduate faculty appointment. To ensure independent evaluation of students' examinations, no voting member of the committee should have undue influence over another member of the committee. Undue influence could include but is not limited to direct employment (e.g., a postdoc employed by a faculty member), familial relationships or financial relationships. Any potential conflicts should be disclosed to the student, the committee, and the Graduate School by committee members. The student's final examination/defense committee and the examination schedule must be approved by the program director before being submitted to the Graduate School on the Exam Request Form. The Graduate School must receive the Exam Request form by published deadlines. Graduate programs may have additional requirements for registering/scheduling the exam.

Final examinations may be oral, written, or both or may consist of an evaluation of a cumulative professional project. Unless the examination format is a written proposal only, the student and all members of the committee must be present for the oral examination. Participants may attend either in person or by interactive video unless program requirements are more restrictive. The primary faculty advisor's participation is determined by the program if that person is not already part of the committee. In the event of an emergency that prevents one (1) faculty committee member from attending the exam, the exam can proceed with the faculty members who are able to attend. The student must schedule a separate meeting with the absent faculty member at an alternate time. If the original chair must be absent, a replacement must be designated by the program. A majority of the examination committee must vote for one of the following outcomes: a) Pass; b) Conditional Pass;

or c) Fail. All members of the committee must sign the exam report form to document their individual vote and the form, with original signatures or certified electronic signatures, must be returned to the Graduate School in hard copy or high-quality scan within a week from the date of the exam.

If a student receives a Conditional Pass, the examining committee will clearly define the requirements for the student to receive an unconditional passing grade, and these requirements must be completed to the satisfaction of the examination committee within four (4) months. The committee chair is responsible for monitoring the conditions and reporting the outcome to the Graduate School. Failure to satisfy these conditions will result in failure of the examination.

A student who fails the examination is subject to immediate dismissal from the program on the recommendation of the Graduate Program Director and concurrence of the Graduate School Dean. At the program's discretion, a student who fails the examination may be allowed to retake the exam. The re-examination must be completed by the end of the next academic semester (excluding Summer). The original examination form noting the failure should be signed by the committee and returned to the Graduate School. New examination forms will be generated when the examination is rescheduled. The student will be required to meet registration requirements and be registered during the semester when the repeated exam takes place. In practice, the outcome of this examination is considered by the advisor and/or committee when determining the grade for the student's summative scholarly activity course (thesis/project/internship/capstone, etc.). This grade must meet Graduate School and program minimum requirements, i.e., a B- or better, though programs may set a higher standard for the course associated with the final comprehensive examination/defense.

### **Full/Part-Time Status**

The classification as a full or part-time student while enrolled as a Graduate School student is as follows:

- Full-Time Student: 5 or more semester hours
- Part-Time Student: 3 or more semester hours

### **Residency Status**

In the state of Colorado, it takes a full year for a student to be declared a resident for tuition purposes. Any student declared a non-resident should begin to establish residency as soon as possible. [The Registrar's Office](#) provides guidance for students who wish to establish residency in Colorado.

### **Alcohol and Drug Use**

Alcohol and/or drug abuse compromises the student's ability to learn and is thus considered unprofessional conduct. Students who have a problem with alcohol and/or drugs should seek assistance from services available on campus or in their home community. The sale of drugs or the possession of narcotics is against the law. Colorado legalized marijuana for personal at-home consumption, but that law does not extend to public places. The Anschutz Medical Campus is a smoke-free zone.

The consumption of alcoholic beverages on the Anschutz Medical Campus is restricted to official functions only. To minimize the potential for alcohol abuse at campus functions during the on-campus intensive, students (as guests and/or hosts) must adhere to [current university policy](#) governing alcohol consumption on campus and at official functions.

### **Anti-Violence Policy**

Students should conduct themselves in a manner that recognizes the rights and property of others and supports the current university [anti-violence policy](#). Examples of inappropriate behavior include: theft, damages to university or personal property of others, disruption of educational or other activities on campus, illegal use of university facilities, sexual harassment, physical assault, and any conduct that threatens the health or safety of others.

### **University Policy on Discrimination**

The University of Colorado Denver is committed to maintaining a positive learning, working and living environment for its entire community. The University does not discriminate on the basis of race, color, national origin, sex, age, disability, creed, religion, sexual orientation, or veteran status in admission and access to, and treatment and employment in, its educational programs and activities (Regent Law, Article 10). The University staff will not tolerate acts of sexual discrimination and retaliation (CU Denver Administrative policy Statement Sexual Harassment). If a student thinks they have been discriminated against in violation of University policy, the student should contact: [disabilityaccess@CUAnschutz.edu](mailto:disabilityaccess@CUAnschutz.edu).

### **Professional Credentials**

All students who are required to have a professional license for their healthcare role must keep any active licenses updated as required by local, state and Federal laws.

All applicants and current students are required to inform the program directors of any changes in their professional status or licensing, such as expiration, suspensions, restrictions, and/or the receipt of any letters of admonition.

### **Technical Requirements**

The palliative care programs are distance-based programs with a requirement to attend classes online and participate in synchronous and asynchronous activities. Students accepting admission into either program must ensure that reliable, fast internet connection is readily available for successful delivery of the curriculum. Required speeds and supplemental education technology requirements are provided below:

<b>Required Connection Speeds</b>	<b>Minimum Requirements</b>
PC Users	2003 Server, XP, Windows 7-8
Mac Users	MAC OS X 10.6-10.8
Internet Download Speed	700 Kbps or more
Internet Upload Speed	700 Kbps or more
RAM	1GB (Mac) 2GB (Windows)
<b>Educational Supplements</b>	
Webcam	1280x720 image resolution

USB Headset	Must be hands-free, can connect to your computer via a USB port, and feature a microphone
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Students should check their internet connection at <http://www.speedtest.net/> to confirm their upload and download speeds. If a student's connection does not meet the minimum speeds listed above, the student should contact his/her internet service provider to explore more options.

It is strongly recommended that all student secure a "backup" internet connection, such as a mobile phone Wi-Fi hotspot, 3G dongle, or other mobile internet solution. Which meets the above requirements. By accepting admission to the program, students are verifying that they meet the above technical requirements.

### **Professional Dress and Appearance Code**

Due to the online nature of the MSPC/IPCC, virtual synchronous attire should be appropriate for the meeting or Zoom session. Appropriate includes clean video screen, modest body covering (no revealing clothing).

The overarching principles with respect to dress and appearance is that the field of health care is a conservative profession. Students enrolled in the palliative care programs will be required to meet professional dress and appearance standards for all on-campus visits. The following parameters have been developed as a general guide; however, it is each student's responsibility to understand and adhere to the guidelines associated with a specific situation.

Students should be clean and well-groomed. Students should wear business style shirts and slacks and professional looking shoes, boots or dress sandals. Women may also wear business dresses and skirts, which must not be more than two inches above the knee. All clothing and footwear should be safe, clean and in good repair. Note that some settings prohibit the use of fragrances.

### **Identification Badge (Student ID)**

In general, students in the MSPC/IPCC programs will not be required to obtain an identification badge. Those students who work at the CU Anschutz campus as well as attend the MSPC/IPCC will follow CU Anschutz guidelines regarding badging. An unaltered student identification or visitor badge must be on your person and remain visible while on campus. Badges should be worn above the waist or chest-high, either clipped to clothing or around the neck.

### **Religious Diversity**

The palliative care programs recognize religious and spiritual diversity. Exceptions to this policy will be reviewed on a case-by-case basis upon reasonable advance request by an applicants or student.

### **Health Insurance**

All students enrolled in one or more credit hours must enroll in the university's student health insurance (SHI) plan unless the student can prove enrollment in another comparable insurance. Students taking less than one credit hour in a degree program are also eligible to purchase the SHI

plan by submitting a selection/waiver form prior to the deadline. After the deadline, students are responsible for the insurance fee, which is automatically charged on their tuition bill.

The [Student Insurance Office](#) is available to all students to assist in selecting or waiving the SHI plan. The Student Health Insurance Coordinator can help students evaluate individual insurance needs so students choose the best plan available. Questions or concerns should be directed to the Student Health Insurance Coordinator. Contact: [studentinsurance@CUAnschutz.edu](mailto:studentinsurance@CUAnschutz.edu)

## **Immunizations**

All master's degree students enrolled in a program at the Graduate School are required to submit proof of current immunizations. Students are to remain current with the immunizations as required by the Graduate School, and the specific requirements and necessary forms are provided by the Graduate School as part of the admission materials.

Medical and religious exemptions are allowed by the university. Students who request exemptions are subject to the prevailing regulations governing quarantines in case of outbreaks and university policies related to forfeiture of tuition and fees.

## **VIII. Anschutz Medical Campus Resources**

A complete list of campus resources is located on the [Anschutz Medical Campus](#) website page.

### **AMC Bookstore**

The AMC Bookstore is located in the Education 2 South building on the first floor. The bookstore stocks a wide variety of health sciences titles for all medical professions. The most current and informative resources can be found to assist students in any subject. Special orders on any book not currently in stock are welcome. The bookstore also stocks books for leisure reading, including the New York Times bestsellers, regional titles, children's books and consumer health books.

The bookstore now has an expanded medical equipment and supply section, which is the largest in the Rocky Mountain Region. Additionally, the bookstore has a large selection of CU emblematic goods, including tee shirts, sweatshirts, water bottles, stickers, and much more. The [AMC Bookstore website](#) offers students to view and purchase textbooks and merchandise online.

### **Badging and Security**

Students enrolled in the MSPC/IPCC programs are not required to acquire a CU Anschutz student badge. However, if a MSPC/IPCC student visits CU Anschutz campus, they are required to sign in and receive a visitor badge or be accompanied by CU Anschutz faculty, administrative staff or other employee.

### **Bursar's Office**

The Bursar's Office is responsible for all financial activities related to student billing, tuition collection, institutionally managed loan programs, and coordination with the state. Students will work directly with the Bursar's Office concerning any of these items, and the [Bursar's Office website](#) provides the office's contact information.

### **Bus/Light Rail Passes (RTD)**

The RTD College Pass is available to all active (enrolled) Anschutz Medical Campus degree-seeking students. The pass is supported by a mandatory student fee charged on a semester basis. The RTD College Pass includes all regional, local, express, LightRail, SkyRide and Call-N-Ride services at no additional charge beyond the student fee. Colorado residents enrolled in MSPC/IPCC may wish to avail themselves of this benefit.

### **Campus Assessment, Response and Evaluation Team (CARE)**

The Campus Assessment, Response and Evaluation (CARE) Team was created at the University of Colorado Anschutz Medical Campus to address the health and safety needs of students as well as the campus community. The purpose of the team is to assess whether individuals pose a risk to themselves or others and to intervene when necessary, and more generally, to identify and provide assistance to those in need. The team takes a preventative approach to risk assessment by offering resources, referrals, and support to both the individual concerned and those impacted by their behavior.

Virtual MSPC/IPCC students may access the CARE Team online:

<https://www.cuanschutz.edu/student/support/care-team>

### **Campus Closure for Inclement Weather / Emergency Notification System**

The MSPC/IPCC/CHPM programs are fully online programs and inclement weather on the University of Colorado Anschutz Medical Campus will usually not apply to students in these programs. The Graduate School has established a [policy](#) in the event of inclement weather. The policy applies to all Graduate School staff, its faculty and students on both campuses. The policy outlines early campus closures. This policy does not apply generally to MSPC/IPCC programs. However, in the event of a power outage or other natural disaster impacting CU Anschutz campus, intranet, and faculty/staff, the MSPC/IPCC Program Director or assign will reach out to students about any programmatic or academic changes that may arise as a result.

In the event that the campus must be closed or schedules modified due to inclement weather or other emergency conditions, call toll-free 1-877-INFO-070 (1-877-463-6070) or check <http://www.CUAnschutz.edu/Alerts> for campus details and instructions. Campus information is updated on the alerts website page (linked above) by 5:00 AM.

When non-weather threats develop, the campus Emergency Notification System (ENS) for all students, faculty and staff at the Anschutz Medical Campus provides updates via various media (text, cell phone, e-mail). To sign up for ENS alerts, also known as RAVE alerts, to your personal cell phone, visit the [university emergency notification website page](#), and follow the instructions as prompted on the website page. Additional information regarding emergency preparedness is available on the [University Police website page](#).

### **Child Care / K-12 Resources**

[The Fitzsimons Early Learning Center](#) at 23<sup>rd</sup> and Wheeling, across from the Fitzsimons Credit Union, provides child care services for any child who is a direct dependent of an employee and/or student at the University of Colorado Anschutz Medical Campus, the Children's Hospital as well as the Fitzsimons

Redevelopment Authority.

Quiet/private rooms are available in Ed 2 North and the SSPPS building for nursing mothers. The room in Ed 2 North is unlocked and includes a refrigerator for storage. In the SSPPS building, the quiet private room number is room 4122, and a key is available in the Dean's Office.

While the Anschutz Medical Campus is a beautiful and spacious place, children are not to be unattended if brought to campus. Parents will have appropriate childcare services attending to their child/children while attending class or completing program requirements or otherwise visiting CU Anschutz Medical Campus.

### **Computer Labs and Printing**

The computer labs located in Education Buildings I and II are for all students (community labs). The Anschutz Medical Campus does not have a campus-wide service printing fee, so students must pay as they print per page in the lab. To do so, students will set up an account in the AMC Bookstore, and the account is software controlled. Students will log into their individual account while in the computer lab, and the software will deduct the payment from the student's account as the student prints from the computer.

### **CU Online**

Comprised of current students, the [CU Online support team](#) offers extended hours, and is versed in Canvas and other platforms. The CU Online support team goal is to support an exceptional online learning experience and can assist students in getting started with classes. CU Online Helpdesk: 303-315- 3700.

### **Disability Resources and Services**

The Disability Resources and Services Office is the designated office that maintains disability-related records, determines eligibility for academic accommodations, determines reasonable accommodations and develops plans for the provision of such accommodations for students attending the university. The office encourages academically qualified students with disabilities to utilize all appropriate accommodations. It is the policy of our institution of higher education not to discriminate against persons with disabilities in admissions policies and procedures or educational programs, services and activities. Accommodations include but are not limited to, assistance in identifying volunteer note-takers, alternative testing (extra time on tests, scribe, and reader), textbooks in alternate format (Braille, enlarged, digital-audio), priority registration and/or interpreter services [Website](#).

### **Educational Support Services**

[Educational Support Services](#) provides classroom and teaching lab support, computer support, videoconferencing and distributed education information, room scheduling, test/evaluation processing. DVD/VHS/CD duplication, video production, locker information and scheduling services.

### **Email**

All students are provided with a CU Anschutz email account upon admission. The CU Anschutz email

system is the official means of electronic communication for the university, including the palliative care programs. Use of this email account is **MANDATORY** for all students while enrolled in the palliative care programs. Students should check their CU Anschutz email account regularly (daily while taking a class), even during academic breaks, to review information provided by the Graduate School and to keep the password up to date, which must be changed every 90 days. Faculty and staff are discouraged from using their own non-University CU Anschutz email addresses when communicating with students. Students are also asked to monitor their Clutter accounts within their CU Anschutz email account since important emails often get lost in the Clutter account.

## **Financial Aid**

The University of Colorado Anschutz Medical Campus Financial Aid Office is dedicated to helping students achieve their educational goals. It is responsible for administering federal, state, and institutional aid, including grants, loans and work study. All forms should be filled out early, as financial aid processing can take six-eight weeks. Short-term emergency loans are available through their office. MSPC students are eligible for financial aid for their academic program. IPCC certificate students are not eligible for financial aid

Advisors are available for walk-ins on Mondays, Wednesdays and Fridays from 8 a.m.–3 p.m. and on Tuesdays and Thursdays from 8 a.m.–1 p.m. The office is located on the 3rd floor of Education II–North, in the Student Services suite (3200). Information and instructions on applying for financial aid can be found at [Financial Aid](#).

## **Health Sciences Library**

The University of Colorado Anschutz Medical Campus [Health Sciences Library](#) is open 24 hours a day and 7 days a week for students, who can access the library after hours by using their badge. The library links people, reliable health sciences knowledge and technology in support of effective learning, quality health care, vital research, and community service. The staff of the library strives for the highest quality services as they enhance access to the knowledge base of the health sciences, instruct users in information retrieval and management techniques, and acquire and organize a specialized collection of electronic, print and other resources in a cost-effective manner. The library offers several resources for students, including laptop rentals, private/small group study rooms and wireless printing. Students also receive access to online journals through the [library website](#) and librarian assisted academic research.

## **Media Services**

The CU Denver media office provides video and photography services for students enrolled at the Anschutz Medical Campus. View the [website](#) to learn more about the services provided.

## **Office of Inclusion and Outreach**

The Office of Inclusion and Outreach uniquely serves students, faculty and staff at the Anschutz Medical Campus. Its mission is to promote and support a diverse community that acknowledges values and benefits from the unique qualities, rich histories, and wide variety of cultural values and beliefs. The

Office of Inclusion and Diversity assists with campus-wide efforts to increase the diversity of the student body by offering activities and services such as:

1. Providing academic counseling, entrance exam preparation, identifying mentors and admissions committee advocacy.
2. Providing academic support in the form of the supplemental instruction, diagnostic testing, and related services which will assist students to successfully complete their academic programs.
3. Supporting the Minority Student Organization and sponsoring programs designed to enhance diversity on the Anschutz Medical Campus.
4. Providing information and referrals for students with academic, financial, and personal issues.

Review the [Office of Inclusion and Outreach website](#) to learn more.

### **Ombuds Office**

The Ombuds Office is a resource available to all members of the university community to provide informal conflict resolution. This office operates outside the usual review or appeal procedures associated with the Graduate School and is an independent resource. The Ombuds Office is an impartial third-party and will not take sides, but the Ombuds Office will help clarify concerns and direct students to the appropriate resources. The Ombuds Office will not reveal confidences and identities of individuals contacting the office. All communications with the office are privileged and others cannot waive this privilege. The only exception to this policy would be circumstances in which the Ombuds Office believes there is threat of imminent harm. Incidents of sexual harassment will not be reported, as the office is an alternate channel of communication, independent of the formal reporting structure of the university and does not serve as an agent of notice. The Ombuds Office will listen, help analyze the situation, identify and explain relevant university policies and procedures, and will help explore options with the student. The Ombuds Office will not provide legal services or counseling to anyone. Mediation services are also available

Ombuds Office  
Anschutz Medical Campus  
Building 500  
Room 1005C Phone: 303-  
724-2950  
[Website](#)

### **Parking and Transportation Services**

Information about all parking and transportation services available for the Anschutz Medical Campus is located on the [facilities management website page](#), including a map of the campus and visitor parking lots.

### **Police**

The University Police Department is comprised of Certified State Law Enforcement Officers. The police should be contacted for any of the following reasons:

- Emergencies

- Offense and incident reports, including on-campus automobile accidents
- Escort services – The University Police Department provides an escort service to accompany persons to their vehicles during night hours. An escort can be requested by calling 303-724-1777.
- Campus parking violations
- Theft protection

The University Police Department on the Anschutz Medical Campus is located at 13309 E 17<sup>th</sup> Pl, Mail Stop F409, and the phone number is 303-724-2000. The [University Police Department website](#) also provides contact information and safety resources.

## **Registrar's Office**

The [Registrar's Office](#) is responsible for all grade and course scheduling activities, including: transcripts, schedule adjustments, course catalog and curriculum management, changes of record, residency, and name change information.

## **Transcripts**

Transcripts are available through the Registrar's Office. Paper transcripts are free of charge and can be mailed or picked up at the Registrar's Office. All standard orders are processed in 7-10 business days. Rush orders are available and are prepaid online. Rush orders will be processed within 3 business days. It is recommended that students review their transcript once a year to assure the listed coursework is up to date. Students can review their transcripts through the [UCDAccess Portal](#).

## **UCD Access Portal**

[UCDAccess](#) is the student web portal through which a student connects with the university. A student can register for classes, request a transcript, pay a tuition bill, review and accept financial aid awards, change their address, and apply for scholarships.

## **Student Mental Health**

[The Student Mental Health Services](#) covers all Anschutz Medical Campus students. Their team consists of two psychiatrists, a licensed clinical social worker (LCSW), and a clinical nurse specialist. The Student Mental Health Service office provides confidential evaluation and treatment for a variety of psychiatric difficulties, including depression, bipolar disorders, substance abuse, suicide, eating disorders, anxiety, post-traumatic stress disorder, schizophrenia, and relationship difficulties. To learn more about the services available or schedule an evaluation, please call the Student Mental Health Center at 303-724-5000. For after hour emergencies, call 303-724-5000, identify yourself as an Anschutz Medical Campus student, and ask for the on-call psychiatrist. The Student Mental Health Services does not accept students for walk-in counseling.

The Health and Wellness Center on campus also provides counseling and is staffed by a psychiatric nurse practitioner and a LCSW. [The Health and Wellness Center website](#) provides contact information and hours of operation.

## **Veterans Student Services**

The [Office of Veteran Student Services \(OVSS\)](#) is the initial contact point for active duty military, veterans and dependent students for the Anschutz Medical Campus. The main priority of the office is to verify U.S. Department of Veterans Affairs education benefit certification for eligible student, ensuring each student meets the Veteran Administration requirements for attendance, course load content, as well as all other regulations necessary to receive educational benefit payments. This office assists students with filling out veteran affairs paperwork and in solving problems associated with the receipt of veteran affairs related educational benefits. The OVSS provides student peer to peer mentoring, transition assistance into higher education, scholarships, mental health services that are specific to the military and transition issues, and career preparation. The OVSS mission is to improve and enrich the educational experience of our current and former service members and their dependents through advocacy, community, as well as appropriate and responsive services.

## **The Writing Center**

The CU Denver Writing Center is a free service available to all university students who wish to improve as writers. In the Writing Center, students meet for 50-minute one-on-one appointments with a Professional Writing Consultant to discuss ideas, organization, thesis development, incorporation of sources and grammar, pretty much any aspect of writing. Students may work on assignments from any course or subject in the Writing Center. Consultants have a range of writing backgrounds and areas of expertise such as business, history, English, psychology and sociology. Go to [clas.CU Anschutz.edu/writing](https://clas.cuanschutz.edu/writing) to learn more and to schedule an appointment, including an online consultation appointment.

## **IX APPENDIX A: STUDENT ACADEMIC HONOR CODE**

### **Honor Code Guidelines**

Education at the CU Denver | Anschutz is conducted under the honor system. All students who have entered graduate and health professional programs should have developed the qualities of honesty and integrity, and each student should apply these principles to his or her academic and subsequent professional career. All students are also expected to have achieved a level of maturity which is always reflected by appropriate conduct. Expectations, definitions, and procedures regarding graduate student conduct are outlined in the Code of Student Conduct.

Although it is not possible to list every situation that violates the CU Denver | Anschutz Academic Honor Code, the following examples will provide a reference point:

- Academic Dishonesty
- Complicity with Academic Dishonesty
- Plagiarism
- Cheating
- Fabrication and Falsification
- Submission of the same papers more than once or for different classes
- Misuse of Academic Materials

- Any conduct, both on and off campus, that interferes with the student's ability to perform his /her classroom, laboratory, or professional duties or reflects poorly on the University
- Violation of any University of Colorado, Anschutz Medical Campus, Denver Campus, or Graduate School policy

### **Professional Conduct**

As future palliative care community specialists, students should also adhere to the highest standards of professionalism. Examples of unprofessional conduct include misrepresentation of effort, credentials, or achievement in either the academic or professional setting; any action which compromises the quality or safety of patient care; violation of patient confidentiality; and any other conduct unbefitting a professional health practitioner or biomedical researcher. Please refer to the professionalism policy of the MSPC/IPCC in the student syllabus.

### **Reporting Violations of the Honor Code**

The primary responsibility for reporting violations of the student honor code rests with the individual who has committed the violation. However, fellow students and members of the faculty and staff also share this responsibility. As part of the orientation process, each student is required to electronically sign an agreement to adhere to the Honor and Conduct Codes. Therefore, violations must be reported.

### **Relationship of Honor Code to Local, State and Federal Laws**

The University adheres to all applicable local, state and federal laws, and cooperates with law enforcement officials in all matters. Any alleged violation of local, state or federal laws will be referred to the appropriate law enforcement agency, and such laws have precedence over the provisions of this policy.

### **Guidelines for Implementation of the Student Honor Code**

Members of the Graduate School community, including faculty and students, accept the responsibility to maintain the highest standards of intellectual honesty and ethical and professional conduct. Upon admission, all students in the Graduate School electronically review or receive a copy of the Graduate School guidelines and procedures for implementing the Graduate School Honor Code. Students indicate their willingness to adhere to the Code by electronically signing the acknowledgement form. Ignorance of the guidelines and procedures may not constitute an affirmative defense to a violation of the Honor or Conduct Codes. All questions or concerns regarding the Honor and Conduct Codes should be directed to the Graduate School office.

CU Anschutz Location: Academic Office 1, Room 1503; Phone: 303-724-2911

CU Denver Location: Lawrence Street Center; Suite 1251; Phone: 303-315-2183

The Graduate School has developed the following guidelines and procedures to review alleged violations of the Student Honor Code and to make recommendations concerning violations of the Code. Alleged violations by faculty or students of the Code are first reported to the Dean or Assistant Dean. Normally, disciplinary action should not be taken against the alleged violator until the Honor Code Committee and Assistant Dean have reviewed the case and made a recommendation to the

Dean; however, if the alleged violation threatens the welfare of safety of others or is against the law (see Relationship of Code to the Laws above), appropriate action should be taken immediately.

### **Honor Code Committee**

The committee generally consists of four faculty members and one student representative. The faculty members are selected on an ad hoc basis from outside the school of the alleged violator(s). The student representative is also selected on an ad hoc basis from a different program and school than the alleged violator(s). Faculty selected to serve in this ad hoc capacity commit to be available to serve for a two-year period as needed. Students commit to one year. Faculty and students can be reappointed for additional terms. The Chairperson of the committee will be one of the faculty members and will be elected by the Committee. Decisions of the committee shall be reached based upon a simple majority vote.

The primary focus of this advisory committee is to examine alleged violations of the honor code as defined above, to hear testimony, and to make recommendations to the Graduate School Dean as appropriate. All matters referred to the Student Honor Code Committee shall be confidential to the extent practical and permitted by law, throughout the proceedings. Note: Issues regarding violations of student conduct will be considered under guidelines as outlined in the Code of Student Conduct. Issues related to academic grievance or suspension will be dealt with as outlined in the procedures in Appendix B.

### **Procedures**

The Honor Code Committee will be convened as necessary by the Graduate School Assistant Dean. The Honor Code Committee shall follow these guidelines to the extent possible. However, the Committee reserves the right to modify these procedures, if necessary, based on extraordinary circumstances to be determined on a case-by-case basis.

1. Faculty, staff, and other students have the responsibility to report alleged violations of the Student Honor Code. The failure of a student to report an observed violation of the honor code may constitute a violation of the honor code and may subject the observer to an honor code proceeding. Any reasonable suspicion of a violation of the Student Honor Code shall be reported to the Graduate School Assistant Dean. All charges must be submitted in writing. Normally, disciplinary action will not be taken against the alleged violator until the Student Honor Code Committee has deliberated. However, if the alleged violation threatens the welfare or safety of others, or is against the law, the Graduate School Dean or designee will take appropriate action if necessary (e.g., immediate suspension).
2. If the reporting party is a student who has evidence that another student has violated the Student Honor Code, they may meet with the student to discuss the issue. The reporting party may seek the counsel of a neutral person such as the Campus Ombudsperson or another Professor. The reporting party or a third party representing the reporting party shall give the student the opportunity to self-report. If the student refuses to self-report, the party shall report the suspicion to a professor, the Program Director, or School Associate Dean. The party must submit a written statement, including evidence, in writing to the Graduate School Assistant Dean within 5 working days of discussing the situation with the student.

3. If the reporting party is a faculty member who has evidence that a student has violated the Student Honor Code, they may meet with the student to discuss the issue. The faculty member may seek the counsel of a neutral person such as the Campus Ombudsperson or another professor. The reporting party or a third party representing the reporting party shall provide the student with the opportunity to self-report. If the student refuses to self-report, the faculty member shall report the suspicion to their graduate Program Director or School Associate Dean. The party must submit a written statement, including evidence, in writing to the Graduate School Assistant Dean within 5 working day of discussing the situation with the student.
4. The Dean or Assistant Dean will review the information submitted concerning the alleged violation if the student(s) has been confronted with the violation and admits having violated the honor code, the case may be referred immediately to the Dean for review and action. If the student does not admit wrongdoing, the case will be referred to the Honor Code Committee for a hearing. The Assistant Dean will coordinate the hearing process.
5. When an alleged violation is referred to the Honor Code Committee, the reporting party and student(s) will be notified of the charges in writing within 10 working days of the date of referral to the Committee and the date of the scheduled hearing.
6. The Honor Code Committee will hold a hearing. The Assistant Dean will coordinate the activities of the Committee and will attend the hearings as a non-voting observer. The hearing will be held, if possible, within thirty (30) days of the student(s) being notified of the alleged Honor Code violation. (a) The student(s) shall have the opportunity to submit a written pre-hearing statement in response to the charges. (b) The student(s) shall have the opportunity to review any evidence presented against him/her prior to the hearing upon submission of a written request to the Assistant Dean. (c) The reporting party will have the opportunity to review any evidence presented by the student(s) so they might clarify or update their statements prior to sharing with the Honor Code Committee. Full transparency shall be provided to all parties for evidence provided to the Committee.

The student accused of violating the Honor Code will be given an opportunity to be heard during the hearing and to present any evidence or witness they wish. The reporting party may either attend the proceedings in person or submit a statement of the incident in lieu of personally attending the hearing. The Committee shall have no power to compel any individual to testify.

Legal counsel will **not** be presented for either the student or University parties.

The student may have a representative of her/his choice present at the hearing for advice and/or support during the proceedings. This representative shall not advocate on behalf of the student.

If the student has been properly notified of the charges and the date of the hearing yet elects not to attend, the hearing will proceed in his or her absence.

The Committee shall keep an adequate record of the hearing. Evidence will be reviewed during the hearing after the allegation of a violation must be proven using the standard of preponderance of the evidence.

7. Following the hearing, the Student Honor Code Committee will discuss the proceedings outside the presence of the parties and determine a course of action to follow with respect to the student in question. Upon a majority vote of the Honor Code Committee, they will make their recommendation in writing to the Graduate School Dean, which may include but is not limited to the following actions:
  - Take no action against the student based on a finding of no violation.
  - Place the student on disciplinary probation for a specified period.
  - Suspend the student's registration at the University of Colorado, including Extended Studies, for a specified period.
  - Make appropriate recommendations, such as requiring the student to receive a failing grade, retake a course, attend a plagiarism seminar, or make some other type of restitution.
  - Dismiss the student permanently from the graduate program and the Graduate School.

If the Committee is unable to reach a majority opinion on whether the student violated the Honor Code and what, if any, discipline should occur, the Chairperson will act as the tiebreaker.

8. A record of all documents associated with the case and a record of the action taken will be kept in a file in the Assistant Dean's office.
9. The Dean will review the decision of the Committee and notify the student(s) of her/his decision by email and certified U.S. mail within 5 working days of the hearing. The reporting party will also be notified by email of the decision.
10. The Dean will only reverse or modify the findings and recommendations of the Honor Code Committee if they conclude by a preponderance of the evidence that one of the following situations exists: (a) new information regarding the student's alleged violation of the Honor Code which was previously unknown to the student or the Committee is discovered; (b) there was an error in the process that prevented the student from presenting relevant information to the Committee that could have materially changed the Committee's decision; or (c) there is evidence that the Honor Code Committee acted in an arbitrary or capricious manner. The decision of the Dean is final.
11. If the student wishes to appeal the decision in the case, the appeal along with the rationale for the appeal shall be submitted in writing to the Dean within 7 working days after the letter notifying the student of the Dean's decision has been sent by certified U.S. mail.
12. If the student is suspended, terminated/dismissed or otherwise unable to continue his or her academic studies either temporarily or permanently because of disciplinary or other action, the Dean shall notify the appropriate CU Registrar of the change in the student's academic status and order the Registrar to suspend the student's registration.

#### **X: APPENDIX B: ACADEMIC GRIEVANCE AND APPEALS PROCESS**

The following procedures address student appeals and grievances arising from suspension, termination/dismissal, or denial of progression based on unsatisfactory academic performances from the Graduate School or its programs.

The intent of the academic appeal procedure is to assure fairness and due process to all involved parties. **Good faith efforts should always be made by students, faculty and administration to settle all appeals, complaints, and grievances on an informal basis.** These efforts will include conferences between the people directly involved and others whom these people believe to be able to help solve the problems.

## Definitions

Students may find themselves terminated from a graduate program for a number of reasons. Sometimes the language and policies behind the termination can be confusing. These definitions are provided to shed some light on the nuances between terms.

- **Suspension** – Removal of the student from the graduate program for a defined period of time and/or the specification that a student must fulfill certain requirements before re-admission or re-instatement will be considered. While suspended the student is not entitled to attend classes, use University facilities, participate in University activities, or be employed by the University. Special conditions may be stipulated for reinstatement at the conclusion of the period of reinstatement of the period of suspension. The student is not in good standing with the University during the term of the suspension.
- **Termination/Dismissal** – Terms used synonymously to refer to a student being withdrawn from a graduate program and Graduate School. Official notification is sent to students by email and U.S. mail. Students terminated have the right to appeal their dismissal in writing within one week per this policy. As with suspension, the student is no longer entitled to attend class, use University facilities, participate in University activities, or be employed by the University as a student.
- **Denial of Progress** – Students failing to meet program profession criteria, with course failures, too many incomplete grades, or some other programmatic issue, would fall into this category. Students in this category may be suspended or terminated/dismissed and be defined by the corresponding criteria above.

Graduate programs and students should have an open communication with one another. Graduate programs have developed programmatic handbooks to assist students through their graduate studies. Students are responsible for following the policies and procedures outlined in the Graduate School and program handbooks and rules. Ignorance of the guidelines and procedures will not constitute an affirmative defense in an appeals process.

## General Procedures

1. The student should be informed in writing by the relevant instructor, faculty committee,

Program Director, or administrator (e.g., Dean or Assistant Dean) that they are not meeting the academic requirements to continue in the graduate program. Written notices of course failures, unsatisfactory program progress, and the intent to request dismissal or suspension from the Graduate School are distributed to the involved student, the student's academic advisor, the Program Director, the program's progression committee (if present), and the Assistant Dean of the Graduate School.

2. Should the student disagree with the decision made by the faculty, committee, Program Director, or administrator regarding course failure or intent to terminate progression in the program based on unsatisfactory academic performance, the student should initiate a conference with the involved person(s) to determine if the disagreement can be resolved within 2 weeks.
3. If the results of the first conference are not acceptable to the student, then the student informs the involved faculty within 1 week and requests a conference with the involved faculty and Program Director or school administrator. NOTE: This step is required only in situations in which the Program Director and/or school administrator have not already approved or concurred with the initial notice of failure or intent to terminate.
4. If the consensus of the program is still that the student should be terminated/dismissed or suspended, the Program Director shall notify the Graduate School Assistant Dean and recommend the student's dismissal or suspension. The email or letter outlines the reason for the dismissal or suspension and steps taken to date. If suspension is recommended, the recommendation also includes specific criteria for the term of the suspension and requirements for reinstatement.
5. The Assistant Dean will review the student's academic record and submit information from the program to ensure that the student has received due process. If the student's academic record and/or submitted information support termination/dismissal, the student will be dismissed from the program and the Graduate School. If suspension is recommended and supported by the academic record and submitted information, the student will be suspended per the request. The student will be notified by email and U.S. mail. The program will be notified by email.

### **Written Appeal Procedure**

1. Should the student wish to appeal the Assistant Dean's decisions, the student should submit a written response to the Dean within 1 week of receiving the written notice of suspension or termination/dismissal. The appeal should include rationale for the appeal and desired outcome. The student also may request a personal interview with the Dean to discuss the situation after they have submitted their written appeal.
2. The final decision rests with the Dean of the Graduate School. At the Dean's discretion, they may discuss the Assistant Dean's decision with the faculty involved and student's program, as well as any other persons affected by the recommended resolutions.
3. The Dean will notify the student of her/his decision by email and certified U.S. mail within

5 working days of submission of the appeal or interview with the student (whichever falls last).

The decision of the Dean is final.

4. If the student is suspended, terminated/dismissed, or otherwise unable to continue his or her academic studies either temporarily or permanently because of disciplinary or other action, the Dean shall notify the appropriate CU Registrar of the change in the student's academic status and order the Registrar to suspend the student's registration.

