

Marquette University  
School of Dentistry

Handbook

on

Academic Policies and Procedures

for

Students

2011 – 2012

## Introduction

This handbook contains the majority of academic policies and procedures of the Marquette University School of Dentistry (MUSoD) and is intended to serve as an easy reference to those rules and regulations. Other MUSoD documents, e.g., the *Clinic Operations Manual* and the *Comprehensive Patient Care Manual*, also contain useful information for students regarding clinical and patient care activities.

This handbook is modeled on the policies and procedures described in the Marquette University student handbook, *At Marquette*. The policies and procedures described in this *Handbook on Academic Policies and Procedures for Students* may differ from those found in *At Marquette*, due to the unique nature of dental education and the environment in which it takes place. In the event that a policy or procedure listed in this handbook conflicts with a policy or procedure described in *At Marquette*, this handbook will take precedence.

This handbook represents the official policies and procedures of the MUSoD; however, the policies and procedures listed are subject to amendment, change or deletion at any time. Such actions are at the sole discretion of the MUSoD.

Every effort has been made to insure the accuracy of the information contained in this handbook. By virtue of their enrollment in the MUSoD, all students agree to know, understand and abide by these policies and procedures and any subsequent changes that might be made to them.

This edition of the *Handbook on Policies and Procedures* supercedes any previous documents and all policies and procedures listed remain in effect until they are amended, changed or deleted.

August 2011

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NOTE: Each policy or procedure is preceded by its title and office in the Marquette University School of Dentistry that has the primary responsibility for implementation or enforcement of the policy or procedure. For purposes of these documents, “Dean”, “Associate Dean” and “Class President” are synonymous with their appointed designees. Questions, comments or concerns regarding any specific policy or procedure should be initially directed to the office listed.

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**TITLE:** Code of Ethics and Professional Conduct  
**OFFICE:** Office of the Dean

## **Summary**

The profession of dentistry carries with it a basic obligation to accept the responsibilities inherent in being a professional. Preeminent among these responsibilities is ethical professional conduct. Whether an individual is at the beginning stages of study to become a dentist or an experienced practitioner, the responsibilities are the same. This Marquette University School of Dentistry *Code of Ethics and Professional Conduct* (MUSoD Code), along with the *Principles of Ethics and Code of Professional Conduct* of the American Dental Association (ADA Code) and the policy statement on *Ethical Conduct and Professional Behavior of Dental Students* of the American Student Dental Association (ASDA Policy) provides a definitive framework for ethical professional behavior for students in the MUSoD.

It is the responsibility of every individual affiliated with the MUSoD to be familiar with the MUSoD Code and the standards of the profession as defined by the ADA and the ASDA. Adherence to these standards is not optional. The MUSoD will vigorously enforce the ethical principles described in these documents, while providing a positive atmosphere where patient care, education and scholarly activity can take place.

## **Introduction and Philosophy**

The MUSoD Code exists to define and stress the importance of ethical professional behavior for all members of the MUSoD community: students, faculty, administrators and staff alike. The philosophy of the MUSoD emphasizes high ethical standards as the foundation upon which the practice of dentistry is built. It is the responsibility of each health care professional and institution to insure that the trust placed in them by the public is upheld. The MUSoD believes this is best accomplished when all of the members of the institutional community understand and embrace this Code. In doing so, students, faculty, administrators and staff can all focus more clearly on the institutional missions of education, service and scholarly activity.

The ADA Code outlines the basic obligations associated with choosing dentistry as a profession. The guidelines contained in the ADA Code are

consistent with Marquette University's principles, which urge each member of the Marquette community to strive for excellence while being concerned for each person in the community, or *cura personalis*. Each member of the MUSoD community, in particular students and faculty, should be familiar with the ADA Code and should adhere to its tenets. Specifically, the following excerpt serves as a framework for all other activities inherent in the academic health care setting:

"The dentist's primary professional obligation shall be service to the public. The competent and timely delivery of quality care within the bounds of the clinical circumstances presented by the patient, with due consideration being given to the needs and desires of the patient, shall be the most important aspect of that obligation."

The goal of each student should be to gain the knowledge and skills necessary to practice dentistry safely, ethically and at the highest level of skill possible. The goal of each administrator, faculty and staff member should be to impart these skills and knowledge in a fair and equitable manner, thus assuring that each student is given the same opportunity to succeed. All of this should be done while treating patients with care and understanding, with the goal of optimal oral health and satisfaction with the care delivered.

A basic premise of the MUSoD is that each administrator, faculty, student and staff member has the personal integrity to resist behaving in an unethical, dishonest manner. It is also presumed that each administrator, faculty, student and staff member will participate fully in assuring the integrity of the academic setting, thus fulfilling one of the basic responsibilities of a profession, that of self-regulation. The MUSoD views violations of basic ethical standards, including inappropriate or abusive interpersonal interactions, as extremely serious. While personal ethics are based on an individual's background, culture and independent interpretation, it is critical that all members of the MUSoD community recognize that their behavior associated with the institution must conform to the standards identified in the MUSoD Code and Marquette University's policies and guidelines.

The following MUSoD Code of Ethics and Professional Conduct encourages each member of the MUSoD community to:

- Practice personal and academic integrity.
- Respect the dignity of all persons.
- Respect the rights and properties of others.
- Appreciate the diversity of people and their ideas, while refraining from harassment and discrimination.

### **The MUSoD Code**

- I. The MUSoD recognizes its role within the Marquette University community and subscribes to the various university academic and student policies and procedures found in *At Marquette*. Copies of this handbook are available to all MUSoD administrators, faculty, staff and students. The contents of *At Marquette* are applicable to all dental students; however, particular attention is directed to the sections on Policies and Procedures and Student Conduct.
- II. The MUSoD recognizes the ADA Code as the basic standard of behavior for dental professionals. Each member of the faculty, student body and staff should be familiar with the essential elements of the ADA Code and adhere to them. This document can be found at: <http://www.ada.org/prof/prac/law/code/index.html>.
- III. The MUSoD recognizes the ADSA Policy as the basic framework for student conduct. This document can be found on the ASDA website at <http://www.dentalstudent.org/about/policy5.htm#E-4>.
- IV. While it is impossible to list all possible conditions and circumstances which involve ethical and professional behavior in the dental school setting, the following additional principles and guidelines of professional conduct apply directly to the MUSoD.
  - A. Treatment of Patients - The primary objective of any doctor - patient relationship must be the general welfare of the patient. It is the obligation of a student to treat patients, while keeping in mind that the health and welfare of the patient must come first. This includes insuring that care provided in the MUSoD setting is done under the supervision of faculty. Administrators, faculty

and staff must also keep in mind that care and quality of treatment must come before any academic expediency.

- B. Academic Dishonesty - In order to fairly evaluate a student, it is essential that all students abide by the same rules and standards of conduct during all phases of study, including classroom examinations and papers, as well as all laboratory and clinical projects. Students have the obligation to present work as their own only when it is their own. Administrators, faculty, and staff, where applicable, have the responsibility to establish an atmosphere where students are able to behave honestly.
- C. Established Procedures and Rules - In order to maintain standards of performance, reasonable rules and guidelines are necessary. Students have the obligation to follow established guidelines, procedures and rules, such as those established for grading clinical and pre-clinical work. Proper authorization and signatures are necessary in order to facilitate teaching and learning, and to protect the health of patients. Falsification of any patient record, clinic form or grade form constitutes a serious violation of the MUSoD Code. Administrators, faculty and staff have the obligation to follow the established policies of the MUSoD as well, and to make themselves readily available when they are assigned to a teaching station.
- D. Equipment and Supplies - Willful damage or abuse of another person's or MUSoD property or theft of such property constitutes a breach of the MUSoD Code. Personal responsibility is an important aspect of being a professional and stealing in any form is unacceptable. All persons have the obligation to care for their own possessions in a manner which facilitates maintaining them and does not expose them to easy theft; however, the overall atmosphere in the MUSoD should be one where concern about losing one's possessions is minimal.
- E. Interpersonal Interactions - Each member of the MUSoD community is obligated to conduct interactions with each other, with patients and with others in a manner that promotes understanding and trust. Actions, which in any way discriminate against or favor any group or are harassing in

nature, are condemned. Respect for the diverse members of the MUSoD student body, administration, faculty, staff and patient base is expected.

- F. Alcohol and Drug Use and Abuse - The Marquette University policies on alcohol and illegal drugs are comprehensive and thorough. However, because of the safety factors associated with patient care, the MUSoD emphasizes the following points:
1. Excessive use of alcohol, e.g. binge drinking, which leads to impaired function is not consistent with professional behavior and is unacceptable.
  2. The use of any illegal drug, or abuse of any legal drug, including alcohol, will not be tolerated.
  3. Students found to be under the influence of alcohol or any illegal drug while in the MUSoD are subject to immediate suspension and possible dismissal.
  4. Students who believe they may have a substance abuse problem are encouraged to receive professional counseling and treatment. The MUSoD will help facilitate such treatment and will consider the student's efforts when considering any disciplinary action arising from the student's substance abuse.
  5. All administrators, faculty and staff are subject to the same substance use and abuse standards and are subject to those disciplinary procedures as outlined in the faculty statutes and the personnel policies of Marquette University.

### **Monitoring and Implementation**

- I. The MUSoD Code will be made available to all members of the student body, faculty, administration and staff via the MUSoD web site. All members of the MUSoD community are expected to adhere to the principles and guidelines contained herein. While the MUSoD

Code is expressed in written form, the letter of the MUSoD Code is not nearly as important as the spirit that it tries to engender.

- II. The entire MUSoD community bears the responsibility for maintaining an environment of integrity and for taking action to appropriately sanction individuals who violate the MUSoD Code. Enforcement of the MUSoD Code is the direct responsibility of the faculty and administration of the MUSoD. Students are also responsible for maintaining the professional integrity of the profession including reporting violations of the MUSoD Code through appropriate channels. Where there is clear evidence that individuals are unwilling or unable to support the standards outlined in the MUSoD Code, they will not be allowed to remain in the School. Various procedures for disciplinary action under the MUSoD Code are the responsibility of the Dean, the Associate Deans and their designees. These procedures may be found in the MUSoD Student Code of Conduct.
- III. Upon employment and on an annual basis all members of the MUSoD community are expected to review the Code of Ethics and Professional Conduct.

**TITLE:** Student Code of Conduct  
**OFFICE:** Office of Academic Affairs

## **Introduction**

A way of life, rather than simply a set of regulations which must be obeyed, exemplify professional conduct, proper patient management, and ethical behavior. Each violation of ethical and professional standards diminishes the dignity and credibility of the entire profession of dentistry. Any deviation from these obligations must be considered a serious deficiency in an individual's ability to fulfill the role of a dental professional.

The Marquette University School of Dentistry Code of Ethics and Professional Conduct provides a framework for ethical professional behavior. The following Student Code of Conduct (Code) and related procedures for handling cases of misconduct are designed to insure the integrity of the dental profession and Marquette University School of Dentistry (MUSoD). This Code complements, rather than replaces, the conduct expected of students attending Marquette University, as published in *At Marquette*.

## **Disciplinary Actions Concerning Students**

Through matriculation at the MUSoD a student neither loses the right nor escapes the responsibilities of citizenship. Every student is expected to obey all federal, state and local laws and to follow the professional and ethical standards as described by the American Dental Association, the American Student Dental Association and this Code. Any student who violates any provision of those standards may be subject to disciplinary action, up to and including dismissal, notwithstanding any action taken by civil authorities because of the violation.

## **Guidelines for Reporting Incidents**

In order to insure the integrity of the academic environment, the following guidelines must be followed:

- A. If any faculty member is suspicious of cheating or any other irregular behavior by any student during a written, laboratory or clinical examination, that faculty member has the responsibility to protect the

integrity of the examination, report the behavior to the Office of Academic Affairs and take the necessary steps to insure that cheating or other irregular behavior is prevented in the future.

The specific procedures regarding proctoring are described in the policy and procedures on *Examination Monitoring*.

- II. It is the responsibility of any student, faculty, administrator, or staff who witnesses a suspected incident of academic or professional misconduct to initiate a written complaint regarding that incident to the Office of Academic Affairs. The complaint must include the name(s) of the student(s) involved, other potential witnesses and a description of any evidence.

### **Conduct Standards For Students**

Conduct subject to disciplinary action includes, but is not limited to, the following:

- I. Academic misconduct
  - A. Giving, receiving or obtaining information pertaining to an examination, except as authorized by the faculty member.
  - B. Offering for credit as his/her work, written, clinical or laboratory work prepared by another person, unless authorized by the faculty member. Direct quotations must be indicated as such and the ideas of another that are incorporated into any must be appropriately acknowledged.
  - C. Possession of any materials or use of any procedures or practices not authorized by the faculty member on any written, clinical or laboratory work submitted or being performed for credit.
- II. Professional misconduct
  - A. Furnishing false, incomplete or misleading information during the admissions process.

- B. Deliberately making an untrue written or oral statement or create a false impression through words or actions.
- C. Stealing, procuring in any unauthorized manner, damaging, defacing or destroying the property of the MUSoD or of another person.
- D. Selling, lending, giving or providing in any manner, stealing or acquiring information or materials that are not authorized by the faculty member.
- E. Falsifying by altering or changing in any way a grade, evaluation, patient record or other MUSoD record.
- F. Presenting for credit any work that includes information (e.g. dates, patient encounter records, signatures, etc.) known to be false.
- G. Violating any policies of the MUSoD.
- H. Failing to safeguard the confidentiality of patient records.
- I. Possession or use firearms, weapons, or any other dangerous items on the MUSoD property.
- J. Using, possessing, or distributing any illegal drugs or drug paraphernalia on or off the MUSoD property.
- K. Using pressure, threat, abuse, or similar practices against any person to inhibit or prevent the reporting, investigation, or hearing of an alleged violation of the Code.
- L. Being under the influence of alcohol, illegal drugs or legal drugs obtained illegally while on the MUSoD property.
- M. Withholding evidence pertinent to any case under investigation or being heard or give false evidence during an investigation or hearing.

- N. Acting in a manner that significantly interferes with teaching, research, administrative or other responsibilities of the MUSoD.
  - O. Providing patient care outside regularly scheduled clinic periods or without appropriate faculty supervision. This action constitutes the illegal practice of dentistry. Any alleged violation of this section will not be dealt with as a first offense.
  - P. Aiding another person in the commission any of the acts mentioned in this section.
  - Q. Taking any action which is dishonest, unethical, or in violation of the MUSoD policies or procedures.
- III. Special Circumstances
- A. The MUSoD reserves the right to investigate and subsequently take action for behavior of MUSoD students in off-campus situations when such behavior is believed to have an impact on the MUSoD, e.g., criminal behavior. The decision to take such action will be determined by the Associate Dean for Academic Affairs, in consultation with the Dean of the MUSoD.
  - B. Should an individual pose an immediate danger to or severely disrupt the MUSoD or endanger any individual, the MUSoD may remove the individual from the premises, pending the outcome of a hearing. In such cases, a charge letter will be prepared and delivered to the student within three (3) days. A hearing will be scheduled within five (5) days following delivery of the charge letter. The decision to take such action will be determined by the Associate Dean for Academic Affairs, in consultation with the Dean of the MUSoD.

### **Procedures for handling alleged violations of the Code**

- I. Report of violations
  - A. Any alleged violation of this Code of Conduct normally will be reported in writing to the Associate Dean for Academic Affairs

within five (5) school days of the violation's becoming known to the complainant.

- B. Upon receipt of a complaint, the Associate Dean for Academic will ascertain the severity of the violation.

If the allegations are determined to be unfounded, insubstantial or of such a minor nature that the issue can be handled informally without initiation of disciplinary proceedings, the Associate Dean for Academic Affairs will notify the complainant of that determination, in writing.

If the violation is judged to be minor and is a first offense violation, the Associate Dean for Academic Affairs may dispose of the matter.

If the incident is judged to be major, is not the first violation, or the student disputes the alleged violation, the case will be handled as a regular violation.

## II. First offense violations

- A. Any alleged violation of the Code (except the illegal practice of dentistry) may be handled as a first offense, provided that:
  1. the alleged violator has no prior record of violation of the Code, and
  2. the Associate Dean for Academic Affairs determines that the severity of the infraction is minor.
  3. the student does not dispute the alleged violation.

In all cases, the Associate Dean for Academic Affairs has the sole discretion to deny first offense classification to an incident and to require that the incident be handled as a regular case in keeping with regular case violation procedures.

- B. First offense disposition procedures

If the incident is determined to be a first offense violation, disciplinary action will be imposed by the Associate Dean for Academic Affairs.

1. The alleged violator(s) must sign a written admission that the violation took place and that the facts reported are accurate. The written admission will be placed in the student's permanent file.
2. The Associate Dean for Academic Affairs will impose a penalty. Such penalties may include:
  - a. Probation for up to one academic year.
  - b. Restitution for or replacement of any lost or damaged property.
  - c. In cases of academic dishonesty, an academic penalty up to and including a failing grade in the course. Academic penalties will be determined in consultation with the course director.

### III. Regular Case Violations

- A. An alleged violation of the Code will be handled as a regular case in instances where:
  1. the alleged violator a prior record of violation of the Code or
  2. the Associate Dean for Academic Affairs determines that the severity of the infraction is major.
- B. The Associate Dean for Academic Affairs will initiate a hearing by the Student-Faculty Review Committee (Committee).
- C. The Associate Dean for Academic Affairs will send to the student by certified mail-return receipt requested or hand-deliver a letter containing:

1. a statement of the charge(s) against the student and the specific standard(s) violated;
2. a statement of the date, time, and places of a hearing on the charge(s). The hearing will be held not less than five (5) school days nor more than fifteen (15) school days from the date of the charge letter;
3. a copy of the Code; and
4. an admission of guilt and waiver of hearing that the student may sign and return within five (5) school days.

#### IV. Notification of Immediate Suspension.

If a student has allegedly breached the Student Conduct Code in such a way that there is concern that injury or harm may come to patients, faculty, staff, students, or the facility by the continued presence of the student, immediate action may be taken in the form of suspension of the student to prevent such injury or harm. Such action may only be initiated by the Associate Dean for Academic Affairs, Associate Dean for Clinical Affairs or Director of Clinics and may continue, pending final disposition of the case.

#### **Student-Faculty Review Committee Hearing**

- I. If a student disputes the allegations on which the charge(s) is(are) based, a hearing before the Committee will normally be held not less than five (5) nor more than fifteen (15) school days from the date of the charge letter.
- II. The Committee is a standing committee of the faculty, consisting of:
  - A. Five (5) voting faculty members, which constitute the Academic Appeals Committee, one (1) of whom will serve as Chair.
  - B. The Associate Dean for Academic Affairs as an *ex officio*, non-voting member.

- C. The Director of Student Services as an *ex officio*, non-voting member and student advisor. The specific advisory role of the Director of Student Services is described in the policy and procedures on *Student Advising and Advocacy*.
  - D. The Director of Multicultural Affairs as an *ex officio*, non-voting member and student advisor. The specific advisory role of the Director of Multicultural Affairs is described in the policy and procedures on *Student Advising and Advocacy*.
  - E. Four (4) voting students:
    - 1. For dental students, the presidents of each class.
    - 2. For graduate students, the Associate Dean for Research and Graduate Studies will select four (4) graduate students.
- III. A quorum consists of two-third of the voting members. The Chair of the committee has the authority to substitute other faculty members to serve in the place of appointed committee members who are unable to serve due to recusal, conflict of interest, personal illness or other reasonable justification.
- IV. Committee members who have a conflict of interest can recuse themselves from the hearing. Committee members can be challenged by either the student or the Associate Dean for Academic Affairs for official or personal conflicts of interest. Such challenges will be adjudicated by the Chair. In the event that the Chair of the Committee is challenged, the challenge will be settled by majority vote of the committee.

### **Hearing Procedures**

- I. All meetings, investigations, proceedings and hearings conducted under the provisions of this document shall be a part of the student's permanent record only in the event of a finding of guilt.
- II. The student is requested to submit a written response to the specific charges set out in the charge letter. If a written response is to be

submitted, it must be received by the Chair of the Committee at least three (3) school days prior to the hearing.

- III. The student and the Associate Dean for Academic Affairs must provide each other and the Chair of the Committee with a list of potential witnesses who might be called to provide testimony, either in person or in writing, at least one (1) school day prior to the hearing.
- IV. A student who cannot attend the hearing must submit a written request to the Chair of the committee at least two (2) school days prior to the hearing, stating the nature of the conflict and a request for a new hearing date. Rescheduling of the hearing is at the sole discretion of the Chair.
- V. If a student fails to attend a scheduled hearing, the hearing may proceed in the student's absence. Such absence will not be considered grounds for appeal.
- VI. When the same incident involves several students or the same student is involved in multiple instances of the same infraction, the Associate Dean for Academic Affairs may elect to consolidate the hearings.
- VII. All hearings are closed to everyone except those persons specifically provided for in this procedure or persons whose presence is approved by the Chair of the committee.
- VIII. The proceedings at the hearing shall be recorded electronically or stenographically.
- IX. The Chair of the Committee shall inform all members of the Committee of the confidential nature of proceedings conducted under this policy and procedures at the beginning of all committee business.
- X. At the beginning of the hearing, the student will be introduced to the others who are present.
- XI. The student will be informed of charge(s) and the specific standards alleged to have been violated.
- XII. The student will be informed of his/her rights, including the right to:

- A. be present throughout the hearing, but not the committee's deliberation.
  - B. remain silent. The student will be informed that, if silence is maintained, the case will be decided on the evidence presented.
  - C. object to the presence of any voting member of the committee due to a an official or personal conflict of interest. The ability of the committee member in question to continue to serve will be determined by the Chair of the committee.
  - D. know all evidence and testimony presented and to view pertinent materials supporting the allegation(s)
  - E. present pertinent evidence and testimony of witnesses to refute the allegation(s) and to comment on and respond to the charge(s) filed.
  - F. question any witnesses called to testify.
  - G. file a written appeal of any adverse decision to the Dean of the MUSoD within five (5) school days of notification of the decision. The basis of such an appeal is limited to significant procedural error, additional evidence that was not know to the committee that may have impacted on their decision, or arbitrary, capricious or discriminatory treatment by the committee. The committee's decision cannot be appealed solely on the basis of the penalty imposed.
- XIII. The Associate Dean for Academic Affairs will present evidence to support the allegation(s) and the student may present evidence to refute the charge(s). Evidence need not meet the standards of admissibility established by the rules of evidence customarily followed by courts of law. Such evidence consists of oral and written testimony, incident reports and any other material directly related to the charge(s). Other evidence may be considered, such as second-hand reports and circumstantial evidence. The admission of any evidence is at the sole discretion of the Chair of the committee.

- XIV. The chair may reasonably limit the scope and time devoted to each matter or item of discussion during a hearing, as well as the number of persons testifying. Testimony must pertain to the charge(s), not the character of the charged student.
- XV. The Committee may question the student, the Associate Dean for Academic Affairs and any witnesses called.
- XVI. In the exceptional event that a witness cannot be present to testify, the witness may write or record a statement and discuss it with the Chair of the committee, prior to the hearing.
- XVII. The student may elect to have an advisor present at the hearing; however, the advisor may not speak for the student, question witnesses or take an active part in the hearing. The function of the advisor is only to provide advice before and during the hearing, as solicited by the student.

If an advisor is to be present, the Committee must be notified, in writing, two (2) school days prior to the hearing. The student must also advise the committee if the advisor is an attorney, law student or Law School faculty. Marquette University reserves the right to reschedule the hearing to allow Marquette University General Counsel to attend the hearing in situations where such individuals serve as an advisor to the student.

- XVIII. All Committee members have the right to be present during the deliberations of the Committee.
- XIX. The Committee shall make a decision based solely on the preponderance of credible evidence presented at the hearing.
- XX. In determining an appropriate disciplinary action, the Committee may consider the prior disciplinary record of the student.
- XXI. All decisions by the Committee shall be by a majority vote. The Chair will vote only in the case of a tie.
- XXII. If the Committee determines that a student is not guilty, the student will be informed of the decision, in writing, by the Associate Dean for

Academic Affairs, within five (5) school days of the decision. Any references to meetings, investigations, proceedings and hearings conducted in reference to the charge(s) that may be in the student's permanent record will be expunged.

XXIII. If the Committee determines that the student is guilty of a violation of the Code, it will then impose a disciplinary penalty. The Associate Dean for Academic Affairs will inform the student, in writing, via certified mail, return receipt requested, electronic mail to the student's Marquette e-mail address or hand-delivery, of the guilty decision and penalty imposed within five (5) school days of the decision. Following reasonable efforts to deliver any communication to a student personally, an indirect or substituted mode of delivery may be attempted. Any delay or failure to reach the student shall not impair the procedure. A copy of the guilty decision will be placed in the student's permanent file.

XXIV. The decision of the Committee may be appealed to the Dean of the MUSoD.

### **Appeal Procedures**

- I. An appeal to the Dean of the MUSoD is not a rehearing and will not be granted on the basis of disagreement with the original decision.
- II. A guilty student may only appeal the decision on the basis of:
  - A. denial of a fair hearing or significant procedural error.
  - B. insufficient evidence to establish responsibility or additional evidence that was not known to the committee that may have affected their decision.
  - C. arbitrary or capricious disciplinary action.
- III. The student may appeal the decision of the Committee to the Dean within five (5) school days after the student has been notified of the decision. Failure to file an appeal within five (5) school days forfeits the right to appeal.

- IV. The appeal must be in writing, specifically state the basis of the appeal and include any documentation that will substantiate or clarify the appeal request.
- V. Students who appeal to the Dean retain the academic standing they had immediately prior to the violation. Any penalties imposed will not be implemented while the dean considering the student's appeal.
- VI. The Dean or may appoint up to three (3) individuals to review the written appeal and make recommendations to the Dean.
- VII. The Dean will inform the student within five (5) school days of:
  - A. the decision to deny the appeal;
  - B. the outcome of the appeal decision;
  - C. the decision to refer the appeal to a review committee; or
  - D. a delay in the appeals process due to a delay in the receipt of supporting material or additional time needed to review the material.
- VIII. The decision of the Dean will be based only on the evidence presented at the hearing, with appropriate consideration of the basis of the appeal. The Dean may:
  - A. affirm the committee's decision,
  - B. modify the committee's decision, in whole or in part,
  - C. remand the matter to the committee for a new or partial rehearing, or
  - D. overturn the committee's decision.

The Dean will inform the student, in writing, of the decision within five (5) school days of the decision. Should the Dean choose to reject or modify the committee's original decision, the rationale will be

presented, in writing, within five (5) school days of the decision to the Chair of the Committee and the student.

If the Dean determines that a student is not guilty, the student will be informed of the decision, in writing, within five (5) school days of the decision. Any references to meetings, investigations, proceedings and hearings conducted in reference to the charge(s) that may be in the student's permanent record, will be expunged.

IX. The decision of the Dean is final and not subject to further appeal.

### **Disciplinary Penalties**

Penalties to be assessed for violation of any provision of Section B (Conduct Standards for Students) or other offenses include but are not limited to:

- I. Academic misconduct
  - A. Written reprimand.
  - B. Grade adjustment.
  - C. Additional academic assignments.
  - D. Revocation of academic credit, requiring repetition of one or more courses.
  - E. Probation for a definite period of time.
  - F. Suspension from school or clinic for a definite period of time.
  - G. Repetition of an academic year.
  - H. Dismissal.
- II. Professional Misconduct
  - A. Written reprimand.

- B. Monetary restitution for any property damage or destruction.
- C. Disciplinary probation for a definite period of time.
- D. Suspension from school or clinic for a definite period of time.
- E. Repetition of an academic year.
- F. Dismissal.

Students who are found guilty of academic or professional misconduct may be restricted in their participation in non-essential extracurricular activities, including serving as class officers or representatives to other MUSoD groups and committees. Students who are found guilty of academic or professional misconduct may also be restricted in their participation in local, regional and national professional organizations. Students who are found guilty of academic or professional misconduct are ineligible to represent MUSoD in any academic, clinical or professional competitions and may not accept any awards, certificates or citations relative to such competitions.

### **Retention of Records**

At the completion of the disciplinary action, the student's records will be returned to good standing. The disciplinary action(s) and supporting materials will be retained in the student's permanent file until two years following the anticipated graduation of the student, at which time such material will be destroyed.

In the cases of suspension or expulsion, the documentation will become part of the student's permanent record and may be considered in any subsequent action in which the student is involved.

All incidents of academic and professional misconduct will be recorded in the student's permanent file.

**TITLE:** Harassment

**OFFICE:** Office of Academic Affairs

Marquette University's policy on *Harassment* is described in detail in *At Marquette*. Harassment is defined as verbal, written, or physical conduct directed at a person or a group based on color, race, national origin, ethnicity, gender or sexual orientation where the offensive behavior is intimidating, hostile or demeaning, or which could or does result in mental, emotional or physical discomfort, embarrassment, ridicule or harm.

Students who believe that they have been subjected to harassment are encouraged to consult with the Office of Multicultural Affairs, Office of Student Services or the Office of Academic Affairs regarding how their concerns can be addressed.

**TITLE:** Competencies for the New Dentist

**OFFICE:** Office of Academic Affairs

## **Professionalism**

The competent new dentist provides skilled care based on contemporary knowledge and therapeutics and is capable of discerning and managing ethical issues and problems in dental practice. The dental profession historically has held the benefit of the patient as its primary goal, as described in the *Principles of Ethics and Code of Professional Conduct* of the American Dental Association. The practice of dentistry occurs, however, in a rapidly changing environment, an environment where benefit of the patient is influenced by ethical issues and problems created by regulatory actions, economics, social policy, cultural diversity, and health care reform.

The practice of dentistry includes regular involvement with large and diverse amounts of information. Patient care, office management, and professional renewal are all highly dependent upon the capacity to obtain and process information, and the ability to make decisions or take action. The competent dentist must be prepared to practice in this dynamic environment.

The dental profession serves the community in both private and public practice settings. Public health is concerned with promoting health and preventing disease through organized community efforts, as well as education of individuals and family groups. Whether acting as the community advocate or serving as a resource or change agent, the dental professional must be competent to interact with others to promote activities that protect, restore and improve oral health, and the quality of life.

The new dentist must:

1. Apply ethical principles to professional practice.
2. Apply legal and regulatory concepts to the provision of oral health care services.
3. Provide empathetic and respectful oral health care to diverse patient populations.

4. Evaluate and manage a patient's oral health care needs utilizing sound principles of scientific evidence and problem solving.
5. Assess one's knowledge and skills to practice dentistry and improve areas of deficiency.
6. Recognize the importance of maintaining currency with scientific advances in oral health care through dental literature, formal continuing education and participation in professional organizations.
7. Communicate effectively orally and in writing, with peers, other professionals, staff, patients or guardians, and the public.
8. Participate in improving the oral health of the community through education and preventive activities.

### **Practice Management**

The principal goal of the predoctoral program is to produce graduates who will function as general practitioners in the general practice of dentistry. In addition to clinical knowledge and skills, the general dental practitioner is also required to manage a sound business operation, which facilitates the delivery of quality oral health care. In order to manage a general practice, the dental graduate must be able to establish a professional practice by developing practice goals and plans; implement effective office systems; make sound business decisions; manage the business aspects of practice; evaluate outcomes; manage personnel; manage patient care; and understand the legal ramifications of patient care.

The new dentist must:

1. Assess career options, practice location, and reimbursement mechanisms.
2. Utilize allied health personnel in the delivery of care.
3. Develop a plan to educate personnel in office policies, governmental and legal issues and professional responsibilities.

4. Maintain accurate and complete patient records in a confidential manner.
5. Utilize infection control and environmental safety practices in the clinical practice environment.
6. Use information technology to facilitate dental practice and professional development.
7. Develop a financial plan for personal and professional debt asset management.

## **Patient Care**

Patients seek the care of a dentist to maintain a level of oral health, which is comfortable and functional, and for treatment of oral disease. In order to confirm or establish and then maintain the oral health of their patients, the general dentist must first be competent to evaluate the patient, diagnose existing conditions, and develop a treatment plan. Assessment must precede any treatment and enables the general dentist to provide appropriate primary oral health care. Oral health care following patient assessment and examination of the oral environment is dependent on the findings.

Prevention of oral diseases and maintenance of health are the goals for all patients. When active oral disease exists, identification of risk factors and risk reduction strategies in addition to elimination of the disease process are the goals of care.

In order to maintain or establish a healthy oral environment, the general dentist must be competent to provide preventive, therapeutic and follow-up primary oral health care using sound clinical judgment. A desirable dentition is comfortable and effective in function, and socially pleasing in appearance. Dental disease, congenital deformity, or traumatic incidents may compromise any or all of these qualities to varying degrees. In order to rehabilitate a compromised dentition, the new dentist must be competent to provide dental treatment, which restores form, function, and esthetics of defective and/or missing teeth of patients of all ages.

The new dentist must:

1. Obtain a comprehensive medical, dental, psychosocial and behavioral history, perform physical and dental examinations and identify the chief complaint, concerns and expectations for each patient.
2. Recognize signs of child abuse and domestic violence and be able to report such incidents to the appropriate agencies.
3. Identify, order and interpret appropriate diagnostic tests and procedures leading to both differential and definitive diagnoses.
4. Prescribe, make and interpret appropriate radiographs.
5. Recognize pathological hard and soft tissue abnormalities of the orofacial region that require monitoring, treatment, or management.
6. Develop a comprehensive, prioritized and sequenced treatment plan and alternative plans based on all patient variables.
7. Present to and discuss with the patient or responsible party the findings, diagnosis and treatment options including probable benefits, potential outcomes, limitations and risks associated with treatment, the probable consequences of no treatment, the estimated fees and the patient's responsibilities for successful treatment outcomes.
8. Obtain written informed consent for agreed upon care.
9. Monitor and evaluate therapeutic outcomes and utilize the results to reassess and modify initial diagnoses and/treatment.
10. Recognize and manage medical emergencies occurring during dental treatment and provide basic life support intervention when needed.
11. Recognize and manage acute dental emergencies.
12. Manage pain and anxiety utilizing pharmacological and non-pharmacological methods.
13. Select, administer and/or prescribe appropriate therapeutic and pharmacological agents for the treatment of dental patients and manage any complications arising from them.

14. Manage dental caries with appropriate preventive and/or treatment strategies.
15. Assess the need for and provide appropriate preventive procedures for periodontal disease.
16. Treat early and moderate forms of periodontal disease and manage advanced periodontal disease recognizing clear endpoints of therapy.
17. Perform uncomplicated and manage complicated endodontic procedures.
18. Perform uncomplicated and manage complicated oral surgical procedures.
19. Restore defective teeth with appropriate materials and techniques to proper form, function and esthetics.
20. Manage and restore partial or complete edentulism to proper form, function, and esthetics with fixed or removable prostheses including implant procedures using appropriate materials and techniques.
21. Provide care for patients requiring treatment of minor occlusal problems and space management, recognize and refer advanced orthodontic problems.
22. Manage occlusal and temporomandibular joint disorders.
23. Manage the laboratory procedures attendant to dental treatment.

**TITLE:** Course Exemption  
**OFFICE:** Office of Academic Affairs

Applicants accepted as students in the Marquette University School of Dentistry (MUSoD) may have had prior educational experiences that would allow them to be considered for exemption from required courses in the MUSoD predoctoral curriculum. Exemption from required courses in the MUSoD is at the sole discretion of Associate Dean of Academic Affairs, in consultation with the appropriate course director and department chair.

Course exemptions are considered only for students who received substantially above-average grades (A, A- or AB) in a previous course. Substitute courses must have been completed no longer than two (2) years prior to matriculation in the MUSoD to be considered.

Students who wish to be considered for exemption from a required course in the MUSoD must declare their intention to do so by submitting a Course Exemption Request Form to the Office of Academic Affairs no later than the end of the first week of the semester. It is the student's responsibility to obtain all of the required information for consideration for exemption. Incomplete or late requests will not be considered. No later than the end of the second week of the semester, qualified students will be allowed to sit for a comprehensive examination in the subject for which they have requested an exemption. Students must receive a grade of "B" or better on the comprehensive examination to receive an exemption. Until an exemption has been granted, students are expected to attend all required lectures, laboratories and seminars.

Exempted courses will not receive a grade and will not enter into the calculation of grade point average or class rank. A record of the course exemption will be kept in the student's permanent file.

# COURSE EXEMPTION REQUEST FORM

DATE: \_\_\_\_\_

STUDENT: \_\_\_\_\_

MUSoD COURSE NAME: \_\_\_\_\_

MUSoD COURSE NUMBER: \_\_\_\_\_

PREVIOUSLY TAKEN COURSE NAME: \_\_\_\_\_

PREVIOUSLY TAKEN COURSE NUMBER: \_\_\_\_\_

WHEN TAKEN: \_\_\_\_\_  
SEMESTER YEAR

GRADE RECEIVED: \_\_\_\_\_

A COPY OF YOUR COLLEGE TRANSCRIPT (AVAILABLE FROM THE MUSoD OFFICE OF ADMISSIONS), INDICATING THE GRADE YOU RECEIVED IN THE COURSE FOR WHICH YOU ARE REQUESTING AN EXEMPTION, MUST BE INCLUDED WITH THIS FORM.

Recommendation:

Course Director: Exemption \_\_\_\_\_ No Exemption \_\_\_\_\_

Department Chair: Exemption \_\_\_\_\_ No Exemption \_\_\_\_\_

Action:

Academic Dean: Exemption \_\_\_\_\_ No Exemption \_\_\_\_\_

**TITLE:** Student Absences  
**OFFICE:** Office of Student Services

Students are expected to attend all scheduled lectures, laboratories, clinics and related curricular activities in the MUSoD. Specific attendance requirements and consequences of unexcused absences are published in related course handouts, syllabi, and manuals.

Students with clinical responsibilities are expected to be present in the clinic and actively engaged in patient care activities, except when scheduled on block rotations and extramural assignments. Unexcused absences from the clinic, block rotations or extramural assignments constitute professional misconduct.

Occasionally students are unable to attend scheduled curricular activities due to circumstances beyond their control, e.g. significant illness, jury duty, funeral. In such cases students will receive an excused absence and will not be penalized for missing scheduled activities, provided all of the following criteria are met:

- The Office of Student Services is notified within 24 hours that a student will be or is absent and
- The student meets with the directors of all courses missed to determine what remedial work is necessary within two (2) class days of returning to school and
- Documentation is provided, as requested by the Office of Student Services.

Reasonable accommodations will be made by course directors for students who receive an excused absence to allow them to remediate. While students will not be penalized for excused absences, extended or multiple excused absences may require repetition of an entire course or courses up to and including a year of the curriculum.

## EXCUSED ABSENCE REQUEST FORM

DATE: \_\_\_\_\_

STUDENT: \_\_\_\_\_

DATE(S) ABSENT: \_\_\_\_\_

COURSES MISSED:

<i>NUMBER</i>	<i>COURSE TITLE</i>	<i>LEC</i>	<i>LAB</i>	<i>CLIN</i>	<i>COURSE DIRECTOR</i>

To the Student:

You are required to meet with each course director listed above within two (2) days of returning to school to determine what you must do to make up the activities you missed.

In order for a planned excused absence request to be approved, **you must attach a copy of your block rotation schedule to this form.** If you have a block rotation you are required to identify a substitute and complete a block change form. If you have a rotation scheduled, **you must also attach a copy of the completed block change form.** Your excused absence request form will not be processed without these documents.

Reason:

Copy: student file

**TITLE:** Examination Monitoring  
**OFFICE:** Office of Academic Affairs

Faculty and students have a shared responsibility to protect the integrity of examinations given in the MUSoD. Faculty have a specific responsibility to see that examinations are appropriately monitored.

All examinations in the MUSoD must be proctored. Support staff, administrative staff, residents and others may function as proctors; however, at least one faculty member must be present during every examination.

Proctoring an examination is not a passive activity. Proctors must distribute and collect examination papers and answer sheets. In the interim, proctors may be required to answer procedural questions regarding the examination. Most importantly, proctors must be vigilant in their observation of behaviors and activities that might represent academic dishonesty or other inappropriate behavior.

Suspected incidents of academic dishonesty must be dealt with appropriately to protect the rights and interests of both the student and the institution.

The MUSoD has adopted the procedures for test administration utilized by the Joint Commission of the National Board Examinations of the American Dental Association. The course director functions as the test administrator and has the overall responsibility for the conduct of the examination. At least one other individual should serve as a proctor for any mass examination. This proctor need not be a faculty member.

The answering of procedural questions or providing clarification during the examination is at the discretion of the course director. Restroom breaks are normally not permitted during one (1) hour examinations. When restroom breaks are permitted, students should be excused singly.

Irregularities in the administration of an examination may take any of several forms, including talking, use or making of notes and copying or sharing of answers. Different irregularities are handled in different ways. In all instances, the irregularity should be communicated, in writing, to the Associate Dean for Academic Affairs.

### **Talking During the Examination**

If a student is observed talking during the examination, the students should be warned once. If the student is observed talking a second time, the test materials should be collected immediately and the student should be dismissed from the examination.

### **Use of or Making Notes During the Examination**

If the student is observed using notes or making notes, the notes should be collected and submitted with a detailed written explanation of the circumstances to the Associate Dean for Academic Affairs. Students should be allowed to continue with the examination.

### **Copying During the Examination**

If a student is clearly observed copying from another student, the copier should be notified that the activity will be reported in writing to the Associate Dean for Academic Affairs. If copying is suspected, the student should not be notified, but the activity should be reported in writing to the Associate Dean for Academic Affairs. In both cases the student should be allowed to continue with the examination.

Sharing of answers should be treated similarly to copying, except that both candidates should be informed when sharing is clearly observed.

Whenever possible, confirmation of suspected irregularities should be obtained by one or more additional monitors.

**TITLE:** Academic Review  
**OFFICE:** Office of Academic Affairs

### **Operational Definitions**

Throughout this document the following definitions apply:

- “Semester” or “term” may refer to fall, spring and/or summer terms, as appropriate.
- “Academic year” refers to that period of time in which freshman, sophomore, junior and senior classes, laboratories and clinics are held, as listed in the *Dental Bulletin*.
- The first (fall) term of the academic year runs from mid-August through mid-December. The second (spring) term of the academic year runs from early January through mid-May. The third (summer) term for freshmen, sophomore and junior students runs from mid-May through mid-August.

### **Summary of Policies and Procedures**

The academic progress of all students in the MUSoD is monitored on a regular basis. When a student encounters academic difficulties, a three-tiered system of academic review is initiated. This review consists of the following components.

- I. Notification. The MUSoD will inform the student, in writing, of deficiencies in performance and the effect of these deficiencies on the student’s academic standing.
- II. Appeal. The student will be given an opportunity to present, in writing, any extenuating circumstances that might justify an exception to existing institutional policy. The student may be given an additional opportunity to present this information to the Academic Appeals Committee and respond to questions by the committee based on that presentation.
- III. Review. A review by the Dean or the dean’s designee to determine if proper policies and procedures were followed.

The academic review procedure at the MUSoD embodies ongoing faculty evaluation of cognitive and non-cognitive (e.g., technical and interpersonal skills, professional character and conduct, and ethical behavior) performance at the course level for assignment of grades. The Associate Dean for Academic Affairs periodically reviews academic progress throughout the student's matriculation and determines if satisfactory progress is being made, the need for remedial work, the need for counseling regarding patient management or professional conduct, or the need for suspension, repeat of an academic year or dismissal.

### **Graduation Requirements**

Graduation is based on the recommendation of the faculty and concurrence of the Dean of the MUSoD. A candidate for the degree of Doctor of Dental Surgery must fulfill the following requirements:

- I. Successful completion of the National Board Dental Examination, Parts I and II.
- II. Successful completion of all prescribed courses of study or exemption as described in policy on *Course Exemption*.
- III. Cumulative quality point average of 2.000
- IV. No outstanding grades of "F", "U", "X", "I", "IX" or "IC"
- V. Demonstration of competency in all areas listed in *Competencies for the New Dentist*.
- VI. Retirement of all debts and obligations to Marquette University.

### **Grading System**

- I. The following letter grades, their equivalents in achievement and quality points per semester hour of credit are used by the MUSoD faculty to evaluate student performance in a course:

<b><i>Letter Grade</i></b>	<b><i>Numerical Grade Range</i></b>	<b><i>Achievement</i></b>	<b><i>Quality Points</i></b>
A	93-100	Superior	4.0
AB	90-92		3.5
B	84-89	Good	3.0
BC	82-83		2.5
C	77-81	Satisfactory	2.0
CD*	75-76	Minimally passing	1.5
F**	74 and below	Unsatisfactory	0.0

\* While *CD* grades are minimally passing, the QPA value of *CD* grades is less than the 2.0 value required to maintain satisfactory academic standing.

\*\* MUSoD does not assign a *D* grade. All grades below *CD* are unacceptable and do not fulfill the graduation requirements for the Doctor of Dental Surgery Degree. Courses with *F* grades may be remediated as described in the policy on *Course Remediation*. The maximum allowable grade for any remediated course is a *CD*.

II. In certain courses, only an *S* or *U* grade is assigned.

<b><i>Grade</i></b>	<b><i>Achievement</i></b>
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<b><i>S</i></b>	Satisfactory completion of course. Full credit earned, but the grade does not affect the quality point average.
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<b><i>U</i></b>	Unsatisfactory completion of course. No credit earned, and the grade does not affect the quality point average.
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\**U* grades are unacceptable in all courses at the MUSoD and do not fulfill the graduation requirements for the Doctor of Dental Surgery Degree. Courses with *U* grades may be remediated as described in the policy on *Course Remediation*.

III. The following letter grades are used to indicate circumstances involving audits, incompletes, absences and withdrawals.

Grade      Circumstance

AU      Audit (no credit)

I      Assigned by the course director, indicating that the student has not completed the requirements necessary for the assignment of a grade due to circumstances beyond the control of the student, e.g., excused absences. In such cases the student must meet with the course director within five (5) school days of the assignment of the grade or the student's return to school, to determine the requirements to successfully complete the course.

Students who have not completed the requirements necessary for the assignment of a grade due to unexcused absences, inability to maintain an appropriate pace of study or poor quality of work will be assigned a grade of "F" or "U".

The assignment of a grade of "I" implies that the student is significantly behind in terms of completing the course requirements. All grades of "I" must be removed prior to the end of the following term or a grade of "F" will be recorded.

X      Assigned by the course director, indicating that a student has not taken the final examination due to circumstances beyond the control of the student, e.g., excused absences, but who might earn a passing grade in the course were he or she to take a delayed examination. If the two conditions do not exist, the student is assigned the grade of "F" or "U" immediately.

In such cases, the student must meet with the course director within five (5) days of the assignment of the grade or the student's return to school, to determine the requirements to successfully complete the course. "X" grades must be removed prior to the beginning of the following semester.

Students who have not taken the final examination in a course due to an unexcused absence will be assigned a grade of “F” or “U”.

IX Assigned by the course director to a student whose course work is incomplete and was absent from the final examination due to circumstances beyond the control of the student., e.g., excused absences, but who otherwise meets the criteria for the *I* grade and the *X* grade. If the two conditions do not exist, the student is assigned the grade of *F* immediately.

In such cases, the student must meet with the course director within five (5) days of the assignment of the grade or the student’s return to school, to determine the requirements to successfully complete the course. “IX” grades must be removed prior to the beginning of the following semester.

Students who have not completed the requirements necessary for the assignment of a grade and have not taken the final examination in a course due to an unexcused absence, inability to maintain an appropriate pace of study or poor quality of work will be assigned a grade of “F” or “U”.

IC Assigned by the course director to a student whose clinical coursework is incomplete at the time of a formal grading period, i.e., end of the term, however the quality and quantity of work is appropriate.

This grade is reserved for courses that may extend over two or more terms and its assignment carries no negative connotation regarding student performance.

W Assigned by the Associate Dean for Academic Affairs to a student who had withdrawn from a course with prior approval. In the event that a student does not re-enroll in the course at a later date, the grade of “W” will remain on the student’s permanent record.

UW Assigned by the Associate Dean for Academic Affairs to a student who had withdrawn from a course without prior approval. In the event that a student does not re-enroll in the course at a later date, the grade of “UW” will remain on the student’s permanent record.

WA Assigned by the Associate Dean for Academic Affairs to a student who is administratively withdrawn from a course. In the event that a student does not re-enroll in the course at a later date, the grade of “WA” will remain on the student’s permanent record.

Clearance of grades I, X, and IX and IC is initiated by the course director who submitted the original grade and must be done within five (5) school days of the student completing the course. In the event the course director is unable to submit the grade change, the program director or department chair must assume that responsibility.

The letter grades involving withdrawal (i.e., grades of W, UW and WA) do not involve any loss of quality points and do not affect a student’s quality point average.

### **Grade Determination**

The course director and participating faculty determine the standing of a student in any course by means of published criteria including, but not limited to, examination, attendance, personal observations, evaluations and/or professional judgments.

### **Student Evaluation**

The MUSoD uses the quality point system to determine a student’s academic average and eligibility for promotion and graduation. Grades (*A* through *F*) earned in a course carry a specific number of quality points. The quality points earned in any given course equals the quality point value of the grade multiplied by the total number of semester hours credited. A student’s quality point average is the total number of quality points earned divided by

the total number of semester hours credited in those courses for which quality points have been assigned.

## **Promotion**

The Associate Dean for Academic Affairs is responsible for the implementation of institutional policy on promotion. The Associate Dean for Academic Affairs reviews the academic status of each student and makes decisions in conformity with institutional policy. Student promotion to the next academic year will be determined at the completion of the summer term.

## **Review of Academic Progress**

The Associate Dean for Academic Affairs is responsible for the monitoring the academic progress of students. At the end of each semester and at any other time deemed appropriate, the Associate Dean for Academic Affairs reviews and evaluates student performance and decides on one or more of the following actions, based on the MUSoD promotion standards:

- Unconditional continued enrollment
- Conditional continued enrollment
- Academic probation
- Remediation
- Repetition of a portion of the curriculum
- Dismissal

The Associate Dean for Academic Affairs or the Associate Dean for Clinical Affairs also may require a student to receive counseling if patient management or professional conduct issues are identified.

## **Promotion Standards**

- I. Unconditional promotion

Students are eligible for unconditional promotion if they have successfully completed all required courses and have earned a cumulative QPA of 2.00 or better.

## II. Conditional promotion

Students who have earned grades of “I”, “X” or “IX” and have a QPA of 2.00 or better at the end of the summer semester will be conditionally promoted until the required course work is successfully completed. If the “I”, “X” or “IX” grades are not removed by the end of the following semester a grade of “F” will be recorded and the conditional probation may be rescinded.

Students who have earned grades of “F” or “U” may be conditionally promoted; however, they will be placed on academic probation, as described below.

## III. Academic probation

Students will be placed on academic probation when either a grade of “F” or “U” is earned in a required course or the Quality point average falls between 1.81 and 1.99. This issue is addressed in the policy on *Academic Probation*.

## IV. Remediation

Students who earn a grade of “F” or “U” and have a minimum Quality Point Average of 1.81 may be eligible for remediation. This issue is addressed in the policy on *Course Remediation*.

## V. Repetition of a portion of the curriculum

Students who earn a grade of “F” or “U” and have a minimum Quality Point Average of 1.81 may be required to repeat a portion of the curriculum, up to and including an entire academic year. This issue is addressed in the policy on *Repetition of the Curriculum*.

## VI. Dismissal

The Associate Dean for Academic Affairs makes all initial decisions relative to dismissal. This issue is addressed in the policy on *Academic Dismissal*.

### III. Student Appeals Process

Students who are being required to repeat a portion of the curriculum under the policy on *Repetition of the Curriculum* or are dismissed under the policy on *Academic Dismissal* have the right to appeal that decision to the Academic Appeals Committee. This issue is addressed in the policy on *Academic Appeals*.

**TITLE:** Course Remediation  
**OFFICE:** Office of Academic Affairs

Students who earn grades of “F” or “U” and have a minimum Quality Point Average of 1.81 may be eligible for remediation. Eligibility for remediation is at the sole discretion of the Associate Dean for Academic Affairs. The specific remediation needs will be determined by the course director and the method(s) of remediation will be those determined by the course director, in consultation with the Associate Dean for Academic Affairs.

Whether a student should be recommended for remediation in a course or repetition of the course depends on the student’s level of performance in the course. If a student’s performance in a course indicates a mastery of some of the required knowledge, skill or behavior and is only deficient in a limited area of the course, then the student should be remediated. If a student’s performance indicates a pervasive lack of mastery of the required knowledge, skill or behavior in a course, then the student should repeat the course, rather than be remediated.

Remediation is an individualized program of study designed to remedy specific academic deficiencies; therefore it may take a variety of forms. The specific remediation needs will be determined by the course director. The method(s) of remediation will be those listed in the course syllabus. A remediation plan must be constructed by the course director utilizing the *Academic Deficiency Form*. The plan consists of a determination of the students’ deficiencies, a specific set of objectives to be mastered to correct the deficiency, any unique instructions as to how the remediation should be accomplished, how the remediation will be evaluated, and an explicit time frame in which the remediation will take place. This information must be made known to both the student and the instructor, with a copy of the information placed in the student’s permanent file.

Remediation must be successfully completed by the end of the academic year. A student who is successful in remediating a course can only receive grade of “C/D” or “S”. A course can only be remediated once, after which a permanent grade must be assigned. Failure to successfully remediate a course may result in repetition of the course at its next scheduled offering, repetition of the academic year or dismissal.

Repetition of a course may require repeating the course at its next scheduled offering, taking an equivalent course at another university or other appropriate activity. In such cases, the grade earned in the course will be recorded in the

student's permanent record; however, the original "F" or "U" grade will remain on the student's permanent record as part of the historical record of the student's performance.

**TITLE:** Course Repetition  
**OFFICE:** Office of Academic Affairs

Students who earn grades of “F” or “U” and have a minimum Quality Point Average of 1.81 may be required to repeat the course(s). Whether a student should be recommended for remediation in a course or repeat the course depends on the student’s level of performance. If a student’s performance in a course indicates a mastery of some of the required knowledge, skill or behavior and is only deficient in a limited area of the course, then the student should be remediated. If a student’s performance indicates a pervasive lack of mastery of the required knowledge, skill or behavior in a course, then the student should repeat the course rather than be remediated.

When a student’s performance indicates a substantial lack of knowledge, skill or behavior, then the student will be required to repeat the course *in its entirety*. If possible and appropriate, the student should repeat the course contemporaneously with other normally scheduled courses, provided that doing so does not jeopardize student performance in either the repeated or contemporaneous courses. It may be necessary to have the student wait until the next time the course is offered in the MUSoD or take an equivalent course at another institution. It may be necessary for the student to delay normal matriculation, due to irreconcilable scheduling conflicts, until the failed course is repeated. A student who repeats a course receives whatever grade appropriately reflects the student’s performance in the repeated course; however, the initial failing grade remains on the student’s permanent record. The repeated course grade is the one that is used in the calculation of the Quality Point Average.

**Repeat forms must be completed for every course that a student is repeating in its entirety for a new grade (as long as it is not a remediation for a grade change). Repeat forms must be turned in to the Office of Student Services at the time of registration. Students failing to do this may have problems with graduation, as they will have a failing grade remaining on their record that does not appear to have been repeated.**

In some instances, the only option available to allow the student to repeat the course will be to repeat the entire academic year. This normally occurs when one or more of the following circumstances exist:

- Multiple “F” or “U” grades are received in multiple courses.
- The cumulative Quality Point Average falls between 1.81 and 2.00.
- Repetition of one or more courses significantly jeopardizes student performance in either the repeated or other normally scheduled contemporaneous courses.

Repetition of the year is at the sole discretion of the Associate Dean for Academic Affairs.

Students who repeat an academic year are required to repeat the academic year in its entirety. Students who repeat an academic year are not automatically exempt from any required courses, regardless of their previous performance. The specific course load will be determined by the Associate Dean for Academic Affairs. Eligibility for consideration for exemption from any course is described in the policy on *Course Exemption*.

The student’s term and cumulative Quality Point Average will be based on the grades received in the repeated year; however, the original grades will remain on the student’s permanent record as part of the historical record of the student’s academic performance.

Students who repeat an academic year will be on academic probation for the entire repeated year. While a student who repeats an academic year is exempt from automatic dismissal after three (3) consecutive semesters on probation, a student who is not eligible for removal from probation at the end of the repeated year will be dismissed.

**TITLE:** Basic Science Course Remediation and Repetition  
**OFFICE:** Office of Academic Affairs

Instructional support for basic science courses in the pre-doctoral curriculum in the MUSoD is provided by faculty in Department of Biomedical Sciences in the College of Health. Due to this unique arrangement, remediation of students with “F” or “U” grades in basic science courses is handled differently than in those courses taught by faculty in the MUSoD. Eligibility for remediation is at the sole discretion of the Associate Dean for Academic Affairs.

Each basic science course director will inform the Associate Dean for Academic Affairs after each examination of any students who did not pass the examination or exhibited marginal performance. As is done in analogous situations in courses taught by faculty in the MUSoD, students will be offered voluntary tutorial assistance.

Within ten (10) school days after the semester grade meeting, the Associate Dean for Academic Affairs will inform the student, basic science course director and chair of Biomedical Sciences of the need for remediation. Remediating students will be placed on academic probation and required to enroll in BISC 450 (Remediation – Variable Titles). The specific remediation needs of the student will be determined by the course director who will construct a specific remediation plan. The remediation plan will state the specific deficiency, how the deficiency will be remediated, how the student will be evaluated and the time frame in which remediation will take place.

The MUSoD will provide mandatory tutorial assistance to the students; however, the tutorial effort will be overseen by the basic science course director. The course director will determine an appropriate date for retesting. Retesting will occur no later than the end of the summer term following the remediation.

Successful completion of a BISC 450 will result in a grade of “C/D” being recorded for the grade on the student’s permanent record. Failure to successfully remediate the course may result in repetition of the course at its next scheduled offering, repetition of the academic year, or dismissal from the MUSoD.

# ACADEMIC DEFICIENCY FORM

DATE: \_\_\_\_\_  
STUDENT NAME: \_\_\_\_\_  
COURSE NAME: \_\_\_\_\_  
COURSE NUMBER: \_\_\_\_\_  
COURSE DIRECTOR: \_\_\_\_\_  
GRADE SUBMITTED: \_\_\_\_\_

HOW IS THE STUDENT'S PERFORMANCE IN THIS COURSE DEFICIENT?

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WHAT DOES THE STUDENT HAVE TO DO TO REMEDY THE DEFICIENCY?

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IS THERE ANYTHING SPECIAL OR UNUSUAL THAT THE STUDENT HAS TO DO REMEDY THE DEFICIENCY?

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HOW WILL THE STUDENT'S REMEDIATION EFFORTS BE EVALUATED?

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WHAT IS THE TIME FRAME UNDER WHICH THE REMEDIATION WILL TAKE PLACE, INCLUDING ANY DEADLINES?

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**TITLE:** Academic Probation  
**OFFICE:** Office of Academic Affair

Students will be placed on academic probation when either of the following circumstances exists.

- A grade of “F” or “U” is earned in a required course.
- The Quality Point Average falls between 1.81 and 1.99.

Students will remain on academic probation until all academic deficiencies are removed.

Students on academic probation may be required to postpone or limit clinical activities until the academic deficiencies are removed.

Students on academic probation may be restricted in their participation in non-essential extracurricular activities, including serving as class officers or representatives to other MUSoD groups and committees. Students on academic probation may also be restricted in their participation in local, regional and national professional organizations. Students on academic probation may be ineligible to represent MUSoD in any academic, clinical or professional competitions and may not be eligible to accept any awards, certificates or citations relative to such competitions.

Students who remain on academic probation for three successive semesters may be dismissed from the MUSoD.

**TITLE:** Academic Dismissal  
**OFFICE:** Office of Academic Affairs

Students will be considered for academic dismissal from the MUSoD when any of the following circumstances occur.

- The cumulative Quality Point Average is less than 1.81. For second, third and fourth year students, a cumulative Quality Point Average of less than 1.81 will result in automatic dismissal from the MUSoD.
- Placement on academic probation. For second, third and fourth year students, academic probation for three (3) consecutive semesters will result in automatic dismissal.
- Failure of a required course two (2) times.
- Failure of a required course while repeating the year.
- Failure of two (2) or more required courses during a single academic year, regardless of the outcome of any subsequent remediation activities.

The decision to dismiss a student for academic reasons is vested in the Associate Dean for Academic Affairs. Students who are dismissed will be informed of their dismissal by the Associate Dean for Academic Affairs, in writing, via certified mail, return receipt requested, electronic mail to the student's Marquette e-mail address or hand-delivery. The dismissal letter will state the reason(s) for the dismissal and the appeal rights of the dismissed student.

Students who elect to appeal their dismissal may continue their matriculation, provided all appropriate tuition and fees are paid. Appealing students may not be eligible for financial aid. In the event that an appealing student is not readmitted, the student is not eligible for any rebated fees beyond those listed in the current Dental Bulletin.

Students who are dismissed from the MUSoD and wish to reapply must follow normal admissions procedures.

**TITLE:** Academic Appeals  
**OFFICE:** Office of Academic Affairs

A student who is required to repeat a portion of the curriculum or is dismissed from the Marquette University School of Dentistry (MUSoD) for academic reasons has the right to appeal the decision under certain circumstances. One or more of the following conditions constitute a legitimate basis for appeal.

- Circumstances that existed at the time of the decision that, if known, might have affected the decision.
- A significant procedural error that might have affected the decision.
- Arbitrary, capricious or discriminatory treatment

Discontent with the decision, in the absence of any additional circumstances, does not constitute valid grounds for an appeal. In the absence of the conditions listed, the decision of the Associate Dean for Academic Affairs (Associate Dean) is final.

Within five (5) school days of notification of the adverse academic action, the student must notify the Chair of the Academic Appeals Committee (Committee) of the request to appeal the decision. The request to appeal must include the basis for the appeal. Unsubstantiated appeal requests will be denied.

The Committee may, at its discretion, schedule a hearing within ten (10) school days with the appealing student, the Associate Dean or others to gather information regarding the appeal. In such cases, the Chair of the Committee will notify the parties of the date, time and place of the hearing.

Within five (5) school days following the conclusion of the hearing, the Chair of the Committee will inform the Associate Dean of the Committee's findings and decision. The committee can decide that the initial decision be upheld, modified or rescinded. The Academic Dean will inform the appealing student of the Committee's decision within five (5) school days of receipt of the Committee's decision.

The appealing student has five (5) school days following notification of the Committee's decision to file an appeal with the Dean of the MUSoD. The identical criteria for and limitations of an appeal to the Academic Appeals Committee apply to an appeal to the Dean. In the absence of extenuating circumstances, procedural error or arbitrary, capricious or discriminatory treatment, the decision of the Academic Appeals Committee is final.

The Dean may, at his discretion, appoint an *ad hoc* committee of up to three (3) faculty members to review the appeal. The *ad hoc* committee may, at its discretion, schedule a hearing within ten (10) school days of their appointment with the appealing student, the Associate Dean or others to gather information regarding the appeal. In such cases the Chair of the *ad hoc* committee will notify the parties of the date, time and place of the hearing.

The Chair of the *ad hoc* committee will submit a recommendation to the Dean within five (5) school days of the committee's review. The Dean will take the committee's recommendation under advisement and inform the appealing student of the final decision within five (5) school days.

The decision of the Dean is final and not subject to further appeal.

# APPEAL REQUEST FORM

The procedures for appeal by a student of an adverse decision are described in several the Marquette University School of Dentistry (MUSoD) documents, including the policy on *Academic Appeals*, the policy on *Student Code of Conduct* and the policy on *Academic Grievance*.

A student has five (5) school days following receipt of written notification of an adverse decision to file a written appeal. This form must be filed in the appropriate office in the MUSoD, e.g., Office of Academic Affairs or Office of the Dean within five (5) school days or the student forfeits the right to appeal.

_____		_____	
Student Name		MU ID Number	
_____		_____	
Local Street Address City	State	Zip	
_____			
Local Phone Number			

**Alleged violation of the Student Code of Conduct and disciplinary action (if applicable)** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Adverse academic action and disciplinary action (if applicable)** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Reason for Appeal:** (Check all that apply)

- \_\_\_\_\_ Denial of a fair hearing
- \_\_\_\_\_ Insufficient evidence to establish responsibility
- \_\_\_\_\_ Arbitrary or capricious action

***YOU MUST COMPLETE THE FOLLOWING PAGE***



**TITLE:** Student Advising and Advocacy  
**OFFICE:** Office of Student Services

Occasionally, the actions of students place them in confrontational, adversarial situations with the MUSoD, such as the appeal of an adverse academic decision or grievance. In such cases, it is important that the student be aware of the policies and procedures that govern such activities and receive competent advice regarding the options that may be available in the adjudication of the issue.

In appeal and grievance hearings, students are permitted to be accompanied by an individual of their choice, including another student, faculty member, family member, friend or attorney. The presence of an attorney is handled in a different manner, as described in the *Student Code of Conduct* and policy on *Academic Grievance*. The individual accompanying a student may act as an advisor, an advocate or both.

Frequently the individual desired by the student to serve as an advisor is the Director of Student Services, the Director of Multicultural Affairs, a faculty member or other individual employed by the MUSoD. In such situations, these individuals may not be able to serve as an advisor due to a conflict of interest and, in any event, cannot advocate the position of the student against that of their employer. Nevertheless, they may be able to provide advice to the student regarding institutional policies and procedures and available options in resolving the matter.

The student is under no obligation to be accompanied by any individual advisor or advocate. In all instances, the advisor or advocate is selected by the student. The advisor or advocate is specifically disallowed from speaking on behalf of the student or engaging in any direct conversation with anyone during any hearing or meeting, unless requested to do so. The student may accept or reject any advice or counsel provided by the advisor or advocate and cannot later claim that an adverse decision was influenced by advice or counsel received at the student's request.

**TITLE:** Grade Change  
**OFFICE:** Office of Student Services

All final course grades must be submitted electronically by the Course Director through CheckMarq at the conclusion of the course. Occasionally student grades that are submitted must be changed. Grades are normally changed for the following reasons:

- (1) Recording error
- (2) Additional information affecting student assessment

Beginning with the 2006-2007 Academic Year, all grade changes must also be made electronically. Such changes can only be made by the Course Director, who must log-in to CheckMarq and click on the 'Instructor/Advise' tab. The form is found in the yellow column on the right side of the screen. The link says "[Grade Change Form for Graduate, Dental & Law \(615K\)](#)"

The form must be completed electronically by the Course Director, printed, signed and submitted to the Director of Student Services, who will review it for completeness, sign it, make appropriate copies for distribution and submit the original form to the Office of the Registrar. The Course Director should keep a copy for his/her own records.

Students can monitor the progress of any grade changes by logging-in to CheckMarq and checking their posted grades. An e-mail notification will be sent to the student and the Course Director by the Office of the Registrar once the grade has been changed in the CheckMarq system.

# GRADE CHANGE FORM

## (as it appears in CheckMarq)



### GRADE CHANGE REQUEST FOR DENTAL, GRADUATE, AND LAW STUDENTS ONLY

**INSTRUCTIONS FOR THE INSTRUCTOR:**

Fill out this form and print using the Print Form button below. After signing, forward to the college office of the college offering the course. When the grade change has been processed in CheckMarq, you and the student will receive a notification by email.

**INSTRUCTIONS FOR THE COLLEGE OFFICE:**

After approval, forward this form to the Office of the Registrar. Retain and forward copies as you deem appropriate.

**STUDENT INFORMATION.**

Name \_\_\_\_\_ MUID \_\_\_\_\_

Student's School  Law School  Graduate School  Dental School Department \_\_\_\_\_

**COURSE INFORMATION.**

Subject Code \_\_\_\_\_ Course Number \_\_\_\_\_ Section Number \_\_\_\_\_ Credit Hours \_\_\_\_\_  
(e.g. ENGL)

Year \_\_\_\_\_ Session \_\_\_\_\_ Term \_\_\_\_\_ From (old grade): \_\_\_\_\_ To (new grade): \_\_\_\_\_  
Fall, Spring or Summer

Reason for Change \_\_\_\_\_

Instructor Name \_\_\_\_\_

Signature of Instructor \_\_\_\_\_ Date \_\_\_\_\_

College / School Approval _____	Date _____
Original Sent to Registrar by _____	Date Sent _____

FOR REGISTRAR'S OFFICE USE ONLY	08/2006
Processed by: _____	Date: _____

Copies for (please circle final destination):    College / School    Department

**TITLE:** National Board Dental Examinations  
**OFFICE:** Office of Academic Affairs

Successful completion of both Part I and Part II of the National Board Dental Examination (NBDE) is required for graduation from the Marquette University School of Dentistry (MUSoD). Information regarding the NBDE can be found on the American Dental Association web site <http://www.ada.org/prof/ed/testing/natboard/index.asp>.

Historically, Part I of the NBDE was given in a traditional written format in July and December and administered at MUSoD. MUSoD students traditionally took Part I of the NBDE in July of the second year of the curriculum. Part I of the NBDE is now administered in an electronic format through a third party vendor, Prometric Testing Centers, and can be taken at any time following successful completion of all prerequisite courses and the MUSoD Mock Board examination.

Currently, all prerequisite course work for Part I of the NBDE is completed by the end of the D2 Fall semester. D2 students must take a Mock Board examination in January of the D2 Spring semester. D2 students who receive a passing score on the Mock Board examination and have passed all prerequisite course work will be certified as eligible to take Part I of the NBDE. Eligible students must take Part I of the NBDE no later than May 1 of the Spring semester of the D2 year.

Students who do not receive a passing score on the Mock Board examination will be required to participate in a review process and retake the Mock Board examination in February of the D2 Spring semester. D2 students who receive a passing score on the Mock Board re-examination and have passed all prerequisite course work will be certified as eligible to take Part I of the NBDE. Such students must take Part I of the NBDE no later than June 1 of the Spring semester of their D2 year.

Any student who is unsuccessful in passing the Part I of the NBDE on their first attempt will be encouraged to review their study materials and retake Part I of the NBDE as soon as they are eligible (currently, the ADA requires a waiting period of 90 days between NBDE retakes). Students who are required to retake Part I of the NBDE must do so no later than October 1 of the D3 Fall semester.

Students who fail their second attempt at Part I of the NBDE will be withdrawn from the clinical portion of the curriculum and required to complete an individualized, intensive, structured course of study and review, as established by the Associate Dean for Academic Affairs. In such cases, the student may not graduate with his/her entering class. Upon conclusion of this period of study and review and the mandatory ADA waiting period (90 days), the student is eligible to register for a third and final attempt at Part I of the NBDE. Students who must retake Part I of the NBDE for a third time must do so no later than February 1 of the Spring semester of the D3 year. Failure to successfully complete Part I of the NBDE on the third attempt will result in dismissal from the School of Dentistry.

Historically, Part II of the NBDE was given in a traditional written format in March and December and administered at MUSoD. MUSoD students traditionally took Part II of the NBDE in December of the fourth year of the curriculum. Part I of the NBDE is now administered in an electronic format through a third party vendor, Prometric Testing Centers, and can be taken at any time following successful completion of all prerequisite courses and the Capstone examination.

Currently, all course work for Part II of the NBDE is completed by the end of the D3 academic year. Board review sessions will be offered during September of the D4 academic year and a required Capstone examination will be administered in October. D4 students who receive a passing score on the Capstone examination and have passed all required course work will be immediately certified as eligible to take Part II of the NBDE. Eligible students must take Part II of the NBDE no later than January 15 of the D4 Spring semester.

Students who do not receive a passing score on the Capstone examination will be required to participate in a review process and retake the Capstone examination in November of the D4 Fall semester. D4 students who receive a passing score on the Capstone re-examination and have passed all appropriate course work will be certified as eligible to take the Part II NBDE. Such students must take Part II of the NBDE no later than February 15 of the Spring semester of their D4 year.

Any student who is unsuccessful in passing the Part II of the NBDE on their first attempt will be encouraged to review their study materials and retake Part II of the NBDE as soon as they are eligible (currently, the ADA requires

a waiting period of 90 days between NBDE retakes). Students who are required to retake Part II of the NBDE must do so no later than June 1 of the D4 academic year.

Students who fail their second attempt at Part II of the NBDE will be withdrawn from the clinical portion of the curriculum and required to complete an individualized, intensive, structured course of study and review, as established by the Associate Dean for Academic Affairs. Often this course of study and review involves enrolling and actively participating in a proprietary review course, e.g., a Kaplan review course. Upon conclusion of this period of study and review and the mandatory ADA waiting period (90 days), the student is eligible to register for a third and final attempt at Part II of the NBDE. Students who must retake Part II of the NBDE for a third time must do so no later than December 1 following the conclusion of the D4 year. Failure to successfully complete Part II of the NBDE on the third attempt will result in dismissal from the School of Dentistry.

**TITLE:** Academic Grievance  
**OFFICE:** Office of Academic Affairs

Academic grievances differ from academic appeals. An academic grievance is lodged when a student believes that there has been unfair treatment, usually in the assignment of a grade. Appeals related to academic promotion issues are described in the policy on *Academic Review* and are handled primarily through the Office of Academic Affairs. Non-academic grievances are described in the section on Policies and Procedures in *At Marquette* and are handled primarily through the Marquette University Office of Student Development or the Office of the Vice President for Student Services. The MUSoD reserves the right to refer student grievances to another University office for disposition, if deemed appropriate.

### **Grounds for Grievance**

A student may file an academic grievance if the student believes that that one of the following circumstances applies:

- An assigned course grade was not in accordance with the published course grading policy.
- An assigned course grade was arbitrary or capricious.
- An assigned course grade was determined on the basis of race, disability, gender, ethnicity or religious affiliation.
- Unfair/unprofessional treatment regarding an academic issue.

Any student who believes that a grievance is warranted should first attempt to resolve the issue with the person(s) involved.

### **Academic Grievance Procedures**

The student should first meet with the appropriate course director. If the problem is not resolved at that level, the student should meet with the program head or department chair. If the problem is still not resolved, the student may request that the grievance be heard by the Academic Appeals Committee, citing one or more of the grounds listed above. The student must contact the Associate Dean for Academic Affairs (Associate Dean), in

writing, within five (5) school days of the incident that prompts the grievance, providing the following information:

- date(s), time(s) and place(s) of the event(s) in question
- names of any witnesses
- facts of the grievance
- action requested
- efforts and actions already taken by the student to gain redress

The Associate Dean will provide a copy of the written grievance to the course director, program head and department chair.

The Associate Dean will determine whether or not the Academic Appeals Committee (Committee) is the appropriate forum in which to pursue the grievance.

The Associate Dean may elect to attempt to resolve the grievance prior to convening a formal hearing by the Committee.

### **Hearing Procedures**

If the grievance is not resolved and it is determined that a hearing by the Academic Appeals Committee (Committee) is appropriate, the Associate Dean will, within five (5) school days, notify the Chair of the Committee of the need to convene the Committee to hear the grievance.

The Committee may, at its discretion, schedule a hearing within ten (10) school days with the grieving student, the Associate Dean or others to gather information regarding the appeal. In such cases, the Chair of the Committee will notify the parties of the date, time and place of the hearing.

Within five (5) school days following the conclusion of the hearing, the Chair of the Committee will inform the Associate Dean of the Committee's findings and decision. The Academic Dean will inform the grieving student

of the Committee's decision within five (5) school days of receipt of the Committee's decision.

## **Appeal Procedures**

### Appeal of Denial of a Hearing

If the Associate Dean determines that the grievance is unfounded or does not warrant a hearing, the student may appeal to the Dean of the MUSoD. This appeal must be filed in the Office of the Dean within five (5) school days after notification of the Associate Dean's decision. The appeal must include the grounds on which the appeal is based.

The Dean may, at his discretion, notify the Chair of the Committee of the need to convene the Committee to hear the grievance.

The decision of the Dean is final and not subject to further appeal.

### Appeal of a Committee Decision

The grieving student has five (5) school days following notification of the Committee's decision to file an appeal with the Dean of the MUSoD. The identical criteria for and limitations of a grievance to the Academic Appeals Committee apply to an appeal to the Dean. In the absence of extenuating circumstances, procedural error or arbitrary, capricious or discriminatory treatment, the decision of the Committee is final.

The Dean may, at his discretion, appoint an *ad hoc* committee of up to three (3) faculty members to review the grievance appeal. The *ad hoc* committee may, at its discretion, schedule a hearing within ten (10) school days of their appointment with the appealing student, the Associate Dean or others to gather information regarding the appeal. In such cases the Chair of the *ad hoc* committee will notify the parties of the date, time and place of the hearing.

The Chair of the *ad hoc* committee will submit a recommendation to the Dean within five (5) school days of the committee's review. The Dean will take the committee's recommendation under advisement and inform the appealing student of the final decision within five (5) school days.

The decision of the Dean is final and not subject to further appeal.

**TITLE:** Access to Student Records  
**OFFICE:** Office of Academic Affairs

The University policy with respect to the maintenance, inspection, review and disclosure of student education records under the Family Educational Rights and Privacy Act of 1974, as amended (FERPA) is described in detail in *At Marquette* and on the Marquette University web site <[www.marquette.edu](http://www.marquette.edu)>.

A student who wishes to inspect his/her education records is required to complete the *Student Request to Inspect His/Her Education Records* form.

A student who wishes to permit a third party to inspect the student's education records is required to complete the *Permission to Provide Access of Education Records to a Third Party* form.

# STUDENT ACCESS TO EDUCATION RECORDS

Marquette University will make student education records available for review and inspection pursuant to the Family Educational Rights and Privacy Act of 1974, as amended, (FERPA) and the corresponding policy set forth in the *At Marquette* Student Handbook. Subject to restrictions in those policies, such review must generally be permitted within 45 days of the request.

**Education records are maintained at a variety of locations on campus and students must submit separate inspection requests to each appropriate record custodian on campus (see the *At Marquette* Student Handbook for a listing of record custodians).**

\_\_\_\_\_  
Full Name of Student (please print) \_\_\_\_\_  
Student Identification Number

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City State Zip Code

\_\_\_\_\_  
Telephone Number

Request submitted to: \_\_\_\_\_  
Record Custodian/Department

I wish to make an appointment to inspect the following education records (be specific): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Purpose of Inspection: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Signature of Student \_\_\_\_\_  
Date Submitted

\*\*\*\*\*  
**RESPONSE TO STUDENT REQUEST TO INSPECT HIS/HER EDUCATION RECORDS**

To: \_\_\_\_\_  
Name of Requesting Student

Your request to inspect the education records listed above was received on: \_\_\_\_\_

The requested record(s) will be made available for your inspection at the following office: \_\_\_\_\_  
\_\_\_\_\_, on the following date \_\_\_\_\_ and time: \_\_\_\_\_

Note: You must bring a photo ID to inspect your records.

Your request to inspect these education records cannot be granted because: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Record Custodian \_\_\_\_\_  
Date

# THIRD PARTY ACCESS TO EDUCATION RECORDS

Marquette University will make student education records available for review and inspection pursuant to the Family Educational Rights and Privacy Act of 1974, as amended, (FERPA) and the corresponding policy set forth in the *At Marquette* Student Handbook. Subject to restrictions in those policies, such review must generally be permitted within 45 days of the request.

Education records are maintained at a variety of locations on campus and students may be required to submit separate inspection requests to each appropriate record custodian on campus (see the *At Marquette* Student Handbook for a listing of record custodians).

\_\_\_\_\_  
Full name of student (please print)

I, the above-named student, hereby authorize and grant permission to Marquette University to provide access to and/or to discuss any and all education records related to my education at Marquette University School of Dentistry to/with the following person(s):

\_\_\_\_\_  
Name of third party (please print)

\_\_\_\_\_  
Name of third party (please print)

\_\_\_\_\_  
Name of third party (please print)

\_\_\_\_\_  
Signature of student

\_\_\_\_\_  
Date

## *Office Use Only*

Date access provided: \_\_\_\_\_

Access provided by: \_\_\_\_\_

Signature of authorized Marquette employee

\_\_\_\_\_  
Printed name of authorized Marquette employee

**TITLE:** Information Technology Services  
**OFFICE:** Office of Academic Affairs

Marquette University and the School of Dentistry provide electronic resources to students to assist students in the fulfillment of the university and dental school missions. The University's policy on *Acceptable Use of Electronic Resources* is summarized in *At Marquette* and found in its entirety on the Marquette University web page [www.marquette.edu/its/policy/](http://www.marquette.edu/its/policy/).

University electronic resources are to be used for university business. In the case of students, this consists primarily of use for dentally-related educational and research purposes. Students are encouraged to review university policy in this regard and consult with Information Technology Services and Dental Informatics prior to engaging in anything other uses.

**TITLE:** Electronic Communication  
**OFFICE:** Office of the Dean

To ensure widespread, timely distribution of information to students, faculty, administration and staff in the Marquette University School of Dentistry (MUSoD), as well as other communities of interest, electronic communication via the MUSoD web page will be utilized in addition to or *in lieu* of written documents.

Individuals are encouraged to refer to the school's web-based documents as necessary. Electronic documents can be downloaded and printed when paper copies are necessary or desired. Questions regarding web-based documents should be referred to the appropriate office responsible for the posting of the document.

**TITLE:** Notification of Students  
**OFFICE:** Office of Academic Affairs

Notification shall be deemed given following actual receipt via hand-delivery, electronic mail to the student's Marquette e-mail address, or two (2) business days following mailing by first class mail, postage prepaid, return receipt requested to the student's local and/or permanent addresses, as recorded on the student's WINDOW account on the Marquette University computer system. Failure of the student to check e-mail or update local and permanent addresses is insufficient justification to claim delayed notice.

**TITLE:** Posting of Announcements

**OFFICE:** Office of Student Services

Students, faculty and staff in the Marquette University School of Dentistry who wish to post written announcements or advertisements of upcoming events of interest must have prior authorization to do so.

The use of certain bulletin boards are restricted to specific activities or functions, e.g., bulletin boards outside the Office of Student Services, bulletin boards adjacent to the student lounge and bulletin boards adjacent to the group leaders/group coordinators offices in the clinic. Individuals who wish to post material in these locations must do so through the Office of Student Services or group coordinators. Unauthorized material will be removed and discarded.

A number of additional bulletin boards are for general use, e.g., inside the student lounge, above student mailboxes, and other locations throughout the building. Individuals are free to post announcements or advertisements without prior authorization; however, inappropriate or dated materials will be removed and discarded.

Individuals and organizations are specifically requested to not tape announcements or advertisements to any walls in the School of Dentistry, as doing so damages paint and wall coverings. Such announcements will be removed and discarded.

**TITLE:** External Speakers and Presentations

**OFFICE:** Office of Academic Affairs

The Marquette University School of Dentistry (MUSoD) supports the invitation, by students, of extramural speakers to share information and broaden the exposure of students to topics not routinely covered in the predoctoral curriculum, as described in the policy statement on *Freedom to Invite Vendors/Speakers* of the American Student Dental Association (<http://www.asdanet.org/about/policy5.htm#E-1>). Unless specifically stated, use of MUSoD facilities does not imply endorsement or sponsorship of the activity by Marquette University or the School of Dentistry.

Students are required to obtain permission from the Office of Academic Affairs prior to extending any invitation to speak or distribute materials in the School of Dentistry. The Office of Academic Affairs will consult, as necessary, with additional faculty and administrators in the School of Dentistry prior to granting permission to extend any invitation to speak or distribute materials in the School of Dentistry. Students are encouraged to consult with appropriate department chairs and division heads prior to requesting permission to extend an invitation to speakers and companies regarding techniques and products. All promotional material intended for distribution as part of an invited presentation at MUSoD must be reviewed by the appropriate department and administrative office prior to distribution. All room reservations, ordering of food and beverages, audiovisual requirements and similar needs for such activities must be coordinated through the Office of Student Services.

The MUSoD reserves the right to withdraw an invitation to speak that has been extended by students, if the withdrawal of such an invitation is deemed to be in the best interest of the MUSoD.

**TITLE:** Opportunity and Procedure to File Complaints with the  
Commission on Dental Accreditation  
**OFFICE:** Office of the Dean

Each program accredited by the Commission on Dental Accreditation must inform students of the mailing address and telephone number of the Commission on Dental Accreditation. Such information must be distributed at least annually.

The Commission on Dental Accreditation will review complaints that relate to a program's compliance with the accreditation standards. A complaint is defined by the Commission on Dental Accreditation as one alleging that a Commission-accredited educational program, or a program which has an application for initial accreditation pending, may not be in substantial compliance with Commission standards or required accreditation procedures.

The Commission is interested in the sustained quality and continued improvement of dental and dental-related education programs but does not intervene on behalf of individuals or act as a court of appeal for treatment received by patients or individuals in matters of admission, appointment, promotion or dismissal of faculty, staff or students.

A copy of the appropriate accreditation standards and/or the Commission's policy and procedure for submission of complaints may be obtained by contacting the Commission at 211 East Chicago Avenue, Chicago, IL 60611-2678 or by calling 1-800-621-8099 extension 4653.

**TITLE:** Visitors in the School of Dentistry

**OFFICE:** Office of the Dean

The Marquette University School of Dentistry (MUSoD) is an institution that represents many different things to many different people. For some it is a place of employment, for some it is a place to receive an education, and for others it is a place to receive oral health care services. In addition to those people who are normally in the dental school building on a daily basis, e.g., faculty, staff, students and patients, a variety of other visitors have occasions to visit the MUSoD.

All visitors to MUSoD must have a clearly displayed Visitor Badge, available from the Office of the Dean, Office of Clinical Services or any departmental secretary. Individuals who are in the building must have a reason for being in the building and should be escorted if they have a legitimate interest in touring the facility. There should not be any unescorted visitors in the MUSoD at any time. The Office of the Dean will coordinate all tours, except those organized through the MUSoD Office of Admissions. Students are encouraged to have all visitors to the MUSoD check in with the Office of the Dean or other appropriate administrative office upon arrival.

**TITLE:** Room Use in the School of Dentistry

**OFFICE:** Office of the Dean

The Marquette University School of Dentistry (MUSoD) has the unique distinction of being the only educational institution on the Marquette University campus that functions both an educational facility for its students and residents, as well as an ambulatory health care facility for the delivery of patient care.

The School of Dentistry building was designed to specifically meet the curricular needs of the institution. Teaching space limited and occurs in close proximity to patient care activities. For this reason, utilization of existing classroom and laboratory space is restricted to educational activities of the MUSoD.

The priority of space assignment and use for MUSoD activities is as follows:

1. First priority: Required courses in the School of Dentistry. Predoctoral courses take precedence over postdoctoral/resident/graduate courses.
2. Second priority: Elective courses. Predoctoral courses will take precedence over postdoctoral/resident/graduate courses.
3. Third priority: Continuing education lecture and laboratory courses.
4. Fourth priority: External speakers, as approved by the Dean or his designee.
5. Fifth priority: Non-MUSoD-affiliated dental organizations, as approved by the Dean or his designee.

Any exceptions to this policy must be specifically approved by the Dean or his designee prior to actual scheduling of the requested space.

**TITLE:** Eligibility to Participate in Graduation Ceremonies

**OFFICE:** Office of the Dean

Eligibility to participate in Marquette University commencement ceremonies ceremony is governed by policy developed in the Office of the Provost which can be found at

(<http://www.marquette.edu/provost/documents/CommencementParticipationMemorevisedMar2007.pdf>). The following portion of that policy is applicable to the School of Dentistry:

2. Spring Commencement:

- a. Students who are in good academic standing, have met the appropriate graduation application deadline and will complete their degree requirements, including the official recording of any transfer work, by the end of the Spring term will participate in Spring commencement.
- b. Students, who are in good academic standing, have met the appropriate graduation application deadline and will complete their degree requirements, including the official recording of any transfer work, by the end of the Summer term and are pre-registered for those final requirements may participate in Spring commencement.

Eligibility to participate in School of Dentistry commencement ceremonies is governed by policy developed in the School of Dentistry and is as follows:

Students may be allowed to participate in the MUSoD hooding ceremony and graduation luncheon, provided that there is a reasonable expectation that they will successfully complete all of their graduation requirements by the end of the Summer term of the fourth year of the curriculum.

Students for whom there is not a reasonable expectation of completion of all of the published graduation requirements are specifically prohibited from participating in any graduation ceremony of either Marquette University or the School of Dentistry. This prohibition applies to any senior student who is required to enroll in any Fall semester course that is required for eventual graduation.

**TITLE:** Tuition Implications of Delayed Graduation

**OFFICE:** Office of the Dean

Effective with the Class of 2008, students who have not completed all of the published graduation requirements, but are expected to complete such requirements by the end of the Summer term, will be required to enroll in DENT 594 (Extended Clinical Practice) and pay a non-prorated weekly tuition fee of (currently) \$300.00, until such time as all of the published graduation requirements are completed. Additional fees may also be charged, depending on the nature of the remaining requirements to be completed.

**TITLE:** Solicitation of Patients

**OFFICE:** Office of Clinical Services

Patients receive information regarding dental services offered at Marquette University School of Dentistry from a variety of sources, both within the Marquette University community, e.g., Department of Human Resources, undergraduate student orientation, new folks convocation and the greater Milwaukee community, e.g., phone directory listings, county Health and Human Services listings, Medicare Hot Line and direct referrals from community dentists. Information regarding dental services is provided to these agencies directly by the School of Dentistry.

Students do not have the authority to advertise for patients either individually or collectively using the name of Marquette University or the School of Dentistry and are specifically prohibited from doing so.

**TITLE:** Posting of On-Line Curricular Material

**OFFICE:** Office of the Dean

An increasing amount of curricular material is being assigned to students as part of their normal, required course work for graduation from MUSoD. In addition to being necessary for successful completion of required MUSoD courses, such material is frequently addressed on the National Board Dental Examinations and other assessment instruments outside of the School of Dentistry.

In order to facilitate learning of required curricular material, enhance National Board Dental Examination performance and foster a culture of continued competence and life-long learning, Course Directors are required to post all assigned learning materials for their course on D2L. In addition, Course Directors are required to allow students to access such material on D2L until they have graduated from the School of Dentistry.