

Family Educational Rights and Privacy Act

PARENT GUIDELINES

University of the Pacific's Student Records Policy and the Family Educational Rights and Privacy Act (FERPA) provide guidelines for maintaining the confidentiality of students' education records and monitoring the release of information from those records.

Definition of Education Records

Education records are those records directly related to a student and maintained by the University or by a party acting for the University. Examples include: records of grades, coursework, records indicating progress toward a degree and student financial account records.

Parent Rights

Once a student has reached age 18 or is attending the University, all FERPA rights belong to the student. Parent access to education records is allowed when the student provides the University with a signed and dated release specifying the records to be disclosed and the purpose of the disclosure.

Family Emergency Situations

If a parent or other family member needs assistance in contacting a University of the Pacific student in an emergency, he/she should contact the University's Division of Student Life, 209.946.2365. Staff members in that office have systems in place to help families connect with their students under such circumstances.

Public Health or Safety Emergencies

Disclosure of information from education records is allowed under University of the Pacific Student Records Policy and FERPA in connection with a health or safety emergency, if the information is necessary to protect the health or safety of the student or others. To determine if the disclosure is necessary, the University considers factors like the following:

- the seriousness of the threat to health or safety;
- the need for the information to meet the emergency;
- whether the individual(s) to whom the information is released is in a position to deal with the situation; and
- the extent to which time is of the essence.

STUDENT GUIDELINES

University of the Pacific complies with FERPA, which provides students and residents with certain rights, respective to their education records. These rights are defined below. A student or resident's FERPA rights begin when the student or resident registers and attends his/her first class. Students or residents who originally sought admission to one program of study at the University and are denied, but subsequently are admitted and enrolled in a different program of study, have FERPA rights only in their admitted/enrolled program of study.

- Students and residents at Pacific have the right to inspect and review their education records within 45 days of the day a request for access is received. Students and residents should submit a written request stating their desire to inspect their education records to the Associate Dean of Academic Affairs, Office of the Registrar or to the head of the academic school/department where the records to be inspected are stored. Students and residents at Pacific have the right to request amendment of their education record, if the student or resident believes the record is inaccurate with respect to fact. Students and residents must submit such requests in writing to the University official responsible for the record.
- Students and residents at Pacific have the right to prevent disclosure of personally identifiable information contained in their education records, except to the extent that FERPA authorizes disclosure with student or resident consent ("directory information").
- Students and residents at the University have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA.

For more information on FERPA visit bit.ly/pacificFERPA

Emergency Procedures

Campus emergencies can be man-made or natural. They happen quickly and allow little time for preparation. Please place the Department of Public Safety's telephone number in your cell phone contact list. Members of the campus community should refer to the Pacific Emergency website at bit.ly/pacific_emergencyresponse where you can learn more about emergency response. Preparation is the key to minimizing the impact of any emergency.

Public Safety

Non-Emergency 209.946.2537
EMERGENCY 209.946.3911

PacificCONNECT

University of the Pacific has implemented a campus emergency notification system, named PacificCONNECT, which will allow the Office of Public Safety and other key administrators to send time sensitive notifications via voice, e-mail and text messaging.

In the event of an emergency on or near campus, the Office of Public Safety or key administrator will send a voice and/or text message that will be distributed immediately through PacificCONNECT, notifying those registered with appropriate information about the emergency. Emergency notifications will be limited to such things as severe weather alerts, emergency building concerns, intruders or life/safety events. The system will be tested periodically throughout the year.

How to register for emergency notification:

- Go to insidepacific.pacific.edu
- Enter your PacificNet ID and password.
- Go to Administrative tab.
- Find the "Pacific Connect" module.
- Select "Update your profile for Emergency Notifications."
- Verify existing information. If changes are needed, enter changes. Update any emergency contact information. Remember you can register up to nine voice phone numbers and two email addresses or text messages for emergency notification.
- Do not fill in the "International Access Code and Phone Numbers" as the system will not accept it. Do not enter on-campus numbers beginning with the prefix (in Stockton – area code 209- restricted prefixes – 946 and 932. In Sacramento– area code 916 – restricted prefixes - 340,453,733 and 739. In San Francisco – area code 415 – restricted prefixes 351, 729 and 749).
- Review your changes. By clicking "Save" you're acknowledging that the information you've provided is "knowingly" accurate and providing false information will jeopardize your safety and can lead to disciplinary action.
- If no changes are needed, click "Exit."
- When finished, click the "Save" button. Your information will be validated and you will receive a success message. Click "Exit."

Campus Safety

Providing a safe and secure environment is our highest priority. Pacific is one of only two private universities in California whose officers have full police officer authority, giving them the ability to focus on keeping us safe, 24/7.

In addition to the campuses, Public Safety has jurisdiction to patrol and police specific off-campus areas, which include residential neighborhoods that are highly populated with students. Through the department's strategic approach to campus safety and the outstanding work of our officers, Pacific's crime statistics are among the lowest of our peer institutions.

STRIPE Campus Escort

Get escorted from point A to point B anywhere on campus. To request, text 209.624.8747 and give your name, location, number in party and destination.
7 days a week | 6 p.m. - 2 a.m.

Campus Shuttle

An easy and safe way to travel across campus at night.
Thursday, Friday, Saturday | 6:30 p.m. - 2 a.m.

Personal and Property Safety

There are positive things you can do to reduce the risk of becoming a victim of personal or property crimes. The following are some suggestions:

- Make sure your room/office doors are locked at night and when unattended;
- Mark all valuable personal belongings;
- Fill out a Property Identification Form and keep it in a safe place;
- Your personal property should be insured against theft or casualty loss;
- Do not prop open exterior doors for convenience of access - it can compromise the safety of other occupants within the building;
- Walk and jog with friends if you choose to exercise in the early morning hours or after dark;
- Heed your instincts and don't take unnecessary risks;
- Report all suspicious circumstances or persons to Campus Public Safety or the police;
- Report all crimes, no matter how minor or insignificant. If you have been victimized, call Campus Safety. If they not able to help, they can refer you to the people who can.

For more information on campus security visit bit.ly/pacificcampussecurity

UNIVERSITY OF THE
PACIFIC

Thomas J. Long
School of Pharmacy

Parent and Family
**RESOURCE
GUIDE**



Welcome to the Pacific Family!

This is an exciting time for your family as your student moves forward with their dream of pursuing a career in pharmacy. Families are an important part of the Pacific community. The faculty and staff look

forward to working with you, so that together we can support your student and help them reach their full potential academically and beyond.

— Rae R. Matsumoto, PhD

Dean, Thomas J. Long School of Pharmacy

Mission

The mission of the Thomas J. Long School of Pharmacy (the School) is to prepare students for lifelong success in health careers by providing an excellent, student-centered learning environment. We aspire to develop leadership skills in our students and a strong commitment to their professions, to interprofessional collaboration and to society. These efforts are assisted by linkages across University of the Pacific's professional and liberal arts programs. We support outstanding professional and graduate teaching, research and other scholarly activity, and services as a means of achieving our mission.



Doctor of Pharmacy Program

Our innovative eight-semester doctor of pharmacy (PharmD) curriculum exposes students to the pharmaceutical, administrative, social, behavioral and clinical sciences aspects of this field. From their very first semester, they'll develop clinical and patient-care skills — both are integrated throughout the course work. They will also gain clinical experience, in a wide variety of settings, that will provide them with a foundation of practical training. To continue Pacific's legacy of innovation, we have launched an updated curriculum. We have intentionally integrated active learning techniques in our courses to help our students gain the knowledge and skills needed to become a well-rounded, highly competent health care provider. Learn more at pacific.edu/pharmdcurriculum

Academic Affairs

The Office of Academic Affairs serves as the primary resource for academic, assessment and registration services. Its primary responsibilities involve:

- Oversight of the doctor of pharmacy program.
- Coordination and oversight of academic advising, registration, student records, academic standards, leaves of absence, course schedules and academic calendars.
- Liaison to University offices and committees which affect pharmacy students and academic affairs.

Learn more about the PharmD program at bit.ly/pharmdprograminfo

Eric G. Boyce, PharmD

Associate Dean for Academic Affairs
209.946.3144 | eboyce@pacific.edu

Office of Academic Success and Instructional Support (OASIS)

OASIS provides Pacific pharmacy students with assessment and training opportunities that will enhance their abilities to develop personal learning strategies and other skills that will assist them in achieving academic and lifelong career success.

Mark Stackpole, MA, EdD

Director, OASIS
209.946.2534 | mstackpole@pacific.edu

Office of Professional Programs

The Office of Professional Programs serves as the primary resource for the pharmacy experiential education which is one-third of the doctor of pharmacy program. Its primary responsibilities involve:

- Coordination and oversight of the pharmacy experiential education for both the Introductory Pharmacy Practice Experience (IPPE), semesters 1-6, and Advanced Pharmacy Practice Experience (APPE), semesters 7-8.
- Pharmacy preceptor and site development and assessment.
- Liaison to the Board of Pharmacy for Intern Pharmacist and Pharmacist licensure.

Allen Shek, PharmD

Associate Dean of Professional Programs
209.946.3157 | ashek@pacific.edu

Learn more about experiential education at go.pacific.edu/pharmd-experiential

Student Affairs and Organizations

The Office of Student Affairs and Organizations serves as the center for student life at the School. Its primary responsibilities involve:

- Student professionalism and conduct code.
- Student organization activities, career services and oversight of student scholarships and awards.

The School is home to award-winning professional student organizations and committees. The student leadership is made of patient-care committees, professional pharmacy organizations and professional pharmacy fraternities.

Marcus C. Ravnan, PharmD, FCSHP, FASHP

Associate Dean for Student Affairs and Enrollment Management
209.946.2826 | mravnan@pacific.edu

Pharmacy Student Handbook and Tiger Lore

Tiger Lore contains the student honor code of conduct. Students are responsible for reading and abiding by the established policies and procedures contained in the Tiger Lore. Learn more at bit.ly/pacifictigerlore

PacificCard

The PacificCard is a student's multipurpose identification card also known as a PacificID. Students will be required to wear this card above the waistline while on the Thomas J. Long School of Pharmacy campus. They will also use this card to access numerous campus facilities, including residence halls, the library and athletic events. The PacificCard is also used for meal plans and other on-campus services.

PacificCash

PacificCash is a pre-paid debit account linked to your PacificCard that is used for a variety of things including laundry, purchasing food and utilizing the copy machines in the library. Students can add PacificCash by visiting the PacificCard office or online at bit.ly/PacificCash

Enhanced Student Experience

The generosity of our donors helps us attract a strong, diverse student body and ensures their continued success. In addition to scholarships, donors provide experiences for our students beyond the classroom. Gifts to the School also support opportunities for students to connect with our powerful network of alumni.

Travel Grants

Through the generosity of our donors, students are able to attend state and national events where they have access to seminars on career guidance, leadership skills and professional development. They may also interact with professionals with diverse specialties and experiences.

Outreach and Networking

Our students have access to the depth of knowledge and breadth of resources of our alumni family through receptions that bring alumni and students together. We host regional receptions held in conjunction with annual state and national professional association conferences.

Nancy L. DeGuire, PharmD, FACA

Associate Dean for External Relations
209.946.2752 | ndeguire@pacific.edu

THOMAS J. LONG SCHOOL OF PHARMACY

Academic Affairs 209.946.7644

Dean's Office 209.946.2561

Professional Experiential Programs 209.946.7754

Student Affairs & Organizations 209.946.2528

DEPARTMENTS

Accounts Payable 209.946.2156

Alumni Relations 209.946.2391

Baun Fitness Center 209.946.2811

Cashier (Finance Center) 209.946.2040

Financial Aid 209.946.2421

PacificCard 209.946.2273

Pharmaceutics and Medicinal Chem. 209.946.2201

Pharmacy Practice 209.946.2491

Physiology and Pharmacology 209.946.2487

Registrar 209.946.2135

Services for Students with Disabilities 209.946.3221

Student Accounts 209.946.2517

Student Loans 209.946.2446

Victim's Advocate Emergency 209.403.0250

Women's Resource Center 209.946.7707

PACIFIC HEALTH CENTER

Counseling Services 209.946.2315 ext 2

General Health Services 209.946.2315 ext 1

Insurance Services 209.946.2027

PUBLIC SAFETY

Non-Emergency 209.946.2537

EMERGENCY 209.946.3911

