Course Purpose:
This course will provide a basis for the rational understanding of applied clinical pharmacology and therapeutics. This course will prepare the student to explain to practitioners and patients pharmacology concepts such as log dose response curves, population drug response curves, and receptor binding and regulation. This knowledge will also prepare students to better understand mechanism of action of new medications as they come on the market in the future.

Course Faculty and Office Hours

**Teaching Partnership Leader:** Dr. J. Peris  
Email: peris@ufl.edu  
Office: P1-29  
Phone: (352)273-7688  
Office Hours: by appointment

**Teaching Partners:**  
Dr. R. Moorman-Li  
Email: moorman@cop.ufl.edu  
Office: Jacksonville campus  
Phone: (904) 244-9590  
Office Hours: by appointment

Kayla Lien, Pharm.D.  
Email: yitinglien@ufl.edu  
Office: Orlando Campus  
Phone: (407) 313-7031  
Office Hours: by appointment

**Academic Coordinator**  
Julie Thomas  
Email: julie.thomas@ufl.edu  
Office: HPNP 4309  
Phone: 352-273-6284  
Office Hours: by email and appointment
This Course Will Prepare You to Perform the Following Activities Which the Public Entrusts a Pharmacist to Perform:

EPA A2. Interpret patient data and identify medication-related problems.

Course Objectives
Pharmacology is the unified study of the properties of drugs and all aspects of their interaction with living organisms. This course is designed to introduce the student to mechanisms of drug action. By the end of this course, the student will be able to:

1. Define pharmacokinetics and pharmacodynamics and explain the differences between these two processes.
2. Define the concept of rational drug use and practice evaluating examples of rational drug use.
3. Describe the processes for determining the mechanism of action of a drug.
4. Explain the difference between EC50 and Emax and the importance of these terms in evaluation of dose response curves.
5. Discuss how dose-response curves can predict molecular, cellular, physiologic and behavioral characteristics of a drug’s action.
6. Demonstrate the ability to compare dose response curves in relation to potency, slope, variability and efficacy.
7. Compare the potency and efficacy of multiple dose response curves and anticipate the differences in mechanism of actions of the given drugs.
8. Evaluate the slope differences in dose response curves and explain the importance of a steep, shallow, and normal slope curve.
9. List factors contributing to variability.
10. Describe the importance of understanding cellular and/or molecular mechanism of drug actions and the relationship between receptor occupancy and biologic action.
11. Explain the difference between ED50, TD50, and LD50.
12. Calculate the Certain Safety Factor and Therapeutic index and explain the meaning of these results in determining if a drug is safe or unsafe.
13. Describe the law of mass action and relate this to the drug’s mechanism of action.
14. Classify a drug’s activity based on intrinsic action including full agonist, partial agonist, inverse agonist, and antagonist.
15. Describe the difference between a competitive and noncompetitive antagonist.
16. Quantify the degree of receptor occupancy by a drug based on receptor affinity and drug concentration.
17. Draw correlations between drug affinity for a receptor population and drug potency for causing a specific molecular cellular, physiological or behavioral effect.
18. Use this information to help maximize therapeutic benefits and minimize undesirable side effects of a drug.
19. Demonstrate the ability to interpret dose response curves in specific given examples.
20. Describe the process of receptor regulation under conditions of under and over stimulation as well as list alternative mechanisms that contribute to drug tolerance and sensitization.
21. Describe conditions when the Law of Mass action is not followed (spare receptors, receptor cooperativity).
Pre-Requisite Knowledge and Skills
A working knowledge of human anatomy, physiology and some aspects of pathophysiology are required. An understanding of the concepts covered in the previous medicinal chemistry course is expected.

Weekly Course Outline

**LECTURE.** Each lecture consists of 50 min “live” lecture covering reading assignments and lecture notes. It is strongly suggested that all students in Gainesville attend the live lectures so as to foster student-lecturer interactions which makes for a more interesting and dynamic lecture video.

**Team-based Learning Sessions.** Students will be assigned to the same small teams as for Pathophysiology and Patient Assessment 2. During the session, students will complete an individual closed book quiz at the beginning of class (iRAT) followed by a team-based version of the same quiz (tRAT). The rest of the TBL session will consist of application exercises designed to support and expand the concepts from that week’s lecture material. In some cases, there will be extra short review videos posted on line a for that week’s TBL session. Students are expected to communicate with their groups about this material to be prepared for the application exercises. During the application exercise, students in each group will be randomly called on to assure full attendance at the TBL sessions.

<table>
<thead>
<tr>
<th>Week</th>
<th>Live Lecture Times in GNV</th>
<th>TBL Sessions, Online Sessions and Exams</th>
<th>Instructor</th>
<th>Learning Objectives</th>
<th>Learning Activities/Topic</th>
<th>Contact Hours</th>
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<tbody>
<tr>
<td>Wk 1 Jan 14-21</td>
<td>1-14 (Th) 3:00-3:50pm</td>
<td>1-21 (Th) 8:30 – 10:00am (JAX &amp; GNV teams 1-10)</td>
<td>Peris</td>
<td>1-3</td>
<td><strong>Live/Online Lectures</strong>&lt;br&gt;Module 1: Introduction and Rational Drug Use&lt;br&gt;Introduction to pharmacology&lt;br&gt;• Pharmacokinetics vs pharmacodynamics&lt;br&gt;• Pharmacogenomics&lt;br&gt;• Toxicology&lt;br&gt;• Rational use of drugs</td>
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<td>1-15 (F) 3:00-3:50pm</td>
<td>1-21 (Th) 10:40am – 12:10pm (ORL and GNV teams 11-20)</td>
<td>Moorman-Li.</td>
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<td><strong>In-Class Activity</strong>&lt;br&gt;TBL session 1</td>
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<td>Wk 2 Jan 22-28</td>
<td>1-21 (Th) 4:05 – 4:55pm</td>
<td>1-28 (Th) 8:30 – 10:00am (ORL &amp; GNV teams 11-20)</td>
<td>Peris</td>
<td>4-12</td>
<td><strong>Live/Online Lectures</strong>&lt;br&gt;Module 2: DRC and Variability in Drug Response&lt;br&gt;• Characteristics of dose response curves&lt;br&gt;○ Potency&lt;br&gt;○ Efficacy&lt;br&gt;○ Slope</td>
<td>2 hrs</td>
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<td>Wk 3</td>
<td>1-29 (F) 3:00 – 3:50pm</td>
<td>1-28 (Th) 10:40am – 12:10pm (JAX and GNV teams 1-10)</td>
<td>Moorman - Li</td>
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<td>Jan 29 – Feb 4</td>
<td>2-2 (Tu) 4:05 – 4:55pm</td>
<td>2-4 (Th) 8:30 – 10:00am (JAX &amp; GNV teams 1-10)</td>
<td>Moorman - Li. Peris</td>
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<td>2-4 (Th) 10:40am – 12:10pm (ORL and GNV teams 11-20)</td>
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<td>Module 3: Law of Mass Action and Intrinsic activity</td>
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<td>- Criteria for receptor-mediated effects</td>
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<td>- Medications which do not act via receptors</td>
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<td>Assessing intrinsic activity of drugs using dose-response curves</td>
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<td>In-Class Activity</td>
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<td>TBL session 2</td>
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<td>Wk 4</td>
<td>2-3 (W) 3:00 – 3:50pm</td>
<td>2-11 (Th) 10:40 – 12:10pm (ORL and GNV teams 11-20)</td>
<td>Peris</td>
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<td>Feb 9 - 11</td>
<td>2-9 (T) 3:00 – 3:50pm</td>
<td>2-11 (Th) 10:40 – 12:10pm (ORL and GNV teams 11-20)</td>
<td>Moorman - Li. Peris</td>
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<td>2 hrs</td>
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</table>
Textbook
Note packets, problem sets and patient cases will be made available on Canvas and in TBL packets.

**Student Evaluation & Grading**

<table>
<thead>
<tr>
<th>Assessment Item</th>
<th>Points</th>
<th>Grade Percentage</th>
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</thead>
<tbody>
<tr>
<td>TBL (5) iRAT</td>
<td>50</td>
<td>17%</td>
</tr>
<tr>
<td>TBL (5) tRAT</td>
<td>100</td>
<td>33%</td>
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<tr>
<td>Comprehensive Final Exam</td>
<td>150</td>
<td>50%</td>
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<tr>
<td><strong>Total</strong></td>
<td>300</td>
<td>100%</td>
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</tbody>
</table>

**Grading Scale**

- > 92.5% A
- 89.5-92.4% A-
- 86.5-89.4% B+
- 82.5-86.4% B
- 79.5-82.4% B-
- 76.5-79.4% C+
- 72.5-76.4% C
- 69.5-72.4% C-
- 66.5-69.4% D+
- 62.5-66.4% D
- 59.5-62.4% D-
- < 59.4% E

**Rounding of grades:** Final course grade will only be rounded up if the decimal is 0.5 or higher.

**Student Conduct:** It is expected all students will conduct themselves in a professional manner at all times. It is also expected that students will stay current and view lectures in a timely manner. All members of a team are expected to contribute equally. Part of the skills required for doing well in this course is based on your ability to work in a team and communicate effectively with all team members to ensure equal division of work.

**Class Attendance Policy**

**Policy Across All 1PD-3PD courses:**
Class attendance is mandatory for team-based learning sessions. Student attendance may be excused by the Teaching Partnership Leader in the following situations: documented illness, family emergencies, religious holidays, and other reasons of serious nature. Conflict with work schedules is an unexcused absence.

Requests for excused absences MUST be made by an email to the Academic Coordinator and Dr. Peris prior to the scheduled session. The student is responsible for follow up, confirming whether the
absence is excused or unexcused, and scheduling the make-up ORAL quiz. The Teaching Partnership Leader and your campus specific director must be CCD in this communication. The following format is recommended:

To: Academic Coordinator and Campus Course Facilitator  
CC: Teaching Partnership Leader and your specific campus director  
Subject: PHA XXXX – Excused Absence request  
Dear Prof. ___________.  
Professionally and politely request an excused absence.  
Explain the nature of conflict and rationale for receiving an excused absence.  
Thank the faculty member for their consideration of your special request.  
Salutation,  
Type in your full name and last 4 digits of UF-ID #, and Campus Name

Failing to follow this policy will render the absence not excusable. A request for an "excused absence" does not guarantee acceptance. No precedence can be drawn from any courses in the College of Pharmacy or any other college within University of Florida.

Makeup assignment(s) can be made for any excused absence(s) and must be scheduled by the student on the Oral Make-up day during exam week. If the situation leads to missing multiple class sessions and makeup becomes difficult, the student and Teaching Partnership Leader will meet with the Associate Dean of Student Affairs to explore options such as a remediation plan or course withdrawal.

Class attendance requires full engagement of activities and discussions. The following are unacceptable during class: 1) read non-course related materials that are either in hard-copy or web-based, 2) study for other courses, 3) use a laptop for activities that are not course-related. Class participation will be reduced in such situations.

Please refer to the University Attendance Policy at https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx

**Additional Policy Specific to This Course:**

For the five in-class discussion sessions, attendance is mandatory. Failure to attend class or engage in these sessions will result in deductions in the participation proportion of the course grade, as well as adverse effects on the readiness assessment test portion of the course grade (i.e., a zero on the iRAT and tRAT for that module). Readiness Assessment Tests can only be made up as an oral exam with Dr. Peris on the scheduled Make-up date during exam week.

**Quiz/Exam Policy**

**Prior to Exam**

Policy across All 1PD-3PD courses:
1. The student must download the exam within 48 hours prior to the scheduled test time as directed by the Academic Coordinator/Teaching Partner. The exam must be downloaded onto a laptop/device that meets the Pharm.D. student computer requirements. The exam is
downloaded as an encrypted file and requires a password that will be provided by the proctor just before the exam begins.

2. If the exam is not downloaded ahead of time and you have to download the exam during the scheduled testing time, you will not be provided extra time. You have to stop the taking the exam at the same time as all other students.

3. Students are responsible for familiarizing themselves with the Examsoft software and procedures prior to taking an exam. Instructional resources are available to become familiar with Examsoft.

4. Students are responsible for having a fully charged battery and internal clock with the correct date and time.

**During the Scheduled Exam/Quiz Time**

**Policy across All 1PD-3PD courses:**

1. Students must arrive and be seated promptly to be eligible to take the exam. **Students who arrive late for the exam will not be allowed to start the exam if they are more than 30 minutes late or if another student has left the room after seeing the exam.**

2. No talking or other disruptive behavior during the distribution or taking of the exam/quiz.

3. This course does not allow calculators.

4. Nonessential materials (including cell phones) are NOT allowed at the student’s desk during examination periods. Please leave all nonessential materials outside of or in the front of the examination room.

5. Other exam rules may be instituted during the progression of the course.

6. Once the exam commences, students may not leave the room without first turning in the exam. Once the exam is turned in, the examination period for the student is considered complete and the student must leave the examination room. If there is urgent need to use the restroom, the Proctor will provide guidance.

7. **Failure to follow exam/quiz rules may be considered as evidence of academic dishonesty.**

8. Students are required to show the proctor the yellow exit screen before leaving the exam room.

**Additional Policy Specific to This Course:**

No calculators are permitted during exams or iRATs/tRATs.

1. Students who are late for an iRAT may begin the iRAT when arriving, but will have to complete the iRAT before the allocated time for the class for completing the iRAT is over. Additional time will not be granted.

**After the Exam**

**Policy across All 1PD-3PD courses:**

1. Students are required to upload the encrypted exam file within 24 hours of completing the exam to the SofTest website.
   a. If the encrypted file is not uploaded within 24 hours, the student’s exam score will be reduced by 10%.

2. Graded exam appeals
   a. Following release of the exam grades, the student has 3 business days to contact the Facilitator and Teaching Partner to clarify questions and appeal any possible grading errors. For courses that accept exam question appeals, see course specific information below.
Additional Policy Specific to This Course:

1. Exam question appeals (rebuttals) are not allowed.

Make-up Quizzes/Exams
Policy across All 1PD-3PD courses:
Makeup exams are given only under special circumstances. If the student is unable to take a scheduled examination, the Teaching Partnership Leader and Academic Coordinator must be notified before the examination. In addition, a written letter of explanation, requesting that the absence from the exam be excused, must be presented before the exam or immediately afterwards. An excused absence is allowable when: 1) the student is hospitalized and/or has been advised by a licensed medical practitioner or hospital not to attend the exam, or 2) if there is a documented death of an immediate family member. All excused absences will be considered on an individual basis by the Teaching Partnership Leader. For unusual situations (e.g., wedding that was planned before admission), the faculty member will communicate with student affairs.

Depending on the decision, a comprehensive exam may be given, which will contain material from all previous exams. The questions on the makeup exam may be in the form of essay, short answer, or multiple-choice. With the exception of highly extenuating circumstances, failure to follow the prescribed procedures or failure to attend the announced comprehensive examination will result in a grade of zero for that exam. A request for an "excused absence" does not guarantee acceptance. No precedence can be drawn from any courses in the College of Pharmacy or any other college within University of Florida.

The makeup exam must be taken within one-week of the missed exam. In extenuating circumstances (e.g., hospitalization, faculty availability), the instructor may arrange an alternate deadline for the exam.

Additional Policy Specific to this Course:
Make-up readiness assessment tests are not offered. The lowest iRAT and tRAT grades will be dropped.

Policy on Old iRATs, Quizzes, Exams and Assignments
Old iRATs, Exams and assignments are not provided.

General College of Pharmacy Course Policies
The following policies apply to all courses in the College of Pharmacy and are available on the COP website:

University Grading Policies
Please visit the following URL to understand how the University uses the course grade to compute your overall GPA: https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx

Concerns, Appeals, and Complaints
Students who have concerns about their evaluation of performance and/or student-faculty relations should review the Student-Faculty Handbook for guidance. The Student-Faculty Handbook also outlines the chain of command for any appeals and/or complaints.
**Academic Integrity Policy**

Students are expected to act in accordance with the University of Florida policy on academic integrity (http://www.dso.ufl.edu/scrr/honorcodes/honorcode.php). This Honor Code specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obliged to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult the course’s Teaching Partnership Leader.

Students are also expected to abide by the UF Honor Code.

The following is the UF Honor Pledge:  *We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity by abiding by the Honor Code.*

On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied:  *"On my honor, I have neither given nor received unauthorized aid in doing this assignment."*

**Psychomotor and Learning Expectations**

Psychomotor expectations relate to the ability to meet the physical demands of the pharmacy curriculum. Physically impaired students and students with learning disabilities such as hearing impairment, visual impairment, dyslexia or other specific learning disabilities such as sensory deficit or sensory-motor coordination problems should cooperate with the faculty and staff in addressing these problems in order to meet academic standards.

**How to Request Learning Accommodations**

Students with disabilities are strongly encouraged to register with Disabled Student Services in the Office for Student Services (P202 Peabody Hall) and it is recommend this be accomplished prior to starting the course.

- Students requesting classroom accommodation must first register with the Dean of Students Office. The Dean of Students Office will provide documentation to the student who must then provide this documentation to the Instructor when requesting accommodation.
- Please visit the following URL for more information:  http://www.dso.ufl.edu/drc

*Please note that you must arrange for accommodations in advance; grades cannot be retroactively changed*

**Faculty and Course Evaluations**

Students are expected to provide feedback on the quality of instruction in every course based on 10 criteria. These evaluations are conducted online at https://evaluations.ufl.edu. Evaluations are typically open around mid-semester and need to be completed by the established deadline. Summary results of these assessments are available to students at https://evaluations.ufl.edu.
Computer and Other Technology Requirements
Students are required to meet the following computer and technology requirements:
http://pharmacy.ufl.edu/education/student-affairs/admissions/student-computer-requirements/

ExamSoft® is used for administration of exams and students are required to follow the procedures that are established for exam administration. Students must bring a laptop to class to complete exams and this laptop must meet the computer and technology requirements established by the College. These technology requirements require a backup battery with at least 2 hours of life. Students must also complete mock exams prior to the actual exam to assure that all computer features are supported by ExamSoft®.

Expectations In Class and Other Learning Activities
Students are expected to:
- Be diligent and timely in studying the course material.
- Be on time for class sessions, quizzes, and exams.
- Be prepared for group discussions and conference calls.
- Do your own work.
- Actively collaborate with peers when assigned to groups.
- Inform the course coordinator about an absence from an exam or other assigned class activity at least 24 hours prior to the event.
- Dress appropriately for class sessions or clinically related activities.
- Turn off cell phones and other electronic communication devices during a class session or phone conference.
- Be quiet during class sessions including peer presentations.
- Be focused and avoid distracting behaviors in class.
- Appropriately use the computer in class, i.e., do not be looking at unrelated information on the web site during class.
- Participate in class or group discussions.
- Raise one’s hand to be recognized before making a comment during a class session.
- Be respectful to the teacher.
- Be respectful to fellow students in discussions.
- Be courteous, respectful, and civil when using discussion boards.
  - Focus on the course learning activities; it is not respectful to study for other coursework during the class session.
- Address faculty with the appropriate title and name, i.e., Dr. (last name) or Professor (last name).
- Address concerns about performance or course material directly with the course coordinator, facilitator, or teaching assistant.
- Seek assistance with academic or personal difficulties as soon as possible.

Communications
Discussion Board Policy
The purpose of the discussion board is to provide a venue for you to enhance your learning. This is accomplished by having a thread for each module where you can post questions to the course coordinators. (A thread is a single link that is devoted to a topic.) The discussion board is also a place where your instructors may post virtual cases for you to work up.
Such interaction on the discussion boards with the instructors will allow you to clarify your questions and apply what you are learning in other parts of the course. The goal of these discussions is to help you learn.

**Students Netiquette on the Discussion Board:**

1. Post your comment on the correct discussion thread. If you have a question about A1 (Unit A - Module 1), post it in the discussion thread for A1 and not the B1 thread.
2. The discussion board is not a place to complain. Complaints should instead be directed directly to the instructor via email. This allows the primary course coordinator to quickly address your concern without causing distraction to other students who have limited time and want to focus on learning.
3. Use "netiquette." If you have never learned "netiquette" - please visit the following URL: [http://www.albion.com/netiquette/corerules.html](http://www.albion.com/netiquette/corerules.html). If you follow the rules of netiquette described in this URL, you will avoid posting an embarrassing or inappropriate comment.
4. The discussion board has been designed to allow you a place to ask further questions on the material to clarify any confusion, gain a deeper understanding of the material, or ask general course questions. A question you might see on a discussion board is “What do I need to study for the exam?” Please reflect on how this question can be perceived by your lecturing faculty as well as your fellow classmates. Rewording the question to address a specific topic would be more appropriate. For example, “Dr. XX, you listed numerous side effects for drug XX on slide XX. Of those, what are the most relevant that we could expect to occur and monitor for in clinical practice?” The type of material that is covered in these classes is material that is important for patient care. All of this material is important. There are variations in courses, but please make use of your syllabus since there might be guidance on how to prepare for various exams in your classes.
5. In most situations, lectures are released as planned by the course coordinators. Clarifying at the beginning of a semester on the planned release date/time, if not posted in the syllabus, is appropriate. Continual posts on the discussion board on weekly basis can become overwhelming for the course coordinator as well as your fellow students.

**Faculty member Response Time:**

1. The Course Coordinators/instructors will work to respond to postings within 24 hours of the posting between Monday and Friday 12N. Responses on weekends and holidays will be sporadic. (On weekends when assignments are due, students are advised to post questions before 12Noon on Friday.)

**Email Communications:**

1. When communicating with faculty via email, the subject line needs to include the course number & title.
2. At the end of the email, in addition to listing your name, list your academic year and campus/site.

**Question/Answer sessions in live class sessions:**

Time is usually reserved at the end of the class for questions regarding the material to clear up any confusion or expand on material covered in the particular section. This is a valuable time for all students and since time is limited, the questions should focus on the topics at hand. Questions such as,
“What material will be covered on an upcoming exam?” or, “Do we need to know dosing for the exam?” are inappropriate during this time period. In our profession, all material is important. However, if this question does need to be asked, please consider using the discussion board to clarify any specific exam questions.

Religious Holidays
Please see the University policy on attendance and religious holidays:

Counseling and Wellness Center
Students who are experiencing issues and events that could adversely affect academic performance and personal health should be encouraged to meet with the course coordinator or facilitator or appropriate administrator for guidance. Students in the Gainesville area may contact the UF Counseling and Wellness Center for Gainesville students (352-392-1575; http://www.counseling.ufl.edu). Students outside the Gainesville area may obtain similar contact information from the campus/program administrator.

Emergencies
Call the University Police Department for emergencies: 392-1111 or 9-1-1

Student Crisis
Students who are experiencing issues and events are also encouraged to contact their local crisis center. For Alachua County the Crisis Center number is 352-264-6789; for Jacksonville and Duval County 904-632-0600 and toll free for Northeast Florida at 1-800-346-6185; for Orlando 407-425-2624; and, for St. Petersburg 727-344-5555 and Tampa 211 or 813-234-1234.

The following national call numbers are also available for students who reside outside of the main COP campuses: a) 1-800-273-8255, and b) 1-800-784-2433.

How to Access Services for Student Success
Students who need guidance for course success or who are having academic difficulty should contact their advisor/facilitator or Campus Director/Senior Associate Dean for assistance.

Faculty Lectures/Class Activities/Presentations Download Policy
Photography, Audio-visual recording, and transmission/distribution of classroom lectures and discussions is prohibited unless there is expressed written permission. Recorded lectures and class sessions are authorized solely for the purpose of individual or group study with other UF College of Pharmacy students enrolled in the same class. Such recordings may not be reproduced, shared, or uploaded to publicly accessible web environments. Students who do not adhere to this policy will be considered to be breeching COP copyrights and/or FERPA law.
Appendix A. Faculty and Staff: Who to Contact

Academic Coordinator:
1. Questions about dates, deadlines, meeting place
2. Availability of handouts and other course materials
3. Assignment directions
4. Questions about grade entries gradebook (missing grades, wrong grade)
5. Assistance with ExamSoft®

Teaching Partnership Leaders
1. Issues related to course policies (absences, make up exams, missed attendance)
2. Questions about grades
3. Concerns about performance
4. Guidance when there are performance problems (failing grades)
5. General questions about content

Other Teaching Partnership Faculty Members
1. Questions about specific content

Technical Support:
Contact the College of Pharmacy MediaHelp Desk for assistance with course-related technical issues (e.g., Canvas access, video access, printing of documents). The MediaHelp Desk may be reached via the following:

**Phone:** 352-273-6281 (9am-4PM ET)

**Email:** mediahelp@cop.ufl.edu (response is delayed outside of M-F 9AM-4PM ET)

Contact the University of Florida Computing Help Desk for addresses issues related to:
1. Gatorlink accounts
2. Gatorlink email
3. myUFL
4. ISIS

**Phone:** (352)-392-4357