Student Handbook

ECU SCHOOL OF DENTAL MEDICINE

Updated October 2021
Welcome to the ECU School of Dental Medicine!

The guidelines and procedures outlined in this Handbook are designed to enhance your progress and help create balance in your student life. The Office of Student Affairs at the ECU School of Dental Medicine is dedicated to supporting the success of all students throughout the curriculum. If you have any questions that are not answered by this Handbook, please feel free to come by our office and speak with us.
Welcome from the Dean

On behalf of our faculty, staff, students and residents, I would like to welcome you to the East Carolina University School of Dental Medicine. This milestone in your professional journey is marked by a transition from undergraduate student to dental student, from learning with a goal of gaining acceptance to dental school to learning with a goal of gaining the knowledge, skills and experience to improve oral health by serving others — our patients and members of underserved communities across the State of North Carolina.

East Carolina University has a distinguished history of serving the region, initially as a teachers’ college and more recently as an emerging research institution that is committed to its vision of leadership, service and regional transformation. As a university, ECU has steadfastly adhered to its motto, Servire (To Serve), and we believe our dental school embodies that spirit.

ECU is the third largest university in the sixteen campus University of North Carolina system. It is located in the Coastal Region of our state and has an enrollment of nearly 29,000 students, has in excess of 165,000 living alumni and over 5,800 Faculty and Staff. Our School of Dental Medicine is the newest professional school on campus and along with the Brody School of Medicine, the College of Nursing and the College of Allied Health Sciences shares a common focus of primary care for the rural and underserved areas of the state.

This Student Handbook was developed with your success in mind. Please take a few minutes to familiarize yourself with the Handbook and use it as a guide. It will be a tremendous resource to you now and in the future, if you take the time to read it and refer to it. If you find areas that may be missing or need to be improved, please let us know because we want this to be a reference source for you throughout your dental school career.

Again, welcome to the ECU School of Dental Medicine. We are delighted you are joining us for a remarkable four-year journey. It is our collective goal to help you succeed and enjoy your dental school experience and ultimately serve the people of North Carolina.

Best wishes for your success!

Greg Chadwick, DDS, MS
Dean
The predoctoral educational program at the East Carolina University School of Dental Medicine is accredited by the Commission on Dental Accreditation. The Commission on Dental Accreditation is the specialized accrediting agency recognized by the United States Department of Education to accredit programs that provide basic preparation for licensure or certification in dentistry and the related disciplines.

It is the policy of this institution and the Commission on Dental Accreditation that all students should know how to contact the Commission to obtain a copy of the Accreditation Guidelines and/or to file a complaint. The Commission on Dental Accreditation will review complaints that relate to a program’s compliance with the accreditation standards.

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 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, or at the following websites: http://www.ada.org/en/coda/current-accreditation-standards/ and http://www.ada.org/en/coda/policies-and-guidelines/.
Vision, Mission & Values

VISION:
Improving the health and quality of life of all North Carolinians by creating leaders with a passion to care for the underserved and by leading the nation in community-based, service learning oral health education.

MISSION:
The mission of the East Carolina University School of Dental Medicine is to:
• Prepare leaders with outstanding clinical skills, an ethical bearing, sound judgment, and a passion to serve.
• Provide educational opportunities for academically qualified individuals from historically underrepresented groups, disadvantaged backgrounds, and underserved areas.
• Provide and enhance oral health services for underserved North Carolinians through implementation of community oriented service learning and interprofessional collaborations.
• Foster a learning environment where collaboration, creativity, diversity and professionalism are embraced.
• Influence future clinical practice and dental education through research, innovation and discovery.

VALUES:
Excellence
• Set the highest standard in achievement and performance
• Delight all those we serve
• Realize our full potential through continuous self-assessment and lifelong learning

Leadership
• Demonstrate responsibility, initiative, and accountability
• Seek collaborations to make transformative change
• Promote resourcefulness and stewardship

Professionalism
• Promote the highest ideals of our profession
• Demonstrate integrity and the courage to do what is right
• Model ethical behavior, using trust, fairness, and honesty

Service
• Show compassion in all interactions
• Contribute to the betterment of society
Diversity

- Embrace the value and strength of diversity
- Build trust within our relationships and among all constituencies
**Introduction**

To facilitate the achievement of its mission of educating dentists who will serve the citizens of North Carolina, the School of Dental Medicine has established the following Technical Standards. This document delineates the non-academic qualifications that the faculty consider essential for successful completion of the educational objectives of the curriculum, in conjunction with the required academic and clinical achievements.

It is the responsibility of the School's admissions committees, exercising judgment on behalf of the faculty, to select candidates who have the ability to become highly competent practitioners.

**Attitudinal, Interpersonal and Emotional Attributes**

As an aspiring member of the dental profession, a dental student must subscribe to the same high ethical values, principles and ideals, as well as state and federal laws that govern the profession. A student must be able to interact with patients and colleagues with integrity, honesty and a willingness to put the needs of others first.

A student must be able to:

- Tolerate demanding workloads, adapt to changing environments, display flexibility, and learn to function in the face of uncertainties inherent in the clinical problems of patients;
- Display compassion, integrity, and concern for others;
- Manage apprehensive patients presenting with a range of moods and behaviors in a tactful, congenial manner, so as not to alienate or antagonize them; and Adhere to the appropriate standards of professional conduct and ethical behavior.

**Communication Skills**

A student must be able to: communicate effectively and sensitively with patients in order to; convey or exchange information at a level allowing the development of a health history and identify problems presented. A student must be able to:

- explain alternative solutions and give directions during treatment and after treatment. Communication includes at a minimum, speaking, reading, and writing. Students must be able to communicate
effectively and efficiently in spoken and written English with patients and with all members of the health care team.

A student must be able to:
• Speak intelligibly, understand spoken words, and observe patients by sight in order to elicit information, describe changes in appearance, and perceive changes in nonverbal communications;
• Obtain a health history and other pertinent information from patients;
• Review and complete appropriate health care records and documents and plans according to protocol, and in a complete and timely manner;
• Understand and apply clinical instructions given by others; and
• Communicate efficiently and effectively in oral and/or written form with patients, families of patients, and all members of the health care team, during both emergencies and non-emergency situations.

Observation Skills
A student must be able to acquire defined levels of required information and skills as presented through demonstrations and experiences in the basic, behavioral, and dental sciences. A student must be able to observe patients accurately, at a distance and close at hand, and observe and understand verbal as well as non-verbal communications when assessing a patient’s oral and craniofacial conditions and providing treatment. Observation necessitates functional use of the sense of vision and other sensory modalities.

A student must be able to:
• Observe a patient accurately, at a distance, and close at hand, with or without standard instrumentation;
• Acquire information for written documents;
• Visualize information presented in images from paper, film, slides, computer displays, and video;
• Interpret radiographic or other digital images; and
• Perform visual and tactile dental examinations and treatment including use of visual acuity, accommodation, and vision to discern differences and variation in color, shape and general appearance between normal and abnormal, soft and hard tissues, including variations in shade along the black-grey white scale.

Sensory and Motor Coordination and Function
A student must have sufficient motor function to execute movements reasonably required to provide general care and emergency treatment for patients. Such actions require coordination of both gross and fine muscular movements and equilibrium. A student must have functional use of the senses of touch and vision.

A student must be able to:
• Perform palpation and other diagnostic and therapeutic maneuvers;
• Perform basic laboratory procedures and work with standard laboratory materials;
• Operate controls utilizing fine movements, operate high or low speed handpieces requiring controlled dental movements of less than 0.5 millimeter, and utilize hand instrumentation (including scalpels for surgical procedures);
• Reach and manipulate equipment to all positions in order to control the operating environment; and
• Execute motor movements required to provide general and emergency care in a timely and efficient manner, including activating the emergency medical system, performing Basic Life Support, administering appropriate emergency medical treatment including CPR) and assisting attending with Advanced Life Support.

**Intellectual, Conceptual, Integrative, and Quantitative Abilities**

A student must be able to measure, calculate, reason, analyze, integrate and synthesize information from a wide variety of sources, utilizing an effective, efficient learning style. Problem solving, a critical skill demanded of oral health practitioners, requires all of these intellectual abilities. A student must be able to perform these problem solving skills in a timely fashion.

A student must be able to:

• Comprehend three-dimensional relationships and understand the spatial relationships of structures; and
• Learn effectively through a variety of modalities, including but not limited to: classroom instruction, small group discussion, individual study of materials, preparation of written and oral reports, and use of digital technology.

**Behavioral and Social**

A student must possess the physiological and psychological stamina required for full utilization of intellectual abilities, the exercise of good judgment, the prompt completion of all responsibilities attendant to the diagnosis and treatment of patients, and the development of mature, sensitive, and effective relationships with patients. A student must be able to interact with faculty and colleagues, use good judgment, and engage in the exchanging of ideas. A student must be able to accept suggestions and constructive criticism, and if necessary, respond by making appropriate behavioral or performance changes.

A student must be able to:

• Tolerate demanding workloads, adapt to changing environments, function effectively under stress, display flexibility, and learn to function in the face of uncertainties inherent in the clinical problems of patients;
• Display compassion, integrity, and concern for others;
• Manage apprehensive patients presenting with a range of moods and behaviors in a tactful, congenial manner, so as not to alienate or antagonize them; and
• Adhere to the appropriate standards of professional conduct and ethical behavior.

Other Requirements
A student must comply with University and School of Dental Medicine immunization requirements.

Applicants and Enrolled Students with Disabilities
Admission to the School of Dental Medicine is open to all qualified individuals and complies with the 1973 Vocational Rehabilitation Act (29 U.S.C. §701 et seq.) and the Americans with Disabilities Act (42 U.S.C. §12101 et seq.). Prospective or enrolled students with disabilities who wish to receive accommodations should directly contact the East Carolina University Department for Disability Support Services.

Approved: ECU Office of Disability Support Services: September 13, 2010
Approved: ECU University Attorney: September 13, 2010
Revised and approved: ECU Office of Disability Support Services and ECU University Attorney: November 30, 2015
Student Education Records and Privacy

The University Registrar oversees the university policy regarding the privacy of student educational records. This policy can be found on the ECU website at https://registrar.ecu.edu/family-educational-rights-privacy-act/.

The University policy for the administration of student educational records is in accordance with the provisions of the Family Educational Rights and Privacy Act, also known as the Buckley Amendment or FERPA. This policy provides that the student has a right of access to student educational records maintained by the University or any department or unit within the University. The policy also protects the confidentiality of personally identifiable information in student records. Except to the extent allowed by applicable law, personally identifiable information contained in a student educational record will not be disclosed. A copy of the University policy dealing with the privacy of student educational records is maintained by the University Registrar.

FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT OF 1974 (FERPA)

In accordance with the Family Educational Rights & Privacy Act of 1974 (FERPA) guidelines, East Carolina University and the Office of the Registrar are not able to provide confidential information pertaining to students without one the following:

Written consent from student. This is done electronically through ECU PiratePort. Students will log in with their Pirate ID and Pass phrase and click on BUCKLEY FORM to give authorization for third parties (including parents) to access their student record.

OR

Visual confirmation, (by way of a copy of an income tax form) that the parent(s) claim the student on the most recent tax return. All financial information may be suppressed, but the student’s name and social security number must be listed under the dependents section of the most recent Federal Income Tax Form 1040 or 1040A.
Once the University Registrar has received this information, they will be happy to comply with the request.

Access to Student Educational Records Maintained by the School of Dental Medicine:
In compliance with the FERPA, it is the policy of the School of Dental Medicine that students have the right to inspect and review their official educational records, files, and data kept in the SoDM.

Student inspection of records kept in the SoDM is granted only upon written request presented in person, and must be made in the presence of designated personnel of the office maintaining the record.

Access to Student Educational Records Maintained by the University:
In compliance with the Family Educational Rights and Privacy Act of 1974, it is the policy of the university that students have the following rights in regard to official educational records maintained by the university.

1. Each student has the right to inspect and review any and all official educational records, files, and data maintained by the university and directly related to the student and not related to other students.

2. The university will comply with the request from a student to review his or her records within a reasonable time, but in any event not more than forty-five days after the request is made. Any inquiry pertaining to student records should be directed to the Office of the Registrar.

3. A student who believes that his or her educational records contain inaccuracies or misleading information or that his or her right of privacy is violated on the basis of information contained in such records has the right to a hearing to challenge such information and to have it removed from his or her record or to include in the record his or her own statement of explanation. Any complaint pertaining to student records should be made directly to the Office of University Counsel, telephone 252-328-6940.

4. The university will not release any information from student records to anyone (except those agencies noted in item below) without the prior written consent of the student. The consent must specify the records or information to be released, the reasons for the release, and the identity of the recipient of the records.

5. Legitimate educational interest is a demonstrated “need to know” by those officials of an institution who act in the student’s educational interest. They include: faculty, administration, clerical and professional employees, student workers, and other persons who need student record
information for the effective functioning of their office or position. The following criteria shall be taken into account in determining the legitimacy of a University official’s access to student’s records:

a) The official must seek the information within the context of the responsibilities that he or she has been assigned.

b) The information sought must be used within the context of official University business and not for purposes extraneous to the officials’ area of responsibility to the University.

6. Information from the student’s records may be released without the written consent of the student in the following situations:

a) In compliance with a court order or subpoena;

b) Requests from school officials who have a legitimate educational interest in the information (as determined by the Office of the University Registrar a school official is a person employed by the University in an administrative, supervisory, academic or research, or support staff position including student workers);

c) Requests from other departments or educational agencies who have legitimate educational interest in the information, including persons or companies with whom the University has contracted (such as an attorney, auditor, collection agent, Higher One or The National Student Clearinghouse);

d) Requests from officials of other colleges or universities at which the student intends to enroll or has enrolled provided the student is furnished with a copy, if he or she so requests, so that he or she may have an opportunity to challenge the contents of the record;

e) Requests from authorized representatives of the US Comptroller General or the administrative head of a federal educational agency in connection with an order or evaluation of federally supported educational programs;

f) Requests in connection with a student’s application for receipt of financial aid;

g) Requests from parents of a dependent student as defined in Section 152 of the Internal Revenue Code of 1986; or

h) Requests from appropriate persons in connection with an emergency if the knowledge of such information is necessary to protect the health or safety of the student or other persons.

A student has the right to file a complaint at any time with the US Department of Education. However, it is expected that the student normally would exhaust the available administrative
remedies for relief according to the university grievance procedures before filing such a complaint.

Please visit the U.S. Department of Education’s website for further information regarding FERPA or consult the Office of the Registrar’s website: https://www.ecu.edu/cs-acad/registrar/FERPA.cfm.
Ross Hall: Building Access and Security

Ross Hall is open to the general public, Monday through Friday, from 7:30 AM until 5:30 PM. The building is locked between the hours of 5:30 PM and 7:30 AM on weekdays, and remains locked on holidays and weekends.

SoDM students may access Ross Hall when the building is closed to the public, using the ECU 1 Card, Monday through Sunday, from 6:30 AM until 1:00 AM. Students should enter through the East entrance (facing 5th Street). During these extended hours, students may only access the student lounge/locker area, learning halls, seminar rooms in non-faculty spaces on the second floor, as well as the pre-clinical technique and simulation labs on the third floor. Between the hours of 1:00 AM and 6:30 AM, Ross Hall is closed to students.

Ross Hall is locked and unlocked automatically by campus operations. Advance arrangements can be made to accommodate special events and functions that may extend beyond normal hours of operation.

Students experiencing difficulties with accessing Ross Hall using their ECU 1 Card should contact the SoDM Director of Student Services.
Ross Hall: Building Safety and Evacuation

Building Safety:
All students, residents, faculty and staff should wear the ECU 1 Card/ID badge in a visible place while in Ross Hall. SoDM personnel encountering individuals who are not appropriately identified as SoDM or University personnel should politely approach the individuals and ask how they may assist them. In addition to patients, a fair number of visitors to the SoDM may need some assistance in finding their way. If there is a serious concern, the Campus Police should be contacted.

Evacuation and Emergency Lock-Down Procedures:
If the fire alarm sounds, all occupants of Ross Hall must exit the building as quickly as possible, closing and locking doors, where possible. All occupants will be instructed to not use the elevators in case of emergency. When Bunsen burners are in use in the Preclinical Technique Lab, all burners will be extinguished before vacating that space.

Assembly points are in front of the Allied Health Building under the archway or on the grass adjacent to the College of Nursing (across from the Ross Hall rotunda area). SoDM personnel should not congregate in the parking lots or along the roads, as emergency personnel may need to access these areas. No one may reenter the building until the ALL CLEAR sign is given by emergency personnel or someone from the ECU Facilities staff.

In the event of a fire, remember the acronym “RACE”.
1) Remove all persons in danger
2) Always dial 9-1-1 and pull alarm
3) Contain the fire by closing windows and door
4) Evacuate

Announcements regarding major emergencies, including severe weather alerts, campus-wide emergencies, and personal safety announcements, will be broadcast to all SoDM phones and e-mail accounts. SoDM personnel may also register personal cell phones to receive these messages at the following site: https://alertinfo.ecu.edu/receive-ecu-alerts-for-ecu-students-staff-and-faculty/.

In the event of tornado warnings, all occupants of Ross Hall should move away from windows, and move to an interior
hallway on the first floor until the threat has passed. Appropriate areas of refuge include inside hallways, stairwells and conference rooms and offices without windows.

In the event of immediate personal danger on either the east or west campus (e.g., shooter on campus), Ross Hall and all other buildings with 1 Card locks will automatically be locked down once 9-1-1 is called. An alert will also be sent to all ECU phones, e-mailed to ECU accounts, and to personal cell phones if registered with the ECU Alert System. If the emergency is not in Ross Hall, all occupants should stay away from all doors and windows. If the emergency is in Ross Hall, occupants must use their best judgment based on the current situation.
At the ECU School of Dental Medicine, we are committed to supporting the intellectual, physical, and emotional development of all of our students.

We understand that student success is not solely defined by grades, which is why the Office of Student Affairs has put together this chapter of the Handbook.

This chapter on Student Life serves as a guide to a variety of programs, services, facilities, and operations that are all designed to enrich the SoDM student experience.
Academic Calendars

The information in the SoDM Academic Calendar is subject to change without prior notification. Please consult with the Office of Student Affairs before planning any events or travel based on this information.

Please click the link below to view the academic calendar for the current year.

2020-2021 Academic Year [https://dental.ecu.edu/2020-2021-academic-calendar/](https://dental.ecu.edu/2020-2021-academic-calendar/)
Student Lockers

Student lockers are located on the second floor of Ross Hall in the student lounge. Students will receive locker assignments, provided by the Office of Clinical Affairs, during orientation. Students are responsible for any damaged property and are expected to return their locker in the same condition as when it was assigned. If you have questions related to your locker, please contact the Clinical Administrator in the Office of Clinical Affairs.
Technical Support for Students

Students experiencing technical issues with the Apple technology bundle (including MacBook, iPad and iPhone) should immediately contact their Course Coordinator. The Course Coordinator will resolve the issue or make arrangements to have the equipment serviced for the student.

In the event that a student’s MacBook or iPad must be serviced over an extended period of time, a temporary device will be loaned to the student through the SoDM Informatics Office, if one is available. Please refer to SAFF.010 or page 73 of the student handbook.

Items that are supported by Pirate Techs Support Center and SODM Informatics:

**Supported Hardware**

- Student Technology Bundle equipment:
  - MacBook Pro, power cord, USB dongle, Apple dongle, and Ethernet cable
  - iPad (iOS software and SoDM apps only)
  - iPhone (iOS software and SoDM apps only)

Hardware issues are triaged by SoDM Informatics. If it is determined the issue is covered by the Apple Warranty, you will be directed to the Pirate Techs Support Center in the Health Sciences Student Center. In the event that the repair is not covered by Apple or a third party warranty (if one was purchased) the equipment will be sent to Apple by SoDM Informatics and all costs associated with the repair will be at the expense of the user.

All software issues are triaged by SoDM Informatics. In some cases you may be directed to the Pirate Techs Support Center in the Health Sciences Student Center for issues related to macOS or Microsoft products. All other SoDM specific software issues are fully supported by SoDM Informatics only.

**NOTE:** It is strongly advised that you backup your data on a regular basis (at least once a week). We are not responsible for recovering any data that is corrupt, lost, or deleted. If you need assistance with learning how to backup your data please contact your course coordinator.
The School of Dental Medicine houses 20+ student organizations dedicated to the field of dentistry. A listing of these organizations can be found on ECU’s student involvement platform, Engage.

Establishing a New Organization with the School of Dental Medicine
Students may form a new dental student organization provided that the following requirements are met:

• The group must develop a constitution to be approved by the Director or Student Services
• The group must have at least 10 members
• The group must have a minimum of 4 student officers who do not overlap in positions: 1 President, 1 Treasurer, and 2 additional officers as indicated by the constitution

To establish a new student organization, the group must register on Engage. Students can contact the Director of Student Services for help with this process.

Establishing a Private Bank Account
Organizations may open a private bank account that can be used to deposit any funds generated through fundraisers, donations, etc. Organizations will need to first obtain an Employer Identification Number (EIN) from the IRS. EINs can be requested either online at www.irs.gov, or via phone at 1-800-829-4933, requesting as a “school organization.”

Once an EIN is obtained, organizations can go to any bank of their choosing to set up the bank account. Often a bank will require a letter from the ECU Students Activities and Organizations Office, verifying that the group is legitimate. Students may call 252-737-1808 for more information.

Organization Funding Information
Student organizations within the SoDM may seek funding from the ECU Student Government Association (SGA) or the Dental Student Government (DSG) for events and travel. In order to apply for funding, a student organization must follow the guidelines set forth by the SGA & DSG Funding Manuals. For more information, please contact the Director of Student Services.
The School of Dental Medicine (SoDM) establishes the following guidelines for student travel.

**Pre-Approval**
In order to travel, SoDM students must be in good academic standing. All students must seek approval to travel on behalf of the SoDM through the Associate Dean for Student Affairs. If approval is granted, students must follow the proper protocols to request absences from class, lab, or clinic (see Attendance and Participation Policy).

**Ethical Conduct and Professional Behavior**
While traveling on behalf of the SoDM, students must uphold the East Carolina University School of Dental Medicine Code of Ethical and Professional Behavior.

**Funding**
The University or SoDM may provide funding (fully or in part) for student travel.

Students traveling on behalf of a registered student organization may seek funding from the university Student Government Association (SGA). After seeking funding through the SGA, students may also request funding from the Dental Student Government (DSG). In some instances, SGA or DSG may cover (fully or in part) the cost of registration fees, airline tickets, ground transportation, lodging, and/or other miscellaneous costs for pre-approved student travel to conferences/meetings. Students are responsible for researching airline ticket and hotel options to determine the most economical option when requesting funding for airfare and/or lodging.

In limited cases, non-organization affiliated travel may be funded by the SoDM. In such cases, students should contact the Director of Student Services directly.

If funding is granted, a travel request must be completed through the University’s travel office. In some instances, payment for any of the above mentioned may be processed directly through the SoDM. In other instances, students may be responsible for direct payment and will be reimbursed by the SoDM.
Photos and Post-Trip Reflection
Students traveling on behalf of the SoDM to a professional meeting/conference are encouraged to share photos and reflections of their experience at the meeting/conference with the Office of Student Affairs.
Reservations for all meeting spaces including learning halls, break out rooms, conference rooms, and the rotunda should be requested via the Room Reservation Request Form in Engage: https://ecu.campuslabs.com/engage/submitter/form/start/296412

Reservations for events after 5:00 PM or on weekends should be coordinated through the Director of Student Services.
Student Volunteer and Community Service Activities

The East Carolina University’s motto is *Servire*, which means, “to serve”. The commitment to service has been one of the enduring values since the University’s founding in the early part of the 20th Century. In this tradition, the School of Dental Medicine (SoDM) believes that community service and outreach are fundamental to fulfilling our mission. In alignment with our mission and core values, we are dedicated to preparing leaders with outstanding clinical skills, and ethical bearing, sound judgment, and a passion to serve. We are committed to encouraging our faculty, staff, residents and students to engage in community service and outreach activities that improve the health and oral health of the people of North Carolina.

**Community Service and Outreach Committee**

A Community Service and Outreach Committee was formed to help direct student service activities. The function of the committee is to:

- Promote the value of community service and outreach in the School of Dental Medicine including the Community Service Learning Centers.
- Serve as an advocate for community service and outreach.
- Establish criteria and process for evaluating the effectiveness of SoDM community service and outreach activities.
- Regularly evaluate ongoing service activities, within the context of mission alignment and availability resources; determine which activities should continue and which activities may need to be discontinued.
- Evaluate new opportunities as presented by members of the SoDM community; determine which opportunities should be adopted as official activities of the SoDM.
- Recommend potential service and outreach venues for student, resident, faculty and staff professional involvement to the Associate Dean of for Clinical Affairs so he/she can seek appropriate approval from the North Carolina Board of Dental Examiners.
- Serve as a liaison to collaborating professional service organizations.
Periodically review the charge to the Committee and make recommendations for changes to the Dean or the Dean’s Advisory Council.

The Community Service and Outreach Committee is composed of representatives from faculty, staff, each of the dental classes, a postgraduate resident, and the DSG Community Service Chair. The committee is chaired by the Associate Dean for Extramural Clinical Affairs. Meetings for this committee occur bimonthly (once every two months).

**Community Service Projects**

Community service projects involving clinical care of any kind must be approved through the Community Service and Outreach Committee. Such proposals should be submitted to the Associate Dean for Extramural Clinical Affairs. Standard protocol for delivery of services at volunteer events may be found on Page 28 of this handbook.

Community service projects that do not involve clinical care do not require approval from the Community Service and Outreach Committee.

Students are strongly encouraged to log community service hours in Engage. This allows tracking of completed service hours by individuals, student organizations, and the school as a whole.
Community service and outreach activities are integral to the Vision, Mission, and Values of the East Carolina University School of Dental Medicine and key to building trust, developing valuable relationships, and improving the health of children and adult patient populations across the State of North Carolina. Consistent with the mission of the SoDM, faculty, staff, resident and student participation in volunteer service and outreach activities is highly encouraged throughout the state of North Carolina, including Pitt County and surrounding counties, and the regions in which the Community Service Learning Centers reside.

**Approval and Supervision of Activities**

Community service activities in which SoDM residents and students provide direct patient care activities must be approved and sanctioned by the Community Service and Outreach Committee (CSOC) and require supervision of at least one SoDM clinical faculty member with a faculty appointment of 0.5 FTE or greater, within appropriate faculty to student/resident ratios (i.e., no more than eight student/resident providers per supervising faculty member). Prior to approving and sanctioning community service activities, the CSOC insures that the activities meet the highest ethical and safety standards, that all liability concerns are appropriately considered, and that the SoDM clinical faculty member referenced above will supervise the students’ and residents’ clinical activities. Once community service activities receive CSOC approval, the Assistant Dean for Extramural Clinical Practices notifies the NC State Board of Dental Examiners that the specific service outreach activities are to be considered part of the SoDM curriculum.

The CSOC may consider a proposal for a specific community service activity that occurs outside of the state of North Carolina for approval. In those instances, the same requirements for CSOC approval and 0.5 FTE or greater faculty supervision must be met.

Students choosing to attend non-approved events must have received appropriate training in infection control, clinical safety and sterilization procedures, and must limit their activities to assisting and observation.
When students, residents, staff and faculty are participating in community service events, they must realize that they are representing the SoDM. All professional conduct must be characterized by honesty, integrity and fairness in all circumstances, and all participants must respect the rights, differences, and property of others. All participants must strive to provide the best of care resulting in positive outcomes for our patients while insuring their confidentiality. This standard protocol outlines the purpose, applicability and scope of these events and strives to insure safety and wellbeing of all SoDM participants and the absolute best interest of all patients served.

Ethical Conduct and Professional Behavior at Community Service Events

All ethical conduct and professional behavior should not vary from ECU SoDM established standards. All faculty, students, residents and staff are expected to maintain high standards of moral and ethical behavior and conduct themselves in a professional manner at all times. The goal of all care must consider the best interest of the patient served as well as his or her privacy. It is required that any untoward event (e.g., patient injury or complaint, blood borne pathogen exposure, participant injury) be reported to the dedicated SoDM attending faculty and that appropriate measures are followed. As representatives of the ECU SoDM, all participants must be aware that it is incumbent on each to strive for the best patient and event outcome while displaying compassion, integrity and concern for others and to conform to the appropriate standards of professional conduct and ethical behavior.

Faculty Responsibilities, Oversight, Review and Monitoring of Events

Any faculty member providing care at an ECU SoDM community event must be in possession of an active full or instructor license issued by the North Carolina State Board of Dental Examiners. At least one dedicated 0.5 FTE or greater ECU SoDM faculty member must be present on site and be responsible for all event activities including clinical procedures to be performed by any students or residents. This faculty member should introduce him or herself to the event coordinator as the designated SoDM attending faculty. The faculty member should ensure that appropriate emergency procedures and protocols are satisfactorily established in case any emergency situation arises involving SoDM personnel or their patients. The faculty member must be satisfied that the event environment complies with all OSHA, safety, and infection control measures for all SoDM personnel and their patients. Additionally, this faculty member should ensure appropriate patient health history screening, vital signs recording, preliminary examination, radiographs and treatment planning occur prior to any student or resident providing treatment.

Students and residents may only perform procedures that are first approved by the designated on site attending 0.5 FTE or greater
The approving faculty member should be comfortable in accomplishing each approved procedure in the event that the student is unable to complete that approved procedure. Students who hold a valid dental hygiene license and provide dental hygiene services for patients will be considered practicing under the license of the attending faculty member.

A student who has passed the clinical skills assessment(s) for a particular procedure may provide patient care under the supervision of attending 0.5 FTE faculty, under the conditions described above. In the event that a student has not passed a clinical skills assessment for a specific procedure, the student may be allowed to perform that procedure, but only under the supervision of an SoDM faculty member who would normally evaluate that procedure in an ECU clinic. For example, a student who has not passed an OMFS clinical skills assessment may be permitted to perform extractions if approved and performed under the supervision of a 0.5 FTE or greater OMFS faculty member.

Prior to each patient dismissal, the supervising faculty member must evaluate each approved student or resident procedure in order to assure quality of care and satisfactory completion.

**Student and Resident Community Service Event Participation**

Students and residents are strongly encouraged to participate in community service and outreach events for the many enriching experiences they provide and to deliver care to the underserved as an essential part of the SoDM’s mission. It is highly desirable that students and residents be involved in planning and implementing the logistical activities for community service projects to provide beneficial strategic and logistical experiences.

It is imperative that any student or resident must have participated in appropriate infection control, sharps and safety training prior to providing any clinical procedures or dental assisting. Students who currently hold active dental assisting certification or dental hygiene licenses are considered proficient in infection control, sharps and safety training.

Any student or resident that experiences a blood borne pathogen exposure or injury of any type must take appropriate immediate precautions and report the occurrence to the designated supervising faculty member. D2, D3, and D4 students must have satisfactorily completed the appropriate clinical skills assessments to be considered proficient to perform any oral surgical, periodontal, endodontic or restorative dentistry procedures under direct faculty supervision. The designated responsible faculty member must be comfortable with the student’s or resident’s proficiency level before approving any procedures. Students who have passed skills assessments in local anesthesia may provide local anesthesia under the direction of a 0.5 FTE or greater faculty member.

Students may not miss any mandatory classes, seminars, or clinic sessions to participate in service activities without appropriate
prior approval from the Office of Student Affairs. Such approval may be granted only in rare instances. Residents must obtain prior approval from their program director. Additionally, students must be in good overall academic, clinical, and professional standing to be eligible to participate in volunteer events.

Any SoDM owned equipment, instrumentation or supplies should not be used outside of the SoDM without prior approval and check out from the Assistant Dean for Extramural Clinical Practices.

Students and residents are to report hours served, number of patients encountered, and breadth of procedures accomplished to the Office of Student Affairs and to the Community Service and Outreach Committee.

Approved October 7, 2015
Health Services

All dental students have access to East Carolina University’s Student Health Services, a primary health care facility located on campus. For information on the services offered, please visit: http://www.ecu.edu/cs-studentaffairs/studenthealth/index.cfm

Health Services has a facility on the second floor of the Health Sciences Student Center. Hours of operation can be found on the Student Health Services website.

Any time Student Health Services is closed, students still have access to medical advice. If a student wants to talk to a nurse, they may call 252-328-6841 to be transferred to a free, 24 hour nurse line. For emergencies, students should call 911.

For students at a Community Service Learning Center (CSLC), each CSLC has a list of contact information for healthcare services, including counseling services, within close proximity of the CSLC.
Counseling Services
The ECU SoDM is dedicated to maximizing the academic success and personal development of all dental students. In order to reach this goal, the SoDM has arranged several counseling options available to all enrolled students who are experiencing any personal, academic or career related issues.

The Office of Counseling and Student Development, provides a variety of services for the ECU SoDM students, including:

• Assessment and interventions related to academic deficiencies, interpersonal communication, performance anxiety, stress management, and conflict resolution.

• Assessment and interventions related to personal concerns and transitional adjustments.

• Assessment, intervention and guidance for leadership development and emotional intelligence.

SoDM students are also eligible for counseling services offered through the ECU Counseling Center. Students may contact the Office of Student Affairs to learn more about the counseling options that are available or to help access immediate care in emergency situations.

Students at a Community Service Learning Center (CSLC) may utilize video teleconferencing for counseling services with the SoDM counselor. In addition, each of the CSLCs has contact information for counseling services within close proximity of the CSLC.
The SoDM is dedicated to the welfare and success of each of its students. Students who have any concerns, questions or suggestions should contact any member of the Office of Student Affairs. Generally the initial contact is through the Director of Student Services or the Associate Dean for Student Affairs if available. The Office of Student Affairs will work with the student(s) to find a resolution to the stated concern.

**Student and Resident Affairs Committee:**
The Student and Resident Affairs Committee is a voluntary committee consisting of SoDM faculty, staff and student members. The Committee was established in order to promote the welfare of the student body, address any ongoing issues and develop new processes related to student life. The Committee meets monthly. Student members include Presidents and Vice Presidents of each class and the Dental Student Government. Students who have a topic or concern they would like to be discussed at a Student Affairs Committee meeting should contact the Class President and request that the topic be added to the agenda for the next Committee meeting.
Parking Permits and Campus Maps

Students are able to purchase a B Zone parking permit beginning in June of each year. Students can register their vehicle and purchase a parking permit through their ECU PiratePort account.

Annual permits are valid from July 1 through June 30 of the following year.

Any vehicle that parks on ECU campus must display a valid permit or utilize a parking meter. Since meters are open to everyone, permit holders must also keep meters activated when parked at one. All parking on campus is zoned parking. There are signs posted at the entrance to all Ross Hall associated parking lots, indicating zone restrictions and times of enforcement.

Please visit the ECU Parking and Transportation website for more information http://www.ecu.edu/cs-admin/parkingandtransportation/index.cfm

Please see the following links to view parking maps of both the Health Sciences and Main Campus.

Health Sciences Campus – http://www.ecu.edu/docs/maps/health_sciences.pdf

Main Campus – http://www.ecu.edu/docs/maps/main_campus.pdf

Chapter 3

Enrollment Services

This section of the Handbook on Enrollment Services provides information related to registration, records, and student accounts.

The Office of Student Affairs strives to make these services available to students where, when and how they need them, and works closely with other ECU offices to ensure that current information is provided to students in order to alleviate the need to visit numerous offices to obtain that information.
Registration

Every SoDM student is automatically registered for classes by the Office of Academic Success each term. If there is a hold on the student record, the student will be notified by the SoDM Registrar and Director of Academic Success. Students cannot be registered for classes until all holds are removed from their record.

Holds can also prevent students from receiving official transcripts, buying a parking pass, and graduating. Please contact the SoDM Registrar & Director of Academic Success for questions regarding holds.
ECU Email and Pirate ID

SoDM students are assigned ECU email accounts and Pirate IDs prior to dental school matriculation. It is each student’s responsibility to check his/her ECU email account daily for important messages and announcements from ECU and from the School of Dental Medicine.

The Pirate ID, or username, is a user’s last name, first initial (may include other initials), and year of admittance. Note this example:

Name: PeeDee T. Pirate (Admitted in 2011)
Pirate ID: Piratep11
E-mail Address: Piratep11@students.ecu.edu

Note: Every 90 days users are required to change their passphrase. For more information, go to the Passphrase Resource page. http://www.ecu.edu/cs-itcs/ithelpdesk/passphrase.cfm
ECU 1 Card

In compliance with the ECU policy regarding Identification Cards, all faculty, staff, students and residents must display, or present upon request, a valid ECU 1 Card/identification badge while in any ECU or SoDM facilities.

Fraudulently obtaining, using, or permitting another person to use an ECU 1 Card is in violation of university policies and/or the law. Anyone found guilty of such an offense shall face disciplinary measures by the university and/or legal action.
ECU Pirate Port allows ECU students, staff and faculty to access secure internal campus resources and services. These include course registration, tuition payments, staff payroll information, parking services, address information and more.

Users log in using their PirateID and passphrase.

**Banner Self Service:**
Allows students, faculty, advisors and staff to access Registration, Course Offerings, Student Contacts, Financial Aid and Cashier Information.

Access to Banner Self Service is through the Pirate Port tools page. If you do not have access, please contact the ECU Help Desk for assistance, [http://www.ecu.edu/cs-itcs/Call-Help-Desk.cfm](http://www.ecu.edu/cs-itcs/Call-Help-Desk.cfm) or 252-328-9866.

Other records/processes students can access with Banner Self Service:
- Financial Aid status
- Holds on records
- End of term grades
- Course and grade history
- Degree evaluation
- Course catalog
- Change of mailing address
- Unofficial Transcripts
Financial Aid

The Director of Student Financial Planning and Education is the primary point of initial contact for SoDM students with questions related to financial aid.

Free Application for Federal Student Aid (FAFSA)
All students applying for financial aid must complete a FAFSA annually. The preferred date for completing the FAFSA is February 14 for the following academic year. ECU’s Federal School Code = 002923

Financial Aid Refund Preference
The TouchNet web portal allows students to view bills, make payments, and create a refund profile. Students have the option for refunds to be direct deposited into a designated bank account of their choice; however, if direct deposit information is not provided, a paper refund check will be mailed to the address on file. In order to set up the direct deposit refund, please follow the steps below:

1. Login to Pirate Port (https://pirateport.ecu.edu)

2. Under the TOOLS tab, click on the “Tuition Statements, 1098-T Statements, & Payments” link

3. Select the eRefunds tab

4. Click “Set Up Account”

5. Enter information and click “Continue” (Do not enter a debit card here; a routing and account number must be used)

6. Review account information and the ACH agreement

7. Select “I agree” and click “Continue”

8. You should now see your refunds account listed under “Direct Deposit Bank Account”

9. Saved bank accounts can be reviewed, modified, and deleted by selecting “My Account” and “Payment Methods”

Scholarships
The SoDM has limited scholarships available for students. As scholarship opportunities are available, the Director of Student Financial Planning and Education will send email announcements to students.
Veterans Affairs Educational Benefits
Students requesting VA benefits and/or military credit should visit the Veteran Affairs website to learn more https://registrar.ecu.edu/veterans/.
Tuition Payments

East Carolina University’s Electronic Billing (eBill) system is the official means of generating tuition bills to enrolled students. ECU does not mail paper bills to students’ permanent home addresses. Students and their authorized users receive email notifications from cashier@ecu.edu to their Outlook Live student email when a new billing statement is available for review online.

Students can gain access to the eBill system through Pirate Port at https://pirateport.ecu.edu/, and by choosing the “TUITION STATEMENTS AND PAYMENTS” link on the “Tools” tab.

Once logged in, students are able to make online payments, view and/or print billing statements, or review current account activity. Students are also able to set up other individuals as authorized users, and these users will be able to view and print billing statements and/or make online payments. Authorized users can gain access to the eBill system by logging into https://epay-banner.ecu.edu/C20694_tsa/web/login.jsp.

Since the delivery method of student bills is through ECU’s Outlook student email, it is each student’s responsibility to check his/her ECU email for eBilling notifications so that satisfactory payment arrangements can be made by the deadlines posted in the University’s Tuition and Fee & Payment Schedule Brochure for each semester.

It is also important to understand that the eBill statement will only reflect the charges and credits applied to a student’s account at the date the eBill was generated. If additional charges are incurred after an eBill statement has been generated, it is the student’s responsibility to monitor their financial account through the eBill system to ensure that there are sufficient financial aid/resources and/or payment to cover all charges on account. A partial payment will not secure any of a student’s class schedule.

Students may visit the ECU Cashier’s Office website (http://www.ecu.edu/cs-admin/financial_serv/cashier/tufee.cfm) for the current ECU SoDM Tuition and Fees information along with the payment schedule for tuition.
Health Insurance

Health insurance is a requirement for students meeting specific eligibility criteria. An affordable Student Health Insurance Plan (SHIP) is offered through Student Blue from Blue Cross Blue Shield of North Carolina. Students may elect to keep their current health insurance coverage if they are already covered by an individual plan or through a parents’ plan.

For more information about the SHIP through Blue Cross Blue Shield, please visit: https://studenthealth.ecu.edu/ship/
Currently enrolled SoDM students should contact the Director of Academic Success prior to requesting transcripts to verify whether official or unofficial transcripts are needed.

**Official Transcripts**
An official transcript is an exact and complete copy of a student’s academic record at the time it is issued. It contains all course work, undergraduate and/or graduate, taken while enrolled at ECU. The University will not issue a partial transcript. Please note the University will automatically send both the undergraduate and the graduate transcript (if applicable) with each order. Transcripts cannot be produced for anyone whose record has a hold tag by any department within the University.

All requests for Official ECU Transcripts should be made online through ECU’s Office of the Registrar using the following link:

[https://registrar.ecu.edu/transcripts/](https://registrar.ecu.edu/transcripts/)

SoDM Official Transcripts include:

- Full Name
- Student Identification Number
- Date of Birth
- Date Issued
- Current Program
- Attempted Hours
- Credit Hours
- Courses and Grades (Pass/Fail) by Semester
- Currently Enrolled Courses
- SoDM Grade Key for Pass/No Pass

**Transcript Fees**
A fee of $7.00 (plus a $2.35 processing fee) per copy must be paid online at the time of the transcript request.

Transcripts may also be obtained in person for $7.00 each at the Office of the University Registrar. The address is 207 East 5th Street. Transcripts can be printed there and given to you while you wait.
Unofficial Transcripts
Students can review and print an unofficial transcript online through Banner Self Service (now accessed through Pirate Port). Under the Student tab, select Student Records, and then Academic Transcript. Select the Transcript Level and an unofficial transcript will be produced. The Director of Academic Success can also provide unofficial transcripts.

Enrollment Verification
If students need information regarding enrollment verification, academic standing, class rank, GPA, etc. not found on transcripts, students should contact the Director of Academic Success. Students should allow three business days to process enrollment verification requests.
Letters of Recommendation

SoDM students may request a letter of recommendation for scholarships, special programs, research opportunities, etc.

To request a letter of recommendation from the Dean or Associate Dean of Student Affairs, please contact the Director of Student Services. For a letter of recommendation from all other SoDM faculty members, please contact the faculty member directly to inquire.
Students considering pursuing externship opportunities during holidays and breaks should contact the Director of Academic Success for guidance, prior to making contact with any programs.
The ECU School of Dental Medicine’s academic standard operating procedures provide the framework for the orderly conduct of the DMD program. The ECU School of Dental Medicine’s non-academic standard operating procedures provide the framework for the orderly conduct of non-academic matters within Ross Hall, the CSLC’s and the community at large. The policies and procedures described in this chapter have been reviewed and approved by the SoDM Dean’s Executive Council and the Dean, and are intended to ensure a thorough and complete education for each of the SoDM’s graduates. The Standard Operating Procedures described in this chapter do not supersede any university policies.
Access to Standard Operating Procedures

Students are able to view standard operating procedures in share point by clicking here: SOPs for Students and logging in with their Pirate ID and Passphrase.

Academic standard operating procedures may be found in the course handbook as well as share point.
Attendance and Participation Policy

Procedure:
In the process of developing into future professionals, dental students assume professional obligations they will emulate in their careers, which include regular, consistent and punctual attendance for all academic and clinical activities. Regular attendance maximizes student learning, facilitates integration and application of knowledge and skills, and encourages critical thinking essential for future professional success. Students are, therefore expected to attend all academic and clinical activities. The Office of Student Affairs maintains records regarding reported student absences.

Learning Halls:
In the process of developing into future professionals, dental students assume professional obligations they will emulate in their careers, which include regular, consistent and punctual attendance for all academic and clinical activities. Regular attendance maximizes student learning, facilitates integration and application of knowledge and skills, and encourages critical thinking essential for future professional success. Students are, therefore expected to attend all academic and clinical activities.

The Office of Student Affairs maintains records regarding reported student absences.

Students who do not meet attendance requirements may incur academic consequences, including but not limited to:

- Receiving a grade of Not Passing (DP) in the 8X30 course;
- Being deemed ineligible for remediation or re-examination in a course or module where they otherwise might have been deemed eligible, if the attendance requirement had been met;
- Being placed on Academic Probation in accordance with Standard Operating Procedure ESFD.008 Student Progress;
- Being ineligible to serve as an officer for SoDM student organizations;
- Being ineligible to represent the SoDM at professional meetings.

Additionally, individual module directors may choose to adopt specific criteria related to the attendance requirement. In these instances, a written statement outlining the details of such criteria will be provided to the students at the beginning of each module.
Bench, Simulation and Gross Anatomy Labs:
Module directors monitor attendance in the laboratories and report attendance concerns to the Student Progress Committee for information and potential action, including the academic consequences outlined above.

Clinical Environment – in Ross Hall and at the Community Service Learning Centers:
Students are expected to attend and perform assigned patient treatment during 100% of the scheduled clinical sessions. Unannounced absences are considered unprofessional behavior and will adversely impact the final grade for the 8X50 Assessment and Treatment Course and could lead to failure of the course.

All absences must be made up by treating patients on optional clinic days that are available during term breaks, spring break, and other holidays as specified by the Office of Clinical Affairs. If these optional clinic days either do not work for a student, or if the student has such a large number of absences, making up clinical time may need to occur after graduation to successfully pass the required clinical activity for the 8X50 course. For planned absences, such as residency interviews, students may attend optional clinic sessions prior to the planned absence. Attending optional clinical sessions as a plan to graduate early will not be allowed. Attendance to the last day of a scheduled clinical activity is necessary for continuity of patient care at the CSLC’s and in Ross Hall and the completion of the educational program and the 8X50 Course Requirements.

For planned absences, students must submit their request no later than six weeks in advance to avoid scheduling problems. If six weeks in advance or greater, students should submit through their GPG leader and PCC and the Associate Dean for Student Affairs. If approved, the impacted CSLC/SLC Director and CSLC Business Manager will then be notified. For planned absences less than six weeks out when on a CSLC rotation, the CSLC Director must approve. For request less than six weeks in advance, students should submit request directly to the impacted CSLC/SLC Director for approval and then inform the Associate Dean for Student Affairs, GPG Leader, and PCC, if the Director has approved. At the ECU SoDM there is neither an excused or unexcused absence category; the expectation is that all absences from clinical activity will be made up on optional clinical days or after graduation, if needed.

In situations when an extended absence may be justified (e.g. significant illness, injury, pregnancy, etc.), the 8X50 Course Director may allow additional time after the completion of the term to complete required activities. If granted, then additional points do not accrue during the extension period and procedures must be completed prior to the stated deadline. If all required elements are not completed by the end of a term, then the 8X50 grade will be reported as an In Progress (IP) or Not Pass (DP).
clinical extension must be requested at the time that the condition or situation is noted, and not at the end of the course. Situations will be considered on a case-by-case basis.

**Reporting Absences:**
Students must notify the Office of Student Affairs regarding all absences, in advance of the scheduled educational activity to be missed, by completing the Qualtrics Absence Request Form. If prior notice is not practical, notification should occur at the earliest opportunity after the missed educational activity. If the absence occurs when an examination(s) is given, the student must notify the Associate Dean for Student Affairs in advance to receive approval for any missed examination(s).

Additional individuals must also receive notification of an absence, as delineated below.

*For absences from didactic and laboratory activities, the student must also notify:*

- SoDM Course Director
- Faculty member whose activity will be missed
- Course Coordinators (for respective 8x10, 8x20, 8x30, 8x40, 8x50)

*For absences from clinical activities in Ross Hall, and at the Community Service Learning Centers, the student must also notify:*

- The Office of Clinical Affairs
- The student’s Patient Care Coordinator
- The CSLC Business Manager
- The CSLC Director

The student’s General Practice Group Leader
For reporting purposes, the Clinical Absence Explanation Form, available from the Patient Care Coordinators, is to be used as described in the Clinic Handbook.

**Planned Absences:**
Students who know in advance that they will be absent from school (e.g., when representing the School at a professional meeting) must notify and seek approval from the Office of Student Affairs at least two weeks prior to the planned absence in order to discuss the impact of the planned absence on the students’ academic progress.

Students with patient care responsibilities must also notify and seek approval from the Office of Clinical Affairs, the appropriate PCC, the GPG Leader, the CSLC Director or the SLC Director at least two weeks in advance of the requested absence.

**Guidelines for Religious Observance:**
The School of Dental Medicine fully complies with State and University policies regarding nondiscrimination. (See ECU PRR 05.25.01.)
Students whose religious observance will preclude their participation in scheduled academic and clinical activities should contact the Office of Student Affairs two weeks in advance of the date of the religious observance. The Interfaith Calendar notes days for religious observance.

Students who are unable to participate in scheduled academic and clinical activities due to their religious observance will be given the opportunity to make up exams and work missed, without penalty. At their discretion, faculty may use alternative examination and assignment formats, which do not penalize the student for being absent.
Student Withdrawals or Leaves of Absence from the Academic Program

Students considering separation from the SoDM have two potential options: withdrawal and leave of absence. To initiate either of these processes, the student must first meet with the Associate Dean for Student Affairs to discuss the specific reasons leading to this decision, and to discuss the two options. A student may withdraw from the DMD program at any time, while leaves of absence may not be possible in some circumstances, given that the nature of the DMD program and the cumulative, progressive development of knowledge and patient care skills require continuous enrollment.

Withdrawals:
After meeting with the Associate Dean for Student Affairs, a student wishing to withdraw from the DMD program may do so by submitting a letter of intent to the Dean. Once the Dean has reviewed the student’s letter, the Dean may request to meet with the student, although withdrawals from the program do not require approval by the Dean. The Director of Student Services will work with the Offices of Clinical Affairs and Academic Success and other offices and with the student who is withdrawing, to ensure the completion of all necessary steps for separation from the SoDM. There is no impact on grade point average or academic standing with a student-initiated withdrawal. The date of the withdrawal will be listed on the student’s official transcript under the semester in which the withdrawal was processed. Once a student withdraws from the SoDM the student must apply for readmission should the student wish to resume study at the SoDM.

Leaves of Absence:
After meeting with the Associate Dean for Student Affairs, a student wishing to request a leave of absence from the DMD program submit a request in writing to the Dean, who will determine whether the request can be granted. Leaves of absence may be considered for medical reasons or in the event of extenuating personal circumstances. Each leave of absence request is considered on a case-by-case basis. The time period of a leave of absence will be included in the established time limits for the DMD degree.

For consideration for a medical leave of absence from the DMD program, the student must present a letter from a qualified health professional describing the nature of the condition, the reason
why the student cannot continue in school, the expected duration of the condition, and the prognosis for successful resolution of the condition. The Dean will consult with the Office of Disability Support Services and/or the Title IX Coordinator, as appropriate, to ensure medical leaves of absence are evaluated in compliance with the Americans with Disabilities Act (“ADA”) and Title IX. The SoDM will issue final grades for the semester in which the leave of absence was approved on a case-by-case basis. The decision will be based on the student’s current academic standing and the individual situation.

Prior to the student’s return, the student must provide a medical release from a qualified health professional, verifying that the medical condition leading to the original request for the medical leave of absence has been resolved sufficiently that the student is capable of returning to the academic environment and indicate any continuing limitations/restrictions or reasonable accommodations that may be necessary upon the student’s return to the program. The Office of Disability Support Services will evaluate any requests for accommodation upon a student’s return from medical leave of absence. The Dean may request to meet with the student, and after careful review and consideration of the circumstances, the Dean will notify the student regarding the disposition of the request.

For approved requests, the Dean, in consultation with Student Progress Committee and other individuals, will specify the conditions for the student’s return to the program. Conditions for return will take into account such factors as the student’s academic record and overall progress, timing with respect to curriculum schedule and the length of the leave of absence and could include completion of coursework, projects and academic and/or clinical skills assessments to determine the student’s present level of ability; and evaluation through written or oral examinations. Based on the outcome of these evaluations, students may be required to complete additional clinical skills exercises, coursework and remediation activities, reclassification and repeat of an academic year, or extension of the program beyond the original graduation date.

This SOP will be administered in accordance with all applicable laws and regulations and the University’s Notice of Nondiscrimination and Affirmative Action Policy located at the following link: https://www.ecu.edu/prr/05/25/02. Any tuition and fee adjustments will occur in accordance with University and SoDM policies.

If a student does not return to the academic program in the timeframe for the leave of absence granted by the Dean, the student’s status will be changed from leave of absence to withdrawal from the program.

Original approval by DEC: July 5, 2017
Revised, reviewed and preliminarily approved by AAC: August 8, 2018

Revised, reviewed and approved by University Counsel: August 20, 2018

Approved by DEC: September 12, 2018
Procedures for Addressing Student and Resident Concerns and Complaints

The School of Dental Medicine is committed to providing a supportive learning environment for its students and residents, in which their concerns are addressed in a prompt and fair manner. Many concerns can and should be addressed informally, at the level of the concern. However, there are times when a serious concern may rise to the level of a complaint, and for such instances, the SoDM has developed this procedure for addressing specific complaints that are not addressed by other SoDM or ECU policies, procedures, and guidelines.

Specific policies, procedures and guidelines currently exist for the following matters and are not covered by these procedures:

- Academic progress
- Professional conduct
- Discrimination
- Sexual harassment
- Grades or grading

SoDM Complaint Procedures

Informal Process
The SoDM encourages students/residents to seek informal resolution of concerns through direct communication with the party(ies) involved (e.g., faculty member, staff person or student/resident), or with the individual's direct supervisor. In this case, there is no requirement for documentation of the complaint. Attempts at informal resolutions should be initiated within 30 days of the occurrence.

Initiating a Formal Complaint
If the informal attempt at resolution is unsuccessful, the student/resident may initiate the more formal complaint procedure, within 30 days. All formal complaints must be submitted in writing, with the possible exception of complaints involving safety issues that require immediate action.

Formal complaints from students/residents should be directed to the Office of Student Affairs. To submit a complaint, you may visit https://cuspid.ecu.edu or open Self Service. You will need to be connected via an ethernet cable or wirelessly using a secure connection.
connection to our network via VPN (Cisco Anyconnect). Complaints are sent to the Associate Dean for Student Affairs. Upon receipt of a student complaint the Associate Dean for Student Affairs (or designee) will notify the student that the complaint has been received. This notification will occur in a reasonable and timely manner, normally within five business days.

Required Documentation
Formal complaints require the following documentation:

• Name of student/resident initiating the complaint
• Name of the individual or office against whom the complaint is being initiated
• Full description of the complaint, including the behavior or action that resulted in the complaint
• Names of individuals who have knowledge of the events surrounding the complaint
• Description of the informal attempt at concern resolution, or if this step did not occur, the reasons that it did not occur
• Desired outcome
• Verification of identity (e.g., Pirate ID) of student/resident submitting the complaint

Complaint Review
The Associate Dean for Student Affairs will meet with the student/resident initiating the complaint as needed for clarification of the concern. If the Associate Dean for Student Affairs believes that the complaint possesses merit, the Associate Dean for Student Affairs will either work to resolve the complaint (if the complaint falls within the purview of the Office of Student Affairs) or refer the complaint to the appropriate authority (e.g., assistant/associate dean, department chair, program director, supervisor) for resolution.

If the Associate Dean for Student Affairs believes that the complaint lacks merit, the student/resident may require that the complaint be reviewed by an ad hoc group of faculty and students/residents, appointed by the Associate Dean for Student Affairs. If the ad hoc group finds that the complaint does possess merit, the group will advise the Associate Dean for Student Affairs, who will, in turn refer the complaint to the appropriate authority as described above.

Complaint Resolution
The designated authority to whom the complaint is referred, in consultation with the Associate Dean for Student Affairs and others, will determine what actions, if any will be taken in response to the complaint. That individual/office will provide the Associate Dean for Student Affairs with a written description of the final resolution or actions taken.

To the extent possible, the Associate Dean for Student Affairs will ensure that the student/residents who has brought the complaint
is informed of the ultimate disposition of the complaint.

Recordkeeping
The Office of Student Affairs will develop and maintain a complaint log that includes:

- a summary of the written complaint
- pertinent dates
- the person or office charged resolving the complaint
- the final resolution or actions taken in response to the complaint

The Associate Dean for Student Affairs will act as a point of contact for information pertaining to student/resident complaints, and will provide information regarding complaints to the Dean on a monthly basis. The Associate Dean for Student Affairs will also provide aggregate and de-identified data regarding complaints to the Dean’s Executive Council at least quarterly.

Confidentiality
Any written complaint that contains personally identifiable information about students/residents, as well as records associated with the written complaint, along with information in the log, may be subject to FERPA and must be protected against improper disclosure.

Prohibition Against Retaliation
Provided that the student/resident is acting in good faith, a student/resident may file a complaint without fear of retaliation. If a complaint is filed without basis or with the intent to harm a member of the SoDM community, disciplinary action may be taken. Students/residents who believe that retaliatory actions have been taken against them because they have filed a complaint or provided information in connection with a complaint should communicate their concerns immediately to the Associate Dean for Students Affairs.

Procedures beyond SoDM
SoDM students/residents may also initiate complaints through the ECU Office of the Dean of Students
http://www.ecu.edu/deanofstudents/student-grievances-inquiries.cfm
If a student/resident complaint cannot be resolved through the SoDM or ECU procedures, the student/resident may file a complaint with the following agencies:

- The University of North Carolina General Administration, Post-Secondary Education Complaints, c/o Assistant Director of Licensure and Workforce Studies, 910 Raleigh Road, Chapel Hill, NC 27515-2688, (919) 962-4558, or e-mail at studentcomplaint@northcarolina.edu.
• The Commission on Colleges of the Southern Association of Colleges and Schools (SACS), 1866 Southern Lane, Decatur, Georgia 30033-4097, (404) 679-4500, or visit the website http://sacs.org.

The SoDM Apple Technology Bundle includes the following:

- Apple Macbook Pro
- Apple iPad WiFi
- Apple iPhone (purchased separately)

All incoming students are required to purchase an Apple Technology Bundle through the ECU Dowdy Student Stores, and to purchase an Apple iPhone.

The Apple Bundle includes a MacBook Pro and an iPad WiFi. Students can choose the standard bundle or upgrade bundle package. All students will receive notification via ECU email explaining how and when they can purchase the technology bundle.

The Apple iPhone is required for all students. All students will receive notification via ECU email, delineating the required specifications. Students may use the Apple approved service provider of their choosing a list of approved service carriers will be included in the email notification from the ECU SoDM.

Students should not purchase any part of the Apple Technology Bundle prior to receiving an official notification from the ECU SoDM.

Purchasing the technology bundle, including the iPhone, is a condition of enrollment in the SoDM.

Any student who does not purchase the required bundle will be subject to disciplinary action, which may include suspension of enrollment until compliance requirements are met.
Apple MacBook and iPad Loan Program for Students

Purpose:
To guide SoDM students regarding the steps and procedures for utilizing the Apple Laptop and iPad loan program during the repair process.

Procedure:
The School of Dental Medicine requires all students to purchase a specific Apple Technology Bundle, including the Apple MacBook Pro and iPad, from the University Bookstore, prior to new student orientation (SOP # 420.0.5). In the event that a student’s laptop or iPad must be repaired or serviced, the student may obtain a temporary loaner laptop or iPad if one is available, provided by the SoDM’s Office of Informatics.

Students wishing to borrow a laptop or iPad must submit a request, in person, through the SoDM Informatics Office located on the first floor of Ross Hall, room 1174. The guidelines below define the parameters for the loan of each device.

Guidelines for MacBook Loan Program:
• To be eligible for a loaner laptop you must first contact your course coordinator to start the repair process.

• In the event your laptop has to be repaired you will be provided a repair receipt from either SoDM Informatics or the ECU Pirate Techs. This receipt is required upon checking out a loaner.

• The borrower must complete and sign a Property Assignment Form upon checking out the laptop.

• The laptop loan will include a laptop, power cord, purple Ethernet cable, Ethernet dongle, and a carrying case.

• The borrower may not add or remove software, or modify the laptop configuration.

• The borrower will be held financially responsible for damage and/or loss of any loaned equipment, and University records may be tagged if not resolved.

• If the borrower’s use of the laptop violates the University’s computer use policies in any way, the borrower will no longer be eligible for laptop checkout in the future.
• Borrowers are responsible for ensuring the security of the laptop while it is in their possession. Laptops should not be left unattended.

• After receiving notification that your repair is complete you must return the loaner laptop within 24 hours. The laptop and all accompanying equipment items must be returned to the SoDM Informatics Office in good condition.

Guidelines for iPad Loan Program:

• To be eligible for a loaner iPad you must first contact your course coordinator to start the repair process.

• In the event your iPad has to be repaired you will be provided a repair receipt from either SoDM Informatics or the ECU Pirate Techs. This receipt is required upon checking out a loaner.

• The borrower must complete and sign a Property Assignment Form upon checking out the iPad from the SoDM Informatics Office.

• The iPad loan will include an iPad, power cord, and carrying case.

• The borrower may not add or remove software, or modify the iPad configuration.

• The borrower will be held financially responsible for damage and/or loss of any loaned equipment, and university records may be tagged if not resolved.

• If the borrower’s use of the iPad violates the University computer use policies in any way, the borrower will no longer be eligible for iPad checkout in the future.

• Borrowers are responsible for ensuring the security of the iPad while it is in their possession. iPads should not be left unattended

• After receiving notification that your repair is complete you must return the loaner iPad within 24 hours. The iPad and all accompanying equipment must be returned to the SoDM Informatics Office in good condition.
Code of Ethical Conduct and Professional Behavior for Students and Residents

I. Preamble
The purpose of the East Carolina University (“ECU”) School of Dental Medicine’s Code of Ethical Conduct and Professional Behavior for Students and Resident (“the Code”) is to articulate guidelines for expected personal, academic and professional behavior of students (“Students”) in the pre-doctoral program and residents in the Advanced Education in General Dentistry and Pediatric Dentistry programs (“Residents”). The Chancellor of ECU has designated the Dean of the School of Dental Medicine as the person responsible for the administration of the Code. The Code fully complies with the University of North Carolina (“UNC”) Code and Policies.

In keeping with a key facet of the mission of the School of Dental Medicine – to prepare leaders with outstanding clinical skills, an ethical bearing, sound judgment and a passion to serve – the Code provides a framework for personal honor and integrity. The profession is responsible for monitoring its own ethical standards, and this practice must begin in dental school. The Code incorporates the principles and spirit of the American Dental Association’s Principles of Ethics and Code of Professional Conduct and the American Student Dental Association’s Code of Ethics. Promoting an environment of professionalism in which ethical standards define day-to-day activities requires full cooperation and support of all members of the School of Dental Medicine community, including students, residents, staff and faculty. Each Student/Resident is expected to show an appreciation of the trust placed in her/himself, and is expected to insist upon the same standards among fellow Students and Residents.

II. Ethical Conduct and Professional Behavior
All Students and Residents are expected to maintain high standards of moral and ethical behavior and to conduct themselves in a professional manner at all times, both on and off campus. This includes, but is not limited to, such settings as: the learning halls, laboratories, clinical care areas and other ECU facilities; at the Community Service Learning Centers; at community-based clinical activities; at meetings of community service or professional organizations; at social events or in personal encounters with other individuals; and when using social media.
Ethical conduct and professional behavior are characterized by honesty, integrity, and fairness in all circumstances; respect for the rights, differences, and property of others; concern for the welfare of others, including patients, always striving to do one’s best in providing care, and preserving patient confidentiality.

Examples of misconduct include, but are not limited to:

• Acts of academic dishonesty, including, but not limited to, cheating on examinations, violation of examination procedures, plagiarism, submitting work for evaluation that is not one’s own effort; or,

• Patient mismanagement, including, but not limited to, failure to provide a diligent and appropriate continuation of treatment, violation of patient confidentiality, provision of unsupervised treatment, patient abandonment; or,

• Alteration of patient records, entering false information into patient records, using faculty “swipe” cards to authorize treatment in axiUm; or,

• Posting of confidential faculty, student, resident, staff or patient information on personal websites or blogs; or,

• Actions prohibited by ECU Students, as delineated in section 2 of the ECU Student Conduct Process [http://www.ecu.edu/PRR/11/30/01](http://www.ecu.edu/PRR/11/30/01); or,

• Violation of ECU or School of Dental Medicine policies, or federal, state or local laws.

All Students and Residents will endorse and pledge to abide by the principles included in this Code at the beginning of their education at the ECU School of Dental Medicine, during orientation, and at the beginning of each subsequent academic year. The affirmation will be in writing, and will express the individual’s commitment to ethical conduct and professional behavior.

The School of Dental Medicine reserves the right to investigate instances of unacceptable behavior, even after a Student or Resident has graduated, if such acts contributed to the fulfillment of graduation requirements and were not evident prior to graduation. In such instances, sanctions could potentially include rescinding the degree or certificate.

### III. Reporting and Initial Review of Perceived Violations

A student, resident, faculty or staff member (the “Complainant”) who has reason to believe that a violation of the Code has occurred has a duty to report the violation. The report must be in writing, and submitted to the Associate Dean for Student Affairs as soon as possible after the event occurs, preferably within five working days of the violation, and no longer than 30 working days after the violation.

The report of perceived violation must be in the form of a dated, signed letter, and should include:
• The name(s) of the Student(s) and/or Resident(s) (the “Respondent”) involved; and,

• Names of additional individuals who may have witnessed what occurred, if applicable; and,

• Names of individuals who may be able to provide information that may be pertinent to the complaint.

The Associate Dean, in consultation with the Program Director as appropriate in allegations related to residents, will conduct an investigation to determine whether the alleged infraction has merit and/or whether it can be addressed administratively by mutual consent of the parties involved, in a manner acceptable to the Associate Dean for Student Affairs. Such disposition shall be final and there shall be no subsequent proceedings. If the matter cannot be addressed by mutual consent, the Professional Conduct Committee (the “Committee”) will be convened to review the alleged infraction.

IV. Interim Suspension
In the following instances and in the Dean’s sole discretion, the Dean, or a designee, may impose an interim suspension prior to the Hearing:

• To ensure the safety and well-being of members of the School of Dental Medicine or the ECU community, or the preservation of School of Dental Medicine or ECU property; or,

• To ensure the Student’s or Resident’s own physical or emotional safety and well-being; or,

• If the Student or Resident poses a threat of disruption of or interference with the normal operations of the School of Dental Medicine.

During the interim suspension the Respondent shall be denied access to School of Dental Medicine classes or other activities and privileges for which the Respondent would otherwise be eligible. Respondents who are placed on an interim suspension will be granted a Hearing within five to fifteen working days after notice of the interim suspension at which time they will be given an opportunity to show cause as to why the interim suspension should not continue. In the event that the Hearing finds that the Respondent charged did not violate the Code, all information related to the interim suspension will be expunged from the Student’s/ Resident’s confidential record.

V. Professional Conduct Committee
The charge to the Professional Conduct Committee is:

• To uphold the standards of personal, academic and professional behavior expected of School of Dental Medicine Students and Residents, and to sustain the School of Dental Medicine’s core values of excellence, service, leadership, diversity and professionalism.
• To review reported violations of the Code and determine whether a violation has occurred.

• To recommend appropriate disciplinary and educational sanctions in instances where a violation has occurred.

• To be a standard-bearer for professional conduct for the School of Dental Medicine community by educating all members and by modeling principles and practices that reflects the autonomous (or self-governing) nature of dentistry.

The Committee will be comprised of seven voting members: three Students, one Resident and three faculty members, appointed by the Dean. Students and Residents will be appointed for one-year terms and faculty will be appointed for two-year terms. The Dean will appoint a fourth faculty member to serve as the Faculty Co-Chair. The Faculty Co-Chair will be a non-voting member of the Committee. The Committee will elect the Student Co-Chair from the Student/Resident members; the Student Co-Chair will be a voting member of the Committee. Committee members will receive training annually, coordinated by the Associate Dean for Student Affairs in collaboration with the ECU Office of Student Rights and Responsibilities (“OSRR”) and the ECU Office of University Counsel (“OUC”).

A quorum is at least five Committee members, including at least three Student/Resident members and two voting faculty members, in addition to the Faculty Co-Chair. In each instance where the Respondent is a resident then the resident member of the Committee shall serve on the Committee that holds the Hearing. No member of the Committee may hold a law degree. The Associate Dean for Student Affairs will be an ex-officio, non-voting member and shall provide administrative assistance to ensure that the Hearing is conducted in accordance with the procedural rules defined in the Code. The Associate Dean and Co-Chairs will consult with the OUC and the OSSR, and, at the request of the hearing Chair, a member of the OUC and the OSRR may attend the Hearing, in the event that questions arise during the process.

Respondent Notification: The Faculty Co-Chair of the Committee shall notify the Respondent and Complainant in writing of the following: the alleged infraction; the date and the time set for the Hearing; the right to a fair Hearing; the right to have a non-legal advisor present during the process, unless the Student/Resident is facing pending criminal charges stemming from the incident in question; the right to review all evidence; the right to provide a written response to the allegations(s); and the right to appeal any decision to the Dean. The scheduling of the Hearing should be no less than five days and no more than 15 days from the date of the Respondent notification. For good cause shown by either party the Chair of the Committee may extend the date for the Hearing beyond 15 days.

The Faculty Co-Chair will also provide the Complainant with copies of documents that will be reviewed at the hearing.
Hearing Procedures: The Faculty Co-Chair will conduct the Hearing, consulting with the Associate Dean for Student Affairs as needed. Confidentiality of the proceedings and transcripts will be maintained at all times, and in compliance with Family Education Rights Privacy Act (“FERPA”). The Complainant and the Respondent each have the right to be assisted by an advisor, at their own expense. The advisor may not be an attorney unless criminal charges are pending or anticipated. If the Student’s advisor is an attorney, the attorney may only advise his or her client. The attorney is not permitted to ask questions or present information. In all cases, the advisor may be present and provide consultation, but may not speak on behalf of the individual represented or address the Committee.

Committee members will be impartial, and any member who lacks impartiality must remove her/himself from the proceedings. The Dean may replace such an individual(s) as necessary to allow the process to proceed.

The Committee may accept pertinent records, exhibits and written statements, provided by the Complainant or the Respondent. These materials must be provided to the Faculty Co-Chair at least three business days in advance of the hearing, so that information provided by the Respondent may be shared with the Complainant, and any additional information provided by the Complainant may be shared with the Respondent.

The Respondent has the right to appear at the hearing, to make formal statements on her/his own behalf, to present witnesses and to examine evidence. Neither the Respondent nor the Complainant is permitted to confront or cross-examine witnesses directly but may filter their questions through the Committee. The Committee shall have the right to question witnesses. All procedural questions are subject to the final decision of the Co-Chairs of the Committee, in consultation with the Associate Dean for Student Affairs.

There will be a single verbatim record (e.g., an audio recording) of the Committee hearing. Committee deliberations will not be audio-recorded. The recording and all written materials presented shall be the property of the School of Dental Medicine, and are governed by the same confidentiality and file retention policies applicable to other educational records. In cases where a finding of violation has occurred, the Respondent may, upon request, receive a copy of the recording of the hearing proceedings. Recording quality problems and/or malfunctions will not invalidate or nullify the decision of the Committee.

Committee Deliberations and Report to the Dean: After the hearing, the Committee will deliberate to determine whether a violation of the Code has occurred. The Student Co-Chair will chair the deliberations. Neither the Respondent, nor the Complainant, nor any witnesses may be present during Committee deliberations. The Committee’s determination shall be on the basis that the preponderance of evidence (which is the
same as the “greater weight of the evidence”) presented supports the conclusion that the Respondent violated the Code. In order to make a determination that the Respondent has violated the Code, a simple majority vote is required.

In the event that the Committee determines that a violation of the Code has occurred, the Committee will present its findings, conclusions and recommendations for disciplinary action in writing to the Dean, in a letter composed by the Student Co-Chair, with assistance by the Faculty Co-Chair. The Dean will consider this information in the ultimate disposition of the case.

The Committee may recommend one or more sanctions to the Dean, and may formulate individualized penalties or rehabilitative or remedial measures at its discretion. Sanctions should reflect the nature of the misconduct, and may include, but are not limited to, warning, counseling, restitution, formal apology, community service, additional coursework, letter of reprimand, repeat of examination, repeat of course, disciplinary probation, loss of privileges, suspension, repeat of academic year, or expulsion from the School of Dental Medicine.

A student or Resident found to have committed a second violation of the Code, or to have failed to comply with imposed sanctions, may be subject to expulsion.

**VI. The Dean’s Review**
The Dean will review the letter from the Committee, and at the Dean’s discretion, may meet with members of the Committee, the Complainant and/or the Respondent. The Dean may not change the finding of the Professional Conduct Committee, but may modify the sanction(s).

The Dean will notify the Respondent, the Complainant, the Committee, the Associate Dean for Student Affairs, and the OSSR of the findings in the case, and the sanctions to be imposed.

**VII. Process Protections for Students**
The Respondent may elect to participate, or not to participate, in the hearing. No student may be found to have violated the Code of Conduct simply because the student failed to appear before the Committee considering the student’s case. In all cases, the evidence in support of the charges shall be presented and considered.

All Students and Residents shall have the right to a fair hearing, the presumption of innocence until found responsible, the right to know the information in support of a violation and to face witnesses testifying against him or her and the right to such advice and assistance in his or her own defense as may be allowable as noted above.

Disciplinary sanctions will remain part of the Student’s/Resident’s confidential academic record during the time of enrollment at the School of Dental Medicine. At the time of the Student’s/Resident’s graduation or program completion, upon written application by the student to, and approval by the Associate
Dean for Student Affairs, the School of Dental Medicine may expunge the Student’s/Resident’s confidential record of disciplinary actions other than suspension or expulsion.

**VIII. Appeal Process**

The Respondent may appeal an adverse decision and action, provided that he/she can demonstrate that there was a violation of due process, or that there is additional, compelling information not originally considered by the Committee and the Dean. The appeal must be submitted to the Dean, in writing, within five days of receiving the written decision, and must clearly delineate the specific basis for the appeal.

In the event of an appeal, the Dean will appoint an ad hoc committee, comprised of two faculty members and three Students or Resident, who were not part of the original process, to hear the case. The Dean has the discretion to determine whether sanctions or other interim restrictions should be imposed while an appeal is in process. The ad hoc committee will follow the same hearing guidelines and following due deliberations, will make a written recommendation to the Dean who may accept or reject the recommendation. The Dean will inform the Respondent, both orally and in writing, of the Dean’s decision.

The Respondent may appeal an adverse decision and action, provided that the Respondent can demonstrate a violation of due process or that there is additional compelling information not considered by the Dean, to the Vice Chancellor for Health Sciences, whose decision shall be final. The appeal must be submitted to the Dean, in writing, within five days of receiving the Dean’s written decision, and must clearly delineate the specific basis for the appeal. The Vice Chancellor for Health Sciences shall consider the appeal on the record.
Professionalism and Social Networking

All students, residents, staff and faculty of the SoDM are expected to maintain high standards of moral, ethical, and professional behavior, whether they are on or off campus. This includes, but is not limited to, settings such as: meetings, social events, learning halls, laboratories, clinical care areas, Community Service Learning Centers, other ECU facilities, and when using social media. The Internet has many viable resources and has the ability to increase communication between millions of people but it also increases the risk of damaging professional credibility and impacting the images of ECU and the SoDM.

Definitions

**Professionalism:** Honesty, integrity, and fairness in all circumstances, respect for the rights, differences, and property of others; concern for the welfare of others, including patients, and always striving to preserve patients’ confidentiality.

**Social Media:** All platforms used for social and professional networking, including but not limited to Facebook, Snap Chat, Twitter, Flickr, Instagram, Pinterest, Vine, YouTube, Tumblr, LinkedIn, Student Doctor Network, web blogs/forums, and chat rooms.

To ensure that social media use aligns with professional behavior parameters, all members of the SoDM community should familiarize themselves with the relevant federal and state laws, as well as ECU Social Media Guidelines and ECU Social Media Use Policy before utilizing any social media platforms.

All members of the SoDM community:

- Should take steps to guarantee that their social networking sites are appropriately equipped with the correct privacy settings to avoid information being disclosed to individuals outside of their control.

- May not post pictures, descriptions, or narratives related to clinical or laboratory procedures. Doing so could knowingly or unknowingly violate a patient’s right to privacy and the trust inherent in the patient-doctor relationship.
• May not post pictures or descriptions that demonstrate participation of students, residents, faculty, or staff engaging in unprofessional behavior in any setting.

If there is the slightest hint of impropriety, individuals should err on the side of caution and refrain from posting. All members of the SoDM community must uphold the professional norms of the School in respecting themselves, patients, faculty, staff, students, and other health professionals. Images portrayed through social media reflect upon the ECU SoDM and its members, and that image should be held with the utmost respect.

Actions outside of these parameters constitute violations of the Code of Ethical Conduct and Professional Behavior for Students and Residents and must be referred to the Professional Conduct Committee for adjudication. Faculty and staff whose actions violate these established parameters will be subject to disciplinary action in accordance with University policies.

References

ECU Social Media Guidelines: https://socialmedia.ecu.edu/guidelines/.

ECU Social Media Use Policy: http://www.ecu.edu/PRR/08/10/02/
Standards for Professional Attire

The School of Dental Medicine (SoDM) establishes the following dress standards in the spirit of creating a professional atmosphere, which is dignified, conducive to patient care and meets applicable state and federal regulations. **It is the responsibility of all students, residents, faculty and staff to maintain these standards of dress, neatness of appearance and cleanliness.**

The minimum standards for acceptable attire are:
- **For males:** A collared shirt (a small insignia is acceptable), tucked in, khaki or similar dress slacks, belt, socks and dress shoes. Athletic shoes may only be worn with scrubs.
- **For women:** A professional blouse, sweater or top and dress slacks or skirt, or dress, and dress shoes. Skirt lengths should be no more than three inches above the knee. Athletic shoes may only be worn with scrubs.
- **For all residents and students:** Official SoDM scrubs, in the approved color for each specific class, are required in the Bench Lab, Simulation Lab, and all clinical areas. Clean, conservative athletic shoes and socks may only be worn with scrubs. A scrub top, worn with dress slacks and dress shoes and socks, is an acceptable alternative.
- **While residency program directors may make exceptions regarding resident attire, all clinical staff in CSLCs must wear scrubs.**
- **A clearly displayed ECU identification badge should be worn at all times.**

Personal grooming must include cleanliness of hair, body, breath and fingernails. Beards and mustaches must be clean, neatly trimmed and well groomed.

In patient treatment areas, including the Simulation Lab and Bench Lab, additional standards include:
- **Disposable over-gowns (in patient treatment areas only)**
- **No open toed shoes**
- **Minimal jewelry, that does not interfere with clinical asepsis**
- **Long hair pulled back and clasped/anchored in a ponytail type style**
- **Name tags, displaying clinical credentials for clinical staff, faculty, residents and students**
• Name tags for administrative staff who have patient contact

The Clinic Handbook provides additional guidelines specific to the clinical areas, Bench Lab and Simulation Lab.

Unacceptable attire includes:
• Denim pants of any color, cargo pants, shorts, sweat pants, leggings, overalls
• Flip flops
• Non-religious or non-surgical head coverings
• Tube tops, halter tops, midriff-baring tops, bare shoulder tops, miniskirts, immodest attire or attire that reveals undergarments
• T-shirts, sweatshirts, with the exception of sweatshirts worn in the learning halls for student comfort
• Sunglasses, unless medically required

Potentially offensive tattoos must be covered. Tongue and lip pierced rings or studs are prohibited.

When questions arise regarding interpretation of these standards, final arbitration rests with the administration.
Industry Involvement in SoDM Education, Service and Research Activities

General Principles:

1. An overriding goal of these guidelines is to increase transparency respecting industry interactions and to effectively manage conflicts of interest created by these interactions.

2. The caregiver’s primary responsibility is to the patient.

3. Research must be free of any potential for bias.

4. It is appropriate for there to be interactions between industry and faculty, residents, students and staff. The boundaries of those interactions must be clearly delineated and continually monitored.

5. The goal of these guidelines is to ensure all individuals are aware of their responsibilities with regard to industry relations. To that end all faculty, residents, students and staff should have specific instructions tailored to their roles in appropriate academic-industry interaction.

6. The institution and individuals are accountable for their actions. These standard operating procedures apply to all ECU SoDM personnel. This document is supplemental to, and does not supersede, the ECU policy regarding the disclosure of outside activities, financial interests and conflict of interest, which is applicable to all ECU employees.

Industry Presentations and General Guidelines:

1. It is appropriate for the School to participate in industry-sponsored events. However, such participation should not and does not imply endorsement by the School.

2. The administration, faculty or department, or a recognized student organization may sponsor industry presentations at the School. Student organizations must solicit faculty input and appropriate approval prior to pursuing School- or industry-sponsored educational events.

3. Full disclosure of corporate sponsorships and/or industry relationships must occur prior to any presentation.

4. Specific faculty may invite industry representatives to make presentations, if the faculty member wishes to include such a
presentation as part of the curriculum, in a specific course module.

5. Otherwise, industry representatives wishing to make presentations to students must submit a Vendor Approval Form (VAF) to the Office of Student Affairs for review.

6. A review committee comprised of faculty, and including student representation, will review VAF submissions and select presenters to ensure that the information presented is balanced, unbiased, and educationally appropriate, and supplements the curriculum.

7. Based on the outcome of the faculty review process, the Office of Student Affairs will extend invitations for industry representatives to make presentations to students. The Office of Student Affairs will schedule and coordinate such presentations.

8. A responsible faculty member must be present for the presentation to ensure that the content is presented in a balanced and unbiased manner.

9. Vendors may distribute gifts (e.g., products or devices) of a nominal amount to all students for educational and product comparison purposes.

10. Vendors may not directly provide refreshments for events. However, industry may make a contribution to the SoDM via an unrestricted educational grant. In such instances, it would be permissible for a placard to be displayed, indicating that X is providing funding for refreshments.

11. Industry off-site sponsored activities that include food and refreshments are discouraged unless the SoDM sanctions the activity.

**On Site Access by Industry:**

On-site access by industry is restricted to areas otherwise open to the public. All industry representatives are required to register with the Office of Clinical Affairs. At that time, each will receive a lanyard, identifying that they have registered. Failure to register shall result in penalties up to, and including denial of access. Access to patient-care areas, faculty offices, and other non-public areas may be permitted when industry presence is necessary for educational purposes, product demonstration, or “vendor fairs”.

Representatives who have access to patient care areas will need to complete HIPAA for vendors training found at: [http://www.ecu.edu/cs-dhs/hipaa/privacy/training.cfm](http://www.ecu.edu/cs-dhs/hipaa/privacy/training.cfm).

Representatives will be required to present a training completion certificate and completed and signed Confidentiality Statement at the time of registration with the Office of Clinical Affairs.

**Industry Support:**

1. Gifts must primarily benefit patients and have educational value. Gifts (e.g., promotional materials and product samples) intended for patients must be not have the appearance, ability,
or perception of influencing patients or providers as such influence is prohibited by Federal laws. Samples of dental products such as toothpaste, toothbrushes, etc. are acceptable for patients. There can be no inherent expectation in return for such support.

2. Awards, travel funds, funds to support academic activities, scholarships and gifts are permissible if they specify the purpose of the educational, programmatic, or research activities and is properly administered by ECU and SoDM.

3. When School-sponsored events take place, industry support is permissible if support is recognized on all printed materials and acknowledged at the beginning of presentations.

4. Neither pre-doctoral nor postdoctoral curriculum content may be influenced by industry. Reference to specific corporate branding must be presented in an unbiased manner.

5. Both School and industry representatives must be continually sensitive to purchasing guidelines and ensure that no undue influence is placed on the respective School’s purchasing agent. This is especially important in purchasing decisions made in the clinical pre-and post-doctoral, and faculty practice environments.

6. Faculty and staff involved in industry-supported speaker bureaus, advisory panels, and consulting should comply with University of North Carolina Guidelines at http://www.northcarolina.edu, and with the University’s guidelines on External Professional Activities.

7. Ghostwriting is not acceptable.

8. Industry representatives should contact the Associate Dean for Clinical Affairs for clarification of policies.

**Industry Supported Research:**
All industry-sponsored research should follow guidelines and policies developed by the ECU Division of Research and Graduate Studies. Investigators should comply with research ethical guidelines and complete respective ECU conflict of interest documentation in a timely manner. All issues are to be referred to the Associate Dean for Research in the School of Dental Medicine.

**Philanthropy:**
Gifts of a philanthropic nature from industry to the School may be accepted by the Dean in consultation with an appropriate department chair or associate/assistant dean based on the congruence of the donor’s corporate mission with the mission of the School. Whenever there is ambiguity in this regard, the final determination shall be made by the Dean. Anticipated gift arrangements will also be reviewed with the School’s Director of Development.

**Continuing Education (CE):**
Dental continuing education arrangements will follow American
Dental Association Continuing Education Recognition Program (CERP) guidelines as related to industry relationships.

**Compliance:**
For questions of general industry conflict, the Associate Dean for Clinical Affairs should be consulted. For questions of conflict related to industry-supported research, issues should be discussed with the Associate Dean for Research. The respective associate dean will provide oversight of compliance through monitoring of these policies and make determinations of violation in consultation with the Dean. The School's faculty, residents, students, and staff who do not comply with these policies are subject to disciplinary action as defined in University policies on conflict of interest.
SoDM students and/or student organizations may prepare messages concerning news, deadlines, events, opportunities and other SoDM related information to all students, residents, faculty and staff.

Students must submit the message(s) they would like distributed to the Director of Student Services.

Students follow the following guidelines when submitting requests:

1. The same message should not be sent more than once.

2. The author of the message should check and recheck the message before sending, making sure it is complete and accurate!

3. Students may not send personal messages or questions.

4. Students should allow 24 hours for message to be sent.

5. Messages should be in a readable format.

6. Messages should use upper and lower case letters, not all CAPS. All caps signal that the sender is angry or yelling.

7. The message must include a subject with the message.

Solicitations and messages that are not SoDM related are prohibited. Students may also utilize other resources to promote events and activities.
Food and Beverages

Beverages in covered containers and non-messy snacks are permitted in the learning halls during regularly scheduled lectures, provided that an appropriate level of cleanliness of facilities is maintained.

Guest presentations may be conducted in the learning halls and lunch can be served with advance approval from the Office of Student Affairs, provided that an appropriate level of cleanliness of the facilities is maintained.

Failure to maintain cleanliness will result in discontinuation of this privilege.

Beverages and food of any type are NOT permitted in the preclinical lab or in clinical areas.
Posting Items in Ross Hall and Community Service Learning Centers

The SoDM seeks to keep the School community informed of upcoming events and opportunities. Recognizing that Ross Hall and the Community Service Learning Centers are both educational facilities and centers for patient care, the School has established parameters regarding posters and flyers.

All posted items – whether posted digitally on the monitors or posted as flyers in Ross Hall – must be approved by the Office of Dean or the Office of Student Affairs and must relate to University or SoDM business or associated activities.

Approved posters and flyers may be posted digitally on monitors in public areas. Flyers and posters may only be placed in non-public areas, such as the Student Lounge and designated faculty/staff areas, and may not be posted in the learning halls, break out rooms, patient care areas, elevators, in the stairwells or in public areas.
Adverse Weather and Emergency Events

Purpose:
To provide instruction and direction to faculty, staff, residents and students in the event of severe weather or other emergency for Ross Hall and the Community Service Learning Centers (CSLCs).

The ECU SoDM encourages all faculty, staff, residents and students to sign up for the ECU alert system. When adverse weather or another emergency event potentially impacts the SoDM at any of its locations, collaborative decision-making between the Dean's Office, Clinical Affairs, Extramural Clinical Practices and Facilities will determine the SoDM’s responsive action. The SoDM will send out a follow-up email to all SoDM as soon as is practically possible after an ECU alert is issued.

None of the provisions set forth in this SoDM policy will supersede current or evolving university regulations.

ECU’s Adverse Weather and Emergency Event Regulation – Interim is described at: http://www.ecu.edu/prr/06/45/02. The regulation delineates:

- Policy
- Employees Covered
- Definitions of Terms
- Determination of Mandatory Operations
- Mandatory Employees
- Decision Making and Criteria for Declaring Emergency Condition Levels
- Limited Operations or Closures for Rented or Leased University Facilities
- Reporting to Work and Accounting for Missed Work Time
- Accounting for Time During Reduced or Suspended Operations
- Additional Equivalent Time off (ETO) for Mandatory Employees
- Disciplinary and Performance Matters
- Communicating University Operational Status
- Event Reporting Requirements

The ECU SoDM Associate Dean for Clinical Affairs will activate the Adverse Weather and Emergency Operations mandatory employee team and coordinate the management of patient care for Ross Hall operations and Hospital Dentistry. Delayed or suspended operations at a CSLC will be based on local weather
conditions. The ECU SoDM Assistant Dean for Extramural Clinical Operations, under the advisement of the site directors, will determine the Adverse Weather Condition and coordinate the management of patient care for the CSLCs.

**Reduced or suspended operations** at Ledyard E. Ross Hall and Hospital Dentistry will coincide with university operations in the Greenville, NC area. This generally means:

a. If the **University remains open, but cancels classes**, faculty and staff are expected to report to work and adhere to the following criteria:

1. **Faculty** and staff will be expected to report for work.

2. **Students** involved in classroom and preclinical lab activities will have an excused absence.

3. Residents and students involved in patient care and clinical activities will be expected to attend clinics and see patients, even if the resident or student does not have a patient scheduled for the clinical session.

b. If the **University delays opening or closes early due to adverse weather**:

1. **Faculty, staff and residents** will be expected to arrive and begin preparations to see scheduled patients one hour prior to the designated opening time and remain beyond the designated closing time as needed. If the University designates that faculty and staff is delayed until 10AM, resident clinics will be open at 10AM and faculty, staff and residents should arrive at 9AM.

2. If starting times for **Student Clinics are delayed due to adverse weather**, the student clinics will open at the next full clinic session (a session is either a.m. or p.m.) For example, if student clinics are delayed beyond the normal starting time of a morning session, that clinic will be canceled and students will report for the afternoon session as scheduled.

Given the importance of continuing to provide clinical services, the SoDM is authorized by special exception to determine its operational schedule during an adverse weather or emergency event. This special exception resides at [http://www.ecu.edu/cs-admin/HumanResources/upload/Adverse-Weather-Policy.pdf](http://www.ecu.edu/cs-admin/HumanResources/upload/Adverse-Weather-Policy.pdf)
c. Faculty who are on call for Vidant Medical Center during a university designated adverse weather or emergency event will make a substantial and good faith effort to be accessible and able to report to and/or remain at the hospital for the duration of the event.

Employees who are expected to be prepared to report to or remain at work, including early arrival to prepare for patients or late departure to complete patient cases, will be designated as Mandatory Employees. The attached form will be used to inform Mandatory Employees of their status with the provision that employees may also be notified of their Mandatory Employee status via e-mail or another written format should circumstances require. When a decision is made for an ECU SoDM clinical facility to remain operational, Mandatory Employees designated as critical to clinic operations will report to work as directed by their department/supervisor.
Discounted Fee Dental Care for Dental Students

Dental students gain a valuable educational benefit when they are patients of other dental students. Concurrently, some dental students have limited resources to cover the costs of needed dental care. These guidelines describe the mechanism for dental students to receive discounted treatment when they are treated by other dental students.

Dental students may receive treatment from other dental students in Ross Hall, under the following conditions:

- Student-patients must be screened and treatment planned according to customary patient procedures.
- The General Practice Group Leader of the assigned student provider will make the determination regarding sequencing and timing of treatment.
- Student-patients must follow the customary procedures to request approval for absences from academic activities to make appointments for treatment.
- If the student-patient’s treatment needs are extensive and frequent appointment-related absences are anticipated, the Associate Dean for Student Affairs must be consulted regarding scheduling.

- Student-patients will pay 25% of the pre-doctoral fee for most treatment procedures.
- Student-patients will pay 50% of the pre-doctoral fee for laboratory-based procedures (e.g., crowns, partial dentures).
- The SoDM will bill the students’ dental insurance for student-patients who have dental insurance coverage.

Students on CSLC rotations may provide treatment for other student-patients who are on the same CSLC rotation, on a very limited basis (e.g., emergency treatment, preventive maintenance visits) and at the discretion of the CSLC Director. Student-patients will pay 25% of the CSLC fee for most services and 50% of the CSLC fee for laboratory-based procedures (e.g., crowns, partial dentures).

Fee discounts will not apply when the provider is a resident or a faculty member.