

# Current PharmD Students

## Frequently Asked Questions

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- I need a drug screen for a practicum or clerkship! What do I do?
- I am registered on ISIS, but my course is not showing up on E-Learning System.
- My name has changed. What do I do now?
- I have worked as a Pharmacy Technician prior to Pharmacy school. Will I Need to acquire the new Pharmacy Technician license if I want to work over the summer?
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- Am I supposed to be turning something in now?
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### What do I do if I need a transcript?

Log into ISIS <http://www.isis.ufl.edu/> and follow the links to order a transcript. There is a fee.

### Where do I get a letter to verify that I am currently enrolled?

Enrollment and degree verifications are occasionally requested by parents, insurance companies, scholarship providers, employers and loan companies who require proof of your student standing, that is, whether you are currently enrolled or not.

Log into ISIS <http://www.isis.ufl.edu/> and follow the links under My Record.

All verifications from Registrar's Office contain: your name, class and college, major, dates of attendance, enrollment status by term, and honors and awards received from UF. A cumulative grade point average can be provided if requested. Any release of academic

information to a third party requires the student's permission, whether by signature or by electronic certification.

If the third party will not accept verification from the University of Florida, and must receive documentation only from the College of Pharmacy, please email Sarah Carswell [carswell@cop.ufl.edu](mailto:carswell@cop.ufl.edu) with the request. Be sure to include the recipient's information!

## **What if my ID Badge is lost or stolen?**

**Gainesville students.** Call 352-392-8343, give their UFID and the picture should be on file. You can go to either location there is one in the Welcome Center or the one in Shands Employee Resource Center Rm 1111 (Atrium level across from Food Court). The one in the HSC area is only open 3 days out of the week during certain times. The other is open M-F; 8am-4:30pm. <http://www.bsd.ufl.edu/G1C/idcard/location.asp>.

**Jacksonville, Orlando, and St. Petersburg students. New!** The online system provides our students at distance campuses with a convenient and secure method for obtaining their Gator 1 Cards. To apply for a Gator 1 card, simply go to the Gator 1 Central website at [www.gator1.ufl.edu](http://www.gator1.ufl.edu) and click on the Distance Gator 1 Card link under ID Card Services.

## **Where can I pay my fees?**

Student Payments: After Friday, June 12 students will no longer be able to pay with cash or debit cards or make over-the-counter payments with the University Cashier. However, students may still pay at Criser by dropping checks in the 24 hour drop box located outside the Cashier Office at S-113 Criser Hall.

Several other payment methods remain available to students.

The following student payment methods will not be affected:

- \* Payments made directly from students' financial aid.
- \* Free on-line e-check payments.
- \* On-line credit cards payments (MasterCard and American Express) - a service fee is charged.

University Financial Services remains open for students from 8:30 am to 4:00 pm, Monday through Friday for students needing assistance with their accounts. They may be reached at 3352/392-0181 or emailed at [ufshelp@admin.ufl.edu](mailto:ufshelp@admin.ufl.edu)

## **I've moved. Where can I change my address or phone number?**

Please take a moment to update address information on file with the University!  
There are TWO locations to do this! Don't forget the Florida Board.

### **University of Florida Directory**

1. Log on to Gatordex via the myUFL/ISIS portal <https://my.ufl.edu/ps/signon.html>
2. From the left menu, go to My Account and choose Update my Directory Profile.
3. Follow the directions, using the orange headers and blue-left hand menu to navigate.

The information stored in the directory feeds directly into your student record, myUFL, the online phonebook and other campus-wide systems. Be sure to verify your local and permanent addresses, phone numbers and email. Accurate information will ensure that you receive all university correspondence.

When changing or correcting your local and/or permanent addresses on Gatordex, be certain to select the correct address field(s) to update your official student record: "local home mailing address" or "permanent home mailing address." If both categories do not appear on your address profile, select "add new address and related phone" to create an entry for both.

If either category indicates an "invalid" address, select "add new address and related phone" to enter correct address information.

### **College of Pharmacy Directory**

<http://www.cop.ufl.edu/studaff/>

From this Students Only Login (last link on the left) you can update your address information that is used for COP email and lists.

### **Update the Florida Board of Pharmacy!**

Drop them a line: Florida Board of Pharmacy / P.O. Box 6320 / Tallahassee, FL 32314-6320

### **Where can I obtain my course schedule?**

Current section numbers can be found at <http://www.cop.ufl.edu/studaff/class.htm>. The Gainesville class schedule can also be found there.

Distance Education students get their schedules via E-Learning System. These schedules are all subject to change.

Course registration is handled in ISIS <http://www.isis.ufl.edu/> . YOU are responsible for getting yourself registered for your core classes, unless notified otherwise. For example, incoming 1PD's will be pre-registered.

ELearning is built upon the information in ISIS. If you don't see your class in ELearning, then it is missing from ISIS. Contact your Student Affairs Coordinator immediately!

### **I am feeling a little overwhelmed and need to talk to someone. Where can I go?**

If you are a Gainesville student, your fees give you access to the University of Florida's Counseling Center (352) 392-1575 or visit <http://www.counsel.ufl.edu/>. At all campuses, your faculty advisor may also be available to discuss your concerns. If you would like to set up an appointment with Dr. McKenzie, please contact at (352) 273-6217. In Orlando, please contact Ms. Tracy Stuck at [stuck@cop.ufl.edu](mailto:stuck@cop.ufl.edu). In Jacksonville, you can contact Ms. Melissa Hanbery at [hanbery@cop.ufl.edu](mailto:hanbery@cop.ufl.edu). In St. Petersburg, you can meet with Ms. Kristi Esmiol James [james@cop.ufl.edu](mailto:james@cop.ufl.edu). Walk-in appointments may be difficult, so please contact in advance, whenever possible.

### **I am having academic problems. I don't know where to start.**

Your faculty advisor is a great place to start. At the Gainesville Campus, if you would like to set up an appointment with Dr. McKenzie, please contact Elizabeth Rivera at (352) 273-6217 or email Dr. McKenzie at [mckenzie@cop.ufl.edu](mailto:mckenzie@cop.ufl.edu). In Orlando, please contact Ms. Tracy Stuck at [stuck@cop.ufl.edu](mailto:stuck@cop.ufl.edu). In Jacksonville, you can contact Ms. Melissa Hanbery at [hanbery@cop.ufl.edu](mailto:hanbery@cop.ufl.edu). In St. Petersburg, you can meet with Ms. Kristi Esmiol James [james@cop.ufl.edu](mailto:james@cop.ufl.edu). Walk-in appointments may be difficult, so please contact in advance, whenever possible.

### **I have a disability and need special consideration for classes and/or testing.**

The Disability Resource Center <http://www.dso.ufl.edu/drc/> is your first stop. After meeting with the staff there, contact the Office for Student Affairs at (352) 273-6217 to make an appointment with Dr. McKenzie. Walk-in appointments may be difficult, so please contact in advance, whenever possible.

## **I have a legal question and would like some advice. Where do I go?**

Contact Student Legal Services <http://www.dso.ufl.edu/sls/>.

## **I have a financial flag/hold on my record. What do I do?**

Contact University Financial Services at 352/392-0181 to determine the reason for the financial hold.

## **I need a drug screen for an IPPE practicum or APPE clerkship!**

### **What do I do?**

1. Pick up the Custody & Control Form and Edge-addressed envelope from your Office for Student Affairs.
2. Send a check for \$28.00 made payable to: Edge Information Management. Write on the check the following: "For UF Drug Screen" and the account number "#ED-131220." Mail the check using the Edge-addressed envelope BEFORE you go for the test.
3. To locate a Quest Diagnostics lab, call Edge Customer Service at (888) 643-5716 OR e-mail [lindaw@edgeinformation.com](mailto:lindaw@edgeinformation.com)
4. After locating what you think might be the most convenient site, you will need to call to ensure the site is: open, is a Quest Patient Service Center (PSC), and performs urinalysis.
5. Take to the Quest lab the following:
  - Photo identification issued by employer or a federal, state, or local government (i.e. driver's license). Note: GatorOne ID's are NOT appropriate ID's.
  - Quest Forensic Drug Testing Custody & Control Form (C&C form). The form will be completed at the Quest lab. Check the (4) 6633N SAP 10-50 GC/MS. The 10 Drug screen is the ONLY selection you should choose even though some sites will accept less (e.g., 5 drug screen).
6. You do not need an appointment but be sure to note hours of operation, as they vary by location (Most are not open on weekends or evenings). IMPORTANT: ALL drug screens MUST be completed between 30 days and 22 days before the next rotation is scheduled to begin!

7. The College of Pharmacy will receive your confidential results. You will need to email the Student Affairs Coordinator for the region the site is located in (see Florida Region Map on the APPE Site <http://www.cop.ufl.edu/departments/pp/pep/index.htm>). In your email include: your name, APPE site name, APPE site contact information, and where the drug screen should be faxed or mailed. For example, an Orlando Campus student with a Jacksonville Rotation requiring a drug screen will contact the Jacksonville Region Coordinator to notify them of where to send the test results.

### **I am registered on ISIS, but my course is not showing up on E-Learning System.**

Contact: Sarah Carswell ([carswell@cop.ufl.edu](mailto:carswell@cop.ufl.edu))

Please note that most course links will not appear for you until the first day of class, unless your instructor has decided to open the course web site prior to the course starting.

### **My name has changed. What do I do now?**

You will need to update the Florida Board (intern license update), the Registrar's Office, as well as the College of Pharmacy.

**Florida Board of Pharmacy Change.** Mail certified copies of the paperwork directly to the Board.

Florida Board of Pharmacy / P.O. Box 6320 / Tallahassee, FL 32314-6320

**Registrar Change.** Print the forms linked from the Student Affairs website –

<http://www.cop.ufl.edu/studaff/form8.pdf> & <http://www.cop.ufl.edu/studaff/form7.pdf>

Follow the specific directions for each of them. One goes to the Registrar's office; the other goes to the agency that has processed the change (Clerk of the Court, for example, if your name was changed due to a marriage).

**College of Pharmacy Change.** Send copies of the submitted forms, including backup documentation to your campus Student Affairs Coordinator. We will update our internal database immediately. Please remember that many administrative offices pull data and save it for the term. Thus, you may not even see changes from us until the next semester.

NOTE: ELearning reads from the Registrar's database! So, your name will not be changed until it has been processed at Criser Hall. DO NOT attempt to change your name in the ELearning System yourself! ELearning reads the Registrar's files nightly, and will update when the change hits their system. Do not use your 'new' name until you see it in ISIS <http://www.isis.ufl.edu/> !

## **I have worked as a Pharmacy Technician prior to Pharmacy school. Will I need to acquire the new Pharmacy Technician license if I want to work over the summer?**

No. The Pharmacists Intern license issued upon matriculation will cover technician duties.

## **I'd like a business card. What logo may I use?**

Although you may not use the UF logo (masthead), a pdf file of the College seal is available. Contact your Student Affairs office for a copy.

## **Am I supposed to be turning something in now?**

Throughout the PharmD curriculum, there will need to be new documentation, as well as existing documentation that needs to be updated (i.e., immunizations, certifications). **Please bookmark this site** - <http://www.cop.ufl.edu/studaff/prac1.pdf> and watch for updates as they pertain to your classification. Although you will receive email reminders, remember, *it is your responsibility* to make sure that you are up to date on whatever needs to be turned in.

## **Technical Help. Where do I go and for what?**

The College of Pharmacy PharmD program bases most of its educational delivery upon electronic media. Finding the right person for the right task can sometimes prove challenging! Here's a breakdown of who handles what.

### **Help Resources**

Our support offices aim to provide as much technical assistance as possible and to apply our support knowledge and experience to help you access your online content. Ultimately, however, it is the responsibility of each Pharmacy student to maintain his or her own computer. At times, we may need to refer you to your computer manufacturer or your software vendor for additional support.

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### **UF Computing Help Desk**

This support office assists students with technical difficulties related to the E-Learning System, Gatorlink accounts, Gatorlink Webmail, ISIS , myUFL and other centralized UF systems.

Website: <http://www.helpdesk.ufl.edu/>

E-mail: [helpdesk@ufl.edu](mailto:helpdesk@ufl.edu)

Telephone: (352) 392-4357

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### **College of Pharmacy Media Support Office**

This support office assists students with technical difficulties related to Elluminate, streaming (DigiScript) videos and other content or activities marked as being supported by the COP Media Support Office.

Telephone: (352) 273-6281

Office Hours: Monday through Friday - 8:00 am to 5:00 pm

E-mail: [mediahelp@cop.ufl.edu](mailto:mediahelp@cop.ufl.edu)

Website: <http://media.cop.ufl.edu>

Elluminate "Emergency" Kit page:

<http://media.cop.ufl.edu/emkit/index.html>

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### **College of Pharmacy Information Technology Office**

This support office assists students with questions relating to the college's student computer requirement, wireless network registrations, and general IT questions.

Website: <http://www.cop.ufl.edu/support.htm>

E-mail: [support@cop.ufl.edu](mailto:support@cop.ufl.edu)

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### **UF Health Science Center (HSC) Library**

The library staff can assist you with questions or issues related to accessing online library materials. If you cannot find helpful information on the website noted below, you may also contact our dedicated College of Pharmacy librarian, Rae Jesano.

Website: <http://www.library.health.ufl.edu/>

E-mail: [rjesano@ufl.edu](mailto:rjesano@ufl.edu)