

# Student Communication with the Program

## Publication and Dissemination of Information

The Program is dedicated to providing an open and honest educational environment. To this end, the Program is committed to defining, publishing, and making readily available to prospective and enrolled students all pertinent program information including, but not limited to, general program information, the Program's accreditation status, the success of the Program in meeting its goals, first-time board pass rates, all required curricular components and academic credit, estimates of tuition and costs, tuition refund policies, student grievance procedures, student-related policies, and admissions-related information. The Program will also define, publish, and make readily available to admitted students all academic performance and progression requirements. The Program shall review the publication and dissemination of said information any time a change or update is made to the information but, in any instance, not less than once per academic year.

## Modes of Communication

University email is the first line of communication with the Program. Email is checked during business hours. The student is required to check their University email daily.

Individual faculty and staff voicemail are checked during the workday.

## Timely Communication

Communication from students on weekends will be answered for emergent clinical issues only. For emergent clinical issues, please utilize the urgent after-hours phone number of the Director of Clinical Education, which is listed in the table below under "Clinical Experience Communication."

*Emergent is defined as a physical injury, family death (or serious injury), life-threatening or a situation that is offensive or flagrant to the student.*

Students should make every attempt to respond to emails within two business days unless directed otherwise in the email. Faculty and staff will make every effort to respond to emails and voicemails within two business days.

## Clinical Experience Communication

### Issue and Contact Person

- Non-emergent rotation concerns: Clinical Team at PAClinicalEducation@rvu.edu
- Urgent need after business hours: (720) 874-2447
- Urgent need during business hours: 1st notify: Director of Clinical Education at (720) 874-2447; 2nd notify: PA Program's direct line (720) 874-2409
- Inability to attend clinical experience that day (injury, illness, family emergency): 1st notify: the Preceptor; 2nd notify: Clinical Team at PAClinicalEducation@rvu.edu
- Preceptor illness or vacation: Clinical Team at PAClinicalEducation@rvu.edu
- Needlestick, exposure, or injury on a clinical experience: Seek medical attention and follow the process outlined in the section "Infectious Diseases, Body Fluid and Needle-Stick Exposures"

## Locating Students

All RVU PA students are required to keep current address and telephone numbers updated with the following two offices:

- **The Rocky Vista University Office of the Registrar**  
Phone: (720) 874-2455  
Email: registrar@rvu.edu
- **The RVU PA Program office**  
Phone: (720) 874-2409  
Fax: (720) 874-2480

When to contact these offices:

- In the event of a permanent change to phone number or home address;
- In the event of a temporary change to phone number and/or temporary place of domicile;
- In the event of a name change.