Faculty Advisors

Each student will be assigned to a faculty advisor upon matriculation into the program. Throughout the program, the student's advisor is their first point of contact for academic and non-academic questions and concerns not specific to an individual course. The advisor will address academic success, professional conduct concerns, as well as support the student in locating resources for any personal issues that arise. Academic and professional concerns will be referred to the Academic Coordinator who may bring the matter to the Program Director and/or the faculty. All advisor/advisee required counseling sessions will be documented and signed by both parties. Students experiencing conflicts or problems with their advisor should attempt to address those concerns with their advisor and, if unable to resolve them, submit the problem to the Academic Coordinator in writing or the Program Director. The complaint may be referred to the Professional and Academic Standards Committee (PASC) for consideration.

The faculty recognizes that the PA Program is time-consuming, demanding, and stressful. When a student has a problem or needs academic assistance or needs to inform the faculty about personal matters impacting academic performance, the student should contact their advisor for assistance and/or recommendations. Students should be aware that some information discussed in advising sessions may be shared with other MUPAP faculty to reach a solution for the student. Students with academic difficulties are discussed in faculty meetings and recommendations will be shared with the student involved through their academic advisor. Assistance is available to students for coping with personal issues that may impact their academic success in the program. Faculty advisors may recommend or refer students to any of the support services listed in this manual that could support the student's success. It is recommended that students reach out to their faculty advisor for assistance, however, students may reach out directly to the services provided by Methodist at the contacts provided in this manual as well as on the university website to schedule appointments. At a minimum, during the program, students are expected to meet with their faculty advisor at least once per semester.

During clinical year, advisor meetings will be conducted at each EOR with the assigned advisor group and may also be conducted at other times by one-on-one meetings, by phone, or virtually. The student is urged to communicate concerns about the program to his/her advisor as soon as the concerns arise. Any specific concerns or deficiencies will be referred to the appropriate committee(s) or faculty members, for remediation and/or further consideration or action.

Support Services for Students

This section of the manual includes a list of services available to support students while enrolled in the MUPAP. Contact and scheduling information is provided within each section based on the type of support that may be needed. It is the students' responsibility to schedule appointments

with the necessary departments for support. Students that need assistance in determining who to contact for support should seek assistance from their assigned Faculty Advisor. Students that are experiencing personal issues which may impact their progress in the program are encouraged to seek assistance from the departments listed below or contact their Faculty Advisor for assistance and/or recommendations.

More information regarding all available resources for current students can be found at the following link: https://www.methodist.edu/current-students/

Student Access & Accommodations

Students enrolled at Methodist University that are diagnosed with a disability, including learning disabilities or testing problems that are interfering with their performance can seek help via the Office of Student Access and Accommodation Services (SAAS). Students are encouraged to schedule an appointment to meet with the SAAS Coordinator prior to matriculation in the PA program or as soon as their disability is diagnosed. The contact information is:

Lisa Dobson, Coordinator
Student Access and Accommodation Services
saas@methodist.edu
Phone: 910.630.7402

Students should follow the procedure listed below to schedule an appointment with the SAAS Coordinator.

1. To qualify for services, students must present appropriate documentation of the disability in which the student would like to use in order to qualify for services. *Documentation standards can be found on the MU SAAS website:* https://www.methodist.edu/academics/one-stop/accessibility/register/
2. The student MUST schedule an intake appointment with the Coordinator of SAAS in order to establish appropriate accommodation once the appropriate documentation has been submitted. Please note, timing for scheduling an intake appointment is dependent on submitting the correct documentation of the disability. If students do not have documentation or they are unsure of correct documentation to submit, they can request an appointment with the SAAS Coordinator to discuss options.
3. Once accommodation(s) have been established and approved, the student will receive an email from the SAAS Coordinator with a Letter of Accommodation. It is the student's responsibility to provide the Letter of Accommodation to the course instructors.

It is the responsibility of students to contact the Office of Student Access & Accommodation Services to discuss possible accommodations. Students must be aware that if they decide not to reach out to discuss accommodations until after matriculation, any approved accommodations

are not retroactive. Accommodation(s) becomes effective the day the professor receives the Letter of Accommodation and must be requested by the student each semester from the SAAS Coordinator.

Testing accommodations do not apply to lab skills testing or lab practical examinations or Objective Structured Clinical Examinations (OSCEs). In the case of unscheduled "pop" quizzes, accommodations will be provided by the instructor based upon the reasonableness of the student's testing accommodations, space availability and assistance of the program.

Students should be aware that accommodations approved during enrollment in MUPAP do not automatically apply to the NCCPA certification process. Students seeking accommodations for the PANCE must complete a separate application and approval process through the NCCPA at the time of exam registration. Students are encouraged to review NCCPA policies and procedures regarding accommodations to better understand the requirements and timelines associated with the national certification examination process. The program provides this information to support student awareness and informed decision-making regarding accommodations during the program and for the PANCE.

Academic Support

The Academic Support Department also known as "One Stop," is committed to providing dedicated support services to students working towards meeting and maintaining good academic standing at Methodist University.

The Department of Academic Support, "One Stop," is located in Davis Memorial Library, Room 122. To schedule an appointment, students may call, email, or go in person to the Library. The contact information is:

Rebecca King, MFA
Director of Academic Support
reking@methodist.edu
Phone: 910-630-7264

Services Available

Academic Advising – Students can schedule individual advising sessions with the Director of Academic Support, schedule meetings with the Coordinator of Student Success for students who are on Academic Warning, and schedule to complete an in-person course during which students develop an Academic Success Plan to help them achieve their academic goals. The plan consists of the student setting long- and short-term goals, identifying various learning strategies to improve upon, and determining which Methodist University resources are available to help the student be academically successful. This plan is shared with the student's PA program Advisor who also meets individually with students and who will provide additional support in the student's implementation of their Academic Success Plan.

Career Advising - PA students can get assistance with developing a Curriculum Vitae and

guidance on interviewing skills for employment as well as attend career fairs throughout the year that bring recruiters for local hospital systems and clinical affiliates to campus.
Academic Subject Tutoring – PA students should contact the Director of Academic Support to request tutoring services for specific subject areas.
Military & Veteran Services – The Military & Veteran Services Office supports active-duty service members and veterans to achieve their education, personal, and professional goals by providing support for admissions, academic support, student services, and academic and career advising for military-connected students. The Military & Veteran Services Office oversees university military and workforce training programs, administers the Department of Defense Tuition Assistance Program, and assists with VA benefits for veterans. The Military & Veteran Services Office oversees the My Career Advancement Account Scholarship (MyCAA) program for eligible spouses and Army Credentialing Assistance Program (CA) for active-duty soldiers to earn a variety of national-industry certifications. Military-connected students using TA, CA or MyCAA should contact the Military & Veteran Services Office to start.

Contact information for Veteran Services:

Randy Smith, BA, BS
Director, Military & Veteran Services
randys@methodist.edu
910-630-7174

Rocio Serna, BS
Coordinator, Military & Veteran Services
rserna@methodist.edu
910-480-8476

Library Services

Davis Memorial Library is available to all students enrolled at Methodist University. You can visit the library anytime during the hours listed on the website Davis Memorial Library. If you need additional assistance, you can reach the College of Health Sciences & Human Services Reference Liaison: Ashley Poteate at apoteate@methodist.edu or by phone at 910-630-7134.

The library provides access to over one hundred databases for use by students enrolled at Methodist University. You can access all available databases at: https://libguides.methodist.edu/

The staff of Davis Memorial Library have also created electronic database guides specific for each program at the University. The following link provides electronic access to the MUPAP databases available: https://libguides.methodist.edu/paorientation.

Library Hours
Regular Hours

- Sunday: 5-11 p.m.
- Monday-Thursday: 8 a.m. – 11 p.m.
- Friday: 8 a.m. – 5 p.m.

- Saturday: Closed

Visit Davis Memorial Library for library schedule updates and upcoming events or call 910.630.7645.

Health & Counseling Services

The University offers Health and Counseling Services to all students enrolled at Methodist.

Health Services

More information regarding Health Services can be found at Health Services with TimelyCare.

Contact Information

For scheduling appointments for Health Services the university offers services through TimelyCare. You should visit timelycare.com/methodist or download the TimelyCare app from your app store and register with your school email address. You can then start visits from any web-enabled device – smartphone, tablet, laptop, or desktop – anywhere in the United States.

For submitting medical records:
muhc@methodist.edu | 910.630.7544 (Fax)

Counseling Services

Counseling services at "The Well" are a part of Health and Wellness at MU, and these services are available to help any student who is having adjustment issues, personal problems, issues with substance abuse, and other problems that could benefit from psychotherapy or assistance with problem-solving. For specific information regarding scheduling appointments based on your needs, please see the information below:

Counseling Services

- Counseling services are provided on campus by three licensed counselors, as well as any counseling interns working under supervision with the department.
- Services include triage and referral for on-campus and community support services, mental health and substance use assessments, diagnosis, treatment planning, and psychotherapy for a variety of mental health challenges.
- Initial appointments are scheduled through The Well at 910-630-7164 or by email at thewell@methodist.edu. Students can schedule follow-up appointments with their therapist.

Psychiatric Services

- Students who are enrolled in counseling may be referred to a Nurse Practitioner, Physician Assistant, or Medical Doctor for medication assessment through Health

Services at The Well. (*MUPAP faculty will not provide care for MUPAP students.)*

- Students may also be referred for medication assessment and medication management through providers in the community.

Collegiate Recovery Services

- Several collegiate recovery services are offered on-campus. The Lounge located in Pearce Hall is a holistic well-being space for use by students.
- **Mark Gronski**, Director of Counseling Services, oversees SMART Recovery meetings on Wednesday nights at 6:30 p.m. In addition, Counseling Services offers clinical services related to substance use, misuse, and abuse and makes referrals as needed to various community partners. The Connections app, provides asynchronous recovery support to students considering or actively in recovery.
- **Cynthia Reyes**, Director of Campus Recreation & Wellness, oversees the lounge in Pearce Hall and hosts weekly sober social activities and wellness programs in this dedicated space.
- Both departments offer intentional, interactive, and educational programs about substance use, misuse, and abuse throughout the year.

After Hours Response and Care

- Mental health emergencies can be addressed by a counselor on-call. The counselor will determine if the student needs to be transported to the hospital or be seen on campus the following business day. Students can reach the on-call counselor after hours by contacting Residence Life staff or by calling Public Safety at 910-630-7577.
- The National Suicide Prevention Lifeline is available 24/7 by calling or texting 9-8-8.
- Physical conditions cannot be treated on campus after hours and should be referred to an Urgent Care Center or the Cape Fear Valley Emergency Department.
- For medical and mental health emergencies, call 9-1-1 or Public Safety at 910-630-7577.
- Residence Life staff and Public Safety staff are available to assist students with getting emergency health care.

Reminder, if for some reason counseling services at “The Well” are not available, the student should seek help immediately at an urgent or emergency care setting. If you become aware that a fellow student is experiencing difficulties, your confidentiality will be protected if you let MUPAP faculty or staff know about your concerns.

Student Financial Services

Student Financial Services provides assistance with navigating the aid application, financial aid offer, billing statement and tuition payments, monthly payment plans, and financial literacy resources.

Campus Location: Davis Memorial Library – First Floor
Telephone Number: 910.630.7192/7193 or 800.488.7110 (toll-free)
Office Hours: Monday – Friday, 8:00 a.m. – 5:00 p.m.
Mailing Address: Methodist University: Office of Financial Aid, 5400 Ramsey Street, Fayetteville, NC 28311
FAFSA Federal Code: 002946

For further information related to financial aid please visit the MU Student Financial Services website at the following link:

https://www.methodist.edu/offices-services/sfs/