

# Carroll College PA Program Student Mistreatment Policy

## Overview

The Carroll College Physician Assistant Program is committed to fostering a respectful, inclusive, and supportive environment in which all students can thrive both personally and professionally. Consistent with the mission of Carroll College and ARC-PA *Standards A1.02g* and *A3.14g*, the program maintains zero tolerance for mistreatment and upholds the dignity of every individual in the educational setting.

Mistreatment is defined as behavior that shows disrespect for learners and interferes with their professional development. This may include, but is not limited to:

- **Discrimination** or harassment based on race, ethnicity, gender identity, sexual orientation, religion, age, disability, or other protected characteristics;
- **Sexual harassment**, including unwelcome advances, inappropriate comments, or physical contact;
- **Abuse of authority**, including grading or evaluation based on personal bias;
- **Intimidation**, threats, or public humiliation;
- **Unprofessional relationships** or boundary violations;
- **Excessive or unjustified criticism**, particularly when delivered in a demeaning or non-constructive manner.

## Expectations for Conduct

All members of the program—including faculty, staff, preceptors, students, and others involved in PA education—are expected to model professionalism, compassion, and mutual respect. Students are likewise encouraged to reflect on the conditions and context of interpersonal interactions when assessing potential mistreatment.

## Reporting Mistreatment

Students who believe they have experienced or witnessed mistreatment are encouraged to speak up as soon as possible so that timely, supportive action may be taken. Reports may be made verbally or in writing, and confidentiality will be maintained to the greatest extent possible.

Students may report concerns to any of the following individuals:

- A faculty or staff member in the PA program
- The Director of Clinical Education
- The Program Director
- The Medical Director

The Program Director will **notify the Office of Academic Affairs** of the incident if it occurs during the Didactic Phase of the program. Students who experience mistreatment during a **clinical rotation** are encouraged to report the incident to the **Director of Clinical Education** as soon as possible so that timely, supportive action may be taken. The Director of Clinical Education will report the incident to the PA Program Director and the Office of Academic Affairs. If the program cannot resolve the issue, it would be communicated to the AVPAA or SVPAA.

### **Resolution Process**

Whenever possible and appropriate, the program seeks **informal resolution** of concerns through dialogue, mediation, or corrective feedback. The Program Director or Clinical Director may engage in this process in collaboration with Carroll College's Office of Academic Affairs.

If informal resolution is not successful or if the concern warrants further review, students may initiate a **formal complaint** through the college's Associate Vice President of Academic Affairs or Senior Vice President of Academic Affairs to guide the student through the appropriate procedures.

### **Protection from Retaliation**

Students who report mistreatment in good faith are protected from retaliation. Any retaliation against individuals who file a report, participate in an investigation, or assist in resolving a concern will be regarded as a serious violation of professional conduct.