

 <p>School of Pharmacy TEMPLE UNIVERSITY</p> <p>Quality Assurance/Regulatory Affairs Graduate Program</p>	<p>Temple University - School of Pharmacy 425 Commerce Drive, Suite 175 Fort Washington, PA 19034</p> <p>Phone: 267.468.8560 Fax: 267.468.8565</p>
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FAQs

Registration

How do I register for a Temple QA/RA course?

It's easy! Just fax TWO completed forms to the QA/RA Office (267.468.8565):

1. The Registration Form **for your site**
2. State Residency Form (new students only)

You do NOT need to apply officially for the certificate or the master's degree to get started in our programs. You can explore the QA/RA program by taking up to THREE courses and then decide whether you'll pursue a specific certificate, the master's degree – or BOTH!

How do I know I've been accepted into a course?

If you're a new student, you will receive an email confirming that your registration has been processed. That email will include your TUID number. Please don't lose that TUID. You'll need it to register for future semesters, plus it provides access to Temple's Banner system, which allows you to view your tuition bills, transcripts, application status, and other academic information. If you do not receive any information from Temple within a week, please contact Ms. Patricia Lee at leep1@temple.edu

How much time do I have to register? Do classes fill up?

Yes. Our classes fill. Please register as soon as possible to guarantee your spot in a class. All registration is "first come/first served." If you wait until the course starts begins, you may not be able to get into the class.

What is the cut off date for registration?

Generally all students must be officially registered the day *before* a class begins. After that, students are only permitted into a class if space is still available, and late fees will be imposed.

Can I use Banner to sign up for a class at a remote site?

Remote students must fax registration forms to the QA/RA Office. You may use Banner to view your bill and obtain your transcript, but you cannot add or drop courses. Please just fax the registration form, and we will process it manually.

What if I need to drop a course? Will I get my money back?

As long as you drop a course before a certain deadline, you can get a complete refund. Please follow the course withdrawal procedures on:

http://www.temple.edu/pharmacy_qara/dropping_course.htm

Bills and Tuition

How much does Temple charge for a QA/RA course?

You can find our current tuition at: http://www.temple.edu/pharmacy_gara/regs-tuitionfees.htm
Books are not included in these tuition fees.

How do I get a copy of my bill?

Temple now provides all bills electronically. You may view your bill (and its due date) on Temple's Portal: <https://tuportal.temple.edu> (Then enter "Student Account," followed by "View Bill.")

You'll need your TUID and password to access the TUPortal

Will I have to pay immediately when I register for a course?

The answer depends upon when you register. Please check your tuition statement on the TUPortal for the due date: <https://tuportal.temple.edu>

Whom should I call if I have a question about the billing statement?

Please call Ms. Sylvia McNally, Administrative Assistant, QA/RA Program, at 267.468.8563.

How do I get reimbursed by my company for QA/RA courses?

Please contact the Human Resources Department at your site for the specific paperwork and forms you need to complete. We always advise students to inform their immediate supervisor that they are taking QA/RA courses. It lets your manager know you have the initiative to advance yourself by taking graduate courses and also helps you with following company protocol.

Class Location

Where will Temple University classes be held at my site?

We post scheduling information as quickly as possible on the QA/RA homepage for your site. Often we update the QA/RA homepages several times a day to reflect changes in the schedule, room assignments, unanticipated cancellations, and so forth. Please make sure you check the QA/RA homepage for your site BEFORE going to your first class. If the information is not there, please call the QA/RA Office at 267.468.8560.

Class Scheduling

How long do QA/RA courses run (hours and days)?

Each QA/RA course meets for a minimum of 36 hours of classroom instruction. The actual scheduling of courses depends upon the professor's schedule. Some teachers meet for fifteen weeks (2 ½ hours per week). Others meet for 10 weeks (3 ½ hours per week). Weekend scheduling also varies, but all courses meet for 36 hours.

What if there is a problem with the class meeting times?

The QA/RA website serves as the official schedule for all QA/RA courses. All scheduled classes must follow the stated schedule. If there is a problem with how your class is meeting, please email gara@temple.edu

Class Materials

How do I order books for QA/RA courses?

When available, we have listed ISBN numbers for all required textbooks. We recommend students order their required texts through MBSBOOKS. If you do, they will offer to buy your texts back from you at the end of the semester: <http://direct.mbsbooks.com/templeu.htm>
Click on: Buy Course Materials.

You are also welcome to purchase your books from any other source.

Please be aware that the QA/RA Program is not responsible for returns or shipping charges for books purchased for any course, regardless of whether the course is cancelled or the instructor changes the text.

How do I obtain other class materials for my QA/RA courses?

Your instructor will announce whether he/she utilizes Blackboard to post the course syllabus, PowerPoint slides, links, readings, and other materials required for class. Students are responsible for checking and downloading materials before each class. Your instructor may also provide additional photocopied materials. These will be distributed by the Student Leader for your class.

Technical Problems with Class Transmissions

Our site is having technical problems with the delivery of class. What should we do?

We're sorry! Our goal is to make remote class transmission as seamless as possible. Please inform us immediately if there are technical problems. A technician is always available at Fort Washington, who should be able to fix it on the spot. Please ask your class leader to contact the QA/RA Office, including Dave Brickett at 267.468.8566 or dbrick@temple.edu If Dave doesn't answer, please call the main number at 267.468.8560. Also, please send a note to qara@temple.edu We will investigate the situation and try to resolve it as quickly as possible.

Grades and Transcripts

When are Temple transcripts available?

The fastest way to view your transcript is by using Banner: <https://tuportal.temple.edu>
Almost every company accepts a transcript from Banner for reimbursement, as long as the transcript bears the University logo. Grades are posted on your academic record the day that your instructor enters them into the system. Please remember that your instructor needs time to mark any final assignments (exams, papers, presentations). If your grade is not in Banner within 3 weeks of the last class date, please contact your instructor first to confirm your grade was submitted. After that, please contact Ms. Sylvia McNally at 267.468.8563.

I received a transcript that says NR or MG. What does that mean?

Whoops! We apologize for this administrative inconvenience. **NR** means "not recorded." **MG** means "Missing Grade."

You may receive these TEMPORARY grades if:

You didn't pay your bill

Your course "extended" beyond Temple's traditional 14-week semester grid

Don't worry; a corrected transcript that reflects your final grade will be available as soon as the situation is resolved.

Programs

What programs does Temple offer in QA/RA?

Temple offers a Master of Science in Quality Assurance/Regulatory Affairs. There are also various certificates students may earn, including *Drug Development*, *Clinical Trial Management*, *Basic Pharmaceutical Development*, *Medical Devices*, *GMPs for the 21st Century*, *Biopharmaceuticals and Generic Drugs*, and *Global Pharmacovigilance: Benefit-Risk Assessment*. For more information, go to:

http://www.temple.edu/pharmacy_qara/certificates.htm

Students may:

- just complete a certificate
- complete a certificate and the MS
- just complete the MS
- just take a single course (or courses) for personal enrichment

The choice is yours!

How do I apply to the various programs?

You'll find comprehensive directions for applying to all of our programs at this link:

http://www.temple.edu/pharmacy_qara/applying1.htm

Do you have a question we haven't answered?

Check the main QA/RA website:

www.temple.edu/pharmacy_QARA

Or, email us at: qara@temple.edu