

# Health Services Administration Student Handbook



2009 - 2010

The Health Services Administration Student Handbook provides the policies and procedures specific to the undergraduate and graduate programs.

This handbook should be used in conjunction with the University of Detroit Mercy Undergraduate & Graduate Catalogs & Handbook which provides detailed information regarding programs of study, course descriptions, and University Undergraduate Program policies and procedures.

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# UNIVERSITY OF DETROIT MERCY

## Foundation

The University mission evolved from the educational traditions of its sponsors, the Sisters of Mercy and the Society of Jesus. These Catholic traditions emphasize concern for the dignity of the person and for the common good of the world community. The Society of Jesus (Jesuits) founded the University of Detroit in 1877. The Sisters of Mercy, Province of Detroit, founded Mercy College of Detroit in 1941. Together these religious congregations created a partnership in higher education to establish the University of Detroit Mercy in 1990. Each religious congregation brings its spirit to the mission of the University. This spirit includes commitment to quality education, the service of faith and promotion of justice, and compassionate service to persons in need.

## Mission

The University of Detroit Mercy, a Catholic university in the Jesuit and Mercy traditions, exists to provide excellent student-centered undergraduate and graduate education in an urban context. A UDM education seeks to integrate the intellectual, spiritual, ethical and social development of students.

## Vision

The University of Detroit Mercy will be recognized as a premier private university in the Great Lakes region, distinguished by graduates who lead and serve in their communities.

## College of Health Professions Mission

The College of Health Professions, in the Mercy and Jesuit traditions, prepares professionals to lead individuals, families, and communities to optimal health and well-being.

# Health Services Administration

## **Mission**

Consistent with the Mercy and Jesuit traditions, the mission of the University of Detroit Mercy's Master of Health Services Administration program is to educate students to become competent leaders for the healthcare industry of Southeastern Michigan and beyond. In accordance with the mission of the University and the College of Health Professions, our mission is guided by our commitment to serve the local community and our students and by a passion for excellence. The program equips graduates with the foundational knowledge of management theories and of the health care environment, along with practical business skills gained directly from the faculty and industry professionals. The program maintains a rigorous and value oriented curriculum, utilizes and promotes research, and continuously strives for further improvement through close collaboration with its faculty, students, alumni, and industry leaders. We respond to our urban environment by attracting a diverse student body, including the traditionally underserved. A variety of service learning projects and internships demonstrates our commitment to the community and the values of the University.

## **Philosophy**

In accordance with the mission and the core values of the University of Detroit Mercy, the faculty of the Health Services Administration program promotes a values-based education that fosters the spiritual, intellectual, social, and psychological growth of the learner. The faculty is committed to faith based social justice especially for vulnerable populations.

The health services administration faculty believes that education is a dynamic, interactional process that involves changes in perception, thinking, feeling, and action. Education is the process of acquiring new knowledge, skills, attitudes, and values to meet the challenges of the contemporary world and the communities we serve. Building on the Mercy and Jesuit tradition, the faculty is committed to creating a learning community of discourse and service, utilizing pedagogy that encourages ongoing reflection on our human experience. Faculty and students work together to further the social, political, economic and spiritual well being of the human community. In that regard, the program, it strives to attract learners that are characterized by a diversity of cultural, racial, and ethnic backgrounds, and socioeconomic status. The Health Services Administration program actively recruits and values faculty and students who reflect this diversity. Partnerships in the community are developed and utilized to provide students with experiences of diversity in administrative settings.

The HSA faculty strives to promote a sense of altruism, confidence and autonomy with accountability and a commitment to lifelong learning and

professional competency. The Bachelor of Science is the foundation for health services administrators. To meet the complex, multifaceted role of the professional administrator, undergraduate and graduate education must integrate a strong liberal arts foundation with core competencies of management, economics, finance and quality. Such integration establishes a broad-base learning foundation that instills critical thinking, clinical judgment, and ethical decision-making.

The graduate program provides experiences for students to develop the necessary knowledge for highly skilled and knowledgeable administrators. Professional education requires respect for the unique traditions, missions, and strengths and needs of our community's partners.

The undergraduate and graduate curricula address the legal, ethical and socio-political aspects of the health care system in order to promote a sense of responsibility for the operation and effectiveness of the system, particularly in relation to cost containment and universal access to quality care.

Specifically, the HSA faculty embraces the following foci as the driving forces in the development of professional administrators:

- 1) Social justice within a community and global health context,
- 2) Theory and evidence-based practice,
- 3) Ethical decision making and
- 4) Professional role and leadership development.

Faculty-student relationships are foundational for student self and professional development in both the undergraduate and graduate programs. These relationships are based on open, honest, interactions, which empower students and faculty to become partners in education. Health Services Administration faculty are committed to the complementary and interdependent roles of administrative education, research, and practice. The ultimate goals of these administrative components are the development of knowledge in management, administration, and leadership. Administration recognizes and supports these faculty roles as the basis for faculty development and organizational growth.

## Historical Background

The Health Services Administration program has a long and rich history of educating baccalaureate and masters prepared administrative professionals who exemplify the charisms of the Religious Sisters of Mercy and the Society of Jesus. Emphasis and concern for the dignity and formation of persons, the common good of the world community, competent and compassionate care for the poor and suffering, and commitment to doing justice in generous service of those who are in need of health care have consistently framed our academic aims and processes.

The formation of the Health Services Administration program began in 1985 when the faculty envisioned the need for educating the administrators of health care organizations and founded the HSA program at Mercy College of Detroit at 8200 West Outer Drive. In 1990, upon the consolidation of the University of Detroit and Mercy College of Detroit, the program continued to be offered, preparing undergraduate and graduate students for leadership roles in health care facilities and health care systems. The Masters of Science degree was initially conferred on all graduates from the Masters program. Realizing that the name of the degree did not reflect the specific training and knowledge acquired through the program, the degree was changed to Master of Health Services Administration in 2005.

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# Academic and Professional Policies and Procedures

# College of Health Professions Honor Code

Students in the College of Health Professions at the University of Detroit Mercy are expected to exhibit behaviors that epitomize academic, professional and personal integrity. They are committed to the traditions of the Sisters of Mercy and the Society of Jesus that emphasize values, respect for others, and academic excellence. Adherence to such high standards is necessary to ensure quality in education and clinical care in all College of Health Professions programs. A student's acceptance into a program of the College of Health Professions is conditional upon signing an affirmation of the Honor Code.

## Academic Integrity

It is the responsibility of a student in the College of Health Professions to complete all coursework and fulfill all course objectives ethically and appropriately. Students in the College of Health Professions will maintain the highest standards of integrity and academic honesty, adhering not only to the Honor Code but also to any other professional requirements and provisions of their respective programs. Refer to the University of Detroit Mercy Academic Conduct Policy and the department handbook for further discussion and definition of academic misconduct and integrity. Cheating by acts of commission or omission is not acceptable behavior for a student in the College of Health Professions.

Misrepresentation in academic work includes but is not limited to:

- Submitting the same paper in more than one course without the explicit permission of the appropriate instructor.
- Any form of plagiarism, especially failure to acknowledge ideas or language taken from others, and submitting work prepared by others.
- Submitting scientific research that misrepresents the way in which the work was completed.
- Collaborating with others on projects expressly intended to be completed individually.
- Copying, transmitting or sharing examination materials without authorization of the instructor.
- Acquiring any materials that may provide an unfair advantage over fellow students.

Refer to the University of Detroit Mercy Academic Conduct Policy and this department handbook for further discussion and definition of academic misconduct and integrity.

## Professional Integrity

Behavior and performance are essential aspects of the educational process for students in the HSA program within College of Health Professions. It is the student's responsibility to complete internship assignments and meet coursework objectives ethically and appropriately. Unprofessional behavior in classroom and internship settings includes but is not limited to:

- Using classroom or internship site facilities or resources in an unauthorized way, including the theft of materials obtained from such sites.
- Violating the confidentiality of classroom discussions.
- Participating in behaviors that may obstruct, disrupt or interfere with student learning.
- Failure to arrive for internship placements on time or arrival at such sites unprepared either mentally or physically.
- Falsifying or fabricating results, research, or findings for personal gain.
- Misrepresentations of myself as anyone other than a student.
- Engaging in any form of harassment.

## Personal Integrity

Students in the College of Health Professions are responsible for behaving ethically and appropriately with tolerance and compassion and to be personally accountable for their behaviors on campus and at internship sites, on-line, and in any other related setting.

Unacceptable personal behavior includes but is not limited to the following:

- Engaging in any form of harassment;
- Discriminating against others for reasons of race, ethnicity, religion, socio-economic status, gender or sexual orientation;
- Using illicit drugs or alcohol during school or internship hours, or in a manner that would impair performance at the university or internship site;
- Failure to report violations of the honor code;
- Knowingly bringing false complaints against fellow students to the Honor Council;
- Intentionally causing damage to university or clinical site property or resources;
- Tampering with documents, falsifying records or misrepresentation of critical data to university or internship site personnel.

Having read the above statement of the College of Health Professions Honor Code, I affirm that I have understood and agree with its provisions and will conduct myself in a manner that upholds the highest values of this institution and my intended profession. I pledge to be responsible for fostering a climate of academic trustworthiness and integrity. I will behave in an ethical, honest and accountable manner and will report any violations of the Honor Code that come to my attention.

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Student Name

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Date

# College of Health Professions Honor Council Procedures

## Charge of the Honor Council

The function of the CHP Honor Council is as follows:

- To develop a keener understanding of such concepts as personal and professional honor and integrity within the student body of the CHP.
- To identify and sponsor activities and events for the students and faculty of the CHP that promotes such understanding.
- To ensure that all CHP programs disseminate the Honor Code to all incoming students and obtain their students' support of the Code's provisions.
- To monitor and annually review the processes, policies, and procedures of the Honor Council and draft and submit to the CHP faculty for approval any necessary revisions.
- To hear and investigate allegations of dishonorable conduct with in the CHP and make recommendations to the Dean and/or Program/Department Chairs and/or the Academic Progression Committees

## Honor Code

Every student, as a condition of acceptance to a program in the College of Health Professions (CHP) and at some point prior to or during orientation, will sign a pledge to adhere to and uphold the CHP Honor Code. A copy of this signed pledge will be maintained in the students' academic file. A copy of the Honor Code will be on public display within the College of Health Professions at a location designated by the Dean.

Any revisions in the Honor Code will be the responsibility of the Honor Council by majority vote of the total membership. Subsequent to a majority vote of the Honor Council, proposed revisions in the Honor Code must be approved by a majority vote of the College of Health Professions faculty.

## Membership

Faculty representation on the Council will consist of a total of three faculty members from the CHP. One of these three faculty members will be a faculty representative from the MSON-Grand Rapids faculty. All faculty members will be appointed by the Dean of the CHP and will serve a two-year term. Student representation will consist of representatives from each CHP program, as identified by the following:

- Health Services Administration (2 students)
- McAuley School of Nursing-Grand Rapids ((1 student)
- McAuley School of Nursing-Detroit (3 students)
- Nurse Anesthesia (2 students)
- Physician Assistant (2 students)

Student membership will consist of a total of 10 CHP students, all of whom are appointed by the Dean to serve a two-year term. Both faculty and students will serve staggered terms, such that approximately one-half of the total membership changes with each academic year.

## **Complaints/Allegations**

Complaints or allegations of unprofessional or dishonorable conduct on the part of a student in a College of Health Professions program may be made directly to any or all members of the Honor Council. Complaints can be made in person, in writing, or via e-mail.

Regardless of the communication methods employed, within seven business days of making a complaint a complainant must come, in person, before a quorum of the Honor Council to answer questions regarding the complaint. A quorum will consist of a simple majority of Council members, with at least one of these being a faculty representative.

After completion of this initial meeting with the complainant, the Honor Council will vote as to whether or not the complaint constitutes an appropriate issue for the Honor Council to pursue. A decision will be reached by a simple majority vote. The outcome of this vote will either be to initiate a fuller investigation of the allegation, to refer the complainant to a more appropriate venue, or to decide that the complaint does not warrant further action.

A decision to further investigate the allegation will include, but not be limited to, an interview with the student or students against whom the complaint is made, as well as interviews with any advisor, faculty member, student, university staff member, or staff from any partner organizations. Within 30 days of receiving the initial complaint, a quorum of the Honor Council must meet to vote on the Council's final decision and recommendations. At this point, the Council will decide that no further action is indicated or that some manner of sanction against the student or students is indicated.

The Honor Council acts as a recommending body only. Recommendations of sanction may include anything from a verbal counseling to the dismissal of the student from his or her CHP program. Recommendations of the Honor Council are made directly to the Program or Department Chair and the Dean of the College of Health Professions.

All proceedings of the Honor Council are to be kept in strict confidence. The Chair and/or the Dean may share Honor Council recommendations with the faculty involved, when necessary. Violations of the confidentiality rights of students and faculty within the College of Health Professions would constitute unprofessional and dishonorable conduct on the part of the individual or individuals making the disclosure.

# UNIVERSITY OF DETROIT MERCY

## ACADEMIC CONDUCT POLICY

All students in the University assume an obligation to conduct themselves in a manner compatible with the rights and responsibilities outlined in the University of Detroit Mercy student handbook. Sanctions for violations of these policies are also outlined in the student handbook. Students are also subject to the policies, rules and regulations of the colleges/schools in which they are enrolled or taking classes. All academic grievances are handled by the Dean's office in the individual colleges/schools.

### Academic Dishonesty

All members of the academic community at the University of Detroit Mercy are expected to uphold standards of academic integrity and honesty. Academic integrity means representing oneself and one's work honestly.

Misrepresentation is cheating since it means students are claiming credit for ideas or work not actually theirs and are thereby seeking a grade that is not actually earned. Following are some examples of academic dishonesty:

1. Among the most serious academic offenses is **plagiarism**, submitting the words or style of another author or source without acknowledgement or formal documentation. Plagiarism occurs when specific phrases or entire passages, whether a sentence, paragraph, or longer excerpt, are incorporated into one's own writing without quotation marks or documentation. One also plagiarizes by paraphrasing the work of another that is retaining another writer's ideas and structure without documentation. Students are advised to always set off another writer's exact words by quotation marks, with appropriate references. Students avoid plagiarism by concentrating on their own words and ideas and by fully crediting others' work and ideas when they find their way into the writing. Whenever in doubt, cite the source. Students who purchase essays from other students or agencies or who copy from one another or from prohibited sources commit the most serious type of academic dishonesty. The consequences of plagiarism, or any act of academic dishonesty, may range from failure in a course to dismissal from the University.

2. **Cheating on examinations.** This includes using materials such as books and/or notes when not authorized by the instructor, copying from someone else's paper, helping someone else copy work, substituting another's work as one's own, theft of exam copies, or other forms of misconduct on exams.

3. **Falsifying records** or providing misinformation in documentation of internship hours and experiences or in one's credentials.

4. **Unauthorized collaboration** on assignments and unauthorized access to and use of computer programs, including modifying computer files created by others and representing that work as one's own.

5. **Presenting work completed for a course taken in the past**, or work currently being completed for another course may not be submitted for a current course unless permission is given to do so.

6. **Theft** of another student's course material, notes or other data or the interference with another student's academic pursuits.

## Notes on Plagiarism

Plagiarize: "To take and use as one's own the writings or ideas of another". The American Heritage Dictionary. (1978)

It is plagiarism if you:

- 1) Buy or otherwise obtain a term paper from an individual or a company and submit it to an instructor as your own;
- 2) Have another student do all or any part of a paper for you (another student may offer suggestions or proofread your paper, however);
- 3) Turn in a paper or parts of a paper previously submitted in another class unless approved by the instructor in advance;
- 4) Take material from sources (books, periodicals, reference works, etc.) and do not give credit to those sources.

The first three of the above are easy to understand; however, number 4 is often misunderstood by students. Try to keep the following in mind when you are taking material from sources:

You can use material from sources in three ways:

- 1) Direct quotation -- Transcribe word for word the passage from the source.
- 2) Paraphrase -- Write in your own words and your own sentence structures the ideas contained in the passage.
- 3) Summary -- Write in your own words and your own sentence structures a condensation of the idea contained in the passage (this is done in much fewer words than the original passage).

In order not to plagiarize, the following steps must be taken:

- 1) Direct quotations must be:
  - a) Placed in quotation marks or set off from the rest of the text in indented block style (depending on number of words in quote)
  - b) Transcribed accurately
  - c) Referenced \*

\* For an explanation of the mechanics of referencing, quoting, etc., see American Psychological Association (1994). Publication Manual of the American Psychological Association (5th ed.), Washington, DC, : Author.

- 2) Paraphrases and summaries must be written in your own words and own sentence structure because diction and structure are ninety percent of good writing. To take another's sentence structure without indicating so is plagiarism. If you like the sentence structure and diction of the author, then quote the passage directly and use quotation marks.  
*Developed by the College of Notre Dame, Department of Nursing, Baltimore, Maryland. Modified and used with permission. 6/90*

## Disciplinary Sanctions

Suspected academic misconduct (e.g., plagiarism, cheating on exam, falsifying unauthorized collaboration, presenter and theft) is subject to disciplinary sanctions. Reports of such behavior may be initiated by faculty, staff, students or agency personnel and forwarded to the Program Chair. No grade is given until reviewed by the Program Chair and faculty. Review of academic misconduct violations will be conducted by the Program Chair and faculty.

**Step 1:** The appropriate Program Chair will meet with the person initiating the report of suspected academic misconduct. The faculty and the Program Chair will investigate the allegation.

**Step 2:** The Program Chair then will meet with the student to identify the problem or cause for concern and to review the policy in the HSA Student Handbook.

**Step 3:** If this is a graded assignment, no grade shall be assigned to the assignment.

**Step 4:** The student's work in question will be forwarded to the HSA faculty not teaching the course with accompanying documentation from faculty who taught the course.

**Step 5:** Faculty teaching the course will meet with the other HSA faculty to review the suspected violation.

**Step 6:** The student will meet with the faculty and/or Chair.

**Step 7:** The recommendation from the faculty and Chair will be correlated to meet the degree of the offense but could range from a "0" for the assignment, to failure in a course or to dismissal. Other recommendations could include community service, an additional paper, etc.

Students may repeat the course once and must earn a passing grade. A student may only appear before the Chair and HSA faculty one time for an offense of plagiarism. Any further allegation of such will lead to dismissal.

***If no violation is found, all records and documentation shall be destroyed and information regarding the matter may not be entered or placed in***

*either the student's or the respondent's file. If a violation is found, all records and documentation shall be placed in the respective file.*

The consequences of plagiarism, or any act of academic dishonesty, depending on severity, may range from failure in a course to dismissal from the University.

## **Sexual Harassment Policy**

Consistent with its mission and the educational traditions of its founding religious communities, the Sisters of Mercy and the Society of Jesus, the University of Detroit Mercy stresses the dignity of each person and the promotion of social justice. These traditions result in an educational and working environment, which supports professional development through mutual respect. Every form of harassment subverts this mission.

Sexual harassment, therefore, will not be tolerated at University of Detroit Mercy in any context, whether in a faculty/student, faculty/faculty, supervisor/employee, employer/employee, student/student, employee/student, or other relationship. All members of the University community are responsible for ensuring that their conduct does not introduce sexuality into relationships inappropriately and contrary to the wording and intent of this policy. Independent contractors, vendors, and others who do business with the University, on or off campus, are also required to comply with this policy.

This policy statement affirms the University's commitment to educate, counsel and train all members of the University community about the harm caused when professional relationships are distorted by sexual harassment. It affirms the ethical obligation of each member of the University community to foster learning and working environment free from sexual coercion, intimidation, and exploitation. Sexual harassment constitutes a form of sex discrimination, which is illegal under Michigan Compiled Laws Annotated 37.2101-37.2210, Title VII of the Civil Rights Act of 1964, and Title IX of the Education Amendments of 1972.

In addition to any sanctions that may be imposed by University of Detroit Mercy as a result of this policy, individuals who sexually harass others may be held personally liable to their victims and subject to additional legal sanctions. The UDM Policy Statement on Sexual Harassment is available for review in the College of Health Professions Office.

## Professional and Ethical Conduct Policy and Procedures

The Health Services Administration Program has established standards for determining the professional and ethical conduct of students. All students enrolled in this program are expected to adhere to a standard of behavior consistent with the high standards of their profession. Compliance with all institutional rules and regulations, city, state and federal law is expected.

Student conduct includes the following considerations:

- **Concern for the welfare of patients** (real or simulated) as evidenced by a thoughtful and professional attitude in obtaining information and primary or secondary data from patients and/or patient medical records.
- **Concern for the rights of others**, shown by: dealing with class peers, professional and staff personnel, and with all other members of the health team in a considerate manner and with a spirit of cooperation; acting with an egalitarian spirit towards all persons encountered in a classroom setting or a professional capacity regardless of race, religion, gender, sexual orientation or disability; assuming an appropriate and equitable share of duties among peers.
- **Responsibility to duty**, which involves: effectively undertaking duties with alacrity and persevering until complete, or notifying responsible persons of problems, punctual attendance at internship sites, or offering appropriate explanation when unable to be present.
- **Trustworthiness**, that is: being truthful and intellectually honest in communication with others; acceptance of responsibility for meeting multiple demands by establishing proper priorities and by completing work; discerning accurately when supervision or advice is needed before acting; maintaining confidentiality of information concerning patients.
- **Professional demeanor**, which means: neat and clean appearance in attire that is acceptable as professional; maintaining equilibrium under pressures of fatigue, professional stress, or personal problems; avoidance of the effects of alcohol or of drugs while at the internship site or while attending class.

**It is not possible to enumerate all forms of inappropriate behavior, which would raise serious questions concerning a student's status as a health professional in training.**

The following, however, are examples of behavior, which would constitute a violation of professional standards:

- Harassment, harm, abuse, damage, or theft to or of any person or property including copying of copyrighted materials and software on the University of Detroit Mercy grounds or property owned by any hospital/clinic, affiliated institution/organization, or individual to which the student may be assigned.

- Entering or using the University of Detroit Mercy or affiliated hospital/clinic facilities without authorization or disrupting teaching, research, administrative, or student functions of the University.
- Falsifying internship hours, internship records, or internship experiences.
- Contacting a client or agency personnel outside of the internship learning experience and/or without authorization.
- Conviction of a felony.
- Participating in academic or clinical endeavors of the University of Detroit Mercy or its affiliated institutions while under the influence of alcohol, a controlled substance, or illicit drugs.
- Unlawful use, possession, or distribution of illegal drugs and alcohol.
- Placing a patient in needless jeopardy or unethical disclosure of privileged information.
- Behavior or grooming which elicits a lack of respect and confidence from a faculty, or colleagues.
- Abusive or disrespectful conduct toward members of the faculty, administrative or professional staff, employees, students, patients, or visitors to the University of Detroit Mercy and/or its affiliated institutions.
- Off campus or non-educational misconduct that negatively affects the integrity or reputation of the University of Detroit Mercy or the HSA program.
- Violation of any other established rules and regulations of the University of Detroit Mercy, hospital, or any affiliated institution (as used in the above example).
- The University of Detroit Mercy premises and property shall include the premises and property of any affiliated institution where University of Detroit Mercy students pursue activities for academic credit.

## Professional Disciplinary Sanctions

Students who fail to meet the standards specified in the Program policy on attendance, professional decorum, clinical conduct, academic misconduct or dishonesty or professional ethics are subject to sanctions including, but are not limited to, warning, reprimand, probation and dismissal. All violations of professional standards are reviewed by the Academic Progression Committee (APC). The Chair of HSA will adjudicate all matters involving dismissal for professional misconduct.

**Warning:** A warning is a written letter to a student for misconduct that is found to be isolated, promptly correctable, and does not violate a specific Program, University policy or jurisdictional law. A warning may be issued by any faculty member, or any representative of the University of Detroit Mercy. Warnings are reported to the APC and Chair for informational purposes. Temporary entry is made into the student record and made permanent if further action is required. Warning letter(s) is/are removed upon successful completion of education.

**Reprimand:** A reprimand is a written letter to a student for misconduct that is found to be more serious than the above, but is still felt to be isolated, promptly correctable, and does not violate a specific Program, University policy or jurisdictional law. Reprimand may be issued by any faculty member through the Chair. Reprimands are reported to the Dean of the College of Health Professions for informational purposes. A copy is placed in the student's record.

**Probation:** In a more serious breach of professional standards, a student may be placed on (professional) disciplinary probation. The office of the Chair will decide provisions included in probation, such as the duration and conditions of the probation, on a case by case basis. Such provisions may include a requirement that the student obtain medical (including psychiatric) consultation and treatment, or other requirements that will remedy the misconduct and prevent its recurrence. Examples of such requirements may include community service time or service to the university.

Students may or may not be allowed to continue classes while on probation, and may not be allowed to continue in the internship. Student on professional disciplinary probation will be required to meet with the faculty member, advisor or HSA administrative personnel as outlined in the probation contract. Failure to comply with any part of the probation contract, including regularly scheduled meetings, may result in the student being dismissed from the HSA or MHSA program. Likewise, repeated professional disciplinary probation can result in dismissal as described below.

**Dismissal:** Dismissal is a permanent separation from the program. Dismissal may be recommended by the APC and forwarded to the office of the Chair. Dismissal may be imposed with or without the right to reapply for admission to University of Detroit Mercy at a later date. A student may be immediately dismissed for a serious breach of conduct or: Two (2) successive or three (3) aggregate terms of professional probation. The dismissal from the program will be noted on the student's transcript.

**Consultation:** When medical or psychiatric consultation is required or recommended, all parties will respect patient/provider confidentiality. However, documentation of enrollment and/or completion may be required as a condition for reinstatement.

# Grading Policies

## GRADING SCALE

<u>UNDERGRADUATE</u>		<u>GRADUATE</u>	
%	GRADE	%	Grade
100-95	A	100-93	A
94-91	A-	90-92	A-
90-88	B+	87-89	B+
87-84	B	83-86	B
83-81	B-	80-82	B-
80-78	C+	77-79	C+
77-75	C	73-76	C
74-72	C-	70-72	D
71-69	D+	< 70	F
68-65	D		
64-0	F		

**Course Grading** - Successful completion of all Health Services Administration courses (HSA, ETH, PYC, HLH) is dependent upon achievement of a minimum of C for undergraduate and a minimum of B- for graduate. The internship stands as an independent course separate from the theory/didactic courses and students receive separate grades for the internship. These grades are calculated into the cumulative GPA. A letter grade is awarded based on achievement of the course objectives.

**Incomplete Grade** - A student may request an incomplete grade from a faculty if there is a legitimate reason acceptable to the instructor, the student is progressing satisfactorily in the course and has completed at least 50% of the course work. The faculty and student agree on the time limit for completion of the course and sign the appropriate form. Requirements must be completed no later than the sixth week of the following semester for undergraduate students. Failure to meet the stated requirements will result in an automatic grade of I/F. A student will be withdrawn from the course if the 'I' grade from the previous semester is not completed at the end of week one.

**Withdrawal** - Students who officially withdraw from a class between the first 25% point of the class to the 75% of the class receive a grade of W. Students in the MHSa and HSA and HS programs are required to obtain their advisor's signature for withdrawal from any course. If a student is unable to complete any of his/her classes and is physically unable to come to file the Change of Registration, a letter to this effect should be sent by the student to the Chair prior to the withdrawal deadline.

**Forced Withdrawal** - In some cases a "Change of Registration" may be initiated by the HSA Administration to remove a student from a course. This action is

taken at the discretion of the Program Chair after consultation with faculty any time the safety or well being of that student, client, other students, or agency personnel are in jeopardy. The action will also be instituted if the student has failed to follow the procedures, regulations, prerequisites, or requirements of the College or when the student has gained registration in a class by misrepresentation (refer to academic advising on subsequent pages).

**Tuition and Fees-** The tuition and fee schedule for the University is distributed at registration and is available in Student Services and through the College Office. Course fees vary per course. Included in course fees are liability insurance, equipment and technology services.

**Petition for Tuition Refund-** The University permits a student to apply for a tuition refund in the event of unusual circumstances preventing timely withdrawal from a course. The student must initiate and complete the “Petition for Refund Form” (Registrar). It is the student’s responsibility to provide any documentation needed. The student may request support form the Dean’s office for the petition. The student will be notified of the decision for refund reimbursement after review by the Variance Committee.

## **Guest Application**

### MHSA, HSA and HS Guest Application Policy

Students planning to enroll in courses at another college or university must complete a Michigan Guest Application form to be approved by the CHP Academic Affairs office prior to enrollment. Guest Application approval will be granted to currently matriculated students under the following circumstances:

1. The course is not offered by the University of Detroit Mercy and/or the inability to take the course that term would interfere with the student’s progress in the program.
2. The University of Detroit Mercy course is scheduled in conflict with an HSA or MHSA course offering.
3. The student is NOT in the last 30 hours of the program.

Guest applications are available on the web at [www.udmercy.edu/registrar](http://www.udmercy.edu/registrar). Click on forms, then Michigan Uniform Undergraduate Guest Application. The application is to be submitted to the Academic Affairs Coordinator or the Chair of HSA. **Students may not bring in a form and wait for signature. Forms will be ready for pick up after 24 hours.**

## Anonymous Faculty/Course Evaluations

In recognition of UDM's ongoing commitment to excellence in education, it is essential that all students complete course evaluations at the end of each term.

The University of Detroit Mercy provides a secure, anonymous and easy to use resource for submitting your faculty/course evaluations. These evaluations are used to gather information, which aid faculty in improving the curriculum. The tool is completely anonymous; there is no method by which your evaluation can be linked back to you. Students can access course evaluations at [www.udmercy.edu/evaluate](http://www.udmercy.edu/evaluate).

To use the online evaluation tool, you will need your 7-digit student ID number. If you do not know your student number, there are a number of ways for you to obtain it.

- You may ask your advisor
- It is on your online grade reports
- If you have used Web Link for online registration, it is the same number you used for that process (not your Social Security number or the 4 digit pin).
- It is on your invoice.

You may also visit the Registrar's Office on the McNichols Campus. You will need to present your Student ID to have your student number released to you. To access the online evaluation please follow the instructions below which direct you on how to use the web site:

1. Open a web browser (Internet Explorer or Netscape Navigator).
2. Type in the following address in the address bar:
3. <http://jackson.udmercy.edu/surveys/>
4. Enter your 7 digit Student Identification Number and hit the Enter key. You will see a link for each of your courses. If a course is missing please contact your course faculty.  
Questions, contact: [it@udmercy.edu](mailto:it@udmercy.edu).
5. Click on a course link and follow the instructions to complete the form.
6. When you have submitted an evaluation, you may continue to complete the rest of your evaluations or return to the site at a later time.

## Student Complaints

At any time during the regular academic year, a student with a complaint regarding course content, presentation of content, conduct of students, or conduct of faculty in the classroom is to directly address that complaint with the instructor teaching the course. If, after having done so, the student believes that his/her concerns have not been adequately addressed, the student may pursue these concerns according to the following sequence:

- review with the course director
- review with the Program Chair
- review with the Dean, College of Health Professions

The complaint process is to be followed sequentially and complaints that do not, may be referred back to the appropriate faculty member or administrator.

## **Student Grade Appeal Procedure**

A student who believes he/she has been treated unfairly or substantially different from other students in the class may initiate a grade grievance.

### **Step One**

Within ten days of receiving the grade, the student must submit a written letter outlining his/her concerns to the faculty member and submit a Grade Appeal Form to the faculty. (Form may be obtained from the Chair of HSA.) The student and the faculty member who administered the grade will meet for the purpose of resolving the grade issue. The faculty will respond in writing to the request for a grade change on the form provided. In the event that an agreement cannot be reached upon receipt of the faculty decision, the student has the option to initiate Step Two.

### **Step Two**

Within ten days of completing Step One, the student will request in writing a grade grievance hearing to the Chairperson of the Academic Progression Committee. The Academic Progression Committee (or a designated sub-group of the committee) will meet with the student to review all of the circumstances/issues. The faculty member has the option of meeting with the committee. The committee will issue a decision to the Chair within ten days to uphold the grade with stated reasons or to change the grade with stated reasons after the hearing date. The Chair will inform the student and faculty member in writing of this final decision and recommendation. The faculty has the right to either accept the recommendation or reject any change in grade.

## **Undergraduate Academic Standing**

In order to remain in good standing and/or to progress, a student must: a) fulfill all prerequisite requirements, b) maintain a CGPA of 2.0 or higher, and c) earn grades of 'C' or better in all HSA courses. When an undergraduate student's cumulative GPA falls below 2.0, the student will be placed on Academic Probation by the Health Services Program and will be notified by registered mail. By university policy, the student has one semester to bring his/her CGPA up to 2.0 (refer to "Academic Dismissal" section).

The undergraduate student must repeat this course at the first opportunity and earn a grade of C or higher to progress onward in the curriculum. It is the

responsibility of the student to follow up with the advisor and academic services if the student receives a poor or failing grade in a course. The purpose of this status is to notify the student of his/her academic standing and provide additional support and guidance that will enable the student to improve his/her academic performance and successfully complete Bachelor of Science degree. The course may be repeated only once.

### **Academic Probation**

Undergraduate students will be placed on Academic Probation whenever their cumulative GPA falls below 2.0. Students on probation are required to meet with their advisors to discuss the terms of probation and complete a Probation Contract. Students must schedule at least one meeting with the academic advisor during the first six weeks of the term.

### **Academic Dismissal**

Undergraduate students may be dismissed from the HSA program because their cumulative GPA remains below 2.0 for the second consecutive semester.

## **Graduate Academic Standing**

When a graduate student's cumulative GPA falls below 3.0, the student will be placed on Academic Probation by the Health Services Administration Program and will be notified by registered mail.

### **Academic Probation**

Graduate students will be placed on Academic Probation whenever their cumulative GPA falls below 3.0. Students on probation are required to meet with their advisors to discuss the terms of probation. Students must schedule at least one meeting with the academic advisor during the first six weeks of the term.

### **Academic Dismissal**

Graduate students may be dismissed from the HSA program because their cumulative GPA remains below 3.0 for the second consecutive semester.

Students who are dismissed may apply for admission to another college or school within the University. They may also appeal their dismissal to the Academic Progression Committee. Notice of academic dismissal will be mailed from the Office of the Chair by registered mail.

## Academic Dismissal Appeal Procedure

After receiving a letter of dismissal, outlining the reasons, a student who wishes to appeal the academic dismissal must take two actions as follows:

- 1) A student must call to verify/confirm the appeal appointment time as indicated in the dismissal letter received from the Office of the Chair by calling (313) 993-1695 between 9:00 a.m. and 3:00 p.m. An appeal date must be scheduled within **10 business days** of the dismissal notification letter.
- 2) A student must submit a letter to the Chairperson of the Academic Progression Committee describing the basis or circumstances for the appeal. It is most helpful if the letter is received by the Committee prior to the appeal.

**NOTE:** A student who has not scheduled an appeal appointment or written a letter to the Committee Chair within **10 business days** of the letter, or who fails to appear at the scheduled time, will forfeit his/her right to appeal.

The Academic Progression Committee will review all letters of appeal and meet with any student requesting an appeal appointment. The Committee will make a recommendation to the Chair concerning the student's future in the program. The recommendation is made based on the student's potential for success in the HSA or HS or MHSA program. Multiple factors, such as overall academic performance, advisor notes, compliance with previous conditions of probation, accountability, and stressors are considered. The Chair makes the final decision and communicates that decision to the student. After a hearing, all recommendations made by the Committee and accepted by the Chair are final.

Students may appeal the decision of the Chair to the Dean of the College of Health Professions. The Dean has the discretion to summarily affirm the decision of the Chair, or to conduct further review of the appeal. This decision, which will be final, comes from the Office of the Dean. Appeals to the Academic Vice President and Provost will be considered only on procedural grounds.

Should a decision be made to overturn a student's dismissal, she/he will be placed on Academic Probation, and will remain in this status until such time as a grade of C or higher is earned in the undergraduate program or a B- or better in the graduate program. Should there be any further HSA grades less than C or MHSA grades less than B- during the student's tenure in the program, he/she will be immediately dismissed from the Health Services Administration Program, and there will be no opportunity to appeal this action.

***ONLY ONE APPEAL TO THE ACADEMIC AND PROGRESSION COMMITTEE WILL BE ALLOWED DURING A STUDENT'S ENROLLMENT IN THE HEALTH SERVICES ADMINISTRATION AND HEALTH SERVICES PROGRAM.***

## Academic Advising

The Health Services Administration program recognizes that the need for guidance continues throughout the learning process. Faculty and academic advisors are available for students in the HSA, HS and MHSA program. Academic advising in the HSA program is a shared responsibility among students, advisors and faculty members. The shared responsibilities of students and advisors can be more specifically stated as:

### Student Responsibilities

1. Identify advising and registration dates in the Schedule of Classes.
2. Identify your faculty advisor.
3. View course schedule at [www.udmercy.edu/classschedule](http://www.udmercy.edu/classschedule).
4. Schedule an appointment with your advisor as early as possible and come **prepared** for advisement.
5. Maintain throughout the program an advising portfolio containing a copy of your program plan, grade reports, and other related information. Students are expected to bring their advising portfolio when meeting with their faculty advisor.
6. Plan registration according to the appropriate curriculum plan with adherence to listed course pre and co-requisites.
7. Consult with your advisor concerning course selection and program requirements.
8. Register online after appointment with advisor.
9. Inform advisor of any changes or need for change in registration or issues concerning academic status.
10. Consult with your advisor regarding academic concerns or any issue that might influence academic performance and progress.

**\*\*NOTE: ONLY ASSIGNED ADVISORS OR THE PROGRAM CHAIR MAY APPROVE AND SIGN STUDENT REGISTRATION/ADD-DROP FORMS.**

The alteration of an approved registration form by a student without the authorization or knowledge of the advisor will be regarded as academic dishonesty and may subject the student to academic sanctions up to and including the forced withdrawal of the student from a program of courses and other disciplinary sanctions identified in the academic conduct policy.

## Graduation

### Application

An “Application for Graduation” form should be filed early in the semester in which the student intends to graduate. Candidates must apply for graduation from the Health Services Administration Program by the end of the fifth week of classes of the term in which they expect to graduate according to the filing deadlines which will be posted. A graduation fee will be assessed. Students

intending to graduate should consult with their faculty advisor at least two weeks prior to the filing deadline for the purpose of confirming the completion of their academic requirements. All outstanding transcripts must be reviewed before a student can be cleared for graduation. A candidate for a bachelor's degree must complete the minimum 126 earned hours as specified in the program of studies to be certified for graduation. The earned hour requirement is subject to the following limitations:

- Not more than 63 hours in transfer credit from a community or junior college, unless a formal affiliation agreement provides otherwise.
- Not more than a total of 96 credit hours from another four-year college or university.
- Not more than 63 hours in credit by examination.

Graduate students must fulfill all degree requirements. No more than 9 credit hours may be transferred and applied to the total number of credit hours.

### **Residency**

Candidates for the bachelor's degree are to complete the last 30 credit hours of their program at the University of Detroit Mercy. No transfer credits will be accepted as credit toward graduation during this portion of a student's program.

### **Quality Point Average**

- Candidates for a bachelor's degree must have a minimum of a cumulative 2.0 GPA.
- Candidates for a master's degree must have a minimum of a cumulative 3.0 GPA.

### **Graduation with Honors**

Undergraduates who have compiled superior academic records during the last 60 credit hours of their program at the University will have the following honors inscribed on their diploma and recorded on their permanent record: cum laude (3.25 QPA minimum), magna cum laude (3.5 QPA minimum), summa cum laude (3.75 QPA minimum). Transfer students must complete at least 60 credit hours of graded course work at the University to be eligible for honors recognition.

## Family Educational Rights and Privacy Act Information

**(FERPA)** otherwise known as the Buckley Amendment Rights

In 1974, President Gerald Ford signed into law a bill that extended the Elementary and Secondary Education Act of 1965. The Senate adopted a series of amendments by Congressman James L. Buckley (Cons-R, NY) that gave parents and students over 18 access to the student school records and provided penalties for institutions that released certain student records without consent.

**Source:** A review of Government and Policies. Congress and the Nation, 1973-1976. Congressional Quarterly, Inc.: Washington, DC, p. 385.

For more information about FERPA law, please visit the website:  
<http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.

## AMERICANS WITH DISABILITY ACT

The Americans with Disability Act (ADA) of 1990 and Section 504 of the Rehabilitation Act of 1974 prohibit educational institutions from discriminating on the basis of disability. Generally, an educational institution may not exclude an otherwise qualified student with a disability from any part of its program of services. To qualify for a postsecondary educational program, however, an individual with a disability (must be capable of fulfilling the essential functions or requirements of the program) with or without the provision of reasonable accommodations.

The UDM does not discriminate on the basis of handicap in admission or access to, or treatment, or employment in, its programs and activities. Students who have health, mobility or learning needs which require special arrangements should be referred to the Office of Disability, Support Services for intake verification of the disability by a health care professional, and identification of the appropriate accommodations the University is REQUIRED to provide. Students should also identify themselves to their advisor and are urged to communicate with course faculty to discuss their needs or concerns.

**ADA Officer:** Emilie A Gallegos, Director of University Academic Services  
McNichols Campus, Student Union Basement [gallegem@udmercy.edu](mailto:gallegem@udmercy.edu) (313) 578-0310

The Office of Disability Support Services arranges accommodations, adjustments and special equipment for students with all types of disabilities. Based upon a student's disability and needs, services could include:

- Advocacy
- Alternative arrangements for tests (i.e., extended time, use of a computer, distraction free environment)
- Assistance with physically getting around campus
- Assistance with registration
- Counseling
- Help with study skills
- Note takers
- Physical assistance in library
- Readers/recorded books
- Referral to appropriate services
- Sign language interpreters
- Special equipment
- Taped lectures
- Tutoring
- Other services

A copy of the ADA and University procedure regarding students with disabilities can be found online at: <http://www.usdoj.gov/crt/ada/adahom1.htm>

## SECTION 504 OF THE REHABILITATION ACT POLICY NOTIFICATION STATEMENT

University of Detroit Mercy does not discriminate on the basis of handicap in admission or access to, or treatment, or employment in, its programs and activities as required by Section 504 of the Rehabilitation Act of 1973. Students who have health or mobility needs which require special arrangements may refer to Qualified Handicapped Person Request Statement. Inquiries regarding compliance with Section 504 may be directed to the Vice President for Student Affairs.

### QUALIFIED HANDICAPPED PERSONS REQUEST STATEMENT

Section 504 of the Rehabilitation Act of 1973 stipulates that qualified handicapped persons must be afforded an equal opportunity to participate in and benefit from all post-secondary education programs and activities. Specifically, Section 504 cites three areas of compliance that relate directly to either academic programs or service:

- *Academic Modification:* Students who feel that certain academic requirements discriminate against them because of their handicap may ask for modifications of the requirements. Requests will be resolved on a case by case basis (See Procedure.) Academic requirements that the University can demonstrate to be essential to the academic program or directly related to licensing requirements will not be regarded as discriminatory.
- *Auxiliary Aids:* Students with impaired sensory, manual or speaking skills must be provided auxiliary aids, such as taped texts, interpreters, readers and classroom equipment adapted for persons with manual impairments. The U.S. Department of Education, Office of Civil Rights suggests that institutions can usually meet this obligation through existing resources, such as state vocation rehabilitation agencies and private charitable organizations. In circumstances where the University must provide the education auxiliary aid, the University has the flexibility in choosing the effective method by which the aids will be supplied.
- *Services:* The University must operate programs and services in a non-discriminatory manner.
- *Procedure:* Qualified handicapped persons wanting to request either academic modifications, auxiliary aids and/or services, should complete a Qualified Handicapped Person Request Form available in the University Advising and Academic Services Office. If additional assistance and/or information is needed, handicapped persons should consult with the Vice President for Student Affairs Section 504 Coordinator.

## **GRIEVANCE PROCEDURE NOTIFICATION**

Students who have reason to believe that they have suffered an injustice in the administration of University of Detroit Mercy's policies, procedures or practices related to admission, education, employment, scholarship, loan or other college administered programs should utilize the Title IX and Section 504 Grievance Procedure available in the Vice President for Student Affairs Office. In cases of Section 504 grievances, students wanting assistance and/or information should consult with the Section 504 contact available at the McNichols (Vice President for Student Affairs) campus. Students who have Title IX grievances should contact the EEOC officer at (313) 993-6400.

## HEALTH SERVICES

It is strongly recommended that all students carry health insurance coverage for the duration of the program experience. Students assume responsibility for their own medical care. Information regarding a basic injury and illness insurance plan is available through the University Student Health Service, 313-993-1185 (see <http://www.specrisk.com>). In their capacity as students, students cannot access employee health care services free of charge at program clinical sites.

Limited services are available through the Student Health Service. Students are responsible for any health care costs. The university assumes no responsibility for a student's medical care.

Approved by Chairs June 8, 2005.

**Dental Services:** Students requiring dental services will pay no fee other than the costs of precious metals involved in treatment. Third and fourth year students provide the dental services. Check with the Office of Patient Care in the Dental School for the policy on reduced fees.

**Medical Services:** Qualified health care providers are available for consultation and treatment in the University of Detroit Mercy Health Center which is located on McNichols Campus, West Quad, Room 114, with a separate entrance located on the north side of the building.

### Office Hours

- Fall & Winter Terms  
10:00am to 4:00pm, Monday through Friday
- Summer Term  
11:00am to 2:00pm, Monday through Friday

To schedule an appointment call the office at (313) 993-1185 (appointments are necessary; walk-ins will be worked into the schedule or placed on the schedule for a following day).

Referrals to specialists will be made when appropriate. Students seeking general medical attention also have the option of care at several Metro-Detroit out-patient clinics and hospitals. Students are encouraged to avail themselves of health insurance either individually or through their families. Information on the University of Detroit Mercy Health Plan is available in the Office of Student Life.

**Health Insurance:** The University of Detroit Mercy is vitally interested in the health and welfare of its students and seeks to ensure that they have access to necessary medical care. **Beginning with the 2001-2002 academic year UDM required that all residential (dorm) students carry health insurance. UDM**

highly encourages all other students to have adequate health insurance coverage. In cooperation with Specialty Risk Group International, Inc., UDM makes available a student health insurance plan designed specifically for UDM students. Specialty Risk Group International is a leading broker in student accident and sickness plans, providing coverage at a cost families can afford. Information packets are mailed out during the summer to each student who is registered for Term 1 (fall) courses.

All residential (dorm) students taking 3 or more credits will automatically be enrolled in the plan unless they sign a waiver form containing proof of comparable coverage by the published deadline. All other students wanting to participate in the UDM Health Insurance plan will do so on a voluntary basis.

**STUDENTS ARE RESPONSIBLE FOR ALL HEALTH CARE COSTS (including emergency care) THAT MAY BE INCURRED DURING THEIR ENROLLMENT IN the Health Services Administration Program.**

**Liability Insurance:** All students are covered by professional liability insurance through University of Detroit Mercy while they are enrolled in internship courses.

# Course Policies and Procedures

# ONLINE PROCEDURES

## Knowledge.udmercy.edu (also known as Blackboard)

### I. Login

1. Enter the address <http://knowledge.udmercy.edu> in the Location/Address field in your browser.
2. Click the **Login to Knowledge** on the left of the screen.
3. Enter your Username (firstname.lastname (all lowercase)) and Password (your student ID) in the appropriate fields
4. Click **Login**

### II. Enrolling in Courses

Enrollment will now be based on the Registrar's Office records. There will be no open course site enrollment. Additional users may be added to a course site by instructor request only.

Enrollment in Knowledge course sites will be done in batches according to the following schedule:

- 15 days before the first day of classes
- 1 day before the first day of classes
- Each weekday from the first day of class through the 10<sup>th</sup> day of class.

### III. Troubleshooting

#### Browser Compatibility

Blackboard works best with recent versions of Netscape and Microsoft Internet Explorer. If you are connecting to the Internet via AOL, you may encounter errors using the AOL browser. AOL users should connect to the Internet as usual then open either Netscape or Microsoft Internet Explorer.

**For further assistance, contact IDS at 313-578-0580**

**Other useful websites:** Student Email account <http://students.udmercy.edu>;  
UDM Library Website: <http://research.udmercy.edu>.

# Class Attendance, Absences and Tardiness

## Student Absence Policy

The University recognizes the importance of class attendance by all students. When athletic schedules and schedules for other UDM-sponsored activities are constructed, class absences must be taken into consideration and should be kept at a minimum.

It is the responsibility of the student involved in UDM-sponsored activities to inform instructors well in advance (or as soon as the student knows) when classes must be missed, and to complete any assignments due during the absence, in accordance with the instructor's written policy in the syllabus for the course. The student and instructor are encouraged to work out some reasonable accommodation regarding course requirements, if classes are to be missed. In the case of student athletes, the student is expected to present the instructor with a schedule of competitions, from the athletic department, during the first week of class.

## Health Services Administration Attendance Policies

Students are expected to attend all classes (i.e., lecture, seminar, internships). Each credit hour of theory equates to one hour/week of class time. Internship absences are an individual responsibility and should be seriously considered when establishing priorities of time. Anticipated absences should be discussed with the preceptor prior to the time of the absence.

## Assignments (Written or Oral)

- 1) All assignments must be completed and submitted on the day they are due. Arrangements for an extension of time for an assignment must be made before the date the assignment is due and will be given only for serious reasons.
- 2) For late assignments, the faculty have the option to:
  - a) Maintain the required due date or time of the assignment.
  - b) Change the required due date or time of the assignment.
  - c) Change the assignment.
  - d) Lower the grade of late assignments.
  - e) Refuse to accept the late assignment and assign a failing grade.
- 3) The original paper and a copy of all reference materials must be submitted for written assignments. The original is to be duplicated, as the paper may not be returned to the student.
- 4) All written assignments must follow American Psychological Association (APA) format.

## **Tape Recorders**

Recording devices may only be used in the classroom (theory and practicum) with permission of the faculty.

## **Pagers and Cellular Phones**

Students carrying pagers and/or cellular telephones must place these devices on “silent” when in any classroom or internship setting. Students should respond to pagers and cell phones only in emergency situations.

# Examination and Tests

## Examination Process

- 1) Assigned seating may be used for examinations.
- 2) Faculty proctors may be present for all examinations. Additional proctors may be used based on the conditions of the examination and the availability of faculty.
- 3) Students may bring only writing implements and other authorized materials to their seat. Any materials not authorized by the course faculty, book bags, etc., must be placed in a location designated by the course faculty.
- 4) Answers will be written only on the examination itself or on other materials as designated by the course faculty.
- 5) A student discovered cheating in any manner on an examination is liable for disciplinary action as described in the Student Handbook under Academic Conduct Policy. Students may be requested to produce valid identification at any time while in the examination room. Failure to produce such identification when requested will result in the examination grade being withheld until identification is verified.

## Missed Exams and Quizzes

- 1) All tests are to be taken at the scheduled time.
- 2) Students must notify the instructor prior to the scheduled test time if they are unable to take an exam or quiz due to some extraordinary circumstance.
- 3) It will be the sole decision of the faculty member as to whether or not the student will be allowed to make up an exam or quiz. Factors which faculty will evaluate to determine eligibility for makeup include the reason for the absence, and notification of the absence prior to the scheduled test time according to policy.
- 4) Should a student be allowed to make up an exam/quiz, faculty has the option to administer a different exam/quiz than was given to the rest of the class, and it may have another format (e.g., essay/short answer, rather than multiple choice). It will however cover the same material as the exam/quiz administered during the scheduled class time to the rest of the students. Faculty also has the prerogative to establish a maximum attainable grade for the missed exam/quiz.
- 5) If a student is given the opportunity to sit for a missed exam/quiz, it will be done at the time determined by the faculty member, and in most cases, will be completed by no later than the next regularly scheduled class day.

# Internship Policies

## General Appearance

Deviations from accepted professional norms in appearance and behavior are detrimental to maintaining the professional standards that are expected by patients, clients and colleagues. Hair must be neat, and in a conservative, professional style of a natural hair color, with no adornments. Jewelry is limited to a wristwatch, wedding band, and one pair of post earrings. **A student may not present for the internship with any other body piercings, tongue rings, or tattoos that are visible (even through clothing) at any time.** Nails should be clean and trimmed to no more than 1/4" long without adornment, and only clear or light nail polish is acceptable. Male students should be either cleanly shaven or have neatly trimmed beards.

## Professional Dress

Business attire will be required for some internships. This will involve the wearing of skirts or slacks with a waistline (no low-rise or form-fitting garments) and a top that covers the shoulders. Shoes must be worn with socks or hose. Heels should not exceed 2-1/2 inches. The following clothing is not acceptable:

- Low-rise skirts or slacks
- Off the shoulder or spaghetti strapped tops
- Sheer tops
- No bare shoulders, cleavage, or torso/midriff exposed
- No jeans

## Student Internship Evaluation

Evaluation of student clinical performance is an ongoing collaborative process. Students and faculty are expected to communicate frequently regarding the objectives and progress toward completing the objectives. Evaluation conferences are held at mid-point in the internship and evaluation is completed following the internship experience.

## Student Internship Absence

Each internship course has a prescribed number of contact hours as required by the syllabus. The actual contact hours are stated in each course syllabi. All internship experiences, whether on- or off-campus, are learning activities designed to help the student meet course objectives. Tardiness and absences from the practicum are unacceptable except in an emergency situation. Should an absence be unavoidable, the student should notify the preceptor at least 1 hour prior to the scheduled session. Failure to report an impending absence is considered **lack of** accountability and will be reflected in the internship evaluation. In the event of an internship absence, the student must make up all missed contact hours.

Internship hours, seminars and other internship requirements must be completed within 1 year of the start of the internship.

## **Illness Policies**

Students are required to adhere to the internship requirements of the HSA program and to the health policies of the agency. Guidelines for students include:

- 1) Students are not to attend internships when ill.
- 2) If a student is ill, and the preceptor believes participation in the setting may be detrimental to either the student or client, the student may, at the instructor's discretion, be sent home.
- 3) Pregnancy does not preclude students from the internship. The student is responsible for evaluating the potential health hazards of any internship experience upon her pregnancy. Preceptors should be notified of a student pregnancy in order to protect the health and well being of the student. Faculty reserves the right to modify student assignments that may, in the faculty's judgment, jeopardize health.
- 4) Students are not to attend the internship with a fever. Students are to be afebrile 24 hours prior to returning to the internship site after an illness.
- 5) Students with a positive streptococcal throat culture are to have been on medication for at least 24 hours prior to returning to the internship site.

## **Accidents or Unusual Events**

Any accident or unusual circumstance in which students have become involved during their internship experience must be reported immediately to their faculty. Students are expected to complete any documentation required by the internship site (Accident Report) during that day. An accident or unusual occurrence in which a student is involved with a preceptor experience must be reported immediately to the preceptor and to the course faculty within 24 hours. Please note students are responsible for all their emergency room fees and hospitalization costs, even those that arise from the internship assignment.

## **Field Trips**

When on field trips or when representing University of Detroit Mercy in any capacity, students should dress appropriately. No jeans or form fitting clothing are to be worn on these occasions.

## **Witnessing and Signing Wills**

A student is not permitted to sign any legal documents or act as a legal witness in any case whatsoever.

## **Client Rights**

In concert with the philosophy of the Health Services Administration Program,, which speaks to the dignity and work of each individual, students are to protect and respect the rights to privacy, religious beliefs, personal philosophy,

and need to be informed of all employees and patients within the internship environment. Confidential data such as addresses and phone numbers may not be used for any purpose other than Internship assignment.

## Use of Medical Records

The regulations regarding access to and use of medical records will vary according to the hospital or agency in which the student is having the administrative experience. As a rule, if students need a patient's record for study purposes, they must obtain written permission from the preceptor.

The Health Insurance Portability and Accountability Act (HIPAA) of 1996, mandates Federal privacy protection for individually identifiable health information. Standards have been set for health care providers (who transmit health care transactions electronically). While at the internship site, most of the health care providers and administrators that you will come in contact with will be under the HIPAA guidelines and requirements. In your studies, and during your internship, you need to be aware of these requirements, and additionally, the administrator will sometimes train you on their organization's HIPAA policies and practices.

Some of the pertinent requirements of HIPAA are:

- Notifying patients about their privacy rights and how their information is used.
- Adopting and implementing privacy procedures for the practice or hospital.
- Training employees so that they understand the policies.
- Designating an individual as a Privacy Officer, who is responsible for seeing that the privacy procedures are followed.
- Securing patient records containing individually identifiable health information so that they are not readily available to those that do not need them.

While participating in an internship, you will be expected to comply with HIPAA requirements, and you need to conduct yourself in the following manner during your internship:

- Use safeguards to prevent the use or disclosure of PHI (Protected Health Information) other than for your direct performance of services.
- Notify your preceptor or faculty member of any use or disclosure of PHI that is contrary to your service and its purposes.
- Ensure that fellow students do the same.
- Cooperate and abide by with the training, policies and procedures of the health care provider.

# Student Affairs and Information

## University Organizations

Students may compete in the classroom, but graduates are called upon to collaborate in their careers. Students seek the freedom of individuality, but try to avoid isolation through associations and relationships. At the University, student organizations are an important factor in the total educational process. Student organizations bring together people with similar interests and at the same time challenge them to accept each other's differences. Organizations:

- Encourage members to expand friendships and develop new relationships.
- Encourage students to spend more leisure time growing and learning.
- Help students develop skills of leadership and collaboration.
- Free students to dream dreams larger than themselves, and to have a collective base of talents to bring some of those dreams into reality.

A complete listing of student organizations and leadership opportunities are available on-line at [http://www.udmercy.edu/student\\_life/clubs\\_orgs.htm](http://www.udmercy.edu/student_life/clubs_orgs.htm).

## University Student Handbook

The University of Detroit Mercy Student Handbook may be found on-line at <http://www.udmercy.edu/slo/student-handbook/index.htm>. The student handbook contains non-academic policies and procedures. If you have any questions or need clarification on any of the published policies, please contact the Vice President for Student Affairs Office (McNichols Student Center 101) - (313) 993-1028. The following information and policies are published at this site:

- Policies
- Student Rights and Responsibilities
- Student Policies and Procedures
- University of Detroit Mercy Mission Statement
- PDF Format - Comprehensive Published Student Handbook Policies
- Campus Crime Act and other published information required by the federal government
- Campus Crime Statistics
- Annual Security Report
- Sexual Assault
- Sexual Harassment
- Graduation Rate Data
- Substance Abuse Prevention/Alcohol & Illicit Drugs Policy
- U.S. Department of Justice Documents
- Drugs of Abuse
- Federal Penalties
- FERPA (Family Educational Rights and Privacy Act 1974)
- Title IX
- Section 504 Rehabilitation Act

## Service

Community service is viewed as an important activity at the University of Detroit Mercy and can be accomplished in a variety of ways. The Leadership Development Institute (993-1776) works as an agent to get people, primarily students, involved in the University, as well as the surrounding community. Through community service students see different ways of life due to economics, religions, culture, family values and traditions. They then learn to understand, accept, cherish, and respect these differences, to see similarities and how to work together in a global community.

## Community Involvement/Activities

**Adopt-A-Child for Christmas** - sponsors local Detroit children; faculty and students “adopt” individual children or families and buy gifts for them.

**Alternative Spring Break** - volunteers participate in extensive fundraising activities in order to go to various locations (generally in the Appalachian region) to work in service outside of their own community and often in a very different culture.

**Alternatives for Girls** - work with Christmas Craft Fair and Adopt-A-Child for Christmas House cleanups-- fixing houses in conjunction with a community group for use by low-income families.

**Hunger Week** - a week of fundraising and education centered on the issues of hunger and homelessness; includes hunger banquet, fast-a-thon, speakers, music, service, reflection, celebration; co-sponsored with Campus Ministry.

**Red Cross Blood Drive** - work with Student Activities to encourage donor participation.

**Simon House** - a house for HIV positive women and their children; volunteers work on a variety of projects based on interest.

**St. Leo's soup kitchen** - to serve meals to homeless

**Speakers Bureau** - work in conjunction with Women's Studies, the Student Senate and other offices to bring in nationally known speakers.

**Tutoring** - available in local schools to be set up through our education coordinator on an interest basis; volunteers tutor individually and on their own time.

## Campus Ministry

Campus Ministry (CM) at UDM exists to enhance the spiritual, emotional and community life of the University. Services scheduled throughout the year are: retreats, prayer services, reflection and discussion sessions. CM is available to counsel students in spiritual distress and offer a listening ear for student issues.

# TUTORING AND COUNSELING SERVICES

## Academic Support Services: Free Tutoring

University Academic Services provides free tutorial services, including one-on-one tutoring sessions and study groups, for all registered UDM students. Study groups are part of Supplemental Instruction (SI), a national, participatory academic support program in which tutors sit in on specific sections of targeted courses such as math and science throughout the term and then guide study sessions each week. Any student in the course may attend these sessions; the schedule is posted each term in the UAS office, also called the Learning Center.

An appointment is recommended for individual tutoring sessions, although a limited number of walk-ins are available each day. Day and evening appointments are available during each term. Students should call (313)993-1143 or visit the UAS office/Learning Center in the Student Center to make an appointment. No appointment is necessary for the study groups.

Late night math, English and statistics tutoring is available in the Shiple Hall Tutoring Center, on a walk-in basis only. The tutorial staff, which includes undergraduate and graduate students, is available for appointments by the second week of each term. UAS supports freshman level coursework, focusing on basic core curriculum and beginning major-specific courses, such as math, chemistry, English, computers, psychology, teacher education, etc. Some upper-division tutoring is available, primarily in the sciences.

## Counseling Services

The University Counselor, Ms. Natalie Wicks offers counseling without cost for students and faculty. She can be reached at (313)578-0496 to schedule an appointment. At the UDM Psychology Clinic, students can be seen by advanced graduate students and faculty on a sliding scale, fee-for service basis. This clinic has convenient hours including evening appointments, call (313)578-0570.

## Student Services & Resources for Learning

Department, Location, Hours, Phone & Fax

Admissions, McN/FAC 110; (313)993-1245 (p); (313)993-3326(f)

Undergraduate 1-800-635-5020

Athletics, McN/CH; (313)993-1700 (p); (313)993-2449 (f)

Bookstore, McN/SU, 9:00a-6:00p M-TH, 9:00a-4:00p F; (313)993-1030 (p); (313)993-1156 (f)

Cooperative Education & Career, McN/RH; (313)993-1017; (313)993-1029 (f)

Computing Labs (313)993-1596

McNichols Campus

- E 140, 9:00a-10:00p M-F; (313)993-1100 or (313)993-1596
- C & F 10, 9:00a-10:00p M-F; (313)993-1597

- SC Bldg., lower level, 8:30a-12:00a M-Su; (313)993-1596
- CHP Bldg., 7 Lower Level, 8:00a-10:00p M-F; (313)993-1174

Dental Clinic (main office) (313)494-6750  
 Patient Appointments (undergraduate students) (313)494-6700  
 Financial Aid, McN/FAC, 8:30a-5:00p M-F; (313)993-3350 (p); (313)993-3347 (f)  
 Food Services, McN/SC, 2nd fl.

- Lunch 11:30a-1:30p M-F, 10:45a-1p Sa & Su
- Dinner 4:30p-7:00p M-Th, 4:30p-6:15p F, 5:00p-6:00p Sa & Su
- McN/The Loft/Student Center 7:45p-11:00p M-Th, 7:45p-10:00p F, 6:00p-11:00p Sa & Su
- McN/Briggs/Café A La Carte, 126 7:30p-8:30p M-F, 8:30a-2:30p Sa

University Health Center, WQuad 114, (313)993-1185  
 International Student Office, McN/SU 2<sup>nd</sup> Fl., 9:00a-5:00p M-F; (313)993-1205 (p); (313)993-1192 (f)  
 Instructional Design Studio, McN/LIB 3<sup>rd</sup> Fl.; (313)578-0580 (p); (313)993-1780 (f)  
 Intramurals, McN/CH 8:30 - 9:00 p.m. M-F; (313)993-1743 (p)  
 Learning Center, McN/SC 2nd floor; (313)993-1143  
 Libraries/Media Services, McN/LIB; (313)993-1070(p); (313)993-1780 (f)

8:30-10:00 p.m. M-TH  
 8:30-5:30 F  
 9:30-5:00 Sat.  
 12:30-7:00 Sun.

Parking ID Office, McN/SU first floor; (313)578-0341(p)  
 Personal Counseling Services, McN/RH 1st floor; Call for an appointment (313)578-0496.  
 Public Safety - On Campus only  
 Emergency 123  
 Non-emergency 3-1234  
 Registrar, McN/FAC 80; (313)993-3313 (p); (313)993-3317 (f)  
 Residence Life, McN/SH 115; (313)993-1230 (p); (313)993-1552(f)  
 Residence Directory Assistance, (313)993-2466  
 Residence Hall Repair Hotline, (313)993-1747  
 Student Accounting Office, McN/FAC 40; (313)993-1420(p); (313)993-1414 (f)  
 Student Affairs, McN/SC 101; (313)993-1028 (p); (313)993-1509 (f)  
 Student Life, McN/SC ground floor; (313)993-1150 (p); (313)993-3275 (f)  
 Student Senate, McN/SC; (313)993-1493  
 Switchboard, McN/LR 1st floor 8:00-6:00 M-F; (313)993-1000 (p)  
 Transcripts, McN/Registrars, (313)993-3313  
 Titan Info Center, McN/SC, (313)578-0341  
 University Academic Services, McN/SC, 8:30a-8:30p M-F, 10:00a-3:00p Sa; (313)993-1143 (p); (313)578-0342 (f)  
 McNichols Campus (tutoring, study groups, advising, athletic study table)  
 University Ministry, McN/SU 106, 9:00-5:00 M-F; (313) 993-1560  
 Writing Center, McN/B 225; days/times vary; (313)993-1022(p); (313)993-1166 (f)

WUDM, McN/SC ground floor; (313)993-1152

**Building Codes:**

B - Briggs

C&F - Commerce and Finance

CH - Calihan Hall

E - Engineering

FAC - Fisher Administration Center

LR - Lansing Reilly

SC - Student Center

RH - Reno Hall

CHP - College of Health Professions

***\*NOTE: Normal business hours are 8:30 am to 5:00 pm Monday through Friday unless otherwise noted.***

## **Communication**

An important skill required by professional administrators is the ability to communicate with clients and colleagues. To contribute to a positive educational environment in the Health Services Administration program, students, faculty, staff, and administrators need to be able to communicate clearly. Whether you are suggesting an alternative curriculum approach to a faculty committee, discussing your academic achievement in a course, or reviewing your program of studies with a faculty advisor, the communication process needs to convey messages accurately. Effective communication has a positive influence on our educational community. In order to foster communication in the HSA program, the following have been established.

## **Faculty Office Hours**

**Full-time faculty members are available to students on an appointment basis. Specific times of availability are posted on a faculty member's door.** Adjunct faculty members generally schedule their office hours in conjunction with the courses they are teaching.

## **Faculty Mailboxes**

The college staff are available from 8:30AM to 5:00PM, Monday through Friday, to accept messages or materials for faculty (Summer hours 8:30AM to 4:30PM). Do **NOT** slide assignments under faculty's office door.

## **Dean and Chair's Office Hours**

The Dean and Chair are available to meet with students by appointment. Appointments can be scheduled by calling the following numbers:  
Dean (313) 993-1208  
Program Chair (313) 993-1695

## **Student Representation**

Students have the opportunity to have a responsible voice in their curriculum and the institutional policies through membership on the Student Advisory Council. In September of each academic year, students may nominate themselves or colleagues for membership.

## **Student Advisory Council Input**

The Student Advisory Council provides input throughout the HSA Curriculum. The purpose is to give feedback to faculty and administration regarding academic and student life in a structured, constructive process with the Program Chair. Student Council members meet on a periodic basis with the Program Chair and faculty to provide feedback to faculty and administration regarding academic and curricular issues. Student Council officer representatives are selected each year by self-nomination.

## **Health Services Administration Student Chapter**

As HSA students, you can become involved in your local and national student organizations and have your voice heard.

## **Health Services Student Advisory Council**

### **Article I**

#### **Name**

The name of this organization shall be the Health Services Student Advisory Council (HSASAC).

### **Article II**

#### **Purpose and Objectives**

The purposes of the HSASAC are:

- 1) To work collaboratively with faculty and administration in contributing to excellence in HSA education and in fulfillment of the HSA and University of Detroit Mercy mission.
- 2) To foster professionalism and responsibility in contributing to HSA education and ultimately to the health care of the persons and communities we serve.

The objectives of the HSASAC are:

- 1) To provide input into the standards of HSA education and policies which govern the education process.
- 2) To appoint representatives to University and College of Health Professions committees and be active participants of these committees in order to have direct input into standards and policies of HSA Program.
- 3) To foster community involvement and community service activities representative of the HSA Program.
- 4) To provide mentoring for students within the HSA Program.
- 5) To collaborate and assist in tutoring efforts within the HSA Program.
- 6) To promote and encourage recruitment efforts, participation in student activities and educational opportunities for all students.
- 7) To work collaboratively with the College of Health Professions and other organizations with similar purposes.
- 8) To encourage involvement in legislative activity, which can influence health care, nursing education and practice.

## **Article III**

### **Members**

The HSASAC shall consist of the following persons:

- a. All registered students in HSA, HS and MHSA programs are members of the HSASAC.
- b. The President, Vice President, and Secretary are elected officers.
- c. A faculty advisor.

## **Article IV**

### **Officers and Representatives**

#### ***Section 1***

The officers of the HSASAC shall consist of a president, vice president, and secretary.

The Faculty Advisor will be the liaison between the HSASAC and the faculty.

#### ***Section 2***

A student must be in good academic standing with a 2.0 GPA for undergraduate students and 3.0 GPA for graduate students to be eligible for election as an officer and/or a member of the HSASAC and the GPA must be maintained throughout the term of his/her office.

Officers are expected to attend all meetings. If a person fails to attend two (2) unexcused meetings per term of office, they are subject to removal. If unable to attend, contact with the President of the HSASAC should be made 24 hours prior to the meeting.

### **Section 3**

#### **Article V**

##### **Student Advisory Council and Faculty Advisor**

There shall be at least one faculty advisor for the HSASAC. The **faculty advisor** shall:

- a. Serve on a volunteer basis.
- b. Serve as a liaison with the College of Health Professions, faculty and administration.
- c. Attend Student Advisory Council meetings as available. If unable to attend, he/she may appoint another faculty member to attend in their stead. Faculty members, as advisors, do not have voting power on issues brought before the HSASAC.
- d. Provide direction and advice pertaining to Student Advisory Council activities and issues.
- e. Be kept apprised of Student Advisory Council issues and activities by their respective officers.

#### **Article VI**

The Student Advisory Council shall develop ad hoc committees, as they deem necessary. These committees will not be afforded Student Advisory Council voting privileges. They will follow the direction provided by the Student Advisory Council.

#### **Article VII**

##### **Amendments**

- a. Official bylaws will be voted on by two-thirds of the elected Officers.
- b. Proposed changes to these bylaws must be posted on the HSA website at least 30 days prior to a vote on the change. These proposed changes must be read into the minutes of a meeting, with a vote taking place the following meeting.
- c. A two-thirds vote by the Student Advisory Council and approval of the faculty advisor shall accept or rescind any amendments to these bylaws.
- d. The Secretary of the HSASAC will notify all officers, faculty and students of any amendments to these bylaws, which have been adopted.

#### **Article VIII**

##### **Committees**

The HSASAC shall have the following standing committees:

- a. The Election committee shall consist of members of the HSASAC officers who are graduating before the next term of office.
- b. The Communication committee will be responsible for any publications such as newsletter and with assisting the secretary in publicizing events of the HSA program and the HSASAC.

# Curriculum

## Health Services Administration Curriculum

The Health Services Administration program can be completed through full or part-time enrollment.

Transfer applicants to the Health Services Administration undergraduate program must have a minimum overall cumulative GPA of 2.0 and complete UDM placement tests in English composition and mathematics.

## Cooperative Education

Cooperative Education is a structured educational strategy integrating classroom studies with learning through productive work experiences in a field related to a student's academic or career goals. It provides progressive experiences in integrating theory and practice. Co-op is a partnership among students, educational institutions, and employers, with specified responsibilities for each party. These include:

- Formal recognition by the University as an educational strategy,
- Structure for multiple work experiences in formalized sequence with study,
- Work experiences, which include both an appropriate learning environment and productive work,
- Work experiences related to career or academic goals.
- Pre-employment preparation for students, as well as ongoing advising,
- Formal recognition of the co-op experience on student records,
- Provision for employer and university education of quality and relevance of the work experience and curriculum,
- Agreement among the University, employer, and the student on:
  - Job description and new learning opportunities;
  - Specified minimum work periods;
  - Didactic work monitored by the University and clinical work supervised by employees;
  - Official school enrollment during employment;
  - Recognition as a co-op employee by the employer;
  - Evaluations by the student, the University, and the employer with guided reflection by the student, and Remuneration.

# **University of Detroit Mercy**

## **Academic Standards for Minors**

*Approved September 7, 2006*

The University of Detroit Mercy recognizes that a minor is a specific area of study that a student may pursue in addition to their major. To maintain academic integrity the University has established the following policy regarding minors.

### **Policies**

- A. All UDM minors are expected to conform to the standards herein.
- B. All coursework required for a UDM minor must be offered by faculty associated with an academic department or academic units at UDM.
- C. All minors shall be subject to the normal Program Review process.

### **Rules and Regulations**

#### **A. Declaration of a Minor**

- 1. The student must declare a major before declaring a minor.
- 2. Students should declare a minor by the first semester of their junior year.
- 3. A minor must be certified at the same time that the major(s) is certified for graduation.
- 4. A minor cannot be added after graduation.
- 5. Upon successful completion, minors are listed on a student's final transcript but are not listed on the diploma.

#### **B. Number of Minors Allowable**

- 1. Students may complete a maximum of two majors and one minor at UDM.
- 2. A student is not required to complete a minor.

#### **C. Subject Areas for Majors and Minors**

- 1. Programs do not have to offer minors for every major.
- 2. A program can offer a minor without offering a major.
- 3. Students can minor in areas outside the college/school of their major(s).
- 4. Normally students cannot be awarded a minor in a field in which they are earning or have already earned a bachelor's degree.

#### **D. Minimum number of credits required for Minor**

- 1. A minimum of 18 credits is required for a minor.

#### **E. How courses are counted towards Majors and Minors**

- 1. At most, 6 credit hours may be counted towards both the major and the minor.

#### **F. GPA requirement in the Minor**

- 1. Students must maintain a cumulative 2.0 grade point average in all minor courses in order for the minor to be posted on the official transcript at the time of graduation.

**G. Pre-Requisites**

1. Pre-requisites may be required for some minor courses.

**H. Level of Courses required for Minor**

1. At least half of the courses within the minor must be upper division courses (300+ level).

**I. Pass/Fail**

1. No course required for the minor can be taken on a pass/fail basis.

**J. Residency Requirements**

1. At least 12 credits (or 4 courses) of the courses required for the minor must be taken at UDM unless the courses are taken as part of a consortium agreement.

## Master of Health Services Administration Program

### Typical Course Sequence

Schedule:

Term 1	Term 2	Term 3
HSA 5000 Theory and Practice of Health Services Management (3 cr.)	HSA 5020 Financial Management of Health Services (3 cr.)	HSA 5150 Leadership in Health Care Organizations (1.5 cr.)
HSA 5010 Accounting Principles for Health Services Professionals (3 cr.)	HSA 5500 Information Systems for Health Services Administrators (3 cr.)	HSA 5070 Population Health (3 cr.)
HLH 5700 Health Care Policy and Delivery (3 cr.)	ETH 5520 Ethical Perspectives in Health Services Administration (3 cr.)	PYC 5030 Statistics (3 cr.)
		HSA 5090 Human Resources in Health Care Organizations (1.5 cr.)
Term 4	Term 5	
HSA 5060 Health Economics (3 cr.)	HSA 5780 Quality Improvement in Health Care Organizations (3 cr.)	
HSA 5160 Marketing for Health Care Organizations (1.5 cr.)	HSA 5050 Legal Aspects of Health Services Administration (3 cr.)	
HSA 5190 Strategic Planning for health care organization (1.5 cr.)	HSA 5860 Internship in Health Services Administration (2 cr.)	
HLH 5500 Research Methods in Health Care (3 cr.)	HSA 5940 Health Services Administration Capstone (3 cr.)	

## Master of Health Services Administration Program

### Typical Course of Study

**Degree - MHSA**

**Year Core Curriculum Implemented – 2007-08**

**REQUIRED COURSES**

<b>Year in Program</b>	<b>Session</b>	<b>Course #</b>	<b>Course Title</b>	<b>Credits</b>
Year One	Fall	HSA 5000	Theory and Practice of Health Services Management	3cr
	Fall	HSA 5010	Accounting Principles for Health Services Professionals	3cr
	Fall	HLH 5700	Health Care Delivery and Policy Issues	3cr
	Winter	HSA 5020	Financial Management of Health Services	3cr
	Winter	HSA 5500	Information Systems for Health Services Administrators	3cr
	Winter	ETH 5520	Ethical Perspective in Health Services Administration	3cr
	Summer	HSA 5150	Leadership in Health Care Organizations	1.5cr
	Summer	HSA 5070	Population Health	3cr
	Summer	HSA 5090	Human Resources in Health Care Organizations	1.5cr
	Summer	PYC 5030	Statistics	3cr
Year Two	Fall	HSA 5060	Health Economics	3cr
	Fall	HSA 5160	Marketing in Health Care Organizations	1.5cr
	Fall	HSA 5190	Strategic Planning for Health Care Organizations	1.5cr
	Fall	HLH 5500	Research Methods in Health Care	3cr
	Winter	HSA 5780	Quality Improvement in Health Care Organizations	3cr
	Winter	HSA 5050	Legal Aspects of Health Services Administration	3cr
	Winter	HSA 5860	Internship in Health Services Administration	2cr
	Winter	HSA 5940	Health Services Administration Capstone	3cr

## Master of Health Services Administration Program

### Transition from 2007 to 2008 Curriculum

Previous Curriculum	Curriculum starting in Fall 2008
HLH 5320 Health Promotion and Risk Reduction 3 credits	→ HSA 5070 Population Health 3 credits
HSA 5100 Leadership and Human Resources Management in Health Care 3 credits	→ HSA 5150 Leadership in Health Care Organizations 1.5 credits  → HSA 5090 Human Resources in Health Care Organizations 1.5 credits
HSA 5120 Quality Improvement and Strategic Planning 3 credits	→ HSA 5160 Marketing for Healthcare Organizations 1.5 credits → HSA 5190 Strategic Planning 1.5 credits → HSA 5780 Quality Improvement in Health Care Organizations 3 credits
HSA 5800 Seminar in Health Services Administration 3 credits	→ HSA 5940 Health Services Administration Capstone 3 credits
HSA 5900 Internship in Health Services Administration 3 credits	→ HSA 5860 Internship in Health Services Administration 2 credits
<b>Total Credits: 15</b>	<b>Total Credits: 17</b>