WELCOME

Welcome to the Bachelor of Science in Health Services Administration Program (BSHSA). The BSHSA Student Handbook provides information describing important policies and expectations for the BSHSA Program. This document is not meant to be all inclusive. Please note that all relevant Xavier University handbooks and catalog policies apply to the BHSA program. However, the BSHSA Student Handbook highlights some of the more important policies in the Xavier Student Handbook, and also outlines policies specific to this major/department.

VISION STATEMENT

Xavier University's Undergraduate Program in Health Services will be nationally recognized as an outstanding program graduating highly skilled professionals.

MISSION STATEMENT

In keeping with its Catholic, Jesuit tradition, the mission of the Undergraduate Program in Health Services Administration at Xavier University seeks to enhance students' values orientation and ethics and to provide them with the with the knowledge and critical thinking skills to prepare them to perform proficiently in entry-level positions in health care. The program will fulfill this mission through:

- An interdisciplinary curriculum based in the liberal arts tradition
- Required field experiences
- Community service
- Undergraduate research and scholarship

ATTENDANCE POLICY

From the Xavier University Catalog: “Reasonable attendance at all class meetings is expected. If a student is unable to attend a class, the responsibility of missed class content is the sole responsibility of the student. Tests and written assignments will include content covered in class or in the assigned readings.”

This means that you are expected to be at class regularly. You are also expected to be punctual in coming to class.

You will be considered absent from class if:

- You do not attend class
- You are late for class without permission from your instructor

We understand that students sometimes need to miss class. As a result, you are allowed a specified number of excused absences with no questions asked. The exact number will be listed in your course syllabus, but generally will be:
• One absence for courses that meet once per week
• Two absences for courses that meet twice per week
• Three absences for courses that meet three times per week

Beyond this limit, absences are considered unexcused and are subject to a penalty of a 1.5% reduction of a student’s final grade per absence.

Absences beyond the allowable number may be excused with proper documentation.
• If you are ill, and you let your instructor know ahead of the start of class. This may be an email, text, or phone call, your instructor will let you know if they have a preferred method of contact.
• If you are absent for illness and do not let your instructor know ahead of class, you are required to have a doctor’s note to be excused.
• If you attend a funeral, you have a program, obituary or holy card.
• If you have a required activity for another class or university sponsored athletic event, you will have a memo from the professor or program director.

You have one week from the date of your absence to submit the above documentation (with the exception of illnesses reported ahead of class). Failure to submit documentation within one week can result in your absence being unexcused.

Reasons that do not count as excused absences include:
• Social events, such as a friend’s wedding, parties, outside social events, etc.
• Events related to outside employment, such as job training, orientation, business travel, etc.
• Personal travel, such as leaving campus early or coming back late from a holiday break
• Problems due to poor planning on your part, such as missing class due to oversleeping or exhaustion due to staying up all night to complete an assignment, etc.

Final determination of whether an absence is excused or not is at the discretion of the instructor for the course.

CLASS PARTICIPATION:

Class participation is considered particularly important in the BSHSA program. The field of health administration is communication-intensive, and we therefore want students to gain comfort with speaking in groups. Also, we believe that a class environment with active participation results in better learning.

Participation will count for a percentage of your final grade determined by your instructor. Typically, this will be between 5% and 20% depending on the nature of the course and instructor’s preference.
Active participation includes:

For in seat courses:
- Being on time to class
- Being awake and alert in class, not focused on other things (i.e. other homework or activities)
- Asking questions
- Offering your perspectives
- Sharing information
- Being active in small group activities
- Showing respect to your classmates, guests, faculty, etc.
- Being dressed appropriately (*business casual*) for guest speakers, presentations, and other class events as instructed by your instructor

For online courses (or the online portion of hybrid courses):
- Being active in the course: There should be evidence that you have been on the course site multiple times per week.
- Asking questions: This includes required discussion boards, but also includes asking your professor questions. You can’t raise your hand and ask questions, but you can email them. I want to help you understand the material. I should not get to the end of the class and have no record of questions from you.
- Offering your perspectives and sharing information: Your input is key to this class. If your discussion board posts to other students are bare minimum and offer little insight (and show little thought/effort), you aren’t doing your part. I also welcome student emails to me giving me your thoughts. I love healthcare, and love to just talk about it!

If you are engaged in class, it should be easy to earn these points. Just make sure you are speaking in every class at least once, and that you are clearly active in the online part of the course.

The determination of participation points is at the discretion of the instructor.

**ACADEMIC HONESTY**

“The pursuit of truth demands high standards of personal honesty. Academic and professional life requires a trust based upon integrity of the written and spoken word. Accordingly, violations of certain standards of ethical behavior will not be tolerated at Xavier University. These include theft, cheating, plagiarism, unauthorized assistance in assignments and tests, unauthorized copying of computer software, the falsification of results and material submitted in reports or admission documents, and the falsification of any academic record including letters of recommendation. All work submitted for academic evaluation must be the student’s own. Certainly, the activities of other scholars will influence all students. However, the direct
and unattributed use of another’s efforts is prohibited as is the use of any work untruthfully submitted as one’s own. Penalties for violations of this policy may include one or more of the following: a zero for that assignment or test, an “F” in the course, and expulsion from the University. The dean of the college in which the student is enrolled is to be informed in writing of all such incidents, though the teacher has full authority to assign the grade for the assignment, test, or course. If disputes of interpretation arise, the student, faculty member, and chair should attempt to resolve the difficulty. If this is unsatisfactory, the dean will rule in the matter. As a final appeal, the academic vice president will call a committee of tenured faculty for the purpose of making a final determination.”

Faculty Note:
In addition to the above (taken directly from the University Catalog), please be aware that cutting and pasting from the Internet is plagiarism, and will be treated in the same manner as any other type of plagiarism. If you use more than three words written by someone else, it is expected to be in quotes. When you are writing you should use your own words and thoughts, not those of anyone else. You may not take a sentence and change one to two words and call it your own.

Copyright Policy
Copyright laws and fair use policies protect the rights of those who have produced the material. To help you familiarize yourself with copyright and fair use policies, the University encourages you to visit the [library copyright Web page](http://www.xavier.edu/library/copyright/copyright_policy_2009.pdf) and download the following for reference purposes:

Canvas course sites contain copyrights held by the instructor, other individuals or institutions. Such material is used for educational purposes in accord with copyright law and/or with permission given by the owners of the original material. You may download one copy of the materials on any single computer for non-commercial, personal, or educational purposes only, provided that you (1) do not modify it, (2) use it only for the duration of this course, and (3) include both this notice and any copyright notice originally included with the material. Beyond this use, no material from the course web site may be copied, reproduced, re-published, uploaded, posted, transmitted, or distributed in any way without the permission of the original copyright holder. The instructor assumes no responsibility for individuals who improperly use copyrighted material placed on the web site.

**LATE ASSIGNMENT POLICY**

Late assignments will accrue a penalty of 10% per day the assignment is late. An assignment is considered one day late if it is submitted past the identified due date/time. It is considered two days late if it is submitted any more than 24 hours past the identified due date/time, and so forth. This includes weekends. Once an assignment is more than 10 days late, it will become a zero and will not be accepted for credit.
If a student wants an extension for an assignment, this must be received no less than 48 hours before the assigned due date/time. Extensions are not guaranteed, and are at the discretion of the instructor. Extensions may include a late penalty.

**GRADING SCALE**

All courses in the BSHSA program utilize the following grading scale:

(Note: .5% and above will be rounded up):

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>94-100</td>
</tr>
<tr>
<td>A-</td>
<td>90-93</td>
</tr>
<tr>
<td>B+</td>
<td>87-89</td>
</tr>
<tr>
<td>B</td>
<td>83-86</td>
</tr>
<tr>
<td>B-</td>
<td>80-82</td>
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<tr>
<td>C+</td>
<td>77-79</td>
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<tr>
<td>C</td>
<td>73-76</td>
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<tr>
<td>C-</td>
<td>70-72</td>
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<tr>
<td>D+</td>
<td>67-69</td>
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<tr>
<td>D</td>
<td>60-66</td>
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**GRADE POLICY**

**Purpose of the Policy:**

This policy has been constructed to identify students who are unlikely to be successful in the Health Services Administration major, and to transition them to other majors where they can be more successful. It has been structured to identify such students early in their curriculum when possible (i.e. after introductory courses), such that they avoid completing a large number of HESA courses and have a better chance to remain on track to graduate from Xavier on their intended time schedule.

Policies of this nature are common among undergraduate programs in Health Services Administration, and are often seen in programs certified by the Association of University Programs in Health Administration. This is a rigorous field, and students who do not meet these kinds of standards in academic work do not tend to find success in health administration careers.

In order to remain in good standing with and graduate as an undergraduate major from the Department of Health Services Administration, student must meet the following criteria.

**Overall GPA:**

- Students must maintain an overall GPA of 2.0 or above, as per the general university requirements for undergraduate students. No department specific criteria for overall cumulative GPA is adopted by the department.

**Minor GPA:**

- Students must meet criteria for minor courses as designated by the Williams College of Business. No department specific criteria for minor GPA is adopted by the department.

**Major and Concentration GPA:**
• Students must maintain an overall combined major/concentration GPA of 2.67. This GPA is made up of all courses taken in the major and concentration, and equates to a B-average for all major courses. If the student is to change concentrations, grades from their first concentration still apply to the calculation of this GPA.

Introductory Course Grades:
• Students must achieve a grade of B- or higher in both HESA 101 and HESA 110. Grades lower than B- will result in a student not receiving credit for that course requirement towards their Health Services Administration degree.

Retaking Introductory Courses:
• If a student receives a grade of C+ or below in HESA 101 or HESA 110, they may retake that course two times as per the general university policy.
• The student will be considered on departmental probation until they achieve or surpass the required grade for the designated course.
• The course must be retaken at Xavier.
• Students may retake any and all HESA courses for which they fail to meet department requirements two times.
• If a student fails to meet department grade standards after retaking a course two times, they will be dismissed from the major.
• If being dismissed, students will meet with the BSHSA Program Director and determine into which major or program they would like to be placed.

Falling Below Major/Concentration GPA Standards:
• If a student falls below the major/concentration GPA standard of 2.67, they will have one semester to bring their major/concentration GPA back above the standard.
• The student will be considered on departmental probation until they have brought their major/concentration GPA back to or above the department standard.
• The summer semester is not applied. If a student falls below the major/concentration GPA standard after a spring semester, they will have until the end of the following fall semester to bring their major/concentration GPA back to or above the standard.
• If a student takes a semester off (i.e. they fall below the major/concentration standard after spring semester and take the following fall off), they will have until the end of their next enrolled semester to bring their major/concentration GPA back to or above the department standard.
• If a student fails to bring their major/concentration GPA back to or above the department standard at the end of the designated semester, they will be dismissed from the major.
• If being dismissed, students will meet with the BSHSA Program Director and determine into which major or program they would like to be placed.

HESA 371/372 Internship:
• If a student is on departmental probation, they may not enroll in or complete hours towards either the HESA 371 or HESA 372 internship courses.

Appealing Departmental Probation:
• Students may appeal department probation.
• If a student wishes to appeal, they should start by scheduling a meeting with the Program Director of the Undergraduate Program in Health Services Administration.
• If the Director is the professor for the course they wish to appeal, they should start with scheduling a meeting with the Health Services Administration Department Chair.
• The student should come to the meeting prepared with materials that support their appeal (i.e. tests, papers, etc.).
• The Director or Chair will meet with the student. The Director and Chair will make a decision about each student appeal.
• If a student is not satisfied with the outcome of the appeal process, they can bring the appeal to the Dean of the College of Social Science Health and Education, following their appeal process.

GRADE GRIEVANCE PROCEDURE

Students may appeal final grades if they believe that the grade was awarded unfairly. The student is responsible for the burden of proof, and must be able to provide some evidence of the lack of fair treatment in order to file a formal grievance. The following procedure must be followed when filing such an appeal.

The instructor is obligated to participate in the grade grievance process. If the instructor does not participate, the chair and/or dean will proceed without the instructor.

1. The student shall indicate in writing to the chair of the appropriate academic department that he/she is appealing the grade. This notification must be submitted in person or postmarked by February 1 for fall grades, June 15 for spring grades and September 1 for summer grades.

2. The student shall meet with the instructor to try to resolve the grade dispute before February 15 for fall grades and before September 15 for spring and summer grades.

3. If a resolution is not reached and the student still believes that the grievance has merit, the student shall submit a request in writing to the department chair for a meeting with the chair and the instructor. This request should indicate when the meeting with the instructor was held and its outcome; explain exactly how the instructor’s action was unfair; and be received by the department chair by March 1 for fall grades and October 1 for spring and summer grades. The student then meets with the department chair and instructor to try to resolve the dispute at this level.

4. If a resolution is not reached and the student wishes to pursue the grievance, he/she shall submit the statement from step #3, along with all evidence and documentation which supports the allegation, to the dean of the appropriate college. This should be done within five working days after the meeting with the department chair and the instructor.
5. The dean shall convene a committee, composed of him/herself, three faculty members and two students, to conduct a hearing on the grievance. Two of the faculty members shall be from within the college and one from outside the college in which the instructor is located, and all shall be appointed by the dean. The two students shall have the same status as the grieving student (either graduate or undergraduate). If undergraduate, they shall come from a pool of 4-6 students appointed by the president of the student government. One student shall be from within the college in which the grieving student is enrolled, and one shall be from outside the college. The dean shall choose the two students from the pool. If graduate, the dean shall meet with the appropriate graduate student organizations from the colleges to select the two students to sit on this committee.

The committee shall hold a hearing chaired by the dean. The instructor and the student shall be present and each shall be allowed an advisor (From within the University committee) and shall be permitted to present witnesses. The committee, advisors, instructor and student shall all have the right question to the witnesses. The committee shall deliberate in closed session, and must present its decision in writing to the student and the instructor within five working days after the decision is reached. If the committee’s decision is that the grade given was inappropriate, the academic vice president shall authorize the registrar in writing to change the grade.

6. The decision of the committee is final unless new evidence or new witnesses not previously considered or heard at the meeting become available. The student must submit this new evidence to the academic vice president within ten working days following the receipt of the committee’s final decision and must indicate precisely how this evidence or testimony related directly to the alleged unfair awarding of the disputed grade.

7. The decision of the academic vice president is final. There is no further appeal.

ACADEMIC ADVISING POLICY

All students are required to meet with their assigned academic advisor once per semester for academic advising. These meetings will take place during the weeks designated by the department for academic advising, typically the same weeks as those designated by the university. The department will contact students regarding logistics and timing of scheduling appointments.

Students are expected to come prepared for their academic advising meeting. This means:

- Reviewing their Degree Works before the meeting, and bringing a printed copy
- Having identified courses they plan to take for review by their advisor
- Having prepared any questions about course selection, the 4-year course plan, or other topics
Failure to meet with your academic advisor will result in a hold being put on your registration, such that you will not be able to register for classes. The hold will not be removed until you meet with your academic advisor.

While the department requires that all students attend an advising meeting, the responsibility for ensuring that all requirements for graduation are met and that students are taking the appropriate classes lies with the student. Academic advising assists in this process, but does not take away the responsibility from the student. This is in accordance with the Xavier Student Handbook.

**HESA 371 INTERNSHIP**

Students will enroll in the HESA 371 internship course the summer between their junior and senior years. This course is only offered in the summer, and cannot be taken during the academic year. Note that this is a 3 credit hour course, so there is tuition associated with it. Students should be aware of this, as it may require planning ahead in terms of financial aid.

The internship requirement is 400 hours. This is the equivalent of 10 weeks, full-time. While many internships are paid, there are also many good internships that do not pay. We understand that this may put a strain on students financially, and are thus willing to work with students. Note that in any case, students must register for HESA 371 in the summer, and must complete 400 hours.

The responsibility for finding an internship rests with the student. However, the department will assist in the process. All students take the 1 credit hour HESA 370: Internship Preparation course the fall semester of their junior year. This course will help students learn how to identify and land an internship. Also, faculty are available to assist students with networking contacts, and the department works to establish ongoing relationships with healthcare organizations that involve internships.

There is a small fee associated with the HESA 371 internship course. This fee is for liability insurance. If a student were to take some form of action that resulted in liability for the healthcare organization, this policy provides liability insurance. Note that one of the most common liability issues is healthcare organizations involves breaching of the privacy law, HIPAA. Since many BSHSA interns work with protected health information via the electronic medical record, interns from BSHSA often do pose a liability risk to organizations. This is why we have this insurance.

**STUDENT DRESS POLICY**

Healthcare administration is a highly visible profession. Healthcare administrators are leaders and need to look the part. From the outset, BSHSA students need to “dress for success” as appropriate.
While there is not a dress code for BSHSA, it is important that students think about their appearance. We expect students to show up for class, department events, and external experiences (i.e. internships, healthcare jobs, volunteer experiences, and experiential learning opportunities) dressed appropriately. This may be casual attire, but students should be presentable.

In some instances, business casual attire is required. Such instances include guest speakers in class, department events, class presentations (when you are presenting), and events in healthcare organizations. For internships and other experiences students engage in within healthcare organizations, please follow the dress code of the organization.

Business casual dress includes:
- Slacks or khakis, not wrinkled!
- Dress shirt or solid color polo shirt, not wrinkled
- Jacket (though not required of business casual)
- Tie (though not required of business casual)
- Dress shoes (not tennis shoes, and not open-toed shoes)
- Skirts (dress, not casual)
- Blouses

**TECHNOLOGY POLICY**

Whether or not laptops, tablets, phones, etc. are allowed for use during a class is at the discretion of the instructor.

If an instructor chooses to allow their use, students may utilize laptops or tablets during class ONLY for class-related activities. This would include note taking, viewing lecture power points, or viewing other class-related materials. Other use of technology (i.e. social networking, viewing unrelated websites, doing other homework, etc.) is not acceptable. The instructor reserves the right to prohibit students who abuse this policy from using technology during class.

**INCLUSIVITY STATEMENT**

The Department of Health Services Administration and its faculty and staff are committed to providing an atmosphere for learning that respects diversity, in which all students feel comfortable and safe to learn, and in which all students feel like valued members of the HSA community. We are committed to addressing issues that put such an atmosphere in jeopardy, and to being active allies to diverse students. In order to build a positive classroom community, we ask that students:
- Appreciate the opportunity that we have to learn from each other in this community;
- Share their unique experiences, values and beliefs;
- Be open to the views of others;
- Honor the uniqueness of their peers;
- Communicate in a respectful manner;
• Keep confidential discussions that the community has of a personal (or professional) nature;
• Utilize this opportunity together to discuss ways in which we can create an inclusive environment in this course and across the Xavier community.

ACCOMMODATIONS

If you have a disability for which you require accommodation in order to give your best academic performance in this course, please notify the instructor. You should consult or register with the Learning Assistance Center (513-745-3280) so that together you can work to develop methods of addressing needed accommodations in this class.

EQUAL OPPORTUNITY

Xavier University is dedicated to equality of opportunity in all areas of education and employment, and its goal is to achieve a diverse multi-racial community. Accordingly, Xavier University does not practice or condone discrimination in any form against students, employees, or applicants on the basis of race, color, national origin, religion, sex, age, or handicap. The University commits itself to positive action to secure equal opportunity. Xavier University reserves the right to maintain its heritage and destiny as a Christian and Catholic witness in higher education. Xavier University supports the protections available to members of its community under all applicable Federal laws.


SEXUAL DISCRIMINATION

Sex discrimination (including sexual harassment, sexual assault, sexual violence, stalking, rape, other sexual misconduct, or retaliation) is prohibited by law and by Xavier. More information about this prohibited conduct, including examples, and how to report suspected sexual discrimination can be found in Section 4.1.1.1. of the Harassment Code and Accountability Procedures http://www.xavier.edu/titleix/HarassmentCodeandAccountabilityProcedures.pdf and Section 2.3.3 of the Student Handbook http://www.xavier.edu/student-integrity/documents/studenthandbook.pdf