



XAVIER UNIVERSITY
HEALTH SERVICES
ADMINISTRATION

Bachelor of Science in Health Services Administration

Student Handbook

College of Professional Sciences

Xavier University

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Approved by the Health Services Administration Department

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INTRODUCTION

Welcome to the Bachelor of Science in Health Services Administration Program (BSHSA). This major helps prepare students for careers in the healthcare industry, graduate study in the field of health administration, or careers/graduate programs in related disciplines. Students in the major develop the skills and knowledge needed to prepare them for specific professional roles in healthcare. All Health Services Administration students complete an internship in a health-care-related setting, getting valuable experience and contacts within the industry.

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 Healthcare. 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

PROGRAM OVERVIEW

Health Services Administration students study a multidisciplinary curriculum that prepares them to work in a variety of different healthcare organizations including:

1. Healthcare provider organizations (hospitals, physician practices, nursing facilities, home health agencies, etc.)
2. Health insurers (nonprofit and commercial insurers, health maintenance organizations, etc.)
3. Healthcare supply companies (pharmaceutical companies, medical device manufacturers, etc.)
4. Health services research and policy organizations (health policy research groups, industry trade groups, etc.)
5. Healthcare consultancy organizations
6. Local, state, and federal health agencies (local health departments, state Department of Health, federal Department of Health and Human Services, etc.)

Health Services Administration students will have the opportunity to select one of three concentration tracks:

1. Analytics: Health Information Management
2. Analytics: Population Health
3. Long Term Care

All three tracks will prepare students for entry-level positions. These concentrations meant to give students additional information about a particular area or topic related to healthcare, they do not have to determine what a student's career path will be.

Health Services Administration students may use the degree to prepare for graduate study in many fields including business, law, medicine or allied health fields, health administration, health services research or policy, and public health.

For the B.S. degree in Health Services Administration, a minimum of 120 credit hours is required to graduate. This program requires completion of 34 credits hours for the major classes; 9 credit hours in one of the 3 concentration tracks; and 21 credit hours for the Business Minor.

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 semester, 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 related to extending their internship beyond the summer. Note that in any case, students must register for HESA 371 in the summer semester after their junior year, and must complete 400 hours of internship experience.

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.

In addition to tuition, there is a small fee associated with the HESA 371 internship course. This fee is for liability insurance based upon university group rates. If a student were to take some form of action that resulted in liability for the healthcare organization, this policy provides protection. Many of the local internship sites have started to require this of students outside of clinical care tracks. 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.

STUDY ABROAD AND IMMERSION OPPORTUNITIES

In addition to Xavier's wide range of study abroad opportunities, the Interprofessional Population Health Immersion program is a BSHSA and School of Education collaboration, with faculty from both areas leading programs during the summer through the Center for International Education Abroad. Through this program, students can take advantage of opportunities to study abroad and learn about how other countries manage health. It is a 2 week program, and the countries visited vary by year. Talk to your advisor if you are interested in learning more.

Learn more about Xavier's study abroad and immersion opportunities at:

<https://www.xavier.edu/study-abroad/index>.

BSHSA PROGRAM 4 YEAR COURSE SEQUENCE BY CONCENTRATION

Bachelor of Science Health Services Administration			
Concentration in Analytics: Health Information Management			
SEMESTER	Credit Hours	SEMESTER	Credit Hours
FALL I	15	SPRING I	15
HESA 101 Intro to US Healthcare <i>(B- or Better) Writing Flag</i>	3	HESA 110 Medical Terminology <i>(B- or Better)</i>	3
CORE 100 First Year Seminar	3	CORE 102: GOA Co-Curriculum Program II	0
CORE 101: GOA Co-Curriculum Program I	0	THEO 111 Theological Foundations	3
Historical Perspectives	3	Second Language 102 or 201 Level	3
ENGL 101 English Composition OR ENG 115 Rhetoric	3	Math 116 or 156 (based on placement)	3
First Language 102 Level (or 102 if placed into this level via Xavier placement test)	3	ECON 200 Microeconomic Principles <i>Social Sciences Elective</i>	3
FALL II	15	SPRING II	15
HESA 120 Healthcare Management	3	HESA 220 Healthcare Reimbursement Systems	3
HESA 210 Healthcare Mktg & Strategic Mgmt	3	HESA 341 Health Informatics	3
General Elective (or Third Language 201 if needed)	3	Humanities <i>Elective</i>	3
PHIL 100 Ethics as Intro to Philosophy	3	ACCT 200 Financial Accounting	3
MKTG 300 Principles of Marketing	3	Scientific Perspectives	3
FALL III	16	SPRING III	15
HESA 201 Health Policy	3	HESA 230 Healthcare Finance	3
HESA 361 Health Data Mgmt	3	HESA 355 Biostatistics	3
HESA 370 Internship Prep <i>(B- or Better)</i>	1	ENGL 205 Lit & Moral Imagination	3
FINC 300 Business Finance <i>Quant flag</i>	3	Theological Perspectives	3
MGMT 200 Organizational Mgmt	3	BAIS 220 Managing Info Technology	3
Natural Science Perspectives	3		
<p>* HESA 371 - HESA SUMMER INTERNSHIP ----- 3CH * <i>Students are required to pay summer tuition & liability insurance fee for this course; consult Xavier's Tuition and Fees webpage for current rate.</i></p>			
FALL IV	15	SPRING IV	13
HESA 410 Public Health	3	HESA 380 Quality Mgmt & Perf Improve	3
Philosophy Perspectives PHIL 200	3	HESA 390 Foundations of HC Ethics & Law <i>Oral Comm Flag; E/RS Focus Elective</i>	3
Business Minor Elective <i>DCR flag</i>	3	Creative Perspectives	3
General Elective	3	CORE 499	0
General Elective	3	General Elective	3
		General Elective	1

Bachelor of Science Health Services Administration

Concentration in Analytics: Population Health

SEMESTER	Credit Hours	SEMESTER	Credit Hours
FALL I	15	SPRING I	15
HESA 101 Intro to US Healthcare <i>(B- or Better) Writing Flag</i>	3	HESA 110 Medical Terminology <i>(B- or Better)</i>	3
CORE 100 First Year Seminar	3	CORE 102: GOA Co-Curriculum Program II	0
CORE 101: GOA Co-Curriculum Program I	0	THEO 111 Theological Foundations	3
Historical Perspectives	3	Second Language 102 or 201 Level	3
ENGL 101 English Composition OR ENG 115 Rhetoric	3	Math 116 or 156 (based on placement)	3
First Language 102 Level (or 102 if placed into this level via Xavier placement test)	3	ECON 200 Microeconomic Principles <i>Social Sciences Elective</i>	3
FALL II	15	SPRING II	15
HESA 120 Healthcare Management	3	HESA 220 Healthcare Reimbursement Systems	3
HESA 210 Healthcare Mktg & Strategic Mgmt	3	HESA 345 Population Health	3
General Elective (or Third Language 201 if needed)	3	Humanities <i>Elective</i>	3
PHIL 100 Ethics as Intro to Philosophy	3	ACCT 200 Financial Accounting	3
MKTG 300 Principles of Marketing	3	Scientific Perspectives	3
FALL III	16	SPRING III	15
HESA 201 Health Policy	3	HESA 230 Healthcare Finance	3
HESA 361 Health Data Mgmt	3	HESA 355 Biostatistics	3
HESA 370 Internship Prep <i>(B- or Better)</i>	1	ENGL 205 Lit & Moral Imagination	3
FINC 300 Business Finance <i>Quant flag</i>	3	Theological Perspectives	3
MGMT 200 Organizational Mgmt	3	BAIS 220 Managing Info Technology	3
Natural Science Perspectives	3		
<p>* HESA 371 - HESA SUMMER INTERNSHIP ----- 3CH * <i>Students are required to pay summer tuition & liability insurance fee for this course; consult Xavier's Tuition and Fees webpage for current rate.</i></p>			
FALL IV	15	SPRING IV	13
HESA 410 Public Health	3	HESA 380 Quality Mgmt & Perf Improve	3
Philosophy Perspectives PHIL 200	3	HESA 390 Foundations of HC Ethics & Law <i>Oral Comm Flag; E/RS Focus Elective</i>	3
Business Minor Elective <i>DCR flag</i>	3	Creative Perspectives	3
General Elective	3	CORE 499	0
General Elective	3	General Elective	3
		General Elective	1

Bachelor of Science Health Services Administration			
Concentration in Long-Term Care			
SEMESTER	Credit Hours	SEMESTER	Credit Hours
FALL I	15	SPRING I	15
HESA 101 Intro to US Healthcare <i>(B- or Better) Writing Flag</i>	3	HESA 110 Medical Terminology <i>(B- or Better)</i>	3
CORE 100 First Year Seminar	3	CORE 102: GOA Co-Curriculum Program II	0
CORE 101: GOA Co-Curriculum Program I	0	THEO 111 Theological Foundations	3
Historical Perspectives	3	Second Language 102 or 201 Level	3
ENGL 101 English Composition OR ENG 115 Rhetoric	3	Math 116 or 156 (based on placement)	3
First Language 102 Level (or 102 if placed into this level via Xavier placement test)	3	ECON 200 Microeconomic Principles <i>Social Sciences Elective</i>	3
FALL II	15	SPRING II	15
HESA 120 Healthcare Management	3	HESA 220 Healthcare Reimbursement Systems	3
HESA 210 Healthcare Mktg & Strategic Mgmt	3	HESA 451 Aging in Society	3
General Elective (or Third Language 201 if needed)	3	Humanities <i>Elective</i>	3
PHIL 100 Ethics as Intro to Philosophy	3	ACCT 200 Financial Accounting	3
MKTG 300 Principles of Marketing	3	Scientific Perspectives	3
FALL III	16	SPRING III	16
HESA 201 Health Policy	3	HESA 230 Healthcare Finance	3
HESA 455 Admin of Agencies Serving the Aged	3	HESA 459 Admin of Institutions Serving Aged	3
HESA 370 Internship Prep <i>(B- or Better)</i>	1	ENGL 205 Lit & Moral Imagination	3
FINC 300 Business Finance <i>Quant flag</i>	3	Theological Perspectives	3
MGMT 200 Organizational Mgmt	3	BAIS 220 Managing Info Technology	3
Natural Science Perspectives	3	General Elective	1
<p>* HESA 371 - HESA SUMMER INTERNSHIP ----- 3CH * Students are required to pay summer tuition & liability insurance fee for this course; consult Xavier's Tuition and Fees webpage for current rate.</p>			
FALL IV	15	SPRING IV	13
HESA 410 Public Health	3	HESA 380 Quality Mgmt & Perf Improve	3
Philosophy Perspectives PHIL 200	3	HESA 390 Foundations of HC Ethics & Law Oral Comm Flag; E/RS Focus Elective	3
Business Minor Elective <i>DCR flag</i>	3	Creative Perspectives	3
General Elective	3	CORE 499	0
General Elective	3	General Elective	3
		General Elective	1

Note: Curriculum samples are based upon new freshmen entering academic year 2020-2021.

DEPARTMENT POLICIES

The BSHSA Student Handbook highlights important policies and guidelines specific to the BSHSA program, the University, and the Xavier Student Handbook. This document is not meant to be all inclusive. Please note that all relevant Xavier University handbooks and catalog policies apply to the BSHSA program. The University and the Program reserve the right to revise these policies and guidelines with or without prior notice, and to depart from the policies and guidelines in individual circumstances where it is deemed advisable to do so.

COURSE ATTENDANCE POLICY

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. Refer to the University Catalogue.

Attendance Procedure

1. You will be documented as present if you are in class and on time.
2. The instructor will document student attendance.
3. Excused absences include:
 - A funeral, with a program, obituary or holy card
 - A required activity for another class or university sponsored athletic event, with a memo from the professor or program director
 - A documented medical event, with dated, timed and signed documentation (all other Protected Health Information may be redacted)
 - A documented legal event, with dated, timed and signed documentation (all other confidential information may be redacted)

You have *one week from the date of your return* to class to submit documentation for excused absences to your instructor. Failure to submit documentation within one week will result in your absence being unexcused.

4. Unexcused absences include, for example:
 - Social events, such as weddings, parties, 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. Schedule travel around the syllabus calendar as to not miss scheduled exams.
 - 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.

You are allowed a specified number of unexcused absences without penalty.

- One unexcused absence for courses that meet once per week
- Two unexcused absences for courses that meet twice per week
- Three unexcused absences for courses that meet three times per week

You are advised to save these “free” days for unavoidable weather, minor illness and personal events.

Penalty: Unexcused absences, greater than the number specified above, will result in the reduction of the student’s final grade of 1.5% for each unexcused absence.

5. Final determination is at the discretion of the instructor for the course. Courses with teams, projects and community service may have additional specifications.

Commuter Students

Commuter Students can have special parking and weather challenges at times during the semester. Xavier offers an XU Alert Me text/email notifications of weather related delays and closures at the following link:

<https://www.xavier.edu/safety/how-to-sign-up-edit-or-remove-your-data-from-xu-alert-me11>.

Be proactive in introducing yourself to your instructors to make them aware of your commute to campus. You are encouraged to explain to them that you will do everything possible not to allow weather to impact your attendance, but that you will make safe decisions involving your commute and will communicate your decisions immediately. It is your responsibility to follow-up with your professors and to find out what you need to do to make up the missed class. You are highly encouraged to contact a fellow classmate to obtain missed class notes. Note that there are limited parking spaces during the snow removal process, which can make parking a challenge. Be extra careful of snow and ice hazards. If you have further questions about snow emergencies and school cancellations, please email commuterservice@xavier.edu and read the inclement weather policy in the student handbook:

<https://www.xavier.edu/handbook/general/campus-safety-and-security/inclement-weather-policy/index> .

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:

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

Online courses and 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. Faculty want to help you understand the material. Faculty 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. Email your professors if you want to share your thoughts directly.

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 to Students

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 <https://www.xavier.edu/library/about/copyright/> and download the following for reference purposes: <https://www.xavier.edu/library/about/copyright/fair-use>. For citation style guides, go to: <https://www.xavier.edu/library/students/citation-style-guides>. To request help from the library, fill out the form for Library Copyright Help Request Form at <https://www.xavier.edu/library/about/copyright/help>.

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):

A	94-100
A-	90-93
B+	87-89
B	83-86
B-	80-82
C+	77-79
C	73-76
C-	70-72
D+	67-69
D	60-66
F	below

ACADEMIC ADVISING POLICY

All students are required to meet with their assigned academic advisor once per fall and spring semesters 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 or laptop to access during the meeting
- 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 placed on your academic record, 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.

ACADEMIC STANDING 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 has been adopted by the department.

Business Minor GPA

- Students must meet criteria for minor courses as designated by the Williams College of Business. This means that students must attain an overall GPA of at least 2.0 in their business minor classes. No department specific criteria for minor GPA has been 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. (2015 fall)

Introductory/Specific Course Grades

- Students must achieve a grade of B- or higher in HESA 101, HESA 110 (2015 fall) and HESA 370 (2019 fall). Grades lower than B- will result in a student not receiving credit for that course requirement towards their Health Services Administration degree, and the student will have to retake the course.

Retaking Introductory Courses

- If a student receives a below a B- in HESA 101, HESA 110, or HESA 370, 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.
- 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 placement into another major or program.

Falling Below Major/Concentration GPA Standards

- If a student falls below the major/concentration GPA standard of 2.67, they will have two semesters 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 counted towards the two semester period. If a student falls below the major/concentration GPA standard after a spring semester, they will have until the end of the following spring semester to bring their major/concentration GPA back to or above the standard.
- If a student takes a semester off (i.e. they are below the major/concentration standard after spring semester and take the following fall off), the two semesters granted to bring their GPA up will begin the semester they return and enroll in classes.

- 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 Program Director is the professor for a course that relates to their probation 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, exams, homework assignments, papers, etc.).
- The Program 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 may then appeal to the Dean of the College of Professional Sciences. The decision of the Dean will be considered final.

UNDERGRADUATE INCOMPLETE WORK POLICIES

Grades of “IP” (In Progress) indicate that the student is continuing a long-term project related to the course, and should only be used when such continuation is the expectation of the program (e.g. for long-term research or other dissertation-related work). The grade “IP” does not count toward the GPA. The faculty member or department head initiates the grade change process once the work is completed.

Grade of “I” (Incomplete) may be granted only rarely and only for serious reasons. Course assignments are due at the time specified by the instructor. If an extension is granted beyond the termination of the course, the grade of “I” will be assigned. The grade “I” does not count toward the GPA. Unless the work is completed and submitted by the last day of the subsequent semester (Fall incomplete = last day of Spring Semester; spring incomplete = last day of final Summer Semester; summer incomplete = last day of Fall Semester), the student will fail the course and the “I” will be permanently changed to an “F.” Exceptions to this policy must be approved in writing by the appropriate dean prior to the last day of the subsequent semester. The faculty member initiates the grade change process once the student has made up the

incomplete work. Deadlines for short-term courses may vary; please refer to program handbook or director.

If a student ceases to attend class or misses the final exam the instructor should assign a grade of 'F' or 'VF'.

If the student is deferred for graduation due to a grade of 'IP' or 'I', he or she may be eligible for the original date of graduation. Work must be completed, graded and recorded within thirty calendar days of that term's graduation date.

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 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 reaching the decision. 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.

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.

SERVICES AND RESOURCES FOR STUDENTS

The university catalogue has a section called ***Services and Resources for Students***. It provides various on-campus resources including:

- Academic and Career Resources
- Campus Events, Activities, and Involvement
- Health, Wellness, and Safety Resources
- Spirituality and Jesuit Mission and Identity
- Additional Resources for Students

For more information, see the current university catalogue on the Registrar's website at:

<https://www.xavier.edu/registrar/index>

STUDENT SUPPORT

The Office of Student Support offers tutoring, Supplemental Instruction (SI), and study groups. For information about these services, contact Stephanie Daniels at 513-745-3214 or danielss3@xvier.edu. The OAS is located on the 5th floor of the Conaton Learning Commons, Suite 514.

ACCOMMODATIONS FOR STUDENTS WITH DISABILITIES

Any participant who feels he/she may need an accommodation based on the impact of a documented disability should notify the course facilitator and contact Cassandra Jones in the Learning Assistance Center at 513-745-3280 or e-mail jonesc20@xavier.edu to coordinate reasonable accommodations.

It is important to note that any disability-related information including accommodations is confidential.

SEXUAL DISCRIMINATION

Sex Discrimination includes the following behaviors: Sexual Harassment, Sexual Assault, Rape, Stalking, Domestic Violence, Dating Violence, Other Gender-Based and Sexual Misconduct and Retaliation.

Xavier University does not discriminate on the basis of sex in its educational programs and sexual harassment and sexual violence are types of sex discrimination. Other acts can also be forms of sex-based discrimination and are also prohibited whether sexually based or not and include dating violence, domestic violence, and stalking. Men and women can both engage in and be victims of sexual harassment. Sexual harassment can occur against and by individuals who identify as heterosexual, lesbian, gay, bisexual, and/or transgender.

As a result, the University issues this statement of policy to inform the community of our comprehensive plan addressing sexual misconduct, educational programs, and procedures that address sexual assault, domestic violence, dating violence, and stalking, whether the incident occurs on or off campus and when it is reported to a University official. In this context, Xavier University prohibits the offenses of domestic violence, dating violence, sexual assault and stalking and reaffirms its commitment to maintain a campus environment emphasizing the dignity and worth of all members of the university community.

Xavier's approach to addressing the issue of sex discrimination focuses on four areas: (1) Preparedness, (2) Prevention, (3) Response, (4) and Recovery.

- Student Handbook reference:

- <https://www.xavier.edu/handbook/general/sex-discrimination/index> - Sex Discrimination

More information about this prohibited conduct, including examples, and how to report suspected sexual discrimination can be found in:

- Title IX documents, Harassment Code and Accountability Procedures Section 4.1.1.1.

<https://www.xavier.edu/titleix/documents/HarassmentCodeandAccountabilityProcedures.pdf>

- Student Handbook <https://www.xavier.edu/handbook/aggregate> in section 2.3.3

<https://www.xavier.edu/handbook/standards/specifically-permitted-and-prohibited-conduct/sex-discrimination/index>

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.

<https://www.xavier.edu/hr/documents/1EqualEmploymentOpportunities.pdf>