

**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

The Bachelor of Science in Health Services Administration (BSHSA) Student Handbook outlines policies and procedures specific to this program and describes the minimum program level requirements that apply to all BSHSA students. In addition to the policies found in this handbook, each student is expected to read and adhere to the requirements, policies, and procedures of Xavier University as described in the Xavier University Student Handbook (<https://www.xavier.edu/handbook/index>), including Privacy Rights (<https://catalog.xavier.edu/content.php?catoid=38&navoid=2613>), Title IX (<https://catalog.xavier.edu/content.php?catoid=38&navoid=2627>), and Registration Policies and Procedures (<https://catalog.xavier.edu/content.php?catoid=38&navoid=2612>), which can be found on Xavier University’s website.

This document is not meant to be all inclusive. In the event of a conflict between the BSHSA Student Handbook and the Xavier University Undergraduate Policies and Regulations, the policies and regulations deemed by the BSHSA Program Director to be of a higher standard or more restrictive shall take precedence. 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 by advisable to do so by the BSHSA Program Director.

# SECTION 1: Vision and Mission Values of the BSHSA Program

# Vision

# Our graduates shape the future of the health sector.

# Mission

# The Undergraduate Program in Health Services Administration at Xavier University prepares students with the knowledge and skills to be informed, ethical, service-oriented professionals who excel at entry-level health positions.

# Values

The following are the values to which students, faculty and staff are committed:

* Respect - positive regard and consideration for others.
* Accountability - responsibility for one’s actions, behavior and decisions.
* Integrity - consistently adhering to moral and ethical principles.
* Equity - fairness and justice for all.
* Open communications – a willingness to
  + share information in an equitable way;
  + enter into dialogue in which both listening and speaking are valued;
  + create an interpersonal climate in which people have freedom to express opinions, thoughts and feelings without fear.

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# SECTION 2: Academics

# Course Attendance Policy

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 and in the assigned readings.

**Attendance Procedure**

1. The instructor will document student attendance.
2. Students will be documented as present if they are in class and on time.
3. Excused absences include:

* The wedding or funeral of a close family member
* A required activity for another class or university sponsored event, with a memo from the professor or university sponsor provided to the professor at least one week ahead of the absence
* 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)
* Religious holidays not otherwise taken as holidays by the university

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

1. Final decisions regarding attendance are at the discretion of the instructor for the course. Courses with teams, projects and community service may have additional specifications.

*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

Students 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.

# HESA 371 Internship

Students will enroll in the HESA 371 internship course during 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 of full-time employment. 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. Regardless of when students complete their internship, students must register for HESA 371, 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. This course will help students learn how to identify and apply for internships. Also, faculty are available to assist students with networking contacts, and the department works to establish ongoing relationships with healthcare organizations interested in hiring interns.

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 in healthcare organizations involves breaching The Health Insurance Portability and Accountability Act (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 aboard 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 two-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>.

# 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, and faculty
* 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 cannot 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 are not 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 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 prior to priority registration opening for the following semester. The advisor 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 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.

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# Academic Standing Policy

Purpose of the Policy

The Health Services Administration field is rigorous and we want to ensure student success after graduation; thus, our program maintains high standards for our students. The Academic standing 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.

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.

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.

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/Specific Course Grades

* Students must achieve a grade of B- or higher in HESA 101, HESA 110 and HESA 370 . 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 B- or below in HESA 101, HESA 110, or HESA 370, they may retake that course two times as per the general university policy.
* 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 consecutive semesters, excluding summer semesters, to bring their major/concentration GPA back above the standard. Failure to do so may result in dismissal from the major at the BSHSA Program Director’s discretion.
* The student will be considered on departmental probation until they have brought their major/concentration GPA back to or above the department 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 being dismissed, students will meet with the BSHSA Program Director and determine into which major or program they would like to be placed.

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.

# 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)
* Skirts (dress, not casual)
* Blouses