GRADUATE PROGRAM IN HEALTH SERVICES ADMINISTRATION

STUDENT HANDBOOK

Academic Year 2018-2019
COURSE APPROVALS

All courses taken to meet the degree requirements of the Graduate Program in Health Services Administration must be approved prior to course registration. Approval of required or elective health services administration courses (with the exception of HESA 710: Independent Study in Health Administration) is granted when the faculty advisor signs the student's registration form. Students requesting to take HESA 710: Independent Study in Health Administration must submit a completed HSA Elective Approval form with a proposed course syllabus that is co-signed by the student and responsible faculty member, for approval by the student's faculty advisor and Program Director. Elective courses taken outside of the Graduate Program must be approved by the student's faculty advisor, the Program Director using the Elective Approval form and the Dean of the College of Professional Sciences as appropriate.

CREDIT TRANSFER POLICY

A credit transfer permits a student to use the credit hours associated with previous graduate coursework to reduce the number of credit hours required for the degree.

According to University policy, six semester hours (or the equivalent) of graduate work completed at another accredited graduate school prior to initial admission to Xavier University may be transferred with the permission of the Program Director and the Dean of the College of Professional Sciences. Coursework that is part of a previously earned graduate degree is not allowed for transfer credit. Only grades of A or B (3.000 or higher) are transferable. Credit earned through correspondence or television is not accepted. Decisions regarding transfer credit are made at the time of admission to student degree status. Generally, no graduate credit completed at another university is transferable towards the master's degree at Xavier once the student has begun the Graduate Program. Exceptions to this policy may be made when: (1) a student is permanently transferred to another city; (2) a student is directed by the Dean or Program Director for a specific purpose to take a course not available at Xavier; or (3) up to six semester hours of graduate coursework obtained in the Greater Cincinnati Consortium of Colleges and Universities may be applied to a master's degree taken at Xavier, with the permission of the Program Director or College Dean. The six credit hours of graduate coursework must be coursework taken post-baccalaureate. Graduate level coursework taken to satisfy the credit hour requirements of an undergraduate or a graduate degree will not be accepted for transfer credit.

The student is responsible for requesting the transfer of graduate credit hours at the time of matriculation into the Graduate Program. The student and the student's faculty advisor must complete a HSA Transfer/Waiver form and attach to it the syllabus of the relevant course or the table of contents of the textbook(s) for the relevant course. The form must be signed by the faculty advisor, the appropriate HSA faculty member who teaches the course under consideration, and the Program Director. If the Program Director concurs with the request/recommendation, the Program Director forwards the request to the Dean of the College of Professional Sciences for approval. Requests made after matriculation into the Graduate Program will not be approved. If approved by the Dean, the number of credit hours required for the master's degree will be reduced by the number of credit hours accepted for transfer into the Graduate Program.
REQUIRED COURSE WAIVER POLICY
A course waiver provides the student with the opportunity to take elective coursework in lieu of required coursework that the student may have already mastered.

Thus, a student may be waived from a course requirement if the student can demonstrate that he/she has mastered the content of the course. This can be accomplished by: (1) sufficient undergraduate coursework with a grade of C or better from an accredited college or university within the past five years; (2) sufficient graduate coursework with a grade of B or better from an accredited college or university within the past five years; (3) appropriate work experience in conjunction with satisfactory performance on a written and/or oral examination of course content; and/or (4) satisfactory performance on a written and/or oral examination of course content. A maximum of six credit hours of required courses can be waived.

The student is responsible for initiating the request for a waiver at the time of matriculation into the Graduate Program. The student and the student's faculty advisor must complete a HSA Transfer/Waiver form. Upon assessing the student's mastery of the course content, the course instructor signs the form and sends it to the Program Director, who makes the final waiver decision. A waiver may be granted unconditionally or under the condition that the student complete certain requirements, such as attending certain class sessions and demonstrating mastery of that course content. Requests made after matriculation into the Graduate Program will not be approved.

In the case of a course waiver, only the course content and not the hours associated with the course are waived. Thus, the number of hours required for the degree is not reduced through a course waiver.

COURSE REGISTRATION
All students are required to register for courses by end of the 7th calendar day of the semester in accordance with University policies. Students who do not register for courses by the "last day for late registrations" date will not be permitted to attend classes within the Graduate Program without the written consent of the Director of the Graduate Program and the Dean of the College of Professional Sciences. Course registration forms must be signed by the student's faculty advisor prior to registration.
ATTENDANCE POLICY

The Graduate Program in Health Services Administration prepares its students for professional careers. Class attendance is a professional commitment. Students are expected to attend all classes and to be on time. If a student cannot attend class or anticipates being late, the Graduate Program expects the student to call the class instructor before class to inform the instructor. In addition, class instructors may impose additional requirements in regard to assignment deadlines and attendance. See faculty approved attendance guidelines below:

Acceptable reasons to request a class absence from a faculty member—be courteous and request such absences in advance:
1. Legitimate sickness (email as early as you can)
2. Residency interview
3. Unavoidable family situation (someone in the hospital, sibling wedding, funeral, etc.)
4. Case competition
5. A true emergency situation

Unacceptable reasons to miss an MHSA class:
1. Social situations, such as a friend’s wedding, parties, outside social events, etc.
2. Events related to outside employment, such as job training, orientation, business travel, etc.
3. Personal travel, such as leaving campus early or coming back late from a holiday break
4. 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.

PRIVACY POLICY

The teacher-student relationship is a professional relationship based on trust. This trust is twofold. It is built on the expectation that: (1) the instructor is competent, communicates with clarity and evaluates students' work fairly; and (2) the students are capable, fulfill University, Graduate Program and class requirements satisfactorily, communicate clearly with instructors and meet expectations in their individual and academic team activities.

To avoid bias and facilitate fairness in evaluations, the Graduate Program requires that students identify their midterms and final exams with an identification number. To protect student privacy, the Program does not permit: (1) the posting of grades by any identifying information including social security number; and (2) providing grades over the telephone prior to the receipt of final grade reports from the Registrar's Office.

The Program leaves to the instructor's discretion whether students will identify themselves by name or by identification number on individually written term papers or short papers. The instructor will determine how he/she can best assist students in developing their various skills and whether identification by name is beneficial to students in this process. In cases where students submit work that is identifiable, the instructor will implement appropriate methods to ensure student privacy of the work and associated grade.
COMPLETION OF REQUIREMENTS FOR INDIVIDUAL GRADUATE PROGRAM COURSES

Students are expected to complete all requirements for a course in the manner and by the date indicated either in the course syllabus or as announced by the instructor. To the maximum extent possible, specific "due dates" and specific requirements will be stated by the instructor at the beginning of the semester.

Final grades submitted to the Registrar Office as "M" (incomplete) should be cleared within four weeks after the last day of the semester in which the course was taken. This time limit may be extended but may not exceed a period of one year from the end of the semester. Effective immediately, grades of "M" will automatically be changed to a grade of "F" (failure) after the period of one year from the end of the semester unless an extension has been granted by the full faculty. Requests for extensions should be made by the student to the responsible faculty member who will present it to the entire faculty.

Master's Project (HESA 750/HESA 751) is an exception to this policy. For requirements for completion of this course, see the Program policy entitled "Time for Completion of Degree Requirements." Also refer to "Residency Guidelines" or "Practicum Guidelines" for additional information. Other exceptions to the above policy must be initiated by a written request from the student to be acted upon by a majority vote of the full-time faculty of the Program.

ACADEMIC HONESTY

The pursuit of truth demands high standards of personal honesty. Academic and professional life requires a trust based upon the 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 and registration 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.
ACADEMIC STANDING

MHSA students are held to high academic and personal standards. Health services administration is a profession that requires dedication, leadership, punctuality, follow-through, cooperation, and accountability. A cumulative grade point average of 3.0 is required for residency and graduation. No credit is granted for courses in which a student receives a grade of “F”. If the course in question is a required MHSA course, it must be repeated.

Expectation to Achieve Minimum Grades of “B”:

Because a grade of “B-“ is not a full B to achieve the expected 3.0 GPA, any student who earns one grade of “B-“ in any semester must submit a corrective action plan to the Chair indicating: a) Why did this low grade occur? and b) What will be done differently in future courses in order to earn grades of B or higher? This is a master’s degree and students must master the MHSA coursework.

Academic Warning:

Students who have a cumulative graduate grade point average less than 3.0 at the end of any semester will be placed on academic warning. Students on academic warning must present a measurable corrective action plan to the Chair. Academic warning is noted in a student’s permanent record and extends for the duration of the following semester.

Dismissal from the Program:

1. MHSA students receiving two failing grades “F” at any time in the academic work will be dismissed from the program.
2. MHSA students on academic warning who do not achieve the measurable corrective actions and/or receive one additional grade of B- or less will be dismissed from the program.
3. MHSA students receiving two course grades of “B-“ or below at any time in the academic work may be dismissed from the program based on faculty decision. Instead of dismissal, faculty reserves the right to impose the corrective action plan requirement (see above), and students who either don’t achieve the measurable corrective actions and/or receive one additional grade of B- or less will be dismissed from the program.

There is no formal appeal mechanism within the Graduate Program in Health Services Administration for academic dismissal.

GRADE GRIEVANCE PROCEDURE

This policy applies to both graduate and undergraduate students.

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.
STUDENT COMPLAINT PROCEDURE

Xavier’s MHSA program is committed to providing an educational climate that is conducive to the personal and professional development of each student. A student who has an unresolved disagreement or dissatisfaction with a faculty or staff member, another student, student group or administrator has the right to file a written complaint without prejudicing his or her status with the University.

**Definition**
A complaint involves a concern, problem or issue other than something that is academic related (covered above). A student should first attempt to resolve such an issue by approaching the other party before filing a written complaint. Nonacademic grievances can include but are not limited to the following types of allegations: issues regarding sexual harassment, discrimination or an alleged infringement upon the rights or sensibilities of an individual by a university employee, student or student organization. The student must first have attempted to resolve the issue by approaching the person(s) involved, and then the MHSA Director before filing a written complaint.

**Disability Discrimination**
Any student who believes that a University employee has discriminated against him/her due to a disability should file a statement with the Office of Disability Services (http://www.xavier.edu/disability-services/Services.cfm.)

**Process**
The student is encouraged to attempt to resolve all grievances at the lowest possible level. The student should first discuss the problem or complaint with the person whose decision or action is being contested, if possible, and then with the MHSA director. If the grievance cannot be resolved, the student can submit a formal complaint in writing to the Dean’s office of the College of Professional Sciences. A complaint must be based on a claimed violation of a university rule or policy that has not been resolved through ordinary processes.

Any student who brings a complaint has the burden of proof and must provide documentation and evidence to support the allegation. A complaint should normally be filed within 10 working days of the incident or incidents. (Note: This policy does not limit the University's right to change rules, policies or practices.) The student should put his or her grievance in writing according to the following guidelines: What is the grievance? Identify it. What are the grounds for the grievance? Explain the basic justification for it based on a claimed violation of a university rule or policy. How would you like to see it resolved? What do you want done? A response to the student will be made within two weeks.
STUDENT PROGRESS AND REACTIVATION

According to University policy, no more than six years may elapse between admission to the Graduate Program and completion of work for the master's degree. Candidates for the master's degree who fail to complete all requirements within six years after the date of matriculation into the Graduate Program must apply for readmission. The matriculation date is the official University date of the start of classes for the student's first semester in the Graduate Program. A petition must be submitted to the Dean of the College of Professional Sciences before proceeding. Readmitted students are held to Graduate Program requirements in place at the time of readmission. The Dean may impose certain stipulations as conditions for readmission.

In addition, University policy states that a student who has not registered for classes for a period of one year is required to complete a Reactivation Form before registering. For all cases, reactivation and the conditions for such will be determined by the Program Director.

IMMUNIZATIONS AND PRACTITIONER READINESS

Practitioner opportunities are an important part of the Xavier MHSA degree. For your summer internship and for your 8-12 month administrative residency, be prepared for job readiness testing that may be required by healthcare organizations, including criminal background checks, drug tests, and a record of immunizations.

In our application process you’ve already declared about any past disciplinary and criminal events.

Because your HESA 561 Clinical Processes course taken in the first fall semester has you completing on-site rotations at hospitals as well as at the Cincinnati Health Department, up-to-date immunizations are required by these organizations. You will receive detailed instructions from Dr. Eddie Hooker, MD, DrPH, the course instructor, about how to comply with the required immunizations. It is your responsibility to take care of this obligation in advance of the course’s schedule.

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.

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

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

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

and Section 2.3.3 of the Student Handbook https://www.xavier.edu/handbook/aggregate

POLICY REGARDING PROFESSIONAL ASSOCIATION FUNCTIONS

Students are encouraged to attend professional association conferences/functions. However, when these functions conflict with academic schedules, students will be allowed to attend functions only if approved by the Graduate Program faculty and if missed classes are rescheduled prior to conference dates. Rescheduling must be negotiated with individual course instructors. Rescheduled dates must be approved by the majority of the class with the exception of extremely small member groups. These groups may negotiate rescheduling with individual course instructors. Students are responsible for all academic work assigned during the associated time period.

In the event that association functions conflict with any university holiday (e.g. spring break), additional holiday time will not be negotiable with the Graduate Program/course instructors. Attendance at these functions is voluntary by students.

Students attending professional association conference/functions represent not only themselves but also the Graduate Program. Therefore, students are expected to behave in a professional manner and dress appropriately. Misconduct may result in disciplinary actions, including dismissal from the Graduate Program and University.
EXTERNAL EMPLOYMENT

External employment is not prohibited. However, the MHSA program is the student’s primary job, and it is the student’s responsibility to fulfill all academic requirements. The MHSA program reserves the right to make schedule changes on short notice, and requires attendance at certain meetings, field experiences and other events outside of regular class time. External employment must not interfere in any way with any aspect of the program. Students who choose to work are strongly recommended to seek jobs in healthcare, as this provides experience for the HSA career path and builds the MHSA resume.

FINANCIAL ASSISTANCE

Only students who are on regular student status are eligible to receive financial assistance through the Graduate Program. Students admitted on a conditional basis or students who are on academic warning are not eligible for financial assistance until their status changes to regular student status.

Grants and scholarships awarded to a student through Xavier University may affect the amount of federal loans for which the student is eligible. In general, the amount of a federal loan for which a student qualifies cannot exceed the cost of attendance less the family contribution and less the amount of scholarships and/or grants.

FINANCIAL AID ASSISTANCE FOR MHSA STUDENTS TO ATTEND THE ANNUAL ACHE CONGRESS ON HEALTHCARE LEADERSHIP

The American College of Healthcare Executives (ACHE) Congress on Healthcare Leadership is held in Chicago, Illinois in February or March each year. MHSA students are highly encouraged to join ACHE as student associates and also to attend Congress, particularly during the first year of studies. Financial aid options are available to help offset the costs related to attend ACHE Congress, as the Federal Government recognizes that certain graduate programs have higher expenses experienced by students. Healthcare graduate programs like MHSA are among those programs allowed more “borrowing power” since this is in the medical field.

To take advantage of this additional borrowing opportunity in order to attend the annual ACHE Congress on Healthcare Leadership, MHSA students can connect with Xavier University’s Office of Financial Assistance at 513-745-3142.
STUDENT DRESS POLICY

Healthcare administration is a highly visible profession. Healthcare administrators are leaders and need to look the part. From the outset, MHSA students “dress for success”. Business Casual and Formal Business Attire are the uniforms of MHSA.

Business Casual attire will be worn **Monday – Friday from 7:00 a.m. - 10:00 p.m.** in class and in any area of Schott Hall. Exceptions to this general rule are:

- For the Professional Development courses 1, 2, 3, and 4, students are required to wear formal business attire to every class.
- At the discretion of the chair or a faculty member, students in any class may be required to wear formal business attire on occasion; for instance, when a guest speaker will address the class.
- In all off-campus business meetings where students represent the program, they will wear formal business attire.

The definitions of “business casual attire” as defined by the GPHSA faculty are:

- For men: neatly pressed and hemmed slacks, collared shirt, socks, and casual shoes such as loafers. A sport coat, tie, and dress shirt are appropriate but not required. Sweaters over collared shirts are acceptable as are pressed and solid-color polo shirts (preferably darker colors). These items are not acceptable: sweat shirts – zipped or not, jeans, jean jackets, T-shirts, sweat suits, casual pants, shorts, or athletic shoes of any kind.
- For women: neatly pressed and hemmed slacks, skirts, blouses that are collared, turtle neck, mock turtle neck and jewel neck (no plunging necklines), sweaters, and sweater sets whose inner sweater meets the same qualifications as blouses above are acceptable. Casual flats or heels are acceptable. These items are not acceptable: sweat shirts – zipped or not, jeans, jean skirts, jean jackets, T-shirts, sweat suits, sweat jackets, sweat shirts, or shorts of any kind. Also not acceptable: open-toed shoes, sandals, platform shoes, or athletic shoes of any kind.

The definitions of “formal business attire” or “professional business attire” as defined by the GPHSA faculty are:

- For men: suits, coats and ties and dress slacks, shirts, ties, dress shoes and dress socks.
- For women: suits (jacket and skirt or jacket and dress slacks), dress with jacket, hose, dress flats or heels. Open-toed shoes are not acceptable. Blouses are as defined above. Long cardigan sweaters are not jackets and are not acceptable as substitutes for jackets.

Visible tattoos must be covered at all times. No facial jewelry at any time while in the program.
USE OF CONFERENCE ROOM

The Conference Room, located in Schott Hall Room 407, is available for student use. Reservations are required for group-study purposes only. No reservation is required by students for social events (i.e. lunches, gathering in between classes, etc.).

All reservations must be made at least 24 hours in advance. Except for faculty-led groups, rooms can be reserved for one hour only. Please contact the department secretary to make a reservation. No standing reservations will be granted. The reservation schedule will be posted and emailed to students.

The refrigerator, microwave, and Keurig machine are available for student use. Coffee, tea, and bottled water are available in the Conference Room for a nominal fee (money is used for replenishment). Please do not use coffee cups or condiments unless also purchasing a beverage. Prices per item are posted in the Conference Room.

Please provide exact change if you plan to purchase any of the beverages; the department will be unable to dispense change.

Because trash is only collected twice per week, please do not throw food, plates, etc. (except for K-Cups) in the trash cans.