



**XAVIER UNIVERSITY**

**MASTER IN HEALTH  
SERVICES ADMINISTRATION (MHSA)**

**STUDENT HANDBOOK**

**Last Revised and Approved by HSA Faculty  
2/27/2023**

## INTRODUCTION

The of Master Health Services Administration (MHSA) Student Handbook outlines policies and procedures specific to this program and describes the minimum program level requirements that apply to all MHSA 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 Graduate Policies and Regulations](#), including [Privacy Rights, Title IX](#), and [Registration Policies and Procedures](#), which can be found on Xavier University's website.

In the event of a conflict between the MHSA Student Handbook and the Xavier University Graduate Policies and Regulations, the policies and regulations deemed by the MHSA Program Director to be of a higher standard or more restrictive shall take precedence.

## **SECTION 1: MISSION, VISION, AND VALUES OF MHSA PROGRAM**

### MISSION

The mission of the MHSA program at Xavier University is to educate innovative, forward thinking, knowledgeable, highly skilled, values-oriented servant leaders by continuously improving the management of health-related organizations through employment in decision support, managerial, and executive positions.

### VISION

Our graduates shape the future of the health sector.

### VALUES STATEMENT

The MHSA program is committed to responsible conduct in the development of value-centered leaders in health services administration. The following are the values to which the MHSA students, faculty and staff are committed:

- Respect - defined as positive regard and consideration for others.
- Accountability - defined as responsibility for actions, behavior and decisions, answerability.
- Integrity - defined as consistency in adherence to moral and ethical principles.
- Equity - defined as fairness and justice.
- Open communications - defined as:
  - a willingness and an intention to share information in an equitable way;
  - a willingness to enter into dialogue in which both listening and speaking are valued;
  - a willingness to create an interpersonal climate in which people have freedom to express their opinions, thoughts and feelings without fear.

Men and Women for Others: Thinkers, Inspirers and Leaders in Health Services Administration

## **SECTION 2: ACADEMICS**

### **ATTENDANCE POLICY FULL-TIME STUDENTS**

The MHSA Program prepares its students for professional careers. On campus class attendance (for full-time MHSA students) 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 MHSA Program expects the student to inform the class instructor before class. 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 include: (note: be courteous and request such absences in advance)

1. Legitimate sickness (email as early as you can)
2. Residency interview (for full-time MHSA students only)
3. Unavoidable family situation (someone in the hospital, family wedding, funeral)
4. Case competition
5. A true emergency situation
6. Work conflict (for part-time Executive MHSA students only)

Unacceptable reasons to miss an MHSA class:

1. Social situations, such as a friend's wedding, parties, and outside social events.
2. Events related to outside employment, such as job training, orientation, business travel, etc. (for full-time MHSA students only)
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.

### **ATTENDANCE POLICY EXECUTIVE ONLINE STUDENTS**

The MHSA Program prepares its students for professional careers. Active engagement in the course modules during the semester is expected on a regular and continual basis. Your instructor will outline course specific expectations in the syllabus or learning management system homepage. In general, students should expect to be active and engaged in the course material every two to three days. If a student cannot participate or anticipates being late, the MHSA Program expects the student to inform the instructor prior to any applicable due dates.

### **ACADEMIC STANDING**

MHSA students are held to high academic and personal standards. A cumulative grade point average (GPA) of 3.00 in the MHSA curriculum is required to be in good standing in the program and for graduation. In the rare case of an academic setback, a student should contact their advisor and, if necessary, the MHSA Program Director to discuss the reason for the setback as soon as possible, preferably before the end of the semester.

**Academic Warning:** Students who have a cumulative graduate grade point average less than 3.00 at the end of any semester will be placed on academic warning. Academic warning is noted in a student's permanent record and extends for the duration of the following semester. No credit is granted for courses in which a student receives a grade of "F".

**Dismissal from the Program:**

1. MHSA students on academic warning who do not raise their GPA above 3.00 the following semester after being placed on Academic Warning will be dismissed from program at the discretion of the MHSA Program Director.
2. The full-time MHSA track is cohort driven. Therefore, students receiving a failing grade “F” or withdrawing from a course at any time during their academic program may be dismissed from the program at the discretion of the MHSA Program Director following a conversation regarding the circumstances.
3. Executive online students who receive a failing grade “F” or two withdrawals “W” may be dismissed from the program at the discretion of the MHSA Program Director following a conversation regarding the circumstances.

**POLICY REGARDING PROFESSIONAL ASSOCIATION FUNCTIONS**

Students are encouraged to attend professional association conferences/functions. However, when these functions conflict with the full-time MHSA academic schedules, 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.

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

**SECTION 3:****PERSONAL READINESS AND PROFESSIONALISM FULL-TIME STUDENTS ONLY****ADMINISTRATIVE RESIDENCY/PRACTICUM ADVISOR**

A faculty member will be assigned to serve as the student’s faculty advisor during the third year administrative residency/fellowship. Faculty members will meet to decide who will be faculty advisors to which students. A number of factors are considered in this decision and the faculty’s decision will be final.

**EXTERNAL EMPLOYMENT**

External employment during the MHSA is not prohibited. However, the full-time MHSA program is the student’s primary job, and it is the student’s responsibility to fulfill all academic requirements. The full-time MHSA program reserves the right to make 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 full-time MHSA program. Students who work are strongly recommended to seek jobs in healthcare, as this provides experience for the HSA career path and builds your resume.

The Executive MHSAs are expected to be employed in healthcare or similar, at the time of enrollment in the program and keep their employment when pursuing their degree. Any change in work status has to be shared with the academic advisor and the MHSAs Program Director at the time of the change. In case of unemployment, the student must work with the MHSAs Program Director to determine how they will complete all requirements

### **PRACTITIONER READINESS AND IMMUNIZATIONS**

Practitioner opportunities are an important part of the Xavier MHSAs degree. Students should be prepared for job readiness testing, which may require criminal background checks, drug tests (including marijuana), and a record of immunizations.

Full-time students will be completing on-site rotations at health systems and up-to-date immunizations are required by these organizations. Students will receive detailed instructions from the course instructor, about how to comply with the required immunizations. It is the student's responsibility to take care of this obligation in advance of the course's schedule.

### **STUDENT DRESS POLICY**

Healthcare administration is a highly visible profession. Healthcare administrators are leaders and need to look the part. Business casual and formal business attire are the uniforms of MHSAs.

On campus, business casual attire will be worn **Monday – Friday from 7:00 a.m. - 10:00 p.m.** Exceptions to this general rule are:

- For the Professional Development courses 1, 2, 3, and 4, students are required to wear formal business when guest speakers are present.
- At the discretion of the Program Director 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 are expected to wear formal business attire.

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

- Neatly pressed pants, skirts, collared shirts, blouses that are collared, turtlenecks, mock turtlenecks and jewel necks (no plunging necklines), sweaters, and sweater sets whose inner sweater meets the same qualifications as blouses above are acceptable. Dress shoes and socks, and casual shoes such as loafers, casual flats, or heels are acceptable, as are some open-toed shoes (sandals are not acceptable). A sport coat, tie, and dress shirt are appropriate but not required. Sweaters over collared shirts are acceptable as long as the collared shirt is pressed and a solid color. These items are **not** acceptable: sweatshirts – zippered or not, jeans, jean skirts, jean jackets, T-shirts, sweat suits, casual pants, shorts, or athletic shoes of any kind, sandals, or platform shoes.

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

- Suits (jacket and skirt or jacket and dress slacks), coats and ties and dress slacks, dress with jacket are all acceptable. Dress shoes and dress socks, or dress flats or heels are appropriate, as are some open-toed shoes (sandals are not acceptable). Blouses are as defined above. Long cardigan sweaters are not jackets and are not acceptable as substitutes for jackets.

## **ACCEPTING RESIDENCY OR FELLOWSHIP OFFERS**

### Residencies and Fellowships that are Non-NAFCAS

#### (National Administrative Fellowship Centralized Application Service)

Xavier MHSA requires you to accept the first residency or fellowship offer you get. Keep in mind that there is no obligation for a location to provide a residency experience. Many residency sites work with our students year after year in order to provide a unique healthcare administrative learning opportunity for students. If you apply to a residency or fellowship, you need to be sure you would go there. Once you receive an offer from a Non-NAFCAS site, to which you applied, you are expected to accept it immediately. Prior residents have followed this rule and today we have many residencies available for you because of the good will, seriousness of interviewing students, and overall excellence of the residency search process. We’re counting on you to keep this positive picture going for your fellow students.

### Residencies and Fellowships that are NAFCAS

#### (National Administrative Fellowship Centralized Application Service)

Since NAFCAS fellowships are national, applications follow a published timeline and students have the opportunity to put an offer on “hold” for a brief period of time. More information is found at this website: <https://nafcas.liasoncas.org>.