Health Services Administration

Student Handbook

2020 - 2021

The Health Services Administration Student Handbook provides the policies and procedures specific to the undergraduate and graduate programs.

This handbook should be used in conjunction with University of Detroit Mercy Undergraduate & Graduate Catalogs & Handbook which provide detailed information regarding programs of study, course descriptions, and University Undergraduate Program policies and procedures.

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UNIVERSITY OF DETROIT MERCY

Foundation

The University mission evolved from the educational traditions of its sponsors, the Sisters of Mercy and the Society of Jesus. These Catholic traditions emphasize concern for the dignity of the person and for the common good of the world community. The Society of Jesus (Jesuits) founded the University of Detroit in 1877. The Sisters of Mercy, Province of Detroit, founded Mercy College of Detroit in 1941. Together these religious congregations created a partnership in higher education to establish University of Detroit Mercy in 1990. Each religious congregation brings its spirit to the mission of the University. This spirit includes commitment to quality education, the service of faith and promotion of justice, and compassionate service to persons in need.

Mission

University of Detroit Mercy, a Catholic university in the Jesuit and Mercy traditions, exists to provide excellent student-centered undergraduate and graduate education in an urban context. A Detroit Mercy education seeks to integrate the intellectual, spiritual, ethical and social development of students.

Vision

University of Detroit Mercy will be recognized as a premier private university in the Great Lakes region, distinguished by graduates who lead and serve in their communities.

College of Health Professions Mission

The College of Health Professions, in the Mercy and Jesuit traditions, prepares professionals to lead individuals, families, and communities to optimal health and well-being.

Health Services Administration

Mission

In the Mercy and Jesuit traditions, the mission of University of Detroit Mercy's Health Services Administration program is to educate students to become competent leaders in a variety of healthcare settings. Consistent with the missions of the University and the College of Health Professions, the HSA program is guided by our commitment to academic excellence, continuous innovation and Jesuit and Mercy values in serving our students, as well as complex healthcare needs of local, regional and global communities. The program equips graduates with a comprehensive and practical set of core competencies, knowledge, skills, and values in a student-centered interdisciplinary environment. We strive to attract a diverse student body from differing cultural and religious backgrounds and work experiences, coming to us from various local, regional, and international locations.

Vision

Consistent with the visions of University of Detroit Mercy and the College of Health Professions, the Health Services Administration Program will be recognized as a center of academic excellence, distinguished by community partnerships and graduates, who as health care administrators, lead, serve and promote health and social justice.

Philosophy

In accordance with the mission and the core values of University of Detroit Mercy, the faculty of the Health Services Administration program promotes a values-based education that fosters the spiritual, intellectual, social, and psychological growth of the learner. The faculty is committed to faith based social justice especially for vulnerable populations.

The health services administration faculty believes that education is a dynamic, interactional process that involves changes in perception, thinking, feeling, and action. Education is the process of acquiring new knowledge, skills, attitudes, and values to meet the challenges of the contemporary world and the communities we serve. Building on the Mercy and Jesuit tradition, the faculty is committed to creating a learning community of discourse and service, utilizing pedagogy that encourages ongoing reflection on our human experience. Faculty and students work together to further the social, political, economic and spiritual well-being of the human community. In that regard, the program strives to attract learners that are characterized by a diversity of cultural, racial, and ethnic backgrounds, and socioeconomic status. The Health Services Administration program actively recruits and values faculty and students who reflect this diversity. Partnerships in the community are developed and utilized to provide students with experiences of diversity in administrative settings.

The HSA faculty strives to promote a sense of altruism, confidence and autonomy with accountability and a commitment to lifelong learning and professional competency. The Bachelor of Science is the foundation for health services administrators. To meet the complex, multifaceted role of the professional administrator, undergraduate and graduate education must integrate a strong liberal arts foundation with core competencies of management, economics, finance and quality. Such integration establishes a broad-based learning foundation that instills critical thinking, clinical judgment, and ethical decision-making.

The Master of Health Services Administration graduate program provides experiences for students to develop the necessary knowledge for highly skilled and knowledgeable administrators. Professional education requires respect for the unique traditions, missions, strengths and needs of our community's partners.

The undergraduate and graduate curricula address the legal, ethical and sociopolitical aspects of the health care system in order to promote a sense of responsibility for the operation and effectiveness of the system, particularly in relation to cost containment and universal access to quality care.
Specifically, the HSA faculty embraces the following foci as the driving forces in the development of professional administrators:

1) Social justice within a community and global health context,
2) Theory and evidence-based practice,
3) Ethical decision making and
4) Professional role and leadership development.

Faculty-student relationships are foundational for the student's self and professional development in both the undergraduate and graduate programs. These relationships are based on open, honest, interactions, which empower students and faculty to become partners in education. Health Services Administration faculty are committed to the complementary and interdependent roles of administrative education, research, and practice. The ultimate goals of these administrative components are the development of knowledge in management, administration, and leadership. Administration recognizes and supports these faculty roles as the basis for faculty development and organizational growth.

The Health Services Administration Program does not discriminate based on race, age, creed, gender, sexual orientation, color, national origin, marital status, religion, or any other factor prohibited by law. This applies to all aspects of its operations

Historical Background

The Health Services Administration program has a long and rich history of educating baccalaureate and masters prepared administrative professionals who exemplify the charisms of the Religious Sisters of Mercy and the Society of Jesus. Emphasis and concern for the dignity and formation of persons, the common good of the world community, competent and compassionate care for the poor and suffering, and commitment to doing justice in generous service of those who are in need of health care have consistently framed our academic aims and processes.

The formation of the Health Services Administration program began in 1985 when the faculty envisioned the need for educating the administrators of health care organizations and founded the HSA program at Mercy College of Detroit at 8200 West Outer Drive. In 1990, upon the consolidation of University of Detroit and Mercy College of Detroit, the program continued to be offered, preparing undergraduate and graduate students for leadership roles in health care facilities and health care systems. The Master of Science degree was initially conferred on all graduates from the Master's program. Realizing that the name of the degree did not reflect the specific training and knowledge acquired through the program, the degree was changed to Master of Health Services Administration in 2005.

Accreditation

University of Detroit Mercy is accredited by the Higher Learning Commission (HLC). The HLC is an independent corporation that was founded in 1895 as one of six regional institutional accreditors in the United States. HLC accredits degree-granting post-secondary educational institutions in the North Central region.

Last Reaffirmation of Accreditation: 2016-2017
Next Reaffirmation of Accreditation: 2026-2027

HSA Program Address and Directory

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Academic and Professional Policies and Procedures

INTRODUCTION

Welcome to University of Detroit Mercy's Health Services Administration (HSA) Program. This *HSA Student Handbook* is intended to be used as a reference for questions regarding policy, procedure or any other matters related to the HSA/MHSA program. It should be referred to on an ongoing basis as questions arise. In addition to the policies in this handbook, students are expected to adhere to all policies in the:

Detroit Mercy Student Handbook
http://www.udmercy.edu/life/policies/index.php

Current Undergraduate and Graduate Catalogs
http://www.udmercy.edu/catalog/

Honor Code

Students in the College of Health Professions at the University of Detroit Mercy are expected to exhibit behaviors that epitomize academic, professional and personal integrity. They are committed to the traditions of the Sisters of Mercy and the Society of Jesus that emphasize values, respect for others, and academic excellence. Adherence to such high standards is necessary to ensure quality in education and clinical care in all College of Health Professions programs. A student's acceptance into a program of the College of Health Professions is conditional upon signing an affirmation of the CHP Honor Code:
http://healthprofessions.udmercy.edu/about/pph.php

Every student will sign a pledge to adhere to and uphold the CHP Honor Code before the start of their first semester. A copy of this signed pledge will be maintained in the students' academic file.

Any revisions in the Honor Code will be the responsibility of the Honor Council by majority vote of the total membership. Subsequent to a majority vote of the Honor Council, proposed revisions in the Honor Code must be approved by a majority vote of the College of Health Professions faculty.

College of Health Professions Honor Code

(Updated April 15, 2015)

Students in the College of Health Professions at the University of Detroit Mercy are expected to exhibit behaviors that epitomize academic, professional and personal integrity. They are committed to the traditions of the Sisters of Mercy and the Society of Jesus that emphasize values, respect for others, and academic excellence. Adherence to such high standards is necessary to ensure quality in education and clinical care in all College of Health Professions programs. A student's acceptance into a program of the College of Health Professions is conditional upon signing an affirmation of the Honor Code.

Academic Integrity

It is the responsibility of a student in the College of Health Professions to complete all coursework and fulfill all course objectives ethically and appropriately. Students in the College of Health Professions will maintain the highest standards of integrity and academic honesty, adhering not only to the Honor Code but also to any other professional requirements and provisions of their respective programs. Refer to the University of Detroit Mercy Academic Conduct Policy and your department handbook for further discussion and definition of academic misconduct and integrity.

Cheating by acts of commission or omission is not acceptable behavior for a student in the College of Health Professions. Misrepresentation in academic work includes but is not limited to:

- Submitting the same paper in more than one course without the explicit permission of the appropriate instructor.
- Any form of plagiarism, especially failure to acknowledge ideas or language taken from others, and submitting work prepared by others.
- Submitting scientific research that misrepresents the way in which the work was completed.
- Collaborating with others on projects expressly intended to be completed individually.
- Copying, transmitting or sharing examination materials without authorization of the instructor.
- Acquiring any materials that may provide an unfair advantage over fellow students.

Professional Integrity

Behavior and performance are essential aspects of the educational process for students in the College of Health Professions. It is the student's responsibility to

complete clinical and internship assignments and meet coursework objectives ethically and appropriately. Students must place the welfare of their patients as their highest priority in the clinical educational setting and deliver quality care in the clinical setting while maintaining the highest level of integrity and professional demeanor.

Unprofessional behavior in clinical and internship settings includes but is not limited to:

- Using clinical or internship site facilities or resources in an unauthorized way, including the theft of materials obtained from such sites.
- Violating the confidentiality of patients and their families.
- Jeopardizing the health and safety of clinical or internship site staff, students or patients by acts of omission or commission.
- Participating in behaviors that may obstruct, disrupt or interfere with student learning or clinical care.
- Failure to arrive for clinical or internship placements on time or arrival at such sites unprepared either mentally or physically.
- Falsifying or fabricating clinical results, research, or findings for personal gain.
- Misrepresentations of myself as anyone other than a student.
- Engaging in any form of harassment.

Personal Integrity

Students in the College of Health Professions are responsible for behaving ethically and appropriately with tolerance and compassion and to be personally accountable for their behaviors on campus, at clinical and internship sites, on-line, and in any other related setting.

Unacceptable personal behavior includes but is not limited to the following:

- Engaging in any form of harassment;
- Discriminating against others for reasons of race, ethnicity, religion, socio-economic status, gender or sexual orientation;
- Using illicit drugs or alcohol during school or clinical hours, or in a manner that would impair performance at the university or clinical site;
- Failure to report violations of the honor code;
- Knowingly bringing false complaints against fellow students to the Honor Council;
- Intentionally causing damage to university or clinical site property or resources;
- Tampering with documents, falsifying records or misrepresentation of critical data to university, clinical, or internship site personnel.

Having read the above statement of the College of Health Professions Honor Code, I affirm that I have understood and agree with its provisions and will conduct myself in

a manner that upholds the highest values of this institution and my intended profession. I pledge to be responsible for fostering a climate of academic trustworthiness and integrity. I will behave in an ethical, honest and accountable manner and will report any violations of the Honor Code that come to my attention

_____ _____

Student Name Date

UNIVERSITY OF DETROIT MERCY
ACADEMIC CONDUCT POLICY

All students in the University assume an obligation to conduct themselves in a manner compatible with the rights and responsibilities outlined in University of Detroit Mercy's student handbook. Sanctions for violations of these policies are also outlined in the student handbook. Students are also subject to the policies, rules and regulations of the colleges/schools in which they are enrolled or taking classes. All academic grievances are handled by the Dean's office in the individual colleges/schools.

Academic Dishonesty

All members of the academic community at University of Detroit Mercy are expected to uphold standards of academic integrity and honesty. Academic integrity means representing oneself and one's work honestly. Misrepresentation is cheating because it means students are claiming credit for ideas or work not actually theirs and are thereby seeking a grade that is not actually earned. Following are some examples of academic dishonesty:

1. Among the most serious academic offenses is **plagiarism**, submitting the words or style of another author or source without acknowledgement or formal documentation. Plagiarism occurs when specific phrases or entire passages, whether a sentence, paragraph, or longer excerpt, are incorporated into one's own writing without quotation marks or documentation. One also plagiarizes by paraphrasing the work of another that is retaining another writer's ideas and structure without documentation. Students are advised to always set off another writer's exact words by quotation marks, with appropriate references. Students avoid plagiarism by concentrating on their own words and ideas and by fully crediting others' work and ideas when they find their way into the writing. Whenever in doubt, cite the source. Students who purchase essays from other students or agencies or who copy from one another or from prohibited sources commit the most serious type of academic dishonesty. The consequences of plagiarism, or any act of academic dishonesty, may range from failure in a course to dismissal from the University.

2. **Cheating on examinations.** This includes using materials such as books and/or notes when not authorized by the instructor, copying from someone else's paper, helping someone else copy work, substituting another's work as one's own, theft of exam copies, or other forms of misconduct on exams. Using online material when not permitted can be cause for dismissal. Unless otherwise stated, cell phones and electronic devices are prohibited from being used during exam time

and should be put away. Being caught with one in use during an exam could be grounds for academic dismissal.

3. **Falsifying records** or providing misinformation in documentation of internship hours and experiences or in one's credentials.

4. **Unauthorized collaboration** on assignments and unauthorized access to and use of computer programs, including modifying computer files created by others and representing that work as one's own.

5. **Presenting work completed for a course taken in the past**, or work currently being completed for another course may not be submitted for a current course unless permission is given to do so.

6. **Theft** of another student's course material, notes or other data or the interference with another student's academic pursuits.

Notes on Plagiarism

Plagiarism is "the practice of taking someone else's work or ideas and passing them off as one's own." (Oxford English Dictionary, 2018).

It is plagiarism if you:

1) Buy or otherwise obtain a term paper from an individual or a company and submit it to an instructor as your own;
2) Have another student do all or any part of a paper for you (another student may offer suggestions or proofread your paper, however);
3) Turn in a paper or parts of a paper previously submitted in another class unless approved by the instructor in advance;
4) Take material from sources (books, periodicals, reference works, etc.) and do not give credit to those sources.

The first three of the above are easy to understand; however, number 4 is often misunderstood by students. Try to keep the following in mind when you are taking material from sources:

You can use material from sources in three ways:

1) Direct quotation -- Transcribe word for word the passage from the source.
2) Paraphrase -- Write in your own words and your own sentence structures the ideas contained in the passage.
3) Summary -- Write in your own words and your own sentence structures a condensation of the idea contained in the passage (this is done in much fewer words than the original passage).

In order not to plagiarize, the following steps must be taken:

1) Direct quotations must be:
    a) Placed in quotation marks or set off from the rest of the text in indented block style (depending on number of words in quote)
    b) Transcribed accurately
    c) Referenced *

    * For an explanation of the mechanics of referencing, quoting, etc., see American Psychological Association (1994). Publication Manual of the American Psychological Association (6th ed.), Washington, DC,: Author.
2) Paraphrases and summaries must be written in your own words and own sentence structure because diction and structure are ninety percent of good writing. To take another's sentence structure without indicating so is plagiarism. If you like the sentence structure and diction of the author, then quote the passage directly and use quotation marks.
    Developed by the College of Notre Dame, Department of Nursing, Baltimore, Maryland. Modified and used with permission. 6/90

Disciplinary Sanctions

Suspected academic misconduct (e.g., plagiarism, cheating on exam, falsifying records, unauthorized collaboration, presenting previous work without permission and theft) is subject to disciplinary sanctions**.** Reports of such behavior may be initiated by faculty, staff, students or agency personnel and forwarded to the Program Director. No grade is given until reviewed by the Program Director and faculty. Review of academic misconduct violations will be conducted by the Program Director and faculty.

Step 1: The appropriate Program Director will meet with the person initiating the report of suspected academic misconduct. The faculty and the Program Director will investigate the allegation.

Step 2: The Program Director then will meet with the student to identify the problem or cause for concern and to review the policy in the HSA Student Handbook.

Step 3: If this is a graded assignment, no grade shall be assigned to the assignment.

Step 4: The student's work in question will be forwarded to the HSA faculty not teaching the course with accompanying documentation from faculty who taught the course.

Step 5: Faculty teaching the course will meet with the other HSA faculty to review the suspected violation.

Step 6: The student will meet with the faculty and/or Director.

Step 7: The recommendation from the faculty and Director will be correlated to meet the degree of the offense but could range from a "0" for the assignment, to failure in a course or to dismissal. Other

recommendations could include community service, an additional paper, etc.

Students may repeat the course once and must earn a passing grade. A student may only appear before the Program Director and HSA faculty one time for an offense of plagiarism. Any further violations of such will lead to dismissal.

If no violation is found, all records and documentation shall be destroyed and information regarding the matter may not be entered or placed in either the student's or the respondent's file. If a violation is found, all records and documentation shall be placed in the respective file.

The consequences of plagiarism, or any act of academic dishonesty, depending on severity, may range from failure in a course to dismissal from the University.

Sexual Harassment Policy

Consistent with its mission and the educational traditions of its founding religious communities, the Sisters of Mercy and the Society of Jesus, University of Detroit Mercy stresses the dignity of each person and the promotion of social justice. These traditions result in an educational and working environment, which supports professional development through mutual respect. Every form of harassment subverts this mission.

Sexual harassment, therefore, will not be tolerated at University of Detroit Mercy in any context, whether in a faculty/student, faculty/faculty, supervisor/employee, employer/employee, student/student, employee/student, or other relationship. All members of the University community are responsible for ensuring that their conduct does not introduce sexuality into relationships inappropriately and contrary to the wording and intent of this policy. Independent contractors, vendors, and others who do business with the University, on or off campus, are also required to comply with this policy.

This policy statement affirms the University's commitment to educate, counsel and train all members of the University community about the harm caused when professional relationships are distorted by sexual harassment. It affirms the ethical obligation of each member of the University community to foster learning and working environments free from sexual coercion, intimidation, and exploitation. Sexual harassment constitutes a form of sex discrimination, which is illegal under Michigan Compiled Laws Annotated 37.2101-37.2210, Title VII of the Civil Rights Act of 1964, and Title IX of the Education Amendments of 1972.

In addition to any sanctions that may be imposed by University of Detroit Mercy as a result of this policy, individuals who sexually harass others may be held

personally liable to their victims and subject to additional legal sanctions. The Detroit Mercy Policy Statement on Sexual Harassment is available for review in the College of Health Professions Office.

Please refer also to the Detroit Mercy Student Handbook for the Sexual Misconduct Policy. The link to the policy is:
http://www.udmercy.edu/life/policies/index.php

Professional and Ethical Conduct Policy and Procedures

The Health Services Administration Program has established standards for determining the professional and ethical conduct of students. All students enrolled in this program are expected to adhere to a standard of behavior consistent with the high standards of their profession. Compliance with all institutional rules and regulations, city, state and federal law is expected.

Student conduct includes the following considerations:

- **Concern for the welfare of patients** (real or simulated) as evidenced by a thoughtful and professional attitude in obtaining information and primary or secondary data from patients and/or patient medical records.
- **Concern for the rights of others**, shown by: dealing with class peers, professional and staff personnel, and with all other members of the health team in a considerate and respectful manner and with a spirit of cooperation; acting with an egalitarian spirit towards all persons encountered in a classroom setting or a professional capacity regardless of race, religion, gender, sexual orientation or disability; assuming an appropriate and equitable share of duties among peers.
- **Responsibility to duty**, which involves: effectively undertaking duties with alacrity and persevering until complete, or notifying responsible persons of problems, punctual attendance at internship sites, or offering appropriate explanation when unable to be present.
- **Trustworthiness**, that is: being truthful and intellectually honest in communication with others; acceptance of responsibility for meeting multiple demands by establishing proper priorities and by completing work; discerning accurately when supervision or advice is needed before acting; maintaining confidentiality of information concerning patients.
- **Professional demeanor**, which means: neat and clean appearance in attire that is acceptable as professional; maintaining equilibrium under pressures of fatigue, professional stress, or personal problems; avoidance of alcohol or of drugs while at the internship site or while attending class.

It is not possible to enumerate all forms of inappropriate behavior, which would raise serious questions concerning a student's status as a health professional in training.

The following, however, are examples of behavior, which would constitute a violation of professional standards:

- Harassment, harm, abuse, damage, or theft to or of any person or property including copying of copyrighted materials and software on University of Detroit Mercy grounds or property owned by any hospital/clinic, affiliated institution/organization, or individual to which the student may be assigned.
- Entering or using University of Detroit Mercy or affiliated hospital/clinic facilities without authorization or disrupting teaching, research, administrative, or student functions of the University.
- Falsifying internship hours, internship records, or internship experiences.
- Contacting a client or agency personnel outside of the internship learning experience and/or without authorization.
- Conviction of a felony.
- Participating in academic or clinical endeavors of University of Detroit Mercy or its affiliated institutions while under the influence of alcohol, a controlled substance, or illicit drugs.
- Unlawful use, possession, or distribution of illegal drugs and alcohol.
- Placing a patient in needless jeopardy or unethical disclosure of privileged information.
- Behavior or grooming which elicits a lack of respect for faculty, or colleagues.
- Abusive or disrespectful conduct toward members of the faculty, administrative or professional staff, employees, students, patients, or visitors to University of Detroit Mercy and/or its affiliated institutions.
- Off campus or non-educational misconduct that negatively affects the integrity or reputation of University of Detroit Mercy or the HSA program.
- Violation of any other established rules and regulations of University of Detroit Mercy, hospital, or any affiliated institution (as used in the above example).
- University of Detroit Mercy premises and property shall include the premises and property of any affiliated institution where University of Detroit Mercy students pursue activities for academic credit.

Professional Disciplinary Sanctions

Students who fail to meet the standards specified in the Program policy on attendance, professional decorum, clinical conduct, academic misconduct or dishonesty or professional ethics are subject to sanctions including, but are not limited to, warning, reprimand, probation and dismissal. All violations of professional standards are reviewed by the Academic Progression Committee (APC). The Program Director of HSA will adjudicate all matters involving dismissal for professional misconduct.

Warning: A warning is a written letter to a student for misconduct that is found to be isolated, promptly correctable, and does not violate a specific Program, University policy or jurisdictional law. A warning may be issued by any faculty member, or any representative of University of Detroit Mercy. Warnings are reported to the APC and Program Director for informational purposes. Temporary entry is made into the student record and made permanent if further action is required. Warning letter(s) is/are removed upon successful completion of education.

Reprimand: A reprimand is a written letter to a student for misconduct that is found to be more serious than the above, but is still felt to be isolated, promptly correctable, and does not violate a specific Program, University policy or jurisdictional law. Reprimand may be issued by any faculty member through the Program Director. Reprimands are reported to the Dean of the College of Health Professions for informational purposes. A copy is placed in the student's record.

Probation: In a more serious breach of professional standards, a student may be placed on (professional) disciplinary probation. The office of the Chair will decide provisions included in probation, such as the duration and conditions of the probation, on a case by case basis. Such provisions may include a requirement that the student obtain medical (including psychiatric) consultation and treatment, or other requirements that will remedy the misconduct and prevent its recurrence. Examples of such requirements may include community service time or service to the university.

Students may or may not be allowed to continue classes while on probation, and may not be allowed to continue in the internship. Students on professional disciplinary probation will be required to meet with the faculty member, advisor or HSA administrative personnel as outlined in the probation contract. Failure to comply with any part of the probation contract, including regularly scheduled meetings, may result in the student being dismissed from the HSA or MHSA program. Likewise, repeated professional disciplinary probation can result in dismissal as described below.

Dismissal: Dismissal is a permanent separation from the program. Dismissal may be recommended by the APC and forwarded to the office of the Program Director. Dismissal may be imposed with or without the right to reapply for admission to University of Detroit Mercy at a later date. A student may be immediately dismissed for a serious breach of conduct or two (2) successive or three (3) aggregate terms of professional probation. The dismissal from the program will be noted on the student's transcript.

Consultation: When medical or psychiatric consultation is required or recommended, all parties will respect patient/provider confidentiality. However, documentation of enrollment and/or completion may be required as a condition for reinstatement.

Grading Policies

Course Grading - Successful completion of all Health Services Administration courses (HSA, ETH, PYC, HLH) is dependent upon achievement of the minimum grade standards (see below). The internship stands as an independent course separate from the theory/didactic courses and students receive separate grades for the internship. These grades are calculated into the cumulative GPA. A letter grade is awarded based on achievement of the course objectives.

Grades are assigned by the faculty scheduled to teach a course. Grades are determined based on the evaluation criteria and competencies described in the course syllabus. Faculty utilizes their clinical expertise and academic judgment when assigning a grade. Grades cannot be assigned by any other person than the faculty teaching that course and a grade can only be changed by the faculty person who assigned the grade. A passing grade cannot be appealed or grieved.

Incomplete Grade - A student may request an incomplete grade from the faculty before the end of the course if there is a legitimate reason acceptable to the instructor; the student is progressing satisfactorily in the course and has completed at least 50% of the course work. The faculty and student agree on the time limit for completion of the course and sign the appropriate form. Requirements must be completed no later than the eighth week of the following semester for undergraduate students. Failure to meet the stated requirements will result in an automatic grade of I/F.

Withdrawal - Students who officially withdraw from a class between the first 25% point of the class to the 75% of the class receive a grade of W. Students in the MHSA and HSA programs are required to obtain their advisor's signature for withdrawal from any course. If a student is unable to complete any of his/her classes and is physically unable to come to file the Change of Registration, the

student is required to send a letter to the Program Director asking to withdraw from the course prior to the withdrawal deadline.

Forced Withdrawal - In some cases a "Change of Registration" may be initiated by the HSA Administration to remove a student from a course. This action is taken at the discretion of the Program Program Director after consultation with faculty any time the safety or well-being of that student, client, other students, or agency personnel are in jeopardy. The action will also be instituted if the student has failed to follow the procedures, regulations, prerequisites, or requirements of the College or when the student has gained registration in a class by misrepresentation (refer to academic advising on subsequent pages).

Tuition and Fees- The tuition and fee schedule for the University is distributed at registration and is available in Student Services and through the College Office. Course fees vary per course. Included in course fees are liability insurance, equipment and technology services.

Petition for Tuition Refund- The University permits a student to apply for a tuition refund in the event of unusual circumstances preventing timely withdrawal from a course. The student must initiate and complete the "Petition for Refund Form" (Registrar). It is the student's responsibility to provide any documentation needed. The student may request support from the Dean's office for the petition. The student will be notified of the decision for refund reimbursement after review by the Variance Committee.

Student Complaints - At any time during the regular academic year, a student with a complaint regarding course content, presentation of content, conduct of students, or conduct of faculty in the classroom is to directly address that complaint with the instructor teaching the course. If, after having done so, the student believes that his/her concerns have not been adequately addressed, the student may pursue these concerns according to the following sequence:

- review with the course director
- review with the Program Director
- review with the Dean, College of Health Professions

The complaint process is to be followed sequentially and complaints that do not, may be referred back to the appropriate faculty member or administrator.

HSA Undergraduate Grading Policy

Undergraduate Grading Scale

%	GRADE
100-95	A
94-91	A-
90-88	B+
87-84	B
83-81	B-
80-78	C+
77-75	C
74-72	C-
71-69	D+
68-65	D
64-0	F

HSA Undergraduate Academic Standing

In order to remain in good standing and/or to progress, an undergraduate student must: a) fulfill all prerequisite requirements, b) maintain a Cumulative GPA of 2.0 or higher, and c) earn grades of 'C' or better in all HSA courses. When an undergraduate student's cumulative GPA falls below 2.0, or when a grade below "C" is earned in an HSA course, even though their cumulative GPA may be above 2.0, the student will be placed on Academic Probation by the Health Services Administration Program and will be notified by registered mail. By University policy, the student has one semester to bring his/her CGPA up to 2.0 (refer to "Academic Dismissal" section).

The undergraduate student must repeat any HSA course in which less than a C was earned at the first opportunity and earn a grade of C or higher, as well as maintain his/her CGPA at 2.0 or higher, to progress onward in the curriculum. It is the responsibility of the student to follow up with the advisor if the student receives a poor or failing grade in a course. The purpose of this communication is to notify the student of his/her academic standing and provide additional support and guidance that will enable the student to improve his/her academic performance and successfully complete the Bachelor of Science degree. A course may be repeated only once.

Academic Probation

The purpose of placing a student on probation is to formally notify the student that he/she has a serious academic problem, which can lead to dismissal from the program. The student is informed of probation status by letter from the Program Director; this letter becomes part of the student's permanent file.

Undergraduate students will be placed on Academic Probation whenever their cumulative GPA falls below 2.0, or when a grade below “C” is earned in an HSA course, even though their cumulative GPA may be above 2.0. Students on probation are required to meet with their advisor to discuss the terms of probation and complete a Probation Contract. Students must schedule at least one meeting with the academic advisor during the first six weeks of the term following being placed on probation.

Academic Dismissal

Undergraduate students may be dismissed from the HSA program for any of the following reasons:

- Cumulative GPA remains below 2.0 for the second consecutive semester.
- A grade below “C” is earned in two HSA courses
- Repeating the same HSA course twice and earning a grade below “C” in that course twice
- Withdrawing from the same HSA course twice and not performing at a 75% level at the point of withdrawal
- Withdrawing once from an HSA course having not achieved 75% at the point of withdrawal, and failing the same course once (Any student who meets criteria 4 or 5 may not register a third time in the same course).
- Violation of CHP Honor Code
- Any dishonest act whose result or intent is a subversion of fair and accurate didactic evaluation, i.e. "cheating" on exams.
    - Instances of academic dishonesty or cheating will result in at least a score of zero on the assignment or examination, and thus, potentially a failing grade in a course. For any such instances, instructors shall notify the program director who shall impose appropriate discipline, up to and including dismissal from the program.
- Violation of program polices on professionalism and integrity, or ethical behavior *
- False statements made, or false documents submitted, in the admissions process *
- Because of the rigorous professional requirements in the health profession and the state, the faculty and/or Academic Progression Committee reserves the right to recommend at any time the dismissal of a student due to physical or emotional health, conduct (see Professional Disciplinary Sanctions), or academic standing.

Items above marked with an asterisk have the potential for immediate dismissal. Falsification of the application may result in rescinding of the degree after graduation.

MHSA Graduate Grading Policy

Graduate Grading Scale

%	GRADE
100-93	A
92-90	A-
89-87	B+
86-83	B
82-80	B-
79-77	C+
76-73	C
72-70	D
69-0	F

MHSA Graduate Academic Standing

Academic standards are set to ensure that the Master's degree in Health Services Administration signifies that student work meets or exceeds academic excellence and industry standards. The MHSA graduate program considers a grade below B- in any of the MHSA courses to represent unsatisfactory academic progress.

In order to remain in good standing and/or to progress in the MHSA Program, graduate students must: a) fulfill all prerequisite requirements, b) maintain a Cumulative GPA of 3.0 or higher, and c) earn grades of 'B-' or better in all courses.

When a graduate student's cumulative GPA falls below 3.0, or when a grade below "B-" is earned in any course, even though their cumulative GPA may be above 3.0, the student will be placed on Academic Probation by the Health Services Administration Program and will be notified by registered mail. The student has one semester to bring his/her CGPA up to 3.0.

The graduate student must repeat any course in which less than a B- was earned at the first opportunity and earn a grade of B- or higher, as well as maintain his/her CGPA at 3.0 or higher, to progress onward in the curriculum. It is the responsibility of the student to follow up with the advisor if the student receives a poor or failing grade in a course. The purpose of this communication is to notify the student of his/her academic standing and provide additional support and guidance that will enable the student to improve his/her academic performance and successfully complete the MHSA degree. A course may be repeated only once.
Failure to do so will result in dismissal from the program unless the student is able to demonstrate unusual or extraordinary circumstances that are responsible for his/her performance.

Academic Probation

The purpose of placing a student on probation is to formally notify the student that he/she has a serious academic problem, which can lead to dismissal from the program. The student is informed of probation status by letter from the Program Director; this letter becomes part of the student's permanent file.

MHSA students will be placed on Academic Probation whenever their cumulative GPA falls below 3.0, or when a grade below "B-" is earned in any course, even though their cumulative GPA may be above 3.0. Students on probation are required to meet with their advisor to discuss the terms of probation and complete a Probation Contract. Students must schedule at least one meeting with the academic advisor during the first six weeks of the term following being placed on probation. The student will be given the opportunity to repeat the course once. The student is required to earn a B- or better in the course, while maintaining a cGPA of 3.0 or higher, in order to remain in the MHSA program.

Graduate students on probation or who have been dismissed from the MHSA program have the privilege of applying for admission to another college, school, or program within the University. If accepted by that school, the student may be admitted on probationary status.

The Veterans Administration will be informed if a student receiving veteran's benefits fails to come off probation at the end of the second term in this status.

Academic Dismissal

Graduate students may be dismissed from the MHSA program for any of the following reasons:

- Cumulative GPA remains below 3.0 for the second consecutive semester.
- A grade below "B-" is earned in two courses
- Repeating the same course twice and earning a grade below "B-" in that course twice
- Withdrawing from the same course twice and not performing at a 75% level at the point of withdrawal
- Withdrawing once from a course having not achieved 75% at the point of withdrawal, and failing the same course once (Any student who meets criteria 4 or 5 may not register a third time in the same course).
- Violation of CHP Honor Code
- Any dishonest act whose result or intent is a subversion of fair and accurate didactic evaluation, i.e. "cheating" on exams.
    - Instances of academic dishonesty or cheating will result in at least a score of zero on the assignment or examination, and thus, potentially a failing grade in a course. For any such instances, instructors shall notify the program director who shall impose appropriate discipline, up to and including dismissal from the program.

- Violation of program polices on professionalism and integrity, or ethical behavior *
- False statements made, or false documents submitted, in the admissions process *
- Because of the rigorous professional requirements in the health profession and the state, the faculty and/or Academic Progression Committee reserves the right to recommend at any time the dismissal of a student due to physical or emotional health, conduct (see Professional Disciplinary Sanctions), or academic standing.

Items above marked with an asterisk have the potential for immediate dismissal. Falsification of the application may result in rescinding of the degree after graduation.

When a student earns an individual course grade of D or F, even though their cumulative GPA may be above a 3.0, they will be dismissed from the MHSA program immediately and not allowed to progress. Dismissal for poor scholarship is entered upon the student's permanent academic record.

When a student is dismissed for academic reasons from the graduate MHSA program, his/her transcript will so indicate; "Dismissed for academic reasons". Students who are dismissed may apply for admission to another college, school, or program within the University. The student may also appeal the dismissal as described in the Academic Dismissal Appeal Procedure directly below.

Academic Dismissal Appeal Procedure

Students who wish to appeal an academic dismissal should follow the procedures as described at the College of Health Profession website:
https://healthprofessions.udmercy.edu/_files/pdf/Appeals_Policy_CHP.pdf
Students will be notified of an adverse determination regarding academic progression by a communication from the program administrator. The communication will provide the procedures a student must follow in order to appeal the decision.
The Academic Progression Committee will review all letters of appeal and schedule appeal appointments as needed.

Student Complaint Policy & Resolution Center

Consistent with its mission, University of Detroit Mercy (Detroit Mercy) welcomes feedback from students about our policies, programs and services in an effort to promote a successful learning environment. To that end, Detroit Mercy is committed

to providing prompt and fair resolution of all student complaints. We are accountable to our students, constituents and accrediting agency to provide a process by which students may lodge complaints in a nonthreatening manner, free from retaliation of any kind whatsoever.

What is a student complaint?
A student complaint ranges from an experience with, or treatment by, a University employee to a matter relating to academic or non-academic areas not addressed in college and school handbooks or University policies and procedures. There are two types of complaints:

- Academic: College/School-related, Library/IDS, Career Education Center, University Academic Services issues or any other academic matter.
- Non-academic: Student Services (issues with Admissions, Financial Aid, Registrar, Student Accounting, International Services, Residence Life or other non-academic departments), Auxiliary Services (bookstores, food services) or issues with Facilities or Public Safety (buildings, parking lots, security of person or property, etc.)

How is a student complaint different from a grievance or appeal?
The student complaint site is not intended to address student academic grievance and appeal issues. Students interested in submitting a grievance or appeal should follow the procedures in the applicable catalog or student handbook for such issues. This site is also not intended for sexual harassment, Title IX, sexual misconduct or violence or any other type of discrimination claims.

Key documents and sites for specific complaints:

- Policy Prohibiting Sex and Gender-based Discrimination (PDF)
- Title IX – Detroit Campus Title IX Investigation and Resolution Procedure (PDF)
- Report sex or gender-based discrimination, please click here.
- Tuition Variance: This site is also not intended for issues that need to be submitted to the Tuition Variance Committee. Those issues need to go to the committee through the Student Accounting Office. The form for Petition for Variance can be found here.
- Whistleblower Policy, please click here.

Steps to file a student complaint
Prior to utilizing the University Student Complaint Policy provided in the link below, follow your College informal complaint resolution policy.

Informal Complaint Resolution:
Students are encouraged to seek an informal resolution of the matter directly with the faculty or appropriate college/school administrator or specific individual(s) involved when possible. Detroit Mercy schools and colleges have policies and processes for specific categories of complaints.

Detroit Mercy Complaint Policy

For matters where a resolution is not feasible, a Student Complaint Form can be submitted online here.
This site will help guide you through Detroit Mercy's procedures for submission of complaints.

When submitting a complaint:

- Describe your specific complaint and what occurred. Identify the names of all individuals involved.
- Include date, time and location of the incident that resulted in a complaint.
- Attach documentation to support the complaint.

Title IX
Detroit Mercy Title IX

Detroit Mercy encourages any student experiencing potential sexual harassment, sex or gender-based discrimination or sexual misconduct to contact Marjorie Lang, Title IX Coordinator, at 313-993-1802 or langma@udmercy.edu to obtain resource information and reporting options. Faculty are committed to supporting students and promoting a safe, respectful environment. Therefore, if a student shares information regarding potential sex or gender-based discrimination or misconduct with a faculty member, that faculty member will share this information with Title IX Coordinator Marjorie Lang, so that she can provide you with comprehensive information regarding your rights, options, and available resources. When sharing information with a faculty member or other employee of the University, you may choose to withhold identifying information until you have spoken to a confidential resource at the University. With the exception of the Wellness Center or School of Dentistry Office of Health & Wellness, all employees at the University are mandatory reporters. For additional information about policies, resources and reporting options, please visit udmercy.edu/titleix.

Title IX protections include assistance with pregnant and related parenting accommodations. Requests for such accommodations should be submitted with appropriate medical documentation to Laura Bagdady, Student Disability and Accessibility Support Services, bagdadlm@udmercy.edu. Questions or concerns regarding provision of medically necessary accommodations related to pregnancy or parenting may also be submitted to Marjorie Lang, Title IX Coordinator, at 313-993-1802 or langma@udmercy.edu.

Anonymous Faculty/Course Evaluations

In recognition of Detroit Mercy's ongoing commitment to excellence in education, it is essential that all students complete course evaluations at the end of each term.

University of Detroit Mercy provides a secure, anonymous and easy to use resource for submitting your faculty/course evaluations. These evaluations are used to gather information, which aid faculty in improving the curriculum. The tool is completely anonymous; there is no method by which your evaluation can be linked back to you. Students can access course evaluations at www.udmercy.edu/evaluate.

To use the online evaluation tool, you will need your student ID (T#) number. If you do not know your student number, there are a number of ways for you to obtain it.

- You may ask your advisor
- It is on your online grade reports
- If you have used Titan Portal for online registration, it is the same number you used for that process (not your Social Security number or the 4 digit pin).
- It is on your invoice.
- Visit the Registrar's Office on the McNichols Campus. Present your Student ID to have your student number released to you.

To access the online evaluation please follow the instructions below which direct you on how to use the web site:

1. Open a web browser.
2. Type into the address bar: www.udmercy.edu/evaluate
3. Enter your Student Identification Number (T#) and hit the Enter key. You will see a link for each of your courses. If a course is missing please contact your course faculty.
   Questions, contact: helpdesk@udmercy.edu.
4. Click on a course link and follow the instructions to complete the form.
5. When you have submitted an evaluation, you may continue to complete the rest of your evaluations or return to the site at a later time.

Academic Advising

The Health Services Administration program recognizes that the need for guidance continues throughout the learning process. Faculty and academic advisors are available for students in the HSA and MHSA program. Academic advising in the HSA and MHSA programs is a shared responsibility among students, advisors and faculty members. The shared responsibilities of students and advisors can be more specifically stated as:

Student Responsibilities

1. Identify advising and registration dates in the Schedule of Classes.
2. Identify your faculty advisor.
3. View course schedule at www.udmercy.edu/classschedule
4. Schedule an appointment with your advisor as early as possible and come **prepared** for advisement.

5. Maintain throughout the program an advising portfolio containing a copy of your program plan, grade reports, and other related information. Students are expected to bring their advising portfolio when meeting with their faculty advisor.
6. Plan registration according to the appropriate curriculum plan with adherence to listed course pre and co-requisites.
7. Consult with your advisor concerning course selection and program requirements.
8. Register online after appointment with advisor.
9. Inform advisor of any changes or need for change in registration or issues concerning academic status.
10. Consult with your advisor regarding academic concerns or any issue that might influence academic performance and progress.

****NOTE: ONLY ASSIGNED ADVISORS OR THE PROGRAM DIRECTOR MAY APPROVE AND SIGN STUDENT REGISTRATION/ADD-DROP FORMS.**
The alteration of an approved registration form by a student without the authorization or knowledge of the advisor will be regarded as academic dishonesty and may subject the student to academic sanctions up to and including the forced withdrawal of the student from a program of courses and other disciplinary sanctions identified in the academic conduct policy.

Guest Application

HSA and Guest Application Policy
Students planning to enroll in courses at another college or university must complete a Michigan Guest Application form to be approved by the CHP Academic Affairs office prior to enrollment. Guest Application approval will be granted to currently matriculated students under the following circumstances:

1. The course is not offered by University of Detroit Mercy and/or the inability to take the course that term would interfere with the student's progress in the program.
2. University of Detroit Mercy course is scheduled in conflict with an HSA or MHSA course offering.
3. The student is NOT in the last 30 hours of the program.

Guest applications are available on the web at www.udmercy.edu/registrar. Click on forms, then Michigan Uniform Undergraduate Guest Application. The application is to be submitted to the College of Health Professions Director of Academic Affairs or Advisor. **Students may not bring in a form and wait for a signature. Forms will be ready for pick up after 24 hours**.

Graduation

Application

An "Application for Graduation" form should be filed early in the semester in which the student intends to graduate, it can be found online in Titan Portal. Candidates must apply for graduation from the Health Services Administration Program by the end of the fifth week of classes of the term in which they expect to graduate according to the filing deadlines which will be posted. A graduation fee will be assessed. Students intending to graduate should consult with their faculty advisor at least two weeks prior to the filing deadline for the purpose of confirming the completion of their academic requirements. All outstanding transcripts must be reviewed before a student can be cleared for graduation. A candidate for a bachelor's degree must complete the minimum 126 earned hours as specified in the program of studies to be certified for graduation. The earned hour requirement is subject to the following limitations:

- Not more than 63 hours in transfer credit from a community or junior college, unless a formal affiliation agreement provides otherwise.
- Not more than a total of 96 credit hours from another four-year college or university.
- Not more than 63 hours in credit by examination.

Graduate students must fulfill all degree requirements. No more than 9 credit hours may be transferred and applied to the total number of credit hours.

Residency

Candidates for the bachelor's degree are to complete the last 30 credit hours of their program at University of Detroit Mercy. No transfer credits will be accepted as credit toward graduation during this portion of a student's program.

Quality Point Average

- Candidates for a bachelor's degree must have a minimum of a cumulative 2.0 GPA.
- Candidates for a master's degree must have a minimum of a cumulative 3.0 GPA.

Graduating with Honors

Undergraduates who have compiled superior academic records during the last 60 credit hours of their program at the University will have the following honors inscribed on their diploma and recorded on their permanent record: cum laude (3.50 QPA minimum), magna cum laude (3.70 QPA minimum), summa cum laude (3.90 QPA minimum). **Transfer students must complete at least 60 credit hours of graded course work at the University to be eligible for honors recognition.**

Family Educational Rights and Privacy Act Information (FERPA) otherwise known as the Buckley Amendment Rights

In 1974, President Gerald Ford signed into law a bill that extended the Elementary and Secondary Education Act of 1965. The Senate adopted a series of amendments by Congressman James L. Buckley (Cons-R, NY) that gave parents and students over 18 access to the student school records and provided penalties for institutions that released certain student records without consent. ***Source:*** A review of Government and Policies. Congress and the Nation, 19731976. Congressional Quarterly, Inc.: Washington, DC, p. 385.

For more information about FERPA law, please visit the website: http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html.

DISABILITY AND ACCESSIBILITY SUPPORT SERVICES

The mission of Disability and Accessibility Support Services is to assist in creating an accessible community where student with disabilities have an equal opportunity to fully participate in all aspects of the educational environment. Because of our belief in the dignity of each person, and through compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act as amended in 2008, we strive to promote students' independence and to ensure recognition of their abilities, not disabilities.

Disability and Accessibility Support services are available to currently enrolled students who have a documented disability that substantially limits them in one or more major life activities. Individuals eligible for services include, but are not limited to, the following types of disabilities: mobility, orthopedic, hearing, visual, learning, psychological, and attentional.

Course syllabi will feature the following statement for Disability and Accessibility Support Services:

If you require an accommodation due to a disability, pregnancy, emergency medical condition or need special arrangements in case of a building evacuation, please contact:

Laura Bagdady
Assistant Director Disability & Accessibility Support Services
Student Success Center Room 319, McNichols Campus Library
Email: bagdadlm@udmercy.edu
313-993-1158

It is very important for students to be proactive with regard to requesting their disability accommodations every semester. While it is never required that you disclose your disability to your professors, all students at Detroit Mercy are encouraged to talk with their professors to discuss their needs and concerns. However, you must be registered with Disability & Accessibility Support Services, and your faculty must receive official notification from their office before they can make arrangements for your accommodations.

(Updated July 25, 2019)

SECTION 504 OF THE REHABILITATION ACT POLICY NOTIFICATION STATEMENT

University of Detroit Mercy does not discriminate on the basis of handicap in admission or access to, or treatment, or employment in, its programs and activities as required by Section 504 of the Rehabilitation Act of 1973. Students who have health or mobility needs which require special arrangements may refer to the Qualified Handicapped Persons Request Statement. Inquiries regarding compliance with Section 504 may be directed to the Vice President for Student Affairs.

QUALIFIED HANDICAPPED PERSONS REQUEST STATEMENT

Section 504 of the Rehabilitation Act of 1973 stipulates that qualified handicapped persons must be afforded an equal opportunity to participate in and benefit from all post-secondary education programs and activities. Specifically, Section 504 cites three areas of compliance that relate directly to either academic programs or services: ○ *Academic Modification:* Students who feel that certain academic requirements discriminate against them because of their handicap may ask for modifications of the requirements. Requests will be resolved on a case by case basis (See Procedure.) Academic requirements that the University can demonstrate to be essential to the academic program or directly related to licensing requirements will not be regarded as discriminatory. ○ *Auxiliary Aids:* Students with impaired sensory, manual or speaking skills must be provided auxiliary aids, such as taped texts, interpreters, readers and classroom equipment adapted for persons with manual impairments. The U.S. Department of Education, Office of Civil Rights suggests that institutions can usually meet this obligation through existing resources, such as state vocation rehabilitation agencies and private charitable organizations. In circumstances where the University must provide the education auxiliary aid, the University has the flexibility in choosing the effective

method by which the aids will be supplied. ○ *Services:* The University must operate programs and services in a nondiscriminatory manner.

- ○ *Procedure:* Qualified handicapped persons wanting to request either academic modifications, auxiliary aids and/or services, should complete a Qualified Handicapped Person Request Form available in the University Advising and Academic Services Office. If additional assistance and/or information is needed, handicapped persons should consult with the Vice President for Student Affairs Section 504 Coordinator.

GRIEVANCE PROCEDURE NOTIFICATION

Students who have reason to believe that they have suffered an injustice in the administration of University of Detroit Mercy's policies, procedures or practices related to admission, education, employment, scholarship, loan or other college administered programs should utilize the Title IX and Section 504 Grievance Procedure available in the Dean of Student's office (313) 993-1028. In cases of Section 504 grievances, students wanting assistance and/or information should consult with the Section 504 contact available at the McNichols (Vice President for Student Affairs) campus.

Course Policies and Procedures

ONLINE PROCEDURES
Blackboard.udmercy.edu

I. First-time Login

1. Enter the address https://blackboard.udmercy.edu/in the Location/Address field in your browser.
2. Enter your Titan Portal Username and Password in the appropriate fields
3. Click **Login**

II. Registration

Prior to the beginning of each semester of attendance, students are required to register in accordance with Detroit Mercy procedures. Registration must be completed before the student can attend classes. Students will receive a tuition billing statement from the University. Registration is accomplished through Titan Portal (requires login).
For important dates, please review the Academic Calendar published by the Registrar:
http://www.udmercy.edu/current-students/registrar/files/current_3yr_calendar.pdf

III. Troubleshooting

For assistance, contact IDS at 313-578-0580 or email ids@udmercy.edu

Other useful websites:
Student Email account https://tc.udmercy.edu ;
Detroit Mercy Library Website: http://research.udmercy.edu

Attendance and Absences

Students are expected to attend **all classes** (i.e., lecture, seminar, internships). Each credit hour of theory equates to one hour/week of class time. A student will only be marked as having attended class if he/she is physically present during the stated class time. A student who hands in work but does not attend class will be marked as absent. More than 2-3 absences could result in the student failing the class.

Internship absences are an individual responsibility and should be seriously considered when establishing priorities of time. Anticipated absences should be discussed with the preceptor prior to the time of the absence.
When athletic schedules and schedules for other Detroit Mercy-sponsored activities are constructed, class absences must be taken into consideration and should be kept at a minimum. It is the responsibility of the student involved in Detroit Mercy-sponsored activities to inform instructors well in advance (or as soon as the student

knows) when classes must be missed, and to complete any assignments due during the absence, in accordance with the instructor's written policy in the syllabus for the course. The student and instructor are encouraged to work out some reasonable accommodation regarding course requirements, if classes are to be missed. In the case of student athletes, the student is expected to present the instructor with a schedule of competitions, from the athletic department, during the first week of class.

Tardiness

Class teaching begins at the start of the scheduled class time and is dependent on student participation. Late arrivals can cause one to miss important lecture material and are disruptive to your fellow students and the faculty teaching the course. A student who is consistently late for class could find her/his grade lowered.

Participation

Participation is defined as a student engaging in class discussion. Class participation is equally important to class attendance but they are mutually exclusive and will be graded independently. One could theoretically have a 100% in attendance and a 0% in participation.

Assignments (Written or Oral)

1) All assignments must be completed and submitted on the day they are due. Arrangements for an extension of time for an assignment must be made before the date the assignment is due and will be given only for serious reasons.
2) For late assignments, the faculty have the option to:
   a) Maintain the required due date or time of the assignment.
   b) Change the required due date or time of the assignment.
   c) Change the assignment.
   d) Lower the grade of late assignments.
   e) Refuse to accept the late assignment and assign a failing grade.
3) The original paper and a copy of all reference materials must be submitted for written assignments. The original is to be duplicated, as the paper may not be returned to the student.
4) All written assignments must follow American Psychological Association (APA) format.

Tape Recorders

Recording devices may only be used in the classroom (theory and practicum) with permission of the faculty.

Cellular Phones and Electronic Devices

Cell phones must be turned off during class time and the internship. If under special circumstances the instructor has approved the cell phone being on, it must be on "silent". Texting during class or the internship is prohibited. Laptops and tablets are allowed for note taking unless otherwise specified by the instructor. However, surfing the web or other non-class related activities are prohibited. If the student is caught engaging in non-class related activities using an electronic device, his/her grade and/or class participation points could be negatively affected.

Examination and Tests

Examination Process

1) Assigned seating may be used for examinations.
2) Faculty proctors may be present for all examinations. Additional proctors may be used based on the conditions of the examination and the availability of faculty.
3) Students may bring only writing implements and other authorized materials to their seat. Any materials not authorized by the course faculty (book bags, backpacks, cell phones, and other items designated by the faculty) must be placed in a location designated by the faculty.
4) Answers will be written only on the examination itself or on other materials as designated by the course faculty.
5) A student discovered cheating in any manner on an examination is liable for disciplinary action as described in the Student Handbook under Academic Conduct Policy. Students may be requested to produce valid identification at any time while in the examination room. Failure to produce such identification when requested will result in the examination grade being withheld until identification is verified.

Missed Exams and Quizzes

1) All tests are to be taken at the scheduled time.
2) Students must notify the instructor prior to the scheduled test time if they are unable to take an exam or quiz due to some extraordinary circumstance.
3) It will be the sole decision of the faculty member as to whether or not the student will be allowed to make up an exam or quiz. Factors which faculty will evaluate to determine eligibility for makeup include the reason for the absence, and notification of the absence prior to the scheduled test time according to policy.

4) Should a student be allowed to make up an exam/quiz, faculty has the option to administer a different exam/quiz than was given to the rest of the class, and it may have another format (e.g., essay/short answer, rather than multiple choice). It will however cover the same material as the exam/quiz administered during the scheduled class time to the rest of the students. Faculty also has the prerogative to establish a maximum attainable grade for the missed exam/quiz.
5) If a student is given the opportunity to sit for a missed exam/quiz, it will be done at the time determined by the faculty member, and in most cases, will be completed by no later than the next regularly scheduled class day.

Course Completion Time limits

Undergraduate students are expected to complete their degree within 10 years. Health Services Administration courses that are more than ten years old must be repeated.

Graduate students are expected to complete their degree within 7 years. Graduate courses in the Health Services Administration program that are over 7 years old must be repeated.

Internship Policies

Undergraduate students considering the internship course need to have completed 24 credits hours of HSA classes before enrolling in the internship course. Undergraduates will need to complete 126 onsite hours for the internship. Graduate students must have at least 30 MHSA credits completed before enrolling in the internship course and are required to complete 168 onsite internship hours.

Placing Students in their Current Work Settings

A current HSA student who completes HSA internship activities as a part of their regular daily routines/duties in the same healthcare facility where he/she is already employed is not advancing their experience to the next level. It may not be a violation of the standard, but it is a disservice to the student. A best practice solution is to permit the student working in a healthcare facility to take his or her field-based practicum at the same facility, but the internship activities cannot be the daily work of that employee, but rather a special project. Additionally, and very importantly, for all internship activities, the student should not report to the same manager who supervises the student's regular daily routines. The goal is for the student to have an experience which is educational in nature and advances his or her knowledge and practice.

General Appearance

Deviations from accepted professional norms in appearance and behavior are detrimental to maintaining the professional standards that are expected by patients, clients and colleagues. Hair must be neat, and in a conservative, professional style of a natural hair color, with no adornments. Jewelry is limited to a wristwatch, wedding band, and one pair of post earrings. **A student may not present for the internship with any other body piercings, tongue rings, or tattoos that are visible (even through clothing) at any time.** Nails should be clean and trimmed to no more than 1/4" long without adornment, and only clear or light nail polish is acceptable. Male students should be either cleanly shaven or have neatly trimmed beards.

Professional Dress

Business attire will be required for some internships. This will involve the wearing of skirts or slacks with a waistline (no low-rise or form-fitting garments) and a top that covers the shoulders. Shoes must be worn with socks or hose. Heels should not exceed 2-1/2 inches. The following clothing is not acceptable:

- Low-rise skirts or slacks
- Off the shoulder or spaghetti strapped tops
- Sheer tops
- No bare shoulders, cleavage, or torso/midriff exposed
- ○ No jeans

Professional Behavior

Students are expected to exhibit professional and courteous behavior during their internship practicum. A poor attitude, behavior or disengagement with the preceptor and the project will not be tolerated. Such behavior will not only jeopardize the student completing the internship course but may also jeopardize the relationship between University of Detroit Mercy and the organizational partner. In the event that the student is unable to complete their internship agreement or is having difficulties fulfilling their obligation, they are to contact their internship coordinator immediately. Failure to do so will cause the student to fail the internship course and possibly not complete the program.

Students who are terminated from their internship site at the request of their onsite preceptor for any reason will receive a grade of "F" for the internship course. They will be required to repeat the internship course. The previous hours earned onsite will not count toward completion of the required internship hours.

Student Internship Evaluation

Evaluation of student performance is an ongoing collaborative process. Students and faculty are expected to communicate frequently regarding the objectives and progress toward completing the objectives. Evaluation conferences are held at mid-point in the internship and an evaluation form is completed by the preceptor following the internship experience.

Student Internship Absence

Each internship course has a prescribed number of contact hours as required by the syllabus. The actual contact hours are stated in the undergraduate and graduate course syllabi. All internship experiences, whether on- or off-campus, are learning activities designed to help the student meet course objectives. Tardiness and absences from the practicum are unacceptable except in an emergency situation. Should an absence be unavoidable, the student should notify the preceptor at least 1 hour prior to the scheduled session. Failure to report an impending absence is considered **lack of** accountability and will be reflected in the internship evaluation. In the event of an internship absence, the student must make up all missed contact hours.

In addition students are required to attend class during the semester. Class dates are determined by the instructor and will be identified and posted in the syllabus. Students are required to inform their instructor regarding issues, concerns, or problems especially in regards to fulfilling internship requirements and responsibilities. Failure to do so will affect the student's ability to finish the internship successfully and meet their internship requirements.

Internship hours, seminars and other internship requirements must be completed within 1 year of the start of the internship.

Illness Policies

Students are required to adhere to the internship requirements of the HSA program and to the health policies of the agency. Guidelines for students include:

1) Students are not to attend internships when ill.
2) If a student is ill, and the preceptor believes participation in the setting may be detrimental to either the student or client, the student may, at the instructor's discretion, be sent home.
3) Pregnancy does not preclude students from the internship. The student is responsible for evaluating the potential health hazards of any internship experience upon her pregnancy. Preceptors should be notified of a student pregnancy in order to protect the health and well-being of the student. Faculty reserves the right to modify student assignments that may, in the faculty's judgment, jeopardize health.
4) Students are not to attend the internship with a fever. Students are to be afebrile 24 hours prior to returning to the internship site after an illness.
5) Students with a positive streptococcal throat culture are to have been on medication for at least 24 hours prior to returning to the internship site.

Accidents or Unusual Events

Any accident or unusual circumstance in which students have become involved during their internship experience must be reported immediately to their faculty. Students are expected to complete any documentation required by the internship site (Accident Report) during that day. An accident or unusual occurrence in which a student is involved with at an internship experience must be reported immediately to the preceptor and to the course faculty within 24 hours. Please note students are responsible for all their emergency room fees and hospitalization costs, even those that arise from the internship assignment.

Field Trips

When on field trips or when representing University of Detroit Mercy in any capacity, students should dress appropriately. No jeans or form fitting clothing are to be worn on these occasions.

Witnessing and Signing Wills

A student is not permitted to sign any legal documents or act as a legal witness in any case whatsoever.

Client Rights

In concert with the philosophy of the Health Services Administration Program, which speaks to the dignity, worth and work of each individual, students are to protect and respect the rights to privacy, religious beliefs, and personal philosophy of all employees and patients within the internship environment. Confidential data such as addresses and phone numbers may not be used for any purpose other than Internship assignment.

Use of Medical Records

The regulations regarding access to and use of medical records will vary according to the hospital or agency in which the student is having the administrative experience. As a rule, if students need a patient's record for study purposes, they must obtain written permission from the preceptor.

The Health Insurance Portability and Accountability Act (HIPAA) of 1996, mandates Federal privacy protection for individually identifiable health information. Standards have been set for health care providers (who transmit health care transactions electronically). While at the internship site, most of the health care providers and administrators that you will come in contact with will be under the HIPAA guidelines and requirements. In your studies, and during your internship, you need to be aware of these requirements, and additionally, the administrator will sometimes train you on their organization's HIPAA policies and practices.

Some of the pertinent requirements of HIPAA are:

- Notifying patients about their privacy rights and how their information is used.
- Adopting and implementing privacy procedures for the practice or hospital.
- Training employees so that they understand the policies. ○ Designating an individual as a Privacy Officer, who is responsible for seeing that the privacy procedures are followed. ○ Securing patient records containing individually identifiable health information so that they are not readily available to those that do not need them.

While participating in an internship, you will be expected to comply with HIPAA requirements, and you need to conduct yourself in the following manner during your internship:

- Use safeguards to prevent the use or disclosure of PHI (Protected Health Information) other than for your direct performance of services.
- Notify your preceptor or faculty member of any use or disclosure of PHI that is contrary to your service and its purposes.
- Ensure that fellow students do the same. ○ Cooperate with and abide by the training, policies and procedures of the health care provider.

Student Affairs and Information

University Organizations

Students seek the freedom of individuality, but try to avoid isolation through associations and relationships. At the University, student organizations are an important factor in the total educational process. Student organizations bring together people with similar interests and at the same time challenge them to accept each other's differences. Organizations:

○ Encourage members to expand friendships and develop new relationships.

○ Encourage students to spend more leisure time growing and learning. ○ Help students develop skills of leadership and collaboration.

○ Free students to dream dreams larger than themselves, and to have a collective base of talents to bring some of those dreams into reality. A complete listing of student organizations and leadership opportunities are available on-line at http://www.udmercy.edu/life/groups/index.php .

University Student Handbook

University of Detroit Mercy Student Handbook may be found on-line at http://www.udmercy.edu/life/policies/index.php . The student handbook contains non-academic policies and procedures. If you have any questions or need clarification on any of the published policies, please contact the Associate Dean of Students (McNichols Student Center 101) – (313) 993-1033. The following information and policies are published at this site:

- Sexual Misconduct Policy
- Information about campus
- The academic calendar
- An A-to-Z guide of Detroit Mercy services and programs
- Computing information
- Detroit Mercy student policies
- A campus directory
- Information about attractions around

Service

Community service is viewed as an important activity at University of Detroit Mercy and can be accomplished in a variety of ways. The Institute for Leadership and Service (313) 993-2003 works as an agent to get people, primarily students, involved in the University, as well as the surrounding community. Through community service students see different ways of life due to economics, religions, culture, family values and traditions. They then learn to understand, accept, cherish, and respect these differences, to see similarities and how to work together in a global community.

Community Involvement/Activities

Adopt-A-Child for Christmas - sponsors local Detroit children; faculty and students "adopt" individual children or families and buy gifts for them. **Alternative Spring Break** - volunteers participate in extensive fundraising activities in order to go to various locations (generally in the Appalachian region) to work in service outside of their own community and often in a very different culture.
Alternatives for Girls – Homeless shelter for young women 16-20 years old. Design and present workshops, volunteer with referral service, outreach assistance, help with evening programs and facilities.
Habitat for Humanity - Fix houses in conjunction with the community group for use by low-income families.
Hunger Week - a week of fundraising and education centered on the issues of hunger and homelessness; includes hunger banquet, fast-a-thon, speakers, music, service, reflection, celebration; co-sponsored with Campus Ministry. **Red Cross Blood Drive** - work with Student Activities to encourage donor participation.
Simon House - a house for HIV positive women and their children; volunteers work on a variety of projects based on interest. **St. Leo's Soup Kitchen** - Serve meals to the homeless.
Speakers Bureau - work in conjunction with Women's Studies, the Student Senate and other offices to bring in nationally known speakers. **Tutoring** - available in local schools to be set up through our education coordinator on an interest basis; volunteers tutor individually and on their own time.

Campus Ministry

Campus Ministry (CM) at Detroit Mercy exists to enhance the spiritual, emotional and community life of the University. Services scheduled throughout the year are: retreats, prayer services, reflection and discussion sessions. CM is available to counsel students in spiritual distress and offer a listening ear for student issues.

TUTORING AND COUNSELING SERVICES

The CHP and MSON Office of Student Academic Support Services

Offers tutoring at no cost for undergraduate and graduate HSA/MHSA students. For more information and/or to schedule an appointment please contact:

Janielle Losaw, MS Ed
Assistant Dean for Student Academic Success & Outcomes
College of Health Professions
McAuley School of Nursing
Ph: 313-993-1599
Schedule an appointment: https://calendly.com/chpsass

Academic Support Services: Free Tutoring for Undergraduates

Student Success Center (SSC) provides free tutorial services, including one-on-one tutoring sessions and study groups, for all registered undergraduate students. Study groups are part of Supplemental Instruction (SI), a national, participatory academic support program in which tutors sit in on specific sections of targeted courses such as math and science throughout the term and then guide study sessions each week. Any student in the course may attend these sessions; the schedule is posted each term in the Student Success Center.

An appointment is recommended for individual tutoring sessions, although a limited number of walk-ins are available each day. Day and evening appointments are available during each term. Students should call (313)993-1143 or visit the Student Success Center on the 3rd floor of the Library to make an appointment. No appointment is necessary for the study groups.

SSC offers free tutoring in most freshman and some upper-division courses, including math, chemistry, biology, languages, philosophy, history, and English. One-on-one and small group appointments are available in the Learning Center on the third floor of the McNichols Campus Library. Limited walk-in tutoring is also available.

Detroit Mercy also offers study groups, conducted by tutors who sit in on specific sections of targeted courses throughout the term and run study sessions weekly. These guided study groups support freshman math, science, and statistics classes

Personal Counseling Services

The University offers counseling without cost for students and faculty. To schedule an appointment you may contact one of the University Counselors M-F 8:30 am until 5:00 pm (Aug 15 – June 15), West Quads, Wellness Center.
Dr. Annamaria Silveri, PhD, 313-993-1459 silveran@udmercy.edu
Erika Budson, 313-993-1545 budsonel@udmercy.edu
Natalie Wicks (part-time), 313-578-0496 wicksnk@udmercy.edu Summer hours vary, please call for the schedule.

At the Detroit Mercy Psychology Clinic, services are provided by student therapists from the doctoral program in Clinical Psychology or the School Psychology Specialist program - under the supervision of qualified and licensed psychologists from the community. Client confidentiality is strictly observed. Members of the community and a limited number of students are charged on a sliding scale which is based on the ability to pay. No one is denied services due to financial limitations. The clinic does not participate with insurance companies. Full payment is

requested at the time of service. Appointments can be made by calling (313) 578-0570 during office hours.

HEALTH SERVICES

It is strongly recommended that all students carry health insurance coverage for the duration of their program experience. Students assume responsibility for their own medical care. Information regarding a basic injury and illness insurance plan is available through the University Student Health Center, 313-993-1185 (see https://www.udmercy.edu/life/health/insurance.php).)In their capacity as students, students cannot access employee health care services free of charge at program clinical sites.

Limited services are available through the Student Health Clinic.
Students are responsible for any health care costs. The university assumes no responsibility for a student's medical care.
https://www.udmercy.edu/life/health/clinic.php

STUDENTS ARE RESPONSIBLE FOR ALL HEALTH CARE COSTS (including emergency care) THAT MAY BE INCURRED DURING THEIR ENROLLMENT IN the Health Services Administration Program.

Liability Insurance: All students are covered by professional liability insurance through Detroit Mercy while enrolled in internship courses.

Index of Student Services & Resources for Learning

Department, Location, Hours, Phone & Fax

Building Codes:

B – Briggs
C&F – Commerce and Finance
CH – Calihan Hall
CHP- College of Health Professions
ENG – Engineering
FAC – Fisher Administration Center
LIB- Library
LR - Lansing Reilly
McN- McNichols Campus
RH – Reno Hall
SC – Student Center
SH- Shiple Hall

NOTE: Normal business hours are 8:30 am to 5:00 pm Monday through Friday unless otherwise noted.

Admissions McN/FAC
University of Detroit Mercy
4001 West McNichols Road
Detroit, MI 48221-3038
Phone (toll-free): 800-635-5020 E-mail:
admissions@udmercy.edu
http://www.udmercy.edu/apply/

Athletics, McN/CH; (313)993-1700 (p); (313)993-2449 (f); www.detroittitans.com

Bookstore, McN/SC, Phone: (313)993-1030;
STORE HOURS
Monday 9am - 6:00pm
Tuesday 9am - 6:00pm
Wednesday 9am - 5:00pm
Thursday 9am – 5:00pm
Friday 9:00am – 4:00pm
Saturday and Sunday CLOSED
Check website for most current schedule: www.udmercy.bncollege.com

Career Education Center, McN/RH 143; (313)993-1017(p); (313)993-1029 (f); www.udmercy.edu/cec/; careerlink@udmercy.edu (email)

Computing Labs McN/ (313)993-1596
All labs are for general purpose use, subject to availability and closed for all University holidays, unless otherwise noted.

ENG 140, (313)993-1100 or (313)993-1596
Monday to Friday 8:30 am to 10:00 pm

C & F 10, (313)993-1597 Monday to Friday 8:30 am to 10:00 pm. The lab is closed to general purpose usage during Term III (May - August)

SC, Student Union Basement (Next to the Grounds) (313)993-1596
Monday to Sunday 8:30 am to 12:00 am

CHP 7, Lower Level, (313)993-1174 or (313) 993-1597, Monday to Friday 8:30 am to 10:00 pm. The lab is closed to general purpose usage during Term III (May - August);

Dental Clinic (main office), Corktown Campus, 2700 M.L.King Jr. Blvd, Detroit

(313)494-6700 http://dental.udmercy.edu

Financial Aid, McN/FAC 70, Reception desk: (313)993-3350
Toll-Free: 1-800-635-5020 (8:30 a.m. – 5:00 p.m.)
Fax: 313-993-3347 Email: finaid@udmercy.edu

Fitness Center Office & Intramural Sports-University Recreation
(313) 993-1783 fitnesscenter@udmercy.edu
Hours: Monday-Friday 7am-10pm
Saturday 12pm-7pm and Sunday 1:30pm-9pm
Call for summer hours

Food Services, McN/SC, 2nd fl. (313) 993-1616
Titan Dining Room---Monday-Friday
Breakfast 7:30am-10:30am
Lunch 11:30am- 1:30pm
Dinner
Monday-Thursday 4:30pm- 7:30pm
Friday 4:00pm- 6:00pm
Saturday-Sunday
Brunch 10:30am- 1:30pm
Dinner 4:00pm- 6:00pm

The Loft/McN/SC
Monday-Thursday 8:00am-10:00pm
Friday 8:00am- 9:00pm
Starbucks closes at 2:30 pm M-F
Subway opens at 10:00 am M-F
Grill opens at 11:30 am M-F
Saturday-Sunday (Grill only) 6:00pm- 9:00pm

The Bookmark McN/LIB
Monday-Thursday 8:00am-9:30pm
Friday 8:00am- 5:00pm

Titan to Go, McN/SH
Sunday-Thursday 6:30pm-11:30pm

Grounds Coffeehaus McN/SC basement (313)993-1154
Monday-Thursday 9am-12am
Friday 9am-5pm
Saturday 9am-12pm
Sunday 5pm-12am
Tommy's (Healthy Snacks), McN/Fitness Center

(313)993-1783

Health Center, McN/West Quad 104
(313)993-1185 (p); (313) 993-1777 (f);
Monday-Friday 10am-4pm Fall/Winter terms Monday-Friday
11am-2pm Spring/Summer terms
http://www.udmercy.edu/slo/wellness/healthcenter/

Instructional Design Studio, McN/LIB 3rd Fl. Room 326
(313)578-0580 Email: ids@udmercy.edu

International Services Office, McN/RH Lower level
(313)993-1205 (p); (313)993-1192 (f)
Monday-Friday 9:00am-5:00pm

IT Help Desk, MCN/FAC Room 230
(313)993-1500, Website: it.udmercy.edu
Monday-Thursday, 8:30 am to 7:00 pm
Friday, 8:30 am to 5:00 pm (Term I and II)
An online ticket system allows all users to make requests 24/7 and to track the progress of those requests.

Libraries/Media Services, McN/LIB; (313)993-1795(check-out desk);
(313)993-1071 (reference/information desk)
Office Hours http://research.udmercy.edu/about/hours/mcn.php

Parking ID Office, McN/SC first floor; (313)578-0341; Monday-Thursday
10am-6:30pm, Friday 10am-5pm www.udmercy.edu/slo/office/parking

Personal Counseling Services
For appointment contact a University Counselors M-F 8:30 am until 5:00 pm (Aug 15 – June 15), West Quads, Wellness Center.
Erika Budson, 313-993-1545 budsonel@udmercy.edu
Dr. Annamaria Silveri, PhD, (313)993-1459 silveran@udmercy.edu
Natalie Wicks (part-time), (313)578-0496 wicksnk@udmercy.edu
Summer hours vary, please call for schedule.

Public Safety – On Campus only, www.udmercy.edu/publicsafety
McN/SC Southeast corner. **Open 24 hours, 7 days a week**
Emergency 123 (from campus phone), (313) 993-1123 (non-university phone)
Non-emergency (313) 993-1234; publicsafety@udmercy.edu
Registrar, McN/FAC 80;
(313)993-3313(p); (313)993-3317 (f);
registrar@udmercy.edu

Residence Life, McN/SH 115;
Phone: (313)993-1230; reslife@udmercy.edu
Residence Hall Repair Hotline, (313)993-1747

Student Accounting Office, McN/FAC 40;
(313)993-1420(p); (313)993-1414 (f)

Student Life, McN/SC ground floor;
(313)993-1150(p); (313)993-3275 (f)

Student Senate, McN/SC, basement;
(313)993-1493; studentgov@udmercy.edu

Student Success Center, McN/LIB 3rd floor; (313)993-1143 http://www.udmercy.edu/uas/ Fall & Winter Term:
Monday - Thursday 8:30am - 9:00pm
Friday 8:30am - 5:00pm
Saturday 10:00am - 3:00pm Sunday 5:00pm - 7:00pm Summer Term:
Monday - Friday 9:00am - 5:00pm

Call for tutoring appointment, study group schedule, advising, athletic study table, placement testing, and disability support services

Theatre Company, MCN/RH, Room 43
(313)993-3270 Daily Box Office Hours: Tuesday-Friday, 12pm-5pm
Transcripts, McN/Registrars
(313)993-3313 (p); (313) 993-3317 (f), registrar@udmercy.edu (email)

University Ministry, McN/SC 106
(313)993-1560, ministry@udmercy.edu (email)

Writing Center, McN/Briggs Room 131
(313)993-1022
Hours: Monday-Thursday 9:30am-8pm
Friday 9:30am-5pm
Sunday 12:30pm-4:30pm- Library lobby

Communication

An important skill required by professional administrators is the ability to communicate with clients and colleagues. To contribute to a positive educational environment in the Health Services Administration program, students, faculty,

staff, and administrators need to be able to communicate clearly. Whether you are suggesting an alternative curriculum approach to a faculty committee, discussing your academic achievement in a course, or reviewing your program of studies with a faculty advisor, the communication process needs to convey messages accurately. Effective communication has a positive influence on our educational community. In order to foster communication in the HSA program, the following have been established.

Faculty Office Hours

Full-time faculty members are available to students on an appointment basis. Specific times of availability are posted on a faculty member's door. Adjunct faculty members generally schedule their office hours in conjunction with the courses they are teaching.

Faculty Mailboxes

The college staff are available from 8:30AM to 5:00PM, Monday through Friday, to accept messages or materials for faculty (Summer hours 8:30AM to 4:30PM). Do **NOT** slide assignments under faculty office doors.

Dean and Program Director's Office Hours

The Dean and Program Director are available to meet with students by appointment.
Appointments can be scheduled by calling the following numbers:
Dean (313) 993-2443
Program Director (313) 993-1146

Student Representation

Students have the opportunity to have a responsible voice in their curriculum and the institutional policies through membership on the Student Advisory Council. In September of each academic year, students may nominate themselves or colleagues for membership.

Student Advisory Council Input

The Student Advisory Council provides input on the HSA Curriculum and program at large. The purpose is to give feedback to faculty and administration regarding academic and student life in a structured, constructive process with the Program Director. Student Council members meet on a periodic basis with the Program Director and faculty to provide feedback to faculty and administration regarding academic and curricular issues. Student Council representatives are selected each year by self-nomination, or nomination by peer or faculty.

Health Services Administration Student Advisory Council

As HSA students, you can become involved in your local and national student organizations and have your voice heard.

Article I

Name

The name of this organization shall be the Health Services Administration Student Advisory Council (HSASAC).

Article II

Purpose and Objectives

The purposes of the HSASAC are:

1) To work collaboratively with faculty and administration in contributing to excellence in HSA education and in fulfillment of the HSA and University of Detroit Mercy mission.
2) To foster professionalism and responsibility in contributing to HSA education and ultimately to the health care of the persons and communities we serve.

The objectives of the HSASAC are:

1) To provide input into the standards of HSA education and policies which govern the education process.
2) To appoint representatives to University and College of Health Professions committees and be active participants of these committees in order to have direct input into standards and policies of the HSA Program.
3) To foster community involvement and community service activities representative of the HSA Program.
4) To provide mentoring for students within the HSA Program.
5) To promote and encourage recruitment efforts, participation in student activities and educational opportunities for all students.
6) To work collaboratively with the College of Health Professions and other organizations with similar purposes.
7) To encourage involvement in legislative activity, which can influence health care, nursing education and practice.

Article III

Members

The HSASAC shall consist of the following persons:

a. All registered students in HSA and MHSA programs are members of the HSASAC.
b. HSA SAC leadership team, including HSA SAC President, will consist of a minimum of two and maximum of five student representatives, who may be nominated by self, peers or faculty, and will represent student voices in the HSA Program.

c. A faculty advisor.
d. The HSA SAC President is selected by mutual decision of HSA faculty and HSA SAC leadership team.

Article IV
Officers and Representatives

Section 1
The leadership team of the HSASAC shall consist of a two to five student representatives nominated by self, peers or faculty.

The Faculty Advisor will be the liaison between the HSASAC and the faculty.

Section 2
A student must be in good academic standing with a 2.0 GPA for undergraduate students and 3.0 GPA for graduate students to be eligible for election as a member of the HSASAC leadership team, and the GPA must maintained throughout the term of his/her office.

Invitations to attend HSA department meetings and Advisory Board meetings will be regularly sent to all members of the HSA SAC leadership team, who may select one attendee. Student representatives can rotate attendance of meetings.

The HSASAC is required to meet with the faculty advisor during the academic year.

Section 3
Article V
Student Advisory Council and Faculty Advisor
There shall be at least one faculty advisor for the HSASAC. The **faculty advisor** shall:

a. Serve on a volunteer basis.
b. Serve as a liaison with the College of Health Professions, faculty and administration.
c. Attend Student Advisory Council meetings (if any) as available. If unable to attend, he/she may appoint another faculty member to attend in their stead. Faculty members, as advisors, do not have voting power on issues brought before the HSASAC.
d. Provide direction and advice pertaining to Student Advisory Council activities and issues.
e. Be kept apprised of Student Advisory Council issues and activities by the members of HSA SAC leadership team.

Article VI

The Student Advisory Council may develop ad hoc committees, as they deem necessary. These committees will not be afforded Student Advisory Council voting privileges. They will follow the direction provided by the Student Advisory Council.

Article VII

Amendments

a. Official bylaws will be voted on by two-thirds of the HSA SAC leadership team.
b. Proposed changes to these bylaws must be posted on the HSA website at least 30 days prior to a vote on the change. These proposed changes must be read into the minutes of a meeting, with a vote taking place the following meeting.
c. A two-thirds vote by the HSA SAC leadership team and approval of the faculty advisor shall accept or rescind any amendments to these bylaws.
d. The HSASAC President will notify HSA faculty and students of any amendments to these bylaws, which have been adopted.

Curriculum

Health Services Administration Curriculum

The Health Services Administration program can be completed through full or part-time enrollment.

Transfer applicants to the Health Services Administration undergraduate program must have a minimum overall cumulative GPA of 2.0 and complete Detroit Mercy placement tests in English composition and mathematics.

Detroit Mercy Academic Standards for Minors

Approved September 7, 2006

University of Detroit Mercy recognizes that a minor is a specific area of study that a student may pursue in addition to their major. To maintain academic integrity the University has established the following policy regarding minors.

Policies

A. All Detroit Mercy minors are expected to conform to the standards herein.
B. All coursework required for a Detroit Mercy minor must be offered by faculty associated with an academic department or academic units at Detroit Mercy.
C. All minors shall be subject to the normal Program Review process.

Rules and Regulations

A. **Declaration of a Minor**
   1. The student must declare a major before declaring a minor.
   2. Students should declare a minor by the first semester of their junior year.
   3. A minor must be certified at the same time that the major(s) is certified for graduation.
   4. A minor cannot be added after graduation.
   5. Upon successful completion, minors are listed on a student's final transcript but are not listed on the diploma.

B. **Number of Minors Allowable**
   1. Students may complete a maximum of two majors and one minor at Detroit Mercy.
   2. A student is not required to complete a minor.

C. **Subject Areas for Majors and Minors**
   1. Programs do not have to offer minors for every major.
   2. A program can offer a minor without offering a major.
   3. Students can minor in areas outside the college/school of their major(s).
   4. Normally students cannot be awarded a minor in a field in which they are earning or have already earned a bachelor’s degree.

D. **Minimum number of credits required for Minor**

1. A minimum of 18 credits is required for a minor.

E. **How courses are counted towards Majors and Minors**
   1. At most, 6 credit hours may be counted towards both the major and the minor.

F. **GPA requirement in the Minor**
   1. Students must maintain a cumulative 2.0 grade point average in all minor courses in order for the minor to be posted on the official transcript at the time of graduation.

G. **Pre-Requisites**
   1. Pre-requisites may be required for some minor courses.

H. **Level of Courses required for Minor**
   1. At least half of the courses within the minor must be upper division courses (3000+ level).

I. **Pass/Fail**
   1. No course required for the minor can be taken on a pass/fail basis.

J. **Residency Requirements**
   1. At least 12 credits (or 4 courses) of the courses required for the minor must be taken at Detroit Mercy unless the courses are taken as part of a consortium agreement.

HSA Program Requirements (Bachelor of Science)

New Core Curriculum

Required for freshman beginning classes Fall 2017 and beyond

Course title	Course #	Course Credits
Fundamentals of Speech	CST 1010	3 credits
Academic Writing	ENL 1310	3 credits
Algebra	MTH 1010 (or higher level)	3 credits
Statistics	STA 2250	3 credits
Physical Science		3 credits
Social Science	HSA 4610	3 credits
Intro to Philosophy	PHL 1000	3 credits
Religious Studies		3 credits
Philosophy/Religious Studies		3 credits
Historical Experience		3 credits
Literary Experience		3 credits
Aesthetic Experience		3 credits
Ethics	ETH 3580	3 credits
Integrating Themes		
Reading, Writing, & Research	HSA 4700	3 credits
Critical Thinking		3 credits
Cultural Diversity		3 credits
Human Difference	HSA 3300	3 credits
Personal Spiritual Development		3 credits
Spirituality & Social Justice		3 credits

Old Core Curriculum

Course title	Course #	Course Credits
Academic Writing	ENL 1310	3 credits
Fundamentals of Speech	CST 1010	3 credits
Algebra	MTH 1010 (or higher level)	3 credits
Intro to Computers	CIS 1000	3 credits
Statistics	STA 2250	3 credits
Social Science		3 credits
Natural Science		3 credits
Natural Science/Social Science		3 credits
Intro to Philosophy	PHL 1000	3 credits
Religious Studies		3 credits
Philosophy/Religious Studies		3 credits
Historical Experience		3 credits

Literary Experience		3 credits
Aesthetic Experience		3 credits
Comparative Experience		3 credits
Ethics	ETH 3580	3 credits

HSA Major Courses

Intro Course

Overview of Health Care Systems	HSA 3010	3 credits

Major Requirements

Accounting for Health Professions	HSA 3001	4 credits
Career Exploration in HSA	HSA 3025	1.5 credits
Health Care Law & Regulations	HSA 3100	3 credits
Healthcare Marketing	HSA 3210	1.5 credits
Strategic Planning in Healthcare	HSA 3220	1.5 credits
Health in the Community	HSA 3300	3 credits
Health Promotion & Risk Reduction	HSA 3450	3 credits
Health Services Org. Management	HSA 3585	3 credits
Computer Applications in HSA	HSA 3650	3 credits
Professional Development in HSA	HSA 4025	1.5 credits
Health Care Emergency Mngmt	HSA 4600	3 credits
Health Economics	HSA 4610	3 credits
Health Services Financial Mngmt	HSA 4650	3 credits
Evidence-Based Research	HSA 4700	3 credits
HSA Internship	HSA 4941	3 credits

Professional Specialization Courses (15 credits)

Elective Credits: needed to reach the total of 126 credits

Master of
Health Services Administration Program
Typical Course of Study

Course	Course Title	Credits	Grade	Term
HSA Courses (35 Credits):				
HSA 5001	Theory and Practice of Health Services Management (coreq: HSA 5005)	2		Fall
HSA 5005	Career Management for Health Services Administrators (coreq: HSA 5001)	1		Fall
HSA 5010	Accounting Principles in the Health Care Profession	3		Fall
HSA 5020	Financial Management of Health Services (prereq: HSA 5010)	3		Winter
HSA 5050	Legal Aspects of Health Services Administration	3		Winter
HSA 5060	Health Economics	3		Fall
HSA 5070	Population Health	3		Summer
HSA 5090	Human Resources in Healthcare Organizations (coreq: HSA 5150)	1.5		Summer
HSA 5150	Leadership in Healthcare Organizations (coreq: HSA 5090)	1.5		Summer
HSA 5160	Marketing for Healthcare Organizations (coreq: HSA 5190)	1.5		Fall
HSA 5190	Strategic Planning for Healthcare Organizations (coreq: HSA 5160)	1.5		Fall
HSA 5500	Information Systems for Health Services Administration	3		Fall
HSA 5780	Quality Improvement in Healthcare Organizations	3		Winter
HSA 5825	Professional Development for Health Services Administrators (prereq: HSA 5005)	1		Summer
HSA 5860	Internship in HSA (prereq: HSA 5825; completion of min. 30 credits in the MHSA Program)	2		Any Term
HSA 5941	HSA Capstone (prereq: completion of min. 30 credits in the MHSA Program)	2		Winter
Interprofessional Courses (12 Credits):				
PYC 5030	Statistics	3		Summer/Fall
HLH 5500	Research Methods (prereq: PYC 5030)	3		Any Term
HLH 5700	Healthcare Delivery & Policy Issues	3		Winter, Summer
ETH 5520	Ethical Perspectives in Health Services Administration	3		Winter
TOTAL CREDITS REQUIRED FOR MHSA DEGREE	**47**			