

# Health Services Administration Student Handbook 2022-2023

The Health Services  
Administration Student  
Handbook provides the policies  
specific to the undergraduate and  
graduate programs and is used in  
conjunction with Detroit Mercy  
Catalog

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## 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 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 and the current undergraduate and current Graduate catalogs

## 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:

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

## 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 program. 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:

- x Submitting the same paper in more than one course without the explicit permission of the appropriate instructor.

x

## 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, and in any other related setting.

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

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

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Student Name

Date

## 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.





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



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 Tuition Adjustment 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:

- o review with the course director
- o review with the Program Director
- o 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’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 via email. 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 on 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.

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.

- x Violation of program policies on professionalism and integrity, or ethical behavior \*
- x False statements made, or false documents submitted, in the admissions process \*
- x Because of the rigorous professional requirements in the health profession and the state, the faculty and/o 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.

notified by Detroit Mercy email. T

## Academic Dismissal

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

- x Cumulative GPA remains below C for the second consecutive semester.
- x A grade below B- is earned in two courses
- x Repeating the same course twice and earning a grade below that course twice
- x Withdrawing from the same course twice and not performing at a 75% level at the point of withdrawal
- x Withdrawing once from a course having not achieved 75% at the point of withdrawal, and failing the same course on (Any student who meets criteria 4 or 5 may not register a third time in the same course).
- x Violation of CHP Honor Code
- x Any dishonest act whose result or intent is a subversion of fair and accurate didactic evaluation, i.e. "cheating" on exams.
  - o 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.
- x Violation of program policies on professionalism and integrity, or ethical behavior \*
- x False statements made, or false documents submitted, in the admissions process \*
- x 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 Discipline 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 D or F, even though their cumulative

# Academic Grievance and Appeals Policy

Informal resolution. Students are expected to take an initial step to resolve a dispute informally and in good faith with the faculty (or with whomever they have an issue). If the informal dispute is not resolved, the student should meet with the Chair, track Coordinator, or Associate Dean to resolve. Students are expected to utilize internal mechanisms of dispute resolution, such as this appeals process, before utilizing external mechanisms.

Scope. This policy governs appeals for students with academic issues that may affect a student's progression in their program. Program handbooks and policy manuals may amplify or modify the procedures detailed below.

Student responsibility. There are specific guidelines and time constraints for the submission of an appeal. A student is responsible for reading this entire document, and following its guidelines. Any questions about the appeal process should be directed to the program administrator (MSON Associate Dean, PA Chair, HSA Chair). An appeal should be addressed to MSON Associate Dean, PA Chair, HSA Chair, or specific entity identified by the program (e.g., committee). Appeals should be accompanied by a description of the student's rationale describing why the decision should be overturned, and identify strategies to improve success or remedy the effects of the decision. The student has the responsibility to demonstrate why an academic decision or its consequences should be overturned in all appeal procedures.

Appealing a Dismissal from the Program. Upon receipt of the appeal letter the status of the student is considered dismissal pending. While an appeal of a dismissal is pending, students may not attend any program activities (e.g., classroom, clinical placements or internships, student meetings, etc.).

Assignment of Grades. 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 utilize rubrics, specific criteria, 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 member who assigned the grade.

## Procedure

PLEASE NOTE: The student must follow this process, which provides specific details, guidelines, timelines and expectations.

1. Students will be notified of an adverse determination regarding academic progression by a communication from the program administrator or similar title, e.g. track coordinator). This communication will be sent by email to the student's Detroit Mercy email account. Note that programs may also choose to send a copy of this communication by United States Post Office mail in addition to the official email communication. The communication will provide the procedures a student must follow in order to appeal the decision. Any written notice provided to the student will be mailed to the address on file with the University. It is the



responsibility of the student to check his or her email and mail regularly, and to ensure that the address on file with the University registrar is correct.

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communication will be sent by email to the student's Detroit Mercy email account. This decision is final.

9. In rare instances, the student may request the Dean review the decision. This request for review must state the grounds on which the student believes a review is warranted, and this communication must be received by the Dean within 10 business days of receipt of the program administrator's decision. Grounds for requesting the Dean's review are limited to the following: procedural irregularity, substantial evidence not previously considered, undue severity of action, evidence of bias, or evidence the decision is arbitrary, capricious or unreasonable.
10. The Dean has the discretion to affirm the decision, or to conduct further review of the appeal. The Dean may request additional information, and may reach a decision with or without meeting with the student or seeking additional counsel. If the Dean affirms the decision of the committee, the Dean's decision is final.
11. In any instance when a decision is made to overturn a student's dismissal, the student will reenter their program on Academic Probation. A contract will be created detailing the conditions the student must meet, either initially, or throughout the time remaining in the academic program. If the student cannot

# Internship Policies





## 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 clients 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 train you on their organization's HIPAA policies and practices. You will need to cooperate with and abide by the training, policies and procedures of your internship setting.