Health Services Administration Student Handbook 2023-2024

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 before 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 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

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.

Social Media Policy

Purpose:

In congruency with the University of Detroit Mercy's Handbook Social Media Policy, the Health Services Administration (HSA) department encourages the use of social media to connect with other professionals in the industry and healthcare organizations. Social media sites like "LinkedIn" have great value in connecting with professionals and staying current with issues and events. This policy provides guidelines for the use of social media, reminding us to critically think before posting anything to social media sites. The Detroit Mercy Handbook Provides detailed supporting guidelines for the use of social media in a learning environment.

Internship and Community Partner Policies

Social Media and Electronic Devices:

HSA Students in Internship and Community Partner Healthcare settings are expected to follow all organizational policies regarding the use of technology. This includes all tools, computers, online platforms, or software. All HSA students should keep the following in mind:

Photographs/Videos

Remember, by posting content to a third-party application, like social media, one most often is releasing ownership and rights of control to that content. This means providing unrestricted use of any photo posted. For this reason, no pictures or videos of any kind should be taken in the internship site, Community Partner Setting or on a campus practical experience (i.e. mock case competition/simulation lab) and posted to social media. There are also the risk photos taken may violate privacy or sensitive information as defined by the Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPPA), and/or National Collegiate Athletic Association (NCAA) Regulations.

Organizational computers

Cannot be used for any personal business and use must comply with organizational and University policies.

Electronic devices (cell phones, tablets, etc.)

Devices of all kinds should be used in limited duration unless directly related to a site project.

Avoid all forms of cyberbullying. These include, but are not limited to, the following:

Harassment: The bully sends malicious and offensive messages to a person and does so many times. This is a form of cyberstalking in the worst cases, and involves constant threatening and rude messages. It can eventually lead to physical harassment.

Flaming: This activity is similar to harassment. The difference is that it is a fight that occurs online that is done via email, texts, and chat. It is a form of public, online bullying that can lead to very serious outcomes with harsh language and images shared about a particular person.

Exclusion: This is the act of singling out a person and leaving him or her out of an online group or site. The group will then harass the person that has been left out of the group.

Outing: When a bully shares a person's personal and private information, including images and video in some cases. A person has been 'outed' if that person's information is widely available online.

Masquerading: This is where the bully creates a false identity to harass a person on an anonymous basis. The cyberbully may also impersonate another person so to send that person nasty messages in the other person's name.

Fraping: When a person logs onto the victim's social media accounts and pretends to be that person. This is a very serious offense that some may think is entertaining but it can ruin another person's reputation. Google generally will not forget anything that has been posted even if it is deleted so this is a very serious form of cyberbullying.

Trolling: This is the intentional act of getting a response online by using insults and bad language on social forums and social media sites. It is common for the troll to put down the victim and try to make the person angry and respond in kind.

It is the student's responsibility to stay up to date the terms of use for the social media platform. Students are encouraged to maintain professionalism and post respectful and credible content. Students are representing not only themselves but the profession and the university with each post to social media. Students should also consider securing their profiles and sharing posts that they would be proud of if shared with others beyond their control. Finally, students should remember it is the policy of the HSA department that Community Partners, faculty and administrators regular monitor social media sites and corrective action will be taken for violation of the policy.

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.

Professional 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 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 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 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 via Detroit Mercy 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 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 via email 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 Detroit Mercy email. 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 GPA 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 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 students 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.

2. Students are afforded only one opportunity to appeal an academic decision. If a student does not request an appeal or fails to appear at the hearing to discuss the appeal, they will forfeit their right to appeal. A student may withdraw an appeal at any time.
3. A student initiates the appeal, through their Detroit Mercy email account, that includes a signed letter to the program administrator (MSON Associate Dean, PA Chair, HSA Chair) describing the basis or circumstances for the appeal. The letter must be received within five (5) business days of the date the student became aware of the issue, or should have become aware (e.g., the date of the email from step 1 above). The student's appeal should include a description of the circumstances that affected the student and strategies to improve academic performance should the appeal be granted. If no written statement is submitted, the issue will be considered closed. The student's written statement should be no more than two (2) pages when printed on paper, and must describe the basis for appeal in detail. Supplementary information may be included to support the appeal and is not considered within the two-page limit.
4. Appeals will be considered by a committee designated by the program in their policy manuals. Faculty who were most directly involved in the decision will not be chosen to hear the appeal and in the event they are a member of the committee, will recuse themselves. The committee will review all letters of appeal and schedule appeal appointments as needed. The committee has the right to affirm the dismissal with or without meeting with the student face to face.
5. The student will be notified through their Detroit Mercy email account of the date, time, and place of any meeting.
6. The meeting to discuss the appeal request is considered a conflict resolution mechanism and is not a judicial proceeding. A student may not be represented by legal counsel in any hearing, or record the proceedings of any hearing. Students may be accompanied by one support person (not an attorney) at this meeting. This support person is not allowed to speak unless called upon by the committee. Students may be asked not to bring in personal belongings other than written notes and supporting documentation. The student is allowed to take notes during the hearing.
7. After meeting with the student, the committee will make a recommendation to the program administrator concerning the student's future in the program within five (5) business days. The recommendation is made based on the student's potential for success. Multiple factors may be considered, including but not limited to: overall academic performance, clinical performance, advisor notes, compliance with previous conditions of probation, accountability, and external conditions impeding success.
8. The program administrator makes the decision to affirm or overturn the original decision on academic progression based on the committee's recommendation within five (5) business days of receiving the committee's decision. This

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 was 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 re-enter 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 fulfill the stated expectations, the student will be dismissed, and there will be no opportunity to appeal this action further.

Internship Policies

All graduate and undergraduate internship students will need to comply with the mandatory vaccine requirements of their individual internship setting and will have to complete a satisfactory criminal background check and drug screen prior to beginning their internship hours.

Undergraduate students considering the internship course need to have achieved senior status before enrolling in the internship course and will need to complete 126 hours for the internship.

Graduate students must have at least 35 MHSA credits (if entered prior to Fall 2021) and 30 MHSA credits (if enrolled fall 2021 and after) completed before enrolling in the internship course and are required to complete 168 internship hours. A satisfactory criminal background check and drug screen will be required prior to placement in the internship setting.

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. 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. The internship hours must be calculated and performed separately from his/her work hours. The internship preceptor or the person that signs the internship agreement with the university cannot be a family member or relative of the student involved in that internship experience.

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

Some internship organizations will dictate what the intern will wear in that setting. Business attire may 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 and faculty 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 and faculty 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 several classes 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.

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 and faculty 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.

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/Incident 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 as the organization requires.

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 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.