Master of Health Administration Program
Student Handbook

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SECTION I - INTRODUCTION

Handbook Purpose
This handbook provides necessary information regarding policies and procedures adopted by the GSU Health Administration Department. Students are accountable and responsible for the information contained in the handbook.

The purpose of this student handbook is to serve as a resource for both students and faculty. The handbook may be subject to change, determined by circumstances that occur throughout the year. Students will be notified of any changes as they occur, and are responsible for complying with any revised guidelines.

Students are also responsible for maintaining access and/or downloading the handbook updates via the GSU web page [http://www.govst.edu/Academics/Colleges_and_Programs/College_of_Health_and_Human_Services/Department_of_Health_Administration/Master_of_Health_Administration_Program/Master_of_Health_Administration_Student_Handbook/](http://www.govst.edu/Academics/Colleges_and_Programs/College_of_Health_and_Human_Services/Department_of_Health_Administration/Master_of_Health_Administration_Program/Master_of_Health_Administration_Student_Handbook/). This handbook will be used as a reference throughout the course of study, until graduation.

The Governors State University Catalog will provide you with specific information regarding your program of study, university academic requirements and University services available to each of you.

You will find the Governors State University Student Handbook a helpful resource designed to enhance the GSU Catalog by providing information regarding Department specific and university-wide standards, policies, and procedures. It can be found at [http://www.govst.edu/uploadedFiles/Campus_LIFE/Student_Activities(7)/Student_Activities_Inside_Pages/Student%20Handbook%202014%20-2015.pdf](http://www.govst.edu/uploadedFiles/Campus_LIFE/Student_Activities(7)/Student_Activities_Inside_Pages/Student%20Handbook%202014%20-2015.pdf)

Student Instructions Requirement
All students should read the handbook in its entirety. On page 16, there is an acknowledgement of receipt of the handbook. All students must print and sign this page and give it to their advisor to be placed into the student’s file.

SECTION II - GOVERNORS STATE UNIVERSITY/COLLEGE OF HEALTH AND HUMAN SERVICES

Governors State University Mission
Governors State University is committed to offering an exceptional and accessible education that imbues students with the knowledge, skills, and confidence to succeed in a global society. GSU is dedicated to creating an intellectually stimulating public square, serving as an economic catalyst for the region, and being a model of diversity and responsible citizenship.

College Of Health And Human Services Mission Statement
The mission of the College of Health and Human Services is to provide accessible and quality health and human services professions education; foster a commitment to lifelong learning, scholarship, professional
ethics, diversity, and social justice; and infuse its programs into community partnerships for the health and well-being and economic development of the region.

SECTION III – MASTER IN HEALTH ADMINISTRATION PROGRAM

Masters of Health Administration Mission Statement
In concert with the mission of the University and the College of Health and Human Services, the mission of the Masters in Health Administration is to prepare, educate, and develop mid-career professionals working in the health services arena for competent and progressive decision-making and for increasing managerial responsibilities within the greater Chicago metropolitan area and State of Illinois. The Program is particularly interested in attracting students who traditionally have been under-served by higher education. It aims to instill students a strong commitment to the standards of professionalism. The Program’s teaching mission is supported by active faculty service and scholarship brought into the classroom to enhance the students’ learning experience.

Masters of Health Administration Program Outcomes

1. Explain various frameworks of viewing healthcare systems, delivery systems, and health policy.
2. Demonstrate business and non-business aspects of managing and measuring healthcare organizational processes and outcomes.
3. Demonstrate abilities to collect, analyze data, and communicate findings effectively.
4. Demonstrate capacity to assume leadership positions in healthcare delivery systems, healthcare product development organizations, or both public and private healthcare organizations.
5. Explain the conceptual models healthcare organizational processes and outcomes.
6. Demonstrate the capacity to make sound, thoughtful, and ethical decisions related to health administration.
7. Apply available tools to assess and measure organization-specific environment and outcomes.
8. Value organizational diversity and population differences.
9. Demonstrate commitment to health equity and patient-centered healthcare.
10. Integrate clinical knowledge and management skills necessary to improve organizational effectiveness.

CAHME Accreditation
The graduate major is accredited by the Commission on Accreditation of Healthcare Management Education (CAHME), located at 2000 14th Street North Suite 780, Arlington, VA 22201. CAHME may be reached by telephone at 703.894.0960 or by fax at 703.894.0941. CAHME’s website may be viewed at www.cahme.org.

Prerequisite Courses

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLAD 4106</td>
<td>Management Accounting for Healthcare Organizations</td>
</tr>
<tr>
<td>HLAD 3104</td>
<td>Health Care Statistics</td>
</tr>
<tr>
<td>HLAD 3101</td>
<td>Principles of Healthcare Management</td>
</tr>
<tr>
<td>HLAD 3108</td>
<td>Policy &amp; Politics in Healthcare</td>
</tr>
<tr>
<td>HLAD 3102</td>
<td>Principles of Healthcare Microeconomics</td>
</tr>
</tbody>
</table>
Required Courses/Course Sequence (54 hours)
HLAD 7101: Introduction to Health Care Organization (3)
HLAD 7102: Community Health and Managerial Epidemiology (3)
HLAD 7105: Applied Research Methods for Health Administration (3)
HLAD 7107: Economics of Health Administration (3)
HLAD 7108: Health Care Ethics and Policy (3)
HLAD 7109: Health Care Informatics (3)
HLAD 7110: Health Care Financial Management I (3)
HLAD 7111: Organizational Theories in Health Administration (3)
HLAD 7112: Health Care Management I (3)
HLAD 8101: Quantitative Decision-Making for Health Administration (3)
HLAD 8102: Health Care Program Planning and Evaluation (3)
HLAD 8103: Health Care Quality Improvement Concepts and Tools (3)
HLAD 8105: Health Care Human Resource Management (3)
HLAD 8106: Health Care Law (3)
HLAD 8107: Health Care Financial Management II (3)
HLAD 8108: Strategic Planning and Marketing for Health Administration (3)
HLAD 8901: Health Care Management II (3)

Integrative Field Experience Option
Select three hours:
HLAD 8902: Health Administration Field Experience (3)
HLAD 8110: Internship: Residency (minimum of six months) (3)
HLAD 8111: Graduate Thesis (1-8)

SECTION IV – PLANNING YOUR ACADEMIC PROGRAM

Masters of Health Administration
Upon admission into the Health Administration Program, you will be assigned an academic advisor. Periodically, your advisor will initiate meetings with you to discuss your academic progress in the program, to check in with you, and to just ask “Hi, how is it going?” You are also encouraged to initiate a meeting with your advisor at any time for the same reasons. If a problem or concern arises, please set up an appointment immediately, as it is your responsibility to keep your advisor apprised of any information relevant to your academic growth and success.

All advisors have designated office hours each semester to facilitate ongoing communication with students. In addition, all faculty members have mailboxes and voice mail. Please feel free to leave a message for your advisors, and they will respond accordingly. If, for any reason, you are having difficulty reaching your advisor, please contact program secretary Debbie Sbalchiero at 708.534.4910, or dsbalchiero@govst.edu.

Student Study Plan
Each student must meet with their advisor to develop a study plan during the first semester that they are enrolled in the program. It is the student’s responsibility to initiate this planning meeting. The study plan will detail the degree requirements and the course sequence for the Health Administration Program. Students should contact their advisers to review and update the study plan each semester.

Transfer of Credit
Students are allowed to transfer a maximum of 9 credit hours from a CAHME accredited program towards the degree requirements in the Health Administration Program.

SECTION V – STUDENT POLICIES

STUDENT RESPONSIBILITIES

Student Advisement
Upon admission into the Health Administration Program, you will be assigned an academic advisor. The role of an academic advisor is to:

- Work with the student to develop a study plan;
- Advise students in their academic progress;
- Function as a support system for the student;
- Function as a liaison between the student, the university, and its many subsystems;
- Function as an objective advocate for the student;
- Verify achieving candidacy;
- Verify completion of all requirements needed to graduate.

Purpose: To ensure that the student has every opportunity of a successful experience and has the information necessary to participate in the program and meet all program requirements.

Procedure:
A faculty advisor is assigned to each student when they are admitted to the program.

Student Responsibilities
- Students are expected to make an appointment with their advisor at least one time during each semester.
- Students should plan to see their advisor during posted office hours or by appointment.
- Students are encouraged to initiate meetings with their advisor at any time to discuss academic progress, problems or concerns.
- It is the student’s responsibility to keep their advisor apprised of any information relevant to their academic progress in the program.
Faculty advisors may periodically initiate meetings with their advisees to discuss academic progress.

- All advisors have designated office hours each semester to facilitate ongoing communication with students.
- All faculty members have mailboxes, e-mail and voice mail to facilitate communication with advisees.

Student Study Plan
Each student must have an individual study plan.

**Purpose:** To detail the degree requirements and the course sequence.

**Procedure:**

- Applicants who wish to have graduate credit for previously earned health administration course work can transfer a maximum of 9 credit hours from a CAHME accredited program.
- Application for review of transfer credits must be made prior to the first term so as to be incorporated in the study plan.
- Applicant must submit syllabi and supporting information to the faculty for a comparative review of like coursework.
- The student will meet with his/her advisor prior to or during the first semester of enrollment in the curriculum.
- The student and advisor will review the prescribed course of study.
- The study plan must be reviewed and updated whenever a student:
  o Is unable to progress according to plan and the advisor agrees to alter the plan.
  o Wishes to substitute course work specified on the plan
  o Must repeat a course
  o Receives a grade of “C” in a course
  o Deviates from the study plan
  o Does not receive authorization for candidacy
  o Is readmitted
- Courses not specified in the study plan will not apply toward the degree requirements.

MHA Candidacy
After admission as a degree-seeking student, a student also must apply for candidacy. Application forms are available from the student’s advisor. Application for candidacy should be made during the semester in which the student expects to fulfill the candidacy requirements. Unsuccessful applicants to candidacy will not be permitted further registration in courses in the degree program. To qualify for degree candidacy, a student must:

- have earned a grade of “B” or better in six of the following nine courses:
HLAD 7101 Introduction to HCO
HLAD 7102 Community Health & Managerial Epidemiology
HLAD 7105 Applied Research Methods for Health Administration
HLAD 7107 Economics of Health Administration
HLAD 7108 Health Care Policy and Ethics
HLAD 7109 Health Care Informatics
HLAD 7110 Health Care Financial Management I
HLAD 7111 Organizational Theories in Health Administration
HLAD 7112 Health Care Management I

- Complete all prerequisite course work listed in the Required Preparation Section
- Apply for candidacy after earning a minimum of 18 and a maximum of 27 graduate-level credit-hours
- Demonstrate adequate oral and written communication abilities appropriate for the profession
- Demonstrate adequate interpersonal skills appropriate for the profession.

Skill levels noted in last two bullet points above are evaluated based on the professional judgment of the faculty and administrators through regular review of student progress.

**Purpose:** To ensure that each student has met all requirements necessary to move toward practicum fieldwork.

**Procedure:**
- Students must meet with their advisor to determine that all requirements for candidacy are met.
- Students must complete application form available from each advisor
- Applications must be received in the semester prior to beginning practicum fieldwork
- Advisor will verify and Program Chair will authorize candidacy
- Applications for candidacy will be placed in the student’s file

**Graduation Application**
The application to graduate is online. Students, who are in their last term, need to apply to graduate (to earn their degree). The deadline to apply for graduation will be posted to the GSU Portal at the beginning of each semester. The $50 non-refundable, processing fee is payable online as well. Click here for a tutorial in the myGSU portal. Forms and deadline information may be obtained at: [http://www.govst.edu/graduation/](http://www.govst.edu/graduation/).

**Purpose:** To ensure that all students completing the requirements for graduation comply with the university rules for graduation.

**Procedure:**
- Prior to completing these forms students should have met with their advisor to review their study plan and verify completion of degree requirements.
- Outstanding requirements must be completed by the term the student is expected to graduate.
- When the Registrar's Office receives the applications, they are coded for billing.
- The forms are then sent to the faculty academic advisors to determine whether the student has completed their degree requirements.
- The advisor must notify the student if he or she is not eligible for graduation.
- The forms are then signed with the appropriate signatures and sent to the Graduation Counselors in the Registrar's Office.
- Approval by the Registrar's Office results in the awarding of the diploma.
- The diploma is awarded only upon verification of completion of all degree requirements and satisfaction of all financial obligations to the University.

**Thesis Option**  
Students have the option to do a thesis instead of an internship.

**Purpose:** To provide an opportunity for master’s level students to conduct research on a topic that is of interest to them and health administration related.

**Procedure:** Please see guidelines for this option in the Appendices at the end of the document.

**STUDENT STATUS**

**MHA Admission**  
Admission to the Masters of Health Administration program is possible twice yearly, the fall and spring of each semester. Applicants must complete all steps in the application process to be considered for admission.

**Purpose:** To provide an effortless admission process which allows for the admission of students who meet the requirements for successful completion of the program and entry into the profession.

**Procedure:**
- Applicants must apply through the Health Administration and Management Policy Centralized Admission System (HAMPCAS) by the designated deadline each year.
- Applications received after the published deadline will not be accepted.
- After the designated deadline, applications will be reviewed. The Admission Chair will inform applicants of their status (complete or incomplete) through HAMPCAS.
- If a student’s application status is “complete”, they will be invited to participate in a telephone interview with the Admissions Committee.
- After the interviews have been conducted, the Admissions Committee will review the pool of applicants.
- The Admissions Committee will render decisions (admit, deny).
- Applicants will be informed of the decision by the Chair of the Admissions Committee via HAMPCAS.
Applicants who accept the offer must submit official transcripts and to the Chair of the Admissions Committee.

Dismissal from the Program
Students who fail to demonstrate behaviors consistent with the professional practice of health administration, violations of student policies and procedures, and/or maintenance of academic GPA standards as outlined in the Governors State catalogue - Graduate Studies - will be dismissed.

Procedure:
- Students should refer to Policy 19G for readmission criteria
- Students shall be given an opportunity to present their position regarding such action if they wish to do so per university policy. Students are expected to understand and foster the University Statement of Responsibility and comply with the Health Administration Department’s student policies and procedures.

Withdrawal from the Program
The student may withdraw from a course at any time prior to the deadline.

Procedure:
- Withdrawal from a course must follow GSU Policy 6.
- The curriculum is sequential; thus, withdrawal from a course will result in revision of the study plan and may add additional semesters to student progress.
  - The revised study plan will reflect the next scheduled opportunity to take the course.
  - The revised study plan will maintain the sequence of the curriculum and reflect any adjustment in length of time to complete.

Reinstatement to the Program
Students who withdraw from the program and wish to reenter at a later date are required to submit a letter requesting reinstatement to the Governors State University Masters of Health Administration Program Chair.

Purpose: To ensure quality student outcomes.

Procedure:
- Students who wish to apply for reinstatement to the Health Administration Program must submit, to the Chair, a letter requesting reinstatement no later than 60 days prior to the next scheduled academic term.
- Upon receipt of the student’s letter, the Health Administration Admission Committee will review the student’s record and submit recommendations to the Chair of the Health Administration Program.
- A letter from the Chair of the Governors State University Health Administration Program will be sent to the student regarding the decision for reinstatement.
- Reinstatement to the program must be within twelve months of the withdrawal from the program.
Withdrawals extending beyond 12 months will require the student to apply for admission to the program.

**Academic Progression**
A student must successfully complete all courses listed in the Study Plan

**Purpose:** To ensure that students stay within the course progression as prescribed. A cumulative G.P.A. of 3.0 is required to progress in the program.

**Procedure:**
- Complete all prerequisite course work listed in the Required Preparation Section
- Maintain a minimum cumulative semester GPA of 3.0 as per Policy 14G
- Apply no more than one course with a grade of “C” toward degree requirements
- Repeat a course only once to meet degree requirements (cannot take the same course more than twice for credit)
- Apply for candidacy with the approved Degree Candidacy Application (available from advisor) after earning a minimum of 18 and a maximum of 27 graduate-level credit-hours (note: students must be in good standing as per Policy 14G to apply for candidacy)
- Earn a grade of “B” or better in the capstone/culminating course (HLAD 8902, HLAD 8110, or HLAD 8111)
- A student may appeal a final grade according to GSU Policy 5
- A student may appeal a decision for dismissal according to GSU Policy 5

**Non-Academic Performance**
Non-academic performance is considered part of the student’s overall academic performance. These criteria must be met in addition to academic criteria to achieve and maintain candidacy in the program. Assessment of these criteria and response to infractions is as per the department procedure below.

Students are required to meet the following criteria:
- Communication abilities for communicating with fellow students, instructors, and other professionals
- Professional demeanor includes the ability to act independently, and ability to cooperate with others. Examples of these behaviors may include the ability to accept and respond appropriately to criticism, maintaining a professional appearance in terms of dress and hairstyle, maintaining confidentiality, etc.

**Purpose:** To ensure students understand that interpersonal skills, professional behavior and other non-academic skills are essential in the functioning of a health administrator, therefore these skills and behaviors are expected during student tenure in the program.

**Procedure:**
- The Health Administration Program faculty addresses these issues through regular reviews of student progress during faculty meetings.
- Potential problems are raised as soon as possible through regular review of student’s progress during faculty meetings.
A faculty advisor will initiate discussion with the student. Potential problems are raised as soon as possible with the student.

- A remediation plan is developed and includes a time line for student response.

- On rare occasions it may be necessary to dismiss a student from the program for non-academic performance.

- Before arriving at such a decision there will be an extensive review of the remediation plan and student response.

Incomplete Grades Option

An instructor may grant a grade of incomplete to a student provided that reasons for the non-completion of the coursework are acceptable. The time allowed for completing unfinished coursework will be determined by the instructor but will not exceed fifteen (15) weeks.

**Purpose:** To offer an opportunity to students who experience extenuating circumstances beyond the student’s control and/or for valid academic reasons they are unable to complete course work by the end of the grading period.

**Procedure:**

- A student must make a written request for an incomplete. The request must include the reason for the extension.

- An instructor may give a student an I grade if the instructor concurs with the student’s request.

- The instructor will establish the period of time for completing the course work not to exceed 15 weeks.

- Extension of an I grade may be contracted with the instructor subject to the Department Chair’s/Dean’s approval. The extension shall not exceed 15 weeks.

- A student may petition the college in writing for an extension of time beyond the time allotted by the instructor for the completion of unfinished work.

- If work is not submitted by the deadline established for an incomplete (I) or an extended incomplete (E) the grade will become an “F.”

- To be eligible for graduation, all grades of incomplete (I or E) must be removed by the graduation processing date.

CLASS REQUIREMENTS

**Attendance**

Students are expected to attend all sessions of every class.

**Purpose:** To ensure that students receive the maximum benefit from courses and professional courtesy is maintained.

**Procedure:**

If a student is going to be late for class the following procedures are followed:
• If the student knows in advance that he/she will be late for class the student notifies the instructor before class.
• When a student arrives late for a class the student enters the room so as not to disturb the class.

If a student is going to be absent for class the following procedures are followed.
• If the student knows in advance that he/she will be late for class, the student notifies the instructor before class.
  o If the student is absent because of an emergency, he/she notifies the instructor of the reason for the absence as soon as possible.
• The student is responsible to obtain all information missed due to tardiness or absence.
  o If the syllabi specifies meeting with the instructor following absences or tardiness the student must comply.

Class Cancellation
Students are responsible for checking with the University regarding the status of classes during inclement weather.

Purpose: To inform students if a class is cancelled or the University is closed.

Procedure:
• It is the student’s responsibility to check the Web based platform (BB) for announcement of class cancellation.
  o May be due to instructor illness
  o University may be closed
• Students should follow the Governors State University Procedures for Inclement Weather Conditions (www.govst.edu/emergency).

Communication
Students are responsible for timely attention to information and materials placed on Blackboard and sent via assigned university e-mail accounts.

Purpose: To ensure that students use University-sanctioned forms of communication.

Procedure:
All Governors State University students are assigned a university e-mail account. All e-mail communication will be done through this account. Students are responsible for all information sent to them by the program and the faculty via University e-mail.
• Students are responsible for checking e-mail on a regular basis and maintaining availability of their mailbox.
• Students are considered notified of Program or class information once it is sent to the University e-mail account.
• Failure to check e-mail regularly resulting in late assignments or the completion of other Program related materials in a timely manner will not be accepted.

Official notification of program status, i.e., admission, probation status, termination from the program will be sent to the student’s address of record via U.S. Mail.

Cellular Phone Use
Cellular phones are not to be used during health administration classes. They are not to be used for video, camera or voice recording unless it is an accepted part of the class work and permission is granted.

Purpose: To support each individual’s reasonable expectation of privacy, the copyright and intellectual property laws, the use of cellular phone features such as video, camera, or voice recordings by students must be in conjunction with express consent.

Procedure:
• Students are expressly forbidden to use cellular phones for video, camera or voice recordings without the express consent of the subject(s) being photographed or recorded
  o Any student whose use of their cellular phone violates another’s reasonable expectation of privacy or produces any media as a result of the cellular phone capabilities without express consent may be found in violation of this policy.
  o Violations of this policy may lead to disciplinary action.
• Students are expected to turn off cellular phones when entering class and to refrain from text messaging or reading e-mail or using any other cellular phone application during class.
  o In extreme cases of emergency when it is imperative that students be accessible, permission to turn on a cellular phone during class may be granted at the instructor’s discretion.

Student Disability
The Health Administration Program will work with any qualified student with a disability to meet the needs for accommodation.

Purpose: To ensure that all students have the opportunity to learn and work to their potential.

Procedure:
• Students who have a disability or special needs and require accommodation in order to have equal access to the classroom must register with the designated staff member in the Academic Resource Center.
• Students will be required to provide documentation of any disability when an accommodation is requested.
• The Academic Resource Center will review the documentation and supporting materials to certify eligibility for services.
The coordinator will meet with the student to determine academic adjustments and/or accommodations.
- The student pays any cost of professional verification.
- Once the Health Administration Program is notified of the need for accommodation, the Chair and/or designee will work with the student and instructor to implement a reasonable accommodation.

PROFESSIONAL BEHAVIOR

Academic Honesty & Integrity

Academic Honesty
Students are expected to demonstrate professional, responsible, and accountable behaviors throughout their classroom and clinical education. These behaviors include, but are not limited to punctuality, dependability, interpersonal skills, regard for self and others, preparedness, ethical decision making, and personal and professional growth.

As members of the Governors State University Community, students are responsible for upholding the mission and objectives of the university, as well as the mission, philosophy, and objectives of the Health Administration Program.

Academic Integrity
Any incident of academic dishonesty will have serious consequences. Academic dishonesty includes, but is not limited to plagiarism, inappropriate collaboration, dishonesty in examinations (in-class or take-home), dishonesty in written assignments, work done for one course and submitted to another, deliberate falsification of data, interference with other students work, and copyright violations.

Purpose: To assure the promotion and maintenance of high standards of behavior in health administration

Procedure:
Penalties for an academic offense may include one or more of the following:
- Resubmission of the work in question
- Submission of additional work for the course in which the offense occurred
- Suspension for one or more academic terms, including the term in which the offense occurred
- Expulsion from the program
- Other consequences deemed appropriate by university policy. Please refer to the Governors State University Policy for Academic Honesty for more specific information.

Student Complaints
Student complaints are submitted and resolved according to departmental procedures.
Purpose: To ensure that each student has a fair hearing to all complaints and that complaints are addressed in a timely, efficient manner.

Procedure:
• A student with a complaint submits the complaint verbally to the appropriate individual.
  o Complaints regarding the health administration program are submitted to his/her instructor or academic advisor.
    ▪ Complaints of this nature include the student’s belief that a policy, procedure, or practice has been violated, which adversely affects him/her.
• Complaints regarding a grade in a course are submitted in writing to the instructor of the course.
• Complaints are documented by the receiver, and a written response is returned to the student within three working days.
  o A copy of the written response is forwarded to the program director and maintained in the departmental file.
• If the student is dissatisfied with the initial response, he/she submits the complaint in writing to the program director.
  o The complaint is documented by the program director.
  o The initial response is reviewed.
  o A written response from the program director is forwarded to the student within three working days.
• If the student remains dissatisfied with the response, he/she may submit a formal grievance.

Student Grievances
Student grievances are submitted and resolved according to departmental procedures.

Purpose: To ensure that each student has a fair hearing to all grievances and that grievances are addressed in a timely, efficient manner.

Procedure:
• If the student is dissatisfied with the Health Administration department resolution of their complaint, a grievance may be submitted following the Governors State University Grievance Policy 5. The Academic Grievance Policy can be found in the GSU Student Handbook (http://www.govst.edu/Studenthandbook/)

Professional Responsibility

Purpose: To ensure that students understand that professional responsibility starts when the student enters the Health Administration program and continues throughout their respective career. Support of the profession by active involvement in professional activities and organizations is a lifelong commitment for the professional.
UNIVERSITY SERVICES/RESOURCES

Emergency Services - http://www.govst.edu/emergency/
Books and Supplies - http://www.govst.edu/bookstore/
Financial Aid - http://www.govst.edu/finaid/
Scholarships - http://www.govst.edu/scholarships/
Student Services - http://www.govst.edu/ARC/
Writing Center - http://www.govst.edu/writingcenter/

HEALTH ADMINISTRATION ORGANIZATIONS

GSU Student Health Care Management Association (SHCMA) Student Club – Membership in this organization is open to all students who are attending Governors State University. Students who are enrolled in the Health Administration Program are strongly encouraged to become members and actively participate in the club. For additional information about the club and the schedule of activities, students may contact the club adviser, Dr. Caren Rossow, DHA at 708.534.4033 or crossow@govst.edu.

Upsilon Phi Delta is the national honor society for health administration sponsored by the Association of University Programs in Health Administration (AUPHA). Upsilon Phi Delta has evolved into a nationally recognized organization with purposes of which all health administrators can be proud and with a structure that supports these purposes and the resulting programs. The Governors State University chapter is UPD GSU and was chartered by AUPHA in 2014. For additional information about the honor society and the schedule of activities, students may contact the Upsilon Phi Delta adviser, Dr. Zo Ramamonjiriveloo, PhD at 708-534-4032 zramamonjiriveloo@govst.edu.
Governors State University  
College of Health and Human Services  
Master of Health Administration Program

Acknowledgment of Receipt of Handbook

I, _____________________________, acknowledge the receipt of the Governors State University Health Administration Program Student Handbook found on the website at ________________________________.

I understand that I am responsible for reading this handbook and am accountable for adherence to the policies, procedures and guidelines herein. I also agree to uphold the student responsibilities as outlined in the GSU Catalog. I understand that I am responsible for monitoring and adhering to all updates of this handbook during my enrollment in the Health Administration program.

____________________________________  ______________________________
Signature of Student      Date
Appendices
**MHA STUDENT STUDY PLAN** Advisor: ___________________________

**HEALTH ADMINISTRATION, COLLEGE OF HEALTH PROFESSIONS, GOVERNORS STATE UNIVERSITY**

Student Name: ____________________________________________ ID #: __________
Address: ___________________________________________________________________________  ___
City: ______________________________________________ State: _____________ Zip: ________
Telephone # (Home):_________________________ (Work): _____________________ (Fax): ________

Requests for waiver of a course (core or prerequisite) or transfer of credit from another university must conform to GSU and Health Administration program requirements. Please see catalog for complete details.

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<td>COMPUTER LITERACY</td>
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</tbody>
</table>

*Requests for waiver of a course (core or prerequisite) or transfer of credit from another university must conform to GSU and Health Administration program requirements. Please see catalog for complete details.

Total Credits for Graduation ___________________________________________________________

Student’s Signature ___________________________ Date ___________________________

---

**NOTE:** The table includes courses from the first semester through the fourth semester, covering the required and elective courses. The table is designed to help students plan their course load and track their progress towards graduation. The advisor’s signature is required for approval and validation of the study plan.
HEALTH ADMINISTRATION PROGRAM MHA CURRICULUM

1ST YEAR
- HLAD 3101 INTRO
- HLAD 3102 MGMT PRIN
- HLAD 3106 INTRODUCTION
- HLAD 3108

2ND YEAR
- HLAD 7101
- HLAD 7102
- HLAD 7105
- HLAD 7107
- HLAD 7111
- HLAD 7112
- HLAD 8105
- HLAD 8106
- HLAD 8108
- HLAD 8109

INTEGRATIVE EXPERIENCE
- HC MGMT II

PRE-REQS
- MIS COM 2010
- HLAD 3104
- HLAD 7105
- HLAD 7106
- HLAD 8101
- HLAD 8102
- HLAD 8107

GENERAL
- HLAD 3108
- HLAD 8902 FIELD EXP

HEALTH ADMINISTRATION PROGRAM MHA CURRICULUM

1ST YEAR
- HLAD 3101 INTRO
- HLAD 3102 MGMT PRIN
- HLAD 3106 INTRODUCTION
- HLAD 3108

2ND YEAR
- HLAD 7101
- HLAD 7102
- HLAD 7105
- HLAD 7107
- HLAD 7111
- HLAD 7112
- HLAD 8105
- HLAD 8106
- HLAD 8108
- HLAD 8109

INTEGRATIVE EXPERIENCE
- HC MGMT II

PRE-REQS
- MIS COM 2010
- HLAD 3104
- HLAD 7105
- HLAD 7106
- HLAD 8101
- HLAD 8102
- HLAD 8107

GENERAL
- HLAD 3108
- HLAD 8902 FIELD EXP
Student Name: ____________________________________________

Major: HEALTH ADMINISTRATION  
Degree: MASTER OF HEALTH ADMINISTRATION

Expected Degree Completion Date: ___________________________

The student must have earned a grade of “B” or better in six of the following nice courses.

<table>
<thead>
<tr>
<th>Course Number and Title</th>
<th>Semester</th>
<th>Grade</th>
<th>Instructor</th>
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<tr>
<td>HLAD 7101 Introduction to HCO</td>
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<td>HLAD 7108 Health Care Policy and Ethics</td>
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<td>HLAD 7111 Organ. Theories in Health Admin</td>
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</tr>
<tr>
<td>HLAD 7112 Health Care Management I</td>
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</tbody>
</table>
Please attach the following documentation:

1. Approved and updated copy of Student Study Plan

2. A typed statement of career goals and rationale for selection of elective course; (1 to 1 1/2 pages)

3. A current copy of your resume

**Student Affirmation**

I am applying for degree candidacy in good faith, having read and discussed with my Advisor all relevant GSU and Health Administration program policies concerning my degree requirements.

Student: ___________________________ Date

Faculty Advisor: ___________________________ Date

**Program Action:** Having reviewed all documentation, and in consultation with the entire H.A. Faculty, the application for Degree Candidacy has been:

1. __________ Approved

2. __________ Not approved - see attached reasons

Program Director: ___________________________ Date
Thesis Process for MHA Students

The following process should be followed by all students who plan for thesis. **Forming a Thesis Committee**

When your advisor and the program director approved your request to conduct the thesis for completion of the master's degree in health administration, you are required to submit a Request for Thesis Committee form for approval by the program's director at least three months before registering for HLAD 8111 Graduate Thesis.

A thesis committee is composed of three members of the GSU faculty: a Chair and two members. Only HLAD faculty members can serve as the committee chair. Two faculty members can serve as the members, among which, one has to be HLAD faculty and the other may be from other graduate program outside HLAD. Student may have more than 3 three members but not more than 4 members.

**Changes to the Committee**

After the Request for Thesis Committee has been approved and filed, any changes to the committee formation should be made by submitting the Request for Change of Thesis Committee form.

**Preparing the Thesis**

If a thesis request is approved, it must be the student's own work and must demonstrate a capacity for research and independent thought. A student writing a thesis should refer to the HLAD Guidelines for...
The following instructions outline the procedure for thesis acceptance and approval:

1. Submit a thesis proposal by supplying electronic copies (including IRB approval if applicable) to the Thesis Committee members for review and evaluation. A thesis proposal should not exceed 5 pages and should include a concise discussion of the following:
   - Thesis topic
   - Significance of the topic
   - Approach to the topic (methods)
   - Time frame for thesis activity

2. The Committee Chair informs the student orally once the proposal is approved. The student proceeds with the thesis. The student is encouraged to discuss with Committee members throughout the thesis though this is not required.

3. Submit the finished theses for Committee’s approval and determine the defending date with the Committee Chair at least 2 months prior to the defending date.

4. Defense by presenting the thesis to the Committee and invited faculty and students.

5. Make needed adjustments, corrections and clarifications based on the input from the Committee.

6. Submit the revised final copy of the thesis alone with the MHA Thesis Approval Form to the Committee Chair by the established deadline.
Request for Thesis Committee

(Submit to the Program Director three months before registering for HLAD 8111 Graduate Thesis)

Student Name: ____________________________________________________________

GSU ID: _________________________________________________________________

Expected Graduation Date: ________________________________________________

Proposed Thesis Title: ____________________________________________________
**PROPOSED COMMITTEE MEMBERS:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Program</th>
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<tr>
<td>1.</td>
<td>Chair</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Member</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Member</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Member</td>
<td></td>
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</tbody>
</table>

By submitting this form I understand that I need to get Institutional Review Board (IRB) approval if my research involves human subjects. I will comply with all applicable GSU regulations pertaining to research on human subjects before and during all stages of my research.

Student signature

Date

Program director signature

Date

**Request for Change of Thesis Committee**

*(Submit to the Thesis Committee Chair)*

Student Name: ____________________________________________
GSU ID: ________________________________________________________________

Expected Graduation Date: ______________________________________________

Proposed Thesis Title: __________________________________________________

**Member(s) to be removed:**

<table>
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**Member(s) to be added:**

<table>
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**Reason for Change:**

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

_____________________________________________________________________

Student signature ___________________________ Date __________

Thesis Committee Chair signature ___________________________ Date __________
GUIDELINES

FOR THE PREPARATION OF GRADUATE

THESSES

2011
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<td>Bibliography</td>
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<tr>
<td>Appendix</td>
<td>14</td>
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<tr>
<td>Thesis Format Requirement</td>
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</table>
Title Page

(An informative title here which conveys the essence of your thesis)

The title page must include the full, exact title of your thesis, your full name as it appears in University records, the full title of the degree to be awarded, the name of the institution granting the degree, and the year of degree award.

By

Your Name

Department of Health Administration

College of Health and Human Services

Submitted to the Thesis Committee of Health Administration

In partial fulfillment of the requirements for the degree of Master of Health Administration

Governors State
ACKNOWLEDGEMENTS
ABSTRACT

An abstract consisting of the following is required.

- The first paragraph at the top of the page contains the exact title of the thesis.

- The second paragraph right below the thesis title contains your name as it appears on the title page but with the last name first, and the abbreviation of the degree title (e.g., M.H.A.).

- The remaining paragraph(s) summarizes your research and may be no more than 350 words. It is a formal synopsis of your thesis, which explains the scope of your investigation and states the research question and conclusion.

- The first and second paragraphs are single-spaced. The spacing in the remainder of the abstract is the same as in your thesis text.

- Include a word count for the abstract at the bottom of the page. The abstract comes directly before the table of contents.
TABLE OF CONTENTS

The table of contents identifies each section of the thesis (Abstract, Introduction, Body, Conclusion, Discussions, Bibliography, Endnotes, Appendix, Tables, Graphs, etc.) as well as topical subsections. Page numbers in the table of contents and the thesis must match. Include section and subsection headings labeled in bold throughout the thesis to guide the reader and identify the different sections of the thesis.
INTRODUCTION

Introduce the topic and provide enough information about your topic in order to enable the reader to comprehend the significance of your research question. Each thesis must have at least one research question. The research question is the central question you are trying to answer through your thesis. The research question must be clearly and precisely stated. You thesis will be assessed in part according to the extent to which the thesis appropriately addresses and develops the specific research question. You may also have clearly stated research hypotheses that are testable.

In the introduction, you also establish the significance of the research question and explain why it is worthy of study. You may also briefly discuss why your topic is of significance to you personally. At the end of the introduction, state your research hypotheses that are testable if you have any.
LITERATURE REVIEW

Literature review is the review of the work of other researchers directly relevant to your research. Included in the literature review should be: 1) the conceptual framework, 2) the empirical research findings, and 3) the gaps in the current research. You may use subsections for each.

At the end of the literature review, briefly and concisely preview the body of your thesis by briefly explaining how you intend to answer the research question and test the hypotheses — that is, how you propose to proceed in the body of your thesis.

At the end of the literature, restate your research question or hypotheses that are testable if you have research hypothesis.
METHODS

The methods of the thesis may differ depending on your topic. However, for all theses the methods will be evaluated based on 1) Research Design: your approach to the research question; 2) Data: your data sources; 3) Measurement: the variables used in your research; and 4) Data Analysis: Analytical strategy of data. In this session, you may have subsections for each.
RESULTS

Results should include the evidence based on your data analyses. You may use tables or graphs to present the results.

If you plan to include illustrations, tables, charts, or graphs, etc., make sure they are labeled and listed in the table of contents. Also, make sure you discuss their significance and relevance in the text of the thesis.
CONCLUSIONS

The conclusion must be clearly stated and relevant to the research question. It must also be consistent with the hypotheses and its explanation and development presented in the thesis. Review how you have demonstrably and convincingly supported your thesis and answered the research question.
DISCUSSION

In the discussion, you should indicate the limitation of your research, the unresolved questions and new questions that have emerged from your research, and concisely restate your key points and discuss the broader implications of the thesis.
BIBLIOGRAPHY

In the bibliography include only sources you have cited in the thesis that are directly relevant to your research. You need at least 15 sources, five of which must be articles from scholarly journals. The bibliography must be using APA or ACS style. In ACS style, the bibliographies are numbered consecutively as they are cited in the thesis. The numbers can be repeated throughout the text as needed. Examples of ACS style are given as the following:

- List all authors when there are six or fewer; when there are seven or more, list the first three, then “et al.”

The following are sample references for a standard journal article:


- If you abbreviate the titles of journals, you should abbreviate all titles of journals throughout the reference citation. The abbreviation should be according to the style used in *Index Medicus*. *List of Journals Indexed in Index Medicus* can be obtained from the library or through [http://www.nlm.nih.gov/](http://www.nlm.nih.gov/)

- For books, follow the following sample reference:

- For any material obtained from a web site, follow the following sample reference:

Clinton WJ. Radio address by the President to the nation, February 21, 1998. White House Web site. Available at: 
Accessed May 24, 2011.

APPENDIX

In this section you may include any instruments you used for collecting data, IRB approval if required, and any other relevant documents directly relevant to your thesis. Please note that readers will not read the appendix thoroughly, so all essential information must be in the body of your thesis.
THESIS FORMAT REQUIREMENT

1. Paper Requirement

   Standard 8 ½ x 11, white paper must be used for the thesis submitted to the Committee.

2. Font and Quality

   Only one font may normally be used throughout the thesis. All text, page numbers, table numbers, figure numbers, captions, bibliographies, and footnotes as a rule must be in the same font. For general text, type size should neither be less than 10 points nor more than 12 points. Font and font size may be varied for symbols or emphasis when appropriate (e.g., for scientific or mathematical terms).

3. Spacing

   Double-spacing is required for the text. Long quotations, headings, and captions may be single-spaced. Multi-lined and subdivision headings, figure and table captions, footnotes, and endnotes are normally single-spaced.

4. Page Margins

   Left: 1.5 inches
   Right: 1 inch
   Top: 1 inch
   Bottom: 1.25 inches
All tables and figures, including their captions, must conform to margin requirements.

5. Pagination

All pages of theses containing text or figures/tables are numbered. Except for the title page and cover pages, page numbers must be placed on each page of the thesis.

Preliminary pages (e.g., ACKNOWLEDGMENTS, ABSTRACT, TABLE OF CONTENTS, etc.) are numbered consecutively in lowercase Roman numerals. Text and all reference pages, including appendices, are numbered consecutively in Arabic numerals beginning with 1 on the first page of text.

Pagination should be placed in the upper right corner, ½ inch below the top edge of the page. The last digit of the page number is even with the right margin. Page numbers must be in the same font and font size as your text.