

# Health Services Administration

## Student Handbook



2019 - 2020

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

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

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# INTRODUCTION

# 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. \$ VWXGHQW·V 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 eitty an

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:

- x Using clinical or internship site facilities or resources in an unauthorized way, including the theft of materials obtained from such sites.
- x Violating the confidentiality of patients and their families.
- x Jeopardizing the health and safety of clinical or internship site staff, students or patients by acts of omission or commission.
- x



UNIVERSITY OF DETROIT MERCY  
ACADEMIC CONDUCT POLICY



3. **Falsifying records** or providing misinformation in documentation of internship hours
4. **Unauthorized collaboration** on assignments and unauthorized access to and use of computer programs, including modifying computer files created by others and representing that work as one's own.
5. **Presenting work completed for a course taken in the past**, or work currently being completed for another course may not be submitted for a current course unless permission is given to do so.
6. **Theft** of another student's course material, notes or other data or the interference with another student's academic pursuits.

## Notes on Plagiarism

Plagiarism is the practice of taking someone else's work or ideas and passing them off as one's own (Merriam-Webster Online Dictionary, 2018).

It is plagiarism if you:

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

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

You can use material from sources in three ways:

- 1) Direct quotation -- Transcribe word for word the passage from the source.





## Professional and Ethical Conduct Policy and Procedures

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

Student conduct includes the following considerations:

- o **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.
- o **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.
- o **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.
- o **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.
- o **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:

- o 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 Chair 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 Chair 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 Chair. Reprimands are reported to the Dean of the College of Health Professions for informational purposes. A copy is placed in the student's record.

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

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

**Dismissal:** Dismissal is a permanent separation from the program. Dismissal may be recommended by the APC and forwarded to the office of the Chair.

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 **QRWHG RQ WKH VWXGHQW·V WUDQVFULSW**

**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 **0+6\$ DQG +6\$ SURJUDPV DUH UHTXLUHG WR REWDLQ WKHLU** 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





# HSA Undergraduate Grading Policy

## Undergraduate Grading Scale

%	GRADE
100-95	A
94-91	

Undergraduate students will be placed on Academic Probation whenever their cumulative GPA falls below 2.0 in any 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:

- x Cumulative GPA remains below 2.0 for the second consecutive semester.

## 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

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

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the student will be placed on Academic Probation by the Health Services Administration Program and will be notified by registered mail. The student has one semester to bring his/her CGPA up to 3.0.

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

Failure to do so will result in dismissal from the program unless the student is able to demonstrate unusual or extraordinary circumstances that are responsible for his/her performance.

## Academic Probation

The purpose of placing a student on probation is to formally notify the student that he/she has a serious academic problem, which can lead to dismissal from the

program. The student is informed of probation status by letter from the Program Chairperson; this letter becomes part of the student's permanent file.



What is a student complaint?

A s

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

## **Title IX**

### [Detroit Mercy Title IX](#)

Detroit Mercy encourages any student experiencing potential sexual harassment, sex or gender-based discrimination or sexual misconduct to contact Marjorie Lang, Title IX Coordinator, at 313-993-

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

- You may ask your advisor
- It is on your online grade reports
- If you have used Titan Pass for online registration, it is the same number you used for that process (not your Social Security number or the 4 digit pin).
- It is on your invoice.
- **9LVLW WKH 5HJLVWUDU·V 2IILFH RQ WKH 0F1LFKROV & D**  
Student ID to have your student number released to you.

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

1. Open a web browser.
2. Type into the address bar: [www.udmercy.edu/evaluate](http://www.udmercy.edu/evaluate)



7. Consult with your advisor concerning course selection and program requirements.
8. Register online after appointment with advisor.
9. Inform advisor of any changes or need for change in registration or issues concerning academic status.
10. Consult with your advisor regarding academic concerns or any issue that might influence academic performance and progress.

**\*\*NOTE: ONLY ASSIGNED ADVISORS OR THE PROGRAM CHAIR APPROVE AND SIGN STUDENT REGISTRATION/DROP FORMS.**

the completion of their academic requirements. All outstanding transcripts must be reviewed before a student can be cleared for graduation. A candidate for a program of studies to be certified for graduation. The earned hour requirement is subject to the following limitations:

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

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

### Residency

Students must complete at least 60 credit hours of their program at University of Detroit Mercy. No transfer credits will be accepted.

### Quality Point Average

- o Students must maintain a cumulative 2.0 GPA.
- o Students must maintain a minimum 2.0 GPA in all graduate courses.



## SECTION 504 OF THE REHABILITATION ACT POLICY NOTIFICATION STATEMENT

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

### QUALIFIED HANDICAPPED PERSONS REQUEST STATEMENT

Section 504 of the Rehabilitation Act of 1973 stipulates that qualified handicapped persons must be afforded an equal opportunity to participate in and benefit from all post-secondary education programs and activities. Specifically, Section 504 cites three areas of compliance that relate directly to either academic programs or services:

- o **Academic Modification:** Students who feel that certain academic requirements discriminate against them because of their handicap may ask for modifications of the requirements. Requests will be resolved on a case by case basis (See Procedure.) Academic requirements that the University can demonstrate to be essential to the academic program or directly related to licensing requirements will not be regarded as discriminatory.
- o **Auxiliary Aids:** Students with impaired sensory, manual or speaking skills must be provided auxiliary aids, such as taped texts, interpreters, readers and classroom equipment adapted for persons with manual impairments. The U.S. Department of Education, Office of Civil Rights suggests that institutions can usually meet this obligation through existing resources, such as state vocation rehabilitation agencies and private charitable organizations. In circumstances where the University must provide the education auxiliary aid, the University has the flexibility in choosing the effective method by which the aids will be supplied.
- o **Services:** The University must



# Course Policies and Procedures

# ONLINE PROCEDURES

## Blackboard .udmercy.edu

### I. First-time Login

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

### II. Registration

Prior to the beginning of each semester of attendance, students are required to register in accordance with Detroit Mercy procedures. Registration must be completed before the student can attend classes. Students will receive a tuition billing statement from the University. Registration is accomplished through Titan Pass (requires login).

For important dates, please review the Academic Calendar published by the Registrar:

[http://www.udmercy.edu/current-students/registrar/files/current\\_3yr\\_calendar.pdf](http://www.udmercy.edu/current-students/registrar/files/current_3yr_calendar.pdf)

### III. Troubleshooting

For assistance, contact IDS at 313 -578-0580 or email [ids@udmercy.edu](mailto:ids@udmercy.edu)

#### Other useful websites:

Student Email account <https://tc.udmercy.edu> ;

Detroit Mercy Library Website: <http://research.udmercy.edu>

### Attendance and Absences

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

Internship absences are an individual responsibility and should be seriously considered when establishing priorities of time. Anticipated absences should be discussed with the preceptor prior to the time of the absence.

When athletic schedules and schedules for other Detroit Mercy-sponsored activities are constructed, class absences must be taken into consideration and should be kept at a minimum. It is the responsibility of the student involved in Detroit Mercy-sponsored activities to inform instructors well in advance (or as soon as the student knows) when classes must be missed, and to complete any assignments due during







time to the rest of the students. Faculty also has the prerogative to establish a maximum attainable grade for the missed exam/quiz.

- 5) If a student is given the opportunity to sit for a missed exam/quiz, it will be done at the time determined by the faculty member, and in most cases, will be completed by no later than the next regularly scheduled class day.

## **Course Completion Time limits**

# Internship Policies



## Professional Behavior

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

**Students who are terminated from their internship site at the request of their**

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course. They will be required to repeat the internship course. The previous hours earned onsite will not count toward completion of the required internship hours.

## Student Internship Evaluation

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

## Student Internship Absence

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

In addition students are required to attend class during the semester. Class dates are determined by the instructor and will be identified and posted in the syllabus. Students are required to inform their instructor regarding issues, concerns, or problems especially in regards to fulfilling internship requirements and

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internship successfully and meet their internship requirements.

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

## Illness Policies

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

- 1) Students are not to attend internships when ill.
- 2) If a student is ill, and the preceptor believes participation in the setting may be detrimental to either the student or client, the student may, at the  
**LQVWUXFWRU·V GLVFUHWLRQ EH VHQW KRPH**
- 3) Pregnancy does not preclude students from the internship. The student is responsible for evaluating the potential health hazards of any internship experience upon her pregnancy. Preceptors should be notified of a student pregnancy in order to protect the health and well-being of the student. Faculty reserves the right to modify student assignments that may, in the  
**IDFXOW\·V MXGJPHQW MHRSDUGLJH KHDOWK**
- 4) Students are not to attend the internship with a fever. Students are to be afebrile 24 hours prior to returning to the internship site after an illness.
- 5) Students with a positive streptococcal throat culture are to have been on medication for at least 24 hours prior to returning to the internship site.

## Accidents or Unusual Events

Any accident or unusual circumstance in which students have become involved during their internship experience must be reported immediately to their faculty. Students are expected to report to their faculty.

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 internship. 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

Some of the pertinent requirements of HIPAA are:

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

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

- o Use safeguards to prevent the use or disclosure of PHI (Protected Health Information) other than for your direct performance of services.
- o Notify your preceptor or faculty member of any use or disclosure of PHI that is contrary to your service and its purposes.
- o Ensure that fellow students do the same.

# Student Affairs and Information





## Community In volvement/Activities

**Adopt-A-Child for Christmas** - sponsors local Detroit children; faculty and students

**Break** - volunteers participate in extensive fundraising activities in order to go to

various locations (generally in the Appalachian region) to work in service outside of their own community and often in a very different culture.

**Alternatives for Girls** - Homeless shelter for young women 16-20 years old. Design and present workshops, volunteer with referral service, outreach assistance, help with evening programs and facilities.

**Habitat for Humanity** - Fix houses in conjunction with the community group for use by low-income families.

**Hunger Week** - a week of fundraising and education centered on the issues of hunger and homelessness; includes hunger banquet, fast-a-thon, speakers, music, service, reflection, celebration; co-sponsored with Campus Ministry. **Red Cross**

**Blood Drive** - work with Student Activities to encourage donor participation.

**Simon House** - a house for HIV positive women and their children; volunteers work on a variety of projects based on interest. **St. Leo's Soup Kitchen** - Serve meals to the homeless.

**Speakers Bureau** - work in conjunction with Women's Studies, the Student Senate and other offices to bring in nationally known speakers. **Tutoring** - available in local schools to be set up through our education coordinator on an interest basis; volunteers tutor individually and on their own time.

## Campus Ministry

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

## TUTORING AND COUNSELING SERVICES

### The CHP and MSON Office of Student Academic Support Services

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

Janielle Losaw, MS Ed

Assistant Dean for Student Academic Success & Outcomes

College of Health Professions

McAuley School of Nursing

Ph: 313-993-1599

Schedule an appointment: <https://calendly.com/chpsass>



## HEALTH SERVICES

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

Limited services are available through the Student Health Clinic.

Students are responsible for any health care costs. The university assumes no

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<https://www.udmercy.edu/life/health/clinic.php>

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

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

## Index of Student Services & Resources for Learning

Department, Location, Hours, Phone & Fax

Building Codes:

B ±Briggs

C&F ±Commerce and Finance

CH ±Calihan Hall

CHP College of Health

Professions

ENG ±Engineering

FAC ±Fisher Administration

Center

LIB- Library

LR - Lansing Reilly

McN- McNichols Campus

RH ±Reno Hall

SC ±Student Center

SH- Shiple Hall

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

Admissions McN/FAC

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

**Athletics** , McN/CH; (313)993-1700 (p); (313)993-2449 (f); [www.detroittitans.com](http://www.detroittitans.com)

**Bookstore** , McN/SC, Phone: (313)993-1030;

STORE HOURS

Monday 9am - 6:00pm

Tuesday 9am - 6:00pm

Wednesday 9am - 5:00pm

Thursday 9am - 5:00pm

Friday 9:00am - 4:00pm

Saturday and Sunday CLOSED

Check website for most current schedule: [www.udmercy.bncollege.com](http://www.udmercy.bncollege.com)

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

**Computing Labs** McN/ (313)993-1596

M. 4MCID 2 0 0 1 437.99u7070



<http://www.udmercy.edu/slo/wellness/healthcenter/>

**Instructional Design Studio**, McN/LIB 3<sup>rd</sup> Fl. Room 326  
(313)578-0580 Email: [ids@udmercy.edu](mailto:ids@udmercy.edu)

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

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

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

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

### **Personal Counseling Services**

For appointment contact a University Counselors M-F 8:30 am until 5:00 pm (Aug 15<sup>2</sup> June 15), West Quads, Wellness Center.

Dr. Annamaria Silveri, PhD, (313)993-1459 [silveran@udmercy.edu](mailto:silveran@udmercy.edu)

Erika Budson, 313-993-1545 [budsonel@udmercy.edu](mailto:budsonel@udmercy.edu)

Natalie Wicks (part-time), (313)578-0496 [wicksnk@udmercy.edu](mailto:wicksnk@udmercy.edu)

Summer hours vary, please call for schedule.

### **Public Safety** <sup>2</sup>

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

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

**Student Senate** , McN/SC, basement;  
(313)993-1493; [studentgov@udmercy.edu](mailto:studentgov@udmercy.edu)

**Student Success Center**, McN/LIB 3rd floor; (313)993-1143 <http://www.udmercy.edu/uas/> Fall & Winter Term:

Monday - Thursday 8:30am - 9:00pm

Friday 8:30am - 5:00pm

Saturday 10:00am - 3:00pm Sunday

5:00pm - 7:00pm Summer Term:

Monday - Friday 9:00am - 5:00pm

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

**Theatre Company** , MCN/RH, Room 43  
(313)993-3270 Daily Box Office Hours: Tuesday







The officers of the HSASAC shall consist of a president, vice president, and secretary.

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

## **Section 2**

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

Officers are expected to attend all meetings. If a person fails to attend two (2) unexcused meetings per term of office, they are subject to removal. If unable to attend, contact with the President of the HSASAC should be made 24 hours prior to the meeting.

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

## **Section 3**

### **Article V**

#### **Student Advisory Council and Faculty Advisor**

There shall be at least one faculty advisor for the HSASAC. The **faculty advisor** shall:

- a. Serve on a volunteer basis.
- b. Serve as a liaison with the College of Health Professions, faculty and administration.
- c. Attend Student Advisory Council meetings as available. If unable to attend, he/she may appoint another faculty member to attend in their stead.



# Curriculum



- E. **How courses are counted towards Majors and Minors**
  - 1. At most, 6 credit hours may be counted towards both the major and the minor.
- F. **GPA requirement in the Minor**
  - 1. Students must maintain a cumulative 2.0 grade point average in all minor courses in order for the minor to be posted on the official transcript at the time of graduation.
- G. **Pre-Requisites**
  - 1. Pre-requisites may be required for some minor courses.
- H. **Level of Courses required for Minor**
  - 1. At least half of the courses within the minor must be upper division courses (3000+ level).
- I. **Pass/Fail**
  - 1. No course required for the minor can be taken on a pass/fail basis.
- J. **Residency Requirements**
  - 1. At least 12 credits (or 4 courses) of the courses required for the minor must be taken at Detroit Mercy unless the courses are taken as part of a consortium agreement.

## HSAProgram Requirements (Bachelor of Science)

### New Core Curriculum

Required for freshman beginning classes Fall 2017 and beyond

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

### Old Core Curriculum



Aesthetic Experience  
Comparative Experience  
Ethics

3 credits  
3 credits

**Master of  
Health Services Administration Program  
Graduate Plan of Study**

Course	Course Title	Credits	Grade	Term
<b>HSA Courses (35 Credits):</b>				
HSA 5001	Theory and Practice of Health Services Management (coreq: HSA 5005)	2		Fall
HSA 5005	Career Management for Health Services Administrators (coreq: HSA 5001)	1		Fall
HSA 5010	Accounting Principles in the Health Care Profession	3		Fall
HSA 5020	Financial Management of Health Services (prereq: HSA 5010)	3		Winter
HSA 5050	Legal Aspects of Health Services Administration	3		Winter
HSA 5060	Health Economics	3		Fall
HSA 5070	Population Health	3		Summer
HSA 5090	Human Resources in Healthcare [REDACTED]			