

# Health Services Administration Student Handbook 2024-2025

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

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

Conduct Policy and your department handbook for further discussion and definition of academic misconduct and integrity.

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

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

Behavior and performance are essential aspects of the educational process for students in the College of Health Professions. It is the student's responsibility to complete clinical and internship assignments and meet coursework objectives ethically and appropriately. Students must place the welfare of their patients as their highest priority in the clinical educational setting and deliver quality care in the clinical setting while maintaining the highest level of integrity and professional demeanor.

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

- 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 Participating in any activity that is prohibited by the Code of Ethics or the Student Handbook.



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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.

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

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

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

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

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

[Avoid all forms of cyberbullying](#)

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

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

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

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

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

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- o , 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 , 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

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

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

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

: 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 is a permanent separation from the program. Dismissal may be recommended by the APC and forwarded to the office of the Program Director. Dismissal may be imposed with or without the right to reapply for admission to University of Detroit Mercy at a later date. A student may be immediately dismissed for a serious breach of conduct or



83-81	B-
80-78	C+
77-75	C
74-72	C-
71-69	D+
68-65	D
64-0	F

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

x Cumulative GPA remains below 2.0 for the second

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

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

When a graduate student's cumulative GPA falls below 3.0, or when a grade below "B-" is earned in any course, even though their cumulative GPA may be above 3.0, the student will be placed on Academic Probation by the Health Services Administration Program and will be notified by Detroit Mercy email. The student has one semester to bring their 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 their CGPA at 3.0 or higher, to progress onward in the curriculum. It is the responsibility of the student to follow up with their advisor if the student receives a poor or failing grade in a course. The purpose of this communication is to notify the student of their academic standing and provide additional support and guidance that will enable the student to improve 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 their performance.

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

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

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

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

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

- x Cumulative GPA remains below 3.0 for the second consecutive semester.
- x A grade below "B-" is earned in two courses
- x Repeating the same course twice and earning a grade below "B-" in that course twice
- x Withdrawing from the same course twice and not performing at a 75% level at the point of withdrawal
- x Withdrawing once from a course having not achieved 75% at the point of withdrawal, and failing the same course once (Any student who meets criteria 4 or 5 may not register a third time in the same course).
- x Violation of CHP Honor Code
- x Any dishonest act whose result or intent is a subversion of fair and accurate didactic evaluation, i.e. "cheating" on exams.
  - o Instances of academic dishonesty or cheating will result in at least a score of zero on the assignment or examination, and thus, potentially a failing grade in a course. For any such instances, instructors shall notify the program director who shall impose appropriate discipline, up to and including dismissal from the program.
- x Violation of program polices on professionalism and integrity, or ethical behavior \*
- x False statements made, or false documents submitted, in the admissions process \*
- x Because of the rigorous professional requirements in the health profession and the state, the faculty and/or Academic Progression Committee reserves the right to recommend at any time the dismissal of a student due to physical or emotional health, conduct (see Professional Disciplinary Sanctions), or academic standing.

Items above marked with an asterisk have the potential for immediate dismissal.

Falsification of the application may result in rescinding of the degree after graduation.

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

When a student is dismissed for academic reasons from the graduate MHSA program, his/her transcript will so indicate; "Dismissed for academic reasons". Students who are dismissed may apply for admission to another college, school, or program within the



University. The student may also appeal the dismissal

follow in order to appeal the decision. Any written notice provided to the student

- within five (5) business days of receiving the committee's decision. This communication will be sent by email to the student's Detroit Mercy email account. This decision is final.
9. In rare instances, the student may request the Dean review the decision. This request for review must state the grounds on which the student believes a review is warranted, and this communication must be received by the Dean within 10 business days of receipt of the program administrator's decision. Grounds for requesting the Dean's review are limited to the following: procedural irregularity, substantial evidence not previously considered, undue severity of action, evidence of bias, or evidence the decision was arbitrary, capricious or unreasonable.
  10. The Dean has the discretion to affirm the decision, or to conduct further review of the appeal. The Dean may request additional information, and may reach a decision with or without meeting with the student or seeking additional counsel. If the Dean affirms the decision of the committee, the Dean's decision is final.
  11. In any instance when a decision is made to overturn a student's dismissal, the student will re-enter their program on Academic Probation. A contract will be created detailing the conditions the student must meet, either initially, or throughout the time remaining in the academic program. If the student cannot fulfill the stated expectations, the student will be dismissed, and there will be no opportunity to appeal this action further.

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

A current HSA student who completes HSA internship activities as a part of their regular daily routines/duties in the same healthcare facility where he/she is already employed is not advancing their experience to the next level. A best practice solution is to permit the student working in a healthcare facility to take his or her field-based practicum at the same facility, but the internship activities cannot be the daily work of that employee, but rather a special project. Additionally, and very importantly, for all internship activities, the student should not report to the same manager who supervises the student's regular daily routines. The goal is for the student to have an experience which is educational in nature and advances his or her knowledge and practice. The interns 572Bw 9.94 0 Tp2 72.48um[k]10 (n4e)344 /u (s)6 (ho)t 13 (s)6 (a)4 (t)1l(c



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- 3) Pregnancy does not preclude students from the internship. The student is responsible for evaluating the potential health hazards of any internship experience upon her pregnancy. Preceptors and faculty should be notified of a student

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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