



Nicole Wertheim College of Nursing & Health Sciences
FLORIDA INTERNATIONAL UNIVERSITY

AY 2023-2024

HEALTH SERVICES ADMINISTRATION
STUDENT HANDBOOK

Welcome to All Prospective Health Services Administration Students:

Hello prospective students and visitors! Welcome to the Health Services Administration program!

You will discover that our programs balance evidence and value-based approaches to healthcare management and policy development to promote improved community health and healthcare services with a particular emphasis on urban and multicultural populations.

The Health Services Administration Program's MISSION in the College of Nursing and Health Sciences (CNHS) at Florida International University (FIU) is to:

Prepare diverse health services managers as leaders in delivering high-quality, accessible, culturally competent, evidence-based management of healthcare organizations within an ever-changing, highly technological, and global environment.

Health Services Administration is one of the fastest growing and most exhilarating areas of business and healthcare. As such, our vision for the FIU CNHS's Health Services Administration BHSA and MHSA degree programs is to:

Become the leading healthcare management program known locally and globally for developing exceptional managers and leaders within multicultural, multigenerational urban healthcare organizations, particularly for diverse students.

The BHSA and MHSA programs offer:

- Participation and leadership opportunities in an active student health professional association,
- Intensive internships (in-person) that provide immersive, hands-on experience in real-world settings,
- Networking and student/alumni support via a dedicated HSA Alumni Network,
- Mentoring by a dynamic advisory board whose members represent many of the leading health care organizations in South Florida,
- A structured and accredited curriculum,
- Content-rich courses delivered in a variety of formats, including daytime and evening classes, as well as online courses, and
- Opportunities for clinical practice in some courses.

The faculty at FIU's CNHS Department of Health Services Administration does more than teaching at the University. Our professors are academic researchers and healthcare executives from leading South Florida healthcare organizations. Their leadership influences policy and decision-making at multiple levels in Health Services Administration.

An exciting time lies ahead for potential and future Health Service Administrators. Healthcare needs talented individuals to fill existing and newly created positions. The rapidly changing healthcare systems, particularly in our dynamic multicultural environment, will challenge healthcare administrators to be compassionate and ethical problem-solvers. In response, we prepare our students to take on these visionary leadership roles as Health Services Administrators -- locally, statewide, and nationally.

The next generation of Health Services Administrators will significantly contribute to healthcare organizations and the communities they serve and work. I am confident that our highly skilled and well-educated graduates will play an influential role in today's healthcare organizations by making a difference at every level.

Our website is designed to provide you with general information about the BHSA and MHSA programs. It is a true pleasure to have all of you in the program. The HSA Department is committed to your educational journey.

Sincerely,



Chanadra Young-Whiting, EdD, MPH/HSA, CHES
Undergraduate Chair and Clinical Associate Professor
Florida International University
Nicole Wertheim College of Nursing and Health Sciences
Health Services Administration/ Health Sciences Department

Welcome Message from the Graduate Program Director:

Dear students,

It gives me great pleasure to welcome you to the Nicole Wertheim College of Nursing and Health Sciences' Master of Health Services Administration (MHSA) program. In our program, students are exposed to various learning arrangements, including but not limited to online, hybrid, and extracurricular scholarships, as they embark on this new path. Our faculty and students study various healthcare services administration's fundamental interests. Without skilled finance, operations, marketing, management, and quality evaluation, it would be unlikely to deliver adequate healthcare services. Our objective is to provide the student with a multidisciplinary approach to solving problems in the organizational healthcare environment by offering hands-on experiences.

We look forward to furnishing students with a holistic approach to addressing emerging challenges in healthcare organizations. Join the MHSA program if you want to make a difference and challenge how healthcare is delivered. Let me challenge you to make a difference as a part of the FIU community. Become a member of our group of students looking for novel approaches to healthcare system problems while also a difference in healthcare service management. Remember that you have become part of our program because you understand the significance of cultural transformations, technology advancements, political reform, and societal changes that impact the healthcare environment. Many of our alumni currently work in the healthcare industry as hospital administrators, CEOs, financial managers, and other administrative jobs in healthcare.

Now, as you embark on this once-in-a-lifetime opportunity, I encourage you to innovate, succeed, and enjoy the journey!

My best wishes.



Tina Yeung, PhD, MHA
Graduate MHSA Program Director and Clinical Assistant Professor
Florida International University
Nicole Wertheim College of Nursing and Health Sciences

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Description of The Nicole Wertheim College of Nursing and Health Sciences

History

Nursing was present on the FIU campus from 1972 to 1978 when an RN-BSN degree was offered through the School of Health and Social Work. In 1982 the School of Nursing was established at BBC as an autonomous upper-division unit through start-up funds provided by nine Miami hospitals. These health care organizations were concerned about the acute nursing shortage and were interested in contributing to baccalaureate education for qualified men and women who could assume beginning leadership positions in health care in the rapidly growing South Florida region.

In 1997, the School of Nursing merged with the College of Health to create a new academic unit, the College of Health Sciences. The College of Health Sciences included the School of Nursing and the Departments of Physical Therapy, Occupational Therapy, Dietetics and Nutrition, Medical Laboratory Sciences, Public Health, Health Information Management, and Speech-Language Pathology. The rationale for the merger was to enhance one of the University's strategic themes, health, by consolidating the health professions programs and developing interdisciplinary education and research.

During 1999, the College of Health Sciences merged with another academic unit, the College of Urban and Public Affairs, which gave rise to a new college, the College of Health and Urban Affairs (CHUA). CHUA included four schools: School of Nursing; School of Health; School of Social Work; and the School of Policy and Management. The purpose of the restructuring was to consolidate the health-related fields in one College and enhance interdisciplinary education and research in these areas. Dr. Ronald Berkman was appointed Executive Dean of the College, and Dr. Divina Grossman was appointed Dean of the School of Nursing.

In December 2004, the School of Nursing joined its sister schools in CHUA by relocating from the BBC to a newly constructed Health and Life Sciences 2 building at the MMC, approximately 20 miles. The move to the MMC is part of an overall strategy to locate nursing with other health-related units in the proposed medical School and the development of the academic health sciences complex. The new building provided nursing classrooms, teaching laboratories, offices,

and research space. To provide for expansion, the School retained offices, classrooms, and laboratories at the BBC.

On October 1, 2006, the School of Nursing was transformed to the College of Nursing and Health Sciences (CNHS) when CHUA was disaggregated into three (3) autonomous units: the CNHS, the College of Social Work, Justice, and Public Affairs, and the Stempel School of Public Health. The CNHS included Nursing and the Departments of Physical Therapy, Occupational Therapy, Health Information Management, Health Sciences, Communication Sciences and Disorders, and Athletic Training. The disaggregation provided autonomy for the academic units as they sought accreditation or reaccreditation from their professional agencies and laid the foundation for the future health sciences complex. Dr. Divina Grossman was appointed Dean of the CNHS and reported to the Provost.

In August 2006, as part of FIU's Strategic Initiatives, a baccalaureate of science in nursing (BSN) program (the foreign-educated physician to BSN track) was re-established at the BBC. In December 2006, University administrators announced that a new CNHS building would be erected on the MMC. The \$47 million 113,000 sq. ft. building would house the College's combined disciplines scattered throughout two buildings and rapidly outgrowing them. The CNHS building (AHC 3), completed in December 2009, became part of the academic health sciences complex envisioned at the MMC.

In 2009, the University-wide budget-cutting process required a feasibility review of all CNHS programs and tracks. Two College departments (Health Information Management and Health Sciences) were phased out due to the review. CNHS expansion re-occurred in 2011 with the assimilation of Health Services Administration, a baccalaureate-level program previously housed in the Stemple College of Public Health and Social Work. In February 2010, CNHS Dean Divina Grossman was promoted to Vice President of Engagement at FIU; Dr. Sharon Pontious was appointed Interim Dean until July 1, 2011, when Dr. Ora Strickland was appointed CNHS Dean. The current CNHS consists of the Nursing Unit and Departments of Physical Therapy, Occupational Therapy, Communication Sciences and Disorders, Athletic Training, and Health Services Administration. Program Directors administer the nursing undergraduate and graduate academic programs; Chairs assist other CNHS academic departments. Thanks to a generous

donation in the Fall of 2013, the College celebrated 30 years at FIU with a new name, The Nicole Wertheim College of Nursing and Health Sciences (NWCNHS).

PROGRAM OVERVIEW

Bachelor of Health Services Administration

The Bachelor of Health Services Administration (BHSA) qualifies students for entry-level management positions in health services delivery organizations. The program provides professional education for administrative occupations in various health care settings. The degree also prepares individuals for further study in health services administration or public health. It is an excellent career development pathway for persons licensed in clinical health and medical care professions but lacking an undergraduate degree.

The goal of the Undergraduate Program

The goal of the Bachelor of Health Services Administration degree is to equip students with the administrative knowledge and skills required to improve the quality of care to multilingual, multigenerational, multicultural populations within diverse healthcare settings.

Mission: The Bachelor of Health Services Administration's mission at Florida International University is to prepare diverse students to become health services managers and leaders in the delivery of high quality, accessible, culturally competent, evidence-based management of healthcare organizations within an ever-changing, highly technological, and global environment. This program focuses on a balance of evidence- and value-based approaches to healthcare management and policies that promote globally ethical community health and healthcare services with a special emphasis on inter-professional collaboration within our local and global multicultural populations.

Vision: The Bachelor of Health Services Administration's vision is to become the leading healthcare management program known locally and globally for developing exceptional managers and global leaders within multicultural, multigenerational, and multilingual healthcare organizations.

BHSA Program Objectives

The BHSA program prepares graduates for employment in community agencies, long-term care facilities, and acute care healthcare systems by preparing students to:

1. Analyze evidence-based standards of quality healthcare organizations within the current and future US Healthcare industry.
2. Evaluate evidence-based standards and healthcare outcomes of the US Healthcare system with those of different global healthcare systems.
3. Utilize the best practices to deliver innovative care within diverse quality learning healthcare organizations.
4. Demonstrate the administrative, technological, problem-solving, conceptual, communication, human relations, financial, strategic planning/evaluation, legal, legislative, and regulatory knowledge/skills/behaviors foundational to healthcare management and leadership.
5. Demonstrate the knowledge/skills/behaviors to collaborate with interprofessional members of the healthcare team in the delivery of individualized, economic and ethical healthcare services with accountability, cultural competency and responsibility of own practice.
6. Utilize ethical change management and creative leadership knowledge/skills/behaviors to promote quality healthcare in rapidly changing multicultural, multigenerational, multilingual, and global environments.
7. Practices critical thinking and lifelong learning to independently pursue personal and professional growth.

Admission Requirements

1. Completed 60 hours of course work or have completed the Associate in Arts degree, or its equivalent, at an accredited college or University.
2. Satisfied the general University Requirements for admission, including the University's Core Curriculum requirements.
3. Meet the University's lower division requirements.

4. The GPA in the first 60 credit-hours must be a 2.5 or higher.
5. In addition, students must complete the following courses as part of their 60 credit-hours of lower-division course work and achieve the minimum "C" required grade:
6. Conditional admission will be granted to any student who completes at least one of the five below prerequisite courses. The conditional admission will be in place until all five prerequisites have been successfully completed.

COURSE NUMBER	COURSE NAME
ECO 2023	Principles of Economics
ACG 2021	Accounting for Decisions
ACG 3301	Accounting for Planning and Control
CGS 2060	Introduction to Microcomputers
STA 2122 OR	Introduction to Statistics I
STA 3111 OR	Statistics I
STA 3145 OR	Statistics for the Health Professions
STA 2023 OR	Statistics for Business and Economics

***Health Services Administration (HSA)/Health Sciences (HSC) Undergraduate Programs
Course Equivalency Procedure Policy***

1. Get official transcripts from the transfer institution.
2. If transcripts are not in English, transcripts need to be translated into English by **the University** approved credential evaluator, as posted at <http://admissions.fiu.edu/apply/submitted-transcripts/index.html>
3. Submit transcripts to the FIU Registrar's office.
4. Monitor your unofficial transcripts on PantherSoft to ensure the posting of your transfer courses.
5. After transfer courses are posted, meet with your advisor to discuss which courses are automatically transferred and which courses will need to be evaluated for transfer credit.

6. Obtain the syllabus for each course that requires further evaluation by equivalent course comparison. Original course syllabi have to be officially sealed or stamped by the granting University.
7. Take course syllabi to your advisor for processing. The advisors will submit course syllabi and required forms to the HSA/HSC undergraduate department for review.
8. The responsible HSA/HSC undergraduate department will examine the course syllabi and approve or disapprove the equivalency by signing the equivalency form.
9. The signed equivalency form will then be returned to the HSA/HSC advisor for approval (or disapproval), and your student record will be updated accordingly.

Application Procedures

All applicants must apply via FIU's undergraduate admissions. For complete information on the application process, please visit: <http://admissions.fiu.edu/how/apply.php> or contact:

Florida International University
 Office of Undergraduate Admissions
 PO Box 659003
 Miami, FL 33265-9003
 Email: admiss@fiu.edu | Phone: 305-348-2363

Curriculum

Courses are sequenced to enhance the development of competencies as student's progress through the curriculum. Students need to pay particular attention to proper sequencing and course prerequisites. *Prerequisites are in place to assure you have the appropriate foundation for the capstone coursework. Students who register without completing the appropriate prerequisites may be Administratively Dropped from courses.*

Foundation Courses (18 Credits)		
Course Number	Course Name	Credits
HSA 3111	Introduction to Health Services Systems	3
HSA 3180	Leadership and Management for Health Professionals	3
HSA 4431	Values, Ethics, and Conflict Resolution in Health and Urban Affairs	3
HSA 3412C	Cultural Competency in Health Sciences	3
ENC 3213	Professional and Technical Writing	3

<i>Or</i> COM 3110 <i>Or</i> PAD 3438	<i>Or</i> Business and Professional Communication <i>Or</i> Communication Skills for Policy and Management	
HSC 3661	Communication Theory and Practice for Health Professionals	3
Core Courses (15 Credits)		
Course Number	Course Name	Credits
HSA 4700	Quality and Evidence-Based Healthcare Services	3
HSA 4190	Communication and Information Technology for Healthcare Professionals	3
HSA 4170	Healthcare Financial Management	3
HSA 4110	Healthcare Organizational Behavior and Resource Management	3
HSA 4421	Legal Aspects of Healthcare	3
Integrative Courses (15 Credits)		
Course Number	Course Name	Credits
HSA 4140	Program Planning and Evaluation	3
HSA 4150	Global Healthcare Systems and Policy	3
HSA 4192	Healthcare Quality Management	3
HSA 4113	Global Issues and Trends in Healthcare	3
HSA 4850	Administrative Internship <i>Or</i> HSA approved elective	3
Elective Courses (12 Credits)		
Total Program Credit Hours: 60		

Grading Scale

<i>Letter Grade</i>	<i>Total Points</i>	<i>Letter Grade</i>	<i>Total Points</i>
A	93-100	C+	76-79
A-	90-92	C	70-75 Passing
B+	87-89	D	60-69
B	84-86	F	0-59
B-	80-83		

Internship Application and Requirements

The Bachelor of Health Services Administration Program offers an optional Administrative Internship (HSA 4850). This internship will be available every semester and offer three credits for those who successfully complete the program. If a student opts out of the internship, they must meet with their adviser to select an approved elective.

Information about the Administrative Internship

To access the application, click below on “application” or go to the website address:

- <https://cnhs.fiu.edu/academics/health-services-administration/programs/bhsa/bhsa-internship/index.html>
- [BHSA Administrative Internship Application](#)
- Instructed by Clinical Education Coordinator, Dr. Kellen Hassell
- A total of 210 hours will need to be completed during a semester at the placement facility. In a 16-week semester, this amounts to approximately 13 hours per week. In a 12-week semester, this amounts to approximately 18 hours per week.
- You will be assigned to a preceptor at the placement facility and have a BHSA Faculty contact that you will have regular communications and on-site meetings. [L] [SEP]
- The student will be required to develop Goals and objectives during the Administrative Internship and provide weekly reports summarizing progress. [L] [SEP]
- Enrolled students will also develop a portfolio about the Administrative Internship that will summarize all completed activities.
- HSA 4850 is a pass/fail course. [L] [SEP]

A permit is required for enrollment in HSA 4850. Permits will be issued upon completing all application and eligibility procedures and verification of completion of Foundation/Core classes based on your plans to enroll in HSA 4850; please contact your advisor.

Eligibility requirements

- Admission to HSA program. Administrative Internship is open to fully online and hybrid students in Broward or Dade Counties; and
- Administrative Internship is open to students in both the old and new curriculums; and
- Completion of all HSA Foundation and Core classes, as well as all prerequisites; and [L] [SEP]
- Earn a 3.25 GPA, at the time of application, in all foundation, core, and integrative classes; and [L] [SEP]
- Ability to allocate three (3) days per week (Monday-Friday) to the Administrative Internship; and [L] [SEP]
- Ability to provide transportation to Administrative Internship site.

Application Procedures

Submit the following three documents by the application deadline to the BHSA Administrative Internship e-mail account, bhsaintern@fiu.edu

- Internship application (see the last page)
- Cover letter with goals for the internship
- Resume (For assistance with resume or cover letter contact Career Services, 305-919-4480)

Eligibility Procedures

The Academic Support Services Coordinator will notify students within one week of the application submission if they have met the eligibility and application requirements. Following notification from the coordinator, students must attend a mandatory meeting and complete the following additional requirement by the eligibility deadline.

- Satisfy all background and immunization requirements dictated by the contractual agreements between FIU and community affiliates. These requirements can be found at www.fiuexpress.com. When visiting this website, you will be required to purchase the Background and Immunization Packages required of BHSA students. Total cost for all packages: \$180.00. If you have any questions, you can contact American Databank (1-800-200-0853). You will also need to obtain your Basic Life Support CPR Certification through the American Heart Association and show proof of medical health insurance. American Databank requires these two items. Specific instructions will be provided to you after you submit your application and meet the eligibility requirements. DO NOT proceed with background/immunization screening or CPR Certification until you have been notified to proceed.

INTERNSHIP SEMESTER	APPLICATION DEADLINE	ELIGIBILITY DEADLINE
FALL	May 1	July 1
SPRING	September 1	November 1
SUMMER	January 1	March 1

FAILURE TO ADHERE TO THE ABOVE DEADLINES WILL RESULT IN INTERNSHIP INELIGIBILITY

Any questions regarding Administrative Internship course expectations may be directed to Clinical Education Coordinator, (305)-919-4468

Advising

Current and prospective students of the Bachelor of Health Services Administration (BHSA) program receive advising support from the Nicole Wertheim College of Nursing and Health Sciences' [Office of Student Services](#):

Location: Biscayne Bay Campus | Academic One 363D | 3000 NE 151st Street Miami, FL 33199

BHSA Advising Team:

Tamara Rousseau, Manager of Academic Advising Services

Sheryl-Ann Mullings Black, BHSA Online Academic Advisor

Clive Powell Jr. BHSA Traditional Academic Advisor

To schedule an appointment with their assigned advisor, students use the new Panther Success Network (PSN) system. The Panther Success Network is a platform that will allow you to remain connected with members of your FIU Success Team, such as your Academic Advisor, Success Coaches, Career Coaches, and Tutors. The Panther Success Network makes it easier for you to stay on track and alerts you and your advisor if you veer off track through progress reports from your professors and predetermined success markers. The Panther Success Network includes a record of advising reports and notes that both you and your advisor may view at any time. For more information, see the [PSN Student Manual](#).

You can log into your [MyFIU](#) account to access the Panther Success Network. If for any reason you are unable to schedule an appointment through the PSN, please contact (305) 348-7709 to schedule one:

A student must meet with their advisor when they enter the program as a freshman or transfer student.

FIU Mid-Term Grade Reporting

At the semester's mid-point, all faculty will report any students at risk of failing, the Panther Success Network. If a student is reported as being at risk, they will receive a notification from the professor describing the risk and what actions are suggested to ensure the student's success. The student's advisor will receive a copy of the report to assist the student in finding the best resolution to mitigate the risk.

Program Graduation Requirements

To be eligible for an Undergraduate Degree, a student must:

1. Satisfy all requirements for the Bachelor of Health Services Administration program, including undergraduate student regulations and degree requirements governed by the policies of the Florida International University System.
2. Complete a minimum of 60 credit hours of Health Services Administration program required courses.
3. Complete a minimum of 120 credit hours for graduation.
4. Earn a minimum cumulative grade point average of 2.0 with a minimum grade of "C" or better in Health Services Administration program required courses. A grade of "D" or lower will not count towards an HSA degree.
5. Meet with Academic Advisor to ensure degree requirements are completed before applying for graduation.
6. Apply for graduation online on or before the deadline posted in the Academic Calendar.

Master of Health Services Administration Program

Together, the FIU Graduate Catalog and the Health Services Student Handbook serves as your main guide and reference throughout your graduate career at FIU. The Student Handbook includes information about the MHSa degree, curriculum, and graduation requirements specific to your degree program. Additionally, you are always welcome to talk with your faculty advisor, and/or the program director and program coordinator and staff within the Nicole Wertheim's College of Nursing and Health Sciences with any questions you may have about your degree program.

About the Program

The MHSa Program offers two tracks: Fast-Track (FT) Hybrid and a Fully Online (FO) track. Each track is designed so that full-time students may complete all coursework between 18 to 24-months.

Mission: To engage and educate a diverse group of students with the skills necessary to lead a system of high-performing healthcare organizations as exceptionally skilled health services administrators. We offer a flexible curriculum that prepares students to manage organizational resources efficiently while also building healthier, sustainable communities to achieve health equity. Our students will be equipped to solve contemporary healthcare challenges through evidence-based research and assessment, including practical experiences that focus on patient outcomes and communication with stakeholders.

Vision: The FIU Master of Health Services Administration program aims for our graduates to become leading health services administrators with comprehensive, dynamic, industry-specific, multicultural, and diverse competency-based skills to exalt high-quality healthcare systems. We aim for our graduate students to serve as catalysts for improving the efficiency and effectiveness of healthcare for all individuals.

Program Purpose: The MHSA offers professional education for management careers in health services organizations. The degree addresses the theories and issues of managing complex organizations in both public and private settings. The program is organized to meet the needs of the working student. Many individuals enrolled are already employed in administrative roles in the field. While enhancing their career, they bring the wealth of their experience to the classroom.

The Masters program is designed so that full-time students may complete all coursework in six semesters. Formal studies stress a foundation of professional knowledge, skills, and competencies in health services administration management, planning, analytic, and policy functions.

MHSA Program Goals

The MHSA program prepares graduates to partake in the complex and fast-moving healthcare system. The purpose of the MHSA program:

1. To provide professional studies in healthcare leadership theories, methods, and practices, planning, analysis, continuous quality improvement, applied research, and policy development in health services organizations.
2. To offer an educational program available to working adult students with the aid of web-assisted courses.
3. To extend consultation and technical assistance to appropriate organizational settings and practitioners in health services and administrative practice.
4. To conduct scholarly and applied research and quality improvement strategies on various management problems and issues of significance to improve the delivery of health services.
5. Review and revise program curricula and objectives from time to time to keep current with the field's changing educational and professional needs.

Curriculum

Courses are sequenced to enhance the development of competencies as students' progress through the curriculum. Students need to pay attention to course prerequisites and adhere to course sequencing.

Fully Online Track Academic Plan

Foundation Courses: 9 Credits

Class Number	Class Name	Credits	Semester
HSA 5125	Introduction to Health Policy and Management	3	1 st Semester
HSA 6185	Management and Organization in Health Care	3	1 st Semester
HSA 6176	Financing and Reimbursement of Health Delivery Systems <i>Prerequisite or Corequisite: HSA 5125</i>	3	1 st Semester

Health Services Administration Core Courses: 34 Credits

Class Number	Class Name	Credits	Semester
HSA 5226	Management of Long-Term Care Systems	3	2 nd Semester 3 rd Semester
HSA 5655	Ethical Decisions in Health Services Administration <i>Prerequisites: HSA, 5125</i>	3	2 nd Semester 3 rd Semester
HSA 6149	Strategic Planning and Marketing of Health Care Services <i>Prerequisite: Completion of 36 Credit Hours in Program Coursework</i>	3	4 th Semester 5 th Semester
HSA 6156	Economic and Decision Analysis in Health Care <i>Completion of the Foundation Courses or minimum of 9 credit hours of program coursework including HSA 5125, HSA 6185, HSA 6176</i>	3	3 rd Semester
HSA 6186	Leadership and Organizational Behavior in Health Care Systems <i>Prerequisites: Completion of Foundation Courses or a minimum of 9 credit hours of program coursework, including HSA 5125, HSA 6185</i>	3	1 st Semester 2 nd Semester
HSA 6187	Managing Human Resources and Health Professions <i>Prerequisites: Completion of Foundation Courses or a minimum of 9 credit hours of</i>	3	5 th Semester

	<i>program coursework, including HSA 5125, HSA 6185</i>		
HSA 6197	Design and Management of Health Information Systems <i>Prerequisites: Completion of Foundation Courses or a minimum of 9 credit hours of program coursework, including HSA 5125, HSA 6185</i>	3	3 rd Semester 4 th Semester
HSA 6205	Hospital and Health Facilities Organization <i>Prerequisites: HSA 5125, HSA 6185, or permission of the instructor.</i>	3	2 nd Semester
HSA 6175	Financial Management of Health Systems <i>Prerequisites: Completion of Foundation Courses or a minimum of 9 credit hours of program coursework, including HSA 5125, HSA 6185, HSA 6176</i>	3	2 nd Semester
HSA 6426	Health Law and Legal Aspects of Management <i>Prerequisites: Completion of Foundation Courses or a minimum of 9 credit hours of program coursework, including HSA 5125, HSA 6185</i>	3	4 th Semester
HSA 6759	Quality Assessment and Outcome in Health Care <i>Prerequisites: Completion of Foundation Courses or a minimum of 9 credit hours of program coursework, including HSA 5125, HSA 6185</i>	3	4 th Semester
HSA 6930	Professional Seminar <i>Prerequisite: Completed 36 credit hours in the program coursework</i>	1	4 Semester 5 th Semester

Integrative Coursework: 5 credits

Class Number	Class Name	Credits	Semester
HSA 6717	Advanced Health Services Management and Research Seminar <i>Prerequisite: Permission of the instructor.</i>	3	4 th Semester 5 th Semester
HSA 6875	Administrative Residency	2	5 th Semester 6 th Semester

OR	<i>Prerequisites: HSA 6930 and approval of the coordinator</i>		
HSA 6977	Masters Research Project <i>Prerequisites: HSA 6930 and permission of advisor.</i>	2	5 th Semester 6 th Semester

Fast-Track Hybrid Academic Plan

First Semester

Course Level	Course Number	Course Name	Credits
Foundation	HSA 5125	Introduction to Health Policy and Management	3
Foundation	HSA 6185	Management and Organizational Behavior in Health Care Systems	3
Foundation	HSA 6176	Financing and Reimbursement of Health Delivery Systems	3
Core	HSA 6186	Leadership and Organizational Behavior in Health Care Systems	3

Second Semester

Course Level	Course Number	Course Name	Credits
Core	HSA 6175	Financial Management of Health Systems	3
Core	HSA 6205	Hospital and Health Facilities Organization	3
Core	HSA 5655	Ethical Decisions in Health Services Administration	3
Core	HSA 5226	Management of Long-Term Care Systems	3

Third Semester

Course Level	Course Number	Course Name	Credits
Core	HSA 6156	Economic and Decision Analysis in Health Care	3
Core	HSA 6197	Design and Management of Health Information Systems	3

Fourth Semester

Course Level	Course Number	Course Name	Credits
Core	HSA 6426	Health Law and Legal Aspects of Management	3
Core	HSA 6759	Quality Assessment and Outcome in Health Care	3
Integrative	HSA 6717	Advanced Health Services Management and Research Seminar	3

Core	HSA 6149	Strategic Planning and Marketing of Health Care Services	3
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Fifth Semester

Course Level	Course Number	Course Name	Credits
Core	HSA 6187	Managing Human Resources and Health Professions	3
Core	HSA 6930	Professional Seminar	1
Integrative	HSA 6875 or	Administrative Residency or Master's Research Project	2
	HSA 6977		2

Course offerings are subject to change.

Administrative Residency

The Master of Health Services Administration Program offers an optional Administrative Residency (HSA 6875). This Administrative Residency will be available Fall, Spring and Summer semesters and offer 2 credits for those who complete the program.

Information about the In-person Administrative Residency:

- A total of 240 hours will need to be completed during a semester at the placement facility. In a 16-week semester, this amounts to approximately 15 hours per week. In a 12-week semester, this amounts to about 20 hours per week.
 - Note, the Fast Track Track Hybrid program follows the 16-week schedule for fall/spring and 12-week schedule for summer semesters.
- You will be assigned to a preceptor at the placement facility and have an MHSA Faculty contact that you will have regular communications and on-site meetings.
- The student will be required to develop Goals and objectives during the Administrative Residency and provide weekly reports summarizing progress.
- Enrolled students will also develop a portfolio about the Administrative Residency that will summarize all completed activities.
- HSA 6875 is a pass/fail course.

Eligibility Requirements

- Admission to the MHSA program. Administrative Residency is open to entirely online and hybrid students in Broward or Dade Counties; and
- Completion of all MHSA Foundation and Core classes, as well as all prerequisites; and
- Earn a 3.0 GPA, at the time of application, in all foundation, core, and integrative classes; and.
- Ability to allocate three (3) days per week (Monday-Friday) to the Administrative Residency (in-person only); and
- Ability to provide transportation to the Administrative Residency site (in-person only).

Application Procedures

- Submit the following three documents by the application deadline to the MHSA Administrative Residency e-mail, mhsaprogram@fiu.edu
 - Administrative Residency application (see page 3)
 - Cover letter with goals for Administrative Residency
 - Resume (For assistance with resume or cover letter, contact Career and Talent Development, at (305) 348-2423)

Eligibility Procedures

The MHSA Senior Program Coordinator will notify students within one week of the application submission to meet the eligibility and application requirements. Following notification from the coordinator, students must attend a mandatory meeting and complete the following additional requirement by the eligibility deadline.

- Satisfy all background and immunization requirements dictated by the contractual agreements between FIU and community affiliates. These requirements can be found at www.fiuexpress.com. When visiting this website, you will be required to purchase the Background and Immunization Packages required of MHSA students. Total cost for all packages: \$180.00. If you have any questions, you can contact American

Databank (1-800-200-0853). You will also need to obtain your Basic Life Support CPR Certification through the American Heart Association and show proof of medical health insurance. American Databank requires these two items. Specific instructions will be provided to you after you submit your application and meet the eligibility requirements. DO NOT proceed with background/immunization/ screenings or CPR Certification until you have been notified to proceed.

Residency Semester	Application Deadline	Eligibility Deadline
Fall	May 1	July 1
Spring	September 1	November 1
Summer	January 1	March 1

FAILURE TO ADHERE TO THE ABOVE DEADLINES WILL RESULT IN ADMINISTRATIVE RESIDENCY INELIGIBILITY

Any questions regarding Administrative Residency course expectations may be directed to the MHSA E-mail account, mhsaprogram@fiu.edu

Good Academic Standing and Policy on Repeat of Courses:

According to the graduate catalog students must maintain a grade point average of at least a 3.0 ("B") for graduation. Further, any earned grade lower than a "C" is grounds for dismissal. Additionally, a student may earn no more than six credit hours of "C" to graduate. A student who earns a third grade of "C" will be required to retake that course in the next semester the course is offered in. Only two courses in the program can be repeated, and a single course can be repeated only once. If a student receives a C or lower in the repeated course, he/she will be dismissed from the program. The initial grade and the repeat grade(s) are included in the cumulative grade point average computation. The number of credits required for graduation will be increased by the number of credits repeated.

There is a minimum of 48-credits required for graduation. Students must file their "Intent to Graduate" through MyFIU (my.fiu.edu/index.html) the semester before his or her graduating semester. Students are also encouraged to check their Panther Degree Audit (PDA) regularly through MyFIU to ensure they are on track for graduation from the program.

Grading Scale

<i>Letter Grade</i>	<i>Total Points</i>	<i>Letter Grade</i>	<i>Total Points</i>
A	93-100	C+	77-79
A-	90-92	C	73-76 Passing
B+	87-89	D	60-72
B	83-86	F	0-59
B-	80-82		

Advising

Current and prospective students of the Master of Health Services Administration (MHSA) program receive advising support from the Graduate Program Director, Dr. Tina Yeung:

Location: Biscayne Bay Campus | Academic One Room 364A | 3000 NE 151st Street Miami, FL 33199.

Program Graduation Requirements

To be eligible for a Masters degree, a student must:

1. Satisfy all University requirements for the Master of Health Services Administration Program.
2. Complete a minimum of 48 semester hours of graduate-level coursework in the approved program.
3. Earn a minimum overall GPA of 3.0 in all work completed at the University as a graduate student.
4. No courses in which a grade below 'C' is earned may be counted toward the Master of Health Services Administration degree.
5. All students completing the Masters program are subject to graduate student regulations and degree requirements governed by the Nicole Wertheim College of Nursing and Health Sciences policies.

Master's degree programs may accept up to 20% of the required total coursework, subject to approval of the Program Director, of graduate credit earned from another institution beyond a bachelor's degree.

POLICIES AND PROCEDURES

General Student Information

Current Address, Phone Number, and Email Address

Florida International University (FIU) and the Nicole Wertheim College of Nursing and Health Sciences (NWCNHS) require that students keep current addresses and telephone numbers on file. Email addresses are also valuable for communications. A current address and phone number allow College personnel to contact students for emergencies, class changes, awards, academic questions/information, etc. The Office of the Registrar must be notified immediately of any change in address and/or phone number. The College and University must also be notified if a student changes their name.

Statement of Belief Regarding Teaching and Learning

Courses will be interactive for motivated students to demonstrate knowledge gained through readings to prepare them for placement in the healthcare workforce. Contact will be maintained through email, assignment submission through Canvas, group conference calls, phone calls, and in-person appointments. The instructor is responsible for creating a learning environment, and the student is responsible for completing reading assignments, and informing the professor of challenges with concepts, the text, and the overall learning environment—a collaborative environment with shared responsibility.

Student Governance

All Health Services Administration Students are encouraged to participate in the various campus activities and University governance.

Health Executive Students Organization (HESO)

HESO is a student-run organization primarily comprised of Health Service Administration students. The Healthcare Executive Student Organization strives to aid its members in reaching their professional goals and prepare them for a successful career in healthcare management.

HESO aids members by providing its elements of relationships, knowledge, and leadership.

These elements are acquired through HESO's various events and opportunities which will be presented throughout the year. The mission of HESO is to seek to advance the professional goals of our members and expand their knowledge of healthcare management excellence through high ethical standards, proper training, and interactions with senior health executives.

Students with Disabilities

If you have a disability and need assistance, please contact the [Disability Resource Center](#) (University Park: GC190; 305-348-3532) (North Campus: WUC149, 305-919-5345). Upon contact, the Disability Resource Center will review your request and contact your professors or other personnel to arrange for appropriate modification and/or assistance.

Sexual Harassment

For information on sexual harassment, please visit: <http://regulations.fiu.edu/regulation>

Standards of Professional Behavior

POLICY: The Nicole Wertheim College of Nursing and Health Sciences (NWCNHS) will specify specific requirements, student responsibilities, and recommended guidelines regarding standards of professional behavior across all nursing and health sciences programs within the College.

RATIONALE: Standards of Professional Behavior and Conduct Students in nursing and other health professions curricula are held to standards of conduct that differ from and exceed those usually expected of university students. Consequently, NWCNHS students are required to demonstrate clinical competency, including reasonable skill, safe practice, and professional behavior at all times, in the care of clients and clinical rotation/field experience interactions.

PROCEDURE:

Students may be removed from program experiences at any time for unsafe or unprofessional behavior. Further, students are required to adhere to the standards of acceptable conduct outlined

in their respective professional association code of ethics and state of Florida professional regulations. Students can be removed from the nursing or health sciences program of study and/or any college affiliate clinical site or organization based on violation of professional conduct.

NWCNHS students are held to the basic expectations for personal and professional behavior that all members of the FIU community should follow. Especially when faced with a difficult situation or decision, consider and apply the University's core values of civility, respect, and integrity.

Breaches of conduct are reviewed and processed by the program chair referred to the Office for Student Conduct and Academic Integrity following the procedures outlined in the FIU Student Handbook. Resolutions of presented violations may include dismissal from the program.

Academic honesty and integrity are fundamental values that the Nicole Wertheim College of Nursing and Health Sciences upholds. Any incident of academic misconduct will be handled according to the guidelines of the FIU Office of Student Conduct and Academic Integrity. Additionally, any individual aware of violations of the Honor Code is bound by honor to report the incidence of violation to the respective administration.

Student Social Use Policy

POLICY: The Nicole Wertheim College of Nursing and Health Sciences will specify specific requirements, student responsibilities, and recommended guidelines regarding the use of social media and web-based network platforms.

RATIONALE: The Nicole Wertheim College of Nursing and Health Sciences recognizes that social media and web-based network platforms and applications including, but not limited to, Facebook, Instagram, and Twitter, are essential and timely means of communication. However, students who use these social media sites and applications must be aware of the critical

importance of limiting the use of these sites and privatizing the settings of these sites and applications so that only trustworthy "friends" have access to the sites. Students must also be aware that posting certain information is illegal. Violation of existing statutes and administrative regulations may expose the offender to criminal and civil liability, and the punishment for violations may include fines and imprisonment. Offenders may also be subject to adverse academic actions that range from a written reprimand to dismissal from the program and expulsion from the University.

PROCEDURE

When using these social networking sites, FIU students in the Nicole Wertheim College of Nursing and Health Sciences are expected to conduct themselves mature, responsible, and professionally. Discourse should always be civil, respectful, and following University Regulations. Student behavior should be per FIU's values and are bound by FIU-2501 Student Conduct and Honor Code.

Enrolled students represent the Nicole Wertheim College of Nursing and Health Sciences and Florida International University as healthcare professionals. Concerning Social Media, personal posts on any social media platforms, which currently exist or will exist in the future, should be appropriate to your profession in healthcare and not reflect adversely on the College of Nursing and Health Sciences or the University. Students who violate social media guidelines violate the FIU-2501 Student Conduct and Honor Code, Section 5-K-1, and may be subject to disciplinary action.

1. Students must NOT transmit or place individually identifiable patient information; this includes photographs of any kind.
2. Students must observe ethically prescribed professional patient-healthcare provider boundaries.
3. Students should understand that patients, colleagues, institutions, and employers may view postings on personal accounts.

4. Students should take advantage of privacy settings and seek to separate personal and professional information online.
5. Students should bring content that could harm a patient's privacy, rights, or welfare to the attention of appropriate authorities.
6. Standards of professionalism are the same online as in any other circumstance. This includes postings regarding the University, the Nicole Wertheim College of Nursing and Health Sciences, faculty, staff, and peers.
7. Do not share or post information or photos gained through the healthcare provider-patient relationship.
8. Maintain professional boundaries in the use of electronic media. Online contact with patients blurs this boundary.
9. Do not disparage remarks about patients, clinical sites, clinical rotations or field experiences, employers, co-workers, and/or peers, even if they are not identified.
10. Do not take photos or videos of patients or any clinical setting on personal devices, including cell phones.
11. Promptly report a breach of confidentiality or privacy.
12. If students choose to list an email address on a social networking site, they should use a personal email address (not their fiu.edu address) as their primary means of identification.
13. Students may not represent themselves as another person.
14. Students may not utilize Web sites and/or applications in a manner that interferes with their academic/clinical responsibilities.
15. The following actions are strongly discouraged:
 - a. Display of vulgar language.
 - b. Display language or photographs that imply disrespect for any individual or group because of age, race, gender, ethnicity, or sexual orientation.
 - c. Presentation of photographs that may reasonably be interpreted as condoning irresponsible alcohol use, substance abuse, or sexual promiscuity.

Religious Holy Days

The University's policy on religious holy days, as stated in the University Catalog and Student Handbook, will be followed in this class.

- Each student shall notify his/her instructor (via Canvas Inbox) at the **beginning (first week)** of the semester about observant a religious holy day of his/her faith.
- The student will be held responsible for the material covered in his/her absence.
- No major test, class event, or university activity is scheduled on a primary religious holy day.
- Professors and University administrators shall not arbitrarily penalize students absent from academic or social activities because of religious observance.

General Academic Information

Student Advisement from Faculty

Students should see their professors if they have personal or academic difficulties that could impede their progress toward graduation. Office hours are posted outside each faculty member's office. Appointments can be made directly with the faculty member.

Panther Degree Audit

The Panther Degree Audit is an automated degree audit that monitors a student's progress through the University, keeping track of fulfilled requirements and requirements needed to complete. A student cannot graduate until all sections on the PDA are satisfied. A PDA can be obtained online at my.fiu.edu by clicking on the Academic Advisement for Panther Degree Audit link. Once opened, click on "Expand All" to view the PDA.

FIU Core Requirements

All students receiving a baccalaureate degree from an FIU must comply with FIU core curriculum requirements (unless entering with an Associate of Arts (AA) degree). These courses include English Composition/Writing, Mathematics, Natural Sciences, Social Sciences, Humanities, Arts, and Foreign Language. Students must meet the "Gordon Rule" English

Writing and Mathematics requirements mandated by the Florida legislature. The Offices of Admissions and/or Undergraduate Studies determine that a student has satisfactorily met these requirements. Students are encouraged to print out the PDA each semester to determine their course completion status and contact their faculty advisor or the Program Director if questions.

Dropping and Adding Courses

To drop and/or add a course, the student must follow the instructions found on the FIU Registration website. See the Academic Calendar for drop/add deadlines. The student will need to meet with their advisor following the drop to develop a new study plan. If the student is in the MHSA program, they must email the program manager/coordinator by the drop deadline if they need to drop a class

Withdrawal from the University

If a student withdraws from the University for personal reasons, a Withdrawal form must be obtained and submitted to the Office of the Registrar. No signatures are required from the NWCNHS. However, it is a courtesy to notify the College of the student's intention to withdraw. If a student must start from the University after the final withdrawal date because of a major illness, the student can complete the appropriate forms to petition for an excused withdrawal. The student must provide documentation of the disease and attach it to the withdrawal form. The Withdrawal Form can be obtained from the Office of the Registrar.

Program Major Change

A student who has decided to change his/her major should obtain and submit the form to the Office of the Registrar. If the student is transferring to the NWCNHS, the student must fill out the form and obtain signatures from the College. Students who change majors will be evaluated per the undergraduate Health Services Administration program's admission criteria. The student must also contact the previous School to forward his/her academic files to the NWCNHS.

Degree Verification

Degree verifications are done through the University Registrar's Office. The employing agency must send a written request for degree verification, and it must be accompanied by a written release of information signed by the graduate. The NWCNHS cannot do degree verifications. These requests must be submitted to the following email address: fiuverify@fiu.edu.

Policy on Changes to Course Syllabus

The course syllabus is a mutual agreement between the instructor and the student. In most cases, the instructor will propose changes to be approved by a majority vote. However, the instructor retains the right to change the syllabus and notify students without holding a voting session.

Policy on Mobile Phones and Other Electronic Devices

The repeated ringing of mobile phones and other electronic devices is disruptive during lectures or discussions and disturbing peers and the professor. Please set all electronic devices to either flash, vibrate or be silent.

Policy on Email Correspondence

Students shall exclusively use Canvas Inbox to communicate with faculty for all course correspondences. Only in the case of an emergency shall students contact faculty via the FIU (faculty email) account. Failure to do so may result in missed or unrecognizable correspondences. Students should be sure to state their full names, group numbers, if applicable, and class numbers when sending emails.

Please note: (1) students shall not reply to announcements on Canvas – instead, students shall send a separate and new email via Canvas and (2) students shall not email faculty from Canvas Inbox to faculties' FIU email address in case of an emergency – rather students shall send emails from their FIU email addresses to faculty's FIU email accounts.

Faculty do not review or respond to student Canvas emails on the weekends or Holidays.

Students shall not email faculty after 5:00 p.m. EST on Fridays, during the weekend, or holidays.

Faculty will make every effort to reply to student Canvas emails Monday- Friday within 48 hours of receipt.

FIU Library Support

The FIU library provides several services to distance learning students. For example:

- Students can request a chat session in Canvas for an explanation on how to access library resources.
- Students can request detailed instructions on how to access library resources.
- One-on-One assistance from the Distance Learning Librarian

Don't struggle through your library search alone! Help is available. For further information, contact Barbara M. Sorondo email her at bsorando@fiu.edu or call 305-348-2415 or visit libguides.fiu.edu/bmsorondo. Alternately, you can contact Sarah Hammill, Business and Online Learning Librarian, via email at hammills@fiu.edu or call 305-348-3009. You can also visit the FIU Library at: <http://library.fiu.edu>.

Student Perception of Teaching Survey (SPOTs)

Toward the end of each semester, students are provided the opportunity to complete a Student Perception of Teaching survey (SPOTs) for their courses. The SPOTs is a course evaluation through which students assess various aspects of the course instruction. It is distributed through students' [MyFIU](#) portal. For instructions on completing the SPOTs, please click the following link: https://opir.fiu.edu/course_evaluation_tutorial.htm

Grades and Grading

Communicating Grades

Grades can be obtained through the my.fiu.edu website. Students will need their Panther ID and password to receive grades. Otherwise, grades are communicated through a procedure designated by the faculty member. Only faculty members are authorized to report grades over the phone.

Fzero Grade

An F0 will be given to students who earn a failing grade based on course standards and fail to complete at least 60% of the course requirements or attend at least 60% of class sessions. An F0 equals zero grade points per credit hour and is a permanent grade.

Incomplete Grades

An incomplete grade is a temporary symbol given at the discretion of the instructor for work not completed because of serious interruption not caused by the student's own negligence. An incomplete must be made up as quickly as possible; however, no later than two semesters, as it automatically defaults to an "F" grade in the course. See the FIU Undergraduate Catalog for additional policies/procedures related to an incomplete grade.

An incomplete grade should only be given to a student who has successfully completed at least half of the course work. Students retain the option to drop a class through the end of the eleventh week of the semester. Students who do not exercise their right to drop by that point should be prepared to receive the grade they earned. It is possible for a student to drop or withdraw after the eleventh week, if circumstances beyond his/her control make it impossible to continue.

Under such circumstances, the student must submit an Appeal for Late Drop or an Appeal for Late Withdrawal to the Office of the Registrar. If the student's appeal is approved, the Office of the Registrar will request that you indicate on a unique form

If the course instructor determines it appropriate to award a student a grade of "I," the below steps must be followed. Using an official University form, the course instructor will report the following:

1. The grade earned by the student to date.
2. The missing work and the percentage of the final grade it represents (this requires the details of the specific missing assignment).
3. The date the instructor expects the lost work to be submitted or in the case of an examination made up.
4. The justification for awarding the grade of "I".
5. The student's agreement in the form of his/her signature.

The student's responsibility is to ensure that the faculty member has received the missing materials in a timely fashion according to the signed contract for a grade change to be implemented. It is the student's responsibility to ensure the change of grade was entered. The student should print out his/her unofficial transcript three to four weeks after the form was initiated to ensure that the changes was entered on the student's transcript. If it has not been entered, the faculty member should be notified immediately. If the faculty member is not available, the Program Director must be notified.

Policy on Late Submission of Assignments & Questions on Scores

Due dates are established for reasons of equity. It is unfair to peers who complete assignments on time if other classmates have extra time to work on their assignments. It is also not acceptable to the professor, who must grade assignments in a timely fashion. Therefore, plan on completing and submitting all assignments, exams and/or quizzes by the assigned due date.

The professor will, at his/her discretion, accept submissions of assignments past the deadline. Refer to the specific class syllabus to review the professor's policy on late submissions of projects.

Policy on Examinations

Students are expected to arrive on time for all classes, including those class periods with examinations. Quizzes and Exams may be taken online or in a live setting; it is at the instructor's discretion whether or not make-ups are allowed. If taking an exam face to face, students must refrain from suspicious behaviors such as talking, looking around the room, tapping on their desk, etc. It is the responsibility of the student not only to abstain from cheating but also to guard against making it possible for others to see their answers. Any student who helps another student obtain answers to the exams or quiz is as guilty of cheating as the student they assist. Faculty reserves the right to take the exam/quiz of any offender and give that person a 0 (zero) for the exam. If such behavior is observed, the responsible parties will be reported for Academic Misconduct.

NWCNHS Student Academic Grievance/Appeal Procedure

Students have the right to appeal academic and/or course requirement decisions and program progression/dismissal decisions. Students who wish to appeal must follow the NWCNHS Student Academic Grievance/Appeals Procedures found at <https://cnhs.fiu.edu/resources/students/policies-forms/index.html>. Contact your advisor or administrator for the location.

ACADEMIC CONDUCT AND PERFORMANCE

Students are expected to watch the Dean's video on student misconduct located at <http://cnhs.fiu.edu/misconduct/> and review the [FIU Student Handbook](#) for details on Standards of Student Conduct and Policies. The FIU Standards of Student Conduct addresses three major areas of moral integrity: *Academic Honesty*, *Respect for the Law*, and *Respect for People*. Students who plagiarize, cheat and/or harass an instructor or peer may be charged with academic misconduct. Penalties for academic misconduct may include up to dismissal from the University. Below are the definitions of plagiarism, cheating, and harassment:

Academic Misconduct

Florida International University is dedicated to generating and imparting knowledge through excellent teaching and research, the rigorous and respectful exchange of ideas, and community service. All students should respect the right of others to have an equitable opportunity to learn and honestly demonstrate the quality of their learning. Therefore, all students are expected to adhere to a standard of academic conduct, which shows respect for themselves, their fellow students, and the educational mission of Florida International University. The University deems all students to understand that if they are found responsible for academic misconduct, they will be subject to the Academic Misconduct procedures and sanctions, as outlined in the Student Handbook. Students who plagiarize or cheat can be charged with academic misconduct. Penalties for academic misconduct can include up to dismissal from the University.

Misconduct includes:

Cheating: The unauthorized use of books, notes, aids, electronic sources; or assistance from another person concerning examinations, course; assignments, field service reports, class recitations; or the unauthorized possession of examination papers or course materials, whether authorized initially or not.

Plagiarism: The use and appropriation of another are work without indicating the source and the representation of such work as the student's own. Any student, who fails to give credit for ideas, expressions, or materials taken from another source, including internet sources, is guilty of plagiarism.

All students are expected to adhere to a standard of academic conduct, which demonstrates respect for themselves, their fellow students, and the University's educational mission. As a student taking this class:

- I will not represent someone else's work as my own.
- I will not cheat, nor will I aid in another's cheating.
- I will be honest in my academic endeavors.
- I understand that if I am found responsible for academic misconduct, I will be subject to the academic misconduct procedures and sanctions as outlined in the Student Handbook.
- I promise to adhere to FIU's Student Code of Academic Integrity.

Failure to adhere to the guidelines stated above may result in one of the following:

- **Expulsion:** Permanent separation of the student from the University, preventing readmission to the institution. This sanction shall be recorded on the student's transcript.
- **Suspension:** Temporary separation of the student from the University for a specific period.

Nicole Wertheim College of Nursing and Health Sciences Ethos Statement

To view the NWCNHS Ethos Statement, please visit:

https://fiudit-my.sharepoint.com/:b:/g/personal/hsaprogram_fiu_edu/EQTI7i_wcTtPmR750N0NJcEBDOzpsvdwz7Hsk29QwRq_2g?e=1jrnAg

Consequences of Academic Misconduct: Evidence of misconduct the first time results in a zero (0) for the assignment and a referral to the Office of Student Conduct and Conflict Resolution. Evidence of misconduct the second time results in a Failure (F) for the course and a referral to the Office of Student Conduct and Conflict Resolution. Evidence of wrongdoing the third time results in dismissal from the program and a referral to the Office of Student Conduct and Conflict Resolution.

Academic Integrity

To view our Code of Academic Integrity, please visit:

http://academic.fiu.edu/AcademicBudget/misconductweb/Code_of_Academic_Integrity.pdf

Use of Internet Sources:

With the ability to cut and paste from the Internet, it has become easier to derive information by this method without citing the source. While much of what is found on the Internet does not seem to have an author or publication date, it is still considered plagiarism if one does not give credit. It may also mean that the information has little intellectual value since it is an unsigned source. *The Publication Manual of the American Psychological Association* (2020) has established unambiguous guidelines for the format of Internet citations (pp. 268-269). Please be advised that Turnitin.com, an Internet-based service for screening student papers for verbatim text and identifying the sources, may be at the instructor's discretion.

Posting and sharing completed work on third party websites:

As a student at Florida International University Health Services Administration (HSA) program, you work hard to accomplish your educational goal/degree. Therefore, it is critical that you protect the integrity of your work. The HSA department strongly discourages the posting and sharing your work, including but not limited to assignments, discussions, papers, quizzes, and test answers. This includes indirectly sharing your work by posting it to a third-party website, learning platform databases such as Course Hero, StudyMode, or any other external database outside the Canvas course. If you share your original work to any third-party sites, it is an

automatic disqualification from any publication opportunities to medical or educational journals. The HSA department prohibits the use of material from any of the forgoing sites in student submissions. Turnitin will identify such use as plagiarism and will result in a zero grade. In addition, unless explicitly stated otherwise, all course materials are the property of FIU, faculty, and their respective copyright holders. The sharing or redistribution of any course materials to third parties is strictly prohibited.

The above actions violate Florida International University's Academic Integrity, the Student Conduct policies, and the Nicole Wertheim College of Nursing and Health Sciences policies of Academic Misconduct. Students who violate these policies will be dismissed from the degree program and or University.

Misuse of Copyrighted and Course Materials

As stated in Section 5(d) of the Student Conduct Code entitled "Prohibited Conduct" – "Computer Misuse," it is a violation of the Student Conduct Code and subject to possible civil and criminal penalties for students to "distribute without authority" copyrighted and proprietary course material. The preceding prohibition includes, but is not limited to, students taking "screenshots," duplicating or otherwise sharing any quiz/exam course material or using communication apps such as "WhatsApp" to share quiz/examination questions. Students shall treat all course material is copyrighted and proprietary. Students shall obtain written approval from faculty to use any such material other than as expressly permitted by the faculty for use in the course.

Academic Self-Plagiarism

As stated in the American Psychology Associate Publication Manual, Seventh Edition: "Self-plagiarism is the act of presenting one's own previously published work as original; it misleads readers and falsely inflates the number of publications on a topic." (p. 21).

Self-plagiarism is not permitted in the Health Services Administration Department. Any charge of self-plagiarism can result in the same penalties as academic misconduct. Avoid accusations of self-plagiarism, communicate with the professor before attempting to use any content from

previous assignments, and determine the originality report requirements stated in the syllabus.

Charges of self-plagiarism usually result from the following:

- Using work from previously taken or completed classes
- Using work from a class, the student failed and is currently retaking.

To avoid charges of self-plagiarism, communicate with the professor before attempting to use any content from previous assignments and determine the originality report requirements.

Course Requirements

Students are expected to adhere to the stated course requirements outlined in the course syllabus by faculty (provided at the beginning of the course), including due dates for assignments and the specified grading system. Unless prior arrangements have been made with the faculty member, work that is submitted late is downgraded one FULL letter grade for each day the paper/project is late until the grade of "F" is reached. Students are expected to be prepared for all classes and to participate in them. Students should not ask a faculty member to change the course requirements by requesting special treatment such as "extra credit" work to raise a grade, or ask for extensions of due times for papers. These requests are unfair to other students and the faculty member.

Attendance Policy and Class Participation

Students are expected to attend all classes and are held responsible for the content presented. Respect for diverse viewpoints is of utmost importance. Students are also expected to go to class prepared to participate. It is the student's responsibility to obtain any information presented during a particular class. PowerPoint presentations may or may not be posted in Canvas. Students are expected to read the material and make an outline before attending each of their classes. Faculty may present new materials during course that may be included in texts, in which case class lecture notes will supersede textbooks. Bringing laptops to class is permissible. However, if there is any indication that the computer is being used for work unrelated to the course, faculty may request the students to step out or disconnect their laptops.

Online Courses: Most (if not all) coursework for online courses will be conducted online. Expectations for performance in online courses are the same as for traditional courses. Online courses require a degree of self-motivation, self-discipline, and technological skills, which can make these courses more demanding for some students.

GRADUATION PROCEDURES AND GUIDELINES

Eligibility

To be eligible for the Bachelor of Health Services Administration, the student must satisfactorily complete all courses required by the College, University, and the State University System.

FIU Honors

See the FIU Catalog for the required number of semester hours and GPA for Summa Cum Laude, Magna Cum Laude, and Cum Laude.

Application for Graduation

The student must submit an application for Graduation to the Office of the Registrar for instructions on applying for graduation. Please use the following link: <https://onestop.fiu.edu/student-records-myfiu/graduation-diplomas/apply-for-graduation/>. The application for graduation is submitted by the deadline during the beginning of the final semester of studies. Students who do not graduate during that semester must re-submit an application for graduation for the semester they plan to graduate. Veterans should identify themselves during cap and gown purchases to obtain the veterans cap cord. *See the Academic Year Calendar* for deadlines.

Graduation Activities

Students who will graduate at the end of a semester are invited to participate in University and College graduation activities, including commencement. For additional information, please visit <https://commencement.fiu.edu/>

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