



**HEALTH SERVICES
ADMINISTRATION**

STUDENT HANDBOOK

2017-2018

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I. Welcome

Congratulations on your acceptance into the health services administration program at Robert Morris University (RMU). We are very excited to have you in the program!

This handbook will serve as a guide to assist you throughout your program. Awareness of, and adherence to, these policies and guidelines are imperative to your successful progression and completion of the undergraduate and graduate health services administration program. It is an expectation that you will review this handbook and refer to it throughout your time in the program. The document will be updated on a yearly basis and you are responsible for being current with policies and guidelines.

Please refer to the links provided within this document. The School of Nursing and Health Sciences (SNHS) website contains additional information to assist you in achieving success as a health services administration student.

On behalf of the administration, faculty and staff, I welcome you to the RMU Health Services Administration Program and wish you much success in your future career endeavors! I look forward to working with each one of you throughout the program. Please let me know if I can be of any assistance!

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II. About Robert Morris University

Robert Morris University, a private nonprofit institution, was founded in 1921 as the Pittsburgh School of Accountancy. In 1935 the School was named The Robert Morris School in honor of a famous Pennsylvanian financier of the American Revolution. In 1962, the Pennsylvania Department of Education approved status as Robert Morris Junior College. With authorization to grant the Bachelor of Science in business administration degree in 1969, the State approved status as Robert Morris College. The State approved the granting of the MBA degree in 1988.

Over the years, most notably since 1990, the College expanded and diversified its curriculum beyond the original specialty of business with its addition of graduate programs in communication, information systems, and education. In recognition of these changes, the Carnegie Foundation reclassified Robert Morris as a Master's (Comprehensive) I institution in 2000. Following a comprehensive self-study and site visit, the State granted University status in May 2001. The institution formally changed its name to Robert Morris University in January 2002.

Robert Morris University is organized into five academic units. Degrees are offered in the School of Business; School of Communications and Information Systems; School of Engineering, Mathematics, and Science; School of Education and Social Science; and the School of Nursing and Health Sciences. Deans of the five schools report to the Provost and Senior Vice President for Academic and Student Affairs. Robert Morris University offers baccalaureate and graduate degrees.

A. Accreditation and Certification

The Robert Morris University HSA undergraduate program is currently in the study year (2017-2018) and will seek certification in 2018 by AUPHA (Association of University Program Health Administration).

The Robert Morris University HSA graduate program will be seeking accreditation by Commission on Accreditation of Healthcare Management Education (CAHME). Application submission will occur in August 2017 and Site visit will occur in Fall 2018.

B. Mission, Vision and Values

UNIVERSITY MISSION

Robert Morris University is a student-centered institution that transforms lives by building knowledge, skills, and citizenship, all of which focus on the achievement of one's personal and professional goals. Engaged learning, within a highly supportive environment, enables our students to develop strong communication skills, excel within collaborative settings, effectively address complex problems with innovative solutions, and lead with integrity and compassion throughout their

lives and careers in a diverse and rapidly changing world.

SCHOOL OF NURSING AND HEALTH SCIENCES (SNHS) MISSION

The SNHS is learner-focused and transforms lives by preparing exemplary healthcare professionals. This is accomplished through the delivery of evidence based academic programs in a highly engaging environment that aligns with accreditation standards and incorporates knowledge of healthcare trends, team based concepts, application of research to practice, inter-professional communication skills, global citizenship, and leadership characteristics, all of which focus on the ultimate goal of leading with integrity and compassion throughout their lives in a diverse and rapidly changing healthcare environment.

BS HSA MISSION

The mission of the Robert Morris University Health Services Administration program is to provide students with diverse backgrounds the education and experience necessary to develop a foundation for an entry to upper level management position within a broad array of healthcare organizations. The program's curriculum is based on evidence based practice through the teaching and research activities of the faculty. Through emphasis on service activities, the faculty and students are exposed to a variety of healthcare opportunities, helping prepare the student for a practical field experience so that they may become effective healthcare leaders.

MS HSA MISSION

The Robert Morris University Health Services Administration program transforms highly qualified, diverse healthcare professionals with varying levels of experience into leaders through the development of advanced skills in management to perform in a variety of healthcare organizations. The curriculum incorporates the Institute for Healthcare Improvement Triple Aim Framework and evidence based leadership principles. The academically and professionally prepared faculty facilitates student learning by incorporating experiential learning, applied scholarship and service activities in coursework. An emphasis is placed on internships providing individualized opportunities for the student to apply academic theories into managerial practices at successive levels of employment. Students are exposed to a variety of healthcare experiences which prepare them for increasingly responsible leadership roles in all healthcare environments.

B. Vision Statement

UNIVERSITY VISION

Robert Morris University strives to become a recognized *best value* leader by providing a highly proactive student engagement learning environment that is focused on producing graduates of consequence and influence in their personal and professional lives.

SNHS VISION

The SNHS strives to become a nationally recognized "best value" leader and school of excellence by providing a highly proactive, innovative and engaging learning environment that is focused on preparing future healthcare clinicians, scholars, educators and leaders to function within teams and excel in the rapidly changing healthcare environment.

BS HSA VISION

The vision of the Robert Morris University Health Services Administration program will be to remain a recognized educational resource, regionally and nationally, excelling in health administration education. The program will provide a patient-centric education across a diverse set of disciplines to prepare graduates in health administration that will lead to improvements for the quality care and safety of patients.

MS HSA Vision

The vision of the RMU MS HSA program is to become a nationally-recognized graduate program that prepares strategic thinkers and visionary leaders for healthcare organizations. Through partnerships with healthcare organizations and expertise of the faculty, students are transformed through a highly proactive, innovative, and engaging curriculum that responds to the rapidly changing healthcare environment. Our graduates will deploy strategies to improve the patient experience of care and the health of populations in a cost-effective manner in alignment with the IHI Triple Aim.

RMU Core Values

1. High-quality innovative programs with attention to individual/student achievement. (Academic Excellence, Individuals Matter)
2. Faculty and student commitment and accountability to the profession. (Professional Focus)
3. Student engagement through active, lifelong learning in a rapidly changing healthcare environment. (Student Engagement)
4. Collaboration and inter-professional education to enhance patient safety and outcomes. (Changing Lives)
5. Appreciation of cultural differences when caring for patients from a holistic and global perspective. (Global Perspective)
6. Faculty as models of excellence in the roles of teaching, scholarship, service, and clinical practice. (Academic Excellence, Individuals Matter)

BS and MS HSA VALUES

- High-quality innovative programs with attention to individual/student achievement (Academic Excellence, Individuals Matter)
- Faculty and student commitment and accountability to the profession (Professional Focus)
- Student engagement through active, lifelong learning in a rapidly changing healthcare environment (Student Engagement)

- Collaboration and inter-professional education to enhance patient safety and outcomes (Changing Lives)
- Appreciation of cultural differences when engaged in health administration activities, from a holistic and global perspective (Global Perspective)
- Faculty models of excellence in the roles of teaching, scholarship, service, and clinical practice (Academic Excellence, Individuals Matter)

C. Department of Health Sciences Faculty

The Department of Health Sciences is committed to hiring highly-qualified faculty members who have expertise in the fields of healthcare and education. Students are encouraged to form scholarly relationships with faculty and to seek individual assistance when needed. Our [Faculty](#) members are committed to assisting students in achieving success while maintaining the high standards required by the nursing profession.

III. Policies, Procedures and Important Guidelines

A. Academic Calendar

The [Academic Calendar](#) has important dates, including start and end dates for the semester, dates for registration and tuition payment, course withdrawal among other important dates. Be sure to enter the correct range of dates for searching purposes.

B. University Policies

Students are expected to review and adhere to all [University Policies](#)

C. Academic Integrity

The fundamentals of Academic Integrity are valued within the Robert Morris University community of scholars. All students are expected to understand and adhere to the standards of Academic Integrity as stated in the [RMU Academic Integrity Policy](#).

Any student who violates the Academic Integrity Policy is subject to possible judicial proceedings according to the recommendations of the Academic Integrity Committee. Sanctions are outlined in the policy and depending upon the severity of the violation could range from no disciplinary action to being dismissed from the university.

D. Attendance

Online students who fail to maintain active participation in an online course may receive a failing grade and are subject to the discretion of faculty to continue in the HSA online program. On-ground students are expected to attend classes in

accordance with RMU policy and faculty requirements. If extenuating circumstances occur the student should contact faculty by phone and by email. Faculty will make a decision with respect to continued enrollment in online courses.

E. Email and Netiquette

RMU email is used by the faculty, staff and administration to communicate with nursing students. Please check your RMU student email daily. All academic program communication will be sent to the student's RMU email account only. Learners are responsible for monitoring this email account and responding appropriately.

NOTE: If students prefer a different email account, arrangements can be made to forward the RMU student email to that address. Please contact the [RMU IT Help Desk](#) for assistance.

Online students must respect the online classroom as a learning environment. Professional behavior is expected at all times when interacting with peers and instructors. The guidelines for behavior and interaction in an online environment are referred to as netiquette. Click on the following link for a guide to proper netiquette.

[Netiquette Guide for Online Courses](#)

F. Chain of Command for Issues/Concerns

If a question or concern arises regarding a course issue, the student should discuss the issue at the level of the course instructor. If the issue is unresolved at the level of the instructor, the student should follow the procedure outlined in the [Student-Faculty Disputes Policy](#).

IV. Curriculum

A. Program Tracks

RMU offers a Bachelor's and Master's degrees in Health Services Administration (HSA). In addition, students can opt to minor in HSA. The following are provided for additional information about the programs.

[BS Health Services Administration \(fully online program\)](#)

[BS Health Services Administration \(on ground program\)](#)

[MS Health Services Administration \(fully online program\)](#)

B. Transfer of Credits

Upon admission, transcripts are by a representative from the Admissions Office. Students will be informed of the acceptance of transfer credits. Please note, courses older than 12 years must also be reviewed and approved by the Program Director and Department Head.

C. Advising and Registration

Traditional On-Ground Student Advising

On-ground students will be assigned an Academic Advisor who will work directly with them to determine an appropriate course sequence. You will meet with your Academic Advisor to discuss course sequencing before registration each term. This meeting will determine which courses you need to take for the fall, spring and summer terms, as well as appropriate pre-requisites. Once your courses are determined, you will be sent an email from your Academic Advisor summarizing the advisement meeting; the advisor will submit an electronic signature through Sentry for clearance to register. On-ground students will register through the website at the individually assigned time after the Academic Advisor provides clearance.

If you have questions regarding your courses, please consult your Academic Advisor who will answer any questions regarding course progression via email or phone.

Online Students

Online students are assigned an Academic Advisor that will work with them to determine the appropriate course sequence for the fall, spring and summer terms. Once the courses are determined, the student will be sent an email from the Online Student Services Representative summarizing the course plan. Online students are required to reply back to the email in order for registration to occur. Once the email is received from the student, the Online Student Services will register the student for courses.

If you have questions regarding course registration, contact your Online Student Services Representative via email or phone. Your quick response to correspondence will ensure your successful registration for courses. Please note that you must contact your Online Student Services Representative and copy your Academic Advisor via email to process all Add, Drops, or Withdrawals from courses. Please include an explanation about your reason to Add, Drop or Withdraw from the course. Failure to properly drop or withdraw from a course can result in financial penalty. Please refer to the academic calendar for add, drop and withdrawal deadlines.

[Drop Add Period](#)

D. Academic Progression and Graduation

Students who have concerns about their academic standing should discuss academic progression with their academic advisor and/or program director.

[Undergraduate Academic Standing Policy](#)
[Graduate Academic Standing Policy](#)

E. Technology

The HSA programs utilize the following technology and software:

- Antivirus software
- Microsoft Office
- Internet Service (FIOS, Broadband Cable, DSL, Satellite, Dial-up)
- Firefox or Google Chrome Browser-recommended browser for all Blackboard activities

Robert Morris University uses Blackboard Learning Management System (LMS) for courses. Online assistance with Blackboard technology and instructions can be accessed by contacting the RMU Blackboard Help Desk 24-hour technical support at 412-397-2211.

[Technical Support for Blackboard](#)

F. International Experiences

Students are afforded the opportunity to engage in education abroad programs offered through the [Center for Global Engagement](#).

In addition, Dr. Carl Ross serves as the [Coordinator of the Nicaragua Experience](#). Students participating in an international experience can apply up to 40 hours toward the 120 internship hours requirement in the BS or MS program, or the experience can be used as the topic for the thesis requirement in the undergraduate course (HSAM 4850).

V. Student Resources

A. Center for Student Success

The [Center for Student Success](#) provides services that include but are not limited to counseling, tutoring, and disability services.

The HSA online programs also utilize a technology exclusively accessible to students choosing the online distance education experience for tutoring and

counseling called Smarthinking. Smarthinking provides web-based tutoring. Their service supplements our existing academic support services through the Center for Student Success by offering real-time online tutoring and homework help for core courses and skills up to 24 hours a day, seven days a week.

If you need assistance in classes, please contact your faculty member or Academic Advisor in addition to the Center for Student Success or Smarthinking.

B. Scholarship and Financial Aid Information

Please contact the [Financial Aid Office](#) for information regarding the financial aid process at RMU. Additional information is available by using the links below:

[Scholarship Information](#)

www.pheaa.org

C. Library

The RMU library is staffed by qualified librarians to assist you in your scholarly projects. The RMU Electronic Library is a helpful service to search databases while off campus.

[RMU Library](#)

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VI. Graduation Information

A. Commencement

Students must apply for graduation online in the first two weeks of the semester in which they will graduate.

RMU hosts a formal [Commencement](#) ceremony each May that includes both the December and May graduates. The dates are included in the academic calendar.

This formal academic ceremony is rich with tradition and includes the academic procession of administrators, faculty, and students, a pertinent message delivered by a guest speaker, and the presentation of your diploma. Academic regalia are worn. Family and friends are encouraged to attend.

Note: Students who will complete all courses for their degrees by the end of the summer session following the May commencement will be included in the May ceremony.

VIII. Extracurricular Activities

A. Dean's Student Advisory Board

Representatives from each program within the School of Nursing and Health Sciences are selected to serve on the Dean's Student Advisory Board. The board meets two to three times per term and discusses program-related ideas and concerns with the Dean of the School of Nursing and Health Sciences.

B. Student Activities

Robert Morris University offers many services and activities for both resident and commuter students, including clubs, fraternities and sororities, Division I Athletics, intramural sports, marching band, and theatre. Online students are encouraged to participate in committee activities and can do so via telephone and/or teleconferencing. Students who wish to take advantage of on campus activities are encouraged to do so.