

**School of Allied Health Sciences
Division of Health Care Management**



**MHA Student Handbook
Academic Years 2022 - 2024**

Master of Health Administration Program

ACKNOWLEDGEMENT OF RECEIPT of the MHA STUDENT HANDBOOK

SCHOOL OF ALLIED HEALTH SCIENCES DIVISION OF HEALTH CARE MANAGEMENT

I have received the Graduate Student Handbook (MHA) in the Health Care Management Division. I understand that I am responsible for reading the contents of this handbook. Further I understand that I must be cleared through a criminal background check process in order to be eligible for the fieldwork component.

Student Name Printed

Student Signature

Date

MHA Coordinator

Date

**Return this completed form to the Graduate Program Coordinator
Marisa.lewis@famuc.edu**

Disclaimer

While the provisions of this Handbook will ordinarily be applied as stated, the School of Allied Health Sciences, Division of Health Care Management, reserves the right to update and revise any information included in this handbook, as needed. Every effort will be made to inform students of changes. However, it is especially important to note that each student is responsible for keeping abreast of the current requirements and guidelines by regular consultation with his/her Advisor. In addition, all information contained in this handbook can be obtained from the School of Allied Health Sciences (SOAHS) webpage and the School Graduate Studies webpage.

See the links below:

<http://www.famu.edu/index.cfm?hcm>

<http://www.famu.edu/index.cfm?graduatestudies>

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WELCOME

We welcome you to Florida Agricultural & Mechanical University (FAMU), the School of Allied Health Sciences (SOAHS), Division of Health Care Management (HCM). This Handbook was developed to provide you with program policies and procedures and to serve as a guide as you matriculate through the program. We advise you to review the Graduate Policies and Procedures on the School of Graduate Studies and Research' webpage. See the link below. We wish you success in your pursuit of excellence in the graduate program in health administration.

<https://graduateschool.famu.edu/students/current/index.php>

FAMU Mission Statement

Florida Agricultural and Mechanical University (FAMU) is an 1890 land-grant institution dedicated to the advancement of knowledge, resolution of complex issues and the empowerment of citizens and communities. The University provides a student-centered environment consistent with its core values. The faculty is committed to educating students at the undergraduate, graduate, doctoral and professional levels, preparing graduates to apply their knowledge, critical thinking skills and creativity in their service to society. FAMU's distinction as a doctoral/research institution will continue to provide mechanisms to address emerging issues through local and global partnerships. Expanding upon the University's land-grant status, it will enhance the lives of constituents through innovative research, engaging cooperative extension, and public service. While the University continues its historic mission of educating African Americans, FAMU embraces persons of all races, ethnic origins and nationalities as life-long members of the university community.

THE SCHOOL OF ALLIED HEALTH SCIENCES

The SOAHS at FAMU is one of fourteen colleges and schools. It is organized with a Dean, Associate Dean and seven Directors. The Directors oversee the Office of Student Services and the following six Divisions: Cardiopulmonary Science, Health Care Management, Health Informatics and Information Management, Health Science, Occupational Therapy and Physical Therapy.

Mission

The mission of the SOAHS is to provide an enlightened and enriched academic, intellectual, moral, cultural, ethical, technological, and student-centered environment for the purpose of educating individuals to become competent allied health professionals who are capable of: Complex critical thinking; Comprehensive communication skills; Interdisciplinary collaboration; Analysis and involvement in research processes; Improving the health status of under-represented and underserved populations; Lifelong learning.

Vision

The School of Allied Health Sciences as an exemplary health professions entity within Florida A&M University, will provide the highest quality academic experiences at graduate and undergraduate levels, through excellence in student advising, teaching, research and service, in existing and emerging health care arenas, for the benefit of the citizens of Florida, the nation and the world.

Core Values

The SOAHS core values are: Scholarship; Ethics; Excellence; Openness; Collaboration; Diversity; Service; Fairness; Integrity; Respect; Collegiality; Freedom; Fiscal Responsibility; Accountability; Courage; and Honesty.

DIVISION OF HEALTH CARE MANAGEMENT

Mission

The mission of the Division of Health Care Management is to provide comprehensive undergraduate and graduate education in health care management thereby increasing the pool of qualified underrepresented groups in this discipline.

Full-Time Faculty

Name and Position	Contact Information
G. Raul Audi, PhD, MBA , Associate Professor Upsilon Phi Delta Honor Society Advisor	george.audi@famuc.edu 850-412-7857
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ABOUT THE MHA PROGRAM

Mission

Through excellence in teaching, research, and service to the community, the MHA Program provides students with a firm foundation to discover, define and refine compassionate leadership utilizing a competency-based, applied curriculum in health administration.

Vision

The vision for the MHA Program is to be the premier academic program for graduate health administration education, thus enabling our graduates to become exceptional leaders in health care and related fields.

Values

The MHA Program holds the following core values essential to the achievement of the stated mission: Excellence; Accountability; Diversity; Integrity; Ethics; Respect; Service; and Collaboration.

Accreditation Status

The program is accredited by the Commission on Accreditation of Healthcare Management Education (CAHME). CAHME is the premier accrediting body for health care management programs globally. Meeting this gold standard means that students graduating from this program have successfully completed a rigorous curriculum and they possess the knowledge needed to be successful as a health care manager.

<https://cahme.org/advance/SELECT.php>.

MHA PROGRAM STRUCTURE

Competencies

The competencies that guide the MHA Program are adopted from the Healthcare Leadership Alliance Competency Directory which identifies competencies that are important across diverse professional roles within healthcare management. The Healthcare Leadership Alliance (HLA) is comprised of the following organizations: American College of Healthcare Executives (ACHE); American College of Physician Executives (ACPE); American Organization of Nurse Executives (AONE); Healthcare Financial Management Association (HFMA); Healthcare Information and Management Systems Society (HIMSA); Medical Group Management Association (MGMA) and its certifying body, the American College of Medical Practice Executives (ACMPE).

The HLA competency directory includes several competencies categorized under five major domains: **communications** and **relationship management**; **leadership**; **professionalism**; **knowledge of the healthcare environment**; and **business knowledge and skills**. The competencies are organized under each of these five domains. Each MHA course will have the respective competencies listed in the course syllabus.

Career Building Activities

Students are expected to attend/participate in several different activities designed to enhance their careers. Typically, these activities are scheduled outside of class time. Each course will outline the number of activities and their credit weight. Activities may include: MHA Open Houses-speaker; Lecture Series; Virtual Tours; HCA and other Information Seminars; SOAHS Student Forums; FAMU Career Center Fairs; Business Etiquette Workshop; NAHSE Stars; ACHE or NAHSE educational activities and FAMU Health Fairs. Prior registration may be required for some events. *Proof of attendance/participation is required as indicated by your instructor.*

Culminating Experiences

The culminating experiences of the Program are the Health Management Capstone course (HSA 6938) and the Administrative Fieldwork/Residency (HSA 6875). Students have the option of completing a Master's Thesis – HSA 6978, rather than the residency fieldwork. Students seeking this option must declare this by the end of the first semester and must meet with the Division Director to initiate the process.

Curriculum

The Master of Health Administration (MHA) degree program is a competency-based program designed to provide the theory and application necessary for those seeking leadership positions in a variety of public, private nonprofit, and for-profit health care organizations, including; but not limited to, hospitals, long-term care organizations, integrated delivery systems, insurance firms, medical group practice, ambulatory care organizations, mental health agencies, public health, managed care, and health care consulting.

Forty-seven (47) credit hours, distributed among the core and fieldwork/residency are required for the MHA degree. The courses offer a balance of the critical elements in the field of health administration and the functional areas of business. Courses in finance, quantitative methods, and statistics are designed to help students develop analytical tools necessary for managerial problem-solving and decision-making. Strategic planning and marketing, human resources and leadership, courses are included in the curriculum to provide students with the strategic thinking, and the inter-professional and intra-professional competencies necessary for successfully managing and leading health care organizations. The curriculum also includes courses that focus on soft skills, professional development and understanding the legal, and political factors affecting the health care delivery system. Additionally, the integrative component of the curriculum includes a capstone course, and an administrative residency/fieldwork.

Course Descriptions

Number	Course Title	Credits	Course Description
HSA 5103	Introduction to Health and Medical Care Organizations	3	Analysis of the interaction of health organizations with political, financial, cultural, economic, and social systems. Emerging alternative delivery systems are explored.
HSA 5426	Legal Aspects and Ethics in Health and Medical Care	3	Legal and ethical considerations affecting the organization and management of health care institutions.
HSA 5752	Health Care Biostatistics	3	This course provides the student with basic knowledge in the application of statistics.
HSA 5926	Executive Seminar in Health & Business Communications	3	An overview of communication theory and its application in health care management.
HSA 5935	Professional Leadership Development I	1	This course is the first part of a learning experience designed to enhance the professional socialization of students.
HSA 6149	Health Care Planning and Marketing	3	Planning and marketing strategies and outcomes examined from the perspective of health care organization and professional.
HSA 6175	Health Care Financial Management I	3	Application of financial and accounting principles and concepts in health management.
HSA 6178	Health Care Financial Management II: Case Studies	3	Case presentations involving financial issues, trends, and problems facing health organizations.
HSA 6342	Leadership and Human Resources Management in Health Care	3	Leadership and human resources theories, principles, concepts and techniques used by health care managers to maximize the effectiveness of employees.
HSA 6385	Quality Management in Health Care	3	This course presents the concepts and organizational foundations of quality and the provision of quality care in a health care delivery environment.
HSA 6388	Managerial Skills Development and Application	3	This course focuses on assisting students to further their understanding of the healthcare environment through case competitions, volunteerism, webinars, and professional certifications. Students integrate and apply core concepts by participating in national case competitions.
HSA 6507	Health Information Systems	3	Concepts and implementation of clinical and health information systems to support managerial planning, control, decision making, and management.
HSA 6735	Application of Research Methods in Health Care Management	3	An application of statistical methods, quantitative methods, and operations research within health services management and policy contexts.
HSA 6875 Or	Health Management Fieldwork Or	6	A semester-long, project-based fieldwork experience in a health care organization or agency. A Criminal Background Screening is required.
HSA 6978	Master's Thesis		Or Must be declared by the student and approved by the program coordinator in the third semester of the program. Preparation of a Master's thesis consistent with requirements of the School of Graduate Studies and Research
HSA 6925	Professional Leadership Development II	1	This course is the second part of a learning experience designed to enhance the professional socialization of students.
HSA 6938	Health Management Capstone	3	The course is designed to provide students an opportunity to synthesize and integrate knowledge from all formal and informal coursework.

Course Prerequisites

<u>Courses</u>	<u>Prerequisite</u>
HSA 6149 Health Care Planning & Marketing	HSA 5103
HSA 6178 Health Care Financial Management II: Cases	HSA 5103, HSA 6175
HSA 6735 Application of Research Methods in Health Care Management	HSA 5752, HSA 5103
HSA 6925 Professional Leadership Development II	HSA 5935
HSA 6388 Managerial Skills Development and Application	HSA 5103, HSA 6149, HSA 6175
HSA 6937 Advanced Topics in Health Care Strategic Planning	HSA 5103, HSA 6149, HSA 6175
HSA 6507 Health Information Systems	HSA 5103
HSA 6342 Leadership and Human Resources Management in Health Care	HSA 5103
HSA 6385 Quality Improvement in Health Care	HSA 5103
HSA 6875 Health Management Fieldwork	HSA 6388, HSA 6385
HSA 6978 Master's Thesis	HSA 6388, HSA 6385

Health Management Fieldwork/Residency

The health management fieldwork/residency requirement is an integral part of the MHA curriculum. This experiential component of the program is designed for students to bridge the gap between academia and health management practice by gaining practical experience in one of a variety of health care organizations. During the COVID-19 pandemic, this experience will likely be virtual in nature.

In order to be eligible for fieldwork/residency, students must successfully complete **all** courses with a grade of “B” or above. **Students must also pass a criminal background screening. The cost of this screening is the students’ responsibility.** For full-time students, the fieldwork experience takes place in the last semester of study, the semester of graduation.

Admission Criteria

The Program admits a cohort twice a year, fall and spring. Applicants must meet the minimum requirements outlined by the School of Graduate Studies and Research to be eligible for admission. In addition to earning a baccalaureate degree from an accredited college or university, applicants must have:

- a minimum undergraduate grade point average of 3.0 for the last 60 credit hours or documentation of a graduate degree, or
- a minimum Graduate Record Examination (GRE) score of 300 or Graduate Management Admission Test (GMAT) score of 600.

Applicants are required to submit the application, a resume, three letters of recommendation, academic transcripts, a personal statement, and GRE or GMAT score, electronically via the CollegeNet system. Both scholastic and experiential factors are weighed in screening prospective students. All applicants will be interviewed by the Admissions Committee.

A student who does not have the required 3.00 GPA or GRE or GMAT score should enroll in an exam preparation class to facilitate obtaining an acceptable score on the exam. Students cannot take courses in the MHA program for the purpose of qualifying for admission.

A criminal background screening is required prior to residency/fieldwork placement. The student is responsible for this cost.

Academic Advisement

Academic advisement is shared by the graduate faculty in the HCM Division. Each student is assigned an academic advisor upon admission. The academic advisor provides guidance to students on all aspects of matriculation, semester schedules, academic progress, competency exam results, and career preparation. Full-time students typically follow a cohort model and will complete the program in five semesters. However, part-time students and students who need to re-take a course will require a modified course schedule. This usually means the student will not graduate in five semesters. Thus, the first role of the advisor is to provide the students with his/her semester schedule. This is a critical role as it ensures students remain on track for graduation.

Student attainment of competencies is assessed several times prior to the final semester. The academic advisor is responsible for sharing the results of each assessment with the student. Should the student not make adequate progress on each subsequent assessment, the academic advisor, in conjunction with the Graduate Coordinator, will implement early remediation.

Finally, the advisor provides students with career guidance. Comprehensive career planning and placement can be obtained at the FAMU Career Planning and Professional Development Center.

<https://law.famu.edu/career-planning/index.php>

ACADEMIC POLICIES

The MHA degree program follows the academic criteria set forth by the School of Graduate Studies and Research. Each student is responsible for knowing the academic policies of the program. Refer to the information provided in the link below.

https://graduateschool.famu.edu/pdf/Approved_Graduate_Academic_Policies_and_Procedures_8_22_17.pdf

Minimum Course Grade

The requirements are as follows:

- A cumulative GPA of 3.0 must be maintained regardless of course/credit hour load.
- Only a grade of “B” or higher is acceptable for required courses. If a grade lower than “B” is received in a required course, the student must repeat the course.
- Exceeding six semester hours or obtaining unsatisfactory grades (“C,” “D,” “F,” or “U”) in two courses may be grounds for dismissal from the program.
- A course in which a student has received an unsatisfactory grade may be repeated only once.

Each course a student registers for is counted as “an attempt”. If a student is at risk for failing a course, per university policy, he or she may withdraw from that course. However, that withdrawal will be counted as an attempt and the course must be taken after consultation with the Program Coordinator. If the student receives an unsatisfactory grade or withdraws from the course during the second attempt, the student will be at risk for dismissal from the program.

The course must carry the same course prefix, number, and description and may be taught at Florida A&M University (FAMU) or at Florida State University (FSU), under the FAMU-FSU cooperative program. Both grades will be used in computing the student's graduate GPA.

If the same course is neither available at FAMU nor at FSU at the time the student needs to repeat the course, then a substitute course **may be** approved as a transfer course by the MHA program coordinator and division director and taken from any approved institution within the State University (SUS). Please note that this transfer credit will not be factored into the FAMU graduate GPA. However, if no acceptable substitute course is available, the student must wait until the course is available.

Academic Probation and Suspension

A student who is at risk for failing a class will be contacted by the course instructor at least five days prior to the last date to withdraw from classes. The student will receive this information in writing. Should the student choose not to withdraw from the course and subsequently fails, and the cumulative GPA falls below 3.0, the student will **automatically** be placed on probation by the Registrar's Office. Additionally, the MHA Academic Progression Committee will provide the division director with written documentation of the student's academic standing in the program.

Any student on academic probation can only remain on probation for a maximum of nine semester hours (usually one semester) of letter-graded coursework. Documentation of the Academic Probation status will be imprinted on the student's university transcript by the Registrar at the beginning of the term in which the sanction is given, and this will serve as the official notification of probation to the student.

If at the end of the next consecutive semester, the student's cumulative GPA is 3.0 or higher, the student will be taken off probation by the Registrar's Office. However, if prior to the end of the next consecutive semester, the student is once again at risk for failing a class, s/he will be contacted by the course instructor at least five days prior to the last date to withdraw from classes. The student will receive this information in writing. Should the student choose not to withdraw from the course and subsequently fails, and the cumulative GPA falls below 3.0, the student will **automatically** be placed on suspension by the Registrar's Office.

The Registrar's Office will not permit students placed on academic suspension to enroll in any classes for one semester. A service indicator will be placed on the students' iRattler account indicating, "Subject to Dismissal." The Academic Progression Committee will evaluate the students' status and their ability to successfully complete the program. The Committee will make a recommendation to the Division Director. Depending on the recommendation, a student may be dismissed from the program.

Academic Dismissal

Dismissal can occur following academic suspension. However, the School of Graduate Studies and Research policies include grounds for dismissal without academic probation or suspension. Per policy, grounds for immediate dismissal from the MHA program include:

- Having a cumulative graduate GPA less than 2.0
- Academic dishonesty

The MHA Academic Progression Committee will review the case and make a recommendation to the division director.

Appeal of Academic Probation and Suspension

The School of Allied Health Sciences and the School of Graduate Studies provides several options, which a student may choose to pursue. This includes an appeal or application to a different graduate program within the university.

Per the School of Graduate Studies:

Within the next semester following the dismissal, a student may appeal a dismissal decision to the College's or School's Graduate Committee. During this time, the student will not be allowed to take any coursework related to the program.

Should a student choose to appeal, s/he must:

1. Complete and submit the School of Allied Health Sciences Student Complaint and Grievance Process Settlement Form.
2. The grievance form must be completed in its entirety and signed by the student, the Division Director, and the Director of Student Affairs.
3. The student should attach any documents that s/he think will support the justification for an appeal.
4. Completed packets should be forwarded to the Director of Student Affairs, who will then forward it to the SOAHS Grievance Committee.
5. The Committee will review your petition.
6. The Director of Student Affairs will then contact you via email with the committee's decision.
7. If the committee does not rule in your favor, you may seek resolution at the Graduate Dean's level, by submitting the results of Steps 1 –3, along with any other requested documentation, to the School of Graduate Studies Graduate Council, for review and consideration. The student may appeal further to the provost, if the matter is not settled at the Graduate Dean's level.

Should the student choose not to appeal the dismissal, s/he may choose to apply to another FAMU graduate program. The policy states:

After dismissal from one degree program, a student always has the option to apply to another degree program, and this option requires a completely new application. Previously dismissed students, who are accepted into new academic programs, will have a new graduate GPA. Dismissed students will not be allowed to enroll in graduate courses unless they have been admitted to another graduate program or allowed to enroll as non-degree seeking students taking classes with permission from the new program. With approval from the new graduate degree program, the student may transfer credits from courses with satisfactory grades ("B" grade or higher) into the new program, in accordance with the Transfer Credit policy stated previously.

[https://graduateschool.famu.edu/pdf/Approved Graduate Academic Policies and Procedures 8 22 17 .pdf](https://graduateschool.famu.edu/pdf/Approved_Graduate_Academic_Policies_and_Procedures_8_22_17.pdf)

Course Credits, GPA and Financial Aid

Each graduate student who receives any form of financial aid must maintain the minimum 3.0 GPA stipulated above. A full credit load for financial aid eligibility consists of a minimum of nine (9) hours in each fall and spring semester, and six (6) hours for the summer term. A graduate student who fails to maintain the required minimum credit hour load, grades or grade point average (GPA) will be removed from financial assistance and prompt communication will be sent to the Dean of the School of Graduate Studies and Research.

Time Limit on Degree Completion

All requirements for the MHA degree must be completed within **(5) five years** from the term a student first enrolled in graduate courses, provided they are a full-time student. If the allotted time period is exceeded, students will be reevaluated.

Graduation Requirements and Application

Graduation eligibility includes successful completion of **all** courses with a grade of “B” or above and having a minimum cumulative GPA of 3.0. In addition, an Intent to Graduate form **must be completed** and submitted to the Division Director. The Division Director will then place an **ETA** indicator on the students’ iRattler account. Once the indicator has been posted, **the student must complete the online Application for Graduation**. This online process is outlined on the Registrar’s Office webpage. **It is the students’ responsibility to apply for graduation before the deadline.** Refer to the link.

<https://www.famu.edu/academics/registrar-office/graduation-requirements-and-procedures.php>

Tuition Fellowship Guidelines

In 2019, President Robinson stated that students cannot receive funding more than the cost of his/her tuition and fees. In light of this, the MHA program has developed a process for awarding tuition fellowship funds. Fellowship funds are provided to the program by the School of Graduate Studies.

The new process awards funds based on unfunded tuition costs. Tuition may be funded by scholarships, loans, or waivers. The unfunded portion is the amount left over once your scholarship, loans, and waivers are disbursed.

Only students in good academic standing are eligible for fellowship funds. Fellowship funds are divided equally among all students. A review of each student’s account is completed the second week of the semester to determine how much of your tuition is unfunded. Funds are further adjusted following a review of each student’s account according to the criteria listed below:

1. Awards for students during their 2nd to 5th semesters will be adjusted by:
 - a. If your tuition is fully paid using scholarships or waivers, you will not receive an award because you have no unfunded tuition.
 - b. Awards were reduced by 50% for students on state waivers.
 - c. Awards to non-Florida residents and students without student loans are doubled.
2. Awards to students in their 1st semester of course work:
 - a. Reduced by 50%. The rationale is that new students must establish an academic standing.
 - b. Awards to non-Florida residents and students without student loans are doubled.

This process may suggest that we have enough funds to fully fund all students in the program. However, **we do not**. The program has not received any additional funds in at least three years despite the steady increase in our enrollment. We believe these new guidelines are equitable and consistent with FAMU policy.

Curriculum Update and Revisions

The curriculum in the catalog of the year in which the student enters the university is the curriculum under which the student normally should obtain the degree, as long as there has been no interruption in enrollment. However, in response to the accrediting agency, CAHME, changes in the health care industry and Advisory Board recommendations, the MHA curriculum will be updated as needed. Such changes may affect the matriculation time for students who are not continuously enrolled. If this case occurs, those students must adhere to the new requirements introduced in the curriculum. A student who has been

continuously enrolled and has completed and passed the recommended courses each term, should expect to graduate under the curriculum/ catalog year they entered the program. Students are encouraged to consult their Academic Advisor for more information.

Class Attendance

Students are expected to make the most of the educational opportunities available by regularly attending classes. Therefore, the University reserves the right to deal with individual cases of non-attendance. Students are responsible for all assignments, quizzes and examinations at the time they are due and may not use their absence from class as a plea for extensions of time to complete assignments or for permission to take make-up examinations or quizzes.

Absence from class for cause: (a) participation in recognized University activities, (b) personal illness or family death properly documented, or (c) emergencies caused by circumstances over which the student has no immediate control must be excused by the Dean's Office. Class attendance is compulsory for all students. A student will be permitted one unexcused absence per credit hour of the course he/she is enrolled in. If this number of unexcused absences is exceeded, the students' course grade may be reduced by one letter grade.

Student with Disabilities

For policies on ADA, refer to the Equal Employment Opportunity Programs link below

<https://www.famu.edu/about-famu/leadership/division-of-legal-affairs/equal-opportunity-programs-and-labor-relations/index.php>

Student Code of Conduct

The Florida A&M University's Student Code of Conduct can be obtained through the link below.

<https://ahealth.famu.edu/departments-and-centers/office-of-the-dean/STUDENT%20HANDBOOK%20-%20FANG%20-%202012-2014.Updated%208.22.13.pdf>

Academic Honesty

The purpose of the Academic Honesty policy is to ensure that the concepts of honesty, truth and integrity are noted and established as essential values to be held by students at the university and in the School of Allied Health Sciences. This policy applies to any student who gives or takes information or material, and wrongfully uses it to aid himself/herself or another student in academic endeavors. It shall further include receiving unauthorized written, verbal or electronic information from a fellow student. Additionally, it shall include stealing, buying, selling, or referring to unauthorized written, oral or electronic information (e.g., plagiarism). Further, it may also include circumstances that may arise during clinical or professional experiences such as violation of HIPPA laws and regulations, and all other conduct unbecoming of a professional student (i.e., ethical, moral and/or legal). For details, refer to the links below.

<https://ahealth.famu.edu/departments-and-centers/office-of-the-dean/studentaffairs.php>

SCHOOL OF ALLIED HEALTH SCIENCES POLICIES

All policies and forms can be found on the SOAHS webpage under the Office of the Dean, Student Services and Policies.

<https://ahealth.famu.edu/departments-and-centers/office-of-the-dean/studentaffairs.php>

Student Complaints and Grievances

All students (undergraduate and graduate) have a right to complain/grieve a grade, an academic decision/action, or any non-academic issue. Should this be necessary, students must make an appointment with the Division Director. Additionally, students must provide evidence of error, miscalculation, omission or other action negatively impacting the grade received or the student individually. Students are expected to follow established procedural guidelines. Visit the SOAHS web page for complete details.

<https://ahealth.famu.edu/departments-and-centers/office-of-the-dean/studentaffairs.php>

University Office of Ombuds

The Office of the University Ombuds provides confidential, impartial, independent, and informal assistance to students, staff, and faculty in addressing both academic and non-academic concerns at the University that established processes and procedures have not been resolved.

<https://www.famu.edu/students/student-resources/health-and-wellbeing/university-ombuds/index.php>

Disruption of the Academic Process (Non-Clinical)

Disruption of the academic process is defined as the act or words of a student in a classroom or teaching environment which in the reasonable estimation of a faculty member: a) directs attention away from the academic matters at hand, such as noisy distractions; persistent, disrespectful or abusive interruptions of lecture, examination or academic discussions, or b) presents a danger to the health and/or safety of the faculty member or other students.

<https://ahealth.famu.edu/departments-and-centers/office-of-the-dean/studentaffairs.php>

Incomplete Grades

A student who is passing a course, but has not completed all of the required work by the end of the term, due to some unforeseen circumstance, may, with the permission of the instructor, be assigned a grade of "I." In order to assign an Incomplete grade, the Incomplete Grade Request Form must be completed by the instructor, student and Division Director. The following guidelines apply:

- Grades of "I" are not assigned to any course that a student fails to attend or if a student withdraws from the university.
- A student should not register for a course(s) in which incomplete grades have been received. **If he or she does, the original "I" will automatically be changed to a permanent grade of "F."**
- Incomplete "I" grades will not count as hours attempted in computing cumulative grade point averages.
- It is the responsibility of the student to develop a plan with the instructor for removal of an incomplete grade.
- All incomplete grades must be removed by the last day of classes of the term in which the student is next enrolled, **or the grade will automatically change to an "F."**

Student Dress Code

Students are expected to display an appropriate level of judgment with regard to personal hygiene, grooming and dress. Dress must be in line with the SOAHS Dress Code. At no time will the following items of clothing, or clothing style, be acceptable for students attending classes in the School of Allied Health Sciences.

1. Wearing hats, caps or other head wear in the building*
2. Wearing sunglasses in the building*
3. Fish-net (stockings/hosiery) and other see-through clothing
4. Crop tops and other bare midriff tops including spaghetti strap blouses
5. Short shorts
6. Athletic-type, wide-armhole tank tops that expose chest, back or midsection
7. Any clothing with holes and cuts (i.e., jeans, shirts, tops, etc.)
8. Bare feet, thongs, or flip flops (i.e., beach shoes)
9. Suggestive, revealing or tight-fitting clothing, or clothing with inappropriate pictures or slogans
10. Pants worn below the waistline and/or dragging the floor
11. Wrinkled, dirty or unsafe attire
12. Extreme personal presentation of any type (e.g., body piercing, hair style, tattoos)

The above dress code will be in place on a daily basis for all students in the pre-professional and professional level courses in the School of Allied Health Sciences. A stricter code may be adopted by each division based on requirements for clinical and internship experiential. In addition, certain courses may have a specific dress code requirement, which will be outlined in the course syllabus. **Students violating this dress code may be subject to dismissal from the class and may not return until that violation is corrected.**

*Wearing these items for medical or religious purposes is acceptable, with documentation.

Please refer to the link below for detailed policies and forms.

<https://ahealth.famu.edu/departments-and-centers/office-of-the-dean/studentaffairs.php>

Registration, Matriculation & Financial Aid

Please refer to the link below for detailed information:

<https://www.famu.edu/academics/registrars-office/registration/registration-requirements-and-procedures.php>

<https://www.famu.edu/students/office-of-financial-aid/index.php>

Calendar of Activities

Student Forums and HCM Division-wide Meetings

Twice a year the School (SOAHS) holds mandatory Student Forums. The meetings are designed to inform students about important policies, news and upcoming events. Sometimes a guest speaker is invited to address the student body. All students and faculty are required to attend. Usually, one forum is held during the fall and one during the spring semester.

HCM division-wide meetings (BS and MHA students) are held once or twice per year as needed. These meetings are mandatory and provide an opportunity to disseminate and discuss critical

information, issues and events. Meeting notifications are posted throughout the Lewis-Beck building and will be communicated via faculty, staff, Canvas and Face Book announcements.

Annual Pinning Ceremony

Each spring semester, the SOAHS hosts a Pinning Ceremony to acknowledge all students graduating that calendar year. Additionally, the School recognizes alumni and students who have made significant contributions. A discipline-specific, specially designed lapel pin is presented to each graduate. This event is usually held during commencement week in April or May.

DIVISION LECTURE SERIES AND FORUMS

Lecture Series

The Division hosts several lecture series, panels and forums to enhance the learning experience and exposure of the students.

S. Tanner Stafford

Since 1982, the Division of Health Care Management gathered for the first time to pay tribute to the late Mr. S. Tanner Stafford and to recognize his contributions to healthcare. Mr. S. Tanner Stafford was a highly respected and recognized leader in the field of hospital administration. During the fall semester of each year a male leader in healthcare management is invited to offer words of wisdom to the student body. Dr. Donald T. Watson and Ms. Miaisha Mitchell established this lecture series.

Florence S. Gaynor

During the spring semester, a female leader in healthcare management is invited to offer words of wisdom to the student body. This lecture series honors the contributions of the late Florence S. Gaynor who was our nation's first African American female hospital administrator, and the first female president of the National Association of Health Service Executives (NAHSE). Mr. Nathaniel Wesley, Jr. and the Student Health Care Management Association established this Lecture Series.

C-Suite Leadership Forum

Established by alumnus Tonnette Graham. This forum takes the format of a panel discussion. Panelists will be executive-level administrators (i.e. "chief" officers) of various types of health care organizations. This forum is held annually.

Post-Graduate Fellowship Panel

Established in spring 2021, several early careerists who completed an administrative fellowship will be invited to share their experiences. This panel will be held annually.

Business Etiquette Workshop

Scheduled each year, usually during the summer term.

STUDENT ORGANIZATION

Graduate Student Association in Health Administration

The Graduate Student Association in Health Administration is an organization designed to promote quality education and training for future healthcare managers. The aim shall be to promote the art and science of health care management and to improve the quality of health care managers. The membership is composed of students who have been admitted to the MHA degree program.

PROFESSIONAL ASSOCIATIONS IN HEALTH ADMINISTRATION

American College of Healthcare Executives (ACHE) is an international professional society of 30,000 healthcare executives who lead our nation's hospitals, healthcare systems, and other healthcare organizations. ACHE is known for its prestigious credentialing and educational programs. It hosts an annual Congress on Healthcare Management, which draws more than 4,000 participants each year. ACHE Student Associates can obtain valuable career information and gain a competitive edge, through ACHE's countless resources. By joining ACHE while matriculating in school, students will experience the excitement of discovering and understanding the healthcare management profession. Visit their website at <http://www.ache.org/>.

The Division of HCM is a member of the ACHE Higher Education Network (HEN). Benefits include, one free subscription (distributed electronically) to each of ACHE's publications, and scholarship opportunities for student associates.

National Association of Health Services Executives (NAHSE) is a professional organization with student membership. NAHSE is a non-profit national association of African American health care executives. It was founded in 1968 for the purpose of promoting the advancement and development of Black health care leaders and elevating the quality of health care services rendered to minority and underserved communities. Since its inception, NAHSE has sponsored local and national programs and projects designed to improve quality, access and availability to health services and to expand educational opportunities in the field of Health Services Administration. NAHSE's purpose is to ensure greater participation of minority groups in the healthcare field. Its basic objective is to develop and maintain a strong viable national body to more effectively have input in the national health care delivery system. For more information: www.nahse.org.

Scholarships and other career information is available to NAHSE members through the Florida Chapter. <http://www.nahsesouthflorida.org/>.

Division faculty are members of the NAHSE Florida leadership team, and jointly host one educational activity on campus when possible.

FREQUENTLY ASKED QUESTIONS

Q: When did the FAMU MHA program graduate its' first class?

A: Established in 2000, the MHA program admitted its' first class in August 2001 and graduated the first class in 2003.

Q: Is the MHA program accredited by the Commission on Accreditation of Healthcare Management Education (CAHME)?

A: Yes. The program is accredited by the Commission on Accreditation of Healthcare Management Education (CAHME). CAHME is the premier accrediting body for health care management programs globally. Meeting this gold standard means that students graduating from this program have successfully completed a rigorous curriculum and they possess the knowledge needed to be successful as a health care manager. <https://cahme.org/advance/SELECT.php>.

Q: What are some examples of management positions currently held by MHA alumni?

A: Chief Executive Officer, Chief Operations Officer, Vice President of Operations, Practice Manager, Director of Operations, Operations Manager, Network Manager, Health Systems Specialist, Systems Coordinator, Compliance Officer, Nursing Home Administrator, Project Manager, Assistant Administrator, Program Manager, Analyst, Patient Advocate Coordinator, and Team Lead Coordinator.

Q: In what types of health care organizations, or settings, will a MHA graduate be prepared to begin his/her career?

A: Community Health Centers, Clinics, Consulting Firms, Health Insurance, Healthcare Associations, Managed Care Organizations, Hospitals, Home Health Agencies, Assisted Living Facilities, Medical Group Practices, Mental Health, Health Departments, Rehabilitation Centers, Skilled Nursing Facilities, Pharmaceutical Industry, and Government Agencies.

Q: Is a criminal background screening **required** and is there a cost?

A: Yes. The background screening is required prior to residency/fieldwork placement. Students are **required** to pay for their background screening. The **minimum cost** is about \$100.

Q: When are students admitted to the program?

A: Students are admitted twice a year, fall and spring.

Q: What are the application deadlines?

A: The deadline for fall admission is July 1 and the deadline for spring admission is November 15.