

Student Handbook

(Revised May 1, 2018)

Department of Healthcare Management and Leadership

School of Health Professions

Texas Tech University Health Sciences Center

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Dear Student,

Welcome to the Department of Healthcare Management and Leadership. The department is housed within the School of Health Professions at the Texas Tech University Health Sciences Center.

We are committed to providing academic programs and support that will help you achieve your career goals. This Student Handbook contains information, expectations, policies and procedures that will answer many of your questions as well as provide guidance during your time with us.

You are a student in a professional health-related program. As such you are responsible for being familiar with the contents of the Student Handbook. Additionally, all students enrolled in the School of Health Professions are expected to demonstrate professional behavior in their interactions with faculty, staff and colleagues.

We wish you success in your studies and your career.

Sincerely,

Ryan N. Schmidt, Ph.D., MBA, MS, CMRP
Department Chair/ Associate Professor
Department of Healthcare Management and Leadership

School of Health Professions

Mission

The mission of the TTUHSC School of Health Professions is to provide a high quality, student-centered learning environment for graduate and undergraduate education in the allied health professions; advance knowledge through scholarship and research; and provide clinical services that improve health and quality of life in Texas and the Nation.

As part of a state-supported university system, we serve the people of Texas, with particular emphasis on developing regional solutions to meet the educational and clinical needs of rural communities of West Texas.

Vision

To earn regional and national recognition for excellence in graduate and undergraduate allied health science education, research, and clinical service.

We will progress toward achieving this vision by:

1. Achieving high levels of excellence in teaching, research, and clinical service, while fostering the professional and personal competence, growth and success of our students, our faculty, and our staff.
2. Providing an environment that values, supports and rewards research and other scholarly activities.
3. Contributing to the improvement of health status and the reduction of health disparities in the communities we serve.
4. Expanding the cultural and ethnic diversity of our student body, faculty and staff.
5. Remaining responsive to the evolving needs of our students, patients and the communities we serve.

TTUHSC POLICIES & PROCEDURES

Students are responsible for understanding the TTUHSC policies and procedures listed below. Information for each can be found at the following web address using the TTUHSC OP code following each heading: www.ttuhsu.edu/administration/operating-policies/

Americans with Disability Act (ADA)	HSC OP 10.15
Cancellation of Students for Non-Payment of Tuition & Fees	HSC OP 77.09
Code Black, Bomb Threat Procedures	HSC OP 76.17
Code Blue, Cardio-Pulmonary Arrest Response	HSC OP 75.08
Code Brown, Severe Weather Warning and Alert Systems	HSC OP 76.15
Code Green, Internal Disaster Plan	HSC OP 76.01
Confidential Information	HSC OP 52.09
Equal Opportunity Employment and Affirmative Action	HSC OP 51.01
Hazardous Material Incidents	HSC OP 75.03
HIPPA Sanctions Process	HSC OP 52.14
Identification Badges	HSC OP 76.02
Inclement Weather	HSC OP 10.02
Infectious Disease Exposure Policy	HSC OP 10.04
Information Technology Utilization Resources	HSC OP 56.01
Non-Discrimination and Anti-Harassment Policy	HSC OP 51.02
Research Involving Human Subjects	HSC OP 73.06
Sexual Harassment, Assault, and Misconduct Policy	HSC OP 51.03
Social Media Use	HSC OP 67.03
Tobacco-Free Environment Policy	HSC OP 70.29
TTUHSC Facilities, Equipment, Supplies, and Services for Private Purposes Prohibited	HSC OP 61.01
TTUHSC Safety Programs	HSC OP 75.01
Vehicle Registration	HSC OP 76.30
Use of Information Technology Resources	HSC OP 56.01
Guidelines for Educational Use of Copyrighted Works	HSC OP 57.02

Title IX – Safe Campus Commitment

Information on Title IX – Safe Campus Commitment can be found at <http://www.ttuhsu.edu/title-ix/>.

Student Grievances

Information on Student Complaint or Grievance Policies and Procedures can be found at <http://www.ttuhsu.edu/student-services/grievances.aspx>.

DEPARTMENT OF HEALTHCARE MANAGEMENT AND LEADERSHIP

GENERAL INFORMATION

The Texas Tech University Health Sciences Center is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award baccalaureate, masters, doctoral, and professional degrees. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of the Texas Tech University Health Sciences Center.

Catalog, Program Curriculum, and Academic Calendar

The catalog and listing of curricular content for each educational program in the Department of Healthcare Management and Leadership are available for downloading as a PDF file at the following website address:

<http://www.ttuhschool.edu/shp/current/>

Address / Telephone Changes

It is the responsibility of each student to maintain a current local address and telephone number with the academic program and the Office of Admissions and Student Affairs in the School of Health Professions.

Students should provide the Registrar's office with the address of choice to receive notice of grades, semester bills, and all other correspondence sent by this office and the Bursar's office.

The School of Health Professions will not be held responsible for consequences incurred due to address changes that are not reported.

Student E-mail

All official e-mail communication to TTUHSC students is sent to their e-mail account provided by TTUHSC. It is the student's responsibility to check their e-mail account periodically to ensure that they do not miss important communications.

Financial Aid

Students are encouraged to obtain financial aid if needed. Financial aid information can be obtained from the Director of Student Financial Aid, who is located in room 2C-400 in Lubbock and can be contacted by phone at 806-743-3025. A general information brochure is available in the financial aid office.

An emergency loan fund for students enrolled in the School of Health Professions is available. See the Director of Student Financial Aid for more information.

Interprofessional Practice and Education (IPE) Core Curriculum

All TTUHSC students, regardless of school affiliation, will be required to complete the IPE core curriculum prior to graduation. The IPE core curriculum is composed of two components including successful completion of a non-credit online course (>70% accuracy on the knowledge post-test) and successful participation in at least one registered IPE learning activity. Failure to

complete the IPE core curriculum will result in delayed graduation. Students should consult their academic/program advisor and/or school catalog for additional information.

Library

The Libraries of the Health Sciences Centers located in Lubbock, Amarillo, Odessa and El Paso serve all the Schools of TTUHSC including the School of Health Professions, as well as health professionals throughout the 108 county West Texas region. Detailed and up-to-date information about library locations, hours, policies and resources are available at the following website addresses: <http://www.ttuhscc.edu/libraries/> and <http://library.ttu.edu/>

Professional Liability Insurance

Arrangements for professional (clinical) liability insurance coverage are provided by the School of Health Professions. A student may be asked for proof of liability insurance prior to assignment to clinical activities by the clinical instructor. It is the responsibility of students to possess documentation of coverage when at clinical training facilities.

Registration

The Registrar's office is located at the Lubbock TTUHSC campus and services all students. Students may also register online. Tuition and fees are due at the time of registration. For further information concerning registration procedures, contact the Registrar's office at 806-743-2300.

Requests for Leave of Absence

Applications for requesting a leave of absence from enrollment in an academic program can be obtained from the Office of Admissions and Student Affairs.

Social Media Policy

Students are reminded of the need to refrain from posting information about patients and students on social media (e.g., Facebook, Twitter, Instagram, LinkedIn) that violate patient and student privacy. Disclosure of such information may be a violation of federal HIPAA and/or FERPA laws, and any such violation may subject the student to disciplinary conduct pursuant to the TTUHSC Student Handbook. The Department of Rehabilitation Sciences statement regarding Student Interactions with Patients Outside the Scope of Clinical Practice may be found on p. 19 of this handbook. The TTUHSC social media policy can be found at:

<http://www.ttuhscc.edu/administration/documents/ops/op67/op6703.pdf>

Other relevant TTUHSC policies are 52.09 Confidential Information and 52.14 HIPAA Sanctions Process, which can be accessed at:

<http://www.ttuhscc.edu/administration/operating-policies/op52.aspx>

Scholarships

Scholarship information is available through the Office of Admissions and Student Affairs at 806-743-3220.

Student Hospitalization Insurance

All students enrolled in the TTUHSC School of Health Professions are required to have health insurance.

The Office of Student Services provides students the opportunity to purchase health insurance. Students may contact the Office of Student Services at 806-743-2300 for information concerning the purchase of health insurance.

Student Legal Services

The Office of Student Services provides legal services to School of Health Professions students. For more information contact the Office of Student Services, 806-743-2300. Services are included in the student services fee.

Technical Assistance and Support Services

The Texas Tech University Health Sciences Center offers web-based courses and distance learning programs that use the Internet to deliver the course content. To enable all students to access the course content and interact with faculty and fellow students, the Department of Healthcare Management and Leadership provides technical assistance to students. Technical assistance may be obtained by calling each program's IT personnel or by calling 806-743-3117 locally or 866-240-1182 for toll-free access. These numbers are to be used only for technical assistance to resolve web-based computer questions and concerns.

Tuition and Fees

Texas Tech University Health Sciences Center, reserves the right, without notice in this handbook, to amend, add to, or otherwise alter any or all fees, rates or other charges set forth herein by action of the Board of Regents of Texas Tech University or the Texas State Legislature, as the case may be.

To be granted status as a resident of Texas for educational purposes, proper documentation must be on file in the Office of Admissions and Student Affairs. Each student will be required to complete a written residency oath upon applying. For detailed information regarding residency status, contact the TTUHSC Registrar's office.

Refer to the TTUHSC School of Health Professions Catalog for more information about education-related fee schedules.

Refund of Tuition and Fees

A student who officially withdraws from TTUHSC during an academic year may be entitled to a prorated refund of tuition and fees. Forms for withdrawal are available from the Office of the Registrar, as is information about the schedule for prorated refunds.

Student Centers

A student center at the Lubbock campus, called the F. Marie Hall Synergistic Center, is located on the 2nd floor of TTUHSC building and is available for Health Professions, Medical and Nursing students.

Student Senate – TTUHSC (Lubbock and Amarillo only)

Students registered at the TTUHSC are eligible as members of this organization. The Student Senate consists of elected representatives from each of the four schools: Medical, Nursing, Health Professions, and Graduate. These elected students meet to discuss affairs of the Health Sciences Center schools and to provide a source of communication between the students, faculty, alumni, and professional organizations.

Student Health Services (Lubbock and Amarillo campus)

The Student Health Service in Lubbock is operated by the TTUHSC School of Medicine, Department of Family Medicine.

The Family Practice Center, located at room 1C-143, is open from 8:00 a.m. to 5:00 p.m., Monday through Friday. Appointment times are available from 8:30 a.m. to 4:00 p.m. The clinic operates on an appointment basis. If you need to be seen by a physician, it is advisable to call as early as possible in the morning. If you walk-in to the clinic to be seen, be prepared to wait up to two hours.

Students who are currently enrolled in the School of Health Professions and have paid the student health fee are eligible to receive care at no charge at the TTUHSC family practice center. Distance education students are not required to pay the student health fee, so this option may not be available if you have not elected to pay the student health fee. To be seen by a family practice center physician, the student must present their student ID-Card at the time of the appointment. Eligible students seen in the Family Practice Center will not receive a bill; however, their insurance will be billed. Laboratory or radiology studies performed at Student Health Services will be done at no charge to the student. Payment for tests not done at Student Health Services will be the responsibility of the student. Any consultations or visits that are ordered to other departments that generate a fee or charge in the TTUHSC will be the responsibility of the student. For further information about the Family Practice Center or Student Health Services, contact the Office of Admissions and Student Affairs, 2B-194.

If you require medical attention after normal clinic hours, the emergency room at University Medical Center is open 24 hours a day.

All medical records are strictly confidential. By federal law, information cannot be released to anyone without the consent of the student. The only exception is a court order. Students may obtain copies of their immunization records upon request.

TTUHSC SHP International Student Travel

Eligibility – Students must be eligible to participate in the international program at the time of travel. Students must be enrolled in School of Health Professions' courses the semester of travel. Eligibility requirements include, but are not limited to, the student's professional conduct and academic standing. If a student has failed a course in the semester immediately prior to travel; is failing a course during the semester of travel; or is on probation for any reason, the student will not be allowed to travel as a part of the TTUHSC team. If a student has received a Complaint of Misconduct and the complaint has not been resolved prior to the travel date, the student is not

eligible to participate in that specific trip. Each student shall verify eligibility requirements with the Program Director and Office of Global Health prior to participation.

Cancellation/Refunds – TTUHSC and the School of Health Professions are not responsible for reimbursement for financial losses as a result of a student cancelling travel or losing eligibility to participate in the international program. These financial losses may include but are not limited to airline fares, payment to country host, or any other expenses incurred for student international travel.

POLICIES, PROCEDURES AND STUDENT RESPONSIBILITIES

Professional Behavior Expectations and Policy Statement

Students at all times will abide by the Texas Tech University Health Sciences Center School of Health Professions Code of Ethics, as described elsewhere in this Student Handbook. Additionally, each student will abide by his or her program's and profession's Code of Ethics located in the respective program section of this handbook.

Professional conduct, which includes courtesy and good manners, is expected in all academic and clinical settings.

Generic Abilities

Generic Abilities (GA) are attributes, characteristics or behaviors that are not explicitly part of the profession's core of knowledge and technical skills but are nevertheless required for success in the healthcare professions. Ten generic professional abilities and definitions applicable to the department are listed below. These *Generic Abilities* serve as a foundation for professional behavior and may be used for counseling sessions with a student concerning academic and non-academic deficiencies and may be cited as expected standards of professional student behavior in behavioral and/or academic criteria established between a Program Director and a student.

1. *Commitment to Learning* – The ability to self-assess, self-correct, and self-direct; to identify needs and sources of learning; and to continually seek new knowledge and understanding.
2. *Interpersonal Skills* – The ability to interact effectively with patients, families, colleagues, other health care professional, and the community and to deal effectively with cultural and ethnic diversity issues.
3. *Communication Skills* – The ability to communicate effectively (i.e., speaking, body language, reading, writing, listening) for varied audiences and purposes.
4. *Effective Use of Time and Resources* – The ability to obtain the maximum benefit from a minimum investment of time and resources.
5. *Use of Constructive Feedback* – The ability to identify sources of and seek out feedback and to effectively use and provide feedback for improving personal interaction.
6. *Problem-Solving* – The ability to recognize and define problems, analyze data, develop and implement solutions, and evaluate outcomes.
7. *Professionalism* – The ability to exhibit appropriate professional conduct and to represent the profession effectively.

8. *Responsibility* – The ability to fulfill commitments and to be accountable for actions and outcomes.
9. *Critical Thinking* – The ability to question logically; to identify, generate, and evaluate elements of logical argument; to recognize and differentiate facts, illusions, assumptions, and hidden assumptions; and to distinguish the relevant from the irrelevant.
10. *Stress Management* – The ability to identify sources of stress and to develop effective coping behaviors.

Course Scores

Within the Department of Healthcare Management and Leadership, it is each instructor's responsibility to assign a weight to assignments, exams, and course requirements in the manner specified in his or her course syllabus.

Enrollment and Grade Verification

Once admitted to the program students may enroll either online or by calling TTUHSC Registrar at 806-743-2300. Students may register, add or drop courses, and pay tuition and fees online.

Academic Probation

Students placed on Academic Probation must meet specific program performance standards in order to be removed from Academic Probation. A student on Academic Probation will be notified in writing by the Program Director when conditions have been met so that the student can be considered to be in good standing.

Research Activity by Students

The policies and procedures described below pertain to student research activity conducted within all programs of the Department of Healthcare Management and Leadership.

Students may be required to conduct research activities as part of their program's academic curriculum. Such research is expected to be relevant to Healthcare Administration and to relate to the student's course of studies. The research projects are intended to acquaint students with proposal development, research design, ethics, identification of resources, and compliance with applicable TTUHSC policies and procedures.

All student research projects are required to have faculty supervision and Program Directors, or a designated faculty member will handle reviewing and approving all student research project proposals. A faculty member will serve as the Principal Investigator and it is expected that the Principal Investigator and student(s) will strive to produce a research project that is worthy of consideration for publication and/or public presentation.

Responsibilities of:

1. Principal Investigator:
 - a. must have completed a faculty mandated research training program;
 - b. be a designated faculty member in the School of Health Professions who handles supervising student research;
 - c. obtain approval of the student research proposal by the Department Chair and the Institutional Review Board (IRB);

- d. establish a budget for the project (to be paid from course fees);
 - e. ensure that the budget for the project is reviewed by the Program Director and approved by the Department Chair;
 - f. approve all purchases. Since student research may in some cases be funded in part through course fees, the Principal Investigator will ensure that when such funds are used to support student research activity, only Department Purchasing Cards or Purchase Orders are used. Expenditures must cover only authorized expenses, and direct reimbursement of student research activities is not authorized;
 - g. ensure research integrity;
 - h. ensure that there is neither a conflict of interest nor inappropriate research activity sponsored with the resources of the Texas Tech University Health Sciences Center, as defined under TTUHSC Operating Policies.
2. Student(s):
- a. must have successfully completed IRB-mandated research training program;
 - b. under the supervision of the Principal Investigator: (i) select the research activity and (ii) develop a proposal and budget;
 - c. initiate and conduct such activity in a professional manner;
 - d. are accountable and responsible for any expenditures exceeding the budgeted funds;
 - e. are expected to disseminate the results in an appropriate scholarly manner.
3. Program Director or designated faculty member:
- a. Ensure that course research requirements are in compliance with the IRB policies/procedures and accreditation standards;
 - b. Ensure that the Principal Investigator understands the appropriate use of research funding from sources such as course fees, grants, etc.

Campus Carry

Texas Senate Bill 11 (SC 11) was signed into law June, 2015, and is often referred to as “Campus Carry.” It permits individuals with a concealed handgun license (CHL) to carry a concealed weapon on the public university campuses in Texas beginning August 1, 2016.

The law requires university presidents to develop policies and guidelines for their institutions. They may consult with students, staff and faculty and may consider the nature of the student population, specific safety concerns, and the uniqueness of the campus environment.

In April 2016, the Texas Tech University System Board of Regents reviewed the TTUHSC campus carry policy as part of efforts to implement the provisions of Senate Bill 11. The TTUHSC campus carry policy was developed with input from various stakeholders and through the effort of the TTUSC Campus Carry Working Group, which sought to balance the needs of our widely distributed campuses and diverse campus body.

Please visit the campus carry website at <http://www.ttuhscc.edu/campus-carry/>. This website will serve as a centralized source of information related to campus carry at TTUHSC. As a

university, TTUHSC will continue to strive for an environment of collective safety as we undertake our mission of education, service and research.

Academic and Clinical Behavior: Department - Student Agreement
Department of Healthcare Management and Leadership School of
Health Professions, TTUHSC

Students are expected to conduct their behavior in accordance with the following regulations:

1. The use of unauthorized written or oral references during examinations (cheating) is prohibited. This applies to all forms of electronic communication (e-mail, instant messaging, etc.) for web-based examinations.
2. The inadequate citation of references or assistance on papers or class presentations (plagiarism) is prohibited.
3. Habitual tardiness, unexcused absences and lack of participation in class activities is prohibited.
4. Students will behave in accordance with the Code of Ethics set forth by the School of Health Professions and respective program/professional organizations.
5. Students will comply with all rules and regulations of the clinical facilities to which they are assigned.

I certify that I have received a copy of the Department of Healthcare Management and Leadership Student Handbook for my personal use and reference.

I assume responsibility to read, review and thoroughly understand the rules, regulations, code of ethics and honor code as outlined in this Student Handbook. I agree to abide by all rules, regulations and codes while I am a student in the Department of Healthcare Management and Leadership at Texas Tech University Health Sciences Center.

Within one week after receipt of this handbook, I agree that I am responsible for writing an inquiry to the Program Director for clarification of any information in this handbook, including inquiry about consequences for my failure to comply. If I do NOT write an inquiry within one week after receipt, I am declaring that I fully understand my responsibilities and any consequences for my failure to meet those responsibilities.

By entering a web-based course, you are signifying that you have read and agree to all applicable guidelines, policies, regulations and rules set forth in the TTUHSC *School of Health Professions, Department of Healthcare Management and Leadership* Student Handbook by going to the Student Resources section of the School of Health Professions website at: <http://www.ttuhschool.edu/health-professions/about.aspx>, and the TTUHSC Information Technology Policies located at the following website: <http://www.ttuhschool.edu/administration/operating-policies/op56.aspx>

Student Signature / Date

TTUHSC Representative Signature / Date

Student Printed Name

Student ID / R#

**Essential Functions/Technical Standards: Department - Student Agreement:
Department of Healthcare Management and Leadership School of
Health Professions, TTUHSC**

All candidates for degrees within the Department of Healthcare Management and Leadership at Texas Tech University Health Sciences Center (TTUHSC) must be able to perform the following essential functions with or without reasonable accommodations:

1. Observation (to include the various sensory modalities) - accurately observe close at hand and at a distance to gather data and learn skills.
2. Communication - communicate effectively and sensitively with clients/patients and colleagues, including individuals from different cultural and social backgrounds; this includes, but is not limited to, the ability to establish rapport with clients or patients and communicate judgments and intervention information effectively. Students must be able to understand and speak the English language at a level consistent with competent professional practice and be able to communicate clearly in writing using technical terms and documentation standards appropriate to the profession;
3. Psychomotor Skills - show sufficient postural and neuromuscular control, sensory function, and coordination to perform necessary tasks using accepted techniques; and accurately, safely and efficiently use equipment and materials during assessment and intervention with clients/patients;
4. Intellectual and Cognitive Abilities - demonstrate sufficient academic and intellectual abilities to assimilate, analyze, synthesize, integrate concepts and problem solve to formulate assessment and clinical judgments and to be able to distinguish deviations from the norm;
5. Professional and Social Attributes - exercise good judgment and promptly complete all responsibilities required of each program; develop mature, sensitive, and effective professional relationships with others; tolerate taxing workloads; function effectively under stress; adapt to changing environments; display flexibility; and function in the face of uncertainties and ambiguities. Concern for others and interpersonal competence are requisite for all programs.
6. Perseverance and Motivation - demonstrate the perseverance, diligence, and commitment to complete the education program as outlined and sequenced;
7. Ethical Standards - demonstrate professional attitudes and behaviors; perform in an ethical manner in dealings with others. All programs require personal integrity and the adherence to standards that reflect the values and functions of the School of Health Professions and the respective professions. All programs also require the honoring of professional codes of ethics.

Accepted applicants for selection to Department of Healthcare Management and Leadership educational programs will be necessary to verify they understand and meet these essential functions or that they believe, with certain accommodations, they can meet these standards.

The 504 coordinator in the Office of TTUHSC Student Services will evaluate a student who states he/she could meet the program's essential functions with accommodation(s) and confirm that the stated condition qualifies as a disability under applicable laws.

POLICIES AND PROCEDURES FOR STUDENT USERS OF TTUHSC INFORMATION TECHNOLOGY RESOURCES

TTUHSC Operational Policies Related to Online Programs:

<http://www.ttuhs.edu/administration/operating-policies/op56.aspx>

<http://www.ttuhs.edu/administration/documents/ops/op57/op5702.pdf>

Computer Ethics and Responsibilities

Each student shall be responsible for the ethical and courteous use of TTUHSC computer services. Because the computing systems provided to students are the property of TTUHSC, the institution has an obligation to ensure their ethical use and maintains the right to monitor all academic accounts.

Disciplinary measures will be taken when a student using TTUHSC computing resources acts unethically or irresponsibly. For a comprehensive listing of TTUHSC policies on student utilization of computer resources, refer to the following website:

<http://www.ttuhs.edu/administration/operating-policies/op56.aspx>

The following list of ethical standards has been established for all users of TTUHSC computing facilities:

1. A student shall not provide his or her password to anyone nor let anyone else have access to his or her account.
2. A student will be responsible and accountable for all usage of their computer accounts, including use by other persons.
3. A student may use only the computing resources he or she is authorized to use and only for the purposes specified when their accounts were issued or permission to use the resources was granted.
4. A student shall not access or copy software or data belonging to others or TTUHSC without prior authorization. Unauthorized access to files of other computer users is an invasion of privacy; using another person's work without the author's permission is theft; use of a person's software license is a violation of copyright law. Invasion of privacy, theft and copyright violations are prohibited under TTUHSC policies.
5. A student shall not transport software or data provided by TTUHSC to another computer site without prior written authorization.
6. A student shall follow the published procedures for using TTUHSC computing resources and shall not modify any hardware or software provided by TTUHSC.
7. A student shall respect the rights of other students, faculty and staff. A student shall not hamper or deprive other's access to resources or encroach on another's use of computing facilities. Users shall consider the impact of their conduct on other users.

Professional Behavior in an Online Environment

According to the non-academic Misconduct Policy of the School of Health Professions, all students are expected to exhibit professional conduct in all academic and clinical settings.

The use of online educational material and TTUHSC networks is a privilege, not a right. This privilege may be temporarily or permanently revoked from a student in response to abusive conduct. Examples of such conduct include placing unlawful information on a system, abusive or otherwise objectionable language in either public or private messages, sending of messages that are likely to result in the loss of recipients' work, sending of "chain letters" or "broadcast" messages to lists or individuals or any other types of use that would cause congestion of the networks or otherwise interfere with the work of others.

The most important part of network communication is the human part. Follow the same courteous standards of behavior online that you follow in face-to-face interactions with people. Respect other people's privacy, do not abuse your power, and be forgiving of other people's mistakes.

As responsible members of an educational community, students are expected to conduct themselves courteously and in accordance with institutional policies at all times. Respectful dialog including alternative viewpoints is an integral component of academic inquiry, in which opinions are invited, and evidence is presented.

TTUHSC IT Policies: All faculty, staff, and students are expected to comply with TTUHSC IT Policies found at:

<http://www.ttuhs.edu/administration/operating-policies/op56.aspx>

Guidelines for Educational Use of Copyrighted Works – refer to TTUHSC OP 57.02, available at the following website address:

<http://www.ttuhs.edu/administration/documents/ops/op57/op5702.pdf>

Any act or omission that violates federal, state, or local laws or regulations relating to computer equipment, programs, or data and which is not otherwise covered in the "Code of Student Conduct" is grounds for disciplinary action and referral to the appropriate law enforcement or investigative agency. [Listing taken from Part 9, Section B, Personal Conduct, No. 17 of the Student Affairs Handbook, (includes recently proposed changes)].

Master of Science in Healthcare Administration (MSHA) Program

This section of the Student Handbook describes academic policies and procedures that are specific to the MSHA program. Academic policies that are common to the School of Health Professions are provided in the Student Resources section at the following website address:
<http://www.ttuhschool.edu/health-professions/about.aspx>

Curriculum, Course Descriptions, and Academic Calendar

Refer to the Healthcare Administration page, which can be accessed from the Student Resources section at the following website to obtain updated information about the curriculum, course descriptions and academic calendar for the TTUHSC MSHA program:
<http://www.ttuhschool.edu/health-professions/about.aspx>

Philosophy of MSHA Program

Our Vision is to be the graduate degree of choice for working healthcare professionals. Our mission is to educate current and future healthcare managers and leaders by providing an educational program encompassing the essential knowledge, skills, and competencies required for success.

Our objective is to help our students advance professionally, become more successful in their current job, and obtain positions of greater responsibility in the healthcare setting.

Our goal is to be both professors and mentors in the degree experience and professional development process.

Program Description

Our degree is a graduate level Healthcare Administration degree consisting of evidence-based research; a focused, management-based curriculum; individualized instruction; and mechanisms for personal and professional growth. MSHA students entering the program will be required to complete 36 semester hours to meet degree requirements. This will include 30 hours of core class requirements and 6 hours of elective courses. Each course will be offered at least once a year.

Our students are preparing for leadership, management, or supervisory positions in the healthcare field as CEOs, COOs, clinic managers, department heads, program directors, group practice managers, section supervisors, program coordinators, healthcare consultants, or other senior level healthcare positions. Job opportunities for health services administrators and managers continue to be strong as the health industry is one of the fastest growing sectors in our nation's economy. Our graduates are on the cutting edge of relevancy and creditability supporting the nation's healthcare growth.

Educational Objectives

The MSHA program is designed to prepare current healthcare professionals with advanced training that will allow them to excel as leaders, managers and supervisors across the

healthcare spectrum. Upon completion of the program, students will possess the competencies and experiences necessary for successfully meeting the challenges presented by the current and evolving healthcare delivery systems. The curriculum is designed to address competencies that are needed by managers in some areas:

- The student will be able to evaluate, implement, and recognize the different aspects of operational management.
- The student will be able to assess the key components of practice management and organizational behavior.
- The student will be able to distinguish the significant elements of the healthcare delivery system and assess how they integrate with one another.
- The student will be able to analyze an organizational strategic plan and implement a departmental plan that will support the organization's goals.
- The student will demonstrate an understanding of departmental financial management that supports organizational success.
- The student will be able to analyze different marketing strategies common to healthcare organizations.
- The student will demonstrate an understanding of healthcare billing and coding and illustrate common practices of healthcare coding.
- The student will be able to collect and synthesize relevant research and communicate findings, effectively, to those in their area of responsibility.
- The student will understand the principles of leadership, team building, and ethics.
- The student will develop a clinical business plan as part of the class capstone experience.

Professional Societies

Students are encouraged to join either of the following associations: the American College of Healthcare Executives: <http://www.ache.org>; and the Medical Group Management Association: <http://www.mgma.org>. Members receive access to the association website and journals and periodicals regarding healthcare administration: American College of Healthcare Executives:

Transfer Credits

The MSHA program may accept up 6-credits of transfer from other colleges or universities that are comparable in course content and academic level at the discretion of the MSHA Program Director and with concurrence of the TTUHSC Registrar to count towards the hours needed for a MSHA degree. A student who wishes to enroll concurrently in another college

or university course must have written permission from the MSHA Program Director. Transfer credit may be denied if this approval is not obtained in advance. A student must have at least 24 resident credit hours to receive a degree from the TTUHSC MSHA Program.

Professional Behavior

According to the Non-academic Misconduct Policy of the School of Health Professions described in this *Student Handbook*, all students are expected to exhibit professional conduct in all academic and clinical settings.

Online Professional Behavior

TTUHSC is committed to an open, frank, and insightful dialogue in all of its courses. Diversity has many manifestations including diversity of thought, opinion, and values. The MSHA program encourages all students to be respectful of that diversity and to refrain from inappropriate commentary. Should such inappropriate comments occur, we will intervene and may remove inappropriate comments. In some cases, there may be academic disciplinary action. Students should be guided by common sense and basic etiquette.

Never post, transmit, promote, or distribute content that is known to be illegal. If you disagree with someone, respond to the subject, not the person. Avoid harassing, threatening, or embarrassing fellow learners. Also, refrain from transmitting or distributing content that is harmful, abusive, racially or ethnically offensive, vulgar, sexually explicit, or otherwise. Class/Section norms of conduct may vary, but there is no place where hate speech is tolerated. Never post harassing, racist, threatening, or embarrassing comments. In summary - Be polite!

The use of online educational material and mechanisms is a privilege, not a right. This privilege may be temporarily or even permanently revoked at any time for abusive conduct. Abusive conduct includes but is not limited to:

1. Placing unlawful information on the network.
2. The transportation of copyrighted software from one site to another without the owner's expressed permission.
3. The use of abusive or otherwise objectionable language in either public or private messages.
4. The abuse and misuse of "netiquette."
5. Sending of chain letters that may result in a loss of network privileges.

For further explanation of expectations for online professional behavior, refer to the section of this *Student Handbook* entitled "Policies and Procedures for Student Users of TTUHSC Information Technology Resources."

Computer Software

Students can download an updated version of Internet Explorer at no charge at the following website: <http://windows.microsoft.com/en-us/internet-explorer/download-ie>

A student might also be required to download other miscellaneous software, usually available at no charge. All students will be notified at the beginning of each semester about the software requirements that are necessary for the following semester.

Student Responsibilities for Computer/Internet Problems

Students must have contingency plans for computer and Internet problems. Some suggestions include becoming familiar with Internet/free PC usage within your community, or seeking out friends, family, or even coworkers who have Internet services. It is your responsibility to have a backup plan for PC and Internet failure. PC and Internet failure is not a blanket excuse to turn in late assignments and not participate in the course.

Course Work

A detailed syllabus will be provided for each course. The class requirements, assignments, schedule, and the grading methodology will be included in that syllabus. Each student is responsible for reading, understanding, and abiding by the contents of this syllabus at the beginning of each semester. If the requirements of any MSHA course are not understood, it is the responsibility of the student to contact the instructor for clarification within one week of receiving this syllabus.

The published grade ranges must be used by all faculty. However, the actual evaluation of students' work will be determined by the individual faculty member. The means of evaluation may include examinations, papers, case studies, projects, group activities, peer evaluations, and class participation, depending on the specific subject matter of the course and the individual faculty member's preferences. Each faculty member establishes appropriate evaluation methods for his/her course(s) to assess the achievement of educational objectives. Letter grades will be reported to students. The following standard will be used in reporting grades:

- 90 - 100 = A
- 80 - 89 = B
- 70 - 79 = C
- 60 - 69 = D
- < 60 = F

It is MSHA policy that decimal places not be rounded up in final grades. Therefore, a student with an 89.9 average at the end of the course will receive a grade of "B" in the class.

When Courses are Offered

Courses are generally offered at least once per year, depending on the degree plans of the students, faculty availability, and institutional resources. Courses, including but not limited to course time and dates, may be changed at any time and without notice. In the event that a course is not offered and is required for the degree-seeking student, an independent study may be supplemented, if advance approval is obtained from the MSHA Program Director and the student has made arrangements with a faculty member to act as an instructor for the independent study course.

Academic Advising

Each student is provided with an academic advisor. Academic advising is performed on an as-needed basis.

Academic Progress Requirements and Normative Time for Graduation

Academic Progress Requirements and Normative Time for Graduation Students are required to successfully complete (i.e., pass) at least 9 curricular credit hours in an academic year (defined as consecutive fall, spring and summer semesters). Any deviations from this schedule require the approval of the Program Director. The normative time for graduation is four years. In other words, all degree requirements must be completed within four calendar years of matriculation into the program.

In certain courses, prerequisite or co-requisite requirements must be met prior to enrollment. Course offerings and prerequisite/co-requisite requirements may change at any time and without prior notice to the student.

Academic Integrity

Healthcare professionals are expected to practice with a commitment to high standards of conduct and integrity. Academic misconduct is contrary to professional ethics. Academic misconduct includes, but is not limited to: cheating, plagiarism, falsification of records, intimidation and any other actions that may distort the evaluation of a student's academic performance or achievement, assisting others in such acts, or attempting to engage in such acts. Refer to the TTUHSC catalog and student manual at the following websites:

TTUHSC Catalog: <https://www.ttuhsu.edu/catalog/>

TTUHSC Student Handbook: <https://hscweb.ttuhsu.edu/health-professions/current/handbooks.aspx>

Plagiarism

MSHA Students are required to be the authors of their own work. Use of another author's previously written, (published or unpublished work) must be accompanied by specific citation and reference. Generally, plagiarism is defined as the deliberate or reckless representation of another's words, thoughts, or ideas as one's own without attribution in connection with the submission of academic work, whether graded or otherwise.

If a student is found plagiarizing, the professor has the right to admonish the student, require you to redo the assignment, and/or fail the student on the assignment at his or her discretion. In very worst case scenarios, the student will immediately be processed for dismissal. Multiple instances of plagiarism by the student may result in dismissal from the program.

Assistance on Written Work

The Publication Manual of the American Psychological Association (6th edition) is the default format for all papers produced in the MSHA program. Individual instructors may modify said standard as required for specific course deliverables.

As a graduate student, you are assigned research papers and projects to enhance your education and to allow the faculty to evaluate your work. For genuine education and evaluation to take place, papers and projects must be your own work. You are encouraged and expected to use outside sources such as books, journal articles, class notes, group

discussion sessions, student-teacher conferences, and so forth to make your education as rich and complete as possible. However, you must also cite the sources used in the development of your projects and papers.

When you use published sources (to include previous papers written by you) for ideas or expression of ideas, you must acknowledge them through accurate citation and documentation. The knowledge represented in your paper(s) must be your own. If it is not, you must provide proper credit. For example: You may use a typist to type your manuscript(s). You may also receive editorial and/or methodological advices from faculty or peers, and you may act on their advice provided you understand what you are doing (i.e., the knowledge and rationale are yours). You may not allow anyone to write your paper for you or make substantive changes in your paper(s).

Graduate papers should present clear evidence of the quality of your self-education, not of someone else's. That quality is what the faculty will evaluate.

Using the same paper for multiple purposes is prohibited unless prior permission is obtained from the course instructor.

Academic Standards

Each student of the Healthcare Administration program must maintain a cumulative GPA of 2.7 or higher at the end of each semester. Additionally, each student must receive a grade of "C" or better in all courses taken.

Academic Probation

A student will be placed on academic probation for any of the following reasons:

1. Failure to maintain a cumulative GPA of 2.7 or higher. A student placed on academic probation due to low cumulative GPA (below 2.7) will remain on academic probation until the cumulative GPA is raised to 2.7 or higher. The student may remain on academic probation for reasons of low cumulative GPA no longer than four consecutive terms. For the purposes of this policy, a term includes any of the following: Fall 1, Fall 2, Spring 1, Spring 2, or Full Summer.
2. Earning a grade of "D" or "F" in any one course. The course must be repeated at the next course offering. If the course is an elective, another elective may be taken in its place. The student will remain on academic probation until the course is retaken with a grade of "C" or better. For coursework that is repeated under such circumstances, both the original and the repeated course grades are used to calculate cumulative GPA and both grades will appear on the student grade transcript.

Dismissal from the Program for Academic Reasons

Students in the MSHA program will be subject to dismissal for any of the following reasons:

1. Failure to be released from academic probation within the time frame specified in the “Academic Probation” section above.
2. Earning a grade of “D” or “F” while on academic probation.
3. Earning a grade of “D” or “F” in a repeated course.
4. Earning a grade of “D” or “F” in two or more courses in the program.

Dismissal procedures will comply with the dismissal policy established by the School of Health Professions (*Texas Tech University Health Sciences Center; Schools; School of Health Professions; Current Students; SHP Student Policies; Academic Dismissal*).

Dismissal from the Program for Misconduct

A student enrolled in the MSHA program may be dismissed for violation of academic and/or non-academic misconduct policies of the School of Health Professions.

SHP Ethical School Standard

As a student of the School of Health Professions at the Texas Tech University Health Sciences Center, I will use my knowledge and skills responsibly to improve the quality of life for those we serve. I will seek in all academic, professional and personal endeavors to demonstrate ethical behavior, honesty, integrity and respect for others.

Code of Ethics for the MSHA Program

As a student in the MSHA Program, there are certain academic, professional, interpersonal, and personal standards that are expected. It is the objective of the program to enhance each of these areas with the goal of producing graduates who are well-rounded, productive, and ethical professionals and citizens.

Personal Standards

Demonstrate the highest standards of moral and ethical conduct. In order for students to be good citizens and professionals, they must be cognizant of the importance of honest, truthfulness, and personal integrity. This means that there are no allowances made for lying, cheating, plagiarism, or other forms of dishonesty in dealing with classmates, professors, or any part of the Program.

Interpersonal Relations

Be respectful to faculty and fellow students. Accept the personal responsibility to be intolerant of all forms of discrimination. The program has a diverse student body reflecting many different beliefs and backgrounds. It is imperative that we learn to respect and understand our differences and strive to use those differences to learn more about and appreciate other people and cultures. At the same time, we must foster an environment where individuals feel comfortable challenging each other’s views as well.

Class Preparation and Classroom Conduct

In order to obtain optimal results for the program, it is essential for students to take an active role in the educational and learning process. Students should maintain a cordial and respectful attitude in all on-line discussions. Furthermore, the student should complete assignments on time and submit quality work worth of a professional degree program.

External Relations

Promote a positive image of the program and the university in the community. An outsider's opinion of the MSHA Program and TTUHSC may be based solely on the behavior and performance of students. It is important that students be aware of the broad impact of the actions in the community.

Professional Obligations

Accept as your professional responsibility the need to keep current on literature and activities in the healthcare administrative and business professions. Participate in professional societies related to your job.

Bachelor of Science in Healthcare Management (BSHM) Program

This section of the Student Handbook describes academic policies and procedures that are specific to the BSHM program. Academic policies that are common to the School of Health Professions are provided at the following website address:

www.ttuhschool.edu/shp/current

Curriculum and Academic Calendar

Refer to the following websites to obtain updated information about the curriculum, and academic calendar for the TTUHSC BSHM program:

Curriculum: <https://www.ttuhschool.edu/health-professions/bachelor-of-science-healthcare-management/curriculum.aspx>

Academic Calendar: <https://www.ttuhschool.edu/health-professions/calendar.aspx>

Mission and Philosophy

The mission of the Bachelor of Science in Healthcare Management (BSHM) program is to prepare students to be successful, competent and ethical managers in the evolving U.S. healthcare system.

The Healthcare Management (BSHM) program combines common core and approved health professions technical credit hours to earn a degree for entry level healthcare managers and leaders. The purpose of the BSHM program is to provide wide exposure to the skills, knowledge and abilities needed for success in the U.S. healthcare delivery system. The BSHM program prepares students with the competencies needed for successfully meeting the current and evolving challenges presented by the healthcare delivery system to entry-level managers and leaders.

The faculty of the BSHM program believes that every student utilizes his or her education in various life situations. The knowledge gained must not be used to exploit others, but to serve as a tool to improve the healthcare business. We hope to develop students with a sense of responsibility and a desire to contribute to their profession, patients, organizations, co-workers and subordinates, and the communities they serve.

The objectives of the healthcare management profession are to enhance the overall quality of life, dignity and well-being of every individual needing healthcare services, and to create a more equitable, accessible, effective and efficient healthcare system. Healthcare executives have an obligation to act in ways that will merit the trust, confidence, and respect of healthcare professionals and the general public.

Since every management decision affects the health and well-being of individuals and communities, healthcare executives need to evaluate carefully the possible outcomes

of their decisions. In organizations that deliver healthcare services, they must work to safeguard the rights, interests, and prerogatives of patients or others served.

Goals of Program

The intent of the BSHM program is to provide management training to professional health technicians and technologists who wish to advance to supervisory levels in a healthcare organization. The program is presented in a web-based format and will allow program participants to stay in their communities without sacrificing family, professional, and community responsibilities. Among the goals of the BSHM are:

1. To create course content that builds foundational skills for the development of a decisive and ethical management response to the requirements of healthcare organizations for effective management and supervision of their healthcare operations and sub-units.
2. To create a non-traditional program that is responsive to the scheduling needs and the educational and professional goals of working healthcare technicians and technologists. To support the Texas initiative for closing the educational gap for first-generation college students, particularly community college A.A.S. degree graduates.
3. To improve and expand educational access to students from rural and medically underserved areas.
4. To educate students to be competent and efficient resource managers and personnel supervisors of healthcare management activities.
5. To educate students in mastering and using management and decision-making skills as the foundation for their healthcare management activities.
6. To educate students about professional ethics in management and legal issues in healthcare.
7. To develop in students the management skills, knowledge, and abilities that are essential for optimizing their roles as members of an interdisciplinary healthcare team and leaders in the community.
8. To educate students to value, promote, and improve the quality of health care through the unique and cooperative contributions of healthcare professionals in an interdisciplinary approach.
9. To educate students in the acquisition and use of state of the art technologies in health care delivery, research activity, and clinical education.
10. To develop students as effective advocates for patient rights within the current and evolving health care environments.
11. To educate students in the value of critical interpretation of data for effective resource management and contribution to the decision-making process of their organization.
12. To educate students who accept responsibility for personal and professional growth and participate in the further development of their chosen professional goals.
13. To sustain students in a lifelong process of learning.

The curriculum will provide the personal and professional development learning processes necessary for students to acquire both competence and leadership abilities.

Educational Objectives

The BSHM program is designed to prepare students with competencies needed to enter various supervisory and entry-level management positions in hospital departments, ambulatory centers, community agencies, long-term care facilities, sub-acute care facilities, home health agencies and independent living centers. Upon completion of the program, the students will possess the competencies and experiences necessary for successfully meeting the challenges presented by the current and evolving healthcare delivery systems. The curriculum is designed to address competencies that are needed by managers in four broad categories:

1. Resource management (human, material, and financial)
2. Information systems (medical records and computer support)
3. Healthcare organizations and systems (institutional, regional, integrated)
4. Operational, clinical management (decision making and clinical outcomes)

Professional Societies

Students are encouraged to join either of the following associations. Members receive access to the association web site and journals and periodicals regarding healthcare administration:

American College of Healthcare Executives: <http://www.ache.org>

Medical Group Management Association: <http://www.mgma.org>

Professional Behavior

According to the Non-academic Misconduct Policy of the School of Health Professions described in this *Student Handbook*, all students are expected to exhibit professional conduct in all academic and clinical settings.

Online Professional Behavior

TTUHSC is committed to an open, frank, and insightful dialogue in all of its courses. Diversity has many manifestations including diversity of thought, opinion, and values. The MSHA program encourages all students to be respectful of that diversity and to refrain from inappropriate commentary. Should such inappropriate comments occur, we will intervene and may remove inappropriate comments. In some cases, there may be academic disciplinary action. Students should be guided by common sense and basic etiquette.

Never post, transmit, promote, or distribute content that is known to be illegal. If you disagree with someone, respond to the subject, not the person. Avoid harassing, threatening, or embarrassing fellow learners. Also, refrain from transmitting or distributing content that is harmful, abusive, racially or ethnically offensive, vulgar, sexually explicit, or otherwise. Class/Section norms of conduct may vary, but there is

no place where hate speech is tolerated. Never post harassing, racist, threatening, or embarrassing comments. In summary - Be polite!

The use of online educational material and mechanisms is a privilege, not a right. This privilege may be temporarily or even permanently revoked at any time for abusive conduct. Abusive conduct includes but is not limited to:

6. Placing unlawful information on the network.
7. The transportation of copyrighted software from one site to another without the owner's expressed permission.
8. The use of abusive or otherwise objectionable language in either public or private messages.
9. The abuse and misuse of "netiquette."
10. Sending of chain letters that may result in a loss of network privileges.

For further explanation of expectations for online professional behavior, refer to the section of this *Student Handbook* entitled "Policies and Procedures for Student Users of TTUHSC Information Technology Resources."

Computer Software

Students can download an updated version of Internet Explorer at no charge at the following website: <http://windows.microsoft.com/en-us/internet-explorer/download-ie>

A student might also be required to download other miscellaneous software, usually available at no charge. All students will be notified at the beginning of each semester about the software requirements that are necessary for the following semester.

Student Responsibilities for Computer/Internet Problems

Students must have contingency plans for computer and Internet problems. Some suggestions include becoming familiar with Internet/free PC usage within your community, or seeking out friends, family, or even coworkers who have Internet services. It is your responsibility to have a backup plan for PC and Internet failure. PC and Internet failure is not a blanket excuse to turn in late assignments and not participate in the course.

Course Work

A detailed syllabus will be provided for each course. The class requirements, assignments, schedule, and the grading methodology will be included in that syllabus. Each student is responsible for reading, understanding, and abiding by the contents of this syllabus at the beginning of each semester. If the requirements of any BSHM course are not understood, it is the responsibility of the student to contact the instructor for clarification within one week of receiving this syllabus.

The published grade ranges must be used by all faculty. However, the actual evaluation of students' work will be determined by the individual faculty member. The means of evaluation may include examinations, papers, case studies, projects, group activities, peer evaluations, and class participation, depending on the specific subject matter of the course and the individual faculty member's preferences. Each faculty

member establishes appropriate evaluation methods for his/her course(s) to assess the achievement of educational objectives.

Letter grades will be reported to students. The following standard will be used in reporting grades:

90 - 100 = A
80 - 89 = B
70 - 79 = C
60 - 69 = D
< 60 = F

It is BSHM policy that decimal places not be rounded up in final grades. Therefore, a student with an 89.9 average at the end of the course will receive a grade of "B" in the class.

Academic Advising

Each student is provided with an academic advisor. Academic advising is performed on an as-needed basis.

Academic Progress Requirements and Normative Time for Graduation

Students are required to successfully complete (i.e., pass) at least nine curricular credit hours in an academic year (defined as consecutive Fall, Spring and Summer semesters). Any deviations from this schedule require the prior approval of the Program Director. The normative time for graduation is four years. In other words, all degree requirements must be completed within four calendar years of matriculation into the program.

In certain courses, prerequisite requirements must be met prior to enrollment. Course offerings and prerequisite requirements may change at any time and without prior notice to the student.

Academic Integrity

Healthcare professionals are expected to practice with a commitment to high standards of conduct and integrity. Academic misconduct is contrary to professional ethics. Academic misconduct includes, but is not limited to: cheating, plagiarism, falsification of records, intimidation and any other actions that may distort the evaluation of a student's academic performance or achievement, assisting others in such acts, or attempting to engage in such acts. Refer to the TTUHSC catalog and student manual at the following websites:

TTUHSC Catalog: <https://www.ttuhscc.edu/catalog/>

TTUHSC Student Handbook: <https://hscweb.ttuhscc.edu/health-professions/current/handbooks.aspx>

Plagiarism

BSHM Students are required to be the authors of their own work. Use of another author's previously written, (published or unpublished work) must be accompanied by specific citation and reference. Generally, plagiarism is defined as the deliberate or reckless representation of another's words, thoughts, or ideas as one's own without attribution in connection with the submission of academic work, whether graded or otherwise.

If a student is found plagiarizing, the professor has the right to admonish the student, require you to redo the assignment, and/or fail the student on the assignment at his or her discretion. In very worst case scenarios, the student will immediately be processed for dismissal. Multiple instances of plagiarism by the student may result in dismissal from the program.

Assistance on Written Work

The Publication Manual of the American Psychological Association (6th edition) is the default format for all papers produced in the BSHM program. Individual instructors may modify said standard as required for specific course deliverables.

As a student, you are assigned research papers and projects to enhance your education and to allow the faculty to evaluate your work. For genuine education and evaluation to take place, papers and projects must be your own work. You are encouraged and expected to use outside sources such as books, journal articles, class notes, group discussion sessions, student-teacher conferences, and so forth to make your education as rich and complete as possible. However, you must also cite the sources used in the development of your projects and papers.

When you use published sources (to include previous papers written by you) for ideas or expression of ideas, you must acknowledge them through accurate citation and documentation. The knowledge represented in your paper(s) must be your own. If it is not, you must provide proper credit. For example: You may use a typist to type your manuscript(s). You may also receive editorial and/or methodological advices from faculty or peers, and you may act on their advice provided you understand what you are doing (i.e., the knowledge and rationale are yours). You may not allow anyone to write your paper for you or make substantive changes in your paper(s).

Student submissions should present clear evidence of the quality of your self-education, not of someone else's. That quality is what the faculty will evaluate.

Using the same paper for multiple purposes is prohibited unless prior permission is obtained from the course instructor.

Academic Requirements

Sitting out for one long semester (Fall or Spring) places the student in an inactive status. If a student wishes to return after sitting on one long semester, they must re-apply to the BSHM program under the new program requirements. Reapplying to the program does not guarantee acceptance to the BSHM program.

Academic Standards

Each student of the Healthcare Management program must maintain a cumulative GPA of 2.5 or higher at the end of each semester. Additionally, each student must receive a grade of “C” or better in all courses taken.

Academic Probation

1. Failure to maintain a cumulative GPA of 2.5 or higher, or receiving a grade of “D” in any course, will result in the student being placed on academic probation.
2. A student placed on academic probation due to low cumulative GPA (below 2.5) will remain on academic probation until the cumulative GPA is raised to 2.5 or higher. The student may remain on academic probation for reasons of low cumulative GPA no longer than two consecutive semesters. For the purposes of this policy the Summer I and Summer II terms, taken together, are considered as one semester.
3. A student placed on academic probation due to receiving a grade of “D” will remain on academic probation until they have the opportunity to obtain a passing grade in the course (“C” or better) in which the original grade was a “D” the next time that course is offered in the curriculum. For coursework that is repeated under such circumstances, both the original and the repeated course grades are used to calculate cumulative GPA and both grades will appear on the student grade transcript.
4. Failure by the student to meet the above requirements for removal from academic probation will normally result in a recommendation from the program director to the department chair that the student be dismissed from the program for reasons of academic deficiency.

Dismissal from the Program for Academic Reasons

1. A student will be dismissed for failure to be released from academic probation within the time frame specified in the “Academic Probation” section above.
2. A student will be dismissed for receiving a final grade of “F” in any course.
3. Dismissal procedures will comply with the dismissal policy established by the School of Health Professions (*Texas Tech University Health Sciences Center; Schools; School of Health Professions; Current Students; SHP Student Policies; Academic Dismissal*).

Dismissal from the Program for Misconduct

A student enrolled in the BSHM program may be dismissed for violation of academic and/or non-academic misconduct policies of the School of Health Professions.

SHP Ethical School Standard

As a student of the School of Health Professions at the Texas Tech University Health Sciences Center, I will use my knowledge and skills responsibly to improve the quality of life for those we serve. I will seek in all academic, professional and personal endeavors to demonstrate ethical behavior, honesty, integrity and respect for others.

Code of Ethics for the BSHM Program

As a student in the BSHM Program, there are certain academic, professional, interpersonal, and personal standards that are expected. It is the objective of the program to enhance each of these areas with the goal of producing graduates who are well-rounded, productive, and ethical professionals and citizens.

Personal Standards

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Class Preparation and Classroom Conduct

In order to obtain optimal results for the program, it is essential for students to take an active role in the educational and learning process. Students should maintain a cordial and respectful attitude in all on-line discussions. Furthermore, the student should complete assignments on time and submit quality work worth of a professional degree program.

External Relations

Promote a positive image of the program and the university in the community. An outsider's opinion of the BSHM Program and TTUHSC may be based solely on the behavior and performance of students. It is important that students be aware of the broad impact of the actions in the community.

Professional Obligations

Accept as your professional responsibility the need to keep current on literature and activities in the healthcare administrative and business professions. Participate in professional societies related to your job.