Master of Science in Healthcare Management
Student Handbook

Experience Southeast, Experience Success!

Ostrenga, Barbara
WELCOME

Welcome to the AACSB and NIBS (Network of International Business Schools) Accredited Harrison College of Business at Southeast Missouri State University.

We are highly committed to being an educational institution of excellence in the field of business administration. On a continuous basis, we strive to provide our most valued assets, our students, with business studies for tomorrow's business successes - a mission that at all times forces us to understand the needs of our students and the competitive business environment. Our growing number of Masters programs is one of our most significant indications of fulfilling this mission.

The Master of Science in Healthcare Management program was initiated in 2014 in response to regional needs in the Southeast Missouri area. We believe that our AACSB Accredited Ms in Healthcare Management (HCM) program sets apart from other programs by offering our students quick response in all correspondence, by paying special attention to their personal needs, and by giving all students the chance of being actively involved through our small class sizes.

The HCM program in the Harrison College of Business is very fortunate to have a great combination of international students and domestic students, many which are employed in regional full-time job-positions, allowing both parties to gain superior experiences within their fields of expertise.

Please spend some time browsing our web sites. They will provide detailed information about our students' experiences, application procedures, frequently asked questions and the MsHCM program.

Thanks for choosing our program. We are proud to welcome you as a Master of Science in Healthcare Management student in the Harrison College of Business and will provide you an advanced business degree that will help you accomplish your professional goals.

Sincerely,
Ken Heischmidt
Director of Graduate Business Studies, kheischmidt@semo.edu

Southeast Missouri State University Mission

The purpose of the University is to provide students with high-quality, accessible and affordable educational programs responsive to the needs of the region, the nation, and the world. Southeast is an “engaged” university supporting a wide array of research and public service programs that enrich and extend the learning environment.
Donald L. Harrison College of Business Mission

Business studies today for tomorrow’s business successes.

(Experience Southeast, Experience Success)

Donald L. Harrison College of Business VISION

To become the campus of choice for those undergraduates wishing to pursue business studies at a public university where high quality teaching and student learning are emphasized, while maintaining a highly regarded, albeit small, graduate program.

Contact Information

Graduate Business Studies
XXX@semo.edu
Dempster Hall 246
573.651.5116
AACSB Accreditation

AACSB accreditation assures quality and promotes excellence and continuous improvement in undergraduate and graduate education for business administration and accounting. Accreditation is a process of voluntary, nongovernmental review of educational institutions and programs. Specialized agencies award accreditation for professional programs and academic units in particular fields of study. As a specialized agency, AACSB grants accreditation for undergraduate and graduate business administration and accounting programs. Institutional accreditation reviews entire colleges and universities.

The MsHCM Program of Harrison College of Business is accredited by The Association to Advance Collegiate Schools of Business (AACSB), an honor held by only 20 percent of colleges in the country.

Expectations and Student Support

Students are expected to have a foundation knowledge in management prior to enrolling in Graduate MsHCM classes. A Business undergraduate degree normally will have demonstrated this knowledge. Students without an undergraduate degree in business must complete the following prerequisite coursework (or their equivalent): Principles of Management. A grade of at least "C" is required on undergraduate prerequisite courses for the MsHCM.

Students in the MsHCM program must maintain a graduate g.p.a. of 3.0 with no grade lower than a 'C'. Students not meeting the g.p.a. and course grade requirements are subject to dismissal after a probationary period. Additionally, students are expected to make normal progress toward completing the MsHCM program.

The Graduate Business Studies Program Office is staffed and available to all students for answers to questions about MsHCM study. Staff can be reached by phoning 573.651.5116 or emailing "XXX@semo.edu". Dr XXX, academic advisor for the Master of Science in Healthcare Management degree is available for assistance at: XXX@semo.edu or 573-651-XXX.

The Graduate Business Studies Program Office:
- Provides information on course offerings and registration policies
- Facilitates solutions to registration problems
- Advises student in regard to program requirements, graduation requirements and course selection
- Refers students to campus resources
- Organizes events to promote communication between students and faculty

Rights and Responsibilities
Students retain those rights common to all U. S. citizens under our federal and state constitutions, and through pertinent laws. These rights include, but are not limited to, the following: privacy, equal opportunity, non-discrimination, and freedoms of speech, assembly, and association. Examples of the application of these rights in the University setting include the students' right to organize and join associations to promote their common interests; the right to engage in discussions to exchange thoughts and opinions; and the rights to speak, write, or publish on any subject in accordance with established law.

In addition to their citizenship rights, students gain certain rights through membership in the University community. Examples of these include:

- a. The right to accurate and plainly stated information, including that relating to the maintenance of acceptable academic standing, graduation requirements, and behavior expectations;
- b. The right to fair and impartial treatment;
- c. The right to participate in the formulation of policy directly affecting students through membership in appropriate committees as determined by the President and his/her representative;
- d. The right to protection afforded under specific policies authorizing inspections, searches, and seizures on University property such as in residence halls; and
- e. The right to use University facilities in accordance with the guidelines established for the use of those facilities.

To protect the rights of everyone, and to preserve common order, the University must reserve the right to determine the time, place, and manner in which individuals may exercise their rights. For example, in order to function on campus, all student organizations must be registered with the appropriate authority and are subject to University policies, regulations, and procedures that pertain to such organizations. The University has established areas where speech and posting are not restricted.

Students are responsible for reading the SOUTHEAST MISSOURI STATE UNIVERSITY STATEMENT OF STUDENT RIGHTS AND CODE OF STUDENT CONDUCT at: http://www6.semo.edu/stuconduct/Code%20of%20Conduct%20Summer%202011.pdf. Please read the following section on Academic Honesty/Research Conduct.

Students are responsible for observance of all policies and rules stated in this handbook. Other student responsibilities include:

- Maintain appropriate student conduct.
- Cooperate with university officials acting in an official capacity
- Maintain ethics in research
- Provide honest information on applications and all resumes, and other materials reflecting your history
- Take responsibility for your education and your experiences.
• Behave with integrity and professionalism, including referencing work obtained from others.

Retention requirements/ACADEMIC STANDARDS

1. A grade point average of 3.0 or higher on a scale of 4.0 in all graduate work taken is required for a degree, unless otherwise required by a degree program. A student who accumulates a graduate grade point average below 3.0 will be placed on academic probation subject to the following provision.

2. A student who receives a failing grade (‘F’) in a graduate course may not continue in a graduate program until obtaining the written approval from the appropriate college/department/program official(s) and the Dean of the School of Graduate Studies. Failure to follow this procedure will result in suspension from the graduate school. To be removed from academic probationary status, the student must successfully retake the failed course and have a cumulative grade point average of 3.0 or higher.

3. A student who accumulates 6 or more hours of graduate credit in which a grade of “C” is earned may not continue in a graduate degree program until obtaining the written approval from the appropriate college/department/program official(s) and the Dean of the School of Graduate Studies. Failure to follow this procedure will result in suspension from the graduate school. To be removed from academic probationary status, the student must have a cumulative grade point average of 3.0 or higher.

4. A student with a cumulative graduate grade point average below 3.0 but who does not meet the conditions of items 2 or 3 may continue in a graduate degree program for one additional semester. To be removed from academic probationary status, the student must have a cumulative grade point average of 3.0 or higher at the end of subsequent semester. A student who does not achieve a 3.0 or higher cumulative grade point average may not continue in a graduate degree program until obtaining the written approval from the appropriate college/department/program official(s) and the Dean of the School of Graduate Studies.

5. Non-degree-seeking students are expected to meet the same standards as degree students with respect to maintaining a 3.0 or higher grade point average.

6. Graduate courses are graded ‘A,’ ‘B,’ ‘C,’ and ‘F.’ There is no ‘D’ grade at the graduate level.

7. A grade of “Incomplete” must be removed during the next academic year, exclusive of the summer semester, or a grade of F will be recorded and the student will placed on academic probation. The exception is for the final research project which may have an incomplete recorded until it is completed. When the research project is completed and the final grade recorded, the I will be automatically removed.
**Dismissals**

Students not meeting the GPA and course grade requirements are subject to dismissal after a probationary period. Additionally, students are expected to make normal progress toward completing the MsHCM program. The program must be completed in a maximum of six years. If for some extraordinary reason a student needs more time than that, the student may petition for an extension. Students not making normal progress are subject to dismissal.

**Writing Standards**

The MsHCM Program has adopted the use of the APA (American Psychological Association) style of documentation. Students will be held responsible for using this style when writing within the MsHCM Program coursework.

All new MsHCM students will need to have access to (or purchase) the Quick Access Reference for Writers by Lynn Troyka. Students will be responsible for its content when writing papers within the MsM Program. Writing assistance is available at: SEMO Online Writing Lab (http://ustudies.semo.edu/writing/owl.asp)

**Major areas of information include**

- Thinking and reading reflectively
- The writing process
- Sentences, words
- Research (using and extracting information, drafting and revising)
- APA documentation
- Document design
- Grammar basics
- Tips for multilingual writers
- Punctuation and mechanics

**Academic Honesty/Research Conduct**

Students are responsible for reading the SOUTHEAST MISSOURI STATE UNIVERSITY STATEMENT OF STUDENT RIGHTS AND CODE OF STUDENT CONDUCT at: http://www6.semo.edu/stuconduct/Code%20of%20Conduct%20Summer%202011.pdf
Our university’s reputation is built on a tradition of excellence. And integrity. As members of the Southeast academic community, students are responsible for maintaining the highest standards of intellectual honesty and ethical conduct in all forms of academic work while at the university. Academic honesty is one of the most important qualities influencing the character and vitality of an educational institution. Academic misconduct or dishonesty is inconsistent with membership in an academic community and cannot be accepted. Violations of academic honesty represent a serious breach of discipline and may be considered grounds for disciplinary action, including dismissal from the University.

Academic dishonesty is defined to include those acts which would deceive, cheat, or defraud so as to promote or enhance one's scholastic record. Knowingly or actively assisting any person in the commission of the above-mentioned act is also academic dishonesty.

The University requires that all assignments submitted to faculty members by students be the work of the individual student submitting the work. An exception would be group projects assigned by the instructor; in this situation, the work must be that of the group. Academic dishonesty includes:

**Plagiarism**
In speaking or writing, plagiarism is the act of passing someone else's work off as one's own. In addition, plagiarism is defined as using the essential style and manner of expression of a source as if it were one's own. If there is any doubt, the student should consult his/her instructor or any manual of term paper or report writing. Violations of academic honesty include:
- Presenting the exact words of a source without quotation marks;
- Using another student's computer source code or algorithm or copying a laboratory report; or
- Presenting information, judgments, ideas, or facts summarized from a source without giving credit.

**Cheating**
Cheating includes using or relying on the work of someone else in an inappropriate manner. It includes, but is not limited to, those activities where a student
- Obtains or attempts to obtain unauthorized knowledge of an examination's contents prior to the time of that examination;
- Copies another student's work or intentionally allows others to copy assignments, examinations, source codes or designs;
- Works in a group when she/he has been told to work individually;
- Uses unauthorized reference material during an examination; or
- Has someone else take an examination or takes the examination for another.

The fundamental responsibility for the maintenance of honesty standards rests upon the student. It is the student's responsibility to be both familiar with the University policy on academic honesty and to uphold standards of academic honesty at all times and in all situations.
See the Southeast Missouri State University Graduate Bulletin for actions as a result of academic dishonesty.

**General University Policies**

**Code of Conduct**

Students are responsible for reading the SOUTHEAST MISSOURI STATE UNIVERSITY STATEMENT OF STUDENT RIGHTS AND CODE OF STUDENT CONDUCT at: http://www6.semo.edu/stuconduct/Code%20of%20Conduct%20Summer%202011.pdf

**Non Discrimination Policy**

Southeast Missouri State University does not discriminate on the basis of race, color, religion, national origin, sex, age, disability or status as a Vietnam era or disabled veteran in employment or in admission to or in the operation of its educational programs and activities as prescribed by Titles VI and VII of The Civil Rights Act of 1964, Title IX of The Education Amendments of 1972, Executive Order 11246 as amended, The Rehabilitation Act of 1973, The Vietnam Era Veterans Readjustment Assistance Act of 1974, The Age Discrimination Acts of 1974-75, The Immigration Reform and Control Act of 1986, The Civil Rights Restoration Act of 1988 and 1991, and The Americans with Disabilities Act of 1992. Inquiries concerning the application of these regulations to the University may be directed to the University Affirmative Action Officer or the Office for Civil Rights/Department of Education. Any person having questions regarding the university’s implementation of its nondiscrimination policy should direct inquiries to the Assistant to the President for Equity Issues.

**Drug and Alcohol Abuse Statement**

Students may not manufacture, sell, deliver, possess, or use, in any amount, any drug defined as illegal under municipal, state or federal law, or possess drug paraphernalia on University premises or at University sponsored functions.

**Financial Aid**

Federal law governs how much and what kind of financial aid you can receive. Student Financial Aid staff on campus can advise you on how your financial aid package is affected by working full or part-time, adding a scholarship or changes in income. They can help guide your decision, so please ask them before making changes to your financial aid or course schedule. You may reach them at sfs@semo.edu or 573.651.2253.
Program Requirements

The current degree option has required common core courses, which give our students a comprehensive and in-depth insight in crucial areas for healthcare managerial success: Management Communication and Leadership, Quantitative and Qualitative Research Methods, Applied Human Resource Management, Organizational Leadership, Liability Risks in Products and Services, Improving Team Performance, and an Applied Research Project as a capstone requirement. The MsHCM degree is 30 credit hours (not including any foundation courses required.) Five options are available within the HCM program: Quality and Patient Safety; Informatics; Communication; Administration; General Healthcare Management.

Students who do not have a background in business need to successfully complete (grade of C or above) the following prerequisite MsM courses prior to regular admission to our MsHCM program. Provisional admission will be granted until the prerequisites are complete. Most students with an undergraduate business degree will have these classes completed.

Undergraduate Foundation Courses for MsM Program

- MG301 Principles of Management *

*CLEP test available for this course through Testing Services. Proficiency in this area can be proven through a CLEP exam. Credit will not be given for these courses with a passing grade on the exam, but score will be taken as proof of course knowledge.

Registration

Course registration generally begins as follows:

- Fall Semester—early April
- Spring Semester—early November
- Summer Semester—early February

Graduate students have priority enrollment on the first day of the enrollment schedule. We suggest you enroll on that date, as classes fill quickly. While the Graduate Business Studies office has control of BA6XX courses and can override filled classes for extreme circumstances, we cannot do the same for 5XX classes, and you would be placed on a waiting list.

Instructions for Enrolling Via Web Registration http://portal.semo.edu

1. Sign in to portal using SE Key
2. Choose "Student" Tab
3. Choose "Click here to open My Southeast Self-Service"
4. Click link to access the self-service page
5. Choose "Student"
6. Click on Registration
7. Choose "Registration Status"
   o Review Holds
8. Choose "Add or Drop Classes"
9. Select Term from drop down box
10. Once in the enrollment/registration screen, enter CRN/call numbers, complete course search to choose courses and if appropriate, enter CRN from registration override found in "Registration Status" screen
11. "Submit changes" and enrollment is complete unless errors in schedule occur
12. If errors, review and correct as necessary
   o Co-requisite error - must add the appropriate co-requisite; enter both course CRNs in the worksheet then submit
   o If closed/controlled, time conflict, etc., choose another course from class search
13. To complete enrollment process, only need to "Submit Changes"

Advising

Although the Graduate Business Studies office is committed to providing quality academic advising to each HCM student, it is the sole responsibility of the student to satisfactorily complete the degree requirements. Each student is responsible for:

1. Planning your course schedule every semester to ensure progress toward graduation. The faculty advisor will assist and guide you in this process.
2. Knowing and meeting all graduation requirements stated in the Southeast Missouri State University Graduate Bulletin.
3. Participating in advising as necessary.
4. Informing your advisor if you drop or add a course after advisement.

The Graduate Business Studies Program views ongoing student advising as an essential component of a professional program. Students are assigned a College of Business faculty advisor by the Department as soon as they are admitted to the HCM Program. Advisors assist students to monitor their progress towards the fulfillment of University and Department graduation requirements. An Initial Study Plan, approved by the student's advisor, must be completed during the first semester in which coursework is taken. Students should not assume that courses taken without advisor approval will apply to the degree.

The responsibilities of faculty advisors are to:
1. Engage students in a process of evaluating their performance in the total educational program;
2. Assist students in selecting courses and developing an academic plan;
3. Refer students with academic or personal problems to appropriate resources within the University and community.

Prior to registration each semester, students should meet with their advisor to plan class schedules. It is not mandatory for students to meet with their advisor after the initial study approval, but it is strongly encouraged.

Degree Works Audit

ACCESSING DEGREEWORKS:
1. Sign into the portal.
2. Click on the STUDENTS tab
3. On the right side of the screen, scroll to find the “Bookmarks Plus” channel (you can move this channel to a more prominent place.)
4. Click on the “DegreeWorks Student” link. For a second, you may see some lines of code but it will quickly disappear and move to the DegreeWorks screen.
5. The DegreeWorks audit will open in a new window while the portal remains open and active in the original window.

REVIEWING THE AUDIT:
1. WORKSHEET tab: current audit, updated nightly or refreshed as information is processed (grades, add/drops, etc).
   a. WORKSHEETS: Student’s audit in either Student View or Registration Checklist
      i. STUDENT VIEW – Default view of the audit. Audits are refreshed nightly or during the day if a change is made to the student record.
      ii. REGISTRATION CHECKLIST – From FORMAT, use drop down box to choose REGISTRATION CHECKLIST. Hit “View” and an abbreviated audit will appear, only showing those areas that have yet to be completed. To return to STUDENT VIEW, choose that option from the drop down box and hit “View”
   iii. SAVE AS PDF – Save the audit as a snapshot in time to your desktop as a pdf file.
   iv. CLASS HISTORY – Class listing in chronological order of all coursework, both Southeast and transfer work. Does not show repeated courses. Not to be considered a transcript.
   b. WHAT IF: What if audit used to preview program other than declared major.
   c. LOOK AHEAD: Used to see an audit showing courses for which the student plans to register in future terms. No guarantee of class availability for any given term.
2. PLANNER tab: Semester by semester plan, individual by student. Currently under construction.
3. COMMENTS tab: View comments as entered by the advisor or other University official.
4. GPA CALC tab:
a. Graduation Calculator: shows what average the student needs in remaining credits to graduate with desired GPA.
b. Term Calculator: shows an estimate of the student’s cumulative GPA after entering anticipated grades for current semester courses.
c. Advice Calculator: shows various credit and grade scenarios in order to achieve a desired cumulative GPA.

**Textbooks**

All Graduate materials should be purchased from Southeast Bookstore. All course books are listed in alphabetical order by course number. Some books are optional and should not be purchased until you go to the first class meeting.

Southeast Bookstore, in an attempt to keep your retail textbook bill low, offers used books whenever they are available. Used books are in high demand and are placed on the shelf first.

If you are an online student, you can order your books online from Southeast Bookstore website.

**Online MsHCM Information**

Assistance for online students can be found at:

Technical Assistance: [http://online.semo.edu/help/](http://online.semo.edu/help/)
Beginning your online coursework: [http://www.semo.edu/mba/online/coursework.htm](http://www.semo.edu/mba/online/coursework.htm)
Tutorials for beginning coursework: [http://online.semo.edu/content/](http://online.semo.edu/content/)
Southeast Key activation: [http://www6.semo.edu/helpdesk/resources/tutorials/sekey.asp](http://www6.semo.edu/helpdesk/resources/tutorials/sekey.asp)
Information Technology Helpdesk: [http://www6.semo.edu/helpdesk/](http://www6.semo.edu/helpdesk/)
Southeast Online Guidebook: [http://online.semo.edu/content/guidebook/](http://online.semo.edu/content/guidebook/)

Online students should keep in close contact with their faculty advisor. Online students MUST be consistent in following the schedule of online classes, to finish in suggested time frame, as core courses are offered only at specified rotation times.

**Applied Research Project**
The applied research project is an applied analysis of an actual business problem or situation. This project allows the author to demonstrate business knowledge, operational understanding, and to integrate research and professional skills to a current business situation or problem. The applied research project is a capstone experience for MsHCM students. The applied research project is completed under the supervision of a professor specializing in the area of study. Additionally, the Director of Graduate Programs in Business is a second reader and provider of approval for the project. The applied research project is completed as a major classroom component of BA657 Applied Research Project. Students must follow the policies set forth by the Policy Statement for Preparing and Filing the Research Paper. Copies of completed applied research projects are on file in the Graduate Business Studies Office at the University. Applied Research Projects are used to make evaluations about a student's communication, teamwork, leadership, analytical, and organizational skills.

Applying for Graduation

Application for Graduation

Graduation and Commencement information can be found at: http://www.semo.edu/commencement/. Applications for graduation are due during finals week of the previous semester. Please pay close attention to the Registrar’s calendar for submission of important materials. Note that applying for graduation and walking in commencement ceremony are two different things. Everyone needs to apply for graduation whether they plan to attend the Commencement Ceremony or not. The university will not know if you are planning on graduating or continuing to take additional courses unless you apply for graduation.

Questions about graduation?
Registrar's Office
Phone: 573-651-2051
E-mail: graduation@semo.edu

GR699
All MsM students must enroll in GR699 Oral Examination, during the semester that they plan to graduate in. For MsM students, there is no oral exam, and the course acts more like a tracking course for those planning on graduating in the current semester. Credit will be given for GR699 when the Applied Research Project is completed and approved by the faculty advisor. (This is similar to defending a thesis for programs that complete a thesis.)

CAREER LINKAGES
Career Linkages staff assist students with exploring career opportunities, finding internships and other pre-professional practice opportunities, and exploring opportunities for further graduate study. The staff provides assistance with resume preparation and job search strategies. Whether you need help exploring careers, choosing a major, gaining career-related experience, critiquing your resume or developing job search skills, they are here to assist you in this phase of your life.

Graduate Business Studies, msm@semo.edu, 573.651.5116