



**SOUTHEAST MISSOURI**  
STATE UNIVERSITY · 1873

# Master of Science in Healthcare Management

## Student Handbook

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## Welcome

Welcome to Harrison College of Business at Southeast Missouri State University!

Southeast is fully accredited by the North Central Association's Commission on Institutions of Higher Education. At Southeast, we take pride in our will to do. Our students get personal support, from their first contact with the university to the day they get their diploma. We offer groundbreaking academics that are comprehensive and dynamic.

The Master of Science in Healthcare Management program was developed in response to both regional and national demands for quality graduates in healthcare. Our curriculum is designed to allow individuals working in the healthcare industry to obtain the necessary knowledge and skills to advance their careers.

Whether you are taking classes in person or online, we strive to offer our students quick response in all correspondence, pay special attention to their personal needs, and give all students the chance of being actively involved through our small class sizes.

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. If you need any assistance during your program, please do not hesitate to contact me. Good luck!

Sincerely,

James Caldwell, PhD

Graduate Business Studies Director, Harrison College of Business

<http://www.semo.edu/gradbusiness/hcm/index.html>

## Southeast Missouri State University Mission

Southeast Missouri State University provides professional education grounded in the liberal arts and sciences and in practical experience.

The University, through teaching and scholarship, challenges students to extend their intellectual capacities, interests, and creative abilities; develop their talents; and acquire a lifelong enthusiasm for learning. Students benefit from a relevant, extensive, and thorough general education; professional and liberal arts and sciences curricula; co-curricular opportunities; and real-world experiences. By emphasizing student-centered and experiential learning, the University prepares individuals to participate responsibly in a diverse and technologically-advanced world and in this and other ways contributes to the development of the social, cultural, and economic life of the region, state and nation.

## Donald L. Harrison College of Business Mission

The Donald L. Harrison College of Business at Southeast Missouri State University provides contemporary business studies designed to meet the educational and professional needs in southeast Missouri, while attracting students nationally and internationally. The faculty is committed to providing business studies today that will support tomorrow's business successes; that is, to promoting a curriculum that extends into the future while taking advantage of established concepts and best business practices today.

Undergraduate students further develop the skills and attributes demanded by the business community by completing the nationally recognized University Studies program. Graduate students are provided the opportunity to further develop their knowledge base, management related skills and personal attributes so they may advance professionally and provide executive leadership to their organization. As part of the teaching/learning process, the college applies the faculty's expertise and the enthusiasm of its students, in conjunction with the work of its service units, to improving the business and economic climate of Southeast Missouri.

## Donald L. Harrison College of Business Vision

The vision embraced by the Harrison College of Business is ambitious. While maintaining highly regarded graduate programming, we are establishing the best undergraduate business program in the state of Missouri, thus becoming the campus of choice among undergraduate students wishing to pursue business studies at a medium-sized university that focuses on student learning and student success. The "best" encompasses multiple dimensions including a top flight faculty, state-of-the-art facilities, superior support services, highly professional staff, a relevant curriculum that connects theory with practice, and a personal environment that passionately engages students.

Through the accomplishments of its students and faculty members, and with a commitment to continuous improvement and excellence, the faculty sees the Donald L. Harrison College of Business becoming the college that sets the example for the campus and other colleges of business with similar missions. As a result of its academic growth and development, the faculty foresees a stronger college identity enhanced by local, regional, national and

international linkages, which benefit students, faculty and the University's larger community. The stronger college identity that emerges from the accomplishments of the members of the business faculty and business students will affirm the high quality of the college's programs.

## Expectations and Student Support

Students in the MSHM program must maintain a graduate GPA of 3.0 with no grade lower than a 'C'. 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 MSHM program. This means that all coursework is expected to be completed within 6 years of beginning the program.

Students who have not completed an introductory management course prior to beginning the MSHM program are expected to complete HA300: Introduction to Healthcare Management or MG301: Principles of Management prior to taking required courses in the program. Additionally, students who have not taken an introductory statistics course will be required to take PY271: Research Design and Analysis I or an equivalent statistics course prior to enrolling in HA620: Research Methods in Healthcare.

The Graduate Business Studies Program Office is staffed and available to all students for answers to questions about MSHM study. Staff can be reached by phoning 573.651.5116 or emailing [mshcm@semo.edu](mailto:mshcm@semo.edu). Your academic advisor (assigned at admission) for the Master of Science in Healthcare Management degree is available for assistance.

The Graduate Business Studies Program Office:

- Provides information on course offerings and registration policies;
- Facilitates solutions to registration problems;
- Advises students in regard to program requirements, graduation requirements and course selection;
- Refers students to campus resources;
- Organizes events to promote communication between students and faculty.

## Student 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:

- The right to accurate and plainly stated information, including that relating to the maintenance of acceptable academic standing, graduation requirements, and behavior expectations;

- The right to fair and impartial treatment;
- 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;
- The right to protection afforded under specific policies authorizing inspections, searches, and seizures on University property such as in residence halls; and
- 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.

In addition to the policies and rules stated in this handbook (many of which are taken directly from university policies), students are responsible for the information presented in both the Graduate Bulletin (<http://www.semo.edu/gradschool/bulletin.html>) and the Code of Student Contact (<http://www.semo.edu/pdf/stuconduct-code-conduct.pdf>).

#### Academic Standards and General Provisions

1. A grade point average of 3.0 or higher on a scale of 4.0 in all graduate work taken and a grade point average of 3.0 or higher on a scale of 4.0 in all graduate work taken at Southeast Missouri State University 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 be placed on academic probation. For a final research project with a grade of 'I' assigned, that grade will remain on the permanent record for up to six years until the research project is completed. When completed, upon receipt of a signed grade change card in the Registrar's Office, the final grade will be recorded in place of the grade of 'I'. If, after six years, the grade of 'I' in the research project is not replaced, a grade of 'F' will be recorded in place of the 'I' grade.
8. All requirements for the master's degree must be completed within a six-year period.
9. For the regular semester, a minimum of nine credit hours constitute a full load. There is no maximum course load for the summer session though availability to enroll in courses will be constrained by course offerings.
10. One half of the hours required for the degree must be in courses numbered 600 or above and taken from Southeast Missouri State University. Workshop credit may not be used to fulfill this requirement.
11. Dual-enrollment courses cannot be repeated for graduate credit if they appear on the student's undergraduate transcript. No coursework, including 500-level courses, applied to the undergraduate degree can count toward a graduate degree.
12. Students taking credit/no-credit courses must demonstrate "B" level work to receive "credit" for a graduate course.
13. For each master's degree program the student must produce a significant capstone work (e.g., thesis, non-thesis paper, internship paper, or creative work).
14. Seniors in their last semester may apply for a special status that allows them to take a 600-level course.

### Academic Honesty

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 an above-mentioned act is also academic dishonesty. Students are responsible for upholding the principles of academic honesty in accordance with the "University Statement of Student Rights" found in the student handbook.

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:

1. Presenting the exact words of a source without quotation marks;
2. Using another student's computer source code or algorithm or copying a laboratory report; or
3. 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:

1. Obtains or attempts to obtain unauthorized knowledge of an examination's contents prior to the time of that examination;
2. Copies another student's work or intentionally allows others to copy assignments, examinations, source codes or designs;
3. Works in a group when she/he has been told to work individually;
4. Uses unauthorized reference material during an examination; or
5. Have someone else take an examination or takes the examination for another.

General Responsibilities for Academic Honesty. It is the University's responsibility to inform both students and faculty of their rights and responsibilities regarding such important matters as cheating and plagiarism. Most of what is considered unethical or dishonest behavior can be avoided if faculty and students clearly understand what constitutes such practices and their consequences. The University community should also be aware of the procedures to be followed should a breach of academic honesty occur. The faculty member is responsible for clarification to his/her class of those standards of honesty for class assignments or functions where such standards may be unclear or when such standards vary from the accepted norm. Further, some faculty may choose to utilize preventive measures (multiple exams, alternate seating, etc.) to help insure the maintenance of academic honesty. However, the use of such measures is the prerogative of the individual faculty member and is not a responsibility or requirement of faculty in general. The fundamental responsibility for the maintenance of honesty standards rests upon the student. It is the student's responsibility to be familiar with the University policy on academic honesty and to uphold standards of academic honesty at all times in all situations.

Non-Discrimination Policy

Southeast Missouri State University is committed to providing a safe, civil and positive learning and working environment for its faculty, staff, students, and visitors, free from

discrimination in any form. This policy applies to all members and guests of the University community and prohibits discrimination on the basis of race, ethnicity, religion, national origin, sex, sexual orientation, gender identity, age, genetic information, disability, or protected veteran status in any of its programs or activities. Harassment based on any of these classifications is a form of discrimination that also violates University policy and will not be tolerated. In some circumstances, such discrimination may also violate federal and/or state law. Retaliation is also prohibited against anyone who asserts a claim of discrimination, participates in a discrimination investigation, or otherwise opposes unlawful discrimination.

This policy is consistent with the academic mission of the University and with the legal requirements of applicable state and federal laws prohibiting discrimination. These laws include, but are not limited to: Title VI and Title VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Missouri Human Rights Act, the Age Discrimination in Employment Act, the Americans with Disabilities Act, the Equal Pay Act, the Rehabilitation Act of 1973, the Vietnam-Era Veterans Readjustment Act, the Genetic Information Nondiscrimination Act of 2008, and all amendments to the foregoing.

### 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. The Student Financial Services staff may be reached at [sfs@semo.edu](mailto:sfs@semo.edu) or 573-651-2253.

### Program Requirements

The Masters of Science in Healthcare Management degree consists of 30 credit hours, not including any required course-specific prerequisites. Eighteen (18) of these hours are comprised of common courses, designed to give students a comprehensive and in-depth examination of areas crucial for healthcare managerial success. Five options are available within the MSHM program: Quality and Patient Safety; Informatics; Communication; Administration; and General Healthcare Management.

### Registration

Course registration generally begins as follows:

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

Graduate students are granted priority enrollment status, and are strongly encouraged to enroll on the first day of the enrollment schedule. While 6xx courses are reserved for graduate students, 5xx courses are available to graduate and undergraduate students. In the event courses are filled, students must register on the waitlist for openings.

## Instructions and Worksheet for Enrolling Via Web Registration

1. Sign in to portal (<http://portal.semo.edu>) 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"
8. Review Holds
9. Review Permit Overrides - if permit override is listed, note the CRN of course and add to worksheet when in registration
10. Choose "Add or Drop Classes"
11. Select Term from drop down box
12. 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
13. "Submit changes" and enrollment is complete unless errors in schedule occur
14. If errors, review and correct as necessary
  - a. Co-requisite error - must add the appropriate co-requisite; enter both course CRNs in the worksheet then submit
  - b. If closed/controlled, time conflict, etc., choose another course from class search. Registering on the waitlist will be required if no other sections are available.
15. 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 MSHM student, it is the sole responsibility of the student to satisfactorily complete the degree requirements. Each student is responsible for:

- Planning your course schedule every semester to ensure progress toward graduation. The faculty advisor will assist and guide you in this process.
- Knowing and meeting all graduation requirements stated in the *Southeast Missouri State University Graduate Bulletin*.
- Participating in advising as necessary.
- 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 MSHM 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:

- Engage students in a process of evaluating their performance in the total educational program;
- Assist students in selecting courses and developing an academic plan; and
- 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.

#### DegreeWorks

DegreeWorks is a web-based tool to help students and advisors monitor progress toward degree completion. DegreeWorks looks at the degree requirements of the Southeast Missouri State University Graduate Bulletin and the coursework completed to produce an easy-to-read audit. The audit is divided into block requirements of how courses, taken or proposed, count toward degree requirements. Checkboxes exist within each block to easily outline what courses and requirements are complete or in-progress. DegreeWorks also allows students and their advisors to plan for future coursework.

Instructions for accessing the online degree management system, DegreeWorks, can be found on the Registrar's page: <http://www.semo.edu/registrar/degreeworks.html>.

#### Resources for Online Students

Southeast online offers a variety of resources to assist students in completing their degree. Resources can be found on the Southeast Online page: <http://www.semo.edu/online/student-resources/>.

#### Textbooks

Textbooks are available for purchase through Southeast Bookstore in the University Center. Graduate students purchase all books necessary for courses numbered 500 and above. If you are an online student, you can order your books online from Southeast Bookstore website.

#### Applied Research Project/GR699

The applied research project (ARP) is designed to understand the process by which leaders respond to healthcare problems. It integrates research skills and professional practices and provides an opportunity to apply current research to a healthcare problem. The applied research project is considered the capstone experience for MSHM students.

A variety of options exist for completing the ARP, including a traditional research project, internship paper, or consulting project. The applied research project is completed under the supervision of a professor specializing in the area of study. Additionally, the Coordinator of Healthcare Programs is a second reader and provides final project approval. The ARP is completed as a major classroom component of HA657: Applied Research Project in Healthcare.

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.

All MSHM students must enroll in GR699 Oral Examination during the semester that they plan to graduate in. For MSHM 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 in Healthcare Management is completed and approved by the faculty advisor. (This is similar to defending a thesis for programs that complete a thesis.)

#### Applying for Graduation

Graduation and Commencement information can be found at:

<http://www.semo.edu/commencement/>. 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.