

**FERRIS STATE UNIVERSITY COLLEGE OF HEALTH PROFESSIONS**

**HANDBOOK**

**MASTER OF HEALTHCARE DEGREE**

**GRADUATE STUDENTS**

Supplement to the Ferris State University Code of Student Community Standards

**ACADEMIC YEAR 2022-2023**

*Ferris State University is an equal opportunity institution. For information on the University's Policy on Non-Discrimination, visit <http://www.ferris.edu/non-discrimination>.*

## **Master of Healthcare Administration Program**

### **Mission Statement**

The mission of the Master of Healthcare Administration program is to shape and inspire ethical, innovative leaders through a student-centered, intellectually challenging, and interprofessional collaborative environment. We strive to serve novice and mid-careerists, who desire advancement in leadership positions within healthcare and health-related organizations.

### **Vision**

*The Ferris State University's Master of Healthcare Administration program aspires to be recognized by accreditors, healthcare and health-related employers, and students as a premier online graduate healthcare administration program.*

### **Values**

In alignment with our mission and the core values of Ferris State University the Master of Healthcare Administration program values require faculty to set high expectations for our students and ourselves, which:

- Demonstrate the utmost integrity by upholding professional duties, rights and responsibilities, endeavoring to make ethical decisions with the best interest of the communities being served in mind and in alignment with current laws, principles, and best practices. (Ethics)
- Strive for excellence in decision-making regarding the administration of healthcare delivery, upholding personal integrity and the integrity of the institution(s) we serve, while respecting the rights we possess and the duties we have to make a difference. (Excellence)
- Seek opportunity to improve the quality, safety, and efficiencies of the administration of healthcare delivery, which meet and exceed the expectations of contemporary evidence-based trends, while understanding the patients we serve are often at their most vulnerable. (Opportunity)
- Provide a safe, collaborative environment, free of coercion and judgment. (Collaboration)
- Value diversity and respect the uniqueness of each individual, by exhibiting non-judgmental, guiding morals, beliefs and values. (Diversity)
- Incorporate the value of life-long learning as a means to achieve and maintain professional excellence. (Learning)

### **Program Slogan**

We are totally online and in touch.

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## **ACADEMIC ADVISING**

The Graduate Program Coordinator will serve as the graduate student's advisor. Graduate students should discuss their plan for program progression with their assigned advisor who is available by telephone, e-mail, or a face-to-face or virtual meeting.

## **ACADEMIC TRANSCRIPTS**

Request an official academic transcript from:

Records Office  
Center for Student Services 201  
Ferris State University  
1201 S State Street  
Big Rapids MI 49307-2020

Or call: (231) 591-2792

Or online at: <https://www.ferris.edu/admissions/registrar/transcriptrequest.htm>

## **ACCREDITATION SURVEY REQUIREMENTS**

Following students' graduation from the program, accrediting bodies require information on employer satisfaction with the Master of Healthcare Administration (MHA) program. The FSU MHA program sends out an employer survey to those who employ FSU-MHA graduates asking for their input on how well students were prepared for their healthcare administrative roles. The questions are general in nature and feedback serves to inform the curriculum and is responsive to the program's accrediting body requirements. If you have questions, need more information, or have concerns about the survey please contact the MHA program coordinator or the CHRA Department Director.

## **ADMISSION CRITERIA**

### **Master of Healthcare Administration Program**

Applicants for admission to the Master of Healthcare Administration program must have:

- An earned bachelor's degree from a regionally accredited university with an overall grade point average (GPA) of 3.0 or higher on a 4-point scale. (Provisional admission may be considered for a GPA below 3.0.)
- International applicants only: A minimum TOEFL score of 550
- Completion of courses in the areas of mathematics, biology, chemistry, social sciences, and statistics with minimal grades of "C." (These may be included in the undergraduate degree or taken prior to the MHA program.)
- Personal statement of interest in healthcare administration.
- Three professional reference names and email contact information. These recommenders will be sent an e-form to complete.
- Current resume.

## **AFFIRMATIVE ACTION STATEMENT**

Ferris State University affirms its steady commitment and dedicated efforts to provide equal employment opportunity as described by federal and state laws, the Affirmative Action Program of the University, and other pronouncements made by its President. Ferris State University will ensure equal opportunity without regard to race, creed or religion, color, national origin, sex, age, marital status, height weight, sexual preference, veteran status, handicap, or other characteristics which cannot lawfully be the basis for educational or employment opportunity.

## **AMERICANS with DISABILITIES ACT**

Ferris State University is committed to following the requirements of the Americans with Disabilities Act Amendments Act and Section 504 of the Rehabilitation Act. If you are a student with a disability or think you may have a disability, contact the Disabilities Services office at 231.591.3057 (voice), or email [ecds@ferris.edu](mailto:ecds@ferris.edu) to discuss your request further. More information is available on the web at: <https://www.ferris.edu/RSS/ecds/disabilities-services/homepage.htm>

## **ATTENDANCE**

Ferris State University's graduate students are expected to participate in all learning experiences. **Absences from any learning experience may result in a lowered grade** (as determined by individual faculty as indicated in his or her course materials) and, thus, may jeopardize one's progression in the program. **Attendance and participation in synchronous learning experiences are crucial to the integrity of the program, and therefore mandatory for progression in the program.**

## **CAPSTONE REQUIREMENTS**

All graduate students will complete a 160-hour supervised capstone experience. This capstone experience will build on knowledge attained in the core courses. Students will prepare elements of the proposal in each course throughout the program, submitting their final proposal the semester prior to beginning the capstone experience, and will identify preceptors to guide and supervise the proposed experience. Preceptors will need to be prepared at the master's level or higher in the healthcare administration discipline and have the requisite experience to guide the student effectively. Students will then implement their proposal in MHA 695. The expectation is that students may complete their capstone experience within a faculty-approved, healthcare or health-related agency or facility of their choice. In either scenario, students should be prepared to dedicate the number of hours required to complete the capstone experiences during the semester(s) taken. Students may apply for one additional semester to complete the capstone project.

## **COMPUTER REQUIREMENTS**

Because this is an online program, it is important for graduate students to have supportive technology. Student's technical requirements include **reliable and high-speed internet**

**access, access to a video cam and a built-in microphone or microphone headset for use during synchronous portions of the program.** This supportive technology will help the graduate student complete the online course requirements. Because computer hardware requirements change, students should have minimum system requirements at their entry into the program. Minimum software requirements include **Microsoft Word** for creation of scholarly papers, **Microsoft PowerPoint** for creation of scholarly presentations, and **Adobe Acrobat Reader** to open, read, and print scholarly articles. Please note the Technology Standards: <https://www.ferris.edu/it/gettingstarted/index.htm>

## **CONDITIONAL ADMISSION**

Conditional/Provisional Admission may be granted in cases where selected admission criteria have not been demonstrated. The Graduate Program Coordinator will evaluate students requiring provisions, consulting with the Department Chair as needed for approval. Continued admission will be conditional based on the student's meeting the following requirements in the MHA program.

If a student is admitted with:

- a. a GPA of less than 3.00, the student must successfully complete 9 semester hours of graduate work with a 3.0 GPA to qualify for regular admission
- b. undergraduate deficiencies, the student must clear any deficiencies in his/her undergraduate education before 9 semester hours of graduate work has been completed
- c. TOEFL scores between 500-549, the student must enroll in and successfully complete recommended ESL courses or may retake the TOEFL exam

## **CONFIDENTIALITY**

Materials prepared by students relating to course assignments must conform to ethical standards of confidentiality and the client's right to privacy.

Students and faculty may not take any patient records, notes, or any identifying data out of a clinical agency on paper [must be shredded] or electronically.

In addition, information regarding student records is covered by the Privacy Act of 1974. Therefore, student files are private and most information may not be released without consent of the student.

## **COURSE MATERIAL**

Each MHA course has course materials and required texts that are available through the FSU bookstore. Information about ordering course materials is provided when the student registers.

## CREDIT HOUR DEFINITION

Students will participate in interactive online learning for the equivalent of 50 minutes of learning activities per credit hour per week; this includes defined hours (8-12 per course) of synchronous learning in which students are required to attend a virtual classroom experience, which take place at designated times throughout the course. However, based on the student's background and experience, the actual time in learning activities may vary. Additionally, the capstone course requires implementation and completion of a project in the healthcare setting of the student's choice, which occurs over a minimum of 160 hours.

## CURRICULUM SEQUENCE

The sequencing of courses in the MHA curriculum is intentional to maximize skills and knowledge development. Some courses have pre-requisites. Therefore, deviation from the identified course sequence may result in difficulty progressing or meeting graduation requirements. Please check with your advisor before omitting, substituting, or delaying any course.

## GRADING SCALE

The grading scale for all healthcare administration (MOHA) courses is:

Letter Grade	Honor Points per Credit	Numerical Grade
A	4.0	93 - 100
A-	3.7	90 - 92
B+	3.3	87 - 89
B	3.0	83 - 86
B-	2.7	80 - 82
C+	2.3	77 - 79
C	2.0	73 - 76
C-	1.7	70 - 72
D+	1.3	67 - 69
D	1.0	63 - 66
D-	0.7	60 - 62
F	0.0	59 and below

## GRADUATION REQUIREMENTS

The Master of Healthcare Administration program at Ferris leads to a Master of Healthcare Administration graduate degree.

1. Graduation requires a minimum 3.0 GPA overall.
2. Students must earn a 'B' or better in all courses; no grade below a 'B' is acceptable for graduation.
3. Two unsuccessful attempts (grades less than 'B') in any MHA course will result in dismissal from the program.

## **NATIONAL COUNCIL OF HEALTHCARE LEADERSHIP COMPETENCY MODEL**

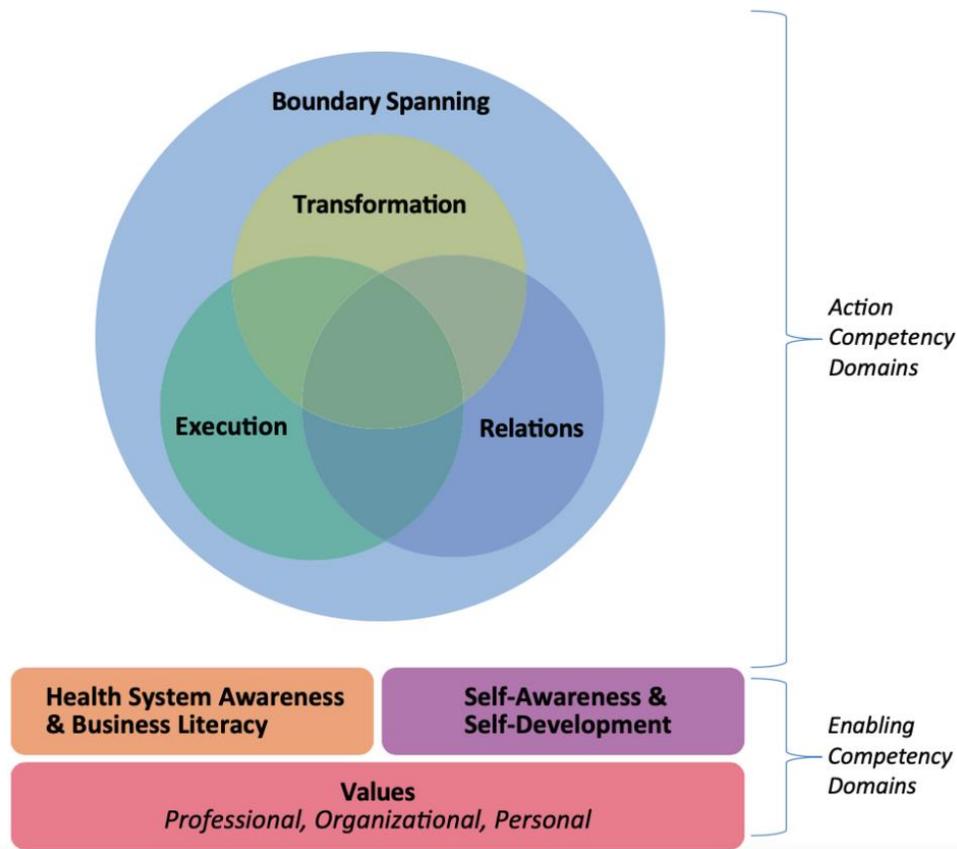
The MHA program is designed to meet the National Center for Healthcare Leadership (NCHL) Healthcare Leadership Competency Model 3.0. A comprehensive leadership assessment and development model, it is used extensively in healthcare and academic settings. The NCHL competency model, threaded throughout each course of the MHA program, is as follows:

### **NCHL Health Leadership Competency Model 3.0™**

The NCHL Health Leadership Competency Model™ was developed to provide the field with a comprehensive, validated competency model that will be suitable as the foundation for a breadth of leadership assessment and development applications. To ensure relevance to leaders from across disciplines, the Model was developed and validated utilizing interdisciplinary subject matter experts and was refined in collaboration with industrial and educational psychologists. The resulting model has been adapted for use extensively in healthcare settings and is now the leading model in use by accredited graduate programs in healthcare management, according to research conducted by CAHME.

We are pleased to provide you with a revised and revalidated version of our signature interprofessional Health Leadership Competency Model. This new version 3.0 represents the work and input of hundreds of healthcare leaders who volunteered their time to participate in interviews, focus groups, and survey responses as part of the revision and validation process.

The revised model is organized around four “action” domains and three “enabling” domains, which were derived from the current state-of-the-science in leadership development and performance research.



The “action” domains contain competencies relevant to the direct work of leaders on the job. These include: Execution, Relations, and Transformation, which parallel domains from the 2.1 model. Boundary Spanning was added to incorporate recent research in applied settings underscoring the critical importance of leaders’ management interdepartmental and interorganizational relationships. The “enabling” domains involve core professional knowledge and self-awareness competencies that strengthen the effectiveness of the “action” domains. These include: Health System Awareness & Business Literacy, Self-Awareness & Self-Development, and Values. These domains represent the leader in the context of their preparation and development to effectively lead in their organization.

Collectively the model includes 28 core competencies, each with accompanying behavioral descriptions at multiple levels of proficiency. The domain structure is designed to provide a user-friendly guide that can help practitioners first set high-level development priorities, and then select specific competencies to focus on to strengthen their capabilities within that domain.

Source: [https://survey.co1.qualtrics.com/jfe/form/SV\\_00qO2dwmTfNnNs1](https://survey.co1.qualtrics.com/jfe/form/SV_00qO2dwmTfNnNs1)

## PLAGIARISM

Plagiarism is “the taking of ideas, writings, etc. from another and passing them off as one’s own”. This practice is not acceptable to the University, the College, the MHA program, or to the instructors. In an academic setting, this is equivalent to grand larceny. Severe consequences may result and can include failure in the project or in the class, dismissal from the program, and/or dismissal from the University. Note that the FSU Code of Student Community Standards policy is available in this link:

<https://www.ferris.edu/administration/studentaffairs/judicial/homepage.htm>

## ACADEMIC DISMISSAL

1. Students will be placed on academic probation in the MHA program if any of the following conditions occur:
  - A grade of less than a “C” is earned in a graduate course.
  - The overall GPA drops below 3.0.
2. Any course in which a grade of less than a 3.0 or “B” is earned will not count towards graduation and must be repeated.
3. Any one course may be repeated only one time in the MHA program.
4. Students may be academically dismissed from the MHA program if any of the following conditions occur:
  - A grade of less than 2.0 is earned in a second graduate course.
  - A grade of less than 3.0 is earned in the second attempt of the same graduate course.
  - The student is unable to raise the overall GPA to 3.0 or higher after two semesters.
  - Students fail to meet Provisional Admission requirements within the designated timeframe.
5. Students who are academically dismissed from the program are not eligible for re-entry into the program.
6. Students with extenuating circumstances may appeal their dismissal from the program, as outlined in the Student Conflict Resolution Policy.

## PROGRAM STANDARDS

The MHA Program holds to the following standards which will apply to each course (MOHA):

- Late Assignments: No late assignments will be accepted after 1 week from the due date. All late assignments will receive a 50% reduction in points. Students with special circumstances may contact the instructor **BEFORE** the assignment due date; circumstances will be evaluated by the instructor on a case-by-case basis.
- References used in student work throughout the program: All references should be verifiable and peer-reviewed unless otherwise stated in the assignment directions.
- Research Paper Abstract: Required if specified in the assignment directions.
- Synchronous course sessions: Session attendance and participation is mandatory, as this is an integral element for the integrity of the program. Points are assigned to each session. Failure to consistently attend these sessions may result in dismissal from the program.

## **STUDENT COMPLAINT POLICY**

The Code of Student Community Standards states, "Each Ferris State University student has a right to initiate a complaint that may bring about an investigation and/or disciplinary action involving another member of the University academic community." Ferris State University is committed to assuring a supportive process that invites student feedback in a manner that promotes a positive learning environment. It is important however that students follow established policies and procedures to resolve their complaints. When a student has an issue with a grade, internship or other student/faculty issue, it is the responsibility of the student to use a progressive procedure to resolve the issue. Please read the official "Student Complaint Policy: <https://www.ferris.edu/HTMLS/staff/policies/student-complaint-policy.htm>

This policy provides a systematic means of resolving student/faculty issues. It is important that you understand and follow this policy should such a situation occur.

## **STUDENT RIGHTS AND RESPONSIBILITIES**

<https://www.ferris.edu/administration/studentaffairs/judicial/homepage.htm>

### **University "Bulldog" Values**

Your commitment to being a student at Ferris State University begins with an understanding of and appreciation for the Core Values of the institution which are:

- Collaboration
- Diversity
- Ethical Community
- Excellence
- Learning
- Opportunity

Embodied in the University's Core Values are certain expectations of you as a member of our learning community, including, but not limited to, the following: As a Ferris State University student, you will be an active learner.

- It is expected that you attend class. Appropriate class attendance includes being on time, coming prepared and being attentive.
- It is expected that you study. Studying is an intentional, deliberate act requiring hard work. This includes seeking out the various resources designed to help you be academically successful.
- It is expected that you will treat your professors and fellow classmates with courtesy and respect.
- It is expected that you will be ethical in your scholarship and will practice academic integrity. This includes properly crediting others for their ideas that you may find useful. As a Ferris State University student, you will take responsibility for your health and wellness.
- It is expected that you recognize that eating properly, getting adequate sleep and exercise are all factors in maintaining your health and that good health is conducive to your success.
- It is expected that you recognize that the use/abuse of alcohol and other drugs is detrimental to your health and a potential barrier to your success.

- It is expected that you will be responsible for your wellness and make use of appropriate University resources to assist you as needed. As a Ferris State University student, you will be an ethical member of the University community. (231) 591-3619 theosc@ferris.edu 214 Birkam Building Code of Student Community Standards ferris.edu/studentcode 5
- It is expected that you respect the rights and property of others, recognizing that this includes the larger community of Big Rapids.
- It is expected that you will discourage bigotry and strive to learn from differences in people, opinions and ideas.
- It is expected that you abide by the Student Code of Community Standards and the laws of the State of Michigan.
- It is expected that you involve yourself in leadership, service and/or personal development opportunities outside of the classroom as part of your comprehensive educational experience

### **TRANSFER CREDIT**

A student can transfer into the MHA program 30% of the total credits (no more than 12 credits in a 40-credit program) from an accredited university. The student must formally request to have the courses considered for transfer credit by approaching the MHA Program Coordinator with a specific request. Each course syllabus must be submitted for review to the MHA Program Coordinator, who will then decide on whether the course is transferable based on its equivalency in content, structure, and hours. Once an equivalent course has been taken, the student will lose the opportunity to receive transfer credits for that course. Therefore, it is advised that students do not take courses that are being considered for transfer credit until final determination of equivalency.

### **WRITING STYLE REQUIREMENT**

The current edition of the American Psychological Association Manual is the accepted departmental format for all papers submitted in any MHA course.

**FERRIS STATE UNIVERSITY**  
**MASTER OF HEALTHCARE ADMINISTRATION PROGRAM**  
**STUDENT HANDBOOK**

My signature acknowledges receipt of a copy of the Ferris Handbook for Master of Healthcare Administration students. I understand it is my responsibility to read and understand the content herein, and any additional supplements that I may receive while enrolled in the Master of Healthcare Administration program. I understand the Handbook is updated yearly and may contain changes. I understand it is my responsibility to stay informed of these changes during my time in the program. I assume responsibility for abiding by the policies and statements in the Handbook.

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Signature

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Date

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Name Printed