



**HEALTH SERVICES  
ADMINISTRATION**

**STUDENT HANDBOOK**

**2018-2019**

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## I. **Welcome**

*Congratulations on your acceptance into the health services administration program at Robert Morris University (RMU). We are very excited to have you in the program!*

This handbook will serve as a guide to assist you throughout your program. Awareness of, and adherence to, these policies and guidelines are imperative to your successful progression and completion of the undergraduate and graduate health services administration program. It is an expectation that you will review this handbook and refer to it throughout your time in the program. The document will be updated on a yearly basis and you are responsible for being current with policies and guidelines.

Please refer to the links provided within this document. The School of Nursing and Health Sciences (SNHS) website contains additional information to assist you in achieving success as a health services administration student.

On behalf of the administration, faculty and staff, I welcome you to the RMU Health Services Administration Program and wish you much success in your future career endeavors! I look forward to working with each one of you throughout the program. Please let me know if I can be of any assistance!

*Holly M. Hampe, D.Sc., RN, MHA, MRM  
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## **II. About Robert Morris University**

Robert Morris University, a private nonprofit institution, was founded in 1921 as the Pittsburgh School of Accountancy. In 1935 the School was named The Robert Morris School in honor of a famous Pennsylvanian financier of the American Revolution. In 1962, the Pennsylvania Department of Education approved status as Robert Morris Junior College. With authorization to grant the Bachelor of Science in business administration degree in 1969, the State approved status as Robert Morris College. The State approved the granting of the MBA degree in 1988.

Over the years, most notably since 1990, the College expanded and diversified its curriculum beyond the original specialty of business with its addition of graduate programs in communication, information systems, and education. In recognition of these changes, the Carnegie Foundation reclassified Robert Morris as a Master's (Comprehensive) I institution in 2000. Following a comprehensive self-study and site visit, the State granted University status in May 2001. The institution formally changed its name to Robert Morris University in January 2002.

Robert Morris University is organized into five academic units. Degrees are offered in the School of Business; School of Communications and Information Systems; School of Engineering, Mathematics, and Science; School of Education and Social Science; and the School of Nursing and Health Sciences. Deans of the five schools report to the Provost and Senior Vice President for Academic and Student Affairs. Robert Morris University offers baccalaureate and graduate degrees.

### **A. Accreditation and Certification**

The Robert Morris University HSA undergraduate program completed the AUPHA (Association of University Programs in Health Administration) self-study in 2017-2018 and is awaiting the final report regarding certification. The Robert Morris University HSA graduate program will be seeking accreditation by the Commission on Accreditation of Healthcare Management Education (CAHME). Candidacy was received in 2018 with the self-study year beginning in August 2018. An on-site visit will be held in the fall of 2019.

### **B. Mission, Vision, and Values**

#### **UNIVERSITY MISSION**

To be the gateway to engaged, productive, and successful careers and lives.

#### **SCHOOL OF NURSING AND HEALTH SCIENCES (SNHS) MISSION**

The SNHS develops engaged, productive and successful healthcare professionals through experiential learning, inspiring faculty, and worldwide opportunities.

### **BS HSA MISSION**

The Robert Morris University undergraduate Health Services Administration program prepares students, regionally and nationally, for management positions within a broad array of healthcare organizations through innovative and experiential learning opportunities. The program curriculum reflects certification standards, including evidence-based leadership principles in the healthcare environment and the quadruple aim framework. Through emphasis on networking and service activities, the students participate in a variety of opportunities and practical field experiences, transforming program graduates into effective and engaged healthcare professionals.

### **MS HSA MISSION**

The Robert Morris University Health Services Administration program transforms highly qualified, diverse healthcare professionals with varying levels of experience into leaders through the development of advanced skills in management to perform in a variety of healthcare organizations. The curriculum incorporates the Quadruple Aim Framework and evidence based leadership principles. The academically and professionally prepared faculty facilitates student learning by incorporating experiential learning, applied scholarship and service activities in coursework. An emphasis is placed on internships providing individualized opportunities for the student to apply academic theories into managerial practices at successive levels of employment. Students are exposed to a variety of healthcare experiences which prepare them for increasingly responsible leadership roles in all healthcare environments.

## **A. Vision Statement**

### **UNIVERSITY VISION**

RMU will be big enough to matter, yet small enough to care. As a student-centered institution, Robert Morris University transforms lives by building knowledge and skills, and by providing the foundations of engagement and well-being.

### **SNHS VISION**

As a student-centered school of excellence, we aspire to lead, co-create, and transform healthcare education through innovative programs that build relationships, knowledge, and skills.

### **BS HSA VISION**

The vision of the Robert Morris University Health Services Administration program will be to remain a recognized educational resource, regionally and nationally, excelling in health administration education. The program will provide a patient-centric education across a diverse set of disciplines to prepare graduates in health administration that will lead to improvements for the quality care and safety of patients.

## **MS HSA VISION**

The vision of the RMU MS HSA program is to become a nationally-recognized graduate program that prepares strategic thinkers and visionary leaders for healthcare organizations. Through partnerships with healthcare organizations and expertise of the faculty, students are transformed through a highly proactive, innovative, and engaging curriculum that responds to the rapidly changing healthcare environment. Our graduates will deploy strategies to improve the patient experience of care and the health of populations in a cost-effective manner in alignment with the Quadruple Aim.

## **B. Core Values**

### **RMU CORE VALUES**

Excellence | Global Perspective | Inclusion | Innovation | Professional Focus | Responsiveness | Transformation

Core values are the DNA of an organization, its underlying principles.

Recognizing how far RMU has come in nearly a century, the new strategic plan includes two new core values that define the university and its path forward.

Responsiveness: To keep pace with the rapidly changing world of higher education, RMU strives to be nimble and alert to opportunities to change.

Transformation: In line with responsiveness, RMU places a high value on new technology that can directly and demonstrably improve student outcomes. Gallup research and predictive analytics embody that commitment to innovation.

### **SHNS VALUES**

1. Innovation: High-quality cutting edge programs with attention to individual student achievement
2. Professional Focus: Accountability and commitment to the healthcare professions
3. Transformation: Changing lives through engagement that promotes lifelong learning
4. Responsiveness: Prepared for a volatile, uncertain, complex and ambiguous healthcare environment
5. Global Perspective: Respect and appreciate differing cultural values and perspectives
6. Excellence: A learning organization committed to exemplary teaching, scholarship, service and/or clinical practice
7. Inclusion: We welcome and embrace the unique differences and varying perspectives of individuals

## **C. Department of Health Sciences (DOHS) Faculty**

The Department of Health Sciences is committed to hiring highly-qualified faculty members who have expertise in the fields of healthcare and education. Students are encouraged to form scholarly relationships with faculty and to seek individual assistance when needed. Our health services administration [Faculty](#) members are committed to assisting students in achieving success while maintaining the high standards required by the profession of health services administration.

### III. Policies, Procedures and Important Guidelines

#### A. Academic Calendar

The [Academic Calendar](#) has important dates, including start and end dates for the semester, dates for registration, tuition payment, and course withdrawal among other important dates. Be sure to enter the correct range of dates for searching purposes.

#### B. University Policies

Students are expected to review and adhere to all [University Policies](#).

#### C. Academic Integrity

The fundamentals of Academic Integrity are valued within the Robert Morris University community of scholars. All students are expected to understand and adhere to the standards of Academic Integrity as stated in the [RMU Academic Integrity Policy](#).

Any student who violates the Academic Integrity Policy is subject to possible judicial proceedings according to the recommendations of the Academic Integrity Committee. Sanctions are outlined in the policy and depending upon the severity of the violation could range from no disciplinary action to being dismissed from the university.

#### D. Attendance

Online and on-ground students who fail to maintain active participation in an online/on-ground course may receive a failing grade and are subject to the discretion of faculty to continue in the HSA program. On-ground students are expected to attend classes in accordance with RMU policy and faculty requirements. If extenuating circumstances occur the student should contact faculty by phone and by email. **Faculty will make a decision with respect to continued enrollment in HSA courses.**

#### E. Email and Netiquette

RMU email is used by the faculty, staff and administration to communicate with health services administration students. Please check your RMU student email daily. All academic program communication will be sent to the student's RMU email account only. Learners are responsible for monitoring this email account and responding appropriately.

**NOTE: If students prefer a different email account, arrangements can be made to forward the RMU student email to that address. Please contact the [RMU IT Help Desk](#) for assistance.**

Online students must respect the online classroom as a learning environment. Professional behavior is expected at all times when interacting with peers and instructors. The guidelines for behavior and interaction in an online environment are referred to as netiquette. Click on the following link for a guide to proper netiquette.

[Netiquette Guide for Online Courses](#)

## **F. Chain of Support for Issues/Concerns**

If a question or concern arises regarding a course, the student should discuss the issue at the level of the course instructor. If the issue is unresolved at the level of the instructor, the undergraduate students may contact the Department Head of Health Sciences for further assistance. Graduate students should follow the procedure outlined in the [Student-Faculty Disputes Policy](#).

## **IV. Curriculum**

### **A. Program Tracks**

RMU offers a Bachelor's and Master's degrees in Health Services Administration (HSA). In addition, students can opt to minor in HSA. The following are provided for additional information about the programs.

[BS Health Services Administration \(fully online program\)](#)

[BS Health Services Administration \(on ground program\)](#)

[MS Health Services Administration \(fully online program\)](#)

### **B. Transfer of Credits**

Upon admission, transcripts are by reviewed and approved by a representative from the Admissions Office. Students will be informed of the acceptance of transfer credits.

Please note, courses older than 12 years must also be reviewed and approved by the Program Director and Department Head.

### **C. Advising and Registration**

#### Online Students

Online students are assigned an Academic Advisor who will work with them to determine the appropriate course sequence for the fall, spring and summer terms. Once the courses are determined, the student will be sent an email from the Online Student Services Representative summarizing the course plan. Online students are required to reply back to the email in order for registration to occur. Once the



email is received from the student, the Online Student Services will register the student for courses.

If you have questions regarding course registration, contact your Online Student Services Representative via email or phone. Your quick response to correspondence will ensure your successful registration for courses. Please note that you must contact your Online Student Services Representative and copy your Academic Advisor via email to process all Add, Drops, or Withdrawals from courses. Please include an explanation about your reason to Add, Drop or Withdraw from the course. Failure to properly drop or withdraw from a course can result in financial penalty. Please refer to the academic calendar for add, drop and withdrawal deadlines.

#### Traditional On-Ground Student Advising

On-ground students will be assigned an Academic Advisor who will work directly with them to determine an appropriate course sequence. You will meet with your Academic Advisor to discuss course sequencing before registration each term. This meeting will determine which courses you need to take for the fall, spring and summer terms, as well as appropriate pre-requisites. Once your courses are determined, you will be sent an email from your Academic Advisor summarizing the advisement meeting; the advisor will submit an electronic signature through Sentry for clearance to register. On-ground students will register through the website at the individually assigned time after the Academic Advisor provides clearance.

If you have questions regarding your courses, please consult your Academic Advisor who will answer any questions regarding course progression via email or phone. [Drop Add Period](#)

### **D. Academic Progression**

Students who have concerns about their academic standing should discuss academic progression with their academic advisor and/or program director.

[Undergraduate Academic Standing Policy](#)

[Graduate Academic Standing Policy](#)

### **E. Technology**

The HSA programs utilize the following technology and software:

- Computer with Intel Core i3 processor or equivalent
- No less than 1 Gigabyte of Random Access Memory (RAM)
- High-speed Internet connection (Fiber or Cable)
- 250GB or more Hard Disk Drive
- USB Jump Drive for external file storage
- Webcam (Integrated or External)
- Microsoft Office
- Java
- Flash
- Adobe Acrobat Reader
- Mozilla Firefox (recommended browser for Blackboard)

Robert Morris University uses Blackboard Learning Management System (LMS) for courses. Online assistance with Blackboard technology and instructions can be accessed by contacting the RMU Blackboard Help Desk 24-hour technical support at 412-397-2211.

[Technical Support for Blackboard](#)

## **F. International Experiences**

Students are afforded the opportunity to engage in education abroad programs offered through the [Center for Global Engagement](#).

## **G. Internships**

Both the undergraduate and graduate health service administration programs at Robert Morris University require students to participate in a three credit, 120-hour internship field experience in order to graduate. In order to meet the needs of the student, these three credits can be taken in one term, or spread across two or three terms. Students will work with their assigned internship advisor to determine the best internship options to meet their needs.

Per clinical affiliation agreements with internship sites, students may be required to complete any or all of the below clearances to take part in the internship experience:

- An initial and annual health evaluation
- Two-step PPD test and annual TB test (or Quantiferon Gold Blood test)
- Tdap within last ten years
- Initial urine drug screen
- Verification of immunity to Varicella, Measles, Mumps, Rubella, Hepatitis B surface antibody (Anti HBs titer)
- Pennsylvania Child Abuse History Clearance
- Pennsylvania Criminal Record Check Clearances
- FBI Criminal History Background Check
- Proof of Health Insurance
- Other titers, clearances or education as required by the specific site

**PLEASE NOTE:** The costs associated with these clinical requirements are the responsibility of the student. Failure to comply may result in the student not being cleared to attend the internship experience.

In the event that a positive background report is noted, RMU SNHS is obligated by clinical affiliation agreements to share the results of criminal record clearances with the clinical agencies. The student will be asked to complete a personal statement about the offense, which will be filed in the student's record and reported to the clinical facility.

## V. **Student Resources**

### A. **Center for Student Success**

The [Center for Student Success](#) provides services that include but are not limited to counseling, tutoring, and disability services.

The HSA online programs also utilize a technology exclusively accessible to students choosing the online distance education experience for tutoring and counseling called Smarthinking. Smarthinking provides web-based tutoring. Their service supplements our existing academic support services through the Center for Student Success by offering real-time online tutoring and homework help for core courses and skills up to 24 hours a day, seven days a week.

If you need assistance in classes, please contact your faculty member or Academic Advisor in addition to the Center for Student Success or Smarthinking.

### B. **Scholarships and Financial Aid**

Please contact the [Financial Aid Office](#) for information regarding the financial aid process at RMU. Additional information is available by using the links below:

[Scholarship Information](#)

[www.pheaa.org](http://www.pheaa.org)

### C. **Library**

The RMU library is staffed by qualified librarians to assist you in your scholarly projects. The RMU Electronic Library is a helpful service to search databases while off campus.

[RMU Library](#)

Bruce Johnston, MLS

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## VI. Graduation Information

### A. Commencement

*Students must apply for graduation online in the first two weeks of the semester in which they will graduate.*

RMU hosts a formal [Commencement](#) ceremony each May that includes both the December and May graduates. The dates are included in the academic calendar. This formal academic ceremony is rich with tradition and includes the academic procession of administrators, faculty, and students, a pertinent message delivered by a guest speaker, and the presentation of your diploma. Academic regalia are worn. Family and friends are encouraged to attend.

Note: Students who will complete all courses for their degrees by the end of the summer session following the May commencement will be included in the May ceremony.

## VII. Upsilon Phi Delta Honor Society

Robert Morris University operates a chapter of the Upsilon Phi Delta Honor Society for undergraduate HSA students. Upsilon Phi Delta is a national academic honor society for students in healthcare management, leadership or administration. The mission of the Upsilon Phi Delta Honor Society is to recognize, reward, and encourage academic excellence in the study of health administration.

The goals of the Society are as follows:

- To encourage interest in academic preparation for careers in health administration
- To promote activity that will elevate the standards, ideals, competence, and ethics of women and men preparing for careers in health administration and leadership
- To provide financial assistance through scholarships to outstanding students pursuing academic degrees that prepare individuals for careers in health administration and leadership
- To recognize, by means of granting honorary memberships, individuals who have made outstanding contribution to the profession

In order to be invited for induction into Upsilon Phi Delta, undergraduate students must have a minimum of 18 credits completed in HSA major courses, and hold a 3.5 or greater GPA. If a student chooses to join the organization, a dues payment is required for membership. Induction is held a minimum of one time per academic year.

## **VIII. Extracurricular Activities**

### **A. Dean's Student Advisory Board**

Representatives from each program within the School of Nursing and Health Sciences are selected to serve on the Dean's Student Advisory Board. The board meets two to three times per term and discusses program-related ideas and concerns with the Dean of the School of Nursing and Health Sciences.

### **B. Student Activities**

Robert Morris University offers many services and activities for both resident and commuter students, including clubs, fraternities and sororities, Division I Athletics, intramural sports, marching band, and theatre. Online students are encouraged to participate in committee activities and can do so via telephone and/or teleconferencing. Students who wish to take advantage of on campus activities are encouraged to do so.

## **XI. Conclusion**

The information in this Student Handbook is provided to be a helpful guide to you. Periodic changes occur throughout the academic year. You will be made aware of any changes such as updates to policies, procedures or resources. There are monthly google hangouts with the Program Director and any available faculty. This is a format to receive the most up-to-date information with the University, SNHS or the HSA program. A calendar invitation will be sent out to you. A monthly message will be sent to you by your faculty advisor. This message will provide additional information regarding a particular topic pertaining to the program as well as reminders and updates. In the event you do not receive the calendar invitation, feel free to contact Dr. Holly Hampe, Program Director [hampe@rmu.edu](mailto:hampe@rmu.edu). If you don't receive the monthly message or have any issues or concerns, contact your faculty advisor.