



Master of Health Administration (MHA) Program Student Policy Manual

Initial MHA Council Approval:

May 3, 2019

Updated/Reviewed MHA Council:

October 13, 2020; December 9, 2021; February 16, 2023

Table of Contents

Academic Conduct	3
Academic Scholarship, Rigor, and Honesty	4
Admission Requirements	6
Advisement	8
Alcohol and Illegal Substances	9
Attendance	10
Civility Statement	11
Committee Membership-University Requirements	12
Committee Membership- Requirements, Plan B Portfolio/Project	13
Degree Requirements	15
Full-Time and Part-Time Status	16
Internship/Capstone Policy	17
Internship/Capstone Procedure	19
Email Accounts and Electronic Mailing Lists	21
Post-Admission Requirements	23
Progression and Graduation Requirements	24
Required Documentation and Immunizations	25
Statistics Requirements	29
Student Advisory Council	30
MHA Program Meeting	31
Student Complaints	32
Student Appeal	34

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Program Title of Policy: Academic Conduct
Original Date: 2015.11
Last Review: 2022, 11, 2021.12
MHA Adoption: 2015.11

The MHA Program adheres to the Minnesota State University Moorhead policies related to academic conduct. Students are expected to know policies on academic conduct and responsibility as well as the institutional academic requirements and procedures (See current MSUM academic standards policy found in the MSUM Student Handbook).

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy:	Academic Scholarship, Rigor, Integrity, and Honesty
Original Date:	2015.11
Last Review:	2021.12
MHA Adoption:	2015.11

The nature of the healthcare profession requires ethical behavior on the part of students both in the practical/capstone and classroom settings. All work in this program and all related courses must be completed in a manner consistent with the MSUM's Code for Academic Conduct (MSUM Student Handbook) and the MHA Student Policy Manual.

The way in which a student conducts him/herself today is a mirror into the way that individual will conduct him/herself professionally. Healthcare professionals are expected to conduct themselves with integrity and honesty. Therefore, MSUM MHA students will follow this policy of academic integrity:

1. Academic Dishonesty Consequences
 - a. Plagiarism and cheating will not be tolerated.
 - b. If a student has questions about the academic policies, it is her/his responsibility to discuss them with his/her instructor prior to submitting an assignment.
 - c. All required assignments may be subject to instructor submission of the assignment to plagiarism detection software.
 - d. Any student who commits plagiarism as defined by the instructor may fail the paper or the entire course, as determined by the faculty. If the instructor does not define plagiarism, students should use the following definition of plagiarism as a guideline:
 - i. More than 6 words in a row of exact content from another source without appropriate quotation marks and parenthetical citations.
 - ii. 10% or more exact cited content throughout the whole paper. This is the core of the paper– not including title page, table of contents, reference pages, or appendixes.
 - iii. 15% or more of very similar content throughout the whole paper. This is the core of the paper – not including title page, table of contents, reference pages, or appendixes.

- iv. Failure to use quotes and parenthetical citations (including author, year, AND page number) when quoting material.
 1. Note: Direct quotes should be limited. Please refer to the instructor preferences on this. If not identified by the instructor, it is recommended that students have less than 10% of the entire paper in direct quotes. At the graduate level, students are expected to be able to read scholarly journals and synthesize information in their own words rather than using an excessive number of direct quotes.
2. An instructor has the freedom to decide whether or not to allow the student to resubmit the test, quiz, or assignment for points if the first submission has been found to be plagiarized. The student is expected to learn from his/her mistakes on subsequent assignments. Subsequent instances of plagiarism in any course puts the student at risk for dismissal from the nursing program and possibly the university.
 - a. Any student caught copying or cheating on a test, quiz, or assignment, or having same or similar content in a paper to another student (current or former from any course) may fail the test/quiz/assignment or the entire course, as determined by the faculty.
3. Instances of cheating or plagiarism may be referred by the faculty to the appropriate authorities as per the Academic Honesty Policy:
<https://www.mnstate.edu/about/policies-procedures/list/academic-honesty/>.

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Admission Requirements
Original Date: 2015.11
Last Review: 2021.12, 2023.02
MHA Adoption: 2015.11

In order to be admitted to the MHA Program, the applicant must meet the following requirements:

1. Hold a Baccalaureate, Masters, and/or Doctorate degree from an accredited institution. No specific major is required; although preference may be given to students with healthcare related undergraduate degree.
2. Official transcripts from ALL colleges and universities attended.
3. Have a total cumulative local GPA (not including transfer credits) of at least 3.0 on a 4.0 scale in undergraduate courses at the institution where the baccalaureate degree was awarded. Or at least 3.25 for last 30 semester credits of graded coursework. Individuals with GPAs outside these parameters MAY be considered based on strength of other applicant materials.
 - a. Provisional admissions may be granted for students with GPA's under 3.0 on a case-by-case depending on the strength of other applicant's submissions (e.g. essay, recommendations, work history in healthcare).
4. 500-word essay on "The Future of Healthcare"
5. Two letters of recommendation (that can assess the student's ability to be successful in the program) from either:
 - a. Employer/Supervisor – individual that can evaluate student's ability to be successful in the program
 - b. Professor
 - c. Licensed healthcare professional
6. Professional Resume and Cover Letter
7. All students will need to have an education, business or healthcare statistics course at the undergraduate (300/400 course, 3000/4000 course) or graduate level is required prior to registering for MHA 615. Other alternatives can be reviewed/approved by the MHA Graduate Coordinator. A course within the last 5 years is highly recommended.
8. For students with no more than 1 year of healthcare experience, students must have evidence of an undergraduate healthcare internship experience and/or specific course work related to healthcare administration leadership. If these requirements are missing, students will need to take the following course prior to admission to the MHA program:

- a. HSAD 416 - Healthcare Leadership and Management
- b. HSAD 419 - Healthcare Finance and Reimbursement Methods
- c. HSAD 420 - Health Policy and Economics

Additional Admission Notes

Application Deadlines

Applications are accepted, processed, and acted upon for a Fall, Spring, or Summer admissions process. This means there is no specific application deadline. Instead, the Program handles applications when they are submitted. An applicant must be accepted by the Graduate School before starting coursework.

Admission Decisions/Rubric

Applicants are evaluated using an objective rubric.

1. Those applicants with the highest scores on the rubric will be admitted to the program based on space available in the program.
2. All admissions are reviewed by the MHA Program Coordinator and MHA admission committee.
3. Number of available spots will be determined for the next semester.
4. These spots will be filled with the highest rubric score and downward.
5. A waiting list will be established if number of applications exceed available spots in the program.
6. Applicants will be categorized as:
 - a. Full Admission – no other steps needed.
 - b. Provisional Admission – applicant will be informed of provisions of his/her admission (ex. must complete Baccalaureate degree with transcripts submitted, maintain a certain GPA in the first 12 credits).
 - c. Denial – reason for denial will be communicated to the applicant
7. The advisor is assigned by the MHA Program Coordinator
8. The admission decision is communicated to the Dean of Graduate Studies for final approval.
9. Once final approval is determined, admissions will be notified by Graduate Studies with details on enrollment.

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Advisement
Original Date: 2015.11
Last Review: 2021.12; 2023.02
MHA Adoption: 2015.11

Advisement

Each graduate student is assigned an academic advisor from the School of Nursing and Healthcare Leadership (SNHL) by the MHA Program Coordinator upon admission. Students may discuss a potential change of advisor with the MHA Program Coordinator. Granting a change would be based on advisor availability within the MHA Program. When the student is ready to select a committee for the final portfolio/capstone project, the student must select a graduate faculty member to serve as committee chair; this occurs in Capstone I with MHA faculty assisting in this process. Refer to the policy on committee membership for additional information.

Each student is responsible for conferring with his/her advisor on a regular basis, usually each semester, to assist with curriculum planning, elective planning, and career advancement discussions.

Students should complete the course planning section on the Graduate Dashboard by the end of the first or second semester. This should be done in conjunction with the student's advisor.

<https://my.mnstate.edu/GradStudies/Login>

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Alcohol and Illegal Substances
Original Date: 2015.11
Last Review: 2021.12
MHA Adoption: 2015.11

Minnesota State University Moorhead (MSUM) recognizes that the misuse of alcohol and other drugs is a serious problem in our society and our community. MSUM seeks to create an environment which promotes healthy and responsible living that is conducive to the intellectual and personal development of students. MSUM is committed to establishing and enforcing clear policies regarding the use of alcohol and other drugs.

In accordance with state laws, the unlawful or unauthorized use, possession, storage, manufacture, distribution, or sale of alcoholic beverages and any illicit drugs or drug paraphernalia is prohibited in university buildings, any public campus area, housing units, university vehicles, or any university sponsored events either on or off campus.

Students who fail to comply with this policy will be subject to disciplinary and/or legal action. Additionally, students who attend class or capstone activities under the influence of, or suspected of being under the influence of, alcohol or illegal drugs will be asked to leave the classroom or clinical setting immediately. Readmission to the classroom or the clinical setting will be at the consent of the instructor.

Refer to the MSUM Student Policies on Alcohol and Other Drugs (AOD) for additional specific information. <https://www.mnstate.edu/about/policies-procedures/aod/>.

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Attendance
Original Date: 2015.11
Last Review: 2021.12
MHA Adoption: 2015.11

Attendance at online synchronous classes is recommended to promote delivery of content. Attendance at capstone experiences is required per the agreements between capstone site/MSUM. Students must come to the capstone well-prepared to meet the educational learning expectations and contribute professionally to the expectations. Students are expected to notify the course faculty prior to being absent. During capstone experiences, students are held responsible for exhibiting the following professional attributes: integrity, honesty, accountability, confidentiality, and professional demeanor. While completing the capstone experience, the student must follow all university policies including those related to use of alcohol and other drugs. <https://www.mnstate.edu/about/policies-procedures/aod/>

Students must also comply with all MHA Student Policies and the MHA Student Handbook.

Policy Author: SNHL Faculty
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

School of Nursing and Healthcare Leadership

Title of Policy: Civility Statement
Original Date: 2013.05
Last Review: 2021.12
Last Revision: 2015.11
MHA Adoption: 2015.11

Members of the SNHL community, including faculty, staff, and students, are expected to deal with each other, other members of the University community, and our educational, institutional and community partners in a civil and respectful manner.

While both MSUM faculty and students enjoy freedom from institutional censorship in their scholarly pursuits and teaching and learning activities, such freedom carries with it a responsibility to be honest and accurate in speech and writing and to maintain civility, even in cases of personal or academic disagreement. Respectful communication, without intimidation, exploitation, or coercion, is an expectation of all SNHL community members, regardless of how or where that communication takes place.

Students and faculty are referred to MinnState System Policy 1B.1 *Equal Opportunity and Nondiscrimination in Employment and Education* and to the MSUM *Student Conduct Code* and MinnState System Procedure 3.6.1 Student Conduct for specific details regarding process and sanctions.

Policy Author: University Graduate Council and MHA Program Coordinator
Review due: Per University Graduate Council

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

University Graduate Council

Title of Policy: Committee Membership-University Requirements
Original Date: 2012.11
Last Review: 2021.12
Last Revision: 2015.11
MHA Adoption: 2015.11

Each graduate student must have a committee that oversees the student's capstone work. There are general university requirements for the committee membership. Additionally, there are more specific MHA requirements for committee membership. Please review all relevant policies regarding committee make-up including: Committee Membership-University Requirements Policy and Plan B-Portfolio/Project.

University Capstone Committee Membership Requirement

MSUM Bulletin Language and Faculty Guide to Policies and Procedures Language Capstone requirements, including the Scholarly Project, require a committee for the Oral Discourse. The student and/or advisor select faculty to sit on the student's committee. The project committee must include a minimum of two faculty who have Graduate Faculty status.

A current list of Graduate Faculty can be accessed at:
<https://www.mnstate.edu/admissions/graduate/faculty-staff/>

Policy Author: Graduate Nursing Council
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Committee Membership- Plan B Portfolio/Project
Original Date: 2001.08
Last Review: 2021.12
Last Revision: 2015.11
MHA Adoption: 2015.11

Each graduate student must have a committee that oversees the student's capstone work. There are general university requirements for the committee membership. Please review all relevant policies regarding committee make-up including: Committee Membership-University Requirements Policy and Committee Membership Requirements, Plan B Portfolio/Project.

Portfolio/Project Committee Appointment and Approval

Portfolio/Project committee members can be selected by students or by department approval. Students will complete the committee selection component in the graduate dashboard. The chair, committee member and program coordinator will electronically accept/approve within the graduate dashboard. Once a committee is approved, the student will complete the Final Discourse Topic in the graduate dashboard.

Portfolio/Project Committee Selection by Students:

The student, in consultation with his or her advisor, selects individuals to serve on the portfolio/project committee. The role of portfolio/project committee members is to supervise the development and completion of the portfolio/project and to conduct the Oral Exam at the completion of the student's program. The chair must have background, expertise, or interest in the topic and/or methodology that the student wishes to pursue. A committee member should be selected according to his/her ability to contribute to a successful portfolio/project.

The portfolio/project committee must include a minimum of two individuals (including the chair).

Chair

- Preparation:
 - A MSUM graduate faculty member with a terminal degree (doctorate) in their field from the student's area of study.
- Graduate Status:
 - Hold Full MSUM Graduate Faculty Status
<https://www.mnstate.edu/admissions/graduate/faculty-staff/>

Committee Member #1

- Preparation:
 - A graduate faculty member with a terminal degree (doctorate) OR master's degree in the student's field of study.
- Graduate Status:
 - Hold Full or Temporary* MSUM Graduate Faculty Status.

*Temporary Graduate Faculty Status may be granted to a qualified master's or doctoral- prepared individual for the purpose of serving on a specific thesis committee and is limited to the duration of the specific student's enrollment. The Committee Chair must submit the request for Temporary Graduate Status to the Graduate Dean/Director. Included in this request should be a brief summary of the unique expertise this individual will bring to the committee and the individual's CV. The Graduate Dean will review and decide upon appropriateness of the request.

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Degree Requirements
Original Date: 2015.11
Last Review: 2021.12
MHA Adoption: 2015.11

The following are the degree requirements for a Master's of Healthcare Administration:

1. All students must complete the program within seven (7) years.
2. Many students progress at a part-time rate. Most students are also working in healthcare.
3. A maximum of nine (9) graduate semester credits from healthcare administration, all of which must be related to the program, may be transferred from other appropriately accredited colleges or universities with the consent of the MHA Graduate Program Coordinator. The transfer credits must be no older than seven (7) years by the time of MSUM MHA graduate program/certificate completion and carry a grade of B or better.
4. A cumulative GPA of 3.0 is required to continue and graduate from the program. If the GPA falls below 3.0, the student is placed on probation for the next semester in which courses are taken. If the GPA remains below 3.0 at the end of the next semester, the student is removed from the program. **No more than two courses with a grade of C (including C+ and C-) may be applied to the program of study.**
5. Successful oral examination of the student by the student's committee following completion of the portfolio/project/thesis and the majority of required coursework.
6. Students must complete Written Comprehensive Examination, Oral Defense, Commencement, and Degree Completion sections in the graduate dashboard to receive their final degree.

Further information on degree requirements may be found in "General Degree Requirements" at the front of the MSUM Graduate Bulletin.

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Full-time and Part-time Status
Original Date: 2015.11
Last Review: 2021.12
MHA Adoption: 2015.11

The MHA program is designed for part-time study, although a curricular plan may range from 1-12 credits/term.

In determining full-time or part-time student status, graduate course loads are established by the University. Essentially, full-time status is eight graduate credits in fall and spring. Any study less than eight credits/term is considered part-time.

<https://navigator.mnstate.edu/Catalog/ViewCatalog.aspx?pageid=viewcatalog&catalogid=40&chapterid=591&topicgroupid=5354&loadusercredits=False>

Students are encouraged to check with MSUM Financial Aid and Scholarship Office for details and specific guidance regarding course load impacts on financial aid

<https://www.mnstate.edu/cost-aid/financial-aid/apply/>.

**Minnesota State University Moorhead
Health Administration (HSAD)/Leadership & Innovation in Aging Studies (LIAS)/Master
of Healthcare Administration (MHA)**

Title of Policy: Internship/Capstone Policy
Original Date: 2023.01.26, approved 2023.02.16
Recent Reviews: 2023.01.26
Major Revisions: 2023.01.26

The HSAD, LIAS, and MHA programs at Minnesota State University Moorhead (MSUM) are committed to providing students with quality internship and/or capstone projects as defined by their major/program. This policy defines minimum guidelines set forth by MSUM as well program-specific requirements to prepare, guide, and evaluate those experiences.

Health administration programs have requirements for internship and/or capstone experiences that occur outside the classroom.

- HSAD program requires an administrative internship.
- MHA program requires a final capstone project.

Students work in partnership with designated coordinator(s) (faculty and staff) when securing these experiences. Each program describes specific processes/procedures in terms of steps and requirements in securing these experiences in a separate set of program-specific procedures.

General Guidelines

- **MSUM Policy**
 - Policy regarding internships can be viewed at:
<https://www.mnstate.edu/about/policies-procedures/list/internship/>
- **Program Standing**
 - An internship/capstone may be taken only by a student majoring in a program with an approved internship/capstone component of the curriculum.
 - The intern must have at least a junior standing for undergraduate programs.
 - Graduate students need to have at least a 3.0 GPA and approval to enter into the capstone courses.
- **Grading**
 - An internship/capstone experience may be graded (by the faculty) on a pass-fail or a grade-basis. Refer to course syllabus for course-specific grading standards.
- **Interagency Agreement**
 - Before the start date of the experience, the internship/capstone information sheet will be completed by the student to determine if an interagency contract exists. In addition, students will indicate if patient data and/or patient care will be delivered during the internship/capstone experience. If no interagency contract exists and

- patient care or patient data will be accessed during the internship/capstone, a interagency contract will be initiated and verified by MSUM that clearly articulates liability assumption, mutual expectations, and responsibility between MSUM, the site, and the student.
- The current interagency agreement will be kept on file in the SNHL department.
 - Each internship/capstone site will be evaluated for appropriateness by the respective program coordinator or the course faculty.
 - If there is no existing interagency contract and there is no patient care or patient data to be accessed/used in the internship/experience, no interagency contract will be required.
- **Background Checks**
 - Minnesota law requires any person who provides direct contact services to people receiving services from facilities and agencies licensed by the Minnesota Department of Human Services (DHS) and/or the Minnesota Department of Health (MDH) to have a background study conducted. Direct contact is defined as providing face-to-face care, training, supervision, counseling, consultation, or medication assistance to people receiving services from the agency or facility. Any individual who is disqualified from having direct patient contact as a result of the background study will not be permitted to participate in an internship/capstone placement in a DHS or MDH licensed facility or agency. Failure to participate in an internship/capstone placement required by the academic program could result in ineligibility to qualify for a degree in the program.
 - As defined by the Capstone Information Sheet - students may be required to complete the CastleBranch national background study prior to internship/capstone courses. This depends on type of care that will be provided during the internship/capstone, or if an existing interagency contract exists.
 - If the capstone/internship site provides documentation of background checks, immunizations, and/or letter of waiver of any interagency contract requirements, students can waive the Castlebranch requirements. This is reviewed with the program coordinator or faculty teaching the internship/capstone course.
 - **Student Liability**
 - Students are liable for their actions and may be sued (along with others) for damages due to negligence. Minnesota State University Moorhead has a Student Intern Professional Liability Policy which covers students engaged in internships/practicums/capstones. The coverage is \$2,000,000 per occurrence and \$5,000,000 in annual aggregate. If the student or his/her academic department or internship/capstone site does not have a formal internship/capstone agreement; the student is NOT covered by the University Student Intern Professional Liability Policy.

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

Title of Policy: Internship/Capstone Procedure
Original Date: 2023.01.26, approved 2023.02.16
Recent Reviews: 2023.01.26
Major Revisions: 2023.01.26
Application: HSAD & MHA Programs

The HSAD and MHA programs have specific processes related to internships/capstones. Please see the procedural details that follow.

• **HSAD Program**

- Objectives:
 - Objectives of the internship program are defined in the syllabus of the internship course – HSAD 469.
- Interagency Contract:
 - Prior to engaging in any internship experiences the faculty will ensure that an interagency contract is required per the Capstone Information Sheet. If a contract is required, faculty will contact the SNHL office to have an interagency contract initiated.
- Methods of Documentation and Assessment:
 - Responsibilities of the student, faculty, and the site mentor (evaluator) are defined in the HSAD student workbook.
 - Approval of internships occurs during the Internship Seminar course – HSAD 468. The faculty and HSAD Coordinator will approve all internships.
 - Students will track internship milestones via a weekly journal, internship summary document, as well as Domains of Practice. Faculty will review weekly journals, summary of internship and domains of practice mid-point during the internship and at the conclusion of the internship. Faculty will meet onsite and/or virtually with student and mentor.
- Grading:
 - The internship is pass/fail.
- Monitoring of Practicum:
 - Expectations and procedures of monitoring internship achievements are explained in the HSAD student workbook. Students are given this information in the Internship Seminar – HSAD 468 and Internship – HSAD 469 courses.
 - The HSAD Coordinator oversees the internship experiences.

MHA Program

- Objectives:
 - Objectives of the Capstone experience are defined in the syllabus of the Capstone II course.
- Interagency Contract:
 - Prior to engaging in any capstone experiences the faculty will ensure that an interagency contract is required per the Capstone Information Sheet. If a contract is required, faculty will contact the SNHL office to have an interagency contract initiated.
- Methods of Documentation and Assessment:
 - Approval of a Capstone project occurs during Capstone II initially by the Capstone Committee Chair, Committee member, and MHA Coordinator; then forwarded to Graduate Studies for final approval via the Graduate Dashboard
 - Students will track Capstone milestones via a weekly progress report, weekly journal, and project timeline, as well as a final presentation and executive portfolio. Faculty will maintain contact with the student during the Capstone experience to work through barriers and concerns that the student may experience. Faculty meet with students and site mentors at the start of the Capstone experience to establish project expectations and share contact information. Site mentors can contact the faculty at any point during the capstone project.
 - Students evaluate the capstone/mentor/site during the course to provide qualitative feedback about the Capstone experience.
 - Mentors evaluate the student/capstone process after the oral presentation to provide qualitative feedback about the Capstone experience.
 - Students will present a final presentation/oral defense to at least two graduate faculty that highlights project deliverables and major milestones. The student's mentor must also be present. Students will submit an executive portfolio for evaluation and complete a written, online comprehensive exam related to the program domains and competencies prior to the final presentation. Results of that exam are reviewed/discussed at the end of the oral defense.
 - Expectations and procedures of monitoring capstone achievements are explained in the MHA executive portfolio. Students are given this information in Capstone I and Capstone II.
- Grading:
 - The capstone is graded by the course faculty on a pass/fail basis.
- Monitoring:
 - Oversight of the capstone experience is the responsibility of the faculty assigned to the course
 - Responsibilities of the student, faculty, and the site mentor (evaluator) are defined in the Capstone Responsibility document.

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Email Accounts and Electronic Mailing Lists
Original Date: 2015.11
Last Review: 2021.12
MHA Adoption: 2015.11

The University and MHA Program send all official correspondence to students through Dragonmail.

- All students are required to obtain their Dragonmail account upon enrollment in courses. Students will receive a MSUM Minnstate username and self-select a password.
- Students must check their email account regularly.

An electronic mailing list is used to send and receive information to all graduate students and faculty. This is the primary mode of communication for the graduate program. Students and faculty will be subscribed to the MHA electronic mailing list by the graduate program. **Again, it is very important that students have a current email subscribed to the electronic mailing list to receive important messages, such as schedule changes or scholarship announcements.**

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Post-Admission Requirements
Original Date: 2015.11
Last Review: 2021.12
MHA Adoption: 2015.11

In order to maintain enrollment in the program, students must hold/show:

- The state where the student will have their capstone must agree with MSUM offering distance education in the state.
- Stay in compliance with the Required Documentation/Immunization Policy - HSAD, MHA, Graduate Nursing
- Complete the statistics requirement (see Statistics Requirement Policy)

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Progression and Graduation Requirements: Scholastic Standards
Original Date: 2015.11
Last Review: 2021.12
MHA Adoption: 2015.11

In order to progress in and graduate from the MHA Program, students must:

1. Maintain a cumulative graduate GPA of 3.0. If the GPA falls below 3.0, the student is placed on probation for the next semester in which courses are taken. If the GPA remains below 3.0 at the end of the next semester, the student is removed from the program.
2. Have no more than two courses with a grade of C (including C+ and C-) applied to the program of study.
 - a. A course with a grade of C (including C+ and C-) may be repeated once or a comparable course from another institution may be transferred in if this transfer does not exceed the allowed number of transfer credits.
3. Any courses with a D or F needs to be repeated and can only be repeated one time.
4. Complete all requirements within 7 years of the first completed course.

The graduate school, graduate program coordinator, and administrative assistant monitor the graduate students' GPAs each semester.

Policy Author: Graduate Nursing Council, MHA Program Coordinator and SNHL
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

Title of Policy: Required Documentation/Immunization Policy-
HSAD, MHA, & Graduate Nursing
Original Date: 2001.08 Grad; 2002.10 RNB
Last Review: 2021.12
Last Revision: 2015.11
MHA Adoption: 2015.11

The SNHL programs give the health of the student and the consumer highest priority. This Required Documentation/Immunization Policy is based on [2014 CDC Recommended Vaccines for Healthcare Workers](#), [2015 CDC Adult Immunization Schedule](#), MN Department of Health Guidelines for Healthcare Workers, [MN Department of Health TB Guidelines](#), [American Nurses Association Position Statement on Immunizations](#), and clinical agency requirements.

To comply with Minnesota, federal, and agency requirements for MSUM's SNHL students, all students must verify all program requirements (listed below) at program start. Thereafter, some requirements will need re-verification, depending on how long your program of study lasts. Also, some agencies may add requirements beyond what are current below; in such cases students would need to comply with the additional clinical site requirement(s).

To remain program compliant, it is absolutely the student's responsibility to remain current with verifications listed in CastleBranch (MSUM's tracking system). Listed below is an example of potential requirements (Subject to change. See CastleBranch for latest requirements). Students who are non-compliant face risk of program dismissal. Students may immunizations from the student's primary care provider or public health agency.

Subject to Change. See CastleBranch for latest requirements.

*Contact Program Coordinator if an exception or declination is requested (e.g. no-patient contact, organizational approval).

Item	Type of Documentation/ Details	Program and Time of Documentation Submission/Renewal
Immunizations		
Influenza (Flu)	Annual record of vaccine during flu season (Oct 1- March 31). Deadline: Nov 1.	Nursing Admission (on file by Nov 1) All programs – Pre-Clinical/Internship/Practicum/ Capstone: (by Nov 1)
Hepatitis B	Documentation of 3-dose series OR lab report documenting Hep B immunity (e.g., HepBsAb or anti HepB).	Nursing Admission All programs – Pre-Clinical/Internship/Practicum/ Capstone
Varicella (Chicken Pox)	Documentation of immunization (2 doses) OR lab report documenting immunity [a varicella-zoster virus (VZV) titer]. <i>Note: A history of varicella disease does not guarantee immune status.</i>	Nursing Admission All programs – Pre-Clinical/Internship/Practicum/ Capstone
Tuberculosis (TB) Screening	<p>Either a, b, or c below</p> <p>a. Tuberculin Skin Test: <u>Nursing Admission:</u> Initial two-step Tuberculin Skin Test (TST). Submit report of two TSTs on admission. <u>Pre-Clinical/Internship/Practicum/Capstone:</u> One-step TST annually thereafter. OR</p> <p>b. Lab Test. <u>Nursing Admission:</u> A negative TB blood test (within past 12 months) on admission (e.g., QuantiFeron ®-TB or T-Spot ® TB). <u>Pre-Clinical/Internship/Practicum/Capstone:</u> One-step TST or blood test annually thereafter. OR</p> <p>c. Chest X-Ray/Provider Report: <u>Nursing Admission:</u> Students who are positive reactors for TB must submit a healthcare provider report of one negative chest x-ray (within past 12 months) and absence of symptoms. <u>Pre-Clinical/Internship/Practicum/Capstone:</u> Healthcare provider report of absence of symptoms</p>	<p>Nursing Admission (two step TST or b, c.) with annual verification (see specifics to the left)</p> <p>All programs – Pre-Clinical/Internship/Practicum/ Capstone: (one-step TB)</p>
Measles, Mumps, Rubella (MMR) Immunization	Documentation of two vaccines OR lab report documenting immunity (a titer documenting immunity of all three diseases).	Nursing Admission*

		All programs – Pre-Clinical/Internship/Practicum/ Capstone
Tetanus, Diphtheria, Pertussis (T-dap) Immunization	Either a or b below a. One adult T-dap within past 10 years OR b. One does of T-dap vaccine administered as an adult and one booster does of Td within the last 10 years (must provide both records as a single upload).	Nursing Admission* All programs – Pre-Clinical/Internship/Practicum/ Capstone
Background Clearances [#]		
Background Check-Minnesota (MN DHS NetStudy 2.0)	Nursing: Complete a Minnesota Department of Human Services (MNDHS) NetStudy 2.0 on admission. The background study must show ability to provide direct patient care. The background check must be renewed prior to clinicals/practicum/internship so that it will remain current throughout the entire clinical period. MHA/HSAD: This MN Background check is only required if doing internship/capstone experience in MN. Complete a Minnesota Department of Human Services (MNDHS) NetStudy 2.0 background check. The background check must be initiated prior to clinicals/practicum/internship so that it will remain current throughout the entire clinical period. The background study must show ability to provide direct patient care.	Nursing: -Admission All Programs: -The background check must be initiated/renewed prior to clinicals/practicum/internship so that it will remain current throughout the entire period.
Background Check-National	Nursing: Complete the Certified Background Background/CastleBranch national background study on admission. The background check must be renewed prior to clinicals/practicum/internship so that it will remain current throughout the entire clinical period. MHA/HSAD: Complete the Certified Background Background/CastleBranch national background study. The background check must be initiated prior to clinicals/practicum/internship so that it will remain current throughout the entire clinical period.	Nursing: -Admission All Programs: -The background check must be initiated/renewed prior to clinicals/practicum/internship so that it will remain current throughout the entire period.
Registrations/ Certifications		
Current CPR Certification	Documentation of current Healthcare Provider/ Professional Level CPR certification.	Nursing: (expires every 2 years, resubmit with each renewal)
Current RN License Verification	Proof of unencumbered licensure by program start and must remain current (re-submit as needed).	Nursing: Admission and Pre-Clinical/Practicum
Insurance		
Professional Liability Insurance [^]	Certificate of insurance with limits not less than \$2,000,000 each claim and \$3,000,000 aggregate.	Graduate Nursing: Pre-Practicum
Health insurance	Proof of health insurance (please include both sides of insurance card)	Graduate Nursing: Admission and Pre-Practicum RN-BSN- Admission

Miscellaneous		
Student Consent Form	In Certified Background/CastleBranch	Nursing: Admission HSAD/MHA: Pre-Internship/Capstone
Demographic Questionnaire Form	In Certified Background/CastleBranch	Nursing: Admission HSAD/MHA: Pre-Internship/Capstone
HIPAA and OSHA Acknowledgement /Signature	In Certified Background/CastleBranch (This may be required by clinical site also) RN-BSN completes only the HIPAA training.	Nursing: Admission HSAD/MHA: Pre-Internship/Capstone
Student Handbook Acknowledgement	<ul style="list-style-type: none"> Handbook: Students verify understanding of the current program-specific student handbook (presented at orientation, Certified Background/CastleBranch, and updated regularly on the MSUM program website). Resubmit as handbook is updated. Program Evaluation: Students verify understanding of the program evaluation process (including student participation in surveys, student feedback session; acknowledgement that students' files, written work, presentations, and course assignments may be open for review by evaluators of the program. Release of Records: To assure clinical contract compliance, at times some agencies may require proof of specific verifications on this list. Students affirm that it is acceptable to release records if requested from CastleBranch. 	Nursing: Admission HSAD/MHA: Pre-Internship/Capstone

*Hendrix Health and the Registrar need verification also.

*Contact Program Coordinator if an exception or declination is requested (e.g. non-patient contact, organizational approval).

^Professional Liability Insurance

Students are liable for their actions and may be sued (along with others) for damages due to negligence. Minnesota State University Moorhead has a Student Intern Professional Liability Policy which covers students engaged in internships/capstones/practicums. The coverage is for \$2,000,000 per occurrence and \$3,000,000 in annual aggregate. In addition, some internships and academic programs may require students to purchase separate additional liability insurance. See policy entitled *Required Documentation/Immunization Policy-HSAD, MHA, and Graduate Nursing*.

If the student or his/her academic department or clinical practicum site does not have a formal agreement, and therefore, does not have a formally acknowledged internship/capstone/practica (i.e., no credit hours, etc.), the student is NOT covered by the University Student Intern Professional Liability Policy. Students are not covered by this liability insurance while practicing for pay, during personal volunteer work, or during any engagements other than in student role.

Graduate Nursing students are required to carry their own personal professional liability insurance. RN-BSN students may choose to carry their own personal professional liability insurance. Reasonable insurance rates may be obtained from insurance companies (e.g., Nursing Service Organization, Mercer, etc.)

#Criminal Background Checks

National and State criminal background checks are required by the program (see table above). A student who is disqualified from having patient contact based on results of a background check will be delayed in academic progression until qualified to provide direct care or the student will be ineligible for a degree in this program.

Annual MN Department of Human Services background checks must be completed while in the program. Please follow the directions below. In 4-6 weeks from completing the online study request, you will receive a blue or yellow clearance form in the mail. Please load this form immediately to Certified Background to ensure compliance. If you lose or accidentally throw away your study form, you will need to call MNDHS to request a copy be sent to you or log into your account at [MN DHS NetStudy 2.0](#). If the student completes more than one study annually, the student will be charged the \$20 processing fee.

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Statistics Requirement
Original Date: 2018.03
Last Review: 2021.12
MHA Adoption: 2018.03

An **education, business, or healthcare** statistics course at the undergraduate (300/400 course, 3000/4000 course) or graduate level is required **prior to registering for MHA 615**. Other alternatives can be reviewed/approved by the MHA Coordinator. A course within the last five years is highly recommended. The MHA Coordinator or MHA 615 faculty can provide a list of potential courses or approved alternatives. Details of how to post completion of the prerequisite are listed in the MHA 615 course.

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Student Advisory Council
Original Date: 2015.11
Last Review: 2021.12
MHA Adoption: 2015.11

The MHA Program highly values student input/perspectives to inform curricular and programmatic integrity. To that end, graduate students can provide feedback to the program through attendance at graduate student Advisory council meetings (online). The student Advisory Council will consist of 5-8 graduate students that volunteer to meet with the MHA Coordinator and faculty. Student Advisory Council meetings are hosted at least annually by the MHA coordinator or designee.

Students are also encouraged to provide feedback to advisors, faculty, and the coordinator.

Students are requested to provide course and instructor evaluations with each course taken at the end of the course.

Finally, students may be asked to take an anonymous online survey regarding the program to provide input.

Policy Author: MHA Program Coordinator
Review due: Biennially (odd years)

**Minnesota State University Moorhead
School of Nursing and Healthcare Leadership**

MHA Program

Title of Policy: Program Meetings
Original Date: 2015.11
Last Review: 2021.12
MHA Adoption: 2015.11

The MHA Program highly values student input/perspectives to inform curricular and programmatic integrity. To that end, graduate students provide feedback to the program through attendance at the graduate student program meetings. Program meetings are hosted at least annually by the graduate program coordinator or designee.

Students also are encouraged to provide feedback to advisors, faculty, and the coordinator.

Students are requested to provide course and instructor evaluations with each course taken at the end of the course.

Finally, students may be asked to take an anonymous online survey regarding the program so as to provide student input.

**Minnesota State University Moorhead
Health Administration (HSAD)/Leadership & Innovation in Aging Studies (LIAS)/Master
of Healthcare Administration (MHA)**

Title of Policy: Student Complaint Policy
Original Date: 2023.01.26; approved 2023.02.16
Recent Reviews: 2023.01.26
Major Revisions: 2023.01.26

The HSAD, LIAS, and MHA programs at Minnesota State University Moorhead (MSUM) are committed to the promotion of quality education in an environment of inclusion, civility, fairness, and integrity. To honor that commitment, students are encouraged to seek resolution of any concerns, problems, or grievances they may encounter during their education. All students are informed of the process at the time of orientation to the programs.

The programs acts vigilantly to resolve any issues on an informal basis. When issues arise, individuals are to first seek resolution at the lowest appropriate level. If resolution is not satisfactory, the individual informally escalates the concern, as appropriate, to the next level. Should issues not be resolved on an informal basis, the process for resolution becomes formalized.

This general policy is applicable only to those administrative actions for which no special grievance procedure has been established. Special procedures have been established for certain academic appeals (e.g. graduation, grades), student conduct, discrimination/harassment, and employment related matters. Students desiring to appeal actions or procedures of University administrative offices must meet with the following officials, continuing up the hierarchy as necessary to resolve the issues.

The complaint process should occur in the following order:

Informal Process

1. The student will first discuss the problem with the person(s) directly involved to seek resolution of the problem (for instance, another student, a preceptor).
2. If the matter remains unresolved, the student discusses the problem with the faculty member.
3. If the matter remains unresolved, the student may contact the program coordinator and/or health administration chair in writing. The student provides as much detail about the concern as possible. The student, program coordinator, and/or health administration chair indicate a potential resolution. If no resolution can be reached, the program coordinator and/or chair helps direct the student to complete a written, formal complaint and directs that formal complaint to the appropriate individual per University policy.

Formal Process - Per the student handbook for contact:

Academic Affairs

1. Department Chair of the academic discipline in which the problem arose
2. Dean of that college discipline
3. Provost and Vice President for Academic Affairs
4. President

Administrative Affairs

1. Director of specific area
2. Vice President for Facilities and Administration
3. President

Enrollment Management & Student Affairs

1. Director of specific care
2. Vice President of Enrollment Management & Student Affairs
3. President

MSUM Student Handbook and Policies:

- <https://www.mnstate.edu/about/policies-procedures/student-handbook/>

**Minnesota State University Moorhead
Health Administration (HSAD)/Leadership & Innovation in Aging Studies (LIAS)/Master
of Healthcare Administration (MHA)**

Title of Policy: Student Appeal Policy
Original Date: 2023.01.26, approved 2023.02.16
Recent Reviews: 2023.01.26
Major Revisions: 2023.01.26

Students are encouraged to seek resolution of any academic issues (e.g., grades, withdrawal) they may encounter during the course of their education.

The HSAD, LIAS, and MHA programs act vigilantly to resolve any issues informally. When issues arise, individuals are to first seek resolution at the lowest appropriate level. If resolution is not satisfactory, the individual informally escalates the concern, as appropriate, to the next level. Should issues not be resolved on an informal basis, the process for resolution becomes formalized.

The appeal process should occur in the following order:

Informal Process

1. The student will first discuss the academic issue with the faculty member of the relevant course.
2. If the matter remains unresolved, the student contacts the program coordinator in writing. The student provides as much detail about the academic issue as possible. The student, along with program coordinator, and Health Administration Chair indicate a potential resolution. If no resolution can be reached, the program coordinator and chair help direct the student to complete a written, formal appeal process per University policy.

Formal Process

1. If the matter remains unresolved despite advancing the matter through the informal process ranks, the student will file a written appeal.
 - a. Appeals:
 - i. Course Grade Appeal Policy: <https://www.mnstate.edu/about/policies-procedures/list/grade-appeal/>
 - ii. Appeal of Undergraduate Academic Policies: <https://www.mnstate.edu/about/policies-procedures/list/academic-appeals-undergraduate/>
 - b. Graduate Appeals:
 - i. <https://www.mnstate.edu/about/policies-procedures/list/graduate-appeals/>
 - c. MSUM Student Handbook and Policies:
 - i. <https://www.mnstate.edu/about/policies-procedures/student-handbook/>