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1. Virginia Commonwealth University

VCU at a Glance

About VCU

VCU is an urban, public institution enrolling over 31,000 undergraduate, graduate and professional students, making it the fastest growing university in the Commonwealth of Virginia. Among VCU's many national rankings are a number of graduate programs in the top tier of the annual U.S. News and World Report review, including the MHA program which is currently ranked third.

VCU is composed of 13 schools and one liberal arts college, which offer the following degree programs: 63 baccalaureate, 74 master, 40 doctoral, and three first professional degrees in dentistry, pharmacy, and medicine.

VCU’s programs in Richmond are located on the Medical College of Virginia (MCV) Campus and the Monroe Park Campus. The MCV Campus, which includes the VCU Medical Center, is located in historic Court End, near the government and financial centers of Richmond. The Monroe Park Campus is situated two miles west in Richmond's Fan District, a large residential neighborhood of Victorian townhouses and many small shops and cafes.

The total workforce of the university and medical center - faculty, physicians, nurses, and administrative and support staff - is more than 21,000, making VCU the largest employer in Richmond. More than 2,200 faculty comprise the university's teaching force. VCU faculty attracts more than $262 million in sponsored research funding, placing it among the top 100 research institutions in the country. Research strengths at VCU include the basic and health sciences, business, behavioral sciences, public affairs and the humanities. The biomedical research strengths of VCU have played a lead role in launching the Virginia Biotechnology Research Park, a public-private partnership of the university, surrounding localities, the state and the business community.

The governance system of the university is headed by the Board of Visitors, a 16-member body appointed by the governor of Virginia. This group has the legal authority and responsibility for Virginia Commonwealth University as established by legislation passed by the General Assembly of Virginia. The president is selected by and responsible to the Board of Visitors, which determines major policies for the university.

History

In 1833, the Medical College of Virginia was founded on what is now VCU’s MCV Campus as the medical department of Hampden-Sydney College. In 1854, MCV became an independent medical school; in 1860, it became state-affiliated. In 1917, the Richmond School of Social Work and Public Health opened on what is now VCU’s Monroe Park Campus. Before becoming an independent state institution in 1962, the Richmond School of Social Work and Public Health was the Richmond division of the College of William and Mary and the Richmond Professional Institute. MCV and RPI merged in 1968, forming Virginia Commonwealth University.
Richmond at a Glance

Richmond, capital of Virginia, offers many opportunities in culture, business, and recreation. Geographically, Richmond is located on both sides of the James River at the seven-mile-long fall line between low-lying Tidewater Virginia and the higher elevations of the Piedmont. The James’ swift current was instrumental in Richmond’s early development as an industrial and transportation center. Today, the river provides a beautiful backdrop to a thriving metropolitan city full of history and entertainment opportunities.

For Health Administration students, Richmond also provides a unique learning environment due to the competitive health care market. Area health systems include:

- Hospital Corporation of America Healthcare (HCA Healthcare) Richmond Division, which includes Henrico Doctors’ Hospital, Retreat Hospital, CJW Medical Center, John Randolph Medical Center, and Tuckahoe Surgery Center
- Bon Secours Richmond Health System, which includes St. Mary’s Hospital, Memorial Regional Medical Center, St. Francis Medical Center, and Richmond Community Hospital
- VCU Health System, which includes MCV Hospitals, MCV Physicians, and Virginia Premier Health Plan
- Veterans Health Administration, including the Hunter Holmes McGuire VA Medical Center

For more information about Richmond and Virginia, visit these web resources:

- City of Richmond: www.ci.richmond.va.us
- Guide to Historic Virginia: www.visitrichmondva.com
- Metropolitan Convention and Visitors Bureau: www.richmondva.com
- Richmond Times-Dispatch: www.richmond.com
- Style Weekly: www.styleweekly.com
- Venture Richmond: www.venturerichmond.com
- Website of Virginia Tourism: www.virginia.org
- Welcome to Virginia: www.virginia.org/Welcome/

Things to Do Around VCU

Concert Venues
The Broadberry www.thebroadberry.com
Brown’s Island www.venturerichmond.com
The Camel www.thecamel.org
Canal Club www.thecanalclub.com
Capital Ale House Music Hall www.capitalalehouse.com
Innsbrook Pavilion www.innsbrook.com
The National www.thenationalva.com
Richmond Coliseum www.richmondcoliseum.net

Cultural Organizations
Arts Council of Richmond www.richmondarts.org
Virginia Repertory Theatre www.va-rep.org
Richmond Ballet www.richmondballet.com
Richmond Symphony www.richmondsymphony.com  
Theatre IV www.theatreiv.org  
Virginia Commission for the Arts www.arts.virginia.gov  
Virginia Opera www.vaopera.org

### Festivals and Events

- Broad Appétit [www.broadappetit.com](http://www.broadappetit.com)
- Carytown Watermelon Festival [www.carytownrv.com](http://www.carytownrv.com)
- Church Hill Irish Festival [www.churchhillirishfestival.com](http://www.churchhillirishfestival.com)
- Historic Richmond Foundation [www.historicrichmond.com](http://www.historicrichmond.com)
- Innsbrook After Hours [www.innsbrookafterhours.com](http://www.innsbrookafterhours.com)
- Folk Festival [www.richmondfolkfestival.org](http://www.richmondfolkfestival.org)
- Festival of India [www.thefestivalofindia.org](http://www.thefestivalofindia.org)
- First Friday Art Walk [www.rvafirstfridays.com](http://www.rvafirstfridays.com)
- Friday Cheers [www.venturerichmond.com](http://www.venturerichmond.com)
- Greek Festival [www.greekfestival.com](http://www.greekfestival.com)
- Lebanese Festival [www.stanthonymaronitechurch.org/festival/](http://www.stanthonymaronitechurch.org/festival/)

### Points of Interest

- Agecroft Hall [www.agecrofthall.com](http://www.agecrofthall.com)
- Belle Isle [www.jamesriverpark.org](http://www.jamesriverpark.org)
- Beth Ahabah Museum and Archives [www.bethahabah.org/bama/](http://www.bethahabah.org/bama/)
- Black History Museum [www.blackhistorymuseum.org](http://www.blackhistorymuseum.org)
- Canal Walk [www.venturerichmond.com](http://www.venturerichmond.com)
- Chesterfield Museum Complex [www.chesterfield.gov](http://www.chesterfield.gov)
- Children’s Museum of Richmond [www.c-mor.org](http://www.c-mor.org)
- Chimborazo Medical Museum [www.nps.gov/rich/historyculture/](http://www.nps.gov/rich/historyculture/)
- Colonial Downs Race Track [www.colonialdowns.com](http://www.colonialdowns.com)
- Edgar Allan Poe Museum [www.poemuseum.org](http://www.poemuseum.org)
- Elegba Folklore Society [www.elegbafolkloresociety.org](http://www.elegbafolkloresociety.org)
- Evelynnton Plantation [www.jamesriverplantations.org/Evelynnton](http://www.jamesriverplantations.org/Evelynnton)
- Henricus Historic Park [www.henricus.org](http://www.henricus.org)
- Hollywood Cemetery [www.hollywoodcemtery.org](http://www.hollywoodcemtery.org)
- James River & Kanawha Canal Walk [www.venturerichmond.com](http://www.venturerichmond.com)
- Lewis Ginter Botanical Garden [www.lewissginter.org](http://www.lewissginter.org)
- Library of Virginia [www.lva.lib.va.us](http://www.lva.lib.va.us)
- Maggie Walker National Historic Site [www.nps.gov/malw/](http://www.nps.gov/malw/)
- Maymont Park [www.maymont.org](http://www.maymont.org)
- Meadow Farm Museum [www.co.henrico.va.us/rec/](http://www.co.henrico.va.us/rec/)
- American Civil War Museum [www.acwm.org/](http://www.acwm.org/)
- Old Dominion Railway Museum [www.odernrhs.org](http://www.odernrhs.org)
- Richmond National Battlefield Park [www.nps.gov/rich](http://www.nps.gov/rich)
- Science Museum of Virginia [www.smv.org](http://www.smv.org)
- Sherwood Forest Plantation [www.sherwoodforest.org](http://www.sherwoodforest.org)

### Professional and Collegiate Sports

- Metropolitan Richmond Sports Backers [www.sportsbackers.org](http://www.sportsbackers.org)
- Richmond International Raceway (NASCAR) [www.rir.com](http://www.rir.com)
Richmond Kickers (Professional soccer)  www.richmondkickers.com
Richmond Flying Squirrels (Minor League baseball)  www.milb.com
VCU Rams Athletics (Collegiate sports)  www.vcuathletics.com

Sports/Outdoors/Adventure
James River Park  www.jamesriverpark.org
Monument 10K  www.sportsbackers.org
Kings Dominion  www.kingsdominion.com
SeaWorld’s Busch Gardens  www.buschgardens.com
White Water Rafting  www.visitrichmondva.com
Anthem Richmond Marathon  www.richmondmarathon.com
VCU Health 8K  www.richmondmarathon.com
River City Sports and Social Club  www.rivercityssc.com

Shopping
Carytown  Cary Street, between Boulevard and Thompson
Chesterfield Towne Centre  Midlothian Turnpike and Huguenot Road
Regency Square Mall  Parham and Quioccasin Roads
Short Pump Mall  Far West End
Stony Point Fashion Park  Southside, in the city
The Avenues  Libbie Avenue and Grove Avenue
Virginia Center Commons  Route 1 near Ashland
Willow Lawn  Broad Street and Willow Lawn Drive

2. MCV Campus Student Services

VCU Card
http://vcucard.vcu.edu/myid  |  (804) 827-2273
VMI Building, 1000 E. Marshall St., Room 311, Richmond, VA 23298

University Student Health—MCV Campus Clinic
www.students.vcu.edu/health  |  (804) 828-9220
VMI Building, 1000 E. Marshall Street, Room 305, Richmond, VA 23298

MCV Alumni Association
https://www.vcualumni.org/  |  (804) 828-3900  |  1016 East Clay Street, Richmond, VA 23298

Tompkins-McCaw Library for Health Sciences
www.library.vcu.edu/tml  |  (804) 828-0636  |  TML 509 N. 12th Street, Richmond, VA 23298
TML Building Regular Hours
7:30am-midnight, Monday – Thursday
7:30am-8pm, Friday
9am-6pm, Saturday
11am-midnight, Sunday

Hunton Regular Hours
7am-6pm, Monday – Friday
Closed Saturday
Closed Sunday

**MCV Campus Parking**

http://www.parking.vcu.edu/ | (804) 828-7275
8th Street Deck, 659 North 8th Street, Richmond, VA 23219

**Transportation**

Student Shuttle Services (RamRide)—(804) 828-7275 (Groome Transportation)
Please visit http://www.parking.vcu.edu/transportation/ramride/ for information on shuttles and route maps.

GRTC Transit System—(804) 358-GRTC (4782) or www.ridegrtc.com
Greater Richmond Transit Company (GRTC) and VCU have joined forces to provide easy access to convenient transportation around Richmond with the GRTC Student Transit Pass Program. The pass is $100 for full-time students and $50 for part-time students3 and allows any VCU student to ride any GRTC bus by showing their VCUCard and Transit Pass. Students may receive the transit pass at the Parking Office. The pass is non-refundable, non-transferable, and will not be sold to students with outstanding VCU Parking tickets.

**Housing and Utilities**

www.housing.vcu.edu
Off-Campus
Information Center, Student Commons
907 Floyd Avenue, PO Box 842032
Richmond, VA 23284-2032

https://offcampus.housing.vcu.edu/

MCV On-Campus
Cabaniss Hall
615 N 8th Street
Richmond, VA 23298-8000

**Campus Police and Safety**

www.vcu.edu/police | 938 W. Grace Street, Richmond, VA, 23284

Main phone numbers:

Emergencies On Campus 828-1234 or 828-HELP
Non-emergencies 828-1196
Security Escort 828-WALK (828-7233)
Lost and Found Office 828-7071
Crime Prevention 828-6226
MCV Campus Recreation Facilities and Activities

www.recsports.vcu.edu | (804) 827-1100 | 900 Turpin St. Richmond, VA 23284

MCV Campus Recreation and Aquatic Center—10th Street and Turpin Street
The MCV Campus Recreation and Aquatic Center offers a fitness center, natatorium, gymnasium, several racquetball and squash courts.
The Jonah L. Larrick Student Center is located in the same building. At the Larrick Student Center, you can find Jonah's food court, Starbucks, and USC&A meeting rooms.

Other VCU Recreation Facilities

Cary Street Recreation Complex
911 W. Cary St., Phone 828-6219
Franklin Street Gymnasium
817 W. Franklin St., Phone 827-1100
Stuart C. Siegel Center
1200 W. Broad St., Phone 827-1100
Thalhimer Tennis Center
5 S. Linden St., Phone 828-1458

Outdoor Adventure Program
To check prices and availability visit http://www.recsports.vcu.edu/outdoor-adventure/

Intramural Recreation
To learn about MCV Campus intramural leagues, visit http://www.recsports.vcu.edu/intramurals/

University Counseling Services

http://www.students.vcu.edu/counseling/ | (804) 828-3964
VMI Building, Room 412
1000 E. Marshall St., Richmond, VA 23298

Regular Hours
8am-4:30pm, Monday
8am-4:30pm, Tuesday – Friday
11am-4:30pm, Wednesday
8am-4:30pm, Summer

Division for Academic Success

http://das.vcu.edu/ | (804) 828-9782
VMI Building, 1000 E. Marshall St., Second Floor, Richmond, VA 23298

3. Department of Health Administration

Mission and Vision
The overall purpose of the Department of Health Administration is to provide educational programs and services related to the organization and administration of health services. In achieving that purpose, the department’s principal functions are to provide high-quality education leading to careers in the administration of health care institutions, agencies and systems and to provide advanced training and education for persons, who will teach, plan, evaluate and investigate health care policies and medical care systems. Corollary functions are to provide assistance and other services for community organizations and to conduct health services and health policy research.

The mission of the Department of Health Administration is:

- educating the next generation of health administrators and enhancing the skills of the present generation;
- preparing a new generation of health services, researchers, and educators;
- creating and disseminating basic and applied knowledge about the management, organization, financing, function, and performance of the health care system; and
- serving people in the public and private sectors of the health care system.

These activities, when mutually reinforced among all key people—faculty, staff, students, alumni/ae—elevate the Department to a premier status among similar departments in the United States.

**Vision and Values**

The aspiration of the Department of Health Administration is to improve the performance of health care through the creation of knowledge, provision of service, and education of graduates who assume leadership roles in research, education, and practice. The vision of the Department of Health Administration is to be recognized as the leader in providing management and leadership excellence for complex health care delivery organizations.

In pursuit of this vision, the Department recognizes that core values and concepts are critical:

- Dedication to **Patient Care** that embodies quality, effectiveness and respect;
- Establishment of **Leadership** in health care that demonstrates excellence, integrity, diversity, and teamwork in fostering fairness and accountability to the individual and the community; and,
- Celebration of a long **Tradition** that includes promotion of **Innovation** and optimal use of **Technology** to advance education, service, and research.
History

Education in health administration at the university began in 1949 with the establishment of a graduate curriculum in hospital administration. Early graduates received a certificate; the master’s degree was awarded beginning in 1955. These early efforts grew and developed into the Department of Health Administration, which was established in 1972 when the School of Hospital Administration was subsumed by the School of Allied Health Professions of Virginia Commonwealth University. The department now includes three major programs: (1) Master of Health Administration, (2) Doctor of Philosophy in Health Services Organization and Research, and (3) Professional Master of Science in Health Administration – Online. The department cooperates with the University of Richmond School of Law, a program established in 1986; and the Washington and Lee School of Law, a program established in 2005, to offer the dual degree MHA/JD program. In 2001, the dual degree MHA/MD program was established with the VCU School of Medicine. Both master’s programs are fully accredited by the Commission on Accreditation of Healthcare Management Education (CAHME). In addition to these educational programs, the Department of Health Administration has a major research program and is involved in a wide range of public service activities, including continuing studies for health services administrators and other health professionals.

Full-time Faculty

Please see http://sahp.vcu.edu/departments/ha/facultystaff/ for more detailed faculty information and bios.

Gloria J. Bazzoli, Ph.D., Bon Secours Professor of Health Administration
(804) 828-5223 | gjbazzoli@vcu.edu | Room 306

Dolores G. Clement, Dr. P.H., FACHE, Professor and Director of Dual Degree Programs
(804) 828-5216 | dclement@vcu.edu | Room 215

Jan P. Clement, Ph.D., Professor and Director of Doctoral Program in Health Services Research
(804) 828-1886 | jclement@vcu.edu | Room 301

Jonathan P. DeShazo, Ph.D., M.P.H., Associate Professor and MHA Program Director
(804) 828-5509 | jpdeshazo@vcu.edu | Room 205

Laura McClelland, Ph.D., Assistant Professor
(804) 828-6064 | lemccllelland@vcu.edu | Room 230

Michael J. McCue, D.B.A., R. Timothy Stack Professor
(804) 828-1893 | mccue@vcu.edu | Room 306

Jessica Mittler, Ph.D., Associate Professor
(804) 828-8659 | jnmittler@vcu.edu | Room 225

Chris Werntz, Ph.D., Associate Professor
(804) 828-9468 | cwernz@vcu.edu | Room 213
Logging On

The log in for all the computers in the Grant House and almost all other computers on both campuses is linked to the University’s Central Authentication System (CAS). You will use your university assigned eID and the password you established when setting up your student account to log in. This is the same login combination you will also use for accessing resources such as email, Blackboard, library, etc. Every student must have an account established prior to logging into any computer; accounts are automatically set up for incoming students via information received from the registration system prior to their starting semester. The University logon policy is that after
three unsuccessful login attempts to any system you will be locked out of your account; your
account will automatically unlock after 30 minutes. If you would like to be unlocked prior to the 30
minutes, please contact the Director of Information Technology. If you have forgotten your
password, it will need to be reset by the University help desk at 828-2227.

Check Out Equipment
The department maintains a wide variety of equipment for student use. These include laptop cables,
portable projector, digital camera, video camera, webcam, voice recorder, and other items. These
items are available on a first come, first serve basis and can be checked out for a limited amount of
time only. Please contact the Director of Information Technology to check out an item or inquire
about available equipment.

VCU Wi-Fi
Grant House is fully integrated with the University’s wireless networks and you should be able to
receive a signal anywhere in the house. To connect to the wireless network, use VCUSafenet. This
connection provides the VCU community with a safe, encrypted online experience that applies a
higher level of security to wireless computing. After the initial setup, you are not required to log
back in to the service every time you attach to the VCU SafeNet Wireless network. You will only be
asked to sign back into the service if your eID password has changed. To use VCUSafenet you will
need to install a client on your laptop, tablet or mobile device. Instructions and the client software

4. Master of Health Administration Program

Code of Ethics

PREAMBLE
The purpose of the MHA Program Code of Ethics is to serve as a standard and guide for all students enrolled in
the program. It contains standards by which all students are expected to act while affiliated with this program.

As students, all have the responsibility to represent themselves and the program in a professional and
intellectual manner. As future health care executives, it is paramount that all students begin to adopt a basic set of
moral and ethical criterion to guide their personal and professional lives.

Students are reminded that their profession requires that many people easily trust them. Superiors, subordinates,
colleagues, physicians, patients, and other members of the community will look to them as a stable and honest
representation of the organization of which they are affiliated.

1. THE MHA STUDENT’S RESPONSIBILITIES TO THE UNIVERSITY AND DEPARTMENT

The MHA student shall:

A. Uphold the Code of Ethics of the MHA Program in the Department of Health Administration at Virginia Commonwealth
   University;
B. Abide always by the MCV Honor Code on any assignment, quiz, or examination;
C. Protect the integrity of the department by holding classmates accountable to the MCV Honor Code and MHA Program Code of
   Ethics;
D. Ensure the learning environment allows and promotes individuals to freely express ethical concerns, ideas, and other free thought;
E. Respect all educators and staff members with the greatest respect, regardless of authority, tenure, or classification.
F. Respect guest speakers as distinguished members of the health care management profession and respect confidential materials
   and ideas obtained through the learning process;
G. Treat the facilities and equipment of the Department with care; and
H. Refrain from engaging in any activity that
demeans the credibility and dignity of the
Department and Program.

2. **THE MHA STUDENT'S RESPONSIBILITIES TO FELLOW STUDENTS AND PEERS**
   The MHA student shall:
   A. Contribute to others' education by sharing experiences and offering assistance when possible;
   B. Respect all students as colleagues and treat them with dignity;
   C. Respect personal confidences; and
   D. Serve as an effective mentor for upcoming students.

3. **THE MHA STUDENT'S RESPONSIBILITIES TO THE HEALTH CARE MANAGEMENT PROFESSION AND THE COMMUNITY**
   The MHA student shall, within the scope of his or her ability:
   A. Conduct all personal and professional activities with honesty, integrity, respect, fairness, and good faith in a manner that will reflect well upon the profession;
   B. Commit to lifelong learning in order to better serve those in one’s care;
   C. Challenge him/herself to address the issues of the underserved populations;
   D. Where possible, attempt to better the community through service;
   E. Encourage and participate in the exchange of ideas on health care policy issues, and advocate solutions that will improve health status and promote quality health care; and
   F. Actively seek opportunities to enhance the education of him/herself and his/her classmates concerning the health care field.

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**Program Calendar (2017-2018)**

**August 2017**
- 22 – 25 Class of 2020 Orientation
- 28 Fall Courses Begin

**September 2017**
- 4 Labor Day—University Closed

**October 2017**
- 1 Clarion National Case Competition, Registration Opens
- 6 Preceptor Day, 8 AM
- 8-11 MGMA Conference, San Francisco, CA
- 17-20 NAHSE Annual Conference, San Antonio TX
- 13 Information Seminar for Prospective Students, 8:45AM-1:00PM

**November 2017**
- 3 MHA Interview Day, 8:30AM-1:30PM
- 10 Information Seminar for Prospective Students, 8:45AM – 1:00PM
- 17 MHA Interview Day, 8:30AM-1:30PM
- 24-27 Thanksgiving Break—University Closed

**December 2017**
- 1 MHA Interview Day, 8:30AM-1:30PM
- 9 Last Day of Fall Courses
- 11-15 Final Exams for Fall Courses
- 15 MHA Interview Day, 8:30AM-1:30PM
- 21-Jan. 1 University Closed

**January 2018**
- 2 University Reopens
- 16 Spring Courses Begin
- 15 Martin Luther King, Jr. Day
Course Registration and Materials

Course Registration
The Program Coordinator distributes course schedules to students in a timely manner prior to the semester in question. Students must register themselves for classes using VCU eServices (www.eservices.vcu.edu)

Course Materials
Students can purchase required texts at the MCV Campus Bookstore (601 N. 10th Street) or online (e.g., www.barnesandnoble.com or www.amazon.com). In addition, some courses have reading packets, which can be purchased through the Program Coordinator's office (Room 227). Payment for reading packets must be made using a personal check made out to the order of the VCU Department of Health Administration.

Curriculum and Course Descriptions

MHA courses are designed to build foundational, analytical, and integrated knowledge of the health care industry. Woven throughout the curriculum is application of the concepts of managed care and
information technology. Field assignments are used to enhance learning in the classroom. A total of 59 credit hours are required for graduation.

Please see http://sahp.vcu.edu/departments/ha/mha/prospective-students/curriculum/ for the curriculum plan and all course descriptions.

The curriculum is competency-based. These competencies can be found at http://sahp.vcu.edu/media/school-of-allied-health-professions/health-administration/pdf/program_competencies.pdf

The curriculum map links the courses with each of the competencies. Please see the Appendix to the Guidebook for the Curriculum Map.

**Elective Options**

During the third semester, students have a 3-credit elective. Options may include:

- Physician Practice Management
- Graduate-level course in another department. The course must be approved by the Program Director and must be related to health care and/or management. The VCU Graduate Bulletin is located at http://www.pubapps.vcu.edu/bulletins/graduate/.
- Independent Study in Health Administration. Designed to allow students to explore areas of special interest. The study must be approved by the Program Director and be conducted under the guidance of a faculty sponsor.

**Administrative Residency**

Students will receive a separate handbook pertaining to the Administrative Residency. The purpose of this section is to provide a brief overview of the experience by answering frequently asked questions. Note: MHA/MD and MHA/JD students complete a semester-long Administrative Internship instead of the one-year Administrative Residency.

**Why is the Administrative Residency required?**

Administrative residencies were normal requirements in the early history of health administration programs. However, in the 1970s, programs began dropping the required residency in exchange for an optional post-graduate fellowship or summer internship. VCU feels strongly that the practical experience gained during the residency is necessary for an entry-level job in health care administration and that the residency sets its students apart from those of other top-ranked programs.

**What do Administrative Residents do?**

During the residency, students are enrolled in eight hours of administrative practicum. The students participate in a series of internet-based seminars led by affiliate faculty on contemporary issues in
health care management. In addition, residents complete and present a management study document that shows the integration of didactic and experiential learning and demonstrates the student's leadership role in the practice setting. The management study is presented at Spring Seminars, held prior to graduation.

What type of organizations are residency sites?
Administrative residencies are usually completed in a hospital or integrated delivery system. Other types of organizations offering residencies include physician practice management, managed care, consulting, and long-term care settings.

How are residency sites chosen?
The Program has devoted resources to ensure students are placed in positions that reflect their interest and professional development needs. The Program maintains an extensive list of affiliated organizations and affiliate faculty who are committed to serving as preceptors and mentors. Students who are interested in pursuing a site out of the current network of preceptors and sites must discuss this option with the Program Director.

Dual Degree Programs

MHA/JD
For information on the MHA/JD dual degree, please visit http://sahp.vcu.edu/departments/ha/mha/prospective-students/dual-degrees/mhajd/#d.en.123552

MHA/MD
For information on the MHA/MD dual degree, please visit http://sahp.vcu.edu/departments/ha/mha/prospective-students/dual-degrees/mhamd/#d.en.123547

MHA/MSIS
For information on the MHA/MSIS dual degree, please visit http://sahp.vcu.edu/departments/ha/mha/prospective-students/dual-degrees/mhamsis/

Program Awards

Dolores G. Clement Award
The MHA Class of 1998 established this award in Dr. Clement’s name, for her years of devotion to the Department of Health Administration. The award recognizes a faculty member for counsel and support outside of the classroom. More specifically, the award is in recognition of faculty who have demonstrated extraordinary dedication to the academic, professional, and personal growth of students. This award is given at the end of the second year and the recipient is chosen by the class completing didactic coursework.
Donald J. Romano Prize
This award was endowed by Donald J. Romano (MHA ’73) to acknowledge the MHA student with the strongest academic record at the end of the second year of didactic studies.

Herman L. Mullins Award
This award is presented to the MHA student in each class who most exemplifies the vision, process, and outcome of the VCU MHA program. The Herman L. Mullins award recipient is determined by student vote.

Jerry L. Norville Award
This award is in recognition of special education and given to a faculty member chosen by the graduating MHA class. The recipient of the Norville Award should, through example, have demonstrated exceptional dedication and genuine concern for the welfare of the MHA students. This award is given at the end of the second year and is determined by the students.

Thomas C. Barker Award
The MHA Class of 1996 created this award in recognition of the first Dean of the School of Allied Health Professionals who also had been a Program Director and is an emeritus faculty member of the Department of Health Administration. The graduating class chooses to recognize an outstanding preceptor who exemplifies the mentorship and qualities needed to develop residents entering the profession. The first award was made at the retirement of Dr. Barker in June 1996. The award recipient is selected by third year students at Spring Seminars and announced at graduation.

5. Tuition, Fees, Financial Aid and Scholarships

Tuition and Fees
Tuition and fees for the 2017-2018 academic year is $13,963 for in-state students. Out-of-state student cost is $26,644. Students may access their financial records using VCU eServices (www.eservices.vcu.edu).
**Financial Aid**

**FAFSA**
To be eligible for financial aid, students must complete a FAFSA form to indicate their financial need. The form, which is available at [www.fafsa.ed.gov](http://www.fafsa.ed.gov), must be completed each year.

**VCU Financial Aid**
The Office of Financial Aid offers many services, including:
- Grants
- Scholarships
- Employment (i.e., Graduate Assistantships, Federal Work-Study Program, etc.)
- Loans (i.e., Federal Direct, Subsidized v. Unsubsidized, PLUS, Perkins, etc.)
- Veteran’s Benefits
- Installment Payment Plan
- eServices ([www.eservices.vcu.edu](http://www.eservices.vcu.edu))

To learn more about VCU Financial Aid, please contact Nicole Abdul via phone (828-2702 or email nabdul@vcu.edu) visit the website [www.vcu.edu/enroll/finaid/](http://www.vcu.edu/enroll/finaid/)

**Alternative Loans**
Students may also apply for alternative loans from private banks, educational organizations, or other sources.

**Program Scholarships**

All MHA students are eligible for departmental scholarships after they have been accepted into the program. For need based scholarships, they must have completed a FAFSA (see section 5.2). All are awarded according to specified endowments by various committees responsible. Recipients are usually announced in June of each year.

Please see [http://sahp.vcu.edu/departments/ha/mha/prospective-students/scholarships/](http://sahp.vcu.edu/departments/ha/mha/prospective-students/scholarships/) for a list of scholarships and their descriptions.

**External Scholarships**

MHA students are often eligible for many external scholarships. Students who are eligible need to apply for these. A sampling of external scholarships is provided below:

**Available to 1st Year Students**
- ACMPE Scholarship Fund Program, sponsored by MGMA—[www.mgma.com](http://www.mgma.com)
- Corris Boyd Scholarship, sponsored by AUPHA—[www.aupha.org](http://www.aupha.org)
- Tylenol Scholarship—[www.tylenol.com](http://www.tylenol.com)
- Other funding opportunities—[www.fastweb.com](http://www.fastweb.com), [www.exporehealthcareers.org](http://www.exporehealthcareers.org)
Available to 2nd Year Students
- ACHE Essay Competition—www.ache.org
- ACHE Minority Internship—www.ache.org
- ACHE Albert W. Dent Graduate Student Scholarship—www.ache.org
- ACHE Foster G. McGaw Graduate Student Scholarship—www.ache.org
- HIMSS Foundation scholarship for a Masters student—www.himss.org

6. Student Leadership and Professional Organizations

Overview

The MHA Program provides students with many opportunities for leadership that allow students to participate in a multitude of activities while contributing to the learning experience.

Nomination and Election Procedures

Each entering class will elect class officers and executive committee members by October 1st of the first year. The Program Director and Program Coordinator will assist with the selection of an ad hoc Nominating Committee. Past committees have asked the Program Coordinator to serve as Ex Officio of the committee. The Nominating Committee is responsible for determining nomination and election procedures for leadership positions for the Executive Committee, standing committees, representatives, and professional organizations. The procedures are implemented after being approved by the class. Past classes have chosen to submit nominations to the Program Coordinator, who then facilitates an initial online voting session and any necessary run-off voting sessions. Past classes have chosen to hold elections during the first two weeks of class. Election results must be finalized by October so that the names of class leaders can be submitted to the School of Allied Health’s Dean’s Office at that time. In the event that any elected individual resigns or goes on academic leave, the Nominating Committee reconvenes.

Executive Committee

President (Executive Committee)
A lifetime class representative, the president is responsible for overseeing all class business, communication and cohesion. He/she will set the direction of class projects and events, establish accountability structures and ensure tasks are done on time. Of utmost importance is continual communication with classmates, the department, and any external organizations. The president must be willing to lead by action and must be able to handle conflicts in an objective manner. As a representative of the class and department, professionalism is paramount. The foundation of all these activities is an uncompromising dedication to service on behalf of the class.

Primary Responsibilities
- Engage the class in goal setting and developing the class mission statement.
Establish a class budget with the Executive Committee.

协调一个班礼物委员会与班礼物部的安排。

定期组织班级会议至少每月一次。

作为班和教师以及第一和第二年级的联络人。

鼓励学生参与部门和大学的活动。

代表班和项目参加部门和大学的活动，包括招生活动。

以专业和建设性的方式处理班级冲突。

协助教师组织班级小组完成任务。

支持部门传统的延续。

开发新的传统来建立团结和支持。

确保整个班级都参与到项目中。

**Vice President (Executive Committee)**

担任在班规划中的监管职责，并在总统缺席时代替其职责。

在与总统保持沟通和使班目标明确。

代表班和项目参加部门和大学的活动，包括招生活动。

计划班级日。2年级的副会长是主要负责人；1年级的副会长是二把手。副会长可能选择建立一个由1年级和2年级学生组成的临时委员会来计划和执行班级日。过去的班级选择在Grant House举行，并包括一个欢迎仪式、一个主题演讲、一个学生作品展览和一个自助午餐。

担任HESA的主席。2年级的副会长是主席；1年级的副会长是候任主席。

HESA的详细说明在6.3节。

**Secretary (Executive Committee)**

担任与通信和文档的职责。

他也参与班级的规划。

主要职责：

- 预留会议房间。
- 发送会前公告。
- 与总统共同制定会议议程。
- 制作PowerPoint演示文稿。
- 记录会议和计划委员会的会议。
- 建立一个班级本并附带所有会议和活动。
- 代表班感谢演讲者或支持者。
- 订购班级名片和文具。
- 维护一个班级活动日历。例如，MHA班2013级的秘书维护了一个学生们可以访问的在线日历。

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Treasurer (Executive Committee)
The treasurer is the central figure in the preparation of a class budget for each of the four semesters. He/she also participates in class planning with the Executive Committee.

Primary Responsibilities:
- Establish a Finance Committee which consists of one member from the following committees/class (Social, Fundraising, Community Service, Class Member). Conduct meetings with the Finance committee periodically to discuss and make decisions on pertinent financial matters prior to presenting those matters to the class.
- Create a class budget (which should be approved by the Finance Committee). The 1st year class treasurer should use the 2nd year class’ budget as a guide. The budget should include the costs of traditional events, discussed in section 6.4.
- Determine how to finance the budget. After presenting the budget to the class for approval, the treasurer must determine how to finance the budget. Past classes have collected dues and supplemented the budget through fundraising activities such as bake sales or car washes.
- Establish and maintain a class checking account. Past classes have chosen to bank with First Market Bank or Wachovia. The account name should read “MHA Class of ____.” This account holds funds collected through dues or fundraising activities; it is separate from the Class Gift account.
- Collect and provide receipts for class dues and additional expense requested.
- Maintain a journal account of amounts collected, type of collection, dates placed into bank account, checks written along with check # and reason for check being written to help keep things in order (optional, but highly recommended).
- Work closely with other committees regarding finances to ensure individual committee funds are being used properly and efficiently and within the limitations of the budget.
- Provide reimbursement to classmates for expenses, as determined by the budget. A receipt must accommodate all reimbursement requests to ensure that all expenses made were reasonable.
- Create bylaws along with the Finance Committee to address reimbursement policies and use of budgeted funds.
- Provide financial updates at Executive meetings.
- Ensure that all financial transactions follow the mission, vision, and values of the department.

Parliamentarian (Executive Committee)
The parliamentarian participates in class planning with the Executive Committee. His/her primary responsibility is to assist the president in presiding over class meetings by implementing parliamentary procedures according to Robert’s Rules of Order. He/she should determine a list of parliamentary procedures to be utilized during class and Executive Committee meetings. The list should be presented to the class for approval. Like all parliamentary rules, the designated procedures should be designed to expedite business, to ensure order and fairness to all organizational members, and to help the organization to achieve its goals and objectives.

Past classes have chosen to use a loose version of parliamentary procedures. For example, the Class of 2014 uses the following procedure to make and act upon a motion:
- The President or other designated speaker presents an agenda item, then asks for discussion.
- The Parliamentarian records the names of the members who volunteer to participate in the discussion on the white board.
- The President acknowledges the volunteers in the order they are listed on the white board; all members are expected to remain quiet and respectful while others have the floor.
- A member makes a motion. (i.e. “I move that we accept/reject this project”)
- A member seconds the motion (i.e. “I second the motion”)
The President restates the motion so it is clarified for all members, then asks for a vote (i.e. “All in favor?”)

The Parliamentarian and the President count the votes; a motion passes if it receives a majority vote from the members who are present.

Standing Committees

Community Service Chair(s)
The community service chair(s) seeks out and implements community service projects that are of interest to the class. Past classes have participated in activities such as sponsoring an Angel Tree child, donating to blood drives, organizing parties or art projects at VCUHS Children’s Pavilion, and walking in or registering walkers for philanthropic walks.

Fundraising/Class Gift Chair(s)
The Fundraising/Class Gift Chair(s) heads the Fundraising Committee and the Class Gift Committee. Past classes have chosen to elect two chairs, who can then delegate the responsibilities of the two committees among themselves and other committee members.

The purpose of the Fundraising Committee is to develop and implement projects in order to raise money to subsidize the class budget or other class activities. The chair(s) may choose to request volunteers to join the Fundraising Committee. The committee should communicate regularly with the Treasurer, and money raised through fundraising activities should be directed to the Treasurer to deposit to the class bank account.

The purpose of the Class Gift Committee is to develop ideas and goals for the gift and to identify and implement projects to raise money for the gift. The Class Gift idea must be approved by the class well in advance of its presentation to the department at the conclusion of the residency year. The President should be included on the Class Gift committee to help encourage participation in projects and to help ensure that the gift supports the mission, vision, and values of the class. The Class Gift Committee should also communicate regularly with the Program Director. Past classes have left tangible gifts (e.g., a clock), endowed scholarships, and a professional conference travel fund. The committee chair(s) may choose to form an ad hoc Endowment Committee to develop guidelines for an endowed gift, if that is the option the class chooses. Money raised for the Class Gift should be directed to the class account at the MCV Foundation.

Social Chair(s)
The social chair(s) plans and coordinates social events including 1) recognition of birthdays (e.g., organizing a monthly birthday dinner), 2) informal social gatherings (e.g., bowling, Superbowl party, etc.), and 3) traditional social activities (e.g., Welcome Party, etc.). Past classes have chosen to elect one or two social chairs; other classmates may volunteer to serve on the Social Committee as needed. Of course, any member of the class may organize an informal social gathering. Funding for traditional social activities usually comes from the class budget. Past classes have spent approximately $200 for each traditional party. Some past classes have approved using class funds to purchase alcohol for these events, while others have chosen not to use class funds for this purpose; however, expenses for any joint event involving both classes will be divided equally. Meanwhile, funding for informal social gatherings organized outside of the Social Committee is not funded by the class budget.
Traditional activities include:

- Welcome Party—sponsored by the 2nd year class to welcome the incoming 1st year class; held the Saturday before the first day of Fall classes
- Halloween Party—sponsored by the 1st and 2nd year classes; held Halloween weekend.
- Holiday Party—co-sponsored by the 1st and 2nd year classes; held the weekend before the last week of Fall classes or the first week of Spring classes
- Welcome Back Party—sponsored by the 2nd year class to welcome back the graduating 3rd year Class; held the Friday of the weekend following Spring Seminars
- Second Year Send-Off—sponsored by the 1st year class; held the weekend before final exams for Spring classes OR may be combined with the Welcome Back Party for 3rd Years.

Representatives

Alumni/ae Relations Representative
He/She will act as a liaison between the class and the department’s Director of Alumni Relations, Beth Ayers (see section 3.6). Specific obligations include coordinating student volunteers to: 1) call alumni/ae for the annual Alumni/ae Phone-a-thon held each fall, 2) write Alumni/ae Spotlight articles for the department’s website, and 3) help staff the department’s booth at ACHE Congress held each spring.

Building Use Representative
He/She will act as a liaison between the class and the department’s Building Use Committee Chair. Specific obligations include: 1) reporting issues of the building’s physical structure, utilities, or technology, 2) assisting faculty and guest speakers as they prepare to use computers and other devices (projectors, pointers, etc.) for presentations, and 3) ensuring that the computer lab is stocked with printer paper and staples.

Dean’s Student Committee Representative
The Dean's Student Committee is a group of students from the nine Allied Health School departments that serve as the Dean's primary advisory group on matters requiring immediate feedback or on matters of a sensitive nature. The group has meetings as needed, depending on the issue and the type of feedback needed. The DSC member is automatically part of the School's Student Executive Board, which is comprised of the DSC members and class Presidents and which meets every other month to share information, solicit help for publicizing events, and plan student related socials, etc. The class DSC rep attends meetings of the Student Executive Board and the DSC. The rep reports back to the class regarding events or issues within the School of Allied Health. The rep is responsible for discussing any MHA concerns or events to the Student Executive Board and the DSC, including the School of Allied Health Fall Dance and requests for materials to be purchased with the Student Technology Fee. In the event that the rep cannot attend a meeting, the President should attend in his/her place.

Historian
He/She is responsible for documenting and compiling special moments and events. Specific obligations include: 1) collect or take photos of various class events (presentations, volunteer activities, social gatherings, etc.), 2) represent the class on the MCV yearbook staff, 3) prepare a compilation of photos and other memorabilia to distribute to the class before graduation (e.g., a hard-copy booklet or a digital scrapbook), and 4) working with the MHA Program Assistants to post
some of the photos on the department’s website. The 1st and 2nd year historians should work together to coordinate their efforts for events that are not class-specific (e.g., ACHE Congress, Family Day, etc.).

**Honor Council Representative**
He/She attends any Honor Council meetings and special events. The Honor Council representative should be familiar with the language of the Honor Code and its applications. The rep should be able to educate and advise classmates when necessary. The representative should be prepared to serve on the MCV jury as needed to prosecute or defend honor council offenses.

**Recreational Sports Representative**
He/She is responsible for coordinating recreational sports activities for the class. Specific obligations include: 1) motivating classmates and forming teams to participate in one MCV Campus Intramural League per semester, 2) serving as the Captain for Intramural teams, and 3) organizing other recreational activities that the class is interested in (e.g., Frisbee golf, kickball, soccer, dodgeball, etc.). The 1st and 2nd year representatives should work together to plan activities.

**SGA Representative**
He/She represents the class and the department in the MCV Campus Student Government Association, and will have opportunities to join campus-wide committees. Specific obligations include 1) attending SGA meetings and working at SGA events, 2) communicating about and encouraging participation in SGA activities and events (e.g., blood drives, dances, socials, etc.), 3) informing the class about SGA resources (e.g., funds for speakers) and 4) working with the Community Service Chair(s) to participate in the SGA’s annual project.

**Tour Director**
He/She is responsible for coordinating and executing MCV Campus tours, which are an integral part of the MHA Program’s student recruitment process. The 1st year Tour Director must 1) communicate regularly with the Director of Student Recruitment and the MHA Program Assistants to ensure that an adequate number of tour guides will be available for each event, and 2) prepare a tour guide schedule for each semester. The 2nd year Tour Director must 1) maintain the tour guide manual, and 2) provide training for the 1st year Tour Director and other tour guides. Both the 1st and 2nd year Tour Directors may be asked to serve on the student panel for recruitment or admissions events, as needed. Events include Admissions Interview Days (held monthly December – May), Information Seminars (held on the second Friday of October and November), Information Sessions (held monthly throughout the year), and other functions. Tour guides usually include the MHA Program Assistants, the MSHA Program Assistant, the 1st and 2nd year class Presidents and Vice Presidents, and other students as needed.

**Healthcare Executive Student Association**

**Overview**
In 2007, VCU Health Executive Student Association (HESA) was formed with the purpose of unifying the professional organizations in which HADM students have traditionally participated, including: the American College of Healthcare Executives (ACHE), the Medical Group
Management Association (MGMA), the Health Information and Management Systems Society (HIMSS), the Healthcare Financial Management Association (HFMA), and the National Association of Student Health Services Executives (NAHSE).

HESA is governed by the HESA board. The HESA board is chaired by the 2nd year Vice President; the 1st year Vice President serves as the chair-elect. The board members are representatives for each of the professional organizations from each class. Each class elects one student per professional organization to serve on the board. The exception is NAHSE, for which the representatives are not elected, but are appointed by the Program Director from those who indicate interest. The responsibilities of each organization's respective representatives are detailed below.

**ACHE Representative**
Each class elects an ACHE student representative to the HESA board. The 1st year student is considered the representative-elect and the 2nd year student is considered the representative. Both students work together to serve as liaisons between students and ACHE and CVHEG, the local chapter of ACHE, by coordinating and supporting the involvement of students in ACHE and CVHEG.

Past ACHE student leaders have encouraged attendance at the annual ACHE Congress and bi-monthly CVHEG networking events, arranged site visits at out-of-town hospitals, and partnered with CVHEG to develop a Student Associate Shadowing Program. ACHE representatives are required to maintain active member status with ACHE, and to regularly communicate with the ACHE faculty advisor. Additionally, the 1st year student works with the Program Coordinator to facilitate student hosts for preceptors who attend Preceptor Days in the fall. The 2nd year student sits on the CVHEG board to represent Student Associate members.

**MGMA Representative**
Each class elects a MGMA student representative to the HESA board. The 1st year student is considered the representative-elect and the 2nd year student is considered the representative. Both students work together to serve as liaisons between students and MGMA by coordinating and supporting the involvement of students in MGMA and the exploration of medical practice management.

Past MGMA student leaders have coordinated speaker panels, site visits to physician practices and outpatient care centers, and attendance at the MGMA Annual Conference and other MGMA sponsored activities. The MGMA representatives are required to maintain active member status with MGMA, and to regularly communicate with the MGMA faculty advisor.

**HIMSS Representative**
Each class elects a HIMSS student representative to the HESA board. The 1st year student is considered the representative-elect and the 2nd year student is considered the representative. Both students work together to serve as liaisons between students and HIMSS by coordinating and supporting the involvement of students in the Virginia chapter of HIMSS and the exploration of issues related to health care information technology (HIT).

Responsibilities include planning special events related to HIT and encouraging attendance at HIMSS sponsored events. The HIMSS representatives are required to maintain active member status with HIMSS at the National and Virginia-state level. They are also required to regularly communicate with the HIMSS faculty advisor.

**HFMA Representative**
Each class can elect an HFMA student representative to the HESA board. The 1st year student is considered the representative-elect and the 2nd year student is considered the representative. Both students work together to serve as liaisons between students and HFMA by coordinating and supporting the involvement of students in HFMA and the exploration of healthcare financial management.

NAHSE Representative
There can be two representatives for NAHSE that can be from the 1st and 2nd year classes. Students are appointed at the discretion of the Program Director, who have volunteered to represent NAHSE. One member will serve on the HESA board. Both representatives work together to serve as liaisons between students and NAHSE by coordinating and supporting the involvement of students in NAHSE sponsored activities. They also represent the program at the annual NAHSE Fox Case Competition held each fall if funds are available.

7. Current Class Information

MHA Class of 2018
Please see supplemental Class of 2018 Information.

MHA Class of 2019
Please see supplemental Class of 2019 Information.

Sections 8 – 10. Introduction to Academic Policies and Procedures

The following sections present departmental policies pertaining to students in the Professional Graduate Programs in Health Administration at Virginia Commonwealth University (VCU). They are intended to provide guidelines for student performance and achievement during enrollment. **Both faculty and students are responsible for becoming familiar with University documents that establish expectations and guidelines for graduate students at VCU.**

Each section is designed to be congruent with full University policies and regulations as set forth in the [VCU Graduate Bulletin](http://bulletin.vcu.edu/). **In the case of a conflict between these policies and the VCU Graduate Bulletin, the VCU policies apply. See [http://bulletin.vcu.edu/](http://bulletin.vcu.edu/)**

The MHA Program is designed primarily for full-time students and the MSHA Program admits both part- and full-time students. Although the language in Sections 7 through 11 of this document reflect that most students are enrolled full-time, except where noted, all of the general policies and regulations apply equally to both MHA and MSHA full-time and part-time students.
8. Academic Policies

Course Load

1. Full-Time Enrollment
   Students classified as full-time candidates for the MHA must enroll full-time each fall and spring semester during the on-campus phase of their program unless this requirement is waived by the Program Director for extenuating circumstances. A student cannot enroll for more than 15 semester hours in any semester unless approval is received from the Program Director. An overload fee will be assessed to students enrolling in more than 15 semester hours.

Plan of Study

1. The academic requirements that the student must fulfill are those that are in effect when the student matriculated into the program. If curricular changes approved by the University occur, the student and Program Director will determine any needed changes in the plan of study.

Course Waivers

1. In general, those admitted to the MHA Program are expected to complete all courses as listed in the formal curriculum at the time of admission. However, students may petition the Program Director to waive selected courses prior to beginning the program. No waivers will be considered once a student has commenced course work. The decision of the Program Director on such matters is final, although advice will be sought from the faculty member teaching the course for which the waiver is sought.

General Academic Requirements

1. Students in the MHA Program must achieve an overall grade point average (GPA) of 3.00 (4.0 scale) for all coursework. Any student whose cumulative grade point average falls below 3.00 at the end of a given semester, will be recommended for academic probation to the faculty.

2. Students in the MHA Program must not have more than two courses with a grade of “C” regardless of the student’s overall GPA. Any student who receives a grade of “C” or below in more than two courses will be recommended for academic termination even if the students’ overall GPA is 3.00 or better.
3. Students in the MHA Program who earn less than a “C” in any course of the curriculum will be recommended for academic termination to the faculty body.

4. Students who begin the program on academic probation and meet the criteria for academic probation for the second semester will be recommended for academic termination to the faculty body.

5. MHA students on academic probation are not eligible to enter the administrative residency.

6. Students on Academic probation are not eligible for department funded travel such as student case competition.

7. Students on Academic Probation are not eligible to hold class office.

8. MHA Students who have not satisfactorily completed the required 51 semester hours and required coursework on campus are not eligible to enter the administrative residency. This includes students with outstanding Incomplete (I) grades.

9. MHA Students must complete a minimum of 59 semester hours of coursework and meet the following requirements in order to qualify for the MHA degree:

10. Satisfactorily complete all requirements of the administrative residency including both professional development objectives and required academic coursework.

11. Pass a comprehensive oral seminar administered near the end of the program of studies.
12. JD/MHA Dual degree students must complete a minimum of 49 semester hours of coursework and a 10 week summer internship.
13. MD/MHA Dual degree students must complete a minimum of 43 semester hours of coursework and a 10 week summer internship.

**Academic Probation**

1. Students who a) do not achieve a cumulative grade point average of 3.0 in their coursework, b) receive a grade of “C” or below in two courses, or c) enter the MHA program with an undergraduate GPA of less than 3.0, will be recommended for academic termination to the faculty body.
2. Students placed on academic probation must arrange a meeting with their faculty advisor at the beginning of the semester to make a plan, and another meeting approximately mid-semester to discuss academic progress during that period. The faculty advisor will keep the full faculty informed of the student’s progress.

3. At the end of each semester, the faculty will review the performance of each student who has been on academic probation during that semester and select from the following courses of action:
   a. Remove the student from academic probation if the student’s GPA during that semester and the overall GPA are both above 3.00 and if no other deficiencies exist.
   b. Recommend to the Graduate School Dean the termination of the student from the MHA Program on the basis of academic deficiencies if the student failed to achieve a GPA of 3.00 or has other deficiencies justifying dismissal.
4. If admitted on academic probation, the student must have a 3.0 and no more than one “C” after the first semester.

Auditing Courses

Please refer to http://bulletin.vcu.edu/graduate/study/general-academic-regulations-graduate-students/auditing-graduate-classes/ for information on auditing courses.

In the Department of Health Administration, it is the prerogative of the course instructor to set requirements for students who audit a course (e.g., mandatory vs. optional attendance). Students who fail to meet these requirements may not continue the audit.

Grading Policies

1. The grading symbols used within the Department’s MHA Program and their definitions are as follows:

   A = Superior. Indicates that the student has demonstrated outstanding performance in accomplishing the requirements of the course.

   B = Very Good. Indicates that the student has accomplished course requirements at a fully acceptable graduate level of performance.

   C = Acceptable, but sub-standard performance. Indicates that the student has not adequately accomplished course requirements.

   D = Unacceptable. Indicates that the student has not accomplished course requirements at an acceptable level.

   P = Pass. The student’s work has met graduate school and department standards.
S = **Satisfactory.** Indicates the student completes all assignments on time, and they are approved by the course instructor and other applicable parties.

U = **Unsatisfactory.** Indicates the student has not adequately accomplished course requirements. Although not included in computation of the overall GPA, a grade of “U” will be addressed like a “C”.

F = **Failure.** Indicates that the student’s performance was far below the acceptable level. Credits with a grade of “F” cannot be applied toward fulfillment of degree requirements.

I = **Incomplete.** Indicates that the course requirements were not fulfilled within the specified time period due to circumstances beyond the control of the student and that the instructor has given the student some additional time to meet these requirements. All requirements must be fulfilled no later than the last day of classes of the semester (or summer semester) following the semester in which the “Incomplete” has occurred or the mark will automatically be changed to “Failure.” It is the student’s responsibility to complete the required paperwork for approval of the “I” grade. Forms may be obtained in Program offices.

Other grade symbols and meanings are listed in the [VCU Graduate Bulletin](http://bulletin.vcu.edu/graduate/study/general-academic-regulations-graduate-students/appeal-process-students-dismissed-vcu-graduate-program/).

4. Each instructor will explain the particular application of the grading policies and indicate the way that final course grades will be determined in the particular course.

5. Practicum courses (HADM 693, 694 and 695) are graded Satisfactory/Unsatisfactory/Fail. In all other courses of the MHA Program, regular letter grades are to be assigned unless an exception is made by vote of the faculty.

**Grade Appeals**

1. The VCU and School of Allied Health Professions grade appeals policies and procedures guide the Department’s grade appeal procedure. See [http://bulletin.vcu.edu/graduate/study/general-academic-regulations-graduate-students/appeal-process-students-dismissed-vcu-graduate-program/](http://bulletin.vcu.edu/graduate/study/general-academic-regulations-graduate-students/appeal-process-students-dismissed-vcu-graduate-program/).

**Termination Process and Appeals**

Please refer to [http://bulletin.vcu.edu/graduate/study/general-academic-regulations-graduate-students/appeal-process-students-dismissed-vcu-graduate-program/](http://bulletin.vcu.edu/graduate/study/general-academic-regulations-graduate-students/appeal-process-students-dismissed-vcu-graduate-program/) for information on the termination and appeals process.

The policy addresses the departmental appeals process for any student (MHA, MSHA, PhD) who is withdrawn from his/her program of study because of violations of our academic policies.
1. Any student who is the subject of a special action to be withdrawn from his/her course of study may choose to appeal.

2. Within ten working days of the notice of the special action, the student must present to the department chair a letter outlining grounds for the appeal. The grounds for appeal, consistent with the appeals process of the SAHP, must be one (or more) of the following:
   a. That performance criteria and standards were not made known to the student
   b. That academic policies were not made known to the student
   c. That an academic policy is discriminatory or unfair on its face or that the application of the policy was unfair or discriminatory
   d. That the student was denied due process
   e. That the faculty member or members acted in an unfair or capricious manner
   f. That the faculty acted based upon errors of fact
   g. That the faculty’s judgment was in error based upon improper interpretation of policy.

3. Upon receipt of the letter of appeal, the department chair shall appoint an ad hoc committee of three faculty, including the student’s advisor if applicable. This committee will review the letter of appeal and make a judgment based on the grounds listed above. The committee’s recommendation to deny or approve the appeal shall be delivered to the department chair within ten working days of the chair’s receipt of the letter of appeal.

4. If the committee recommends that the appeal be approved, the special action for removal will be withdrawn and the student can continue with his/her program of study. If the committee recommends that the appeal be denied, the student can choose to accept this decision and withdraw or pursue the appeal at the next level (the SAHP).

5. During the consideration of the appeal, the student may continue in his/her classes and other program activities.

**Schedule Changes**

As specified in the Graduate Bulletin and the VCU Bulletin, students may make changes in their schedule of elective courses within the university add/drop period. However, they must comply with departmental workload standards and curriculum requirements in order to remain in good academic standing within the program. In all cases, the Program Director must be consulted and must approve any change in the student’s curriculum plan.

**Student Responsibility Policies**

**Professional Conduct**
1. Students at VCU are obligated to conform to the honor system and to conduct themselves with the appropriate learning behavior as set forth in the VCU Rules and Procedures. To learn more about these procedures, please visit https://students.vcu.edu/studentconduct/

2. Business dress is expected when making field visits to health care organizations, guest speakers are addressing class, and making class presentations.

3. A VCU identification card provided to students as part of the registration process must be available at all times when on University property.

4. MHA students are expected to adhere to the MHA Code of Ethics (see 4.2). Violations of the Code of Ethics are referred to the MHA Program Director and may be referred to the faculty or Honor Council for further action.

5. MHA students are expected to adhere to the Technical Standards for Admission and Graduation.

6. Integrity is a core value of our profession. Always be truthful. Dishonesty to classmates, faculty, or staff represents unprofessional conduct.

7. Responsibility and accountability are core values of our profession. Patterns of late assignments, tardiness, or absences, across classes or within a single class, represents unprofessional conduct.

8. MHA student communication with faculty, staff, and other students is expected to be respectful, professional, and concise. This applies to all written, oral, verbal/nonverbal, digital/paper forms of communication.

**Honor Code**

1. All students are subject to the VCU student honor code. Please see https://students.vcu.edu/studentconduct/vcu-honor-system/academic-misconduct-honor-pledge/ for more information.

**Students with an Identified Disability**

1. Students with an identified disability should inform the individual course instructor so that appropriate accommodations can be made. Students with disabilities are responsible for self-identification prior to requesting services and may do so at any time by presenting documentation to their campus coordinator. The MCV Campus coordinator is Lisa Webb (804-828-9782).
2. Virginia Commonwealth University is committed to providing students with disabilities equal opportunities to benefit from all programs, services, and activities offered. Please see http://www.students.vcu.edu/dss/ for more information.

**Academic Support Services**

The Division for Academic Success (DAS) provides services including counseling for study skill enhancement, time management, or other issues related to academic performance. Please see http://das.vcu.edu/resources/students/ for more information.

**Class Attendance**

1. Graduate students in health services administration are expected to attend classes regularly and arrive on time. It is their responsibility to prepare for class and to abide by attendance requirements specified by each instructor.

2. Students who must miss three class sessions in any single course will be recommended for academic termination to the faculty body, irrespective of the reason for the absences or the final grade in the course.

3. When an absence can be anticipated in advance, the student must inform the instructor as a matter of courtesy.

4. MHA Students who anticipate missing two or more consecutive days due to illness or other extenuating circumstances should notify their Program Director who will assume responsibility for notifying the student’s instructors.

5. Mobile phones and other communication devices should be turned off during class sessions. If the student needs to be contacted in an emergency such devices should be left on silent mode. Students should refrain from leaving class to respond to calls or texts unless there is a real emergency.

**Leave of Absence**

1. A student who wishes to obtain University approval for an extended leave of absence (a semester or longer) from the MHA Program should submit a written request with explanation to the Program Director.

2. In considering a request for a leave of absence, the Program Director will examine the student’s academic status and performance as well as any past or pending disciplinary action.
3. In submitting and acting upon a request for a leave of absence, both the student and the Program Director will consider and comply with all applicable University policies and procedures.

**Withdrawal from the Graduate Program**

1. A student who is considering withdrawal from the MHA Program is encouraged to discuss this matter with both the faculty advisor and Program Director.

2. Students who wish to withdraw from the MHA Program must complete the University’s withdrawal form which can be obtained from the VCU Office of Records and Registration (MCV Campus: Sanger Hall, Room 1-055). Additional University policies and procedures regarding withdrawal are set forth here: [http://bulletin.vcu.edu/graduate/study/general-academic-regulations-graduate-students/withdrawal-graduate-program/](http://bulletin.vcu.edu/graduate/study/general-academic-regulations-graduate-students/withdrawal-graduate-program/)

3. Voluntary withdrawals must be approved in writing by the Program Director, Department Chair, and Dean.

4. There may be financial implications for withdrawal.

**Student-Faculty Communication**

1. It is a policy of this Department to establish and maintain effective, open communications among faculty members and students. Among the mechanisms which have been established to facilitate and encourage such communication are the following:

   b. Elected officers, or any group of students the class designates, may serve as an advisory committee to the Program Director and meet whenever desired by the students or the Program Director.

   c. The Program Director or Chair may invite students to serve as members of standing and/or ad hoc committees concerned with Departmental affairs.

   d. Members of the student body may, individually, or as a group, submit items for discussion at regularly scheduled faculty meetings. Such items should be directed to the Department Chair who is responsible for preparing the agenda for faculty meetings.

   e. Information of interest to students will be regularly distributed by e-mail. Students are responsible to familiarize themselves with all materials posted on the VCU website.
f. All faculty members are available to meet with students during the hours that are posted in the syllabus or by appointment.

**Faculty Advisors**

1. The MHA Program Director designates a faculty member to serve as advisor for each student. The basic role of the faculty advisor is to provide guidance and assistance to the student with respect to academic matters, elective course selection, and career planning.

2. MHA Students should seek a conference with their advisor prior to the beginning of each semester to review their performance to date and discuss academic planning for the upcoming semester.

3. It is the responsibility of students to understand the nature of their academic status and the implications of their status with respect to their continuation in the MHA Program. The faculty advisor will assist the student and be available to advise the student in developing his or her approach to dealing with academic deficiencies.

4. The MHA Program Director and Director of Industry Engagement, with the assistance of the faculty as requested, are responsible for advising MHA students regarding the Administrative Residency and career planning and placement as follows:
   
   a. Participating with the student and preceptor in development of the residency plan, and then approving it.
   
   b. Contacting the Resident and Preceptor at the residency site.
   
   d. Monitoring each student’s progress throughout the residency period through reviewing reports submitted periodically and on time by the resident and preceptor.

5. If an MHA student wishes to have a faculty advisor other than the individual assigned, he or she should make a request for a change to the Program Director. The Program Director will consult with the student and the faculty advisor before making such a change.

**Faculty Responsibility Policies**

**Faculty Responsibilities Pertaining to Student Progress**

a. All counselling meetings with students shall be documented and added to student file

b. Faculty will discuss outlying student behavior and academic progress at each faculty meeting. Students of concern or on academic probation will be discussed.
c. The Program Director will issue a warning letter and counseling session at the earliest sign of academic or professional concern. This includes the first “C” grade, or reported unprofessional behavior.

**Shared Faculty-Student Responsibility**

Each student is individually responsible for meeting the academic requirements and achieving the educational goals that are specified by the Department and the University. It is the faculty’s responsibility to set fair requirements and provide appropriate, effective instruction and assessment. Both the students and the faculty contribute toward establishing the teaching-learning environment. In this sense, graduate education is truly a shared responsibility of the faculty and the students.

**Faculty Responsibilities as Instructor**

1. Faculty members have the responsibility to provide timely and constructive feedback regarding the academic performance of students on tests, papers, or other academic requirements.

2. Faculty members have the responsibility to clearly specify course requirements and expectations, including the basis upon which final course grades will be determined.

3. Faculty members are responsible for specifying the particular guidelines that apply to each examination, case study, or other test of student performance. These guidelines must be consistent with the provisions of the VCU Honor Code and clearly specify whether or not collaborative effort is permitted and whether or not course material may be used during an examination.

4. Faculty members are responsible for communicating the class schedule well in advance and adhering to the set schedule. If class rescheduling is needed, appropriate advance notice must be given to the students.

**Departmental and Selected University Policies**
Recommendation for Graduation
A student is scheduled for graduation after successful completion of all degree requirements and upon recommendation of the faculty for graduation. Normally, the faculty’s recommendations occur at the end of the semester during which graduation occurs; for most students, this is the spring semester.

Technical Standards for Admission and Graduation
Professional Graduate Programs in Health Administration (MHA/MSHA)

The VCU Department of Health Administration is responsible for providing education without regard to disability while assuring that academic and technical standards are met. Academic standards are met by successfully completing the curriculum for the Professional Graduate Programs in Health Administration. Technical standards represent the essential non-academic requirements that a student must demonstrate to participate successfully in the Professional Graduate Programs in Health Administration, including the completion of an MHA administrative residency.

An applicant, student, and candidate for the Master of Health Administration (MHA) or Master of Science in Health Administration (MSHA) degree must have demonstrated aptitude, abilities, and skills in the following categories: sensory, motor, intellectual, behavioral, communication, and social. The technical standards for each category identified below are consistent with the expectations of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990.

Sensory
- Ability to communicate verbally in the English language to elicit information from and to provide information to faculty and health care professionals.
- Ability to communicate in written English with faculty and health care professionals.
- Ability to comprehend written communications (i.e., read, understand, and follow directions in the English language) to fulfill the usual tasks and duties of a health care manager in training.
- Ability to hear with or without assistive devices to elicit information from faculty and health care professionals.
- Ability to listen and send clear and convincing messages.

Motor
- Ability to coordinate gross and fine muscular movements, equilibrium, and the functional use of the senses of touch and vision reasonably required to operate a computer keyboard and to read a computer screen or have the appropriate accommodation.
- Ability to maneuver in the health care organization (hospital, physician practice, outpatient clinic).
- Ability to operate an automobile or acquire transportation for on-campus classes, meetings outside of VCU, or for a residency site.

Intellectual – Conceptual, Integrative, and Quantitative Abilities
- Ability to measure, calculate, reason, analyze, and synthesize to solve problems.
• Ability to use basic tools and methods of the management disciplines (i.e., economics, accounting, finance, organizational behavior, marketing, decision support, operations, technology, et cetera) for the cognitive application of information.

• Ability to integrate didactic and experiential learning to solve problems with critical judgment and analysis.

**Behavioral**

• Ability to tolerate and function effectively under stress.
• Ability to concentrate in the presence of distracting conditions.
• Ability to concentrate for prolonged periods.
• Ability to relate in a professional manner to faculty, patients, families, and other health care professionals.
• Ability to accept criticism and to respond by appropriate modification of behavior.
• Ability to read and regulate emotions as well as to recognize their impact on work performance and relationships, especially in the face of angry or emotionally-charged people.
• Ability to adapt and be flexible when confronted with changing environments, uncertainty, and ambiguity.
• Ability to show compassion, empathy, integrity, concern and interest for others, interpersonal skills, and motivation.
• Ability to display values of honesty and integrity consistently.

**Social**

• Ability to develop and sustain mature, sensitive, and effective relationships with a web of faculty, colleagues, and other health care professionals.
• Ability to network with other health care professionals and to have the ability to engage in conversation with appropriate nonverbal (i.e., eye contact, cues, posture) and verbal communication.
• Ability to de-escalate disagreements and orchestrate resolutions.

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**Building Use Policy**

The Department of Health Administration, Virginia Commonwealth University, designates the Grant House facilities for use by the faculty, students, and staff in support of the academic and administrative mission of the University. Grant House facilities refer to both interior and exterior resources supporting the facility. Internal resources include but are not limited to administrative offices, classrooms, furniture, equipment, and supplies. External resources include fences, sidewalks, landscaping, and other property directly adjacent to the main building.

**Part I. University Policies and Procedures**

**General Policies and Procedures**
The Department of Health Administration, Virginia Commonwealth University, designates the Grant House facilities for use by faculty, students and staff in support of the academic and administrative mission of the University. This document promulgates the policies and procedures
applicable to all authorized users of the Grant House. The appropriate Academic Department will provide practical guidelines for the application of these policies.

Definition
Grant House facilities refer to both interior and exterior resources supporting the facility. Interior resources include but are not limited to administrative offices, classrooms, furniture, equipment, supplies, etc. Exterior resources include fences, sidewalks, landscaping, and other property directly adjacent to the main building (exterior resources are maintained by the University). Authorized users include faculty, staff, and students supporting an authorized University program.

General Policies
The following shall govern the use of the Grant House facilities:

a. Access to the Grant House facilities is restricted to those appropriately authorized individuals. Access will be controlled through the use of a University identification card. The Grant House is unlocked and accessible Monday – Thursday, 7:00 a.m. – 6:15 p.m.; and Friday, 7:00 a.m. – 4:15 p.m. Faculty, staff and students are required to have their University ID with them at all times.

b. Use of the Grant House must be University related. The authorized individual is responsible for ensuring any activities or materials introduced into the Grant House are University related.

c. Persons authorized to use the Grant House facilities must exercise reasonable care to safeguard access codes or related security provisions against inappropriate use.

d. Persons authorized to access the Grant House are required to refrain from activities or behavior that promotes an unsafe environment. Activities that place any faculty, staff, student, or visitor at risk are prohibited.

e. Intentional abuse of Grant House facilities, intentional interference with official University business; failure to exercise reasonable care for equipment and furniture; and intentional breeches of security are prohibited.

f. Attempts to circumvent authorized access to the Grant House or related resources are strictly prohibited.

g. Any use of tobacco products (including smoking and vaping) is prohibited in the Grant House.

h. Should windows be opened, they should be closed when leaving the room.

i. Equipment (projector, overhead, audio) should be turned off after use and user should log off computer.

Grant House Policies and Procedures

a. Alcohol Use. Alcohol (beer or wine) use in the Grant House is prohibited except where pre-approved by University officials for a University sponsored event. The use of hard liquor will not be approved under any circumstances.

b. Behavior. It is imperative that the Grant House maintains an environment that is conducive to its academic and professional missions. To that end, it is incumbent upon occupants to exercise a professional demeanor during all activities at the Grant House. Occupants are expected to interact, speak, and act in a fashion that will not bring discredit upon the University.

c. Food and Drink. Preparation of food is limited to the kitchenette area. Under no circumstances will food be prepared in administrative or classroom areas. Students are encouraged to use the break room for food consumption. Some snack items and drink are
permitted in the classroom at the discretion of individual faculty members. Food and drink are not permitted in conference or meeting rooms except where previously approved by faculty for University sponsored activities.

d. Housekeeping. All individuals authorized access to the Grant House are responsible for leaving break rooms, classrooms, restrooms, conference rooms, and the kitchenette in a clean and orderly state after their use. This includes, but is not limited to, removing trash, papers, cans, cups, utensils, and other debris associated with their period of use. Individual Class Presidents are responsible for establishing and coordinating schedules for cleaning the student break room and kitchenette. The student break room and kitchenette should be scheduled for cleaning as needed, but not less than monthly. At a minimum the following items should be accomplished during the cleaning:

1. Remove debris from countertops, cupboards, floor, and tables.
2. Wipe clean microwave interior/exterior
3. Wipe clean countertops and table tops, walls, and chair surfaces as needed
4. Wash dishes, utensils, and glass ware
5. Put dishes, utensils, and glass ware in cupboards
6. Clean out refrigerator: discard old or unaccounted for food stuffs, containers, and beverages
7. Defrost refrigerator (Every other month)

e. Facility Care. Occupants of the building should refrain from propping locked doors open (front door before 0700 or after 1815) and one-way exit doors, windows, and other pathways without prior approval from the staff or maintenance department. Furniture and equipment should remain in the room designated unless prior approval is received. In the case that furniture or equipment is moved to another location, it is the responsibility of the person who moved the subject item to return it to the original location.

f. Meetings/Parties/Activities. As previously stated, use of the Grant House facilities is restricted to University-related events. Those seeking to hold meetings, classes, or other activities in the Grant House must reserve the desired space by contacting the reservation coordinator to confirm availability. Reservations must be requested via email: Megan McDermott at mmcdermott@vcu.edu. Room reservations are on a first come, first serve policy. Number of attendees and audio-visual needs will be considered when assigning reservations. It is advised that anyone reserving a space make the reservation at least two weeks in advance. "Advance" reservations can be made up to six months prior of an event. For reservations outside of normal business hours, security is the responsibility of the person making the reservation and events, in some cases, require the approval of the Chair of Health Administration (HAD). Please note that under certain circumstances, reservations for conference room 204 can be revoked, if deemed necessary, by the Chair of HAD. When reserving room 204, noise should be kept to a minimal to avoid disturbing faculty/staff in nearby offices. Food is allowed in the classrooms and in 204--but is restricted to only box lunches or pizza delivery. Food or drink is prohibited on podiums or near computer equipment. For catered functions and large lunches or dinners, the Parlor Rooms (102/104) are recommended. All rooms should be left in proper order and all trash removed. NOTE: Computer lab reservations are made through the Department's Director of Information Systems Technology (828-5400).

g. Furniture Moving. Any rearrangement of classroom furniture must be returned to its original placement at the end of the class. Rearrangements must be consistent with fire codes which prohibit blocking the center exit aisle of the room.
h. Safety. All authorized users of the Grant House are expected to conduct themselves in a manner that ensures safe conditions for themselves and others. Occupants of the Grant House will not engage in activities, games, or events that could lead to personal injury. This includes but is not limited to running in the hallways, blocking exits and entrances, and horseplay. Firearms of any type are strictly forbidden. Individual Class Leaders and Program Directors are encouraged to perform periodic briefings on fire safety and other potential safety hazards.

i. Security. The Grant House controls access to the main building and specified student areas through use of a combination cipher lock. Students entrusted with the combination to this lock are required to take the appropriate measures to secure that information against unauthorized use. Students are prohibited from sharing the combination with unauthorized users. Furthermore, building occupants are required to ensure that all doors and windows are closed and locked after each use. This applies to both interior and exterior entrances and exits.

j. Personal Valuables. For safety as well as security, personal valuables should not be left unattended. Students may use lockers in the Student Lounge by contacting the program coordinator.

k. Decorations. For public areas (hallways, doors, classrooms, etc.), decorations are limited to departmental approval. No personal items are to be displayed in the public areas. Personal items (pictures, certificates, etc.) may be displayed in offices.

Part II. Enforcement Procedure of Policy Violations

Employees
Alleged violations for employees shall be referred to their supervisor or Chair of the employee’s department and be dealt with in accordance with the Employee Standards of Conduct and Performance.

Students and/or Visitors
Alleged violations of this policy shall first be reported, reviewed and disposed of through Step One of the procedures outlined below. However, at any point during Step One, any of the parties may invoke Step Two. Reasons for invoking Step Two may include, but are not limited to, the following: The judgment that the matter should be handled by the judicial system; the view of the person reporting the violation that the matter is not being handled effectively; the desire of the alleged violator that the matter be considered by the Building Policy Committee or Department Chair; or a judgment that the state has been violated.

A. Step One
   a. Violations of the policy should be reported immediately to the appropriate building representative. Charges of violations should be presented immediately upon discovery thereof.
   b. The building representative will collect the facts of the case and attempt to identify the offender as quickly as possible. If the building representative believes disciplinary action is warranted, the charge and any information related to the charge will be presented to the head of the alleged violator’s department.
   c. The head of the alleged violator's department will identify the appropriate response and action to be taken, subject to the, agreement of all parties, including the accused. If any
of the parties do not agree, Step Two is invoked. The actions may include, but are not limited to, the following:

d. Partial or complete restriction of the alleged violator's access to the Grant House facilities and/or resources for a fixed period of time, generally no more than six months.

e. Restitution for any damage caused, material consumed, and the like on an actual-cost basis. Such restitution may include the costs associated with determining the facts of the case.

B. Step Two

a. Written charges, which describe the violation, must be provided to the building representative within 30 days of the date on which Step Two is invoked.

b. The building representative will refer the statement of written charges to the appropriate administrator in compliance with the provisions of the Rules and Procedures of Virginia Commonwealth University. The usual procedures and provisions of the Rules and Procedures shall be observed from this point forward.

c. Violations of state law will be reported to the Director of Campus Police or designee.

Computer and Technology Use Policy

Virginia Commonwealth University (VCU or University) provides and maintains computer and network resources to support the education, research, patient care, and work of its faculty, staff, and students. All individuals receiving a University computing account, or using University computer and network resources, are bound by the Computer and Network Resources Use Policy. All users of these resources are expected to act in a responsible, ethical, and legal manner. VCU computer and network resources are conducted in a public forum, and users must respect the rights and privacy of other users, share the resources equitably and follow VCU policies and local, state, and federal laws relating to copyrights, privacy, security, and other statutes regarding electronic media. The complete Computer and Network Resources Use Policy can be found at the following link; all students are expected to read and be familiar with the contents: http://www.ts.vcu.edu/askit/policies-and-publications/information-technology-policies-standards-baselines-guidelines/. All applicable University technology-related policies apply to technology use in the Grant House by faculty, staff, and students.

The MHA Program and course web pages are restricted to authorized individuals and are to be used only to conduct Program related business. Accounts and passwords, when required, are assigned to specific individuals and may not, unless properly authorized by the University, be shared with or used by other persons within or outside the University. Students are expected to abide by system rules and procedures in answering questions periodically posed on the class boards. The contents of discussions on the class boards are not to be shared with others. Although course assignments may require using examples from one’s own organization, students are cautioned to avoid posting strategically or otherwise sensitive information. Students are encouraged to discuss any concerns they have with course instructors.

Technology Use Policy
1. **Food and Drink.** Consumption of food or drinks is prohibited in the lab. *This policy is strictly enforced and habitual/repeat offenders may have their lab privileges revoked.*

2. **Software Installation.** Installation of individual software programs is prohibited on lab and classroom computers. If additional software or alterations to a lab or classroom computer are required as part of a course or project, please contact the department’s Director of Information Technology, Rochelle Clarke, rclarke3@vcu.edu for authorization and assistance.

3. **Hard Drive Space.** Users may store files on the local hard drive of lab and classroom computers; however, this is not recommended for long-term storage of files, as the hard drive files will be periodically cleaned.

4. **Printing.** We offer free printing for our students by providing a printer, toner, and paper in the computer lab. The lab printer is the HP LaserJet 4015 (located in the computer lab, Room 117 at the front of the room) and there is extra paper located under the table next to the printer. If there is no paper or if toner is needed, please see your class representative or the program coordinator. Printing supplies are expensive and therefore printing should be limited to course-related work only. Printing for recreational purposes is not permitted. To conserve paper the use of double-sided printing is highly encouraged. Contact the Director of Information Technology if you need assistance with changing the setting. Unclaimed items left on the printer for more than 24 hours will be put in the recycling.

5. **Reserving Space.** There are several options for reserving space in the Grant House. Rooms 107 and 108 are available for group meetings on a first come, first serve basis. The computer lab can also be reserved, either all 15 computers, the 4 computers located in the small room in the rear of the lab, or the 10 computers in the larger front room of the lab. Requests to reserve the lab are to be made at least two weeks in advance to the department’s Director of Information Technology in writing via email.

6. **Broken Equipment.** Broken equipment should be reported to the department’s Director of Information Technology, including the location and name of the equipment (if labeled) and the exact nature of the problem via email. Broken equipment is repaired only by the department’s Director of Information Technology or an appropriate outside vendor. Individual attempts to repair equipment are prohibited and may void warranties.

7. **Multiple Logons.** Logging on to more than one computer at a time is prohibited. Please remember to log out (but do not shut down) the computer when you are finished to avoid access to your documents by others.

8. **Classroom Technology.** Faculty and students utilizing the classrooms are responsible for familiarizing their faculty with the classroom technology. Altering of equipment in the classroom is strictly prohibited. Special requests for hardware and software in the classroom must be made to the department’s Director of Information Systems Technology at least two weeks in advance of the anticipated need. The wireless microphone for use in room 110 can be checked out from room 202 during regular business hours. There is also a presentation mouse/laser pointer available for checkout in the same location. Support for the classroom technology is not available after regular business hours.

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**VCU Identity Guidelines**

The VCU Identity Guidelines are to be followed for references to Virginia Commonwealth University in all internal and external communications. The complete Nomenclature Guidelines at: [http://www.identity.vcu.edu](http://www.identity.vcu.edu).
**Drug Free Schools and Workplace Policy**

See the policy at: [http://www.provost.vcu.edu/pdfs/alcoholdrugpolicy.pdf](http://www.provost.vcu.edu/pdfs/alcoholdrugpolicy.pdf).

**Student Feedback and Complaints Process**

All feedback, whether positive or negative, is important. Retaliation or any reprisal to complaints is forbidden by VCU policy. Depending on the nature of the complaint or feedback, students have several options to be heard, and for action and/or resolution.

For most complaints and feedback, your faculty advisor and/or Program Director is the best place to start. If needed, the student may also contact the Department Chair or Senior Associate Dean of the School.

If a student believes he/she has been subjected to a criminal offense, the student should contact VCU Police at (804) 828-1196 or the City of Richmond Police Department at (804) 646-5100 for non-emergencies.

If the complaint pertains to a discriminatory or equal opportunity situation, VCU Equity and Access Services may be a resource. [http://equity.vcu.edu/discrimination/process.html](http://equity.vcu.edu/discrimination/process.html) VCU also has a dedicated Ombudsman office to assist with mediating student complaints.