

# Undergraduate Student Handbook

**HEALTH ADMINISTRATION PROGRAM**

Brooks College of Health Department of Health Administration

**Fall 2020**



**The UNF Health Administration Program is** appr**oved by**

**the Association of University Programs in Health Administration**

Table of Contents

[Undergraduate Student Handbook 1](#_Toc64635430)

[Introduction 5](#_Toc64635431)

[Program Description 6](#_Toc64635432)

[Program Mission Statement 6](#_Toc64635433)

[Program Vision Statement 6](#_Toc64635434)

[Program Values 6](#_Toc64635435)

[Degree Awarded 6](#_Toc64635436)

[Certification 7](#_Toc64635437)

[Professional Orientation 7](#_Toc64635438)

[Professional Behavior 7](#_Toc64635439)

[Professional Affiliations and Service 7](#_Toc64635440)

[Professional Attitudes and Independent Thinking 7](#_Toc64635441)

[Disseminating Professional Knowledge 8](#_Toc64635442)

[Demonstrating Leadership 8](#_Toc64635443)

[Ethical Accountability 8](#_Toc64635444)

[Admissions 8](#_Toc64635445)

[Admissions 8](#_Toc64635446)

[Registration 8](#_Toc64635447)

[Program of Study and Curriculum 9](#_Toc64635448)

[Background Checks 10](#_Toc64635449)

[Internship 11](#_Toc64635450)

[Study Abroad Opportunities 11](#_Toc64635451)

[Application for Graduation 11](#_Toc64635452)

[Student Learning Outcomes 12](#_Toc64635453)

[Advisement 13](#_Toc64635454)

[Professional Development Center 13](#_Toc64635455)

[Health Administration Advisory Board 13](#_Toc64635456)

[BHA Program Evaluation 14](#_Toc64635457)

[BHA Communication 14](#_Toc64635458)

[Official Program Correspondence 14](#_Toc64635459)

[Computer & Internet Access 14](#_Toc64635460)

[Policies 14](#_Toc64635461)

[Title IX 14](#_Toc64635462)

[Non-Discrimination, Equal Opportunity and Diversity Statement 15](#_Toc64635463)

[Code of Ethics 15](#_Toc64635464)

[The Free and Open Pursuit of Knowledge 15](#_Toc64635465)

[Class Attendance and Grades 15](#_Toc64635466)

[Incomplete Grades 16](#_Toc64635467)

[Electronic Communication Devices 16](#_Toc64635468)

[BHA Course or Program Concerns 16](#_Toc64635469)

[Academic Integrity 17](#_Toc64635470)

[Claiming One’s Own Work 17](#_Toc64635471)

[Student Opportunities 17](#_Toc64635472)

[Professional Organizations 17](#_Toc64635473)

[Career Opportunities 18](#_Toc64635474)

[UNF Student Resources 18](#_Toc64635475)

[Upsilon Phi Delta 18](#_Toc64635476)

[Health Administration Student Association 19](#_Toc64635477)

[UNF Information Technology Services (ITS) & Osprey E-mail Accounts 20](#_Toc64635478)

[Faculty 20](#_Toc64635479)

## Introduction

Welcome to the University of North Florida Health Administration Program, a [AUPHA](https://www.aupha.org/home) certified program. The University of North Florida is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award baccalaureate, masters, and doctoral degrees.

Whether you have already been admitted or are just investigating various programs, this Student Handbook has been designed to provide you with specific information about the Bachelor’s in Health Administration Program.

**NOTE:** The BHA Student Handbook serves as a resource for students, faculty and others involved in this program. It provides information about the academic and administrative policies and procedures specific to the program. When policies and procedures are revised, appropriate updates to this manual will be made. For university-wide procedures that pertain to studies, please refer to the [UNF](http://www.unf.edu/catalog/) [Catalog.](http://www.unf.edu/catalog/) Information about UNF’s School degree requirements and important policies and procedures are published in the Catalog. The policies, procedures and guidelines for UNF’s BHA degree were developed to conform to the Brooks College of Health and University of North Florida requirements.

In addition to this Handbook, you are required to read the Undergraduate Student Handbook <http://www.unf.edu/deanofstudents/student_handbook.aspx> as it provides general information applicable to all students regardless of their programs of study. While this handbook contains valuable information specifically related to studies in Health Administration at UNF, the School Student Handbook addresses policies, procedures and resources related to studies in general at UNF.

It is your responsibility to review the information both in this Handbook and in the School Student Handbook as you will be held responsible for abiding by its content.

## Program Description

### Program Mission Statement

The mission of the University of North Florida's Bachelor’s in Health Administration program (BHA) program is to provide a curriculum relevant to evidence-based health administration practice and which meets national standards for certification by the Association of University Programs in Health Administration (AUPHA). Students receive a sound foundation in the values, knowledge and skills necessary for entry level administrative and management positions in organizations that make up the health services industry in northeast Florida. Coursework and field experiences are also designed to encourage faculty and student contribution to the community through service and research activities.

### Program Vision Statement

To gain national recognition as a leader in the study of health administration and the preparation of health professionals through outstanding teaching, scholarship, and service.

### Program Values

In the fulfillment of our mission, we uphold the following values:

Collegiality: We support a culture characterized by open communications, collaboration, and cooperation.

Diversity: We treat everyone in our diverse community with consideration, dignity and mutual respect.

Excellence: We hold each other to the highest standard of quality and performance. Fulfillment of Potential: We are committed to development through lifelong learning. Integrity: We conduct ourselves in an ethical and respectable manner.

Professionalism: We are role models of professionalism who always demonstrate the highest professional standards and caring attitudes for our clients.

Quality: We are dedicated to the never-ending pursuit of improving healthcare for the benefit of our patients.

Responsibility: We are responsible for our attitudes and actions.

Service: We provide service to our university, communities and professions. Well-Being: We promote physical, emotional, and social well-being.

### Degree Awarded

The Health Administration program is housed in the Brooks College of Health, Department of Health Administration. Upon completion of the program, graduates are awarded a Bachelor’s in Health Administration (BHA).

### Certification

The Health Administration program at the University of North Florida is certified by the Association of University Programs in Health Administration (AUPHA).

## Professional Orientation

### Professional Behavior

The BHA faculty have developed a number of Program and course policies to benefit students. As your professors, one of our roles is to help you develop professionalism. We expect students to present themselves as professionals both in class and when interacting in the community as a representative of the UNF BHA Program. You are a reflection of our Program. When you are applying for jobs, you will be competing against other highly qualified s from various states and related programs. We want you to stand out, to be professional, and to be successful in your future career.

Students in the BHA Program are expected to demonstrate professional behaviors such as: 1) honesty; 2) commitment to learning, 3) appropriate interpersonal and communication skills, 4) effective use of time and resources, 5) use of constructive feedback, 6) problem-solving, 7) responsibility, 8) critical thinking, and 9) time management. The BHA Program Faculty strongly believes that professional behavior patterns begin during the student’s academic preparation. Class attendance, promptness, preparation and active participation in class activities and discussions are prime indicators of mature and professional behavior. Non-compliance with professionalism policies may result in a reduced letter grade or failure in a given course.

### Professional Affiliations and Service

An important part of building your professional identity is choosing activities of interest to you and participating in local, state, regional, national, related to Health Administration. Finding your niche(s) can be an empowering and exhilarating addition to your professional identity as an executive.

### Professional Attitudes and Independent Thinking

As a student and future professional it is important that you not only learn and understand the history, theoretical tenets, and skills of the Health Administration profession, but also that you think independently, exploring and challenging the conventional theories and practices of health administration. Freethinking is what has brought the profession to its standards of excellence throughout the many years of its existence.

### Disseminating Professional Knowledge

An important element of the Health Administration Profession, for students, executives, and clinicians, is disseminating professional knowledge to all interested parties in order to increase the effectiveness of the practice of health administration and enrich the quality of life of those individuals who are served.

### Demonstrating Leadership

As you move through the program and evolve into a Health Administration professional, your ability to demonstrate leadership is important in order to build public visibility, credibility and trust, both with clients and other health care professionals but also with professionals from various disciplines with whom you interact.

### Ethical Accountability

As with those who are already working in the field, students are ethically accountable to the profession, to the public, and to each other.

## Admissions

### Admissions

Students apply for general admission to UNF. Students who transfer to UNF

with the A.A. degree from a Florida public university or community college will be considered to have satisfied general education requirements. International students and students who transfer from out-of-state colleges and universities or from nonpublic colleges and universities in the State of Florida will be subject to this rule and required to complete general education deficiencies. Individual assessments of records and transcripts will be used to determine that the rule has been satisfied.

### Registration

One Stop Student Services Center (One Stop) assists current students with a wide range of policy and procedural issues related to financial aid, admissions, and academic records. The office provides a central point of communication and contact for all of Enrollment Services and coordinates many procedural functions that previously would have required students to travel from office to office. The One Stop also provides access to self-service computer kiosks and a pay-for-print multi-purpose machine for photocopying and printing documents. The overarching goal of the One Stop is to provide excellent service to students and streamline procedures while helping to maintain the integrity of the institution. One Stop does not advise students regarding course selections or substitutions. Those functions rest with the academic advisors. One Stop Student Services may be contacted at (904) 620-5555, via email at [OneStop@unf.edu,](mailto:OneStop@unf.edu) or at Hicks Hall, Building 53, Suite 1700. Through the One Stop website and the myWings student portal, students can access and manage many of the enrollment functions handled in One Stop Student Services.

Registration time tickets and an open registration schedule are posted on the university academic calendar online. Students register online during their time ticket.

### Program of Study and Curriculum

#### Curriculum

**Major Requirements: 15 credit hours**

| **Course** | **Semester Hours** |
| --- | --- |
| ACG2021 Prin of Financial Accounting | 3 |
| ACG2071 Prin Managerial Accounting | 3 |
| ECO2023 Principles of Microeconomics | 3 |
| STA2023 (GM) Elem Statistics-Business | 3 |
| SELECT ONE COMPUTER  APPLICATIONS COURSE | 3 |

**Requisites: 3 credit hours**

| **Course** | **Semester Hours** |
| --- | --- |
| HSA2530 The Language of Healthcare | 3 |

**Major Requirements: 42 credit hours**

| **Course** | **Semester Hours** |
| --- | --- |
| HSA3101 Intro to Health Administration | 3 |
| HSA4111 U.S. Health Care System | 3 |
| HSA3522 Managerial Epidemiology | 3 |
| HSA4553 Health Law and Ethics | 3 |
| HSA4170 Health Care Finance | 3 |
| HSA3430 Health Economics/Quant  Analysis | 3 |
| HSA3210 Long Term Care Administration | 3 |
| HSA4150 Introduction to Health Policy | 3 |
| HSA3191 Health Information Systems I | 3 |
| HSA3340 Healthcare Human Resources | 3 |
| HSA3383 Quality Management Healthcare | 3 |
| HSA3160 Health Care Marketing | 3 |
| HSA4004 Professional Skills Dev | 3 |
| HSA4922 Capstone: Health Admin | 3 |

**Internship 6-9 credit hours**

| **Course** | **Semester Hours** |
| --- | --- |
| HSA 4850 Health Administration  Internship | 6 |

**Aging Services Concentration: 9 credit hours**

| **Course** | **Semester Hours** |
| --- | --- |
| GEY 3660 Aging Policy and Politics | 3 |
| GEY 3004 Aging in America | 3 |
| GEY 3503 Assisted Living Administration | 3 |

### Background Checks

As a requirement of the BHA program, each student will be required to complete a background check in HSA4004 Professional Skills. This will allow students to participate in final BHA course HSA4850- Health Administration Internship.

A background check will be required of all students both undergraduate and graduate, who will be participating in field experiences as part of their educational program. The background check will be required prior to the field experience. These field experiences include, but are not necessarily limited to: internships, clinical experiences, or other types of experiential learning either directly involving or in agencies serving children, the elderly, patients, or other vulnerable populations. In addition, students interested in enrolling in programs that do not require these experiences during the undergraduate program, but whose programs lead to licensing/certification examinations and/or post-graduate internships that would require a background check prior to the examination or post-graduate internship should also be aware of the information below.

The background check should be completed:

* 1. Annually for students in programs including these types of experiences each year of the program of study
  2. In the semester immediately preceding the experience for students in those programs including these experiences as a final or capstone experience.

**NOTE: To meet Brooks College's contractual obligation to the agencies in which students are placed, the background check must be done through a vendor sanctioned by the College and using the application format for the students' particular program.**

Students with questions regarding what may appear on their background check, should contact the Chair of the Department/School housing the program in which they want to enroll, prior to enrollment.

The following link, provides specific guidance on the background check process. <https://www.unf.edu/brooks/advising/background_check.aspx>

### Internship

Successful completion of the Bachelor in Health Administration (BHA) includes completion of a faculty-supervised internship during the student’s last semester of study. Students may elect one of two internship options. The first, the Health Administration Internship, is a 360-hour (6 credit hour) option and the second is the Long Term Care Internship, a 650-hour (9 credit hours) option that meets State of Florida requirements for eligibility for the Florida Long Term Care Administrator Examination. The internship is designed to primarily meet the educational goals of the program that focus on providing students with the knowledge and skills necessary to serve as effective health service administrators and managers. Internships are designed to provide opportunities for students to apply classroom content and theory to real world work settings. Students are encouraged to apply and are provided with access to a wide range of healthcare facilities within the region including: Hospitals, Physician Practices, Nursing Homes, Long-Term Care Facilities, Rehabilitation Facilities, Insurance Companies, and Health Information Technology Companies.

Must be completed with a grade of “C” or higher

* HSA4850 must be completed in the last academic semester of enrollment.
* All program pre-requisites and major requirements must be completed prior to start of the Internship.
* Up to two major elective courses may be taken with the internship. You must petition to take coursework with the Internship.
* Students must complete 360 hours at their facility for the Internship to be completed.

### Study Abroad Opportunities

HSA4955: Study Abroad Health

This course provides students with the opportunity to study the organization, financing and delivery of health care in other countries. While abroad, students will visit hospitals and health organizations, and meet with local public health officials as they explore cultural and political issues impacting health care. This course may be repeated once for study of a different country for an additional 3 credits.

### Application for Graduation

Students must submit a formal graduation application to the Registrar’s Office by the deadline date listed in the University Calendar on the University web site: [www.unf.edu.](http://www.unf.edu/) Graduation application deadlines are also advertised in Osprey Update. You may apply online in [myWings](https://shib.unf.edu/idp/profile/SAML2/Redirect/SSO?execution=e1s2). Please review the Graduation Checklist for detailed instructions.

### Student Learning Outcomes

On completing the BHA program the students should demonstrate competency in the following areas, as measured by the numbered objectives.

**Communications**

1. Listen and understand the ideas and thoughts of others.
2. Speak clearly and effectively before individuals and groups and use non-verbal forms of communication.
3. Communicate clearly and effectively in writing.
4. Demonstrate appropriate communication for different audiences and situations.

**Interpersonal Effectiveness**

1. Work collaboratively in a team setting.
2. Coach, mentor and support others.
3. Establish, build, and maintain relationships with others including those with diverse backgrounds and perspectives.
4. Use diplomacy and tact.

**Critical Thinking**

1. View issues from different perspectives and ask the right questions when making decisions.
2. Identify and prioritize organizational needs and solutions.
3. Use statistical and analytical tools to measure and improve organizational performance and health care quality.
4. Appropriately challenge others viewpoints and perspectives.
5. Apply economic theory and financial knowledge to decision making.
6. Demonstrate strategic thinking skills in planning and evaluation.
7. Recognize political and legal implications of actions and decisions.
8. Identify and prioritize organizational needs and market imperatives in design and development of business plans for health Programs and services.
9. Demonstrate Healthcare information technology and project management skills.

**Management and Leadership**

1. Demonstrate basic leadership skills.
2. Differentiate between management and leadership
3. Know, support and use team development methods.
4. Demonstrate effective techniques for working with boards and governance structure.
5. Articulate a clear image of direction and success that is compelling and engaging.

**Professionalism and Ethics**

1. Articulate and model professional values, ethics and patient center care.
2. Understand, demonstrate and reward cultural sensitivity and competence.
3. Demonstrate integrity in dealing with others.
4. Establish and maintain professional relationships.

These competencies have been reviewed by the Health Administration Advisory Board, which consists of upper executives within healthcare organizations within the Jacksonville community. The advisory board indicated these are the areas they would like to see our students competent in upon graduation in order to improve the students’ employability within the healthcare sector. The faculty within the BHA program review these competencies each year during the annual faculty retreat as well as during at least one of the Health Advisory Board meetings to ensure the BHA program is continuing to pursue the correct competencies related to fulfilling the mission of the program as well as to ensuring our students have the correct competencies to join organizations within our community.

## Advisement

The Brooks College of Health (BCH) advising is the advisor of record for academic advisement for all BHA students. All new transfer and UNF students, sophomore level and above, will meet with a BCH academic advisor to review the degree evaluation for the program. Course registration is straight forward since all students are required to follow and complete all program requirements and required sequenced courses (available on the BHA web site, the Degree Evaluation, and in this Handbook). Additional advising questions may be sent via email [(cohadvis@unf.edu](mailto:cohadvis@unf.edu)), by calling the BCH advising office, or by walking in to meet with an advisor during office hours. The Program Director approves electives, any program exceptions, and similar tasks. Students can email or call the Program Director directly to schedule an appointment to discuss program related questions or concerns if needed. BCH advising staff are available to help with registration and other course related issues.

### Professional Development Center

The BCH Professional Development Center provides a variety of career services, programs, and resources specifically designed to help students make a successful transition from academics to a professional career. These services include resume development, interview skills, job search resources and career fairs.

The BHA Program Director, Executive in Residence and other faculty are also available by appointment to meet with students to provide guidance on continuing education, career paths and professional development opportunities.

### Health Administration Advisory Board

The UNF BHA Program has a Health Administration Advisory Board with membership representing health care executives, BHA faculty, students, and program alumni. The president of HASA and UPD are on the Board. The Health Administration advisory board meets quarterly each year and submits recommendations to the Program faculty regarding curriculum, marketing, student recruitment, program policies and procedures.

### BHA Program Evaluation

BHA students and alumni participate in the evaluation of the PHA Program. Requests to participate in providing feedback are announced in classes, on the BHA website and via email. Students provide input through evaluation of individual courses (Instructional Satisfaction Questionnaire) and program evaluation surveys (Current Student Survey administered spring of each year, Exit Survey-administered in the Practicum class each summer, and Alumni Survey-administered every two to three years).The UNF BHA Program also involves employers of BHA’s in program evaluation through their survey, and through their evaluation of BHA interns when they serve as preceptors.

## BHA Communication

### Official Program Correspondence

University provided email addresses will be the only officially recognized email address for all currently enrolled students per UNF’s Catalog. ALL OFFICIAL BHA PROGRAM COMMUNICATION will be through UNF email addresses.

### Computer & Internet Access

All students will be required to have access to a personal computer with internet service. They must also be able to access “[Canvas](http://blackboard.unf.edu/)” or other programs as indicated. Additionally, important information and announcements will be made only through the BHA “Canvas” site. UNF offers courses on how to use this program. Please check the BHA website frequently.

## Policies

### Title IX

The University of North Florida does not discriminate on the basis of sex in the University’s educational programs and activities, and the University is required by the Title IX and its implementing federal regulations to not discriminate on that basis. The requirement not to discriminate also extends to admissions and employment. Inquiries about the application of Title IX and its implementing federal regulations may referred to the University’s Title IX Coordinator, the Assistant Secretary for Civil Rights for the U.S. Department of Education, or both. UNF’s Title IX Coordinator, Marlynn Jones, may be contacted at 1 UNF Drive, Suite 1200, Jacksonville, FL 32224, [eoi@unf.edu](mailto:eoi@unf.edu), 904-620-2507.

### Non-Discrimination, Equal Opportunity and Diversity Statement

UNF “is committed to providing an inclusive and welcoming environment for all who interact in our community. In building this environment, we strive to attract students, faculty and staff from a variety of cultures, backgrounds and life experiences. While embracing these concepts, including our obligations under federal, state and local law, UNF is equally committed to ensuring that educational and employment decisions, including but not limited to recruitment, admission, hiring, compensation and promotion, are based on the qualifications, skills and abilities of those desiring to work, study, and participate in our community.

### Code of Ethics

The BHA Program subscribes to the basic standards underlying the professional codes of ethics developed and adopted by professional healthcare administration associations. These include the Code of Ethics for the Health Education Profession, developed by the American College of Healthcare Executives (ACHE). As a student in the program, you are expected to be familiar with and follow these professional standards of ethics.

### The Free and Open Pursuit of Knowledge

UNF encourages the free and open pursuit of knowledge; we consider this to be a fundamental principle and strength of a democratic people. To this end, UNF expects its students, its faculty, its administrators, and its staff to uphold the highest standards of academic integrity. UNF expects all members of the University community to both honor and protect one another’s individual and collective rights.

### Class Attendance and Grades

The University of North Florida authorizes its colleges, departments, and faculty to establish the attendance and participation policies they deem appropriate. The BHA faculty believes that BHA students need to make their academic careers a priority during their enrollment in the program. Due to the amount and complexity of the material, students should ensure their ability to attend the entire class period and to be on time by having adequate arrangements for childcare, work and transportation. Personal vacation time should be planned for periods when classes are not in session. Thus, we have developed the following attendance policy which may be used at the discretion of the course instructor:

* Students who miss more than 25% of scheduled class meetings (e.g., 4 weeks out of a 16 week semester) may be dropped or asked to withdraw from the class or given an “F” grade in the course.
* Any student who gets less than a “C” grade twice in the same required BHA course

will be dropped from the BHA program.

* Any BHA student who is placed on a probation twice will be dropped from the BHA program.

Please know that while the BHA faculty understands that students may have a professional job, family and/or other commitments outside of school, the Program expectation is that students put their academic careers as priority during their enrollment in the program. Therefore, it is not fair to allow some students to not fully participate in classes while other students are making tremendous sacrifices to successfully complete the Program.

### Incomplete Grades

A student who has completed a substantial portion but not all of the required course work for a course with sufficiently high grades may at the instructor’s discretion be assigned a grade of incomplete in the event of extenuating circumstances that keep the student from completing the course. An Incomplete is not appropriate in instances where the student is failing the course, or has not completed the majority of course requirements with passing grades. Incompletes are not computed in the grade point average. The instructor will specify the date—not to exceed one calendar year or graduation, whichever comes first—and whether or not the student is in residence, by which the student must complete all course work to resolve the Incomplete. The instructor may also specify the grade to which the Incomplete will be automatically changed if the student does not complete the required work (unresolved incompletes revert to a grade of “F”). At the end of the time limit, the instructor will change the Incomplete to a letter grade based on the quality of whatever work the student has submitted. One Stop Student Services will then calculate that grade in the student’s GPA. To extend an Incomplete beyond one year, the student must submit to One Stop Student Services a petition for a waiver of University policy. Students may not register for courses in which incomplete grades have been received. Students with an incomplete grade for any required BHA Program courses will not be allowed to proceed with the Healthcare Administration Practicum until the incomplete grade is satisfactorily resolved.

### Electronic Communication Devices

Due to the disruption to students and faculty, the auditory signal on electronic communications devices should be turned off during all classes. Electronic communication devices include cellular phones, beepers, and pagers. Faculty members may take appropriate actions in the event of such disruption, including asking the student to leave class. Any request for exemption from this policy must be submitted in writing to the BHA Program Director for approval.

### BHA Course or Program Concerns

Students concerns or questions regarding courses should first be discussed with the instructor. If differences are unable to be resolved, then appeals may be made to the BHA Program Director. Other concerns about the BHA Program should be directed first to the BHA Program Director, then the Chair of the Department of Public Health, and finally to the Dean of the Brooks College of Health. The Department Chair and the Dean of the Brooks College of Health subsequently review all complaints and concerns in a timely manner. Students retain the right to file a grievance with the University in the event the issue is not satisfactorily addressed at the Program/Department/College level.

## Academic Integrity

### Claiming One’s Own Work

Each student is honor-bound to submit under their name or signature only their own work; to fully acknowledge their use of any information, ideas, or other matter belonging to someone else, and to properly document the source in question; and to offer for credit only that work which they have has completed in relation to the current course.

**Violations of Academic Integrity**

Under this heading, the UNF Student Handbook identifies several types of violations; these include but are not limited to: cheating; fabricating and falsifying information or citations; submitting the same work for credit in more than one course; plagiarizing; providing another student with access to one’s own work to submit under this person’s name or signature; destroying, stealing, or making inaccessible library or other academic resource material; and helping or attempting to help another person commit an act of academic dishonesty. UNF authorizes any instructor who finds evidence of cheating, plagiarism, or other wrongful behavior that violates the UNF Academic Integrity Code to take appropriate action. Possible action includes, but is not limited to, failing the student on the work in question, failing the student for the course, notifying the appropriate academic dean or Vice President for Student Affairs, and requesting additional action be taken. The consequences of a breach of academic integrity may result in an F, which is unforgivable, regardless of withdrawal status, and dismissal from the BHA Program.

BHA courses may address subject matters, issues, or perspectives to which some might object. Such objections will not exempt a student from course requirements. UNF stands behind the right of its instructors to include material that is challenging in any number of ways. The faculty urges students to discuss any concerns they might have concerning the content of their courses with their instructors.

## Student Opportunities

### Professional Organizations

Students are encouraged to join and participate in local community and professional organizations related to healthcare administration. The Program is evaluated on both faculty and student health administration professional and community service as part of the CAHME accreditation.

[American College of Healthcare Executives (ACHE)](http://www.ache.org/) [Health Administration Student Association (HASA)](http://www.unf.edu/groups/hasa/%23!home/mainPage) [Medical Group Management Association (MGMA)](http://www.mgma.com/)

Commission on Accreditation of Healthcare Management Education (CAHME) [Healthcare Financial Management Association (HFMA)](http://www.hfma.org/)

### Career Opportunities

[UNF Career Services](http://www.unf.edu/careerservices/)

[Association of University Programs in Health Administration (AUPHA)](http://www.aupha.org/Home/)

### UNF Student Resources

[Academic Center for Excellence (ACE)](http://www.unf.edu/ace/)

[Campus Recreation](http://www.unf.edu/recreation/) [Disability Resource Center](http://www.unf.edu/drc/) [Fitness Center](http://www.unf.edu/recreation/swc/)

[Military Veteran’s Resource Ctr](http://www.unf.edu/military-veterans/) [Office of ADA Compliance](http://www.unf.edu/adacompliance/)

[Office of Equal Opportunity & Diversity](http://www.unf.edu/eod/) [One Stop Student Services](http://www.unf.edu/onestop/)

[Student Government](http://www.unf.edu/sg/) [Student Health Promotion](http://www.unf.edu/healthpromotion/) [Student Health Services](http://www.unf.edu/shs/) [Student Organizations](http://www.unf.edu/cluballiance/) [Student Ombudsman](http://www.unf.edu/ombudsman/)

[Women’s Center](http://www.unf.edu/womens-center/)

### Upsilon Phi Delta

Established as a charter member in 1999, UNF’s chapter of Upsilon Phi Delta (UPD) serves high-achieving students pursuing a degree in healthcare administration. UNF's Alpha chapter is comprised of qualified student members and alumni from both graduate and undergraduate programs. The purpose of the UPD Honor Society is to further the professional competence and dedication of individual members in and for the profession of healthcare management through recognition of academic excellence and adherence to professional standards and ethics. Invitation to apply to the UNF chapter of Upsilon Phi Delta is based upon the following criteria:

* 1. Completion of 18 upper-level credit hours of full-time grade course work
  2. Earned grade point average of 3.35 or higher

Mission Statement: The Mission of the Upsilon Phi Delta Honor Society is to recognize, reward, and encourage academic excellence in the study of health administration.

Vision: The vision of the Upsilon Phi Delta Honor Society is to enrich students’ academic and leadership experience while providing opportunities to build professional relationships and networking skills.

For the further information contact email [updeltahonors@gmail.com](mailto:updeltahonors@gmail.com)

### Health Administration Student Association

Developing tomorrow’s healthcare leaders today.

Health Administration Student Association Members are actively involved on campus. We organize events on current healthcare topics, fundraisers, provide students opportunities to network with health professionals in Jacksonville and participate in the yearly Congress on Healthcare Leadership in Chicago held by the American College of Health Executives.

Reasons to Join:

* Networking
* Leadership Opportunities
* Career Growth & Enhancement
* Information on health administration careers and trends
* Access to local and national speakers
* Access to local healthcare facilities and administrators Shadowing/Volunteering

HASA’s top priority is to put students in touch with the local healthcare community. One of the ways we do that is to give students the up close and personal experience of an Executive Job Shadow.

Operation Field Trip

HASA offers opportunities to tour medical facilities in and around the Jacksonville area. We organize “field trips” to local outpatient clinics, hospitals, and physician practices to illuminate the clinical and administrative aspects of healthcare delivery.

ACHE Congress Scholarship

In the world of health administration, networking and professional development is critical. The American College of Healthcare Executives (ACHE) Congress on Healthcare Leadership in Chicago is an excellent venue for both! It is important that HASA members are given an opportunity to attend. This is why we have created the ACHE Congress Scholarship. This scholarship will pay for event tuition, airfare, and hotel accommodations.

### UNF Information Technology Services (ITS) & Osprey E-mail Accounts

Information Technology Services (ITS), located in Hicks Hall, Building 53, Suites 2500 and 2340, provides computer and software support, academic technology, networking, information systems, IT training and outreach, and more to students, faculty, and staff at UNF. To learn more about technology available for students, visit: [http://www.unf.edu/its/For\_Students.aspx.](http://www.unf.edu/its/For_Students.aspx)

All students are will be given their own osprey e-mail account upon enrollment in a UNF program. Students maintain their Osprey email accounts for life. Please review Osprey Email Frequently Asked Questions for more information. It is important to establish and regularly check your UNF email as all official university and program communication will be delivered to this address.

The ITS Help Desk ([http://www.unf.edu/its/help\_desk/),](http://www.unf.edu/its/help_desk/)) located in the Thomas G. Carpenter Library, is readily available by phone or via e-mail and is helpful in addressing computing issues and problems that arise. They are there for your use! Additionally, there are computer workstations on the 3rd floor of The Brooks College of Health, Building 39, Room 3064 for student use.

## Faculty

| **Name** | **Position** | **Contact** | **Phone** |
| --- | --- | --- | --- |
| **Dr. Mei Zhao** | Department Health Administration Chair | [mzhao@UNF.edu](mailto:mzhao@UNF.edu)  Brooks College of Health Bldg 39, 4th floor, Room 4034 | 904-620-1035 |
| **Dr. LaRee Moody** | BHA Program Director | [laree.moody@unf.edu](mailto:laree.moody@unf.edu) Brooks College of Health Bldg 39, 4th floor, Room 4055 | 904-620-5313 |

**NOTE:** Not included in the above list are the experts and scholars who offer their outstanding services as adjunct faculty to the program on an ongoing basis