



Undergraduate Health Administration Student Handbook

Revised October, 2017

Welcome and Message from the BHA Program Director

The UNF's Bachelor of Health Administration (BHA) Student Handbook describes the expectations for behavior and conduct in the UNF community and outlines the procedures to be followed when these expectations are not met. It includes the Student Code of Conduct, the Academic Integrity Policy, as well as other rules, regulations, and policies governing student life.

Mission

The mission of the University of North Florida's Bachelor 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.

Vision

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.

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.

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 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.

Course Syllabi

Students in the BHA program bear the responsibility to read and apply each individual course syllabi.

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.

The following link, provides specific guidance on the background check process.

https://www.unf.edu/brooks/advising/background_check.aspx

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.

Ethical & Professional Conduct

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.

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.

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.

Academic Integrity

Students are expected to abide by the policy on academic integrity as stated in the UNF Catalog:

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 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.

Faculty Contact Information

Name	Position	Contact	Phone
Dr. Mei Zhao	Department Health Administration Chair	mzhao@UNF.edu Brooks College of Health Bldg 39, 4 th floor, Room 4034	620-1035
Dr. LaRee Moody	BHA Program Director	laree.moody@unf.edu Brooks College of Health Bldg 39, 4 th floor, Room 4016	620-5313

Student Learning Outcomes

The Bachelor of Health Administration degree is designed to prepare graduates for entry-level administrative positions in hospitals, clinics, nursing homes, mental health organizations, insurance companies, public agencies, and many other types of health care organizations. It also serves to enhance careers of students already working in the health services industry.

The primary goal of the health administration undergraduate program is to provide students with the entry skills needed by health administrators and management professionals. Students interested in long term care management may select course work and an internship that will allow them to qualify to take the Florida Nursing Home Administrator's licensing examination. An opportunity to pursue other special interests is provided with selection of 9-12 hours of elective course work

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

5. Work collaboratively in a team setting.
6. Coach, mentor and support others.
7. Establish, build, and maintain relationships with others including those with diverse backgrounds and perspectives.
8. Use diplomacy and tact.

Critical Thinking

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

Management and Leadership

18. Demonstrate basic leadership skills.
19. Differentiate between management and leadership.
20. Know, support and use team development methods.
21. Demonstrate effective techniques for working with boards and governance structure.
22. Articulate a clear image of direction and success that is compelling and engaging.

Professionalism and Ethics

23. Articulate and model professional values, ethics and patient center care.
24. Understand, demonstrate and reward cultural sensitivity and competence.
25. Demonstrate integrity in dealing with others.
26. 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.

Curriculum

Prerequisites (15 Semester Hours)

ACG 2021 Principles of Financial Accounting	3
ACG 2071 Principles of Managerial Accounting	3
ECO 2023 Principles of Microeconomics	3
STA 2023 Elementary Statistics (or STA 2014)	3
CGS 1100 Computer Course (or CGS 1570)	3

Requisite (03 Semester Hours)

HSA 2530 Language of Healthcare
(Medical Terminology for BHA)

Major Requirements (42 Semester Hours)

HSA 3111 Introduction Health Administration	3
HSA 4111 U.S. Healthcare Systems	3
HSA 3522 Managerial Epidemiology	3
HSA 4553 Health Law and Ethics	3
HSA 4170 Healthcare Finance	3
HSA 3430 Health Economics and Quantitative Analysis	3
HSA 3210 Long Term Care Administration	3
HSA 4150 Introduction Health Policy	3
HSA 3191 Health Information Systems I	3
HSA 3340 Healthcare Human Resources	3
HSA 3383 Quality Management in Healthcare	3
HSA 3160 Healthcare Marketing	3

HSA 4004 Professional Skills Development	3
HSA 4922 Healthcare Capstone	3

Internship Options (6-9 Semester Hours)

HSA 4850 Health Administration Internship	6
HSA 4941 Long Term Care Administration Internship*	9

(offered in fall/spring only)

* Students wishing to qualify for the Long Term Care Internship must successfully complete the Aging Services concentration.

Aging Services Concentration: (9 Semester Hours)

GEY 3660 Aging Policy and Politics	3
GEY 3004 Aging in America	3
GEY 3503 Assisted Living Administration	3

(offered in fall/spring only)

Electives: (3-12 Semester Hours)

Students completing the 6 semester hour Health Administration Internship (HSA4850) must take 12 semester hours of electives (total 4 courses).

Students applying for the 9 semester hour Long Term Care Administration Internship (HSA4941) must complete the Aging Services concentration instead of electives

Students electing the Aging Services concentration but completing the 6 semester hour Health Administration Internship (HSA4850) instead of the Long Term Care Administration Internship must take 1 elective (3 credits)

Electives must be GEY, HSA, HSC, or MAN courses at the 3000/4000 level and other upper level (3000/4000) courses with approval of the program director.

BHA Electives:

GEY 3660 Aging Policy and Politics	3
GEY 3004 Aging in America	3
GEY 3503 Assisted Living Administration	3
HSA3250 Essentials of Practice Management	3

BHA Internship Requirements

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.
- Students wishing to qualify for the HSA4941 Long Term Care Administration Internship must complete the concentration in Aging Services. See a Brooks College of Health advisor to add the concentration.

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.

https://www.unf.edu/uploadedFiles/aa/brooks/public_health/Study%20Abroad%202016%20in%20Taiwan!!!.pdf

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, 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.

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 (cohadvise@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 BHA 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.

UNF Upsilon Phi Delta

Established as a charter member in 1999, UNF's chapter of Upsilon Phi Delta (UPDelta) serves high-achieving students pursuing a degree in healthcare administration. UPDelta's primary objective is to enhance the student's academic experience by building professional relationships and developing interpersonal skills. Membership is offered to a select few students who meet the standards of this national honor society and our local chapter standards.

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.

Benefits

- Recognized academic excellence
- Professional networking opportunities
- Leadership experience
- Community involvement
- National honor club affiliation (Association of University Programs in Health Administration-AUPHA)
- Resume-building asset
- Career development

Criteria

Undergraduate Student

- Cumulative GPA of 3.5 or higher
- Completion of 18 Credit Hours

Health Administration Student Association

Developing tomorrow's healthcare leaders today.

About Us

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.

Membership

Two Ways to Join:

- 1) Submit application and payment by mail. We accept cash or check.
- 2) Submit application via email and pay online using Paypal link to the right on HASA's website.

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](#)" 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.

Class Attendance & 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.

Violations of Academic Integrity

The UNF Student Handbook identifies several types of violations of academic integrity. 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.

BHA Course or Program Concerns

Student 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 to 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.

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.

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 \(ACHE\)](#)

[Health Administration Student Association \(HASA\)](#)

[Medical Group Management Association \(MGMA\)](#)

[Commission on Accreditation of Healthcare Management Education \(CAHME\)](#)

[Healthcare Financial Management Association \(HFMA\)](#)

Career Opportunities

[UNF Career Services](#)

[Association of University Programs in Health Administration \(AUPHA\)](#)

UNF Student Resources

[Academic Center for Excellence \(ACE\)](#)

[Campus Recreation](#)

[Disability Resource Center](#)

[Fitness Center](#)

[Military Veteran's Resource Ctr](#)

[Office of ADA Compliance](#)

[Office of Equal Opportunity & Diversity](#)

[One Stop Student Services](#)

[Student Government](#)

[Student Health Promotion](#)

[Student Health Services](#)

[Student Organizations](#)

[Student Ombudsman](#)

[Women's Center](#)