Material contained in this handbook is supplemental to the Franciscan Missionaries of Our Lady University Student Handbook

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DISCLAIMER

The information contained in the MHA Student Policies and Procedures Manual is an overview of current policies and procedures of the Franciscan Missionaries of Our Lady University MHA Program. The implementation of any health professions curriculum remains dynamic, and is therefore, subject to continuous review and improvement. Provisions listed herein, are directive in nature and subject to change without notice.

This manual is meant to provide guidance for students and faculty on the usual procedures for the day to day conduct in the MHA Program. It does not represent an exhaustive list of all possibilities that might arise for students and faculty in the training and administration of the program. Unique situations will arise. They will be handled in a manner that ensures fairness and mutual respect in all cases.

THIS MANUAL IS THE PROPERTY OF THE FRANCISCAN MISSIONARIES OF OUR LADY UNIVERSITY MHA PROGRAM AND MUST BE SURRENDERED UPON REQUEST.
Honor Code

The Graduate Student Honor Code:
We, the graduate student body of Franciscan Missionaries of Our Lady University, embrace the idea that honor is an intangible quality, which, if it pervades all phases of campus life, tends to foster a spirit of dignity and personal integrity. Upon enrolling at the Franciscan Missionaries of Our Lady University, we become part of the Franciscan Missionaries of Our Lady University Honor System. We realize that honor must be cultivated and that its success depends upon the combined and cooperative efforts of the University’s administration, faculty, staff, and graduate students. Inherent in the honor system is the premise that graduate students will not perform or tolerate any violations of the Student Code of Conduct published in the University Student Handbook. As responsible members of the community of Franciscan Missionaries of Our Lady University, each of us freely accepts and proudly endorses this, our code of honor.

Honor Statement
I will not give or receive any unauthorized aid on any examination or paper. In the event that I witness anyone else doing so, I will report him or her immediately to the instructor and/or the Program Director.

Professionalism, integrity and excellence are the cornerstones of Franciscan Missionaries of Our Lady University and the MHA Program. Consequently, MHA students are expected to be kind, compassionate and patient and to consistently demonstrate honesty, service, and respect for others.

I also affirm that I have received and will abide by the policies and procedures as prescribed in this manual and that I hold myself accountable for the information therein.

___________________________________________________________
Signature Date

Printed Name:_________________________________________________________
Purpose of the MHA Manual
This manual serves as a guide to inform the student of what is expected from him/her throughout
the MHA Program at Franciscan Missionaries of Our Lady University. Each MHA student is
responsible for the information contained in this manual. Therefore, each student must sign a form
stating he/she has read the handbook and acknowledges that he/she will be held accountable for
the information therein.

Contact Information

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Franciscan Missionaries of Our Lady University Offices & Services
Links to and information on the Offices & Services that provide services to assist graduate
students in the achievement of the institution's educational goals can be found on the
following webpage:

http://www.ololcollege.edu/offices-services
I. Franciscan Missionaries of Our Lady University

History and Purpose

Franciscan Missionaries of Our Lady University Story (From Franciscan Missionaries of Our Lady University Student Handbook)
When the Franciscan Missionaries of Our Lady ventured to Louisiana from France early in this century, they had no idea just how profound an impact they would have on the people of Louisiana. Today, Our Lady of the Lake Regional Medical Center employs 3,500 people and serves 125,000 patients each year. The foundation of this, which has blossomed into the largest hospital system in the state, had its beginnings with the work of the missionaries who came here in 1913.

The delivery of health care has changed dramatically since 1913, when the first Sister, Mother DeBethany, arrived to attend to the needs of the afflicted. Realizing the need to educate employees in the innovations of health care, the Sisters founded a nursing training program in 1921, and Franciscan Missionaries of Our Lady University is the result of those early (as well as more current) efforts of the Sisters who make up the Franciscan Missionaries of Our Lady.

Franciscan Missionaries of Our Lady University, then, is founded on the work of those Franciscan Missionaries who empowered the University to prepare health care practitioners who can share in the Sisters’ life dedication to providing health care to this community. Seeking to be faithful to the ideals of this heritage, Franciscan Missionaries of Our Lady University is committed in all of its policies and practices to the pursuit of truth, to a respect for differing points of view, and to the ethical and human values inherent in the philosophy of the Franciscan Missionaries of Our Lady. Compassion, Understanding, Respect, and Dignity are Christian virtues we hope to share with you so that you may share them with others. “Grant that we may not so much seek to be understood as to understand” St. Francis said (My Favorite Quotations, Peale, 1990.) This is at the very heart of this institution, and it has been since the beginning when the first Sisters showed a willingness to sacrifice for the sake of others.

Your education here, though steeped in the specifics of your professed health care discipline, will also exemplify the spiritual obligations we have as human beings, both to one another and to God. We pray and hope that when you leave, you take with you not only the health education required for employment, but the deep understanding of the spiritual foundation from which you are given the gift of healing. It is also true that it will be much later in your life when you will become fully aware of just how much an affect you have had on your patients, both in ministering to the body and to the spirit. The reward for treating others with respect and tenderness is often not apparent at first and is usually manifested in ways that surprise us. For as Jesus stated, "Whatever you did for one of the least of these brothers of mine, you did for me." (Mathew 25:40) In healing others, we heal ourselves as well, or, at the very least draw closer to God who has compelled us to undertake this edifying task.

A solid educational foundation in health care can serve as a powerful tool in working with those with whom you come in contact. As life presents us with the many opportunities and challenges, that it invariably does, this foundation is of the utmost importance; for it provides us with the learning and security that will assist us in moving ourselves forward, enabling us to offer the best possible care.

The history of Franciscan Missionaries of Our Lady University has taught us what it means to be willing to meet new challenges. When Franciscan Missionaries of Our Lady University began its
journey as a diploma school of nursing, few could have predicted the phenomenal growth and expansion that has occurred, particularly in the last few years. Whereas once enrollment was less than 100, today the University enrolls nearly 1,550 students. We have gladly accepted the responsibilities that have come with expansion in order to find out our full identity at a time when health care is in as great a demand as ever. It has been a journey of enormous importance and we are grateful for having been able to be of help to so many.

Your educational journey and our institutional journey continue together. Discoveries await which will reveal more about our faith and our values and roles in a larger society. Your journey is not undertaken alone, but in concert with the students, faculty, administration, and staff of our University. "Come to me confidently whenever you want," St. Francis once remarked, "and feel free to speak to me with the utmost familiarity." We sincerely hope you will risk the kind of journey afforded you through enrollment in Franciscan Missionaries of Our Lady University, one which will yield many discoveries about yourself and those with whom you come in contact. How often we refuse to go through the door that is opened for us. Our hope is that you will find it in your heart to cross this threshold, as the first Franciscan missionaries did. We offer a solid foundation in learning, a tradition of success in helping others and a legacy of service to God's people.

Franciscan Missionaries of Our Lady University Mission Statement (From Franciscan Missionaries of Our Lady University Student Handbook)
Inspired by the vision of St. Francis of Assisi and in the tradition of the Roman Catholic Church, we extend the healing ministry of Jesus Christ to God's people, especially those most in need. We call forth all who serve in this healthcare ministry, to share their gifts and talents to create a spirit of healing, with reverence and love for all of life, with joyfulness of spirit, and with humility and justice for all those entrusted to our care. We are, with God's help, a healing and spiritual presence for each other and for the communities we are privileged to serve.

Community Creed (From Franciscan Missionaries of Our Lady University Student Handbook)
Franciscan Missionaries of Our Lady University, established by the Franciscan Missionaries of Our Lady, is an interactive community dedicated to personal, academic and professional excellence. This is best accomplished within an environment of mutual respect and civility, self-restraint, concern for others and academic integrity. By choosing to join this community, I accept the obligation to live by these common values and commit myself to the following principles. As a member of the Franciscan Missionaries of Our Lady University community, I will do all of the following:
- Commit myself to the pursuit of knowledge and understanding with personal integrity and academic honesty.
- Respect the sanctity of the learning environment and avoid disruptive and deceitful behavior toward other members of the campus community.
- Contribute to the development of a caring community where compassion for others and freedom of thought and expression are valued.
- Support a culture of diversity by respecting the rights and dignity of those who differ from me.
- Embrace the concept of a civil community, which respects the rights and property of others and abhors violence, theft and exploitation of others.
• Honor, challenge and contribute to the tradition of excellence left by those who preceded me and work to leave this a better place for those who follow.

*By endorsing these common principles, I accept a moral obligation to behave in ways that contribute to a civil campus environment and resolve to support this behavior in others. This commitment to civility is my promise to the Franciscan Missionaries of Our Lady University and its community of scholars.*

ACADEMIC INTEGRITY

All students are expected to adhere to the Honor Code, Honor Statement, and Community Creed published in the *Student Handbook*. In cases of violations of academic integrity (academic honesty/dishonesty) or a student’s failure to adhere to minimum professional standards, the faculty has the authority to assign a course grade of “F” (either academic, clinical, or both) to the student and/or may refer the case to the Vice President of Academic Affairs for action.

ACCOMODATIONS

In accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, and the Americans with Disabilities Act Amended Act of 2008, as updated in 2011, if you have a documented disability and wish to discuss academic accommodations, please contact the Office of Student Affairs located at 5421 Didesse as soon as possible. Students may also contact the office by phone: (225) 768-1724. Students must communicate with their instructor prior to each test about provision of accommodations.

STUDENT RIGHTS AND RESPONSIBILITIES

As citizens and members of the academic community of the University, students ascribe to the following Student Rights and Responsibilities.

Students Rights

• The right to expect quality education.
• The right to engage in the academic and social offerings of the University in a safe, secure, non-threatening environment.
• The right to inquire about and to recommend improvements in policies, procedures, and regulations affecting the welfare of students; this right is best exercised through the use of appropriate channels provided by the SGA and campus officials.
• The right to a fair hearing and appeal when a disciplinary action is applied to them as an individual or as a group member.
• The right to an environment that supports the development of critical judgment and independent search for truth.
• The right to reasonably question views offered in a course and to reserve judgment about matters of opinion
• The right to be protected against prejudiced academic evaluation through established procedures including the right to have clarification of grading policies for each course.
The right to have access to their academic records and knowledge of policy regarding disclosure to any other persons or institutions.

The right to have printed material available to them that specifically states the policies, procedures, and standards of behavior that could affect students’ standing in school.

The right to not be discriminated against; age, race, color, gender, religion, disability, marital status, pregnancy status, sexual orientation, national origin, or military status shall have no bearing on the implementation of school policies.

The right to personal privacy, provided that the welfare of others is respected.

**Student Responsibilities**

- The responsibility for learning required material for enrolled courses
- The responsibility to develop their potential to the best of their ability.
- The responsibility to adhere to safety guidelines established by the University.
- The responsibility to be fully acquainted with regulations published in the University Catalog, Student Handbook, and other publications, and to comply with them in the interests of an orderly and productive academic community.
- The responsibility to know that student conduct reflect not only upon the student involved, but also upon the institution as well as the faculty, staff, alumni and other students.
- The responsibility to follow tenants of common decency and behavior expected of any citizen in a democratic society, particularly in view of the aspirations implied by a University education.
- The responsibility to accept fully the consequences of any action which might be detrimental to the student involved, to the institution, faculty, staff, and other students, and to society at large.
II. MHA PROGRAM DESCRIPTION

Purpose
The purpose of the Master of Health Administration program is to prepare students for rewarding careers as healthcare managers in a variety of settings. This program is intended for students who seek a career in inpatient, ambulatory, insurance, long-term care and many other health settings.

Upon completion of the program, students will be productive in areas such as acute care, primary care facilities, medical group practices, long-term care facilities, public health organizations, health insurance agencies, alternative delivery organizations, federal, state and local agencies, pharmaceutical and other related organizations.

Philosophy of the MHA Program
Our philosophy at the MHA Program is a continuation of Franciscan Missionaries of Our Lady University’s mission and philosophy. We believe in the individuality of students, taking into account their diverse cultures and learning styles and the contribution that such diversity brings. Our program honors the uniqueness of individual learning styles to accomplish higher education.

MHA education requires a broad knowledge base in management combined with either residency training or an applied project in order to provide patients, employees, guests and communities with a safe and caring healthcare organization that is viable and provides needed services. Critical thinking, residency judgment, residency problem-solving skills, and communication skills are crucial for the MHA student. In addition, the MHA student is encouraged to interact and learn from all types of health care managers and providers to foster professional socialization during their educational process.

Mission Statement of the MHA Program
The mission of the Master of Health Administration program at the Franciscan Missionaries of Our Lady University is to improve the health of individuals and communities by forming inspired early and mid-careerists into compassionate, competent and spiritual servant managers and leaders for health service organizations.

Vision of the MHA Program
To be nationally recognized for educating the highest caliber of ethical leaders that improve the health of the communities they serve.

Program Competencies
Upon successful completion of the MHA Program, the graduates will be competent in the following areas:

1. Financial Skills
2. Performance Measurement
3. Project Management
4. Organizational Management
Core Performance Standards for Admission and Progression

The practice of Health Administration requires specific skills, characteristics, and qualities. The Core Performance Standards of the Master of Health Administration Program identify the behavioral criteria which allow the graduate level student to safely perform in a variety of roles in the advanced practice setting, and successfully progress in the Master of Health Administration Program.

<table>
<thead>
<tr>
<th>Critical Thinking</th>
<th>The intellectual ability to assimilate information and demonstrate sound judgment and problem-solving skills.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpersonal</td>
<td>Possesses the interpersonal skills to implement caring behaviors with respect to the values, customs, and culture of diverse populations.</td>
</tr>
<tr>
<td>Communication</td>
<td>Demonstrates the ability to interact with others in standard English in both verbal and written form.</td>
</tr>
<tr>
<td>Mobility</td>
<td>Physical ability to move around a physical plant, to maneuver in small places, and the physical</td>
</tr>
</tbody>
</table>

Recognizes relationships between concepts and phenomena in a variety of settings.
Establishes relationships and collaborates appropriately with the health care team.
Explains and communicates significant findings to preceptors, faculty, student peers and other members of the health care team in a concise, professional and timely manner.
Coordinated mobility to move around in work spaces, and
<table>
<thead>
<tr>
<th><strong>Motor Skills</strong></th>
<th><strong>Professional Behavior</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross and fine motor abilities to perform technical skills requiring fine motor skills and manual dexterity.</td>
<td>Exhibits emotional and mental stability, motivation, and flexibility to function in a variety of situations. Fosters a positive image of the health management profession. Demonstrates characteristics of self-direction and accountability.</td>
</tr>
<tr>
<td>Calibrate, use, and manipulate instruments and equipment in a safe and effective manner.</td>
<td>Ability to demonstrate caring and empathetic behaviors in the work place setting. Manages time and prioritizes effectively.</td>
</tr>
<tr>
<td>Ability to respond to constructive criticism and direction from faculty, preceptors, and peers during learning experiences, seeks out assistance as appropriate. Works collaboratively with a variety of health professionals.</td>
<td>Ability to organize, synthesize, and apply concepts and theories clinician multiple settings. Maintains current knowledge related to advanced health management practice.</td>
</tr>
<tr>
<td></td>
<td>Ability to participate in online and classroom discussions, seminars, and conferences with faculty, peers, health professionals, and family members. Ability to transfer information learned. Completes all assignments in a professional and timely manner. Ability to successfully complete oral and/or written examinations in a timely manner.</td>
</tr>
<tr>
<td></td>
<td>Adheres to the standards of professional health administration practice. Acts as a patient advocate at all times. Reports unethical or dangerous behavior that could affect patients or the campus community in general. Plagiarism, cheating on exams, withholding required information, or falsifying documents are examples of unethical behavior.</td>
</tr>
<tr>
<td><strong>Cognitive</strong></td>
<td><strong>Ethical/Legal</strong></td>
</tr>
<tr>
<td>Ability to participate in online and classroom discussions, seminars, and conferences with faculty, peers, health professionals, and family members. Ability to transfer information learned. Completes all assignments in a professional and timely manner. Ability to successfully complete oral and/or written examinations in a timely manner.</td>
<td>Practices within legal, ethical, and regulatory frameworks of the profession. Uphold honesty and personal integrity with all campus/residency activities. Functions as a patient advocate when appropriate.</td>
</tr>
<tr>
<td></td>
<td>Adheres to the standards of professional health administration practice. Acts as a patient advocate at all times. Reports unethical or dangerous behavior that could affect patients or the campus community in general. Plagiarism, cheating on exams, withholding required information, or falsifying documents are examples of unethical behavior.</td>
</tr>
<tr>
<td><strong>Technology Utilization</strong></td>
<td><strong>Professional Behavior</strong></td>
</tr>
<tr>
<td>Ability to utilize computer skills for the purpose of scientific inquiry, as well as for documentation of findings and relevant data.</td>
<td>Ability to conduct web-based searches, access and successfully complete web-based assignments, participate in discussion boards, and accurately document notes and assessment findings by computer mode.</td>
</tr>
</tbody>
</table>
MHA Program Committees

Curriculum Committee
The Curriculum Committee meets at least once per semester to consider and approve curriculum changes. The committee reviews all courses and academically related content. The Program Director chairs the Curriculum Committee, which is composed of all principal faculty members and one MHA graduate.

Admissions Committee
The Admissions Committee is charged with reviewing Program applications. The admissions philosophy of the Program emphasizes the selection of students who reflect varied social, economic, and cultural backgrounds. In addition to intellectual capacity and personal maturity, the committee believes communication and interpersonal skills are vital to management profession. The Admissions Committee Chair is the Program Director. Other members of the committee include the Program’s principal faculty and other Franciscan Missionaries of Our Lady University faculty.

Progress and Promotions Committee
When necessary, the Progress and Promotions Committee reviews a student’s academic and professional growth to determine eligibility for progression to the next semester where applicable. The committee is responsible for all decisions regarding violations of policies and procedures, or failure to meet Program requirement resulting in probation, suspension and/or dismissal from the Program. The committee, chaired by the Program Director, includes all principal faculty members.

Graduation Requirements
Students shall meet the following requirements to be recommended for graduation in addition to any University-level graduation requirements. Each student must:

- Meet all of the requirements of Franciscan Missionaries of Our Lady University Master of Health Administration Program.
- Complete all course work with a 3.0 or better cumulative GPA.
- Satisfy all indebtedness to Franciscan Missionaries of Our Lady University.

Each student is responsible to monitor their progress towards graduation requirements.

Deferral of Graduation
In very unusual circumstances, a student may be granted a deferral of graduation. Every requirement for graduation must be met before graduation. If a deferral is needed, it must be approved by the Program Director and Dean of Arts & Sciences. This deferral may be granted in the following circumstances:

- Failure to meet graduation criteria
- Student under suspension or probation
- Extended medical leave
- Extended military leave (mandatory call to active duty)
- Other extreme circumstance approved by the Program Director
Withdrawal from the Program
Students wishing to withdraw from courses and the program must submit the required University Course Withdrawal forms, which can be obtained from the Registrar’s office.

A student leaving the school without following these procedures will receive a grade of “F” for the courses. Failure to follow the procedure may also result in denial of permission to re-apply for the program. If the proper procedure is followed, the student will receive a “W” from all courses and may reapply.

Readmission to the Program
A student who has withdrawn from the program and is in good standing with the University may re-apply for the MHA program. Prior attendance is no guarantee that the student will be accepted into the program.

Health Administration Advisory Board
Purpose:
One purpose of the Health Administration Advisory Board is to assist the MHA program in identifying community concerns with regards to the Program. The committee will assist the program by monitoring its impact, reputation and program effectiveness in the community and the state.

Functions:
- Identifies community concerns with regards to the MHA program.
- Monitors the impact and reputation of the MHA program in the community.
- Makes recommendations to the MHA Faculty Assembly with regards to community concerns involving the MHA program.
- Identifies service projects in which the MHA program may assist the local community.

Meeting Frequency:
The Community Advisory Committee will meet once a year or every other year depending on the program’s need.

III. PROGRAM ACADEMIC POLICIES

Onboarding and Advising Policies
Each new student in the program is required to complete the online MHA Onboarding module available on MyPortal after their admission into the program and before the classes begin.

All MHA students are assigned an advisor. The purpose of the academic advising process is to assist the student in examining their educational goals, providing accurate information pertaining to core curriculum and major requirements, clarifying policies and procedures, evaluating and monitoring student progression, assisting students to access needed resources, and advising students on the selection of courses. Students are ultimately responsible for ensuring that they have met the obligations of their program plan of study before graduation.
Grading Policies
The Grading Scale for the Franciscan Missionaries of Our Lady University MHA Program is as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
<th>Quality Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90-100</td>
<td>4</td>
</tr>
<tr>
<td>B</td>
<td>80-89</td>
<td>3</td>
</tr>
<tr>
<td>C</td>
<td>70-79</td>
<td>2</td>
</tr>
<tr>
<td>D</td>
<td>60-69</td>
<td>1</td>
</tr>
<tr>
<td>F</td>
<td>&lt;65</td>
<td>0</td>
</tr>
<tr>
<td>I</td>
<td>Incomplete</td>
<td>0</td>
</tr>
</tbody>
</table>

Grades are calculated to the second decimal place (hundreths column). Only the final course average will be rounded off to the nearest whole number. Only the first decimal place (tenths column) will be rounded. For example, a final course average of 79.75 will be rounded up to 80.

Computer Use Policy
As a user of Franciscan Missionaries of Our Lady University computer facilities, each student agrees to abide by the following provisions:

- The student agrees to abide by any patent or copyright restrictions that may relate to the use of computer facilities, products, programs, or documentation. Students agree not to copy, disclose, modify, or transfer computer programs/applications that they did not create, without the expressed consent of the original author. The student agrees not to use any Franciscan Missionaries of Our Lady University equipment or software to violate the terms of any software License Agreement, or any applicable local, state, or federal laws. Students further agree not to tamper with or in any way modify the equipment to which they have access.

- Students agree not to use Franciscan Missionaries of Our Lady University equipment or software for any form of private financial gain.

- Students agree to carefully and responsibly use any computer devices made available to them, and to recognize that they assume full responsibility for any loss, damage, or destruction of such devices caused by their negligence, misuse, abuse, or carelessness. Any problems should be reported immediately to the Coordinator of Administrative and Academic Computing.

- Users are prohibited from installing, storing or using unlicensed software on Franciscan Missionaries of Our Lady University computers. Transmission of such software over either the Franciscan Missionaries of Our Lady University or OOLRMC network is prohibited.

- Students agree not to take any actions that constitute inappropriate behavior. The following list provides specific examples of inappropriate behavior, but is not intended to enumerate all possible instances:
  - Intentionally infecting the network server or other computers with a virus.
  - Sending harassing messages to other computer users either at Franciscan Missionaries of Our Lady University or through external networks.
  - Using inappropriate or abusive language to other users, students, faculty, or staff.
  - Engaging in any behavior that causes distractions to other users (e.g. radios, loud conversations, shouting, etc.)
  - Obtaining additional resources not authorized to individual user.
• Depriving other users of authorized resources.
• Acquiring access to unauthorized systems.
• Utilizing another user's account and password.
• Inappropriate usage of email or internet sites with Franciscan Missionaries of Our Lady University computers or external networks.

• If a student becomes aware of any attempt to violate any portion of agreement, he or she agrees to report the attempt to the Coordinator of Administrative and Academic Computing.
• Students understand that violation of this agreement will result in punitive action, according to the Student Code of Conduct process detailed in the Student Handbook.
• This agreement will remain in force as long as the student makes use of Franciscan Missionaries of Our Lady University computer facilities, equipment or services. The University may add rules, regulations, or guidelines relating to computer usage. Such additions will be posted on the Franciscan Missionaries of Our Lady University website and prominently on bulletin boards in the public computer use areas. Students’ computer usage is agreement to abide by all additional requirements. Should students have questions concerning additions they are to discuss their concerns with the Website Coordinator.
• By using the computer accounts, equipment or facilities provided to them, students acknowledge and agree with the policies and procedures hereof.

Computer Access
Each student must possess ready access to a computer with high-speed internet access. This is crucial for continuous communication and access to resource materials. This requirement is for the duration of the program. Students are required to maintain proper functioning of their computer, software and internet access.

Record Retention Policy
Student records are confidential and only those instructors whom are directly responsible for the student’s progress will have access to student files. All student records including admission applications, transcripts and evaluations are stored in a locked cabinet inside a locked room Access to and Review of Student Records policy is found in the Franciscan Missionaries of Our Lady University Academic Catalog.

Students with Disabilities
MHA applicants must disclose any physical or mental disabilities during the admissions process. Disabled students will be individually assessed for their ability to meet the requirements of the curriculum and MHA practice. To enter, remain, and progress in the program, all students must meet the core performance standards.

Administrative Policies
Emergency Closure Plan
The Emergency Closure Plan for Franciscan Missionaries of Our Lady University outlines the procedures to be followed in the event of class cancellation.
• Making the Decision - In the event of a situation that threatens the well being of students, faculty, staff, administration, or the community at large, all decisions shall be made with a priority for human safety. The President of the University or the appropriate administrative
officer will determine whether the situation requires that classes be canceled or that students, faculty and staff be dismissed. If external conditions are such that dismissal would threaten human safety, appropriate arrangements for human shelter will be implemented.

- **Communicating the Decision** - Following an administrative decision, the lines of communication as determined by the administrative and organizational chart will be followed to communicate that decision.

- **Residency rotations:** MHA students in residency rotations will be expected to perform their assigned resident schedules as determined by the Instructor.

**Non-Smoking Campus**
As of January 1, 2005, Franciscan Missionaries of Our Lady University is a smoke-free campus.

**Transfer Policy**
The program director and faculty members may consider transfer MHA students. Each case is treated individually and must meet the following criteria:

- The student must agree to confidential reporting of his/her academic and residency performance and any complications during the course of training at the prior MHA program.
- A letter of good standing from the Program Director of the prior institution
- A 3.0 or better GPA
- There must be available space in the MHA program
- All MHA courses must be taken at Franciscan Missionaries of Our Lady University and in the MHA Program
- Up to 6 hours may be transferred from another institution
- Additional credit hours may be credited at the discretion of the Program Director

**Transfer of Credit**
Transfer of credit must be approved by the Program Director. The procedure for transfer of credit is as follows:

- Submit a transfer of credit form available at the office of the Program Director
- Submit course descriptions and syllabi for the course to be transferred
- All information must be received at the Program Director’s office at least 1 month before student’s start date at the program.

**Communication**
Communication to MHA students is by various mechanisms:

- E-mail, Franciscan Missionaries of Our Lady University email only
- Website
- Telephone
- Moodle

Students are required to keep the Registrar informed of any changes in email address, home or cell numbers, and address. Students are responsible to check their email daily (except for those on authorized absence) for any communication or changes in policy or schedule.
Library and Library Commons
The Library is contained in a 2-building complex, the Main Library & Library Commons. The Library provides access to print, multimedia and online resources, interlibrary loan service, curriculum support and other specialized services. The Library Commons offers additional study space, gathering space, computers, printing, and A/V viewing room for students. For more information please call the Library at 225-768-1730 or email Library@ololcollege.edu or the Library Commons at 225-490-1657.

Textbooks
Students are required to purchase their own textbooks, e-books, or any other resource needed for each course. A list of required texts will be indicated on the course syllabus and in the online bookstore.

Parking and Transportation
- Students are required to provide their own transportation to and from class, community partners, and residencies.
- Students are required to comply with the parking rules of the University as well as the medical centers to which they are assigned.
- Students are required to register vehicles parked on campus with the Administrative and Support Services office. To register a vehicle, a student must present their registration receipt to the receptionist in the Administration Building.
- The parking tag is to be immediately hung on the rear view mirror.
- Students will be issued one (1) parking tag, and will be assessed a $5.00 fee for replacement.
- Parking for all students is restricted to the areas identified on the campus map.

Cars may be booted or towed if parked in restricted areas. The University is not responsible for damage caused by vehicles in the process of parking or driving on campus. All vehicles are operated or parked on the campus at the owner's risk. Should accidents or damage occur, the FRANCISCAN MISSIONARIES OF OUR LADY UNIVERSITY Security office must be notified and will assist the student in proper notification of local officials.

Dress Code
The guiding norms for campus dress are neatness, cleanliness, and good taste. Students are to be attired in appropriate street clothes at all times in the classrooms, University offices, and the clinical laboratory setting. Dresses, walking shorts, and neat jeans are acceptable. Shorts, tank shirts, and midriffs are not to be worn by male or female students.

MHA students in the clinical setting are to comply with the facility policies on dress code. Students are responsible to know the dress regulations for each facility and to follow them. The proper identification is to be visible at all times while in the clinical area.
Employment
The time commitment for the MHA program can be substantial and the student must be able to devote full time to the curriculum. Students are to have at least 8 hours of rest before each day at residency. These factors should be taken into account when scheduling outside work activities.

Evaluation
Evaluation Process
The evaluation process of the Franciscan Missionaries of Our Lady University MHA Program is designed to measure program effectiveness and to implement change as needed.

Student Evaluation of Instructors
Students will have the opportunity to evaluate their instructors each semester. Evaluations will be confidential and will be used by administration to improve the classroom and/or residency experience. These evaluations will be compiled and tabulated with the scores given to each instructor in an effort to continuously improve the effectiveness of the MHA program. Students are encouraged to reply in a constructive, professional manner with honesty and integrity.

Student Evaluation of the Residency Site
Students will be given confidential questionnaires at the end of their residency to identify the strengths and weaknesses of the sites affiliated with the MHA Program.

Student Evaluation of the Program
Students will be given confidential questionnaires each year to identify strengths and weaknesses in the MHA Program. Students are encouraged to reply in a constructive, professional manner with honesty and integrity. These evaluations will be reviewed by the directors of the Program. Significant weaknesses will be addressed through the appropriate committees.

Senior Exit Interviews
At the completion of the requirements for graduation, each student is given the opportunity to voice his/her opinions regarding the MHA Program with the use of a survey tool.

Alumni Evaluation of the MHA Program
Graduates of the Franciscan Missionaries of Our Lady University MHA Program will receive an evaluation form one year after graduation. This form is sent to the alumni to evaluate the effectiveness of their residency/didactic educational experience.
IV. PROGRAM SPECIFIC DISCIPLINARY POLICIES

Grounds for Disciplinary Action or Termination
MHA students may be subject to disciplinary action for violation of policies at any of the following locations, but not limited to: Franciscan Missionaries of Our Lady University, MHA Program, hospital, or residency.

The types of disciplinary action are as follows:
- **Administrative** – action taken for a violation not covered in didactic or residency policies
- **Academic** – action taken for a violation related to classroom work
- **Resident** – action taken for a violation related to resident work

Probation and Program Dismissal Policies:
A student, who fails a MHA course (grade of D, F, or Fail) or makes two (2) C’s in MHA courses or cumulative GPA becomes less than 3.0 even with one (1) C, will be placed on probation. A student who earns either a D, F or Fail grade must repeat the course(s). When the initial grade was D and/or F, Failure to earn a C or better could result in program dismissal. When the probation is due to 2 C’s, an additional C, D, F, or Fail grade will result in Program Dismissal regardless of Cumulative GPA status. Program dismissal related decisions are final and may not be appealed.

The student must have successful completion of the subsequent course(s) in order to progress in the program. If the student continues to be unsuccessful, dismissal would be at the discretion of the Program Director. Once a student is dismissed, there is no re-entry into the program. A student is allowed to progress in the MHA program provided competence is demonstrated in required major courses.

In order to achieve progression status and be in good academic standing, the student must:
- Maintain enrollment in the MHA curriculum; and
- Achieve a 3.0 Cumulative GPA in all courses in the curriculum completed to date.

**Administrative Probation**
Administrative probation is a period of investigation into violation of an administrative policy or policy other than academic or residency.

**Residency Probation**
A student may be placed on residency probation for failure to comply with the residency policies as outlined in the MHA Handbook, school policies, residency site policies and values of the Franciscan Missionaries of Our Lady University.

Examples of behaviors that warrant residency probation include, but are not limited to:
- Unsatisfactory performance as demonstrated by three residency unsatisfactory days
• Plagiarism of management plan
• Falsification of residency evaluations
• Failure to report an incident
• Falsification of information
• Medication error (selection/dosage/administration)
• Residency incompetence threatening safety
• Suspected violation of drug/alcohol policy
• Failure to notify supervisor of patient or equipment complication

Procedural Guidelines for Probation
In the event that a faculty member, residency preceptor, or instructor finds that a student’s residency behavior and/or performance warrants residency probation as outlined above, then a recommendation is made to the Program Director for residency probation. Students on probation will meet weekly with the faculty member or Program Director to discuss areas for improvement and to correct any deficiencies in order to be restored to non-probationary status. The probationary period is a time when the student is put on notice of endangerment of his/her status in the MHA Program. The student is to report to his/her residency assignment during the period. Failure to meet the requirements of resolution of residency probation may result in dismissal from the program. At any time during the probationary period, the student may be suspended or terminated for cause.

Procedure for Resolution of Residency Probation
At the conclusion of the probationary period, the instructor will recommend one of the following decisions:
• Removal of probationary status and return to full residency status
• Extension of the probationary period
• Termination from the program

The Program Director and instructor will meet with the student and provide written notice of the decision.

Residency Unsatisfactory Policy
Expectations Relating to Student Behavior in the Residency Setting:
Residency competency is the essential outcome of Franciscan Missionaries of Our Lady University MHA program. Graduates must meet the performance levels for the program’s terminal objectives. These skills are sequenced in the curriculum from simple to complex. Since residency performance is based on the knowledge gained in the didactic portion of the program successful completion of related class work is prerequisite for residency participation

A summary evaluation between the student and the Residency Director occurs at the completion of each Residency Practicum. This evaluation provides the student with a summative assessment on all applicable terminal performance objectives. A written summative evaluation is discussed with each student. Students are provided the opportunity to evaluate the effectiveness of the residency site as a learning experience as well as the residency preceptors. Student may access the Instructor or Program Director at any time with concerns about their residency performance.
Each student is expected to meet behavioral criteria outlined in the policies outlined in the MHA Handbook. A **residency unsatisfactory** will occur from any behavior that is not consistent with the course requirements, school policies, residency policies, and values of Franciscan Missionaries of Our Lady University. Unsatisfactory residency practice is evidenced by unprofessional or uncaring behavior and/or behavior which may jeopardize a patient’s physical and/or psychological safety.

Documentation of two (2) residency unsatisfactory behaviors during the MHA program is grounds for probation and/or dismissal from the program.

**Examples of Unsatisfactory Behaviors Include but are not Limited to:**

1. **Inability to maintain the behaviors identified:**
   - Failure to incorporate responsive behaviors in healthcare delivery.
   - Inappropriate behavior such as abusive language or disruptive behavior.

2. **Behavior inconsistent with course requirements:**
   - Failure to meet minimum criteria for performance
   - Incomplete or inadequate management planning
   - Failure to meet Dress Code (i.e. Lack of name badge or proper OR attire)

3. **Behavior inconsistent with residency policies:**
   - Failure to report on time
   - Prolonged lunch or breaks
   - Leaving the residency early without notifying the preceptor
   - Violation of institutional or departmental policies
   - Pattern of abusing leave (i.e. calling in before long weekends and holidays)

4. **Unprofessional behaviors**
   - Mistreatment of a patient, coworker, family members, community members and such
   - Failure to follow instructions or carry out assigned duties in residency area
   - Behavior inconsistent with the “Community Creed”
   - Behavior inconsistent with ACHE’s “Code of Ethics”

5. **Behaviors which may jeopardize safety**
   - Failure to notify supervisor of patient or equipment complication
   - Failure to notify preceptor and instructor of an incident

**Procedural Guidelines for Unsatisfactory Residency Behavior**

1. The student will be counseled by the residency instructor regarding the unsatisfactory residency behavior, and will notify the Instructor or Program Director.

2. The Residency Director or coordinator will complete the MHA Program Residency Unsatisfactory Form.
3. The student, Residency Director and Program Director will sign the form and it will be placed in the student’s file. Areas for improvement will be discussed with the student.

Appeal Policies

Academic Grievance Policy

An academic grievance refers to any student complaint relating to academic issues associated with course or classroom instruction with the exception of grade issues. Please refer to the Section 1.10.3 of the Student Handbook for more information.

Students who feel they have an academic grievance (non-grade related) should first discuss the problem with the faculty member involved. If, following the discussion with the faculty member, the situation is not satisfactorily resolved the student should discuss the grievance with:

Dr. Riaz Ferdaus
Chair of Health Administration
Suite 106C, Liberal Arts Building
5345 Brittany Drive, Baton Rouge, LA 70808
EMAIL: Riaz.Ferdaus@ololcollege.edu
(225) 490-1662 (O)

If the matter has not been resolved at that level, the student should take the issue to the School Dean. If discussion at the Dean’s level still leaves the issue unresolved, a written statement of the grievance to the appropriate Vice President will be required. Please refer to the Section 1.10.3 of the Student Handbook for more information.

Grade Appeal Policy

Our Lady of the Lake College recognizes that grades should represent a fair and equitable evaluation of how well students have achieved the expected learning outcomes of a course, an assignment, an exam, or an activity. Students have the right to know how their work in a course will be evaluated and how those evaluations will determine the course grade. The following information should be available to students in every course, from the first class day:

- In the department syllabus and/or instructor’s supplement to the department syllabus:
  - Explanation of how the final course grade will be determined
  - Due dates for any work that will be evaluated
  - Explanation of how and when graded work will be returned to students and how students can monitor their course performance
  - Guidelines for discussing a grade if the student thinks it is inaccurate
- In the department syllabus and/or as part of the assignment or activity that will be evaluated:
  - The criteria that will be used to evaluate the assigned work

Appeals of exam, assignment, or activity and final course grades must be made no later than one (1) week after the grade is posted on the course management system or returned to the student, unless the course syllabus stipulates different guidelines. In all cases, the appeal process must begin with a discussion of the grade between the student and the instructor. If the discussion does not resolve the issue, the student may continue the appeal process. For further details,
contact the department chair listed on this syllabus or access a copy of the policy and form on the
OLOL College Student Portal.

V. DISTANCE EDUCATION POLICIES

University-level distance education policies apply to MHA program.