

Western University of Health Sciences

College of Health Sciences

**Master of Healthcare Administration (MHA)
2026/2027 Catalog**

Conditions of Accuracy

The information within is accurate at the time of publication and reflects standard operating conditions for the academic year. Students are responsible for informing themselves of and satisfactorily meeting all requirements pertinent to their relationship with the University. Students and others who use this catalog should be aware that the information changes from time to time at the sole discretion of Western University of Health Sciences (WesternU) and that these changes might alter information contained in this publication. More current and complete information may be obtained in the appropriate department, school, or administrative offices. Some changes can also be found on the Western University of Health Sciences website. Western University of Health Sciences reserves the right at any time, without advance notice, to change any part of the catalog; no vested rights shall run or be created by the catalog, including the right to notice of any modification, novation, amendment, supplementation, or other change of any term, provision, or content of the catalog; such right of Western University of Health Sciences to enact changes shall include but not be limited to (a) attendance or curriculum requirements; (b) changes to tuition and fees; (c) changes in the academic calendar; (d) changes in admission and registration requirements; (e) changes in the regulations and requirements governing instruction in and graduation from Western University of Health Sciences; (f) changes of instructors and faculty; (g) changes of rules and regulations governing the students and student body organizations; (h) changes of on-campus facilities; (i) changes of extra-curricular student activities, programs, and offerings; (j) conduct or academic standing; and (k) changes of any other program or regulation affecting students or other interested parties. Western University of Health Sciences further reserves the right to make such changes should economic conditions, health conditions, changes in law, government orders, or a local, state, or national emergency make it necessary to do so. Such changes may supplement and supersede any inconsistent provisions found in this Catalog, and will be published using typical communication channels, including mail, email, publication to the university web site, press releases, and other channels as deemed appropriate. This catalog does not constitute a contract, or terms or conditions of contract between the student, staff, and/or faculty and Western University of Health Sciences.

Text for the catalog was prepared as of June 1, 2026. The information herein applies to the academic year 2026/2027.

Table of Contents

Conditions of Accuracy	2
College of Health Sciences	7
Mission.....	7
Goals	7
Master of Healthcare Administration Program.....	8
Accreditation.....	8
Complaints Regarding WASC Accreditation Standards.....	8
General Information	8
Mission Statement	8
Vision Statement.....	8
About the Program	9
Program Values.....	9
Goals and Objectives.....	10
Notice of Non-Discrimination and Equal Opportunity.....	10
Personal Competencies for Admission and Matriculation	12
Observation.....	12
Communication.....	12
Motor	12
Intellectual, Conceptual, Integrative, and Quantitative Abilities.....	13
Behavioral and Social Abilities.....	13
Ethical Standards.....	13
Admissions Policies and Procedures	14
Reasonable Accommodations During the Admissions Process	14
Application Requirements	14
Application Procedures and Deadlines	15
International Applicants.....	16
Out of State Applicants	16
Transfer of Credits.....	16
Transferability of Courses Taken at WesternU	18

Student Release of Information	18
Readmission	18
Non-Commissioned Officers	18
Registration.....	19
Registration Late Fee Appeals.....	19
Student Health Insurance Requirement	19
Continuous Registration	19
New Student Orientation	19
Pre-Program Orientation Modules	19
Course Cancellations.....	20
Student Initiated Changes in Enrollment Status.....	20
Course Load.....	21
Full-Time/Half-Time Status	21
Time Limits	21
Tuition and Fees	22
Institutional Fees.....	22
Non-institutional Fees.....	22
Computer-Related Costs	22
Conference and Onsite Intensives-Related Costs	22
Professional Development.....	24
Field Service	24
MHA Electronic Student Center.....	24
Student Government Association	24
Professional Organizations and Outreach.....	24
Confidentiality of Medical Record and Health History Information	25
General Academic Policies and Procedures.....	26
Academic Advisement.....	26
Attendance and Absences from Curricular Activities	26
Requesting Religious Accommodation	28
Student Rights and Responsibilities	29

Student Behavior During Examinations	29
Online Synchronous Course Policies and Procedures (Zoom or MS Teams)	29
Online Synchronous Exam Protocol via Zoom or MS Teams	30
Communication.....	32
Protocol for Input on Matters of Student Concern.....	32
Tutorial Assistance Program	33
Student Injuries and Illnesses in Non-Clinical Settings	33
Drugs and Alcohol on Campus Policy.....	33
Student Disability Accommodation Process	33
Videotaping, Audiotaping, Still Photography and Digitized Note Taking in Laboratories and Lecture Halls, or Associated Academic Activities.....	35
Service Animals on Campus	35
Standards of Academic Integrity, Professionalism and Student Conduct (“Standards of Student Conduct”).....	36
Professionalism Concerns and Non-Disciplinary Interventions.....	36
Reporting Violations to the Office of Student Conduct and Professionalism.....	36
CHS-Student Performance Committee (SPC).....	37
Evaluation of Student Academic Performance – SPC Procedures.....	38
Criteria / Triggering events for CHS SPC referral:	38
Appeals Procedures	38
Standards of Academic Progress.....	39
Academic Standing.....	39
Reasonable Academic Progress.....	39
Graduation	39
Adverse Actions	40
Evaluation and Grading.....	45
Grading Scale	45
Audit.....	45
Missing Grades.....	46
Incomplete Grades.....	46
Appealing a Course Grade.....	46

Credit Hour Calculation 47

Curriculum Organization 48

 Overview 48

Course Descriptions 49

Honors and Awards..... 52

Academic Calendar 53

College of Health Sciences

The College catalog serves as a supplement to the University catalog. The College faculty, staff, and students must abide by the content of the University catalog in addition to the College catalog. The 2026-2027 catalogs supersede previous versions, and all students are held responsible for the information contained in both the University and the College 2026-2027 catalogs.

Mission

To achieve an optimal community of educators and health professionals, WesternU College of Health Sciences provides an environment that stimulates and produces grounded and empowered changemakers, to serve the health demands of a diverse population, while collaborating inter-professionally, engaging in best practices, and accurately disseminating healthcare information. Our educators and health professionals listen, refine, and innovate to the changing needs of both our students and the community.

Goals

1. To educate an allied health workforce that helps to meet the healthcare and educational needs of the State of California and the west.
2. To achieve an environment and culture that supports all members of the College.
3. To ensure an environment and culture that empower all persons in the College to maximize their potential as contributing members in the education of students, in research and clinical activities, and in service to the community.

Master of Healthcare Administration Program

Department of Health Sciences

Accreditation

Western University of Health Sciences is accredited by the WASC Senior College and University Commission (WSCUC). WSCUC's statement of accreditation status can be found at <https://www.wscuc.org/institutions/western-university-of-health-sciences/>. You may contact WSCUC at 985 Atlantic Avenue, Suite 100, Alameda, CA 94501. Phone: (310) 748-9001, Fax: (310) 748-9797, or by visiting <https://www.wscuc.org/contact/>. WSCUC is a non-profit organization that evaluates the quality and educational effectiveness of schools, colleges, and universities. WSCUC is one of six regional accreditation agencies in the United States. While it is not officially regulated by the government, it is regularly reviewed by the US Department of Education and the Council for Higher Education Accreditation. The Master of Healthcare Administration (MHA) degree in the College of Health Sciences was approved in November 2025.

The Commission on Accreditation of Healthcare Management Education (CAHME) sets the gold standard for students and employers in healthcare management education. The Program will be submitting for CAHME candidacy status after matriculating its first cohort. You may contact CAHME at P.O. Box 911, Spring House, PA, 19477. Phone: (301) 298-1820 or by visiting <https://www.cahme.org>

Complaints Regarding WASC Accreditation Standards

Western University of Health Sciences is committed to meeting and exceeding the standards for accreditation of colleges and universities as described by the Accrediting Commission for WASC Senior College & University Commission (WSCUC). It is the policy of Western University of Health Sciences that a student, employee, or other constituent of the University that believes that the University may not be in compliance with the standards of accreditation has a right to file a complaint. The complaint submission process can be accessed through the following link:

<https://www.wscuc.org/resources/comments/>.

General Information

Mission Statement

The Department of Health Sciences supports the University's mission by preparing graduates for leadership roles within the healthcare sector. The Master of Healthcare Administration (MHA) Program will produce, in a humanistic tradition, healthcare professionals who excel in leadership positions by providing a high-quality, innovative educational experience tailored for early and mid-career professionals. Designed to support career growth and leadership development, the MHA Program equips healthcare professionals with the skills and knowledge needed to excel in leadership positions and advance within their organizations.

Vision Statement

The MHA Program envisions a dedicated workforce of executive healthcare industry leaders committed to the equitable delivery of healthcare in communities across the country and around the world.

About the Program

The MHA is a 46-unit degree program that may be completed in one- or two-years' time. The traditional track is scheduled for completion in six semesters (two academic years) and the accelerated track is scheduled for completion in three semesters (one academic year). Eight units of graduate level coursework taken at another regionally accredited institution may be submitted for transfer credit, as more specifically set out in the Transfer of Credits section below.

Students are required to participate in orientation. During orientation, the graduate students are introduced to online learning, College of Health Sciences (CHS) and Program policies, expectations, and resources.

Program Values

WesternU has prepared healthcare professionals for long-term career success for over 45 years. In today's fast-paced world, it is essential that we aim to deliver equitable high-quality healthcare. We have been serving Pomona, CA and Lebanon, OR and surrounding communities by adhering to humanistic values that allow our graduates to treat patients as unique individuals. MHA faculty model the following eight values for their students. The values are embedded throughout all aspects of the Program (Table 1).

Table 1: MHA Guiding Programmatic Values and Descriptions

Values	Description
1. Lifelong Learning (V1):	Recognize and build upon existing strengths to adapt to new challenges, deepen skills and knowledge, and remain relevant. It supports personal growth and enriches life by nurturing curiosity, critical thinking, and ongoing intellectual engagement.
2. Leadership (V2):	Inspire and guide others towards a common goal. It requires setting a positive example, demonstrating integrity, and having the ability to make tough decisions while considering the needs and perspectives of others.
3. Entrepreneurship (V3):	Identify new opportunities, take calculated risks, and innovate to improve outcomes and organizational performance. It requires a mindset of creativity, adaptability, and resourcefulness to navigate the complex and ever-changing healthcare landscape.
4. Ethics and Integrity (V4):	Uphold high standards of moral and professional conduct, respect the rights and dignity of people, and ensure transparency in decision-making processes. It requires a commitment to honesty, accountability, and fairness, and a willingness to prioritize the well-being of patients and the public above personal or organizational interests.
5. Social Responsibility (V5):	Recognize and respect patients' backgrounds, beliefs, and values, and provide care that responds to their lived experiences. It reflects a commitment to act with accountability and stewardship to strengthen the wellbeing of individuals, systems, and communities. Through effective communication, humanism, and compassion, this approach fosters meaningful engagement with patients and staff, improving patient outcomes and staff satisfaction.

6. Fiscal Responsibility (V6):	Provide high-quality services while remaining financially sustainable. By practicing fiscal responsibility, healthcare administrators can make informed decisions about resource allocation, budgeting, and financial management, ultimately leading to improved healthcare outcomes for patients.
7. Humanitarian Spirit (V7):	Promote empathy, compassion, and a person-centered commitment to human dignity, patient well-being, and equitable access to healthcare for all. It emphasizes solidarity in times of suffering and ethical action through service to address harm and respond to local and global needs.
8. Professionalism (V8):	Fosters discipline, ethical conduct, and accountability. It enables administrators to maintain high standards of patient care delivery, adhere to legal and regulatory requirements, and promote trust and credibility among stakeholders.

Goals and Objectives

Students receiving a Master of Healthcare Administration (MHA) from WesternU will be able to:

1. Demonstrate mastery of the theoretical, conceptual, and technical knowledge of the U.S. healthcare system (V1).
2. Understand the role, importance, and implications of social, structural, and political determinants of health in the U.S. Healthcare system (V4, V7).
3. Effectively communicate and develop interpersonal relationships that inspire and guide others (V2).
4. Effectively develop and apply strategies and policies for inter-, intra-, and multiprofessional healthcare teams (V2, V5, V8).
5. Problem-solve by identifying new opportunities, taking calculated risks, and innovating to improve outcomes and organizational performance (V3).
6. Uphold high standards of moral and professional conduct (V4).
7. Embrace fairness, justice, humanism and compassion by practicing cultural sensitivity within healthcare administration (V5).
8. Develop strategic plans to practice fiscally responsible principles within their future organizations (V6).
9. Promote empathy, compassion, and person-centered approaches to prioritize patient welfare and access to healthcare services (V7).
10. Foster discipline, ethical conduct, and accountability to assume healthcare leadership positions in healthcare organizations (V8).

Notice of Non-Discrimination and Equal Opportunity

In accordance with all applicable federal, state, and local laws, Western University of Health Sciences (WesternU) is committed to ensuring a campus community free from unlawful discrimination. WesternU strictly prohibits unlawful discrimination in all its programs, activities, admissions, and employment. WesternU prohibits discrimination based on the following characteristics:

- Race (including traits associated with race, such as hair texture and protective hairstyles)
- Ethnicity, Color, and National Origin
- Immigration Status and Ancestry
- Sex, Gender, Gender Identity, and Gender Expression

- Sexual Orientation
- Physical or Mental Disability
- Age
- Religion (including religious dress and grooming practices)
- Medical Condition and Genetic Information
- Marital Status
- Pregnancy (including childbirth, breastfeeding, or related medical conditions)
- Military or Veteran Status
- Perceived Characteristics - Discrimination is prohibited if an individual is perceived to have any of the above characteristics.
- Association with Protected Groups – Discrimination based on association with a person or group with one or more protected characteristics is also prohibited.
- Other Legally Protected Classes – WesternU complies with all federal, state, and local laws, regulations, and ordinances regarding discrimination.

WesternU has designated the Associate Vice President for the [Office of Title IX and Equal Opportunity Compliance Initiatives \(OTIXEO\)](#) to coordinate WesternU’s compliance with federal and state civil rights laws regarding protected characteristics. Inquiries about WesternU’s prohibitions against discrimination, harassment, and retaliation can be directed to Associate Vice President (AVP) for the Office of Title IX and Equal Opportunity Compliance Initiatives (OTIXEO) or to the U.S. Department of Education, Office for Civil Rights.

Personal Competencies for Admission and Matriculation

A candidate for admission to the MHA degree program in the Department of Health Sciences must possess, or be able to achieve, through reasonable accommodation(s), certain sensory and motor functions, that would enable the individual to carry out the activities described in the sections that follow. Upon matriculation to the program, the student must continue to possess, or be able to achieve through a reasonable accommodation, the personal competencies outlined below through their progression through the degree program. Graduates of the program are expected to pursue leadership and administrative roles across a wide range of healthcare settings. Therefore, they must possess the intellectual ability to learn, integrate, analyze, and synthesize numerical, visual, and textual information. Graduates must be able to effectively communicate this information.

A candidate for the degree program in the Department of Health Sciences ordinarily must have abilities and skills of six general varieties, including but are not limited to: (1) observation; (2) communication; (3) motor; (4) intellectual, conceptual, integrative, and quantitative; (5) behavioral and social and (6) ethical standards.

For candidates or students who require a reasonable accommodation to meet the competencies outlined below, please contact the Harris Family Center for Disability and Health Policy (^{HF}CDHP) at [Disability Accommodations \(e-mail\)](#) or (909) 469-5441 or visit the [^{HF}CDHP web site](#). Accommodations must be approved by ^{HF}CDHP and are not provided retroactively (if approved after the start of the program/semester). Reasonable accommodation is determined on an individualized basis and may not result in an undue administrative or financial burden. A fundamental alteration of a course or program is not considered a reasonable accommodation.

Under all circumstances, a candidate or student should be able to perform the following in a reasonably independent manner, with or without a reasonable accommodation:

Observation

Candidates and students must have sufficient vision to be able to observe demonstrations and presentations by faculty and other students.

Communication

Candidates and students must be able to communicate effectively and sensitively in English with patients, families, faculty, staff, peers, and other healthcare professionals. This includes being able to read, comprehend, and synthesize written material and express ideas clearly and audibly in English in both oral and written forms.

Motor

Candidates and students must have sufficient motor function, or reasonable accommodations to enable them to operate commonly used educational equipment (including, but not limited to, computers, videotape players, overhead projectors), design, and produce educational materials. These activities require coordination of both gross and fine muscular movements, equilibrium, and functional use of the senses of touch or vision with or without reasonable accommodations.

Intellectual, Conceptual, Integrative, and Quantitative Abilities

Candidates and students must demonstrate problem-solving skills, which include measurement, calculation, reasoning, analysis, and synthesis. Instructional design and preparation of a Capstone/Thesis or special project require all of these intellectual abilities.

Behavioral and Social Abilities

Candidates and students must possess the emotional health required for full utilization of the intellectual abilities, the exercise of good judgment, the prompt completions of all responsibility's attendant to an instructor in an educational setting, and the development of mature, sensitive, and effective relationships with students and colleagues. Candidates and students must be able to adapt to changing environments, and display flexibility in dealing with others at various educational levels in health professions and community settings. Compassion, integrity, concerns for others, interpersonal skills, interest, motivation, and professionalism are all personal qualities to be assessed during the admissions and educational processes.

Ethical Standards

Candidates and students must demonstrate the ability to reason morally in a professional and ethical manner with clients, communities, and other health care workers, as well as with faculty and peers.

Admissions Policies and Procedures

Prospective students may apply for admission to the traditional track in the Fall, Spring, and Summer semesters, and to the accelerated track in the Fall and Spring semesters. Admission to the Healthcare Administration program is on a competitive basis and is committed to admitting competitive, qualified individuals.

Reasonable Accommodations During the Admissions Process

Candidates seeking accommodations during the admissions process, including Interview Day, must contact the Office of Admissions with sufficient advance notice for HFCDHP to evaluate the request and arrange any approved accommodations. Certain accommodations, however, require scheduling through external vendors and cannot be arranged on short notice or the day of the event. Requests submitted without sufficient advance notice may limit WesternU's ability to provide some accommodations for that activity; although HFCDHP and Admissions will continue to explore reasonable alternatives whenever possible. The Office of Admissions coordinates accommodation requests with HFCDHP. Admissions does not evaluate disability status or review medical documentation; its role is limited to referring applicants to HFCDHP and implementing HFCDHP approved accommodations for specific admissions activities. All requests for accommodations will be handled in a manner that is consistent with the university's policies and in full compliance with the ADA, ADAAA, Section 504 of the Rehabilitation Act, and applicable state laws. For additional information regarding HFCDHP's registration process, please refer to <https://www.westernu.edu/cdhp/registration-process/>, or review the *Student Disability Accommodation Process* section.

Application Requirements

- **Resume/CV**
- **Official Transcripts**
- **A bachelor's degree** from a regionally accredited or in the process of becoming a regionally accredited four-year college or university with a cumulative GPA of 3.0 or higher (on a 4-point scale) is preferred.
 - In the absence of a bachelor's degree, 90 semester or 135 quarter units from a regionally accredited US institution or its equivalent abroad. Thirty units must be upper-division.
- **Letters of Recommendation**
 - 2 letters of recommendation from professional or academic references. An MOI letter will not be accepted in place of standardized tests.
 - Methods of submitting letters of recommendation:
 - **Electronic:** Letters can be electronically submitted by the recommender to the application service. The letter must be typed on official letterhead and signed.
 - **Paper:** Letters must be typed on official letterhead and signed by the recommender. Letter should be mailed in a sealed envelope that is signed over the seal by the recommender. Letters can be mailed to: WesternU, Attention: Admissions Operations, 309 E. 2nd St, Pomona, CA 91766
 - **Email:** Letters may be attached to an email sent directly from the recommender, but the letter must be typed on official letterhead and signed. The recommender's email address must be a business or school email address. Emailed letters should be submitted to AO@westernu.edu.

- **Test of English as a Foreign Language (TOEFL) – If Required**
 - The TOEFL is required for all applicants submitting coursework from foreign schools
 - Applicants who did not earn a degree from a regionally accredited U.S. postsecondary institution or from a postsecondary institution recognized by the Ministry of Education in an English-speaking country must submit an official Test of English as Foreign Language (TOEFL) or International English Language Testing System (IELTS) score report. A minimum score of 600 on the paper test, 250 on the computerized test, or 105 on the Internet-based test is required. WesternU must receive scores directly from Education Testing Service (ETS)
 - TOEFL scores are valid for two years.
 - Exceptions:
 - The TOEFL exam will be waived for permanent and temporary residents of the United States who have completed at least six semester units, with a C or better, of College English/English Composition from an accredited institution in the United States. May not be an English as a Second Language (ESL) courses.
 - English courses taken from foreign countries whose native language is English will be accepted (e.g., Canada, Australia, Great Britain, New Zealand and the British West Indies)
 - We do not accept TOEFL's "The Best" score. We only accept the Internet-Based test submitted at the time of application. If you retake the test prior to the to the deadline, we will accept the test that has been most recently submitted.
 - TOEFL exam **must** be taken by the application deadline. Official scores must be received before your application will be considered.
- **Other Documentation**
 - Certification programs and or trainings, if listed on application, will require official documentation from the institution or training company. Include programs for which an official document can be provided.

Application Procedures and Deadlines

Students are advised to submit application materials as early as possible prior to the semester during which they wish to begin their program of studies. Upon receipt of all application materials, the file is transferred to the Department of Health Sciences for review by the faculty. The Faculty Admissions Committee will conduct interviews and complete the assessment of the application file. Applications become available per the schedule on the website. *The deadline for the receipt of application materials is no later than 60 days prior to the first day of classes.* Decisions regarding the admission of applicants are final and not subject to appeal.

To request an informational brochure, contact the admissions office at:

Office of Admissions
Western University of Health Sciences

309 E. 2nd Street
Pomona, CA 91766 (909) 469-5336
[Prospective New Student Application Website](#)

International Applicants

The MHA program is able to admit international students; For more information, please visit the [Office of International Students and Scholars](#) web site. The MHA program is welcomes all eligible prospective students to apply. However, the program is NOT able to sponsor F-1 visas. To successfully earn the MHA degree, all programmatic requirements must be met, which includes in part attendance to the following mandatory in-person events:

- Multi-day onsite intensives (HA 5107)
- ACHE Congress, typically held in March (HA 5109)
- Commencement held during the end of the Spring semester

For more information, please visit the Western University of Health Sciences International Programs website at <https://www.westernu.edu/international>.

International applicants who are not U.S. citizens and who are living in the U.S. should be prepared to provide proof of legal U.S. residency at the time of interview. Proof of legal U.S. residency is required prior to any offer of acceptance. The MHA program cannot sponsor international applicants who require an F-1 student visa to study in the U.S.

Out of State Applicants

Federal and state laws require that colleges and universities obtain authorization to offer online degree or certificate programs in any state where their students reside. All applicants residing outside the state of California or Oregon are strongly encouraged to contact the State Authorization Associate at (909) 469-7013 or via email stateauthorizations@westernu.edu prior to applying.

In-state applicants who are contemplating moving to another state at some time during the completion of the program should also contact the State Authorization Associate to obtain the most updated list of acceptable states [State Authorizations | Office of the Provost](#).

Transfer of Credits

The maximum number of graduate level credit hours that may be transferred from another regionally accredited institution is eight (8) semester credit hours. Only graduate credit relevant to the Master of Healthcare Administration degree at Western University of Health Sciences, which has been completed within the last five years, may be applied toward completion of the Master of Healthcare Administration degree. To be considered for transfer credit, the course must have been taken after the award of a bachelor's degree and be eligible for graduate studies credit at the issuing institution. The student must have received a grade of 'B' or above in the course. An official transcript and a course description must be submitted to the Chair of the Department of Health Sciences for consideration by the faculty. The Department of Health Sciences faculty will determine whether courses undertaken at other institutions qualify for transfer. No transfer credit will be given for the following courses:

- IPE 5992 – Interprofessional Leadership Roundtable
- IPE 5994 – Interprofessional Leadership Immersion
- HA 5107 – Organizational and Healthcare Leadership
- HA 5109 – Competencies for Healthcare Executives

Procedure for Transfer Credit: Any student who wishes to receive transfer credit must submit a written formal request to the Health Sciences Department Program Manager at least thirty (30 days) prior to matriculating in the program and include the following:

1. Their intent to transfer course credit, and;
2. Documentation, including course description, course outlines, course syllabus, completed work, transcripts, military transcripts, and the like to demonstrate course equivalency. Military transcripts in accordance with the American Council Education (ACE) guidelines shall contain the following information:
 - a. Personal service member data
 - b. Military course completions – with full descriptions and credit recommendations
 - c. Military occupations – full descriptions, skill levels, and credit recommendations
 - d. College-level test scores

It is the student’s responsibility to provide sufficient documentation to demonstrate equivalency to WesternU coursework. Upon receipt of the student’s intent to use transfer credit and the written document of course equivalency, the Program Manager will submit the written document of the Program Director, and faculty member teaching the WesternU course that is being reviewed for consideration of credit transfer approval. The faculty member will review the documentation and issue a recommendation to allow or deny the transfer to the Program Director at least ten (10) days prior to the date of registration. No tuition fees are paid for transfer credits, and the course(s) do not count in the computation of the GPA.

Partial Course Waiver Policy (Prior Learning Assessment): A student may request exemption from a specific MHA course requirement (assignment, field service hours, or partial course credit requirement) due to prior similar coursework including prior military education and experience. The MHA program recognizes that our healthcare administration students come into the college with previous academic experience, military education, and experience or related degrees and that not all courses meet the full transfer requirements. Therefore, a student may choose to “challenge” a portion of the course or request to have a portion of the hours waived.

Requests for waivers must meet the same standards and follow the same required procedure as listed in the Course Transfer Policy.

Appealing Course Transfer or Waiver Decisions: Students have a right to appeal the faculty member’s recommendation to deny a course transfer or waiver. Such appeals will be forwarded to the Dean of the CHS, or Dean’s designee, who has the final authority in the waiver determination. The Registrar will be informed of the final determination of the course transfer request. Decisions related to Course Transfer or Waiver Decisions are not appealable to the Provost (See University Catalog, Student Appeal Process).

Transferability of Courses Taken at WesternU

Whether WesternU course credits transfer to another institution is at the complete discretion of the institution to which you may seek to transfer. Acceptance of the degree or certificate you earn at WesternU is also at the complete discretion of the institution to which you may seek to transfer. Further information regarding the transferability of courses taken at WesternU can be found in the University catalog.

Student Release of Information

All entering students must sign a release of information form authorizing the College of Health Sciences to release the student's social security number, health and immunization status, and health insurance coverage to an authorized site for the student's field experience entering a partnership with the College. Students are solely responsible for completing and bearing all costs associated with site-specific compliance requirements. Failure to meet required compliance measures—including but not limited to fingerprinting, background checks, or drug testing—may result in delayed placement, reassignment, or inability to participate in the field experience. Although the program may, at its discretion, make one additional attempt to identify an alternative placement, alternative placement is not guaranteed.

Successful completion of the field experience is a required component of the degree program and a condition of graduation. Inability to secure or complete an approved field experience due to non-compliance with site requirements may prevent degree completion.

In addition, some field experience sites may require additional compliance measures, which may include fingerprinting, background checks, and/or drug testing, as a condition of site access or placement. For example, fingerprinting is required for placements at government and military health facilities that serve clients eighteen (18) years of age or younger.

Readmission

Graduate students who have not been enrolled for more than one calendar year must submit a new application form and fee. The application will be assessed according to the current admissions policies, and students will be required to fulfill program requirements in place at the time of readmission.

Non-Commissioned Officers

The MHA Program offers transfer credit or military credit to non-commissioned officers (NCOs) based on their training, experience, and prior coursework on a case-by-case basis. The admissions committee will evaluate academic rigor with recognition of real-world expertise. The committee follows the American Council on Education (ACE) and the Joint Services Transcript (JST) credit recommendations for military courses and NCO training. If an NCO has taken courses at military-affiliated institutions (e.g., Defense Acquisition University, Community College of the Airforce), these will also be reviewed for credit equivalency. In cases where applicable credit equivalency is unclear, the admissions committee may request additional information be submitted that demonstrates competencies gained through leadership, logistics, medical training, or other relevant experience. The committee may also recommend granting experiential learning credit for documented leadership roles. Requests must meet the same standards and follow the same required procedure as listed in the Course Transfer Policy.

Registration

All WesternU students are required to register by the registration deadlines specified by the University Registrar. Registration dates are posted at the [Registrar's Office](#) website. Failure to register by the deadline may be grounds for administrative withdrawal. All students registering after the posted deadline will be assessed a \$30.00 per business day late fee.

Full tuition and fees and all prior debts must be paid in full on or by posted deadlines each academic year. Matriculation is subject to the satisfactory completion of all academic requirements and payment of all outstanding debts to the University. The receipt of a final transcript(s) from all colleges/universities attended and a physical examination with documentation of required immunizations (if applicable) prior to registration are additional requirements for incoming students.

Registration Late Fee Appeals

If you are assessed late fees for a registration period, you may submit an appeal to the Registrar. For additional information on the appeal process, please visit the Office of the Registrar website section: [Appealing Registration Late Fees](#).

Student Health Insurance Requirement

Half-time WesternU students, those enrolled in programs where the entire curriculum is delivered online, and students only enrolled in Capstone/Thesis/dissertation continuous registration courses are exempt from the University's comprehensive health insurance requirement. However, all WesternU students may enroll in the student health insurance plan, regardless of their exemption status. For additional information, please see 'Student Health Insurance Requirement' in the University Catalog, General Academic Policies and Procedures section. Additional information about student health insurance requirements may be found in the University Catalog.

Continuous Registration

Students are required to maintain continuous registration until all requirements for the degree have been met. Students not enrolled in coursework during the Fall, Spring or Summer semesters are required to complete Continuous Registration and pay an administrative fee of \$50.00. However, students under continuous registration are not permitted to use University resources. Students are only allowed to enroll in a maximum of two (2) continuous registration. Students are responsible for contacting the Office of Financial Aid to verify the minimum enrollment required by their funding source.

New Student Orientation

Participation in all New Student Orientation activities is mandatory for all incoming first-year students. Failure to participate in any required part of New Student Orientation without prior approval from the Health Sciences Department Chair may result in the rescindment of the offer of acceptance.

The orientation introduces graduate students to online learning, as well as CHS and program policies, expectations, and resources.

Pre-Program Orientation Modules

All students entering the Master of Healthcare Administration program are required to complete the asynchronous/online orientation modules via the program's learning management system. Students must

accept their seat offer and pay the admission deposit before completing the modules. Students will have 4 to 5 weeks to complete the modules before the start of the semester they are matriculating into. Completion of the modules is required to register for the first semester of the first year. Students will work through self-paced, asynchronous modules which will provide orientation to the resources and skills needed to successfully navigate through the students' academic program. There is no tuition cost charged for this component of the program and no letter or pass/no pass grade is given for this course. Successful completion of this component requires the completion of all modules and associated knowledge checks, which can be taken as many times as needed to pass. Students will be provided with information on how to access the orientation modules via email from university administration.

Course Cancellations

The Department reserves the right to cancel a course due to insufficient enrollment (less than 3 students) so long as to do so would not impede a students' ability to complete the program in a timely manner.

Student Initiated Changes in Enrollment Status

Students may request changes to their enrollment status by working with the MHA Program administration and submitting the required documentation. All add, drop, or withdrawal requests must follow established deadlines and university procedures.

Add/Drop and Withdrawal from Courses

Students may voluntarily drop a class by working with the MHA program administration and completing the necessary paperwork. Course drops are processed as follows:

0-20% of Course Completed (Based on Course Start/End Dates)	Course is removed from student's registration and will not appear on student's academic transcript.
20-99% of Course Completed (Based on Course Start/End Dates)	Course is assigned a grade of 'W' to indicate the student withdrew from the course. 'W' grades will appear on the student's academic transcript but will not be included in the student's GPA calculation.
100% of Course Completed (Based on Course Start/End Dates)	Course is assigned the grade earned.

It is the policy of the WesternU College of Health Sciences (CHS), Department of Health Sciences that in order to drop a class for which the student has previously registered, the student must submit a Change of Registration/Add-Drop form on-line or to the Department of Health Sciences, no later than the end of the third week of classes of each semester.

Adding a Course

In order to add a course, the student must attend the first class at the beginning of the semester and obtain the permission of the course instructor. The faculty reserves the right to refuse the addition of a course in the event that the course is full or if the student has not been attending class. Students adding a course must submit a Change of Registration/Add-Drop Form on-line or to the Department of Health Sciences no later than the end of the first week of class.

Course Withdrawal

Withdrawal from a course (not the program) requires completion and submission of the appropriate withdrawal form. Please note that this will not result in an "incomplete" (I) grade. Withdrawal from a course after the third week of classes will result in a "W" being placed on the transcript. Students who neglect to complete the withdrawal form will receive a grade of "U" for the course.

Voluntary Leave of Absence

A student may request a Voluntary Leave of Absence (LOA) with the occurrence of a medical emergency or illness, personal issues, financial hardship, military service, or pursuit of academic research opportunity. For additional information on requesting a Voluntary Leave of Absence, please see 'Student Initiated Changes in Enrollment Status' in the University Catalog, General Academic Policies and Procedures section.

Voluntary Withdrawal

A student may request to fully separate from WesternU at any time by submitting a Voluntary Withdrawal form. Students interested in initiating the Voluntary Withdrawal process must begin by contacting their College Dean, or designee. The College will submit the signed Voluntary Withdrawal form to the Registrar's Office for processing and distribution. Please note that once processed, WesternU email address, MyPortal access, and all other online services are inactivated immediately following withdrawal from the University. For additional information on the Voluntary Withdrawal process, please see 'Student Initiated Changes in Enrollment Status' in the University Catalog, General Academic Policies and Procedures section.

Course Load

Students in the Master of Healthcare Administration program are responsible for contacting the Office of Financial Aid to determine full-time equivalent enrollment requirements for their funding source. Due to the rigor of graduate work, all students are encouraged to seek advice from the faculty in completing their degree plan.

Full-Time/Half-Time Status

Students enrolled in at least 8.00 or more credit hours of MHA coursework are considered full-time. Students enrolled in 4.00 credit hours are considered half-time. Exceptions to the credit hour benchmarks include students nearing degree completion for whom limited credit hours are available/remain to be accomplished.

Time Limits

All requirements for the degree must be completed in two (2) academic years. In the event of extenuating circumstances, students may take as much as three (3) years from the date of initial matriculation to complete the MHA degree. Extensions of this time limit may be granted through petition to the Department. All students must complete the MHA degree requirements in the calendar year in which they participate in commencement exercises. Failure to do so may result a referral to Student Performance Committee and may result in an administrative withdrawal from the program.

Tuition and Fees

By action of the Board of Trustees, MHA tuition and fees for the 2026/2027 academic year (subject to change) are as follows:

Institutional Fees

\$945.00	Tuition, per credit hour
\$20.00	Student Body Fee
\$500.00	Technology Fee (All Students)
\$475.00	Graduation Fee

Non-institutional Fees

\$50.00	Application Fee
\$13.00	Name badge
\$500.00 - \$800.00	Course materials, computer software, required texts
\$50.00	Continuous Registration Fee
\$500.00	Online Curriculum Support Fee
\$500 - \$1,000	On-site Intensives Travel (transportation and hotel)
\$30.00	Registration Late Fee (per business day)
\$50.00	Late Payment Fee (per month)
\$10.00	Student ID Replacement Fee

Computer-Related Costs

When calculating costs, students must also include the costs, if any, associated with the following personal computer/laptop requirements:

- Microsoft Office Applications (such as Word, Excel, and PowerPoint).
- High-speed Internet Service

All students are required to have a laptop computer with internet access. Course assignments and examinations will be given that necessitate access to a computer and the internet. Minimum specifications required by the Health Science Department can be found at [Laptop Requirements](#)

Conference and Onsite Intensives-Related Costs

When calculating costs, students must also include the costs, if any, associated with the following conference and onsite intensives:

- ACHE Congress Conference Registration Fees and Travel Costs (HA 5109: Competencies for Healthcare Executives)
 - As part of HA 5109, students are required to attend the annual ACHE Congress on Healthcare Leadership, organized by the American College of Healthcare Executives. Attendance provides students with opportunities for professional development, networking, and engagement with current healthcare executive practices that support

the competencies outlined in HA 5109. These costs are not included in tuition or program fees and may vary based on individual travel arrangements. Students are solely responsible for all expenses and costs related to conference attendance, including but not limited to registration fees, transportation to and from the conference, lodging, and meals.

- Onsite Intensive Travel Costs (HA 5107: Organizational and Healthcare Leadership)
 - As part of HA 5107, students are required to participate in onsite intensives. Costs associated with the onsite intensive are not included in tuition or program fees and may vary depending on the location and individual travel arrangements. Students are solely responsible for all expenses and costs associated with participation in required onsite intensive sessions. These expenses include, but are not limited to, transportation to and from the onsite location, lodging accommodations, and meals. The onsite intensive consists of four days of required in-person meetings, workshops, and program activities. The program may provide select meals and transportation to scheduled group activities during the onsite session.

Professional Development

Students are expected to pursue robust opportunities to develop critical professional skills and attributes necessary for effective leadership through curricular, hands-on field service experiences, and healthcare administration activities and projects. Opportunities for growth include:

Field Service

Field Service experiences create structured opportunities for students and faculty to apply learned skills in real-world project(s), research, and administrative functions within the healthcare system. This programmatic component facilitates pathways through which students and faculty become involved in the work carried out by the Department, constituent organizations, collaborators, researchers, and partners of Western University of Health Sciences. These experiences include opportunities to apply and further develop the following skills: problem-solving and critical thinking, leadership and decision-making, communication and interpersonal skills, adaptability and resilience, understanding of healthcare operations, practice cultural sensitivity and patient-centered care, project management and organizational skills, and improve the students' professional networks and professionalism. The field service component of both the formal and informal curricula provide a means through which Healthcare Administration students and faculty will a) learn through service, b) participate as team members, (c) demonstrate humanism, caring, and compassion within healthcare settings, and d) conduct action-oriented initiatives and/or projects. The field service experience is invaluable in shaping students into competent, well-rounded healthcare leaders.

MHA Electronic Student Center

Students will maintain professional responsibility for obtaining program information and conducting all aspects of student life in a timely manner by maintaining frequent contact with others through the Learning Management System (LMS) based Electronic Student Center throughout their tenure in the MHA program.

Student Government Association

MHA students may serve as representatives of the program within the Student Government Association to ensure the active engagement of the MHA professions in the WesternU student-centered initiatives and outreach.

Professional Organizations and Outreach

Students are required to participate in professional organizations and outreach throughout the academic year to promote awareness of the MHA profession, and to engage with the community. Examples of opportunities for student enrichment and expanding professional networks include the American College of Health Care Executives (ACHE), which students are required to become members and partake in the annual congress as part of a course requirement. Others include the American Association of Healthcare Administrative Management (AAHAM), American Health Information Management Association (AHIMA), the Healthcare Financial Management Association (HFMA), and the National Association of Healthcare Access Management (NAHAM) to name a few.

Confidentiality of Medical Record and Health History Information

All data gathered about the patient and their illness, including all items within a patient's medical history is privileged information and students are expected to maintain the privacy of all patient related information in accordance with applicable data privacy laws, including but not limited to HIPAA.

- Students should not in person or electronically discuss a patient's records in a manner or a situation that would reveal any information about that patient or their records to persons not involved in their health care.
- Charts or contents, e.g., lab reports, etc., are not to be removed from the hospital or clinical setting.

General Academic Policies and Procedures

Academic Advisement

Students will be assigned a faculty advisor by the Health Science Department Chair upon matriculation. Advisement by faculty should be viewed by the student as a part of the academic process. The student or faculty advisor may seek a change of advisor. Such a request should be made to the Health Science Department Chair. It is the responsibility of the student to meet periodically with their advisor. A student on probation must meet with their advisor and the Health Science Department Chair at least once a month, or as specified by the terms of probation.

Attendance and Absences from Curricular Activities

Per the University catalog, class attendance is mandatory. Students are expected to participate fully in all scheduled educational activities in person or online, synchronously and asynchronously, as indicated in the curricular schedule. Students remain responsible for all course content regardless of attendance. The College recognizes that, on occasion, students may need to miss a mandatory curricular activity due to unavoidable or required circumstances. Requests for excused absences must be submitted in advance through the TDX-based [Time-Off Request \(TOR\) Form](#). In emergency situations when advance submission is not possible (e.g. car accident, hospitalization), students must notify the Assistant Dean of Student Affairs prior to the start of the missed activity and submit the TOR as soon as the emergency has resolved. If a TOR has not been approved by the start of the activity, students are expected to attend as scheduled or may be subject to unexcused absence consequences. In the case that there is a difference of opinion between the student and a course director(s), the Health Science Department Chair is the final arbiter in determining if an absence is excused or unexcused. Decisions related to whether an absence is excused or unexcused are final and not subject to appeal.

As Master of Healthcare Administration (MHA) courses may be delivered in either synchronous and/or asynchronous formats, attendance is determined by students logging onto their online LMS account within the first three days of the term. The course instructor may drop a student for non-attendance at the first class meeting, or in the event of habitual absenteeism, or non-participation in instructional activities. Many courses include participation as part of the overall grading of student performance. All students are also required to attend the following events:

- New Student Orientation
- The first session of every course taken throughout the entire program (by logging into the online LMS within the first three days of the term).
- Attendance at announced mandatory student meetings; usually held once per semester.
- In-person on-site intensives.
- In-person ACHE Congress Conference.
- In-person Commencement exercises usually held on a weekday in the month of May.

- Scheduled obligations including field experiences, events, and commitments.

Some mandatory activities cannot be made up. Students are responsible for reviewing course syllabi and proactively communicating directly with the department offering the activity regarding make-up opportunities.

An unexcused absence from any mandatory curricular activity will result in forfeiture of associated points and any additional consequences outlined in the applicable course syllabus or departmental communications. Failure to meet attendance requirements in courses where attendance is graded or required as a threshold criterion may constitute a failure to meet Standards of Academic Progress and may result in referral to the Student Performance Committee under the Evaluation of Student Performance (Academic Hearing Process). Non-compliance with attendance requirements which reflect a pattern of unexcused absences may result in the student being referred to the Student Performance Committee for appropriate action which may include disciplinary action including failure of a course, repeating a course, or dismissal from the program.

The College Time-Off Request (TOR) Expectations

The College Time-Off Request (TOR) process governs excused absences from mandatory college scheduled curricular activities and is intended to balance student well-being with the academic and professional responsibilities of the curriculum. Each student is limited to a combined total of six partial or full day TORs for medical or personal reasons each academic year. Of those six TORs, only one can be for an examination day and only one can be due to late arrival. TORs submitted beyond the approved maximums are considered unexcused. While TORs for Interprofessional Education course activities must be submitted through the IPE TOR form, absences from IPE coursework will count toward the six TOR cap.

If a medical condition or disability requires accommodations, such as more than the allowed absences per academic year, the student should complete the ^HFCDHP registration process as soon as possible. ^HFCDHP is the authorized entity at WesternU to approve reasonable accommodations under the ADA and Section 504. Registration includes the interactive process, which may include implementation of appropriate accommodations. The time off process does not constitute an authorization of reasonable accommodations and cannot serve as a substitute for the ^HFCDHP registration process.

TORs must be submitted prior to the start of the missed activity, with planned absences submitted at least thirty days in advance. Requests should be submitted only for the time necessary for the event itself, reasonable travel time, and a modest buffer. Required documentation, as determined by the Office of Student Affairs, must be uploaded within two working days from the start of the absence, and approval should never be assumed. Late or emergency requests require interactive communication with the Office of Student Affairs prior to the missed activity and approval should not be assumed. See Student Resource Document ([Lebanon](#) | [Pomona](#)) for phone numbers.

It is the student's responsibility to contact the appropriate academic department promptly to arrange any eligible make-up work, which must be completed at the time designated by the department. TOR approvals are limited on designated blackout dates and are evaluated on a case-by-case basis.

Absences are considered unexcused if TOR requirements are not met, documentation is incomplete or late, or approved limits are exceeded. A pattern of unexcused absences will be considered failure to meet the Standards of Academic Progress and will result in referral to the Student Performance Committee.

Students are expected to review the detailed [TOR Expectations page in TDX](#) for more details, including blackout dates, research-related absences and multi-day or partial-day requests.

Requesting Religious Accommodation

In keeping with the University's commitment to humanism, WesternU recognizes and supports the provision of academic reasonable accommodation based on a person's sincerely held religious belief. A reasonable accommodation is one that can be implemented without materially interfering with the University's legitimate educational or operational objectives. The most common request for academic religious accommodation concerns class attendance during the observance of major religious holy days and celebrations.

Students wishing to be excused from class attendance for religious observances must submit a written request to the official WesternU email address of the instructor prior to their absence and receive a written response from the instructor acknowledging receipt prior to any absence as stated in the policy above. Alternative request methods, including but not limited to verbal communication, text messages, hard copy letters, notes, phone calls, and voicemail, will not be accepted. Students are responsible for satisfying all academic requirements for a course as defined by the instructor.

It is the responsibility of the student to inform the instructor(s) about requests for excused absences within the first two weeks of the class each semester after reviewing course syllabi for potential scheduling conflicts. If such conflicts occur during the first two weeks of classes in the semester, the student must notify the instructor(s), in writing at least three calendar days (72 hours) before the date that they will be absent.

The faculty of WesternU shall accommodate students wishing to observe religious holidays when such observances require students to be absent from any curricular activities. It is the responsibility of the instructor(s) to make every reasonable effort to honor the student request without penalty, and of the student to make up the work missed due to the absence.

Religious accommodation requests are not limited to holiday observances and may arise from a wide range of faith-based practices and commitments, including but not limited to scheduled prayer, dietary restrictions, fasting periods, religiously mandated dress or grooming, ritual purification practices, and deeply held theological or philosophical beliefs. Because the nature and scope of such requests vary considerably, each will be evaluated individually based on its particular circumstances. In such instances, students should contact the College Assistant Dean of Student Affairs to discuss such religious accommodation requests. The Office of Humanism is available as a resource throughout this process and may be engaged as circumstances warrant.

Retaliation is Prohibited. The University prohibits retaliation against students who request a religious accommodation or who participate in an approved accommodation. An employee who violates this anti-retaliation provision may be subject to discipline, up to and including termination.

Grievance Procedure: In the event that agreement cannot be reached regarding an academic religious accommodation, the student should bring the issue to the relevant college dean and to the Office of Student Success and Student Life via email studentlife@westernu.edu for review and resolution as applicable. If advice in resolving the issue is needed, the Office of Humanism will be consulted, as appropriate.

Student Rights and Responsibilities

It is the responsibility of the student to be familiar with the contents of the catalog and to observe all policies and procedures relative to the completion of requirements for the graduate degree that were in effect at the time of initial enrollment in the Department of Health Sciences.

Student Behavior During Examinations

Exams are designed to be taken at their scheduled dates and times. Unless there is a catastrophic event or a major illness, students are expected to take the exam, as scheduled. All missed exams will require supporting paperwork. Taking exams on the scheduled date is respectful to the faculty member as well as peers.

- Cell phones/ electronics must be on “silent” or “off”. Using unauthorized devices during an assessment or examination, including but not limited to cell phones, tablets, smartwatches, are not permitted.
- If water is needed during the examination session, the student needs to bring a bottle with the labels removed.

Online Synchronous Course Policies and Procedures (Zoom or MS Teams)

As an online program, the Department of Health Sciences has set forth a policy regarding student attendance and participation for lectures via Zoom or MS Teams. This policy is applicable to each student in every course unless otherwise stated by the instructor of record. This policy is subject to change and the students will be notified via email and/or Learning Management System (LMS) announcements when a change is made.

Failure to comply with this policy may result in a referral to the Office of Student Conduct and Professionalism as a potential violation of University or College student conduct policies.

Students will be required to use a computer to connect to their WesternU student Zoom or MS Teams account. Cell phones are not permitted during class sessions. Students will log into the Zoom or MS Teams session from a stationary structure (i.e. house, apartment, condo, and the like) in a private location conducive to learning. This means that attendance while traveling (e.g. riding in or operating a vehicle) and using a cell phone to attend an online synchronous session is not accepted nor approved behavior. Students must adhere to the following:

1. Students are required to attend all scheduled synchronous class sessions via Zoom or MS Teams using their WesternU account (please refer to course syllabi for attendance instructions).
2. First and last names **MUST** display on the student’s Zoom or MS Teams account. If a student prefers to be called by a different name, they must display the name as such. Ex: John “Johnny” Doe. Students are responsible for communicating with the instructor if there are any questions or

circumstances related to name display or access. Please visit the link below for information on an official name change request. <https://support.westernu.edu/TDClient/1848/Portal/Requests/ServiceDet?ID=39032> Students interested in updating their chosen/preferred name should not submit a name change request. Instead, visit the My Portal and locate the “Personal Pronoun and Chosen/Preferred Name” card to submit a separate request.

3. Students will be muted upon entry into the Zoom or MS Teams session but will always be required to have their video turned on.
4. Students must be in direct view of their camera throughout the ENTIRE class session excluding scheduled class breaks. During class breaks, video can be turned off, and the student must not exit the Zoom or MS Teams session. If a student’s video is turned off for an extended period, the student will be removed from the session and may result in a loss of participation points or class materials.
5. Internet connectivity can sometimes be an issue. Students are to ensure that they have the speed and bandwidth necessary to participate in the curriculum without limited issues.
6. Students are encouraged to be aware of others in the same household who may be using the internet simultaneously. In the case of an emergency such as the internet being down, a student may use a cell phone for the online synchronous session with consent of the instructor of record.
7. Students must wear appropriate school attire during the online synchronous session. Not doing so is considered unprofessional. This may result in a loss of participation points in the course.
8. Private Zoom or MS Teams chats will be disabled by the Instructor of Record in the course.
9. If a student has a question during the lecture, they are to utilize the “raise hand” feature on Zoom (located at the bottom of the screen) or MS Teams.
10. If selecting a virtual background, students must select a clean background that is not distracting and lecture appropriate.

Online Synchronous Exam Protocol via Zoom or MS Teams

Students will be required to “re-create” the classroom setting required for exams. This means that students will be expected to have a secondary device, either a tablet or phone, which will remain functional for proctoring during the test-taking period. The following protocol will be followed by students until advised otherwise by either the Instructor of Record or Department Chair.

Preparation – Done the Day Prior to the Exam

1. Prepare a private, quiet, and clear setting where they will designate as their exam-taking space. The desk or table where they are taking the exam should be empty or draped. Students should not have any visuals directly in front of or sides of the test space.
2. Make sure they have reliable Wi-Fi connectivity in the area they will be testing in.
3. Any notes and other written documents should be removed from the computer or laptop in which the student uses for testing.
4. Test area will have the secondary device and ensure that the device can be plugged in and/or remain charged throughout the testing period.
5. The secondary device must be positioned so that the camera captures a clear view of the student’s keyboard, screen, workspace, and face during the exam via a side/lateral view.
6. The student will need a portable/erasable whiteboard with dry erase markers and eraser. This may only be used during testing when permitted by the Instructor of Record.

7. The student must put their secondary device in Do Not Disturb mode after connecting to the Zoom session. This will allow the student to concentrate without interruptions to the student or the video feed. Any disruptions to the video feed during the exam will be deemed “suspicious activity” which could be subject to review by the Instructor of Record and/or the Department Chair.

Day of the Exam

1. Students must remove any smartwatches and other electronic devices (if applicable) prior to the test.
2. Students are expected to log-on 15-30 minutes prior to the scheduled Zoom meeting using the meeting information provided by the Instructor of Record.
3. The student’s set-up should be according to instructions from the section above titled “Preparation.”
4. Students may have the erasable whiteboard to write down notes after the start of the exam if permitted by the instructor of record.
5. Upon entering the test “environment” students will need to provide a 360-degree view with their phone/tablet of their testing area and white board (front/back).
6. If there is a question about a test question, the policy of the department is to not answer questions regarding exam questions or answers. If there is an operational question, students should DIRECTLY/PRIVATELY put their question in the Zoom meeting chat box.
7. Exam password will be available via Zoom shared screen just prior to the start of the exam.
8. Students are to log-on to exam software within five (5) minutes of receiving the password. Any technical difficulty that may students experience, are to be sent to the proctor immediately using Zoom chat.
9. Exams are INDIVIDUAL and closed book. There should be NO NOTES or cues visible to the student during the exam. Students may NOT have someone else within their view throughout the exam.
10. Students are to have their Zoom profile on “mute audio.”
11. The chat box on Zoom will be kept open during the exam and messages will be private and sent to the proctor only. The chat may be saved with the video to the Department Chair.
12. Students are NOT to leave the test setting under any circumstances during the exam – except when there is an emergency at which point the student must check with their proctor before leaving.
13. The student’s test will need to be uploaded within five (5) minutes by the end of the testing period.
14. Once the student has submitted the exam, they will show their Green/Uploaded screen along with their cleaned whiteboard to the Proctor for five seconds on Zoom to be excused.
15. Finally, the Zoom session may be video recorded during the exam period, and any suspicious behavior will be reviewed by the Instructor of Record and/or the Department Chair and result in a “0” on the exam.

The faculty place a high value on compliance with applicable standards of student conduct, including but not limited to the standards of professionalism. Conduct such as taking screenshots, sharing portions of exam questions, or having reference material out during an exam would be considered a violation of the standards of professionalism and the honor code. Noncompliance with such policies may result in a

referral to the Office of Student Conduct and Professionalism and may result in adverse action, up to and including dismissal from the program.

Communication

All students will be assigned an email account by the Department of Student Life & Student Leadership. The WesternU email address is the primary means of communication utilized by the University and the MHA program. Students are to be advised that the use of personal email accounts may result in messages defaulting to the spam filter process. Students are required to check their WesternU email accounts twice daily. The WesternU communication policy requires that all email messages receive a response within 48 hours (two business days). Students are required to keep the Office of the Registrar informed of their current address and telephone number by updating their information in the [Student Portal](#).

Each student is responsible for advising the Registrar, Assistant Dean of Student Affairs, and the Department of Health Sciences of telephone number changes as soon as they occur. Cell phones must be on silent during all class times and examinations. In the event that the student is a health care provider who is on-call at the specified time, they must obtain permission from the professor to maintain their cell phone on vibrate.

Protocol for Input on Matters of Student Concern

When an issue or dispute arises between students, the issue/dispute resolution process starts with communication among the involved students. If a satisfactory resolution is not arrived at that level, the matter should then be addressed with the faculty advisor. If the problem is not resolved at the faculty advisor/course director level, the matter should be brought to the appropriate college's Student Affairs personnel, then the College Dean, or Dean's designee. If the matter has not been resolved at those levels, the final arbiter is the Provost.

When an incident arises involving a faculty member, the first step in the issue/dispute resolution process is discussion with the faculty member. If the matter is not satisfactorily resolved at that level, then the matter should be referred to the Department Chair, then Dean, or Dean's designee, in that order. The final arbiter is the Provost. Please note that grade appeals cannot be handled under this protocol.

When an incident arises involving a staff member, the dispute resolution process begins with the Supervisor/Department Chair followed by the Dean, or Dean's designee. The Office of Human Resources is the final arbiter.

Failure to follow this sequence of steps will only serve to delay the appropriate resolution of the issue or dispute as the matter will only be referred back to the correct level in this chain of responsibility. Specific college policies regarding issue/dispute resolution are indicated in the appropriate sections of this catalog.

This protocol does not apply to concerns involving discrimination, harassment or retaliation. For information related to complaints involving discrimination, harassment and retaliation, including community resources, emergency and on-going assistance; mental health services; reporting options and other available support are as follows and can be located on the University's Title IX resource website.

Tutorial Assistance Program

A Tutorial Assistance Program (TAP) has been established to assist students experiencing academic difficulty or desiring content support. Students may be required to participate in the TAP. Students may also self-identify for a referral to TAP for voluntary participation. The tutors will be chosen on the recommendation of the faculty in each discipline. TAP support is contingent upon availability of tutors and the support of the college program. For assistance, contact the Department of Learning Enhancement and Academic Development (LEAD).

Student Injuries and Illnesses in Non-Clinical Settings

In the event of a student injury or illness (e.g., needle stick, puncture wound, slip/fall, etc.) during a non-clinical setting (e.g., classrooms, lecture halls, academic spaces) the following should be followed:

- Students are to immediately notify the faculty and/or college staff of the incident. For medical emergencies, Campus Security is to be notified immediately. As soon as possible, students are to submit an Incident Report (https://webapp.westernu.edu/incident_report).
- Obtain medical treatment for medical emergencies (e.g., fainting, bodily injury). It is the student's choice where they obtain medical treatment. They can do so at an Urgent Care, local hospital or from their primary care provider.

Follow-up care should be continued at the contracted facility (e.g., hospital, primary care provider) as needed. Expenses incurred are to be submitted to the student's personal insurance as the primary coverage and to the university as the secondary insurance, for the reported incident only. The Incident Report Form can be found on the university website and must be completed by the student and/or faculty and submitted electronically. There may also be a requirement to fill out a more detailed report within the student's program of study (please refer to specific program handbook).

Drugs and Alcohol on Campus Policy

The Drugs and Alcohol on Campus Policy can be found in the University Catalog. Students will be required to complete a drug screening along with a background check on an annual basis to be permitted to begin any clinical practice experiences. This is in addition to what is outlined in the University or College Catalog. Students are expected to be aware of, and abide by, both University and applicable College policies. For further information related to Drug Screening, please review the [Drugs and Alcohol Policy](#) and the Student Health and Safety section in the University Catalog.

Student Disability Accommodation Process

The Harris Family Center for Disability and Health Policy (^{HF}CDHP) values the uniqueness of each student as an integral member of our diverse WesternU community and is the designated office responsible for determining and approving reasonable academic modifications or accommodations. WesternU does not discriminate on the basis of disability and complies with Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act (ADA), and applicable state laws.

^{HF}CDHP's role in the accommodation process is to engage in an interactive process and to provide students with disabilities with the legally mandated and necessary support to afford equal access to the University's

programs and activities. Only accommodations approved through ^{HF}CDHP constitute official reasonable accommodations under the ADA and Section 504. Instructional personnel may, at their discretion, provide temporary or informal academic flexibility; however, such measures do not replace or supersede the formal accommodation review and approval process administered by ^{HF}CDHP.

A student's disclosure of a disability or health-related condition alerts the University to a potential need for accommodation; however, students must complete the ^{HF}CDHP registration process for accommodations to be formally reviewed, approved, and implemented. Disclosure of a disability or the submission of documentation in response to a process or procedure established by their respective college or program, does not, by itself, constitute a formal request for accommodations.

Students must be able to perform all the essential functions of the program with or without reasonable accommodation. Essential functions are defined in the program's published personal competencies and are assessed on an individualized basis through the interactive process.

The University will provide reasonable accommodations but is not required to make modifications that would fundamentally alter the nature of essential requirements of a program, result in an undue burden, or pose a direct threat to the health or safety of others. A fundamental alteration of a course or program is not considered a reasonable accommodation.

Students must adhere to the enrollment and documentation procedures set forth by ^{HF}CDHP to formally request accommodation. In the event a student discloses a disability to instructional personnel or administrators outside of ^{HF}CDHP, the student will be referred to ^{HF}CDHP for guidance on the accommodation request process. Requests for academic consideration related to circumstances other than the student's own disability (e.g., family bereavement or common illness) are not considered requests for reasonable accommodation under the ^{HF}CDHP Provision of Academic Accommodation(s) Policy and Procedure, the ADA, or Section 504 and are governed by separate institutional or program policies.

Accommodation determinations for clinical, laboratory, and experiential education are made on an individualized basis and may involve coordination with clinical training sites. Approved accommodations must be consistent with program requirements, personal competencies, and patient safety obligations. The availability and implementation of accommodations in clinical settings may vary by site and setting. Requests are reviewed on an individual basis in accordance with applicable law. Accommodations are implemented prospectively following approval by ^{HF}CDHP.

Students may file a grievance with ^{HF}CDHP regarding the denial or implementation of disability accommodations or concerns about access or discrimination. Grievances should be submitted promptly, no later than 30 calendar days from the decision or activity being appealed. Filing a grievance will not result in retaliation. Information, including the right to file with the U.S. Department of Education Office for Civil Rights, is available at <https://www.westernu.edu/cdhp/grievance-procedures/>.

To request accommodations and initiate the interactive process at WesternU, students are encouraged to visit <https://www.westernu.edu/cdhp/> to learn more about the registration process, requirements for disability documentation, and to complete the Student Intake Form. ^{HF}CDHP will promptly engage with

students in the interactive process to review and implement accommodation requests. All inquiries are handled confidentially, and students may obtain general information without registering.

To schedule an appointment with ^{HF}CDHP, please email disabilityaccommodations@westernu.edu. For the Pomona campus, students may call (909) 469-5441, or visit in person at 309 E. Second Street, Building 390, Pomona CA, 91766. Center hours are Monday through Friday, from 8:00 a.m. to 5:00 pm. For more information, please visit <https://www.westernu.edu/cdhp/>.

Videotaping, Audiotaping, Still Photography and Digitized Note Taking in Laboratories and Lecture Halls, or Associated Academic Activities

Videotaping, audiotaping, still photography and digital note taking are not permitted in the University laboratories, lecture halls, or clinical sites without the expressed permission of the involved instructor or through approved accommodations from the ^{HF}CDHP office. For further details, please refer to this policy in the University Catalog.

Service Animals on Campus

In accordance with university policy and the Americans with Disabilities Act (ADA), individuals with disabilities are permitted to bring service animals, as defined under the ADA. Emotional support animals and pets are generally prohibited on campus and at clinical rotation sites. Students seeking further information should consult the Animals on University Property Policy, available at <https://www.westernu.edu/cdhp/service-emotional-support-animals/>, or contact the ^{HF}CDHP for additional guidance at disabilityaccommodations@westernu.edu.

Standards of Academic Integrity, Professionalism and Student Conduct (“Standards of Student Conduct”)

The Standards of Student Conduct encompass three components: the Standards of Academic Integrity, the Standards of Professionalism, and the Standards of Student Conduct. Collectively, these three components are referred to as the Standards of Student Conduct and are located in the [University Catalog](#). Students are expected to make themselves aware of and abide by the expectations contained in the Standards of Student Conduct and related policy statements. Ignorance is not a justification for violating the Standards of Student Conduct.

Because of the professional nature of a graduate health degree program, WesternU expects a higher standard of student conduct. The Standards of Student Conduct articulates violations that are most common and/or readily identifiable. Conduct violating the Standards of Student Conduct that are not specifically mentioned may still be subject to disciplinary action. Any questions regarding interpretation of the Standards of Student Conduct defined in the University Catalog should be referred to the Office of Student Conduct and Professionalism.

Professionalism Concerns and Non-Disciplinary Interventions

The College of Health Sciences recognizes that professional behavior is a core competency of graduate health professions education. Accordingly, the College may evaluate reports that raises professionalism concerns, including but not limited to *professional demeanor, accountability, respect, effective interpersonal skills, and ethical behavior*. Upon identifying such concerns, the College retains discretion to determine the appropriate response and course of action, provided that resulting action constitutes a non-disciplinary measures, which may include but is not limited to mentoring, coaching, a written advisement, a Professional Behavior Improvement Plan, or other non-disciplinary approaches. These measures are educational in nature and are intended to serve as constructive interventions and/or advisements designed to support the student's professional development. Non-disciplinary measures do not constitute, and shall not be construed as, formal sanctions as defined under the Standards of Student Conduct set forth in the University Catalog.

Students are expected to engage in good faith with any non-disciplinary measures implemented by the College. A student's failure or refusal to comply with such measures may result in a referral to the Office of Student Conduct and Professionalism for further review pursuant to the applicable University student conduct process.

Reporting Violations to the Office of Student Conduct and Professionalism

Western University of Health Sciences has centralized the student conduct process under the **Office of Student Conduct and Professionalism**. Previously, student conduct matters were managed at the college level; all such matters are now handled centrally by the Office of Student Conduct and Professionalism to ensure a consistent, fair, and transparent process across all colleges and programs.

All student conduct reports, including concerns related to alleged violations of the Standards of Academic Integrity, Professionalism or Student Conduct, contained in this College Catalog and the University Catalog should be submitted directly to the Office of Student Conduct and Professionalism using the [WesternU Student Conduct and Professionalism Incident Report Form](#). The Office of Student Conduct and

Professionalism will review each report and determine the appropriate course of action in accordance with University policies and procedures.

Students, faculty, staff, and administrators are encouraged to direct any questions about the conduct process to the Office of Student Conduct and Professionalism. Additional information regarding the Office of Student Conduct and Professionalism and the Student Conduct Process is available in the University Catalog.

CHS-Student Performance Committee (SPC)

Composition and Leadership

- **Membership:**
 - **Voting Members:** Primarily based at the Pomona campus.
 - **Non-Voting Members:** May include ex-officio members as designated.
- **Leadership Appointments:**
 - The **Chair** and **Vice-Chair** are elected by the voting members of the Student Performance Committee.
- **Meeting Protocol:**
 - The SPC convenes at the request of the Chair or Vice-Chair.

Primary Responsibilities

- 1. Periodic Review of Student Performance:**
 - a. Evaluate comprehensive evidence of academic and professional performance and progress for all CHS students, with a special focus on those experiencing academic difficulty. Performance is defined to include both academic achievement and behavioral-conduct aspects.
- 2. Monitoring Student Performance:**
 - a. **Reporting:** receive reports from the Office of Student Conduct & Professionalism of students whose conduct is deemed unsatisfactory as determined through the student conduct process outlined in the University Catalog. Appropriate student conduct is defined by the University's and College's Standards of Student Conduct standards and handled in alignment with the Student Conduct Procedures in the University Catalog.
- 3. Review and Recommendation Process:**
 - a. **Action Recommendations:**
 - i. Possible recommendations include promotion, probation, remediation, course or rotation repetition, suspension, dismissal, administrative withdrawal, medical assessment, or educational assessment.
 - ii. Additional actions may be recommended based on the situation.
- 4. Graduation Recommendations:**
 - a. **Faculty Notification:** Recommend to the college faculty the awarding of degrees upon satisfactory completion of all graduation requirements as stated in the College Catalog.

Special Note: The SPC is not authorized to evaluate medical conditions or disabilities through its review process. Evaluating medical information and disability-related claims is designated exclusively to the ^{HF}CDHP office, not the SPC. If you have a medical condition or disability that you believe is relevant to your

academic situation, you should complete the [**HFCDHP Student Intake Form**](#) as soon as possible. Submitting this form initiates the interactive process with HFCDHP and, if appropriate, the implementation of reasonable accommodations (which are not retroactive). The HFCDHP accommodation process is separate from and independent of the SPC review process.

Evaluation of Student Academic Performance – SPC Procedures

The CHS Student Performance Committee (SPC) reviews matters of academic performance, professionalism, and conduct for students enrolled in the MHA program. A student may be referred to the SPC based on trigger events such as academic probation, failure to meet course requirements, professionalism concerns, or violations of university or college policies. While the University Catalog governs student conduct hearings, academic matters are governed by CHS procedures as outlined here.

When a matter is referred to the Student Performance Committee (SPC), the student will be notified in writing that a review has been initiated. The student will be provided an opportunity to submit any information they deem relevant, in writing, for the SPC's consideration. If potential outcomes include suspension, dismissal, or any action that could delay academic progress or incur financial costs, the student will be invited to appear before the SPC and present any information they deem relevant for the SPC's consideration. The student may be accompanied by a mentor for support at the SPC. It is the student's responsibility to make the request to the Chair of the Committee in writing, and to identify the proposed mentor. The role of the mentor is to advise the student. A mentor is not permitted to ask questions of witnesses or to participate directly in the hearing. The student may waive their right to appear before the SPC.

Criteria / Triggering events for CHS SPC referral:

1. If a student receives a "U" or NCR in any course.
2. If a student's GPA is less than 3.0 for two or more consecutive or non-consecutive semesters.
3. If a student demonstrates academic deficiency or violation, as defined in the Standards of Academic Progress section.

The SPC will forward its recommendations to the CHS Dean or CHS Dean's Designee. The CHS Dean or CHS Dean's Designee has the authority to accept the recommendations or make other decisions they deem appropriate under the circumstances. The CHS Dean or CHS Dean's Designee will issue a decision, in writing, to the student.

Appeals Procedures

Students may request an appeal of the Dean's, or Dean's designee's, decision to the Provost by following the process defined in the 'Student Appeal Process' section of the University Catalog. Decisions related to the imposition of academic probation and any associated terms/conditions of such probation, or administrative withdrawal are considered final and not appealable to the Provost (See University Catalog, Student Appeal Process).

Standards of Academic Progress

Students whose performance falls below the minimum acceptable standards for any area of study will be notified of such deficiency by the instructor of the course, the CHS Assistant Dean of Student Affairs, or the Department Chair as soon as evidence of such sub-standard performance is available. Students whose performance is considered unacceptable because of not meeting the minimum requirements, or who are not able to bring their performance to the minimum standard within the allotted time in the academic term, will be placed on probation. The duration and conditions of the probationary period will be determined by the Department Chair or the Chair's Designee with recommendations from program faculty. The program may recommend the appropriate action, which may include but is not limited to remedial study or repetition of a unit of study, resulting in extending the length of the program. (See section on Probation in the General Academic Policies and Procedures section in University Catalog).

Academic Standing

An overall grade point average of 3.00 (B) must be maintained during graduate work undertaken at Western University of Health Sciences in order to qualify for Advancement to Candidacy. Any student whose grade point average falls below a 3.00 average will be placed on probation. A 2.00 (C) grade earned in any class may be applied toward graduation only if the overall grade point average continues at a minimum 3.00 (B). Students who are on probation are not in good academic standing and may not advance to Candidacy, register for culminating options courses, participate in commencement, or schedule an oral defense or comprehensive examination without the written approval of the Department Chair.

Reasonable Academic Progress

All students are expected to make reasonable progress each year toward the degree objective. Full-time graduate students are considered to be making reasonable academic progress when they maintain an overall GPA of at least 3.0 and complete 12 semester hours during the academic year. Both half-time and full-time students must complete the graduation requirements within the time limits described under Graduation Requirements. For half-time students, reasonable academic progress will be determined by the faculty on an annual basis upon consultation with the student.

Graduation

A student will be recommended for the Master Healthcare Administration Degree provided the student:

1. Is not on probation and has completed all prescribed academic and field requirements with a cumulative grade point average of above 3.00 and has no outstanding grade of "Incomplete," "In Progress", "NCR", or "U".
2. Has demonstrated no serious deficiencies in ethical, professional or personal conduct, as defined in the Standards of Student Conduct, which would make it inappropriate to award the degree of Master of Science in Health Sciences.
3. Has complied with all the legal and financial requirements of the University as stated in the University Catalog.

4. Has attended in person and participated in the Commencement ceremony at which time the Master of Healthcare Administration degree is conferred. Unless special permission has been granted by the Dean, or Dean's designee, each student must participate in the University commencement ceremony. Requests for excusal will only be granted for extenuating circumstances, such as a prior military commitment.

Students may participate in commencement activities provided they will complete all requirements of the program by December 31 of that calendar year. No student will receive their degree until the student has completed all requirements for graduation. Degrees will be dated as appropriate to completion date.

Adverse Actions

Academic Warning

The student who demonstrates unacceptable performance in any unit of study during any portion of the program is notified in writing of such performance by the course Instructor as soon as it becomes evident. The notice constitutes an academic warning. Continued poor academic performance can lead to academic probation and/or dismissal.

Academic Probation

The student who demonstrates unacceptable performance in any unit of study during any phase of the program is notified of such performance by the instructor of record, Faculty Advisor, the CHS Assistant Dean of Student Affairs, or Department Chair as soon as it becomes evident.

Students whose performance is considered unacceptable because of not meeting the Standards of Academic Progress (which includes a failure to meet attendance requirements and/or policies) will be placed on probation. The duration and conditions of the probationary period will be determined by the Department Chair with recommendations from the program faculty. The Committee may require remedial study and/or repetition of a unit of study in addition to the terms of probation recommended by the faculty.

Academic Probation is defined as a period of time specified by the Department Chair, or the Chair's designee, during which the student's progress will be closely monitored by (a) the CHS Assistant Dean of Student Affairs, and (b) program faculty. A student will be recommended for probation and may be asked to appear at a Student Performance Committee (SPC) meeting for any of the following reasons:

1. Immediately upon receipt of a course grade of 'U' in any course.
2. A course or semester grade point average below 3.00.
3. A cumulative grade point average less than 3.00.
4. Failure to make reasonable progress toward the degree objective.

The terms of probation will be specified at the time the student is placed on probation.

When a student is recommended for probation, they will be notified in writing by the program and the reasons will be stated. The written notification will be sent via email or hand delivered. A copy of the notification will be placed in the student's permanent file, and a copy sent to the Chairperson of the Student Performance Committee (SPC).

A student on probation may not serve as an officer of any official University club or organization and shall not engage in time-consuming extracurricular activities. A MHA student on probation may not participate in service-learning projects at affiliate organizations or facilities in which there is not direct supervision by MHA faculty.

Students are removed from probation under the following conditions:

1. After one semester provided they have regained both a semester and cumulative GPA of at least 3.00
2. When all 'U' grades have been satisfactorily remediated.

When the specified terms of probation conduct are met.

Conduct Probation

Conduct Probation is defined as a period, specified by the Office of Student Conduct and Professionalism, during which the student's conduct will be closely monitored due to a violation of the Standards of Student Conduct.

The terms of conduct probation will be specified at the time the student is placed on conduct probation. When a student is placed on conduct probation, they will be notified in writing and the notification will be sent electronically to the student's WesternU email address. Copies of the letter will be placed in the student's educational record and distributed to the Chair of the Student Performance Committee, the College Dean, and the student's Faculty Advisor. The Office of Student Conduct and Professionalism will consider when the terms of the conduct probation have been satisfied and recommend rescission of the conduct probation. A student on conduct probation may not serve as an officer of any official University or College club or organization and should not engage in time-consuming extracurricular activities.

Financial Aid Warning Policy (Title IV and Title VII)

Academic Probation Policy. If a student is not making Satisfactory Academic Progress (SAP) they will be placed on "Financial Aid Warning" status for the next payment period and continue to receive financial aid for that period. Financial Aid is any financial assistance offered to the student for paying for their education, such as loans, scholarships, Federal Work-Study, Grants and stipends (based on the criteria of the stipend). Students who fail to make SAP by the end of that payment period lose financial aid eligibility.

It is the policy of the Financial Aid Office (FAO) that once a student has been placed on academic probation for not meeting SAP standards as defined by the College, the Financial Aid Office will automatically place the student in a Financial Aid Warning status. During the next academic term if the student does not meet SAP standards and the College places the student on academic suspension the student will no longer be eligible for financial aid. If the student appeals the academic suspension and the appeal is approved, financial aid will be reinstated. If the student is directed to audit courses, those courses will not be charged

tuition for the audited courses. Students that are required to repeat coursework are encouraged to meet with a financial aid counselor with respect to their financial aid eligibility.

Repeat Coursework and Federal Financial Aid Eligibility. Federal regulations governing repeat coursework apply to all students undergraduate, graduate, and professional under the definition of a full-time student in 34 CFR 668.2(b). For term-based programs (not subscription-based), a student's full-time workload may include repeating previously passed coursework, but only one repetition of a previously passed course may be counted toward enrollment status and paid with Title IV aid.

For financial aid purposes, a course is considered "passed" if the student earns a grade of D or better, regardless of the institution's academic standards. For example, while many graduate programs require a B or better to meet academic requirements, the Department of Education (ED) considers a D passing for Title IV eligibility. In addition to letter grades, the non-letter grades Credit (CR) and Pass (P) are also considered passing by ED for Title IV purposes.

Non-letter grades such as Unsatisfactory (U), Incomplete (I), No Pass (NP), No Credit (NCR), In Progress (IP), and Withdrawal (W) are not considered passing by ED and therefore do not count as successful completion for Title IV eligibility.

Once a course is considered passed, it may be repeated only once with federal aid. This policy does not require institutions to change their academic grading standards, but it does limit how many times a previously passed course may be included in enrollment status for financial aid purposes.

Students who are considering repeating a course should consult with the Financial Aid Office to understand how this may affect their aid eligibility and ensure compliance with federal guidelines.

Remediation

Every effort will be made to give each student the opportunity to demonstrate proficiency in each area of the academic program. Remediation is to be regarded as a privilege that must be earned through active participation in the educational program as demonstrated by regular attendance, individual initiative, and utilization of available resources. A student is only allowed to remediate one time during the duration of the program.

If a student receives a grade totaling less than 3.00 for any course or has a semester or cumulative GPA less than 3.00, the student will be reviewed by the MHA faculty who will make a recommendation regarding the student. Course scores that fall between 65% and 69% meet the criteria for remediation. Course scores below 65% are not eligible for remediation, and the course must be repeated. The Department Chair of the MHA Program will review faculty recommendation(s) and either:

1. Implement the remediation process and place the student on academic probation.
 - a. This option is only for students who have not demonstrated previous academic difficulties, have not remediated classes prior, and have not been recommended to the Student Performance Committee (SPC) in the past.

- b. The Department Chair, the Assistant Dean of Student Affairs, or designee will inform the student of the remediation and probation in writing. The student will acknowledge the remediation by signing and returning the document to the Department Chair, the Assistant Dean of Student Affairs, or designee.
2. A student who needs to remediate two courses throughout the 24-month curriculum may be recommended for dismissal. Submit the MHA Faculty recommendation for remediation in writing to the SPC, who in turn shall provide a confirmation upholding the MHA Faculty Recommendation to the Department Chair. If faculty recommendation is for dismissal or suspension, the recommendation will be sent in writing to the SPC, who in turn provides a confirmation recommendation to the Dean of the College of Health Sciences or their designee. All other decisions regarding the faculty recommendation go to the Department Chair.

In reviewing the students' academic deficiencies, the following guidelines shall be applied:

1. Educational objectives underlie remedial teaching, and evaluation should be the same as the educational objectives that underlie regular courses in the curriculum. Where deemed appropriate, the SPC, following consultation with the MHA faculty, may recommend one or a combination of the following options:
 - a. Take a comprehensive examination.
 - b. Complete special projects or studies in the deficient area(s)
 - c. Repeat the course (Students repeating a course(s) will be charged full tuition for the course).
 - d. Where remediation is not an option, the faculty may recommend dismissal from the university.
2. The grade achieved by remediation will be the grade recorded EXCEPT that the highest grade a student may earn on options (a) or (b) is a grade of B. The grade achieved by remediation will be recorded on the transcript next to the original grade.
3. The grade achieved by remediation of a course will be reviewed critically by the SPC. Failure to earn at least a 'B' or 'CR' grade may result in dismissal from the University or repeating the course.
4. Decisions regarding remediation will be made on an individual basis after considering all pertinent circumstances in each case. The decision will be made by the Department Chair in accordance with the college/program catalog and based upon the recommendation of the MHA faculty and review, if indicated, by the CHS Student Performance Committee.
5. Any student who is required to remediate a course or a portion of a course will be notified in writing at least two weeks prior to the date of remediation (or within two weeks of the close of

the academic year, whichever comes first). Notification will be by mail, email, or hand-delivered to the student.

Academic Suspension

Students who are deemed unable to continue in the curriculum due to inadequate performance and are required to repeat a given academic year or portion thereof will be placed on academic suspension through such time as they can resume their studies by starting the courses the student is required to repeat. Throughout the time the student is academically suspended, he or she is also on academic probation, and remains on academic probation until all coursework has been satisfactorily remediated/repeated. A student may not receive financial aid during any time of suspension.

Conduct Suspension

A conduct suspension is a period of time when a student is barred from enrollment in an academic program because of a violation of applicable University or College conduct policies. The duration of the conduct suspension will be communicated to the student at the time the suspension is imposed, either as a specified period of time or until the student has satisfactorily completed all the terms and conditions imposed to remedy the violation. A student may not receive financial aid during any time of suspension.

Summary Suspension

Actions that threaten or endanger, in any way, the personal safety, and/or well-being of self or others, or that disrupt or interfere with the orderly operation of the College or University are cause for immediate disciplinary action. Either the University President, Provost, or Dean, or Dean's designee, has the authority to summarily suspend a student when the student admits to guilt or when, in the opinion of these entities, such action is appropriate to protect the health or safety of any individual, or to preserve the orderly operation of the University. Further details regarding the summary suspension action can be found in the University Catalog.

Dismissal

A student may be subject to dismissal from the MHA program for substandard performance, as follows:

1. A student who earns two or more unacceptable grades (U or NCR), regardless of prior successful remediation of an unacceptable grade.
2. Attaining a semester GPA below 3.0 where remediation of a course is not an option.
3. Any event that could result in probation for a student currently on I probation, or violation of the terms of any current probation.
4. Failure to pass, successfully, a course remediation exam.
5. Lack of professional attributes considered appropriate for continuance in the program and profession.
6. Violation of the University and/or College student conduct standards, policies, or procedures, in alignment with the University's Student Conduct Procedures (See University Catalog)

Evaluation and Grading

Competency is expected of all program graduates upon completion of the professional curriculum as defined by the “Program Goals.” The curricular components of the program are designed so that students’ work toward achievement of these competencies is measured via written practical examination and evaluations of professional development. Specific behavioral objectives have been defined for each curricular component to assist the student and program faculty in evaluating the degree of attainment of these expected competencies. The following grading scale is applied to students enrolled in the Master of Healthcare Administration program:

Grading Scale

Final course grades are given based upon the traditional 4-point letter system, as follows:

<u>Grade</u>	<u>Equivalent</u>	<u>GPA Points</u>
A	93-100%	4.00
A-	90-92%	3.70
B+	87-89%	3.30
B	83-86%	3.00
B-	80-82%	2.70
C+	77-79%	2.30
C	73-76%	2.00
U	Less than 73%	0.00
CR	Credit	N/A
NCR	No Credit	N/A

ADMINISTRATIVE GRADES

<u>Grade</u>	<u>Equivalent</u>	<u>GPA Points</u>
AU	Audit	N/A
I	Incomplete	N/A
IP	In Progress	N/A
TR	Transfer	N/A
W	Withdrawal	N/A
M	Missing	N/A

The grade point average is calculated at the end of each semester as the sum of earned grade points divided by the sum of semester hours passed and failed. A cumulative grade point average will be calculated and posted on the transcript.

Audit

An “AU” (Audit) is assigned to a student attending class activities but does not complete examinations and does not receive course credit. However, under certain circumstances, at the discretion of the College Dean, or Dean’s designee, a student who is repeating or undergoing remediation may be required to complete course examinations and/or other required work products while auditing the course for no grade.

Missing Grades

A grade of “M” (Missing) will be assigned by the Registrar’s Office if a student’s grade is not available by the deadline for grade submission. An “M” grade is not included in the GPA calculation and will be replaced by the grade earned in the course once submitted by the course director/instructor. If the grade earned is not reported within six calendar months of the course end date, the grade of “M” will be converted to an unsatisfactory/no credit grade, contingent upon the course’s grading scale. “M” grades should not be used by the program in place of an Incomplete (“I”) grade.

Incomplete Grades

An Incomplete grade (“I”) will only be assigned to students whose professional commitments and/or personal responsibilities prevent him or her from completing the requirements of the course where not less than 80% of the course requirements have been completed. The student must petition the Instructor for an incomplete grade not less than two (2) weeks prior to the close of the semester and specify the elements of a learning contract. The student must complete the remaining coursework in compliance with the learning contract, no later than the close of the following semester. The Instructor must certify any grade changes. In the event a student does not complete the coursework by the end of the semester following the term for which the Incomplete was given, the course grade will revert to a U or NCR, and the student must register for and complete the entire course at another time.

Appealing a Course Grade

No course grade will be changed unless the Instructor or Department Chair certifies in writing to the Registrar that an error in computing or recording the grade occurred. If the student believes there is just cause to dispute a grade for a course, the procedure is as follows:

1. Within three (3) business days of the date the course grade is posted to BanWeb, student must make an appointment to talk with the course Instructor(s) who issued the grade and submit written request for review. Upon receipt of written request from the student, the course Instructor(s) shall review the case with the student and a decision shall be made by the course Instructor(s) to affirm or modify the grade. Within five (5) business days of the student’s written request, the course Instructor(s) shall notify the student in writing of the decision. A copy of the letter shall be sent to the student and the Department Chair.
2. Within three (3) business days following written notification to the student regarding the instructor’s decision, the student may appeal the decision in writing to the Department Chair. The appeal request must be accompanied by a narrative explaining the basis of the appeal. The narrative should fully explain the student’s situation and substantiate the reason(s) for advocating a reversal of the instructor’s prior decision. The Department Chair may grant an appeal only if a claim of (1) bias, (2) the appearance of new material and documentable evidence that was not available at the time of the instructor’s decision, or (3) procedural error that unfairly affected the decision-making process is substantiated by the Department Chair. Upon written request from the student with a valid appeal rationale, the Department Chair shall review the case and within five (5) working days shall issue a decision in writing to the student, which may affirm, modify, or reverse the previous action. A copy of that decision will be provided to the instructor. The Chair’s decision is final in all course grade appeals (didactic and experiential), except when the Chair is also the official Instructor of the course in question.

In such a case, the student will direct their appeal to the Dean of the College of Health Sciences, or Dean's designee, following the same guidelines for an appeal to the Department Chair. In addition, in such a case, the decision of the Dean, or Dean's designee, is final and not subject to appeal.

Credit Hour Calculation

Courses are rated at one credit hour for every 15 contact hours of lecture or 40 hours of experiential education. For additional information, please see the University Credit Hour Policy section in the University catalog.

Lines of Communication

To enhance communication among the College of Health Sciences (CHS) students, the following will be used as a general communication guideline for students:

Students → Course Director(s)/Instructor(s) → Department Chair → CHS Assistant Dean of Student Affairs
→ CHS Dean or Dean's Designee

Curriculum Organization

Overview

Offered completely online, the Master of Healthcare Administration is designed to be completed in one to two academic years. The curriculum is 46 units and falls in alignment with the standards posed by the Commission on Accreditation of Healthcare Management Education (CAHME).

Subject/Course #	Course Title	Credit Hours
HA 5100	Financial and Healthcare Accounting	4.00
HA 5101	Economics for Healthcare Administrators	4.00
HA 5102	Ethics of Healthcare Economics and National Health Policy	4.00
HA 5103	Survey of Finance	4.00
HA 5104	Healthcare Organizations and Management	4.00
HA 5105	Healthcare Information Technology and Management	4.00
HA 5106	Market-Based Management	4.00
HA 5107	Organizational and Healthcare Leadership	4.00
HA 5108	Healthcare and Law	4.00
HA 5109	Competencies for Healthcare Executives	4.00
HA 5992	Interprofessional Leadership Roundtable	1.00
HA 5994	Interprofessional Leadership Immersion	1.00
HA 5996	Supervised Healthcare Administration Field Training	4.00
Total Required Credit Hours:		46.00

Course Descriptions

HA 5100 Financial and Healthcare Accounting (4 credit hours)

The course addresses financial accounting and reporting processes from a user's perspective. The learner will understand how economic transactions of an enterprise are reported in financial statements and related disclosures.

HA 5101 Economics for Healthcare Administrators (4 credit hours)

Students will examine microeconomics theory and applications for business management decision-making. It will equip students with the analytical tools and frameworks necessary to assess market dynamics, anticipate changes in economic conditions, and formulate strategic responses to maximize organizational performance. Students will learn how to apply economic models and techniques to evaluate business opportunities, assess competitive dynamics, and optimize resource allocation.

HA 5102 Ethics of Healthcare Economics and National Health Policy (4 credit hours)

The course explores the ethical implications inherent in healthcare economics and the formulation of local, state, and national health-policy issues. Through rigorous analysis and ethical debates, students examine the moral consequences of resource allocation, access to care, and cost containment strategies while upholding principles of justice and equity. It also studies the sources of funding for healthcare expenditures, and the percentage that it represents in the Gross Domestic Product in the United States.

HA 5103 Survey of Finance (4 credit hours)

This course provides a comprehensive overview of financial management principles and analytical techniques in healthcare organizations. Students explore financial planning, budgeting, resource allocation, investment analysis, cash-flow management, and performance evaluation. Emphasis is placed on using accounting and financial information to support strategic planning, risk assessment, and executive decision-making. Both qualitative and quantitative methods are employed to evaluate financial outcomes in healthcare settings.

HA 5104 Healthcare Organizations and Management (4 credit hours)

The course focuses on the management and organization of health care delivery. It examines significant features of the healthcare context, the unique challenges these features produce for managers and solutions that organizations have used to address those challenges.

HA 5105 Healthcare Information Technology and Management System (4 credit hours)

The course introduces students to the concepts and practices of monitoring healthcare information systems and performance, including health IT disciplines, applications and commercial vendors, decision support methods and technologies, information systems design and engineering, and new opportunities and emerging trends.

HA 5106 Market-Based Management (4 credit hours)

The course is grounded on market-oriented thinking, including social marketing, elements of a market situation analysis, the fundamental elements of the marketing mix (4P's), customer-centricity, product positioning, pricing strategies, branding, and customer relationship management. Students will learn

market research methodologies, competitive analysis frameworks, marketing mix strategies, and performance metrics for measuring marketing effectiveness.

HA 5107 Organizational and Healthcare Leadership (4 credit hours)

The course is designed around three integrated components—theory, application, and immersion—to prepare students to lead changes in complex healthcare organizations. Students explore leadership theory and evidence-based frameworks for organizational transformation, apply these tools through activities that develop skills in setting direction, communicating vision, and motivating individuals and teams across the healthcare system.

A central feature of the course is a multi-day, in-person onsite intensive session with professional development opportunities, where students engage in structured sessions, professional events, and direct interaction with healthcare leaders and stakeholders. Through full-day programming and a planned evening networking experience(s), students gain hands-on experience to real-world leadership challenges while building professional relationships that support their ongoing growth as healthcare leaders.

HA 5108 Healthcare and Law (4 credit hours)

The course navigates the intricate legal landscape of healthcare, exploring accreditation standards, regulations, compliance, liability, and patient rights within diverse healthcare systems. Analyze case studies and statutes to understand the nuanced intersection of law and healthcare delivery, preparing to address complex legal issues in professional practice. Topics will also include human resources and risk management.

HA 5109 Competencies for Healthcare Executives (4 credit hours)

The American College of Healthcare Executives' competencies for healthcare administrators are integrated throughout the MHA curriculum. This course is designed to represent the fundamental skills required to be an effective healthcare leader and hold executive leadership roles. It reviews the five domains of healthcare administration competency: 1) knowledge of the healthcare environment; 2) business skills and knowledge; 3) communication and relationship management; 4) leadership, and 5) professionalism. Students enrolled in this course are expected to attend the Annual ACHE Congress on Healthcare Leadership which occurs yearly around March and engage in learning and networking opportunities.

HA 5992: Interprofessional Leadership Roundtable (1 credit hour)

This course prepares emerging healthcare professionals to lead with clarity, empathy, and resilience in complex care settings. Through interactive sessions with industry leaders and real-world case discussions, students will develop practical skills in communication, ethical decision-making, crisis management, and interdisciplinary leadership.

HA 5994: Interprofessional Leadership Immersion (1 credit hour)

The course emulates interprofessional work environments to address healthcare leadership challenges. Through systems mapping, stakeholder analysis, use of IPEC frameworks, root cause analysis, and logic models, students design integrated, team-based solutions that are both actionable and sustainable. The course culminates in brief, presentations, and guided reflection that connect individual leadership growth to team and system-level impact.

HA 5996 Supervised Healthcare Administration Field Training (4 credit hours)

The course provides students with a minimum of 160 hours of hands-on experience in supervised healthcare administration settings, allowing them to apply theoretical knowledge to real-world scenarios. Through mentorship and practical tasks, students develop essential skills in leadership, management, and decision-making within healthcare organizations. Depending on availability, some opportunities may exist within eligible facilities for specialized certification(s) (e.g., long-term care with preparation for licensure exam).

Honors and Awards

The following awards are presented annually at the college's annual award and hooding ceremony that is typically held in May.

- Alumni Memorial Award
- Bertha Oliver Memorial Award
- Dean's Award
- Don and Jean Griva Memorial Award
- Outstanding Thesis Award
- Jayzona Alberto & Helen Musharbash Health Science Alumni Scholarship
- Arthur Madorsky, MD Memorial Scholarship Award
- Guy M. Allmond Scholarship Fund
- Linda Fox Memorial Endowment Fund
- President's Society Award
- The Alumni Association Scholarship
- Who's Who among Students in American Universities and Colleges Nominations

Academic Calendar

Fall 2026	
August 3-7, 2026	New Student Orientation
August 17, 2026	Fall Classes Begin
August 21, 2026	Last Day to Add Fall Classes
August 28, 2026	Last Day to Drop Fall Classes
September 7, 2026	Labor Day – No Classes
October 12, 2026	Indigenous People’s Day – No Classes
November 11, 2026	Veterans Day – No Classes
November 22, 2026	Fall Classes End
November 26-27, 2026	Thanksgiving Holiday – No Classes
Spring 2027	
December 14-18, 2026	New Student Orientation
January 4, 2027	Spring Classes Begin
January 8, 2027	Last Day to Add Spring Classes
January 15, 2027	Last Day to Drop Spring Classes
January 18, 2027	Martin Luther King Day – No Classes
February 15, 2027	President’s Day – No Classes
April 11, 2027	Spring Classes End
Summer 2027	
April 5-9, 2027	New Student Orientation
April 12, 2027	Summer Classes Begin
April 16, 2027	Last Day to Add Summer Classes
April 23, 2027	Last Day to Drop Summer Classes
May 31, 2027	Memorial Day – No Classes
June 18, 2027	Juneteenth Observed – No Classes
July 18, 2027	Summer Classes End