

Health Services Administration



Student Handbook 2021 - 2022

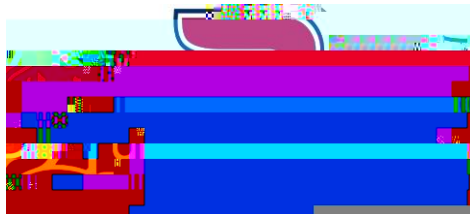


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In the Mercy and Jesuit traditions, the mission of University of Detroit Mercy's Health Services Administration program is to educate students to become competent leaders in a variety of healthcare settings. Consistent with the missions

competency. The Bachelor of Science is the foundation for health services administrators. To meet the complex, multifaceted role of the professional administrator, undergraduate and graduate education must integrate a strong liberal arts foundation with core competencies of management, ec

Academic and Professional Policies and Procedures

(Updated April 15, 2015)

Students in the College of Health Professions at the University of Detroit Mercy are expected to exhibit behaviors that epitomize academic, professional and personal integrity. They are committed to the traditions of the Sisters of Mercy and the Society of Jesus that emphasize values, respect for others, and academic excellence. Adherence to such high standards is necessary to ensure quality in education and clinical care in all College of Health Professions programs. A student's acceptance into a program of the College of Health Professions is conditional upon signing an affirmation of the Honor Code.

It is the responsibility of a student in the College of Health Professions to complete all coursework and fulfill all course objectives ethically and appropriately. Students in the College of Health Professions will maintain the highest standards of integrity and academic honesty, adhering not only to the Honor Code but also to any other professional requirements and provisions of their respective programs. Refer to the University of Detroit Mercy Academic Conduct Policy and your department handbook for further discussion and definition of academic misconduct and integrity.

Cheating by acts of commission or omission is not acceptable behavior for a student in the College of Health Professions. Misrepresentation in academic work includes but is not limited to:

Submitting the same paper in more than one course without the explicit

trustworthiness and integrity. I will behave in an ethical, honest and accountable manner and will report any violations of the Honor Code that come to my attention

Student Name

Date

All students in the University assume an obligation to conduct themselves in a manner compatible with the rights and responsibilities outlined in University of

3. _____ or providing misinformation in documentation of internship hours and experiences or in one's credentials.

4. _____ on assignments and unauthorized access to and use of computer programs, including modifying computer files created by others and representing that work as one's own.

5. _____, or work

- a) Placed in quotation marks or set off from the rest of the text in indented block style (depending on number of words in quote)
 - b) Transcribed accurately
 - c) Referenced *
- * For an explanation of the mechanics of referencing, quoting, etc., see American Psychological Association (1994). *Publication Manual of the American Psychological Association* (6th ed.), Washington, DC,: Author.
- 2) Paraphrases and summaries must be written in your own words and own sentence structure because diction and structure are ninety percent of good writing. To take another's sentence structure without indicating so is plagiarism. If you like the sentence structure and diction of the author, then quote the passage directly and use quotation marks.
- Developed by the College of Notre Dame, Department of Nursing, Baltimore, Maryland. Modified and used with permission. 6/90*

Suspected academic misconduct (e.g., plagiarism, cheating on exam, falsifying records, unauthorized collaboration, presenting previous work without permission and theft) is subject to disciplinary sanctions. Reports of such behavior may be initiated by faculty, staff, students or agency personnel and forwarded to the Program Director. No grade is given until reviewed by the Program Director and faculty. Review of academic misconduct violations will be conducted by the Program Director and faculty.

The appropriate Program Director will meet with the person initiating the report of suspected academic misconduct. The faculty and the Program Director will investigate the allegation.

The Program Director then will meet with the student to identify the problem or cause for concern and to review the policy in the HSA Student Handbook.

If this is a graded assignment, no grade shall be assigned to the assignment.

The student's work in question will be forwarded to the HSA faculty not teaching the course with accompanying documentation from faculty who taught the course.

the high standards of their profession. Compliance with all institutional rules and regulations, city, state and federal law is expected.

Student conduct includes the following considerations:

- (real or simulated) as evidenced by a thoughtful and professional attitude in obtaining information and primary or secondary data from patients and/or patient medical records.
- , shown by: dealing with class peers, professional and staff personnel, and with all other members of the health team in a considerate and respectful manner and with a spirit of cooperation; acting with an egalitarian spirit towards all persons encountered in a classroom setting or a professional capacity regardless of race, religion, gender, sexual orientation or disability; assuming an appropriate and equitable share of duties among peers.
- , which involves: effectively undertaking duties with alacrity and persevering until complete, or notifying responsible persons of problems, punctual attendance at internship sites, or offering appropriate explanation when unable to be present.
- , that is: being truthful and intellectually honest in communication with others; acceptance of responsibility for meeting multiple demands by establishing proper priorities and by completing work; discerning accurately when supervision or advice is needed before acting; maintaining confidentiality of information concerning patients.
- , which means: neat and clean appearance in attire that is acceptable as professional; maintaining equilibrium under pressures of fatigue, professional stress, or personal problems; avoidance of alcohol or of drugs while at the internship site or while attending class.

The following, however, are examples of behavior, which would constitute a violation of professional standards:

- Harassment, harm, abuse, damage, or theft to or of any person or property including copying of copyrighted materials and software on University of Detroit Mercy grounds or property owned by any hospital/clinic, affiliated institution/organization, or individual to which the student may be assigned.
- Entering or using University of Detroit Mercy or affiliated hospital/clinic facilities without authorization or disrupting teaching, research, adm

- Participating in academic or clinical endeavors of University of Detroit Mercy or its affiliated institutions while under the influence of alcohol, a controlled substance, or illicit drugs.
- Unlawful use, possession, or distribution of illegal drugs and alcohol.
-

: In a more serious breach of professional standards, a student may be placed on (professional) disciplinary probation. The office of the Chair will decide provisions included in probation, such as the duration and conditions of the probation, on a case by case basis. Such provisions may include a requirement that the student obtain medical (including psychiatric) consultation and treatment, or other requirements that will remedy the misconduct and prevent its recurrence. Examples of such requirements may include community service time or service to the university.

Students may or may not be allowed to continue classes while on probation, and may not be allowed to continue in the internship. Students on professional disciplinary probation will be required to meet with the faculty member, advisor or HSA administrative personnel as outlined in the probation contract. Failure to comply with any part of the probation contract, including regularly scheduled meetings, may result in the student being dismissed from the HSA or MHSA program. Likewise, repeated professional disciplinary probation can result in dismissal as described below.

faculty teaching that course and a grade can only be changed by the faculty person who assigned the grade. A passing grade cannot be appealed or grieved.

- A student may request an incomplete grade from the faculty before the end of the course if there is a legitimate reason acceptable to the instructor; the student is progressing satisfactorily in the course and has completed at least 50% of the course work. The faculty and student agree on the time limit for completion of the course and sign the appropriate form. Requirements must be completed no later than the eighth week of the following semester for undergraduate students. Failure to meet the stated requirements will result in an automatic grade of I/F.

- Students who officially withdraw from a class between the first 25% point of the class to the 75% of the class receive a grade of W. Students in the MHSA and H

successfully complete the Bachelor of Science degree. A course may be repeated only once.

- o Instances of academic dishonesty or cheating will result in at least a score of zero on the assignment or examination, and thus, potentially a failing grade in a course. For any such instances, instructors shall notify the program director who shall impose appropriate discipline, up to and including dismissal from the program.

Violation of program policies on professionalism and integrity, or ethical behavior *

False statements made, or false documents submitted, in the admissions process *

Because of the rigorous professional requirements in the health profession and the state, the faculty and/or Academic Progression Committee reserves the right to recommend at any time the dismissal of a student due to physical or emotional health, conduct (see Professional Disciplinary Sanctions), or academic standing.

Items above marked with an asterisk have the potential for immediate dismissal. Falsification of the application may result in rescinding of the degree after graduation.

When a student earns an individual course grade of D or F, even though their cumulative GPA may be above a 3.0, they will be dismissed from the MHSA program immediately and not allowed to progress. Dismissal for poor scholarship is entered upon the student's permanent academic record.

When a student is dismissed for academic reasons from the graduate MHSA program, his/her transcript will so indicate; "Dismissed for academic reasons". Students who are dismissed may apply for admission to another college, school, or program within the University. The student may also appeal the dismissal as described in the Academic Dismissal Appeal Procedure directly below.

Students who wish to appeal an academic dismissal should follow the procedures as described at the College of Health Profession website:

https://healthprofessions.udmercy.edu/_files/pdf/Appeals_Policy_CHP.pdf

Students will be notified of an adverse determination regarding academic progression by a communication from the program administrator. The communication will provide the procedures a student must follow in order to appeal the decision.

The Academic Progression Committee will review all letters of appeal and schedule appeal appointments as needed.

Consistent with its mission, University of Detroit Mercy (Detroit Mercy) welcomes feedback from students about our policies, programs and services in an effort to promote a successful learning environment. To that end, Detroit Mercy is committed to providing prompt and fair resolution of all student complaints. We are accountable to our students, constituents and accrediting agency to provide a process by which students may lodge complaints in a nonthreatening manner, free from retaliation of any kind whatsoever.

A student complaint ranges from an experience with, or treatment by, a University employee to a matter relating to academic or non-academic areas not addressed in college and school handbooks or University policies and procedures. There are two types of complaints:

Academic: College/School-related, Library/ODE, Career Education Center, University Academic Services issues or any other academic matter.

Non-academic: Student Ser

members. The shared responsibilities of students and advisors can be more specifically stated as:

Student Responsibilities

1. Identify advising and registration dates on the Academic Calendar.
2. Identify your faculty advisor in your Portal/Student Profile.
3. View course schedule at www.udmercy.edu/classschedule
4. Schedule an appointment with your advisor as early as possible and come for advisement.
5. Maintain throughout the program an advising portfolio containing a copy of your program plan, grade reports, and other related information. Students are expected to bring their advising portfolio when meeting with their faculty advisor.
6. Plan registration according to the appropriate curriculum plan with adherence to listed course pre and co-requisites.
7. Consult with your advisor c.00000912i0rel0m0nisit I.

Guest applications are available on the web at www.udmercy.edu/registrar. Click on forms, then Current Detroit Mercy Student - Request for Guest/Transfer Credit. The application is to be submitted to your Advisor.

An "Application for Graduation" form should be filed before the semester in which the student intends to graduate, it can be found online in My Portal/Student Profile.

Students planning to graduate in the Fall semester are required to complete their application before the fall semester begins and students who plan to graduate in the Winter or Summer semester are required to complete their application before winter semester begins. A graduation fee will be assessed. Students intending to graduate should consult with their faculty advisor at least two weeks prior to the filing deadline for the purpose of confirming the completion of their academic requirements. All outstanding transcripts must be reviewed before a student can be cleared for graduation. A candidate for a bachelor's degree admitted in Fall 2020 or later must complete the minimum 120 earned hours (126 earned hours for candidates admitted prior to Fall 2020) as specified in the program of studies to be certified for graduation. The earned hour requirement is subject to the following limitations:

- Not more than 63 hours in transfer credit from a community or junior college, unless a formal affiliation agreement provides otherwise.
- Not more than a total of 90 credit hours from another four-year college or university.
- Not more than 63 hours in credit by examination.

Graduate students must fulfill all degree requirements. No more than 9 credit hours may be transferred and applied to the total number of credit hours.

Candidates for the bachelor's degree are to complete the last 30 credit hours of their program at University of Detroit Mercy. No transfer credits will be accepted as credit toward graduation during this portion of a student's program.

- Candidates for a bachelor's degree must have a minimum of a cumulative 2.0 GPA.
- Candidates for a master's degree must have a minimum of a cumulative 3.0 GPA.

Undergraduates who have compiled superior academic records during the last 60 credit hours of their program at the University will have the following honors

inscribed on their diploma and recorded on their permanent record: cum laude (3.50 QPA minimum), magna cum laude (3.70 QPA minimum), summa cum laude (3.90 QPA minimum).

In 1974, President Gerald Ford signed into law a bill that extended the Elementary and Secondary Education Act of 1965. The Senate adopted a series of amendments by Congressman James L. Buckley (Cons-R, NY) that gave parents and students over 18 access to the student school records and provided penalties for institutions that released certain student records without consent. *Source:* A review of Government and Policies. Congress and the Nation, 1973/1976. Congressional Quarterly, Inc.: Washington, DC, p. 385.

For more information about FERPA law, please visit the website:
<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>.

The mission of Disability & Accessibility Support Services, in keeping with the ACCESS's mission to provide elementary, secondary, and graduate education, is to create an accessible community where students with disabilities have an equal opportunity to fully participate in all aspects of the educational environment. Because of our belief in the dignity of each person, and

must be registered with Disability & Accessibility Support Services (DAS) and faculty must receive official notification from their office before accommodations can be implemented. It is important for students to be proactive in this process by requesting their accommodations before the start of every semester. If you feel your accommodations are not being honored in the classroom setting, please contact DAS.

(Updated May 4, 20

Course Policies and Procedures

Internship absences are an individual responsibility and should be seriously considered when establishing priorities of time. Anticipated absences should be discussed with the preceptor prior to the time of the absence.

When athletic schedules and schedules for other Detroit Mercy-sponsored activities are constructed, class absences must be taken into consideration and should be kept at a minimum. It is the responsibility of the student involved in Detroit Mercy-sponsored activities to inform instructors well in advance (or as soon as the student knows) when classes must be missed, and to complete any assignments due during the absence, in accordance with the instructor's written policy in the syllabus for the course. The student and instructor are encouraged to work out some reasonable accommodation regarding course requirements, if classes are to be missed. In the case of student athletes, the student is expected to present the instructor with a schedule of competitions, from the athletic department, during the first week of class.

Recording devices may only be used in the classroom (theory and practicum) with permission of the faculty.

Cell phones must be turned off during class time and the internship. If under special circumstances the instructor has approved the cell phone being on, it must be on "silent". Texting during class or the internship is prohibited. Laptops and tablets are allowed for note taking unless otherwise specified by the instructor. However, surfing the web or other non-class related activities are prohibited. If the student is caught engaging in non-class related activities using an electronic device, his/her grade and/or class participation points could be negatively affected.

- 1) Assigned seating may be used for examinations.
- 2) Faculty proctors may be present for all examinations. Additional proctors may be used based on the conditions of the examination and the availability of faculty.
- 3) Students may bring only writing implements and other authorized materials to their seat. Any materials not authorized by the course faculty (book bags, backpacks, cell phones, and other items designated by the faculty) must be placed in a location designated by the faculty.

- 3) It will be the sole decision of the faculty member as to whether or not the student will be allowed to make up an exam or quiz. Factors

Internship Policies

Undergraduate students considering the internship course need to have senior status before enrolling in the internship course. Undergraduates will need to complete 126 hours for the internship.

Graduate students must have at least 35 MHSA credits (if entered prior to Fall 2021) and 30 MHSA credits (if enrolled Fall 2021 and after) completed before enrolling in the internship course and are required to complete 168 internship hours. A satisfactory criminal background check and drug screen will be required prior to placement in the internship setting.

In concert with the philosophy of the Health Services Administration Program, which speaks to the dignity, worth and work of each individual, students are to protect and respect the rights to privacy, religious beliefs, and personal philosophy of all employees and patients within the internship environment. Confidential data such as addresses and phone numbers may not be used for any purpose other than Internship assignment.

The regulations regarding access to and use of medical records will vary according to the hospital or agency in which the student is having the administrative experience. As a rule, if students need a patient's record for study purposes, they must obtain written permission from the preceptor.

The Health Insurance Portability and Accountability Act (HIPAA) of 1996, mandates Federal privacy protection for individually identifiable health information. Standards have been set for health care providers (who transmit health care transactions electronically). While at the internship site, most of the health care providers and administrators that you will come in contact with will be under the HIPAA guidelines and requirements. In your studies, and during your internship, you need to be aware of these requirements, and additionally, the administrator will sometimes train you on their organization's HIPAA policies and practices.

Some of the pertinent requirements of HIPAA are:

- Notifying patients about their privacy rights and how their information is used.
- Adopting and implementing privacy procedures for the practice or hospital.
- Training employees so that they understand the policies.
- Designating an individual as a Privacy Officer, who is responsible for seeing that the privacy procedures are followed.
- Securing patient records containing individually identifiable health information so that they are not readily available to those that do not need them.

While participating in an internship, you will be expected to comply with HIPAA requirements, and you need to conduct yourself in the following manner during your internship:

- Use safeguards to prevent the use or disclosure of PHI (Protected Health Information) other than for your direct performance of services.
- Notify your preceptor or faculty member of any use or disclosure of PHI that is contrary to your service and its purposes.
- Ensure that fellow students do the same. ○ Cooperate with and abide by the training, policies and procedures of the health care provider.

Student Affairs and Information

(Midwest Chapter of the American College of Healthcare Executives) allows for student volunteer opportunities at local healthcare organizations and/or around the topics of healthcare

Paid opportunities to tutor HSA and MHSA students in HSA subjects

- volunteers participate in extensive fundraising activities in order to go to various locations to work in service outside of their own community and often in a very different culture.

- Rx for Reading is a children's literacy initiative sponsored by University of Detroit Mercy.

Service in the City offers opportunities during the week to help in two Detroit tutoring programs.

- Serve meals to the homeless.

TENN has several opportunities to serve as volunteers and leaders in community food justice efforts, including weekly produce deliveries, food justice workshops, and service days at various urban gardens in Detroit.

For the full list of service opportunities, click here:

https://udmercy.edu/about/mission-vision/lead-serve/pdf/All_Service_Opportunities.pdf

Campus Ministry (CM) at Detroit Mercy exists to enhance the spiritual, emotional and community life of the University. Services scheduled throughout the year are: retreats, prayer services, reflection and discussion sessions. CM is available to counsel students in spiritual distress and offer a listening ear for student issues.

Offers tutoring at no cost for undergraduate and graduate HSA/MHSA students. For more information and/or to schedule an appointment please contact:

Janielle Losaw, MS Ed

Assistant Dean for Student Academic Success & Outcomes

College of Health Professions

McAuley School of Nursing

Ph: 313-993-1599

Schedule an appointment: <https://calendly.com/chpsass>

It is strongly recommended that all students carry health insurance coverage for the duration of their program experience. Students assume responsibility for their own medical care. Information regarding a basic injury and illness insurance plan is available through the University Student Health Center, 313-993-1185 (see <https://www.udmercy.edu/life/health/insurance.php>). In their capacity as students, students cannot access employee health care services free of charge at program clinical sites.

Limited services are available through the Student Health Clinic. Students are responsible for any health care costs. The university assumes no responsibility for a student's medical care. <https://www.udmercy.edu/life/health/clinic.php>

All students are covered by professional liability insurance through Detroit Mercy while enrolled in internship courses.

Building Codes:

NOTE: Normal business hours are 8:30 am to 5:00 pm Monday through Friday unless otherwise noted.

University of Detroit Mercy
4001 West McNichols Road
Detroit, MI 48221-3038
Phone (toll-free): 800-635-5020 E-mail:
admissions@udmercy.edu
<http://www.udmercy.edu/apply/>

, McN/CH; (313)993-1700 (p); (313)993-2449 (f); www.detroittitans.com

, McN/SC, Phone: (313)993-1030;
STORE HOURS

Monday 9am - 6:00pm

Tuesday 9am - 6:00pm

Wednesday 9am - 5:00pm

Thursday 9am - 5:00pm

Friday 9:00am - 4:00pm

Saturday and Sunday CLOSED

Check website for most current schedule: www.udmercy.bncollege.com

, McN/RH 143; (313)993-1017(p); (313)993-1029 (f);
www.udmercy.edu/cec/; careerlink@udmercy.edu (email)

McN/ (313)993-1596

All labs are for general purpose use, subject to availability and closed for all University holidays, unless otherwise noted.

ENG 140, (313)993-1100 or (313)993-1596

Monday to Friday 8:30 am to 10:00 pm

C & F 10, (313)993-1597 Monday to Friday 8:30 am to 10:00 pm. The lab is closed to general purpose usage during Term III (May - August)

SC, Student Union Basement (Next to the Grounds) (313)993-1596

Monday to Sunday 8:30 am to 12:00 am

CHP 7, Lower Level, (313)993-1174 or (313) 993-1597, Monday to Friday 8:30 am to 10:00 pm. The lab is closed to general purpose usage during Term III (May - August);

(main office), Corktown Campus, 2700 M.L.King Jr. Blvd, Detroit
(313)494-6700 <http://dental.udmercy.edu>

, McN/FAC 70, Reception desk: (313)993-3350
Toll-Free: 1-800-635-5020 (8:30 a.m. - 5:00 p.m.)
Fax: 313-993-3347 Email: finaid@udmercy.edu

(313) 993-1783 fitnesscenter@udmercy.edu
Hours: Monday-Friday 7am-10pm
Saturday 12pm-7pm and Sunday 1:30pm-9pm
Call for summer hours

, McN/SC, 2nd fl. (313) 993-1616
Titan Dining Room---Monday-Friday
Breakfast 7:30am-10:30am
Lunch 11:30am- 1:30pm
Dinner
Monday-Thursday 4:30pm- 7:30pm
Friday 4:00pm- 6:00pm
Saturday-Sunday
Brunch 10:30am- 1:30pm
Dinner 4:00pm- 6:00pm

The Loft/McN/SC
Monday-Thursday 8:00am-10:00pm
Friday 8:00am- 9:00pm
Starbucks closes at 2:30 pm M-F
Subway opens at 10:00 am M-F
Grill opens at 11:30 am M-F
Saturday-Sunday (Grill only) 6:00pm- 9:00pm

The Bookmark McN/LIB
Monday-Thursday 8:00am-9:30pm
Friday 8:00am- 5:00pm

Titan to Go, McN/SH
Sunday-Thursday 6:30pm-11:30pm

Grounds Coffeehaus McN/SC basement (313)993-1154
Monday-Thursday 9am-12am
Friday 9am-5pm
Saturday 9am-12pm
Sunday 5pm-12am

Tommy's (Healthy Snacks), McN/Fitness Center
(313)993-1783

, McN/West Quad 104
(313)993-1185 (p); (313) 993-1777 (f);
Monday-Friday 10am-4pm Fall/Winter terms Monday-Friday
11am-2pm Spring/Summer terms

<http://www.udmercy.edu/slo/wellness/healthcenter/>

McN/LIB 3rd Fl. Room 326

(313)578-0580 Email: ode@udmercy.edu

, McN/RH Lower level

(313)993-1205 (p); (313)993-1192 (f)

Monday-Friday 9:00am-5:00pm

MCN/FAC Room 230

(313)993-1500, Website: it.udmercy.edu

Monday-Thursday, 8:30 am to 7:00 pm

Friday, 8:30 am to 5:00 pm (Term I and II)

An online ticket system allows all users to make requests 24/7 and to track the progress of those requests.

, McN/LIB; (313)993-1795(check-out desk);

(313)993-1071 (reference/information desk)

Office Hours <http://research.udmercy.edu/about/hours/mcn.php>

, Shiple Hall; (313)578-0341; Monday-Thursday 10am-

6:30pm, Friday 10am-5pm www.udmercy.edu/slo/office/parking

For appointment contact a University Counselors M-F 8:30 am until 5:00 pm (Aug 15 – June 15), West Quads, Wellness Center.

Appointments can be made by phone or email.

313-993-1562

personalcounselingwc@udmercy.edu

Summer hours vary, please call for schedule.

, www.udmercy.edu/publicsafety

McN/SC Southeast corner.

(from campus phone), (313) 993-1123 (non-university phone)

Non-emergency (313) 993-1234; publicsafety@udmercy.edu

McN/FAC 80;

(313)993-3313(p); (313)993-3317 (f);

registrar@udmercy.edu

, McN/SH 115;

Phone: (313)993-1230; reslife@udmercy.edu

Residence Hall Repair Hotline, (313)993-1747

Effective communication has a positive influence on our educational community. In order to foster communication in the HSA program, the following have been established.

Section 1

- a. Official bylaws will be voted on by two-thirds of the HSA SAC leadership team.
- b. Proposed changes to these bylaws must be posted on the HSA website at least 30 days prior to a vote on the change. These proposed changes must be read into the minutes.

Curriculum

- E.
 - 1. At most, 6 credit hours may be counted towards both the major and the minor.
- F.
 - 1. Students must maintain a cumulative 2.0 grade point average in all minor courses in order for the minor to be posted on the official transcript at the time of graduation.
- G.
 - 1. Pre-requisites may be required for some minor courses.
- H.

Fundamentals of Speech	CST 1010	3 credits
Academic Writing	ENL 1310	3 credits
Algebra	MTH 1010 (or higher level)	3 credits

Aesthetic Experience		3 credits
Comparative Experience		3 credits
Ethics	ETH 3580	3 credits

